



# COORDINATED PUBLIC TRANSIT- HUMAN SERVICES TRANSPORTATION PLAN

November 2017



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Local Government Services

## PROJECT STAFF

**Ken Kirkey**  
Director, Planning

**Anne Richman**  
Director, Programming  
and Allocations

**Drennen Shelton**  
Project Manager

**Kearey Smith**  
**Tom Buckley**  
GIS Analysis and Mapping

**Shimon Israel**  
Demographic Analysis

**Michele Stone**  
**Miguel A. Osorio**  
Graphic Design and Production

This Plan was  
completed in consultation with  
**Nelson/Nygaard Consulting  
Associates**

## COORDINATED PLAN TECHNICAL ADVISORY COMMITTEE

**Jon Gaffney**  
Golden Gate Transit

**Tracy Repp**  
Sonoma County Human Services  
Area Agency on Aging

**Debbie Toth**  
Choice in Aging

**Shawn Fong**  
City of Fremont

**Melissa Reggiardo**  
SamTrans

**Katherine Heatley**  
Outreach

**Annette Williams**  
San Francisco Municipal  
Transportation Agency

**Liz Niedzela**  
Solano Transportation Authority



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# EXECUTIVE



# AFT SUMMARY



METROPOLITAN TRANSPORTATION COMMISSION



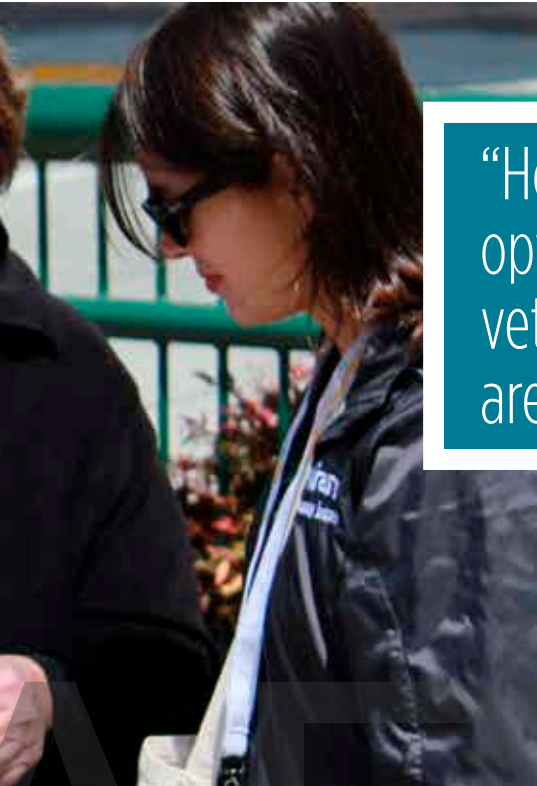
## SETTING THE VISION

This is a forward-thinking, big picture plan for the region that guides MTC's coordination with partners throughout the Bay Area.

This Coordinated Public Transit-Human Services Transportation Plans goes beyond its basic federal requirements—considering the mobility needs of seniors, people with disabilities, people on low-incomes, and veterans—and designates strategies to guide MTC's efforts over the next four years.

This plan asks the question:

How can MTC and its partners provide mobility options for seniors, people with disabilities, veterans, and people with low incomes that are also cost efficient for the region?



“How can MTC and its partners provide mobility options for seniors, people with disabilities, veterans, and people with low incomes that are also cost efficient for the region?”

**WHO IS SERVED?**

The Coordinated Plan envisions a cost-effective expansion of services for seniors, people with disabilities, veterans, and those with low incomes.

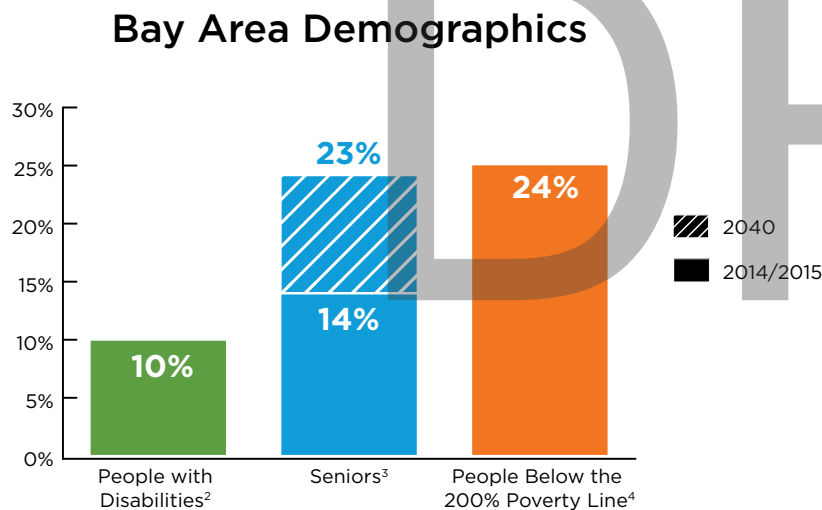
| Existing Targeted Services             | Seniors | People with Disabilities | Veterans | Low-Income Populations |
|--|---------|--------------------------|----------|------------------------|
| Fixed-route transit                    | ✓       | ✓                        | ✓        | ✓                      |
| ADA-mandated paratransit               |         | ✓                        |          |                        |
| Community-based shuttles               | ✓       | ✓                        | ✓        | ✓                      |
| Private demand-response transportation | ✓       | ✓                        | ✓        | ✓                      |
| Subsidized fare or voucher programs    | ✓       | ✓                        |          | ✓                      |
| Volunteer driver programs              | ✓       |                          | ✓        |                        |
| Information and referral               | ✓       | ✓                        | ✓        | ✓                      |
| Travel training                        | ✓       | ✓                        |          |                        |
| Mobility management                    | ✓       | ✓                        | ✓        | ✓                      |

# KEY CHALLENGES FOR THE REGION

The Bay Area's population is aging, and the portion of the population living in poverty has increased and suburbanized in the last decade. Combined with a growing share of the population that lacks access to a vehicle, this means that **fewer of the most vulnerable people in our region have access to opportunities.**

## WHAT DOES THE DATA TELL US?

Predictions for the region's growth through the year 2040 indicate that the **senior population will grow from 14% of today's population to 23% of the 2040 population.**<sup>1</sup> However, those seniors are expected to stay healthy longer, with almost no growth expected in the portion of the population that is disabled.



**The cost of providing paratransit is increasing.** According to the Federal Transit Administration, between 1999 and 2012, the average cost per trip on ADA paratransit services increased 138%, from \$13.76 to \$32.74.<sup>5</sup>

Today, 24% live in poverty in the Bay Area. **Poverty has risen faster** in suburban than urban areas, particularly in Solano, Contra Costa, and Marin counties. Low-income populations increasingly have less access to public transit and public services.

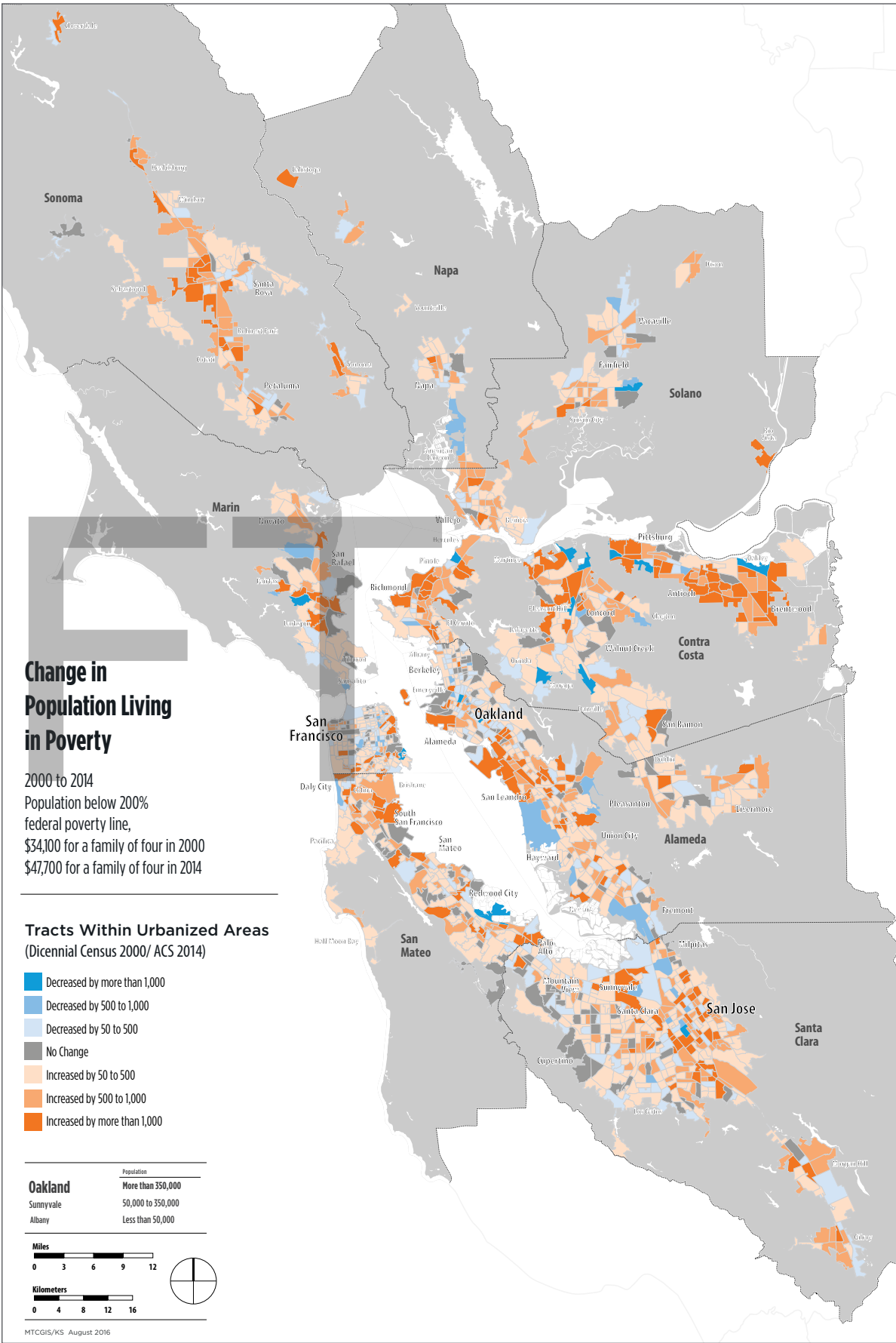
1. 2014 American Community Survey 5-Year Estimate S0101; Metropolitan Transportation Commission and Association of Bay Area Governments, Plan Bay Area 2040 Projections, Scenario 2040\_03\_116

2. 2014 American Community Survey 1-Year Estimate S0103

3. 2014 American Community Survey 5-Year Estimate S0101; Metropolitan Transportation Commission and Association of Bay Area Governments, Plan Bay Area 2040 Projections, Scenario 2040\_03\_116

4. 2015 American Community Survey 1-year Estimate B17002

5. FTA Report No. 0081, Accessible Transit Services for All



## WHAT DO REGIONAL STAKEHOLDERS SEE AS THE BIGGEST GAPS?

Representatives from over 30 Bay Area stakeholder groups were asked to identify the biggest mobility gaps faced by their constituents. These are the most common themes heard.

- **Spatial gaps**—areas of our region that are either difficult or impossible to reach by public transportation—continue to be a key need expressed throughout the region
- **Temporal gaps**—points in time that lack service—also constrain the mobility of target populations
- With regional consolidation of facilities and growing rates of disease, **healthcare access** is a major concern in the region
- Transit and paratransit **fares are unaffordable** for many people in all parts of the Bay Area
- **Funding needs** are growing faster than revenues
- Constituents recognize that **safety investments for pedestrians and people on bicycles** improve mobility for all, and increase access to transit
- While suggestions were made to leverage emerging mobility service providers to assist in solving mobility gaps, people are concerned about the **lack of accessibility of both taxis and ride-hailing services**
- Stakeholders highlight the importance of **transportation information availability** and associated referral services to steer people to gap-filling services
- Consistent with the 2013 Plan, **transfers** on both the fixed-route transit network as well as between ADA Paratransit service providers (when trips cross county lines, for example) are barriers

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# COORDINATION STRATEGIES

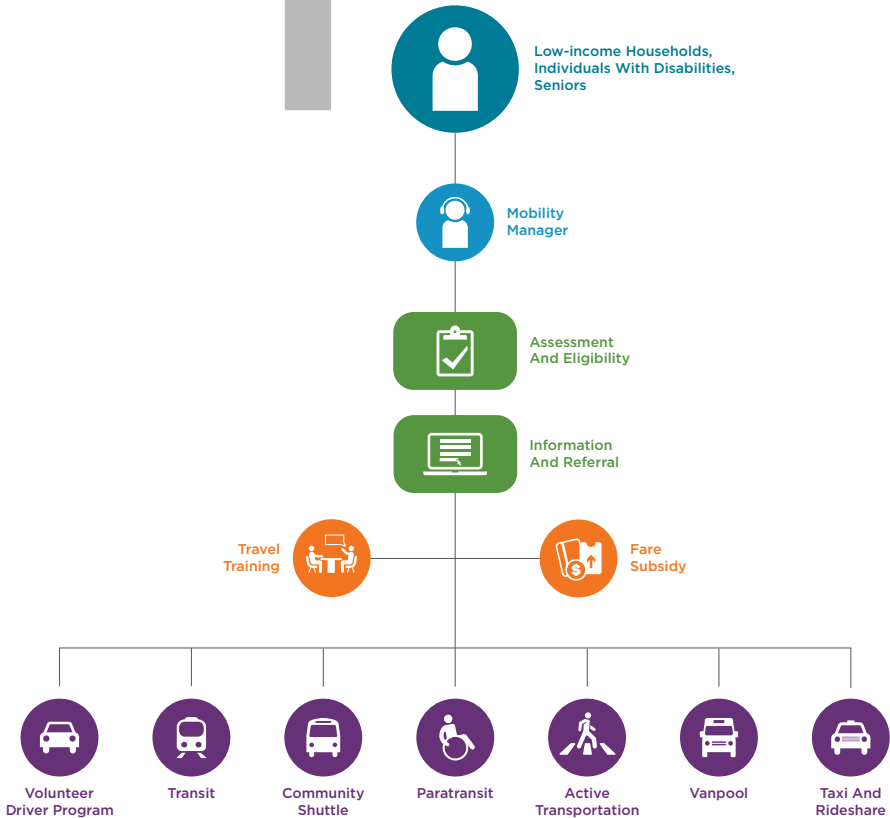
Strategies are big picture initiatives that MTC and its local partners can implement or facilitate. The plan identifies the following strategies for MTC and its partners:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_

## IMPLEMENT COUNTY-BASED MOBILITY MANAGEMENT

Develop County-Based Mobility Management Across the Region that will direct passengers to all available transportation options and increase efficiency through coordination. A county-based mobility management program should include in-person eligibility assessments, travel training, and information and referral services.

The graphic below describes the typical Mobility Management process, in which an individual seeking mobility services works with a Mobility Manager to assess their needs, and to be referred to services, subsidy programs, or training opportunities for which they are eligible.





## IMPROVE PARATRANSIT

**Address Access to Healthcare** by supporting cost sharing agreements between transportation providers and healthcare clinics, and by exploring Medi-Cal cost recovery programs for public and private providers in the Bay Area.

**Reduce the Cost of Providing ADA Paratransit.** Implementation of mobility management strategies will help address paratransit per-rider costs, including in-person eligibility assessments and software upgrades to allow for trip screening or Interactive Voice Response systems.

**Make it Easier for Customers to Pay** by exploring potential solutions with Clipper 2.0

## PROVIDE MOBILITY SOLUTIONS TO SUBURBAN AREAS

**Increase Suburban Mobility Options.** MTC can provide guidance on public-private partnerships, increasing the availability of subsidized same-day trip programs, increasing the functionality of information and referral systems such as “one-call/one-click” solutions, and subsidizing low-income carshare pilots or vehicle loan programs.

## REGIONAL MEANS-BASED TRANSIT FARE PROGRAM

**Pilot Means-Based Fares.** To make transit more affordable for low-income people, MTC and partners should implement a financially viable and administratively feasible pilot program.

## SHARED AND FUTURE MOBILITY

**Advocate for the Accessibility of Shared Mobility Solutions and Autonomous Vehicles.** MTC and partners ensure equity and accessibility of bikeshare, carshare, ride-hailing, and other new mobility options by issuing policy guidance and technical assistance for agencies and non-profits entering into partnerships.

## IMPROVE MOBILITY FOR VETERANS

**Support Veterans'-Specific Mobility Services.** Serve localized and long-distance medical trips for veterans and create opportunities for veterans to advise MTC on mobility needs.



# ACTION PLAN

To cost efficiently serve seniors, people with disabilities, veterans, and people with low incomes with a range of mobility options, this plan outlines key actions for MTC and its regional partners over the next four years.



## 1 KEEP THE MOMENTUM (6-12 months)

In the first year of the 2017 Coordinated Plan’s adoption, MTC and its regional partners—transit operators, human service providers, Congestion Management Agencies, and others—should keep the momentum from the planning process by setting policies and establishing internal frameworks.

## 2 IMPLEMENT THE BASICS (1-2 years)

One to two years after adoption, the region should begin to see visible impacts of the planning process, with service pilots, coordination summits, and other basic programs being implemented.

## 3 BUILD OUT THE PROGRAM (3-4 years)

In the three to four year time frame, the major strategies for the region—county-based mobility management, means-based fares, in-person eligibility, access to health care, and an open dialog with shared mobility service providers—should come to fruition.



### FOR MORE INFORMATION

Please contact:

**Metropolitan Transportation Commission**

415.778.6700

[mtc.ca.gov](http://mtc.ca.gov)

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# TABLE OF CONTENTS

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|  |           |
|--|-----------|
| <b>1. INTRODUCTION AND METHODOLOGY</b> .....                                       | <b>2</b>  |
| Plan Goals .....   | 3         |
| Planning Requirements .....  | 3         |
| Federal and State Roles to Promote Human Service Transportation Coordination ..... | 4         |
| How was the plan developed? .....  | 5         |
| <b>2. BAY AREA DEMOGRAPHICS</b> .....  | <b>8</b>  |
| Key Findings .....   | 9         |
| Seniors .....  | 9         |
| People With Disabilities .....   | 12        |
| Poverty .....  | 14        |
| Access To Vehicles .....   | 18        |
| Veterans .....   | 19        |
| <b>3. TRANSPORTATION RESOURCES</b> .....   | <b>24</b> |
| Regional Transportation Resources .....  | 25        |
| Overview of Projects Funded Under Previous Coordinated Plans .....                 | 38        |
| <b>4. OUTREACH AND STAKEHOLDER GAP IDENTIFICATION</b> .....                        | <b>42</b> |
| Summary of Gaps .....  | 43        |
| Community Input Opportunities .....  | 45        |
| Summary Of Feedback By County .....  | 47        |
| <b>5. REGIONAL STRATEGIES FOR COORDINATION</b> .....                               | <b>50</b> |
| Strategy 1: County-Based Mobility Management .....                                 | 51        |
| Strategy 2: Improve Paratransit .....  | 53        |
| Strategy 3: Provide Mobility Solutions To Suburban Areas .....                     | 56        |
| Strategy 4: Means-Based Fares .....  | 58        |
| Strategy 5: Shared And Future Mobility Opportunities .....                         | 58        |
| Strategy 6: Improve Mobility For Veterans .....                                    | 59        |
| Recommendations Timeline .....   | 59        |
| Progress Reporting .....   | 60        |

# TABLE OF APPENDICES

---

|  |            |
|--|------------|
| <b>APPENDIX A</b> .....  | <b>62</b>  |
| Demographics   |            |
| <b>APPENDIX B</b> .....  | <b>66</b>  |
| List of Feedback Themes  |            |
| <b>APPENDIX C</b> .....  | <b>68</b>  |
| List of Feedback Comments  |            |
| <b>APPENDIX D</b> .....  | <b>102</b> |
| Consolidated Transportation Service Agencies - MTC Designation Process                                       |            |
| <b>APPENDIX E</b> .....  | <b>104</b> |
| Project Types Eligible for Funding   |            |
| <b>APPENDIX F</b> .....  | <b>110</b> |
| Promote Walkable Communities, Complete Streets, and the Integration of Transportation and Land Use Decisions |            |
| <b>APPENDIX G</b> .....  | <b>112</b> |
| What is Mobility Management?   |            |

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# TABLE OF FIGURES

|                    |   |         |
|--------------------|---|---------|
| <b>Figure 2.1</b>  | Percent of Senior Population (2000-2040) .....  | 10      |
| <b>Figure 2.2</b>  | Percent Change in Seniors (local geography) .....   | 11      |
| <b>Figure 2.3</b>  | Percent of Population with a Disability (2010-2014).....                                  | 12      |
| <b>Figure 2.4</b>  | Percent of Seniors with a Disability (2010-2014) .....                                    | 13      |
| <b>Figure 2.5</b>  | Percent of Population Living in Poverty (2000-2015).....                                  | 15      |
| <b>Figure 2.6</b>  | Percent of Seniors Living in Poverty (2015) .....   | 16      |
| <b>Figure 2.7</b>  | Percent Change for Population Living in Poverty (local geography) .....                   | 17      |
| <b>Figure 2.8</b>  | Comparison of General Public to Seniors without Access to a Vehicle (2015).....           | 18      |
| <b>Figure 2.9</b>  | Percent of Population (18 and over) who are Veterans (2000-2014).....                     | 19      |
| <b>Figure 2.10</b> | Percent of Veterans who are Seniors (2014) .....  | 20      |
| <b>Figure 2.11</b> | Percent Change in Veterans (local geography) .....  | 21      |
|                    |   |         |
| <b>Figure 3.1</b>  | Mobility Management Process .....   | 25      |
| <b>Figure 3.2</b>  | Types of Transportation Resources in the Bay Area .....                                   | 26      |
| <b>Figure 3.3</b>  | Providers of Fixed-Route and ADA-Mandated Paratransit in the San Francisco Bay Area.....  | 28-29   |
| <b>Figure 3.4</b>  | Volunteer Driver Partners in the Bay Area .....   | 33      |
| <b>Figure 3.5</b>  | Information and Referral Services in the San Francisco Bay Area.....                      | 34      |
| <b>Figure 3.6</b>  | Mobility Management Providers in the San Francisco Bay Area .....                         | 35-36   |
| <b>Figure 3.7</b>  | FTA Specialized Program Funding by Urbanized Area (UA), Since 2012 Coordinated Plan ..... | 38      |
| <b>Figure 3.8</b>  | JARC/5307 Funding by Project Type, FY 2011 - FY 2016 .....                                | 39      |
| <b>Figure 3.9</b>  | New Freedom Funding by Project Type, FY 2012 .....  | 40      |
| <b>Figure 3.10</b> | 5310 Funding by Project Type, FY 2013 - FY 2017 .....                                     | 40      |
|                    |   |         |
| <b>Figure 4.1</b>  | Community Engagement and Outreach Activities .....  | 45-46   |
|                    |   |         |
| <b>Figure 5.1</b>  | Ride Connection Support Services Provided to Service Partners .....                       | 52      |
| <b>Figure 5.2</b>  | Access Services Paratransit Payment Methods .....   | 55      |
| <b>Figure 5.3</b>  | Implementation Timeline .....   | 60      |
|                    |   |         |
| <b>Figure A.1</b>  | Existing 2014 Population Breakdown .....  | 63      |
| <b>Figure A2</b>   | Veteran Statistics.....   | 65      |
| <b>Figure B.1</b>  | List of Feedback Received in Order of Frequency .....                                     | 67      |
| <b>Figure C.1</b>  | List of Feedback Comments .....   | 69-100  |
| <b>Figure E.1</b>  | Project Types Eligible for Funding .....  | 105-108 |

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# 1. INTRODUCTION AND METHODOLOGY

To serve the needs of seniors, people with disabilities, those with low incomes, and veterans, the 2017 Coordinated Public Transit-Human Services Transportation Plan sets regional priorities for transportation investments and initiatives for human services and public transit coordination. It also serves as a federally required update to the 2013 Coordinated Public Transit-Human Services Transportation Plan, and is being completed in concert with the region's long-range regional transportation plan, Plan Bay Area 2040.

Through the involvement of the Technical Advisory Committee (TAC)—a group of regional stakeholders representing the plan's target populations,<sup>1</sup> this Coordinated Plan considers numerous existing or ongoing planning efforts focused on the transportation needs of low-income, senior, disabled, and veteran residents in the Bay Area. These include the Means-Based Fare Study and the Plan Bay Area Equity Analysis. Extensive, locally targeted outreach with residents and users of the system, regional stakeholders, and local advisory groups identified the transportation gaps that strategies and projects were designed to address.



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<sup>1</sup> The 2017 Coordinated Plan TAC includes representatives from Golden Gate Transit, Sonoma County Human Services Area Agency on Aging, Choice in Aging (Contra Costa County), City of Fremont, SamTrans, Outreach (Santa Clara County), San Francisco Municipal Transportation Agency, and Solano Transportation Authority.

## PLAN GOALS

The Coordinated Plan provides an opportunity for a diverse range of stakeholders with a common interest in human service transportation to convene and collaborate on how best to provide transportation services for these targeted populations. Specifically, stakeholders are called upon to identify service gaps and barriers, strategize on solutions most appropriate to meet these needs based on local circumstances, and prioritize these needs for inclusion in the Coordinated Plan.

Indeed, stakeholder outreach and participation was a key element to the development of the Coordinated Plan; federal guidance issued by FTA specifically requires this participation and recommends that it come from a broad base of groups and organizations involved in the coordinated planning process, including (but not limited to):

- Area transportation planning agencies
- Transit riders and potential riders
- Public transportation providers
- Private transportation providers
- Non-profit transportation providers
- Human service agencies funding and/or supporting transportation services
- Other government agencies that administer programs for targeted population, advocacy organizations, community-based organizations, elected officials, and tribal representatives.<sup>2</sup>

This Coordinated Plan is intended both to capture those local stakeholder discussions, and to establish the framework for potential future planning and coordination activities.

Importantly, the Coordinated Plan provides an opportunity for MTC to prioritize strategies that can be approached on a regional level. This plan offers potential strategies and priorities for projects that target transportation-disadvantaged populations. Given the timing of the Coordinated Plan update process relative to reauthorization legislation, this document will inform priorities and certify projects receiving funds authorized under both Moving Ahead for Progress in the 21st Century Act (MAP-21) (the previous federal transportation funding

authorization) and the Fixing America's Surface Transportation (FAST) Act. Planning requirements specific to the authorizations are described below.

## PLANNING REQUIREMENTS

### Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310)

The FAST Act retains the same planning requirements identified under MAP-21 for the Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310). Section 5310 remains the only funding program with coordinated planning requirements under the FAST Act.

In relation to the locally developed Coordinated Public Transit-Human Services Transportation Plan, the FAST Act requires:<sup>3</sup>

1. That projects selected are “included in a locally developed, coordinated public transit-human services transportation plan.”
2. That the coordinated plan “was developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human service providers, and other members of the public.”
3. That “to the maximum extent feasible, the services funded will be coordinated with transportation services assisted by other Federal departments and agencies,” including recipients of grants from the Department of Health and Human Services.

Funds are apportioned based on each state's share of the population of seniors and individuals with disabilities. Funding decisions must be clearly noted in a program management plan.

The selection process may be formula-based, competitive or discretionary, and sub-recipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation.

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<sup>2</sup> Federal Register: March 15, 2006 (Volume 71, Number 50, pages 13459-60)

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<sup>3</sup> <https://www.transit.dot.gov/funding/grants/grant-programs/section-5310-%E2%80%93-enhanced-mobility-seniors-and-individuals-disabilities>

# FEDERAL AND STATE ROLES TO PROMOTE HUMAN SERVICE TRANSPORTATION COORDINATION

## Federal

Incentives and benefits to coordinating human services transportation programs are defined and elaborated upon in numerous initiatives and documents. Coordination can enhance transportation access, minimize duplication of services, and facilitate cost-effective solutions with available resources. Enhanced coordination also results in joint ownership and oversight of service delivery by both human service and transportation service agencies. Technical assistance related to the FAST Act built on earlier initiatives from the Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) and MAP-21. These earlier initiatives include:

- **United We Ride:** In February 2004, President George W. Bush signed an Executive Order establishing an Interagency Transportation Coordinating Council on Access and Mobility (CCAM) to focus 10 federal agencies on the coordination agenda.
- **A Framework for Action:** The Framework for Action is a self-assessment tool that states and communities could use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation.
- **Medicaid Transportation Initiatives:** Transit Passes – Federal regulations require that Medicaid-eligible persons who need transportation for non-emergency medical care be provided transportation. For many people, the most cost-effective way to provide this transportation is with public transportation. Expansion of Medicaid under the Patient Protection and Affordable Care Act increased the number of persons eligible for Medicaid in the State of California.

The CCAM currently sponsors the following initiatives:

- **Rides to Wellness:** An initiative to increase partnerships between health and transportation providers and show the positive financial benefit to such partnerships. The initiative's goals are to increase access to care, improve health outcomes, and reduce healthcare costs. In March 2015, FTA hosted the Rides to Wellness summit, representatives from FTA, HHS, USDA and the Department of Veterans Affairs attended. The Rides to Wellness initiative also oversees

the FAST Act's competitive pilot program for innovative coordinated access and mobility to help finance innovative projects for the transportation disadvantaged that improve the coordination of transportation services and non-emergency medical transportation (NEMT) services.

- **Veterans Transportation Community Living Initiative (VTCLI):** FTA has awarded \$64 million in competitive grants to help veterans, military families, and others connect to jobs and services in their communities by improving access to local transportation options.<sup>4</sup>
- **Healthcare Access Mobility Design Challenge (and other National Center for Mobility Management projects):** The Design Challenge was part of the Federal Transit Administration's Rides to Wellness initiative, a key component of the agency's Ladders of Opportunity program. Sixteen communities were awarded grants to design innovative transportation solutions related to healthcare access; their work was completed in March 2016.<sup>5</sup>
- **National Aging and Disability Transportation Center (NADTC):** The National Aging and Disability Transportation Center is a national technical assistance center funded by FTA to promote the availability and accessibility of transportation options that serve the needs of people with disabilities, seniors and caregivers with a focus on the Section 5310 program and other transit investments. The NADTC provides technical assistance, information and referral; develops field training; implements interactive communication and outreach strategies; and supports communities in assessing their needs and developing innovative transportation solutions.
- **National Center for Mobility Management (NCMM):** The National Center for Mobility Management supports FTA's Rides to Wellness Initiative and is funded through a cooperative agreement with FTA. NCMM provides capacity-building technical assistance and training; catalogs and disseminates best practice information on innovative mobility management programs around the country; and works to improve and enhance the coordination of federal resources for human service transportation, especially for people with disabilities, older adults and people with lower incomes.

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4 <https://www.transit.dot.gov/ccam/about/initiatives>

5 <http://nationalcenterformobilitymanagement.org/challenge/>

- **National Rural Transportation Assistance Program (RTAP):** The National Rural Transportation Assistance Program provides outreach and training to each state's RTAP and coordinates with other organizations involved in rural transit, operates a national toll-free telephone line, a webpage, a national peer-to-peer technical assistance network and various presentations and publications and fulfillment services for National RTAP products.
- **Intelligent Transportation System (ITS) Peer-to-Peer Program:** The ITS Peer-to-Peer Program helps urban and rural clients create solutions for a variety of highway, transit, and motor carrier interests, in virtually all areas of ITS planning, design, deployment and operations.
- **National Transit Institute:** The National Transit Institute (NTI) at Rutgers University was established in 1992 to conduct training and educational programs related to public transportation. Funded by FTA, NTI's mission is to provide training, education, and clearinghouse services in support of public transportation and quality of life in the United States.
- **Transit Cooperative Research Program:** The Transportation Cooperative Research Program (TCRP) is funded by DOT and FTA. TCRP offers practical research that yields near-term results and can help agencies solve operational problems, adopt useful technologies from related industries and, find ways for public transportation to be innovative.

## HOW WAS THIS PLAN DEVELOPED?

The four required elements of a coordinated plan are: (1) an assessment of current transportation services; (2) an assessment of transportation needs; (3) strategies, activities and/or projects to address the identified transportation needs (as well as ways to improved efficiencies); and (4) implementation priorities based on funding, feasibility, and time, among other criteria. This section describes the steps taken by MTC and its Technical Advisory Committee (TAC) to develop these elements of the Bay Area's coordinated plan.

## Bay Area Demographic Trends

An updated demographic profile of the Bay Area was prepared using data from the Census Bureau's American Community Survey and other relevant planning documents, to determine the local characteristics of the study area as they relate to the four population groups the Coordinated Plan focuses on: persons with low incomes, persons with disabilities, veterans, and older adults.

## Regional Transportation Resource Inventory

To assist county- and local-level organizations in improving local mobility, the Coordinated Plan provides an updated summary of JARC, New Freedom, and Section 5310 projects funded since the last Coordinated Plan, defines mobility management, and describes the range of transportation services that exist in the region. These services include public fixed-route and paratransit services and transportation services provided or sponsored by social service agencies. Information about options were gleaned from existing resources and the TAC.

## Outreach to Stakeholders - Transportation Gaps and Solutions

Input was sought from the region's seniors, people with disabilities, people with low incomes, and veterans through various forms of outreach.

Together with findings from the demographic analysis, stakeholder input informed the development of a comprehensive list of transportation gaps and a summary of possible solutions.

### Outreach

Outreach efforts focused on conversations with individuals, advocates, and agencies. Thirty-five agencies, organizations, and advisory groups from all nine counties of the Bay Area provided input, captured in more than 300 individual comments. These comments were individually classified as either identifications of existing transportation gaps or suggestions of potential solutions; further, each comment was categorized according to its overarching theme—temporal or spatial gaps, for example. These comments, along with their themes, are provided as Appendix B and Appendix C.



## Summary of Gaps and Solutions

Each comment was categorized as either a gap or a solution, and further assigned a theme. In total, 53 themes emerged. Discussions with the TAC to develop locally implementable projects and regionally relevant strategies focused on the 10 most common themes heard through all engagement channels. In addition to gaps, stakeholders also offered solutions — either things that have been discussed in their county or new ideas. This input was incorporated into the strategy recommendations.

## Projects Eligible for 5310 and other Funding

This plan synthesizes feedback received through the outreach process along with demographic analysis and work done in the 2013 Coordinated Plan to identify specific eligible project types; these projects become eligible for 5310 and other funding sources that require or encourage proposals to refer to this Coordinated Plan (e.g. 5311 or MTC's own competitive grant programs) Projects eligible for 5310 funding can be found in Appendix E.

Project types include Mobility Management and Travel Training, Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services, Improvements to ADA-mandated Paratransit, Improvements to Public Transit Service and Access, Pedestrian and Bicycle Improvements, Shared Mobility Accessibility, and Other Solutions.

## Potential Strategies for Addressing Mobility Gaps

To leverage the unique opportunity offered by coordinating this planning effort with Plan Bay Area 2040 – the region's long range transportation plan and Sustainable Communities Strategy – MTC took the opportunity to think strategically about the regional role it can play in improving mobility for seniors, people with disabilities, veterans, and those with low incomes. These strategies are big picture initiatives that MTC can facilitate or implement. They are informed by the information gathered throughout the Coordinated Plan planning process as well as in coordination with MTC planners working on Plan Bay Area.

## Implementation Recommendations

After a thorough review of strategies, the Coordinated Plan lays out next steps for MTC, Congestion Management Agencies, transit providers, and human services providers to address mobility gaps.

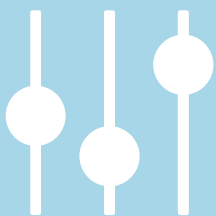
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## 2. BAY AREA DEMOGRAPHICS

The San Francisco Bay Area is a geographically diverse metropolitan region that surrounds the San Francisco Bay. It encompasses the cities of San Francisco, San Jose, and Oakland, and their many suburbs, as well as the smaller urban and rural areas of the North and East Bay.

Home now to over 7.7 million people, the region comprises cities, towns, military bases, airports, associated regional, state, and national parks, and nine counties connected by a network of roads, highways, railroads, bridges, and commuter rail. Even as MTC plans to invest \$303 billion in the Bay Area's transportation system over the next 24 years,<sup>6</sup> there are external factors that are outpacing the systems' ability to address the needs of the target populations in this report. The limits of current infrastructure coupled with the massive growth among aging demographics (the population of seniors, for example, is projected to grow from 14 percent in 2014 to 23 percent of the population in 2040), points to a lack of fiscal and organizational readiness.

Moreover, the closure and consolidation of medical facilities while rates of diabetes and obesity are on the rise will place heavy demands on an already deficient system. The demographic trends described in this chapter suggest that increased investments will need to be enhanced by policies that address the significant institutional challenges and regulatory inefficiencies inherent in the existing infrastructure.



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<sup>6</sup> Plan Bay Area 2040. San Francisco, CA: Metropolitan Transportation Commission, 2017.

## KEY FINDINGS

This section presents the existing conditions for disadvantaged populations including seniors (those 65 and over), people with disabilities, those living in poverty and/or without access to a vehicle, and veterans. Some of these populations overlap and some counties have higher concentrations of people that fall into one or more of these groups. Some key findings reflecting the mobility needs of these groups are listed below.

- The Bay Area's population is aging. Specifically, the North Bay counties of Marin, Sonoma, and Napa – which are three of the region's four least populated counties – have the highest proportion of individuals who are age 65 and over.
- The percentage of people living in poverty in the past decade has increased.
- The majority of the region's veterans are seniors. Suburban areas have a higher percentage of veterans than more urban areas.
- San Francisco is an outlier. It is the most urban of all counties and has the highest percentage of residents without access to a vehicle. As of 2012, San Francisco was the fifth most car-free city in the country, a much higher ranking than in 2000.<sup>7</sup> The increase in households without access to a vehicle suggests that there is a need to allocate more funds to infrastructure that supports transit and multimodal mobility.
- San Francisco also has one of the highest percentages of people living in poverty and people living with a disability.
- The percentage of people living without access to a vehicle has been on the rise since 2007, both nationally and around the region.
- Solano County is one of the least urban in the region and has the highest percentage of veterans.
- Growing demand for mobility programs that target seniors and people with disabilities will generate increased funding requirements.
- As the retirement population grows, there will be fewer workers to provide services and facilitate mobility among the aging population. New technology and innovative mobility strategies will be necessary to fill the gaps in mobility services.

<sup>7</sup> Transportation Research Institute, University of Michigan. (2012). [Graph illustration of car-free cities]. Retrieved from <https://www.theatlantic.com/business/archive/2014/01/why-do-the-smartest-cities-have-the-smallest-share-of-cars/283234/>

## SENIORS

### Current Conditions

In 2014, the nine county Bay Area region had approximately 1,028,000 people age 65 or older, according to the U.S. Census's American Community Survey (ACS). **The general population is aging and the percentage of seniors is on the rise.** Seniors made up 13.6 percent of the region's total population, compared to 11.3 percent in 2000.

**The North Bay counties of Marin, Sonoma, and Napa – three of the regions' four least populated counties – along with San Francisco, have the highest percentage of seniors.** Marin has the highest percent of seniors in the region, but is below average in percent with a disability, living in poverty, without access to a vehicle, and veteran population. Sixteen percent of all seniors in the region were veterans.

Alameda, Solano, and Santa Clara have the lowest proportion of seniors of Bay Area counties. These percentages can be seen over time in **Figure 2.1**.

### Trends

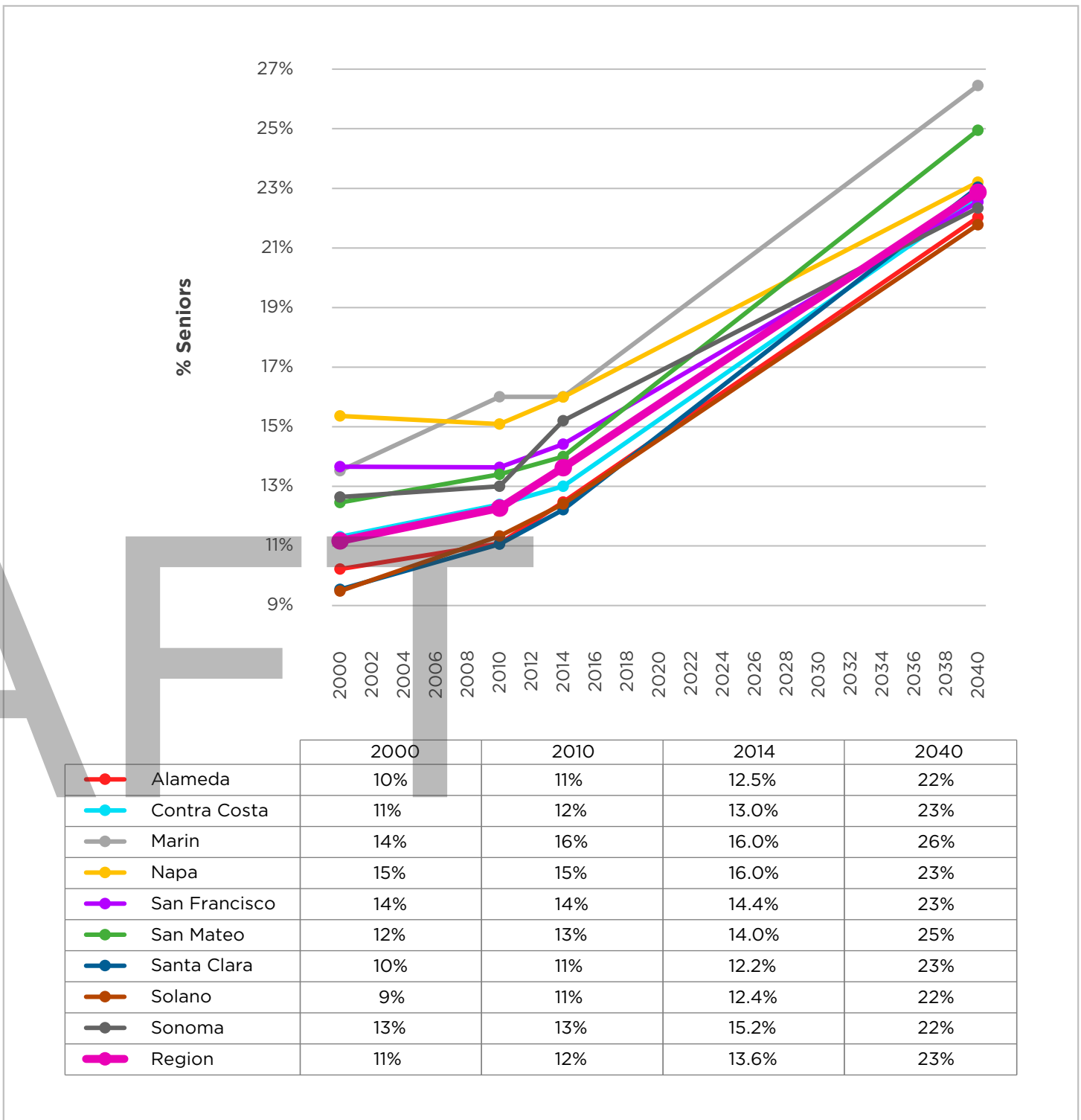
By 2040, a much greater proportion of the region is projected to be 65 or older. Seniors are projected to increase to a fifth of the population or more in every county. Marin and San Mateo Counties are projected to have the highest percentages of seniors, with a quarter or more 65 or older. Services for seniors will need to increase at or ahead of the rate at which the senior population is growing.

To put this in perspective, in 2014, people who were 65 and older made up about 14 percent of the regional population. By 2040, this segment will increase to 23 percent. Mobility will continue to be a challenge for seniors and for transportation planners as a far greater proportion of the population loses their ability to drive.

The senior population has been steadily increasing over the last decade and a half. Between 2010 and 2014, the percentage of seniors grew even more rapidly than the decade prior.

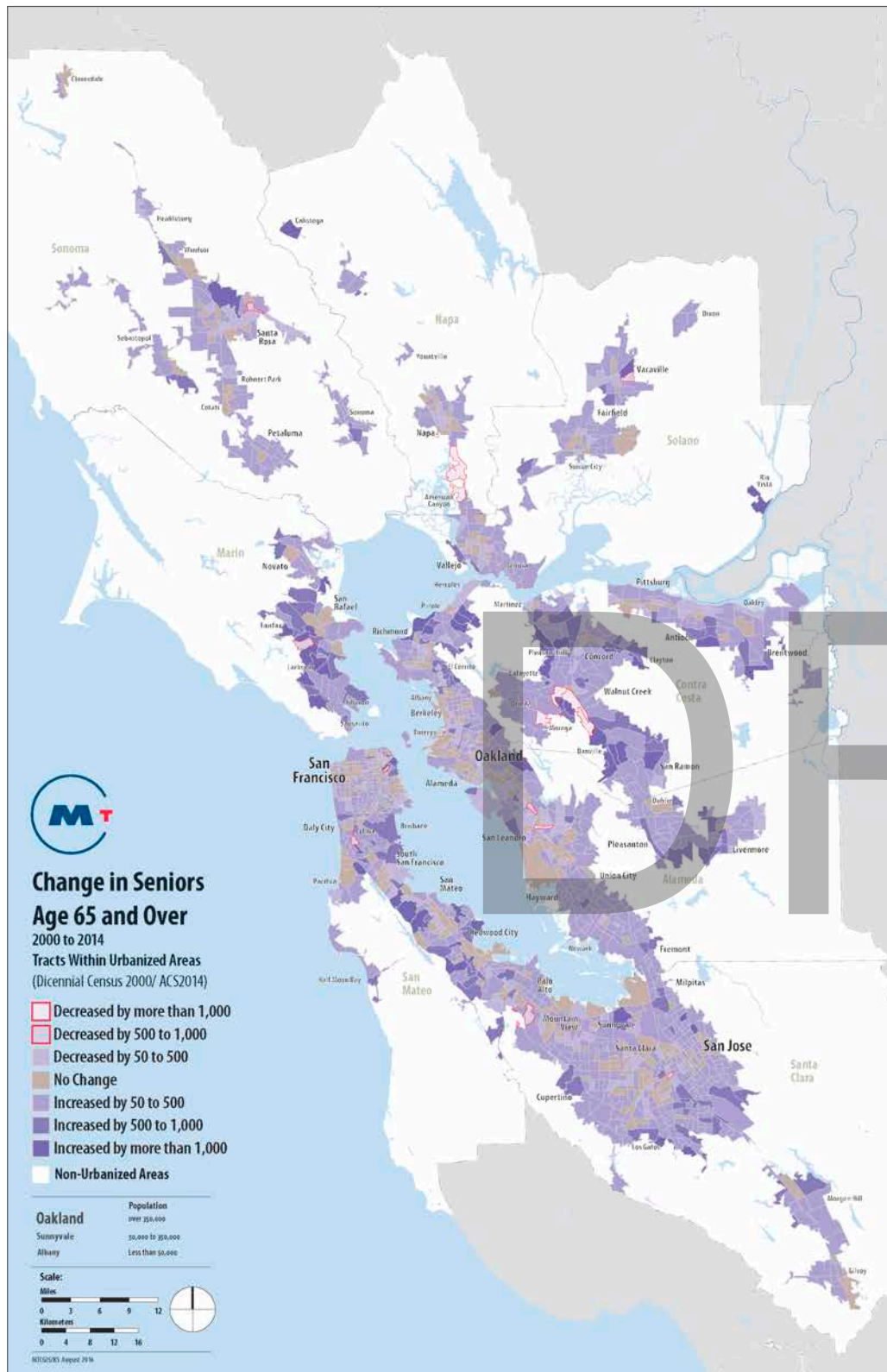
Current senior-oriented mobility services do not have the capacity to handle the increase in people over 65 years of age, as evidenced by the routine identification of service gaps in multiple studies the team has conducted throughout the Bay Area with older adults.

Figure 2.1 Percent of Senior Population (2000-2040)



SOURCE: 2000 Census Summary File DP-1; 2010 American Community Survey 5-Year Estimate S0101; 2014 American Community Survey 5-Year Estimate S0101; Metropolitan Transportation Commission and Association of Bay Area Governments, Plan Bay Area 2040 Projections, Scenario 2040\_03\_116

**Figure 2.2** Percent Change in Seniors (local geography)



SOURCE: 2000 Census Summary File 3 P011001; 2014 American Community Survey C18108

In **Figure 2.2**, the percent change in the senior population can be seen at a local level for the 2000 to 2014 period. This data is from the same source as the previously reported data, but it is summarized at a local geographic level instead of at the county geographic level. This map can aid county officials in targeting investments locally.

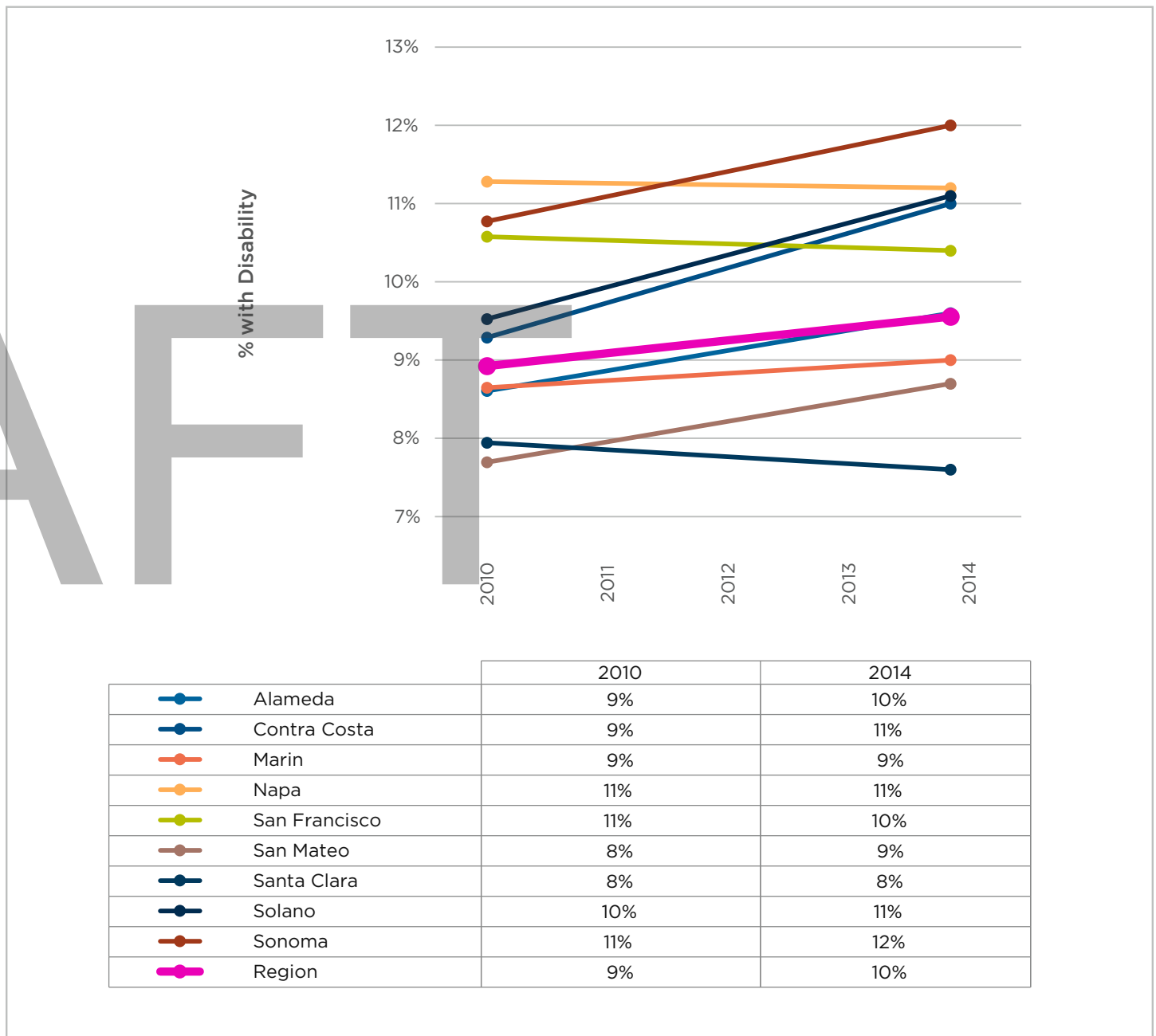


# PEOPLE WITH DISABILITIES

## Current Conditions

**Sonoma County has the highest proportion of people currently living with a disability.** Marin County's senior population has the lowest proportion of seniors living with a disability, suggesting that while there is a large population of seniors in the county, they are more likely not to have a disability or be as dependent on accessible services. These percentages can be seen in **Figure 2.3** and **Figure 2.4**.

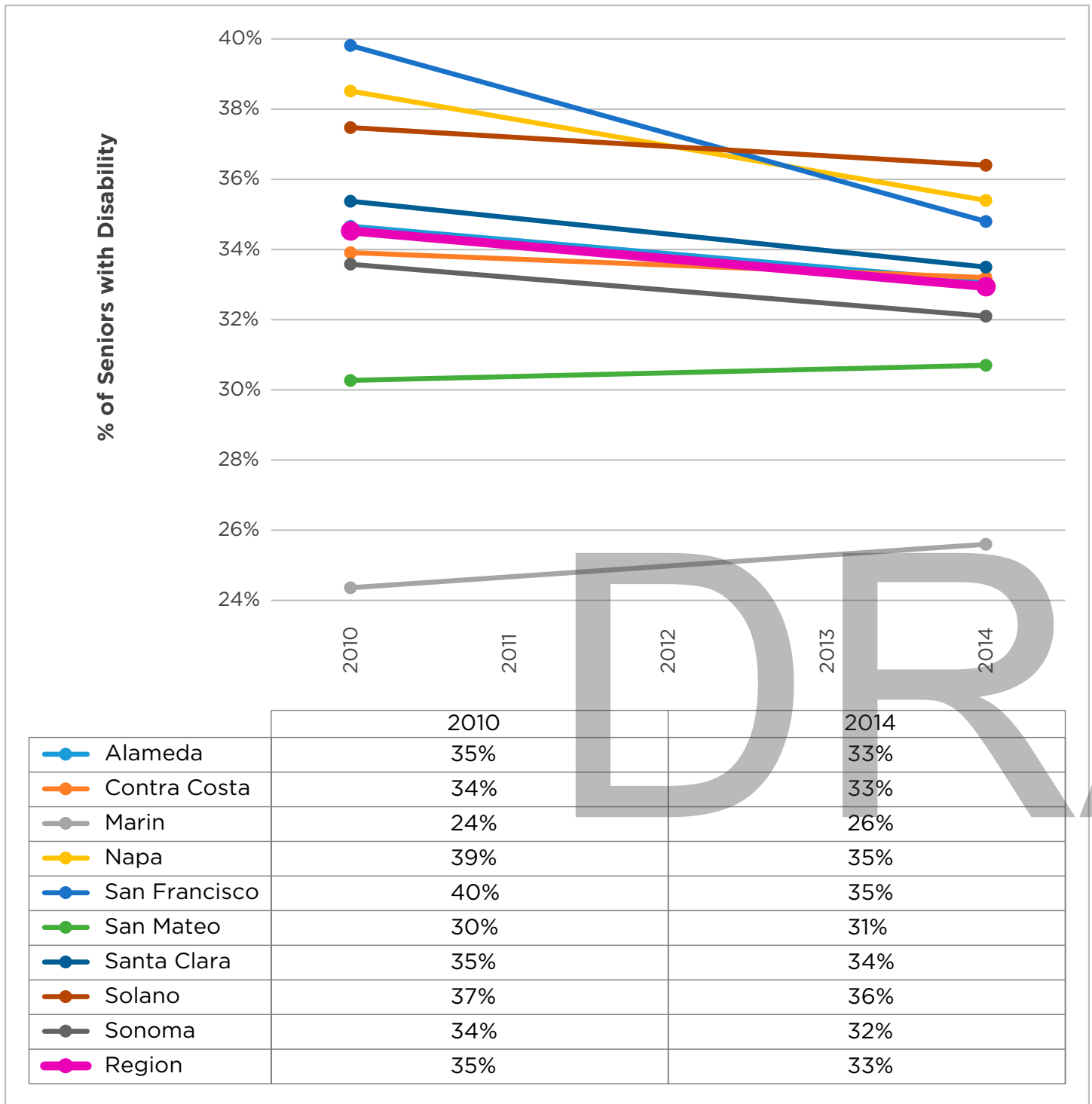
**Figure 2.3** Percent of Population with a Disability (2010-2014)



**SOURCE:** 2010 American Community Survey 1-Year Estimate S0103; 2014 American Community Survey 1-Year Estimate S0103; Metropolitan Transportation Commission and Association of Bay Area Governments, Plan Bay Area 2040 Projections, Scenario 2040\_03\_116

\* New disability questions were introduced in 2008, along with new questions on Health Insurance, Marital History, and Veterans' Service-connected Disability Ratings. Because of the changes to the questions, the new ACS disability questions should not be compared to the previous ACS disability questions or the Census 2000 disability data.

**Figure 2.4** Percent of Seniors with a Disability (2010-2014)



SOURCE: 2010 American Community Survey 1-Year Estimate S0103; 2014 American Community Survey 1-Year Estimate S0103

\* New Disability questions were introduced in 2008, along with new questions on Health Insurance, Marital History, and Veterans' Service-connected Disability Ratings. Because of the changes to the questions, the new ACS disability questions should not be compared to the previous ACS disability questions or the Census 2000 disability data.

### Trends

According to the demographic data gathered from the ACS, the percentage of people with a disability has remained relatively steady. Since 2010, trends have varied from county to county. On the regional level, there has been a slight decrease in the percentage of seniors with a disability over the last half decade.

# POVERTY

## Current Conditions

**In 2015, almost one fourth of people in the region were living in poverty.** Poverty has risen faster in suburban than urban areas. Due to this shift, “poor populations... have less access to public transit than they did in 2000.”<sup>8</sup> This decentralization of poverty makes it more challenging for those in need of services, as more resources may be needed to provide services to a broader, decentralized suburban population.

Those living in poverty are less likely to be able to afford a car and are more reliant on public transit than those with high incomes. “Poor people living in suburban areas must either pay for a car or navigate an inefficient transit system, forfeiting a significant proportion of their income or the opportunity cost of their time.”<sup>9</sup>

## Trends

As can be seen in **Figure 2.5**, the percentages for years 2000 to 2015 represent those living under 200 percent of the federal poverty level. The 200 percent threshold is used in recognition of the Bay Area’s high cost of living.

The federal poverty level provides a reasonable benchmark to understand trends over time relative to the share of population that may be considered low-income.

The middle income suburbs that are experiencing this income shift have historically had less experience with providing services for those living in poverty. **Figure 2.5** displays the historical poverty rates by county and **Figure 2.6** shows the poverty levels for seniors in 2015. **Almost a quarter of seniors living in San Francisco are living in poverty**, far greater than any other county in the Bay Area.

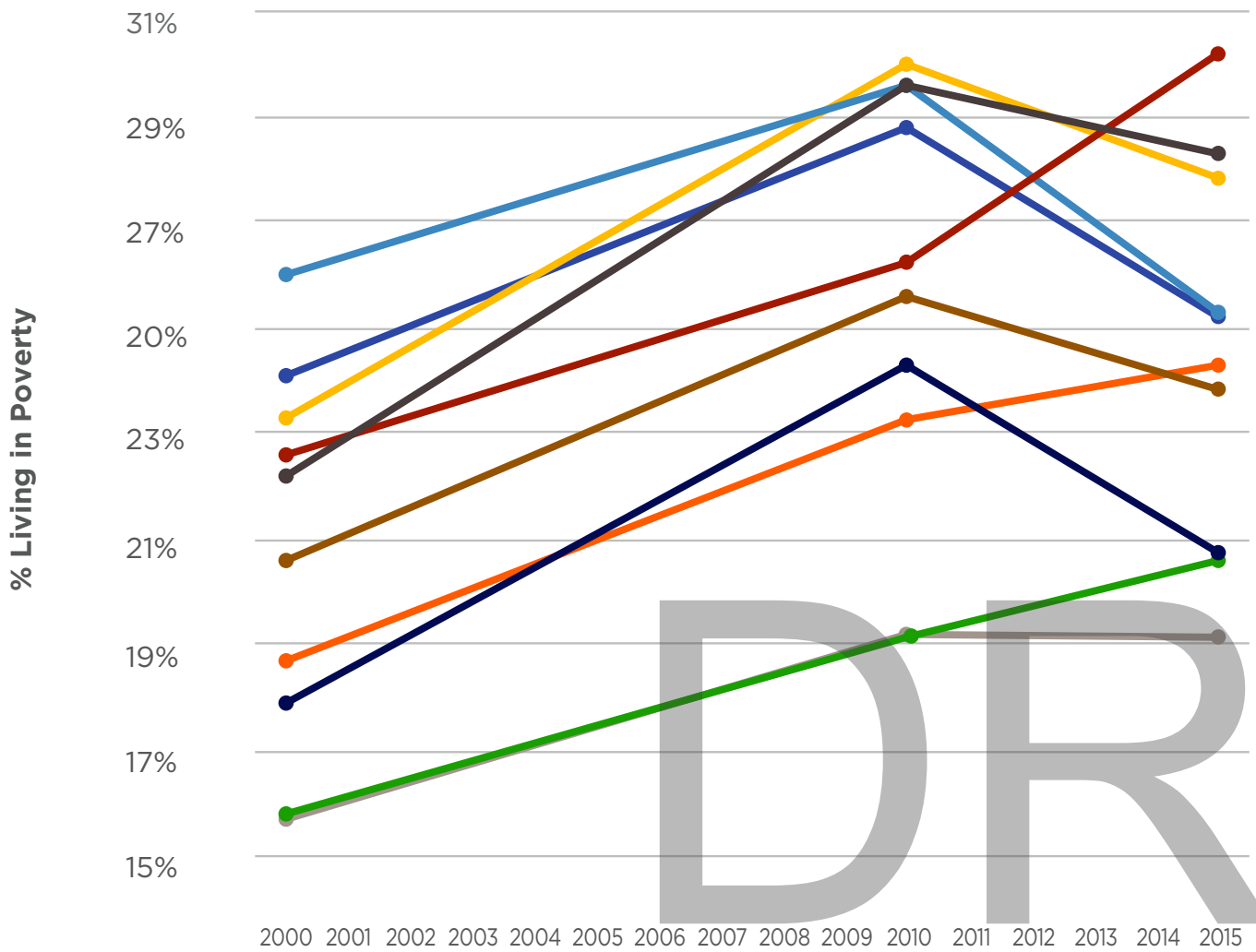
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8 Soursourian, M. (2012). Suburbanization of Poverty in the Bay Area. Federal Reserve Bank of San Francisco. Retrieved 11 July 2016, from <http://www.frbsf.org/community-development/blog/suburbanization-of-poverty-in-the-bay-area/>

9 The Suburbanization of Poverty in the San Francisco Bay Area « Building Resilient Regions. (2012). Brr.berkeley.edu. Retrieved 11 July 2016, from <http://brr.berkeley.edu/2012/03/the-suburbanization-of-poverty-in-the-san-francisco-bay-area/>

Figure 2.5 Percent of Population Living in Poverty (2000-2015)

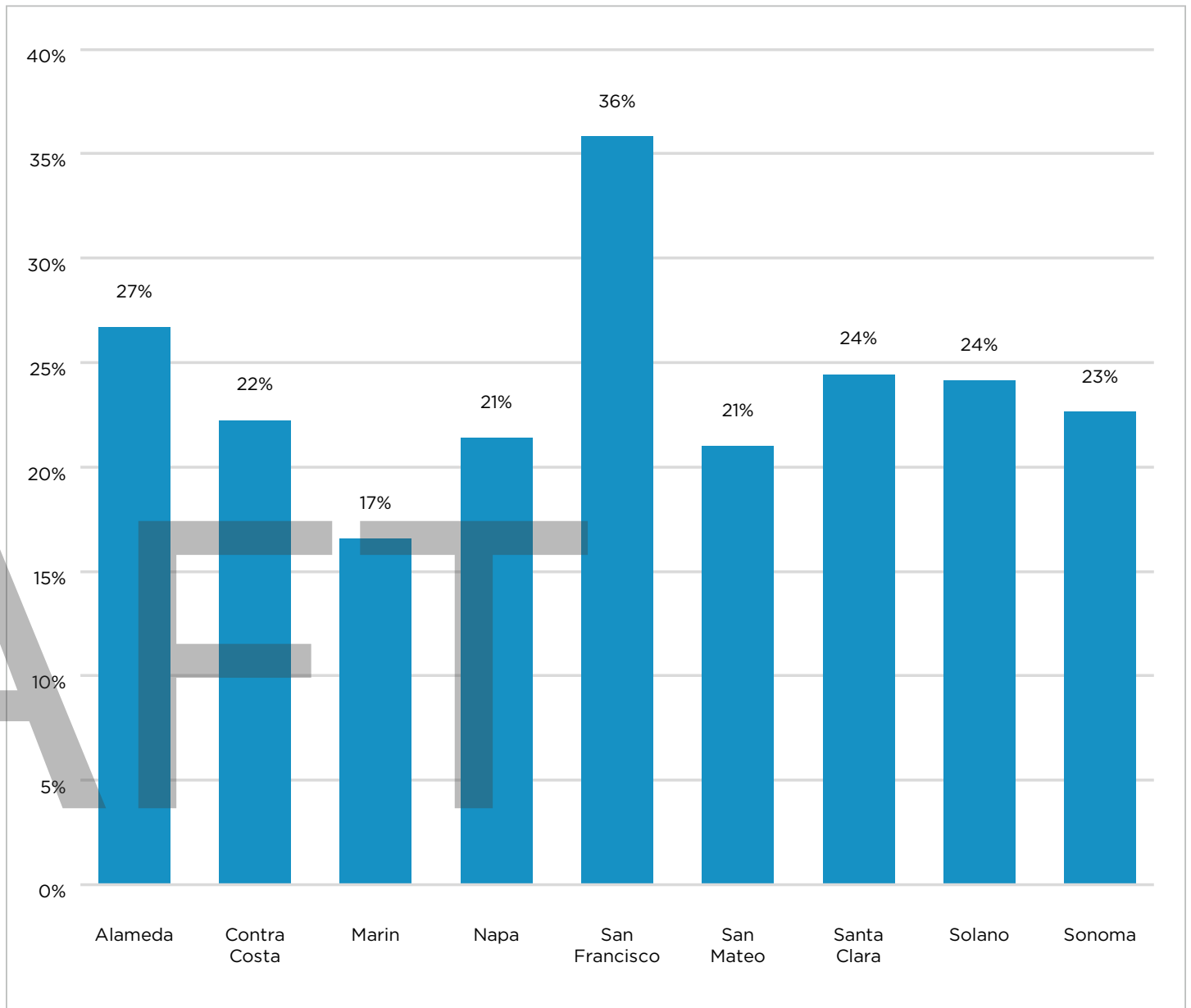


|               | 2000 | 2010 | 2015 |
|---------------|------|------|------|
| Alameda       | 24%  | 29%  | 25%  |
| Contra Costa  | 19%  | 23%  | 24%  |
| Marin         | 16%  | 19%  | 19%  |
| Napa          | 23%  | 30%  | 28%  |
| San Francisco | 26%  | 30%  | 25%  |
| San Mateo     | 16%  | 19%  | 21%  |
| Santa Clara   | 18%  | 24%  | 21%  |
| Solano        | 23%  | 26%  | 30%  |
| Sonoma        | 22%  | 30%  | 28%  |
| Region        | 21%  | 26%  | 24%  |

SOURCE: 2000 Census Summary File 3 P088; DP-1; 2010 American Community Survey 1-year estimate B17002; 2015 American Community Survey 1-year estimate B17002

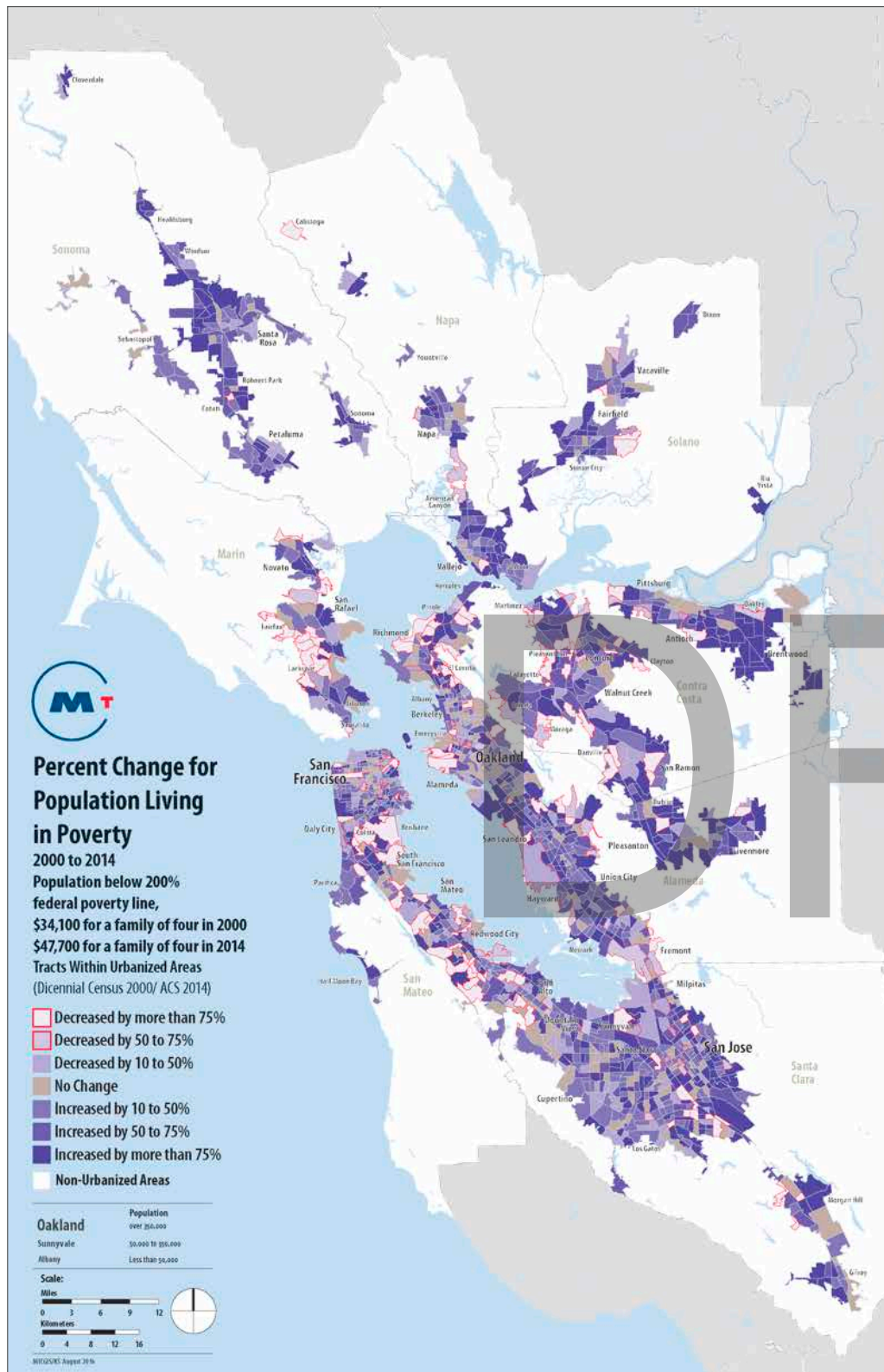
The percent of seniors living in poverty in 2015 for each county and the region can be seen in **Figure 2.6**.

**Figure 2.6** Percent of Seniors Living in Poverty (2015)



SOURCE: 2015 American Community Survey 5-year Estimate B17024

**Figure 2.7** Percent Change for Population Living in Poverty (local geography)



SOURCE: 2000 Census Summary File 3 P088001; 2014 American Community Survey C17002

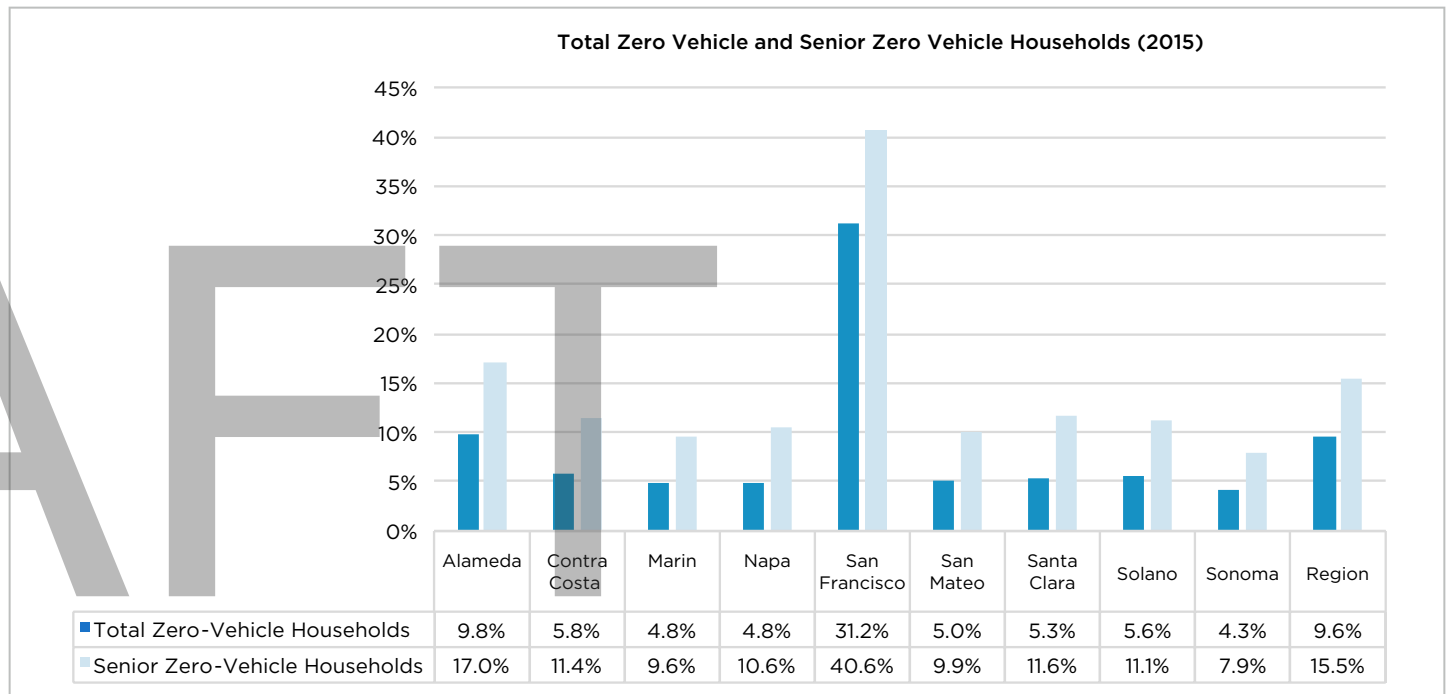
In **Figure 2.7**, the percent change in the population living in poverty can be seen at a local level for the 2000 to 2014 period. This data is from the same source as the previously reported data, but it is summarized at local geographic levels instead of at the county geographic level. This map can aid county officials in targeting investments locally.

# ACCESS TO VEHICLES

## Current Conditions

**Almost 10 percent of Bay Area household do not have access to a vehicle. For senior household, it is 15 percent.** For households with a senior at the head, this number is closer to 1 in 10. San Francisco is the major outlier in the region. Thirty one percent of all resident households and forty percent of household with a senior as the head of the home do not have access to a vehicle. Both these proportions far surpass the proportions of all other counties in the region. As this is the most urban county in the Bay Area with the greatest transit density, residents have less need to own a vehicle. However, the hilly terrain can be particularly challenging for seniors and those with disabilities. The county with the second highest percentage of households without access to a vehicle is Alameda County with approximately 10 percent of households in this category. The percent of the total and senior populations without access to a vehicle can be seen in **Figure 2.8**.

**Figure 2.8** Comparison of General Public to Seniors without Access to a Vehicle (2015)



SOURCE: 2015 American Community Survey 3-year Estimate B25045

## Trends

The number of people in the U.S. living in households without access to a vehicle has been on the rise since 2007.<sup>10</sup> This trend is even more apparent in the Bay Area. The number of Bay Area households without access to a vehicle has increased from 232 thousand households in 2007 to 261 thousand households in 2015, a 12 percent increase.<sup>11</sup> This is likely to increase at an even more rapid rate due to new technologies that makes living without a vehicle more convenient. In the United States, private-car ownership and issuance of driver’s licenses to younger people are declining.

For instance, the share of people 16 to 24 with a “driver’s license dropped from 76 percent in 2000 to 71 percent in 2013, while there has been over 30 percent annual growth in car-sharing members in North America ... over the last five years.” By 2030, shared mobility services are projected to account for one in ten cars sold; by 2050, one in three cars sold may be used for shared mobility.<sup>12</sup>

10 Hitchin’ a ride: Fewer Americans have their own vehicle | University of Michigan News. (2014). Ns.umich.edu. Retrieved 12 July 2016, from <http://ns.umich.edu/new/releases/21923-hitchin-a-ride-fewer-americans-have-their-own-vehicle>

11 America Community Survey 2007 and 2015 B25045

12 Automotive revolution - perspective towards 2030. (2016). McKinsey & Company. Retrieved 24 May 2017, from [https://www.mckinsey.de/files/automotive\\_revolution\\_perspective\\_towards\\_2030.pdf](https://www.mckinsey.de/files/automotive_revolution_perspective_towards_2030.pdf)



# VETERANS

## Current Conditions

In 2014, there were about 86,000 veterans in the nine county Bay Area region.<sup>13</sup> The veteran population in the same year was made up mostly of seniors (56 percent of veterans are 65 or older).

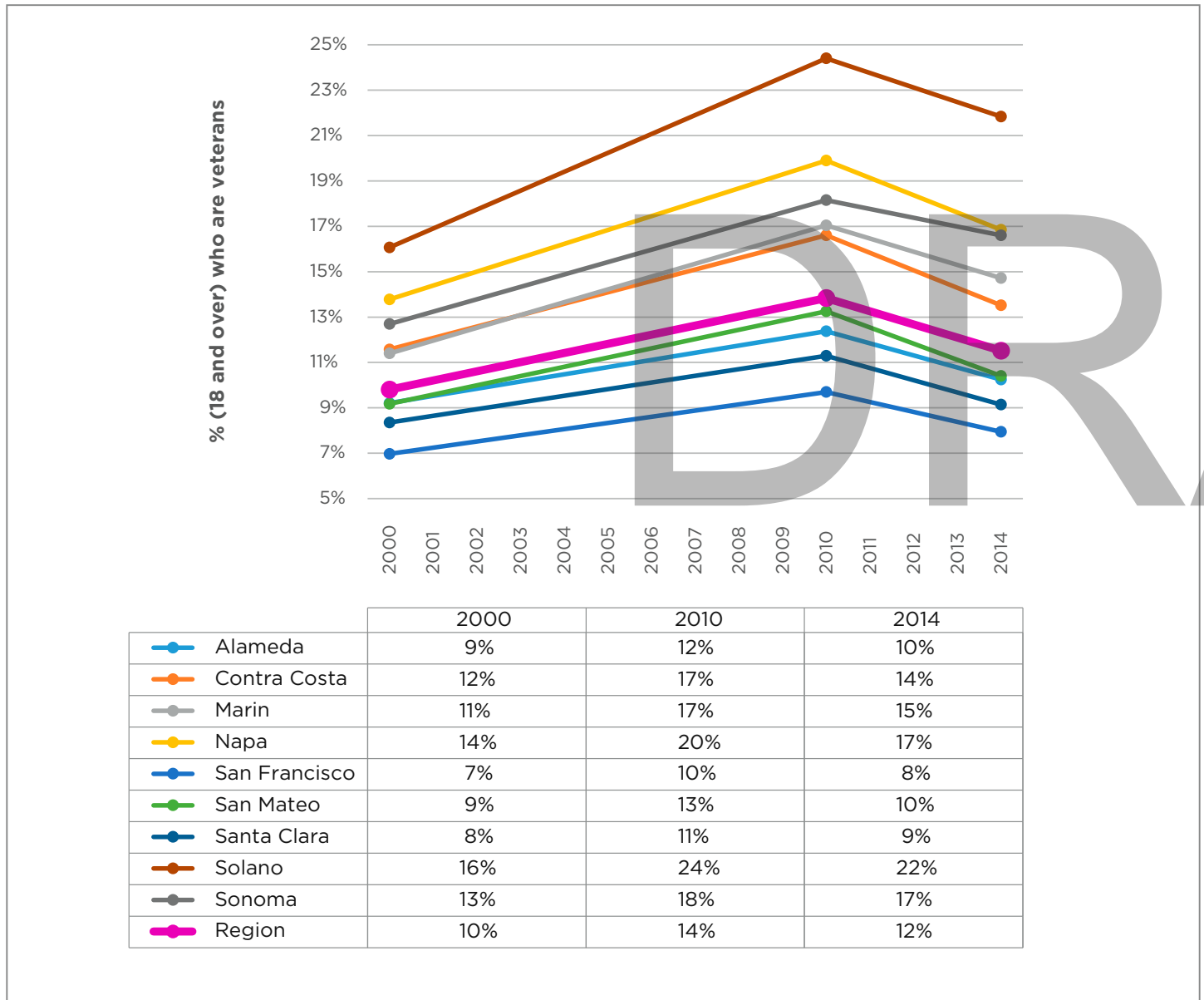
More than half of the region's veterans can be found in Santa Clara, Alameda, and Contra Costa Counties combined. There is an overlap between the populations of those with a disability, those with veteran status, and those who are seniors.

As a result, veterans face similar mobility access issues as other transportation disadvantaged populations.

## Trends

The percentage of adult veterans increased between 2000 and 2010, but decreased between 2010 and 2014. This is illustrated in **Figure 2.9**. If this trend continues, the population of veterans is on track to return to 2000 levels by 2020. Veteran populations with mobility needs tend to fluctuate with military activity abroad, however, so this is a particularly difficult trend to predict.

**Figure 2.9** Percent of Population (18 and over) who are Veterans (2000-2014)

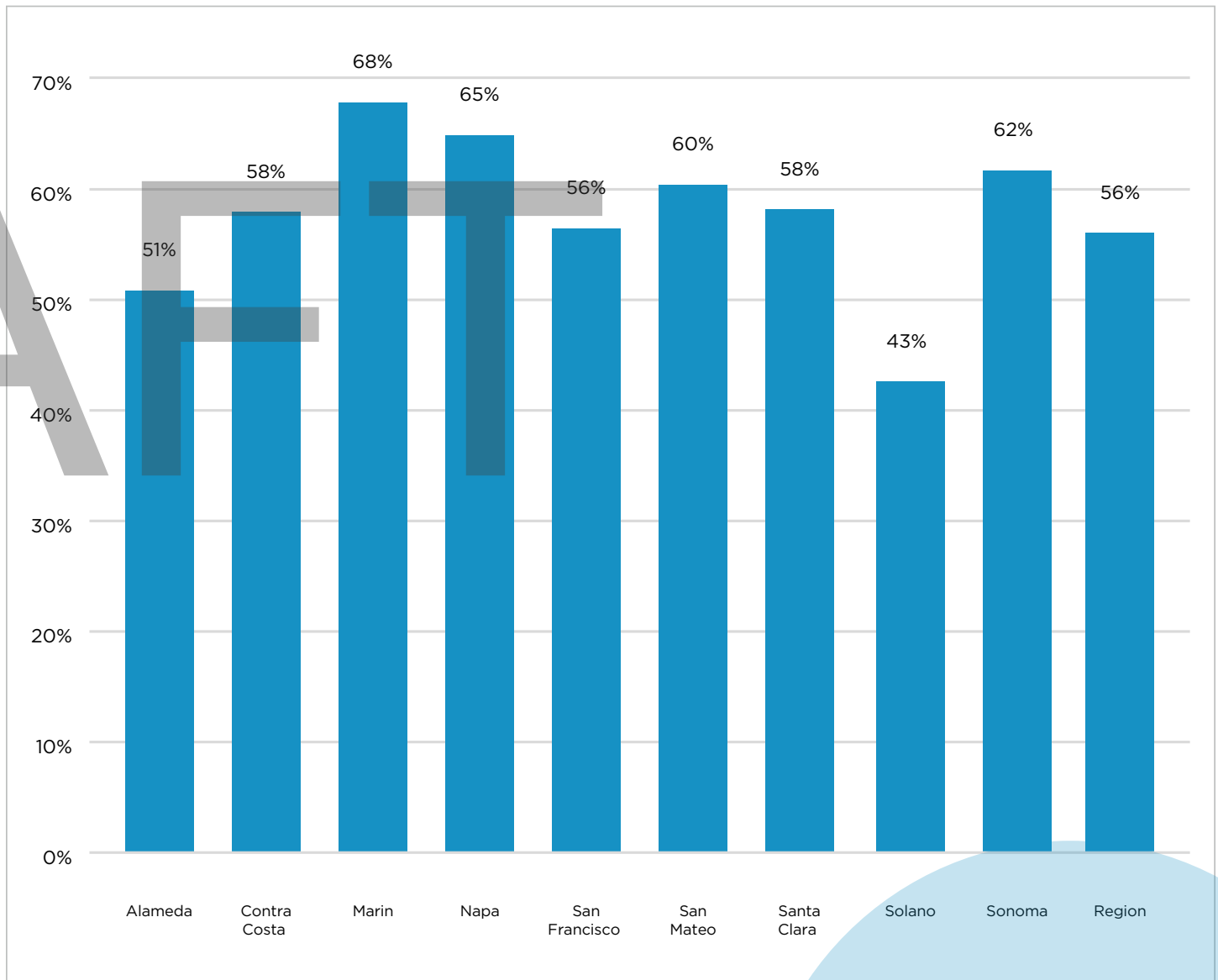


SOURCE: 2000 Census Summary File DP-1; 2010 American Community Survey 1-Year Estimate S0103; 2014 American Community Survey 1-Year Estimate S0103

13 American Community Survey 2000 - 2014, 1 year estimates

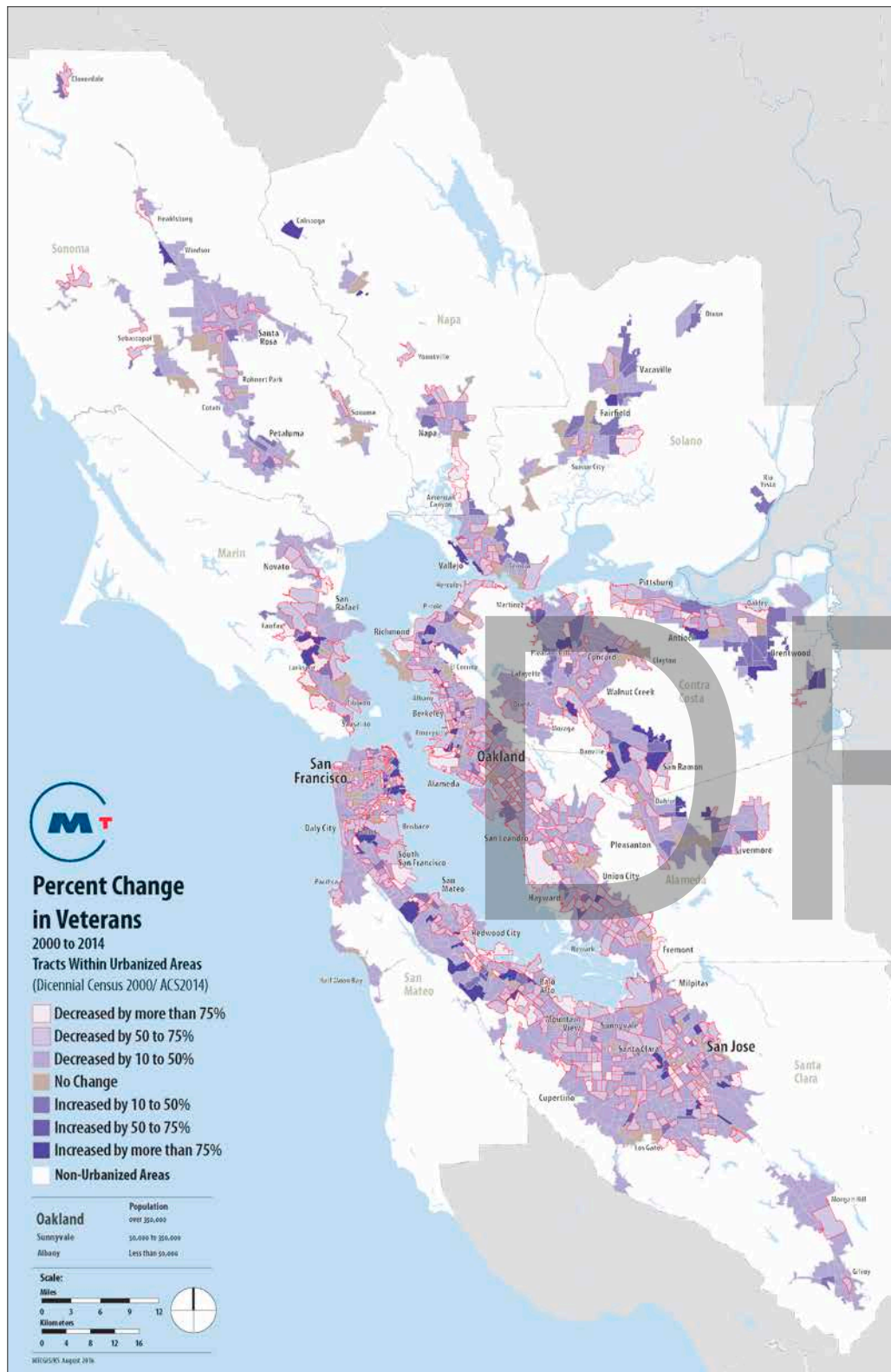
The percent of veterans who were seniors in 2014 for each county and the region is presented in **Figure 2.10**. Counties with substantial populations of retirees have significant percentages of veterans among their senior populations. The veteran population in Solano County, which has a large military base (Travis Air Force Base), is younger than in other counties. The county also has a low percentage of seniors.

**Figure 2.10** Percent of Veterans who are Seniors (2014)



SOURCE: 2014 American Community Survey 1-year Estimate S0103

**Figure 2.11** Percent Change in Veterans (local geography)



SOURCE: 2000 Census Summary File 3 P040001; 2014 American Community Survey B21001

In **Figure 2.11**, the percent change in the veteran population can be seen at a local level over the 2000 to 2014 period. This data is from the same source as the previously reported data, but it is summarized at local geographic levels instead of at the county geographic level.

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# 3. TRANSPORTATION RESOURCES

This chapter documents existing transportation resources in the Bay Area that target low-income populations, seniors, people with disabilities, and veterans, including transportation services provided by public, private, and non-profit agencies. It also provides a summary of projects and services funded under the FTA programs subject to coordination requirements since the 2013 Coordinated Plan update.

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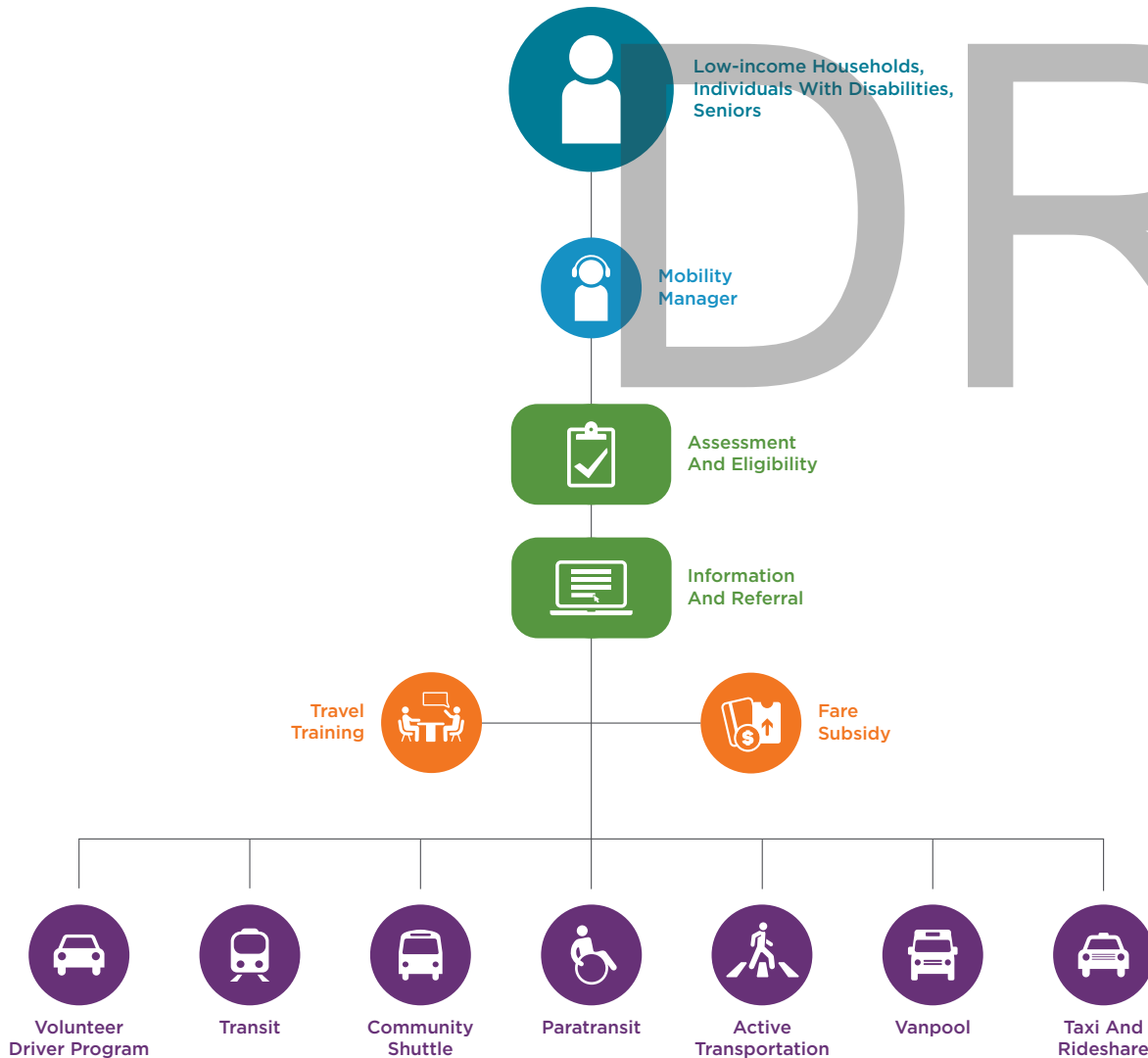
# REGIONAL TRANSPORTATION RESOURCES

The San Francisco Bay Area offers a wide range of transportation options for low-income populations, seniors, people with disabilities, and veterans. These populations are often less likely to have access to an automobile and need to rely on transit and other modes of transportation. In addition to fixed-route transit, riders might use Americans with Disabilities Act-mandated paratransit, city-provided paratransit, non-profit transportation services, private providers like taxis and Transportation Network Companies (TNCs), or other options.

Riders are often unaware of the different transportation options available to them or unsure which to use for a particular trip. Mobility management strategies can assist riders in accessing an array of transportation options, and can assist providers in coordinating their services. For more information on Mobility Management – including common definitions and process – see Appendix G, “What is Mobility Management?” The Bay Area’s population is aging. Specifically, the North Bay counties of Marin, Sonoma, and Napa – which makes up three of the region’s four least populated counties – has the highest proportion of individuals who are age 65 and over.

## How do Individuals Access and Flow through the Mobility Management Process?

Figure 3.1 Mobility Management Process





Transportation disadvantaged populations should be able to access mobility management services through a number of different “entry points.” In addition to contacting a mobility manager directly, individuals might begin with an information and referral provider (e.g. a County 211 service), a non-profit organization (e.g. an Independent Living Program), a social service provider (e.g. a County Human Services department), a community service (e.g. a senior center), or a transportation provider (e.g. an ADA-mandated paratransit provider).

Coordination between service providers is essential because all of these providers should be able to refer an individual to mobility management assistance if needed.

## Types of Transportation Resources in the Bay Area

There are a number of different transportation resources that low-income populations, seniors, people with disabilities, and veterans can access in the Bay Area.

These include different types of transportation services and a range of mobility management related resources, described in detail in **Figure 3.2**. Transportation options that are also available to these groups as well as the public, but are not described in detail below, include walking, biking, and driving.

**Figure 3.2** Types of Transportation Resources in the Bay Area

| Support Services                               | Short Definition <sup>15</sup>   |
|--|--|
| Fixed-Route Transit / ADA-mandated paratransit | Buses, trains, ferries etc. operated by transit agencies that run on regular, pre-determined, pre-scheduled routes, usually with no variation. ADA-mandated paratransit is required as part of the American with Disabilities Act (ADA) to complement, or serve in addition to, already available fixed-route transit service.   |
| Community-Based Shuttles                       | Transportation services offered outside of the transit agencies (often by cities, public-sector agencies, or non-profit organizations) that address the transit needs of the community, including the general public and special populations.  |
| Private Transportation                         | Transportation provided by a private for-profit entity in the business of transporting people. These services are often demand-responsive and initiated and paid for by the rider. Examples are taxis, motor coach services, TNCs (Uber, Lyft, etc.), and vanpools. <sup>16</sup>  |
| Subsidized Fare Programs/ Voucher Programs     | Programs typically administered through a social service agency, that enable qualified people to purchase fares/vouchers for transportation services at a reduced rate from providers such as taxis, public transit, or volunteer driver programs. Recipients are often low-income.  |
| Volunteer Driver Programs                      | Programs that provide one-way, round-trip, and multi-stop rides. Trips are often door-through-door, in contrast to other transportation options. These programs are provided free of charge, on a donation basis, through membership dues, or at a minimal cost, and typically have an eligibility process and advance reservation requirements.   |
| Information & Referral                         | Programs that provide community information and referral, and connect people with resources that can help them. Agencies may be independent non-profit organizations, libraries, faith-based organizations, or government agencies at every level. <sup>17</sup>   |
| Travel Training                                | Programs designed to teach people with disabilities, seniors, youth, veterans, and/ or low-income populations to travel safely and independently on fixed-route public transportation in their community.  |
| Mobility Management Services                   | Mobility management services cover a wide range of activities, such as travel training, coordinated services, trip planning, brokerage, and information and referral. For the purposes of this resource list, mobility management services refer to the provision of individual transportation information and assistance, and service linkage. Related to information and referral. For more information, see Appendix G. |

<sup>15</sup> <http://www.projectaction.com/glossary-of-disability-and-transit-terms/>

<sup>16</sup> ESPA Webinar on Private Transportation and the ADA

<sup>17</sup> <http://www.airs.org/i4a/pages/index.cfm?pageid=3500>

## Fixed-Route Transit/ADA-Mandated Paratransit

Fixed-route transit is operated by transit agencies and offers services that run on regular, pre-determined, pre-scheduled routes, usually with no variation. All fixed-route transit providers are legally required as part of the ADA to provide paratransit to complement, or serve in addition to, already available fixed-route transit service.

Aside from driving and walking, fixed-route transit is the most widely available transportation option available in the Bay Area. From a mobility management perspective, it should provide a base level of affordable service to access major destinations like school, work, medical appointments, shopping, etc.

ADA-mandated paratransit is best utilized as a replacement for fixed-route transit only when it is impossible for an individual with a disability to use transit for a trip. Fixed-route transit has significantly more affordable fares and greater flexibility than ADA-mandated paratransit. The other transportation resources listed are best utilized to supplement or assist individuals in using fixed-route transit. Other transportation resources will often not have the same capacity as fixed-route transit and offer limited rides.

There are 29 public transit providers in the Bay Area. All are required to provide accessible service on their fixed-route vehicles, and many are required to provide complementary ADA-mandated paratransit service. Accessibility features on fixed-route transit include:

- Buses and trains equipped with wheelchair lifts or low floor ramps to allow easy access for people with disabilities.

- Priority seating for those who need it.
- Bus drivers trained to provide assistance in securing wheelchairs in designated spaces.
- Drivers trained to allow passengers time to be seated, and to get on and off the vehicle.
- Announcement of stops at major intersections, transfer points and, at the request of passengers, specific destinations.
- Stations with elevators to boarding platforms, for ease of boarding.
- Route and schedule information provided by transit agencies, including the best way to reach a desired destination. This information is available in accessible formats, if needed.<sup>18</sup>

For people who, due to their disability, are unable to ride regular buses and trains, some or all of the time, ADA-mandated paratransit is offered. ADA-mandated paratransit is meant to replicate fixed-route transit. This means paratransit services operate in the same area, on the same days and during the same hours as the public transit operates. Paratransit service may be provided on small buses, vans, taxis, or in sedans. It is generally a shared ride, door-to-door, or curb-to-curb service that must be reserved at least one day in advance.

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<sup>18</sup> <https://511.org/transit/accessibility/overview>

**Figure 3.3** Providers of Fixed-Route and ADA-Mandated Paratransit in the San Francisco Bay Area<sup>19</sup>

| Fixed-Route Transit Agency   | Service Area   | ADA-Mandated Paratransit Provider  |
|--|--|--|
| AC Transit   | Alameda County (Fremont to Albany) and Western Contra Costa County   | East Bay Paratransit (in coordination with BART)   |
| ACE Altamont Corridor Express  | Rail service between Stockton and San Jose   | The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service            |
| American Canyon Transit  | City of American Canyon in Napa County   | Shuttles provide door-to-door service in addition to fixed-route; VINE GO Paratransit                                      |
| BART   | Rapid rail transit in Alameda, Contra Costa and San Francisco counties   | East Bay Paratransit (in coordination with AC Transit); other applicable paratransit providers within 3/4 mile of stations |
| Caltrain   | Rail service between San Francisco and San Jose  | The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service            |
| Capitol Corridor   | Rail service between Sacramento and San Jose   | The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service            |
| County Connection  | Central Contra Costa County  | LINK Paratransit   |
| Dumbarton Express (AC Transit)   | Dumbarton Bridge, Union City, Palo Alto  | The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service            |
| Fairfield and Suisun Transit (FAST)                                    | Solano County cities of Fairfield and Suisun   | DART Paratransit   |
| Golden Gate Transit  | Bus service in Marin, Sonoma, San Francisco, and Contra Costa counties   | Whistlestop Wheels   |
| Golden Gate Ferry  | Ferry service between Larkspur or Sausalito (Marin County) and San Francisco   | Complementary paratransit requirement not defined for ferries  |
| Marin Transit  | Marin County   | Whistlestop Wheels   |
| Petaluma Transit   | City of Petaluma in Sonoma County  | Petaluma People Services   |
| Rio Vista Delta Breeze   | City of Rio Vista in Solano County   | Not required   |
| SamTrans   | San Mateo County   | Redi-Wheels and Redi-Coast Paratransit   |
| San Francisco Bay Area Water Emergency Transportation Authority (WETA) | Ferry service between: Alameda/Oakland and San Francisco; Alameda/Oakland and South San Francisco; Harbor Bay and San Francisco; and Vallejo and San Francisco | Complementary paratransit requirement not defined for ferries  |
| Santa Rosa CityBus   | City of Santa Rosa in Sonoma County  | Santa Rosa Paratransit   |

<sup>19</sup> <https://511.org/transit/accessibility/paratransit>

**Figure 3.3** Providers of Fixed-Route and ADA-Mandated Paratransit in the San Francisco Bay Area

| Fixed-Route Transit Agency     | Service Area  | ADA-Mandated Paratransit Provider   |
|--------------------------------|---|---|
| SFMTA                          | San Francisco City and County   | San Francisco Paratransit   |
| Soltrans                       | Cities of Vallejo, Benicia and Fairfield in Solano County   | SolTrans Paratransit  |
| Sonoma County Transit          | Intercity service in Sonoma County and local service in Rohnert Park, Cotati, Guerneville, Sebastopol, Sonoma, and Windsor. | Sonoma County Paratransit   |
| Sonoma-Marin Area Rail (SMART) | Rail service in Sonoma and Marin counties from the Sonoma County Airport to Downtown San Rafael                             | The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service |
| TriDelta Transit               | Eastern Contra Costa County   | Tri Delta Transit Paratransit   |
| Union City Transit             | City of Union City in Alameda County  | Union City Paratransit  |
| Vacaville City Coach           | City of Vacaville in Solano County  | Vacaville Special Services  |
| Vine                           | Napa County   | VINE GO Paratransit   |
| VTA                            | Santa Clara County  | VTA   |
| WestCAT                        | Cities of Pinole and Hercules in Contra Costa County  | WestCAT Dial-a-Ride Paratransit   |
| Wheels                         | Cities of Dublin, Pleasanton and Livermore in Alameda County  | Wheels Dial-a-Ride Paratransit and Pleasanton Paratransit   |

Most fixed-route transit agencies contract with private transportation providers to provide ADA-mandated paratransit. These contractors often offer other transportation services including taxis, community shuttles, and charter services.

In addition to ADA-mandated paratransit services, substantial numbers of people with cognitive disabilities receive paratransit service provided by Regional Centers. Some centers rely exclusively on ADA paratransit to provide service to their clients, but many use a mix of ADA paratransit and door-to-door service provide by private providers under contract to the Regional Centers.

### Community-Based Shuttles

A range of shuttles services are offered in addition to transit agencies' own fixed-route services. The 2016 Bay Area Shuttle Census showed that the 35 participating shuttle sponsors and operators carried over 9.6 million passengers in 2014 alone, more than all but six of the region's public transit agencies.<sup>20</sup>

Many of the shuttles in the Census were employment based – but for low-income populations, seniors, people with disabilities, and veterans – community-based shuttles can be an important resource. These shuttles are often sponsored by cities, public-sector agencies, or non-profit organizations, and address unmet transit needs of the community. These shuttles can be fixed-route or offer door-to-door or curb-to-curb service.

Funding provided for these transportation services are usually dedicated for a specific clientele (i.e. veterans, Medicaid eligible persons, seniors attending meal programs, etc.) and cannot easily be co-mingled with other funding sources. For the most part, social service agencies who are providing the service are not primarily in the transportation business; rather, transportation is an auxiliary rather than core service. Riders are often referred to these programs by an agency they are receiving services from, such as a senior center, County Human Service agency, or regional center.

<sup>20</sup> <http://mtc.ca.gov/sites/default/files/2016%20Bay%20Area%20Shuttle%20Census.pdf>

For mobility management purposes, any one of the different transportation providers in a geographic area can be an “entry point” to services and should be able to refer riders to different options.

Mobility managers and information and referral services can be invaluable here. Examples of community-based shuttle services are listed below.

### Services Provided by Jurisdictions

Some cities or communities offer free shuttles that are designed to assist people with commuting or shopping. In addition to being free, these shuttles generally offer the same accessibility options, such as lifts/ramps, as fixed-route transit. Examples of shuttles include the Palo Alto Shuttle, the Monument Shuttle in Concord, the Lamorinda (Lafayette, Moraga, and Orinda) Spirit Van, and the Emeryville Emery Go-Round.

Palo Alto offers three shuttle routes – the East Palo Alto/Caltrain Shuttle, the Embarcadero Shuttle, and the Crosstown Shuttle.<sup>21</sup> The Monument Shuttle in Concord has two routes and is designed to help seniors, people with disabilities, low-income workers, and residents who do not own vehicles get to medical appointments, BART and social service agencies.<sup>22</sup> The Lamorinda Spirit Van Program provides rides to older Lamorinda residents to get to errands, shopping, medical and personal appointments and to the Walnut Creek Senior Center. The drivers are primarily volunteers.<sup>23</sup> The Emery Go-Round offers four routes that connect Emeryville’s employers and shopping centers with the MacArthur BART station.

Some cities or communities offer transportation for seniors and people with disabilities that supplements fixed-route transit or ADA-mandated service. Contra Costa County offers several examples including El Cerrito’s Easy Ride Paratransit Service and Rossmoor’s Dial-a-Bus and Paratransit. Both services offer accessible door-to-door service during the day on weekdays.<sup>24 25</sup>

### Services Provided in Relation to Healthcare/Social Services

There are a number of shuttles and transportation services offered by healthcare and social service

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21 <http://www.cityofpaloalto.org/news/displaynews.asp?NewsID=212&TargetID=107>

22 <http://www.eastbaytimes.com/2016/08/16/concord-free-monument-neighborhood-shuttle-up-and-running/>

23 <http://www.lovelafayette.org/residents/transportation/lamorinda-spirit-van>

24 <http://www.el-cerrito.org/index.aspx?NID=285>

25 [rossmoor.com/resident-information/transportation/](http://rossmoor.com/resident-information/transportation/)

providers. Unfortunately, many of these are not well-known to other transportation providers. A number of hospitals provide shuttles to nearby transit hubs. Examples in Alameda County include Kaiser Shuttles in Oakland and San Leandro, and Alta Bates/Summit Shuttles in Berkeley and Oakland. The San Francisco VA Medical Center offers several transportation options for eligible veterans and employees. These include the VAMC Transport System, Bauer’s/TransMETRO Transportation, and the VA Shuttle to UCSF.<sup>26</sup>

### Services Provided by Non-Profit Organizations

Non-profit organizations in the Bay Area also offer shuttle programs to fill unmet transportation needs. Solano County Faith in Action has a Ride with Pride shared-ride program that takes seniors to medical or social service appointments, particularly in cities with little or no ADA-mandated paratransit.<sup>27</sup>

In Berkeley, Easy Does It Emergency Services provides assistance to seniors and people with disabilities living independently and offers both accessible Emergency Transportation and On Demand Transportation.<sup>28</sup>

### Private Transportation

Private transportation providers have always been an integral partner in the provision of transportation resources for low-income populations, seniors, people with disabilities, and veterans. Private transportation providers are for-profit entities in the business of transporting people. As noted earlier, most fixed-route transit agencies contract with private transportation providers to provide ADA-mandated paratransit. This is also true of many of the Community-Based Shuttles described earlier. In these instances, riders do not request or access the transportation directly from the private company, but through the agency sponsoring the service.

Other options are more likely to be requested directly by the rider. Taxis have filled gaps in service for transportation-disadvantaged populations for decades. Recently Transportation Network Companies (TNCs), like Uber and Lyft, have begun to fill some of the same gaps.

However, smart-phone software-driven transportation options are difficult to track due to the volatility of this market, with services rapidly going into and falling out of business.

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26 <http://www.sanfrancisco.va.gov/patients/transportation.asp>

27 [http://faithinactionsolano.org/Ride\\_with\\_Pride.html](http://faithinactionsolano.org/Ride_with_Pride.html)

28 <http://www.easydoesitservices.org/services/>

Other examples of private transportation are motor coach services, shuttles, vanpools, and limousine and sedan services.

From a mobility management perspective, private transportation providers can be helpful in making first and last mile connections. However, riders can face barriers when trying to use private providers directly. Two barriers are affordability and accessibility for mobility devices.

Although private transportation providers are covered by the ADA in terms of access, service, fares and training, they are not required to use accessible vehicles. A number of Bay Area cities and counties including Alameda County, Marin County, San Francisco and Santa Clara County have attempted to increase accessible taxi options with limited success. While TNCs have not sought to add accessible vehicles to their fleet, they have attempted to increase accessible services with limited success in different locations around the U.S. through options such as uberACCESS, uberWAV, and Lyft Accessible Vehicle Dispatch.

As noted earlier some private transportation providers are deeply integrated into transportation services for low-income populations, seniors, people with disabilities, and veterans in the Bay Area. One such provider is MV Transportation. MV is a national company with corporate headquarters based in Dallas, Texas and satellite support centers located in Vacaville, California and Elk Horn, Iowa. MV is or has been an ADA-mandated paratransit provider in almost all nine Bay Area counties. They also provide a number of the community-based shuttles described earlier including the Palo Alto Shuttle, the Emeryville Emery Go-Round, Kaiser shuttles, and Alta Bates/Summit shuttles.<sup>29</sup>

Another example of a private transportation provider filling multiple needs is the A-Para Transit Corporation in Alameda County. The same over-arching company provides ADA-mandated paratransit services to East Bay Paratransit, accessible charter service through Bell Transit Corporation, and regular and subsidized taxi services through Yellow Cab, Veterans Cab, and St Mini Cab Corporation.

An example of a transit provider partnership with a small private transportation provider is the Marin Transit Catch-A-Ride program, which allows seniors and people with disabilities to take taxi rides at a discounted rate. Marin Transit originally contracted with On The Move (the parent company of Radio Cab, Bel Air Taxi and Yellow Cab in Marin) and North Bay Taxi Cooperative to provide the service.

When On the Move abruptly closed in 2015, the agency was left with only one provider. North Bay Taxi initially had difficulty taking on the additional rides once provided by On The Move but has since increased capacity. This demonstrates how partnerships with private transportation providers are often subject to market variability.

### **Subsidized Fare Programs / Voucher Programs**

Subsidized fare or voucher programs are typically administered through a social service agency, and enable qualified individuals to purchase fares/ vouchers for transportation services at a reduced rate from providers such as public transit, volunteer programs, or taxis. Recipients are often low-income.

As noted earlier, cost can be a barrier to accessing transportation for low-income populations, seniors, people with disabilities, and veterans. Fixed-route transit offers reduced fares to seniors 65 and above and people with disabilities. For example, in Solano County transit agencies in Fairfield and Vacaville offer free fares to riders aged 80 years or over. Marin Transit, SFMTA, SolTrans, Sonoma County Transit, VTA, and WestCAT currently have means-based programs for some people with low income (i.e., some of the programs are targeted at students, others are more broad).

Many transit agencies sell fare products at bulk discounts to social service agencies that serve low-income populations. These organizations determine eligibility and issue the fare products to their clients at their own discretion, free of charge or at significant discounts. These programs are designed primarily to address immediate needs and depend on the discounts offered by transit agencies and available funds to purchase fare products.<sup>30</sup>

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<sup>29</sup> <http://www.mvtransit.com/paratransit>

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<sup>30</sup> [https://s3.amazonaws.com/media.legistar.com/mtc/meeting\\_packet\\_documents/agenda\\_2423/03b\\_Means\\_Based\\_TAC\\_Presentation\\_5-28-15.pdf](https://s3.amazonaws.com/media.legistar.com/mtc/meeting_packet_documents/agenda_2423/03b_Means_Based_TAC_Presentation_5-28-15.pdf)



Taxi subsidy programs allow eligible participants to use taxis at a reduced fare by reimbursing a percentage of the fare, or by providing a low-cost fare medium, e.g. scrip or vouchers, which can be used to cover a portion of the fare. Most Bay Area counties offer subsidized taxis for seniors and people with disabilities through transit agencies, cities, or counties.

Jurisdictions and non-profit organizations may offer paratransit subsidies dependent on available funding. However, these programs are not always widely publicized. Several cities in Alameda County are considering offering fare assistance with newly available transportation sales tax funding.

## **Volunteer Driver Programs**

Volunteer driver programs involve a network of volunteers that provide one-way, round-trip, and multi-stop rides. Participation in these programs can be provided free of charge, on a donation basis, through membership dues, or at a minimal cost, and typically have an eligibility process and advance reservation requirements.

Programs are sponsored by non-profit organizations, transit agencies, or cities and counties. Some volunteer driver programs may also have an escort component where volunteers accompany riders with mobility devices on paratransit services, when they are unable to travel in a private vehicle.

Some programs may use staff to provide initial rides or to fill gaps when volunteers are unavailable. From a mobility management perspective, volunteer driver programs are generally designed for seniors and can fill key needs that are not met by other transportation services like ADA-mandated paratransit. This is because these programs usually offer door-through-door service. These services are therefore ideal for more frail individuals who cannot wait outside, may need a stabilizing arm, help with a jacket or carrying groceries, etc.

These programs are also well suited to certain medical trips, for example, when someone needs to stop and pick up a new prescription before going home, or go to a facility in another county for specialized treatment.

Volunteer driver programs are not usually available for low-income individuals or veterans who are not also seniors or disabled. Volunteer driver programs usually have to closely monitor their capacity and face ongoing funding challenges and finding quality volunteers.

VITAL (Volunteers in Transportation Advocacy Link) is a group made up of volunteer driver programs in the Bay Area whose mission is to meet on a regular basis to network, exchange information, address issues of mutual concern, define and share best practices, serve as mentors and supporters for each other as well as those new to the field, and work together to provide for the transportation needs of the vulnerable populations they serve through mobility management.

Their membership includes a wide range of non-profits organizations, public sector agencies, transit agencies, cities and counties. Although not an exhaustive list of programs, their membership list does provide a broad overview of volunteer driver programs in the Bay Area.

An example of a well-established program offered by a non-profit organization is Senior Support Program of the Tri-Valley's (SSPTV) Senior Transportation Program, based in Pleasanton. SSPTV staff provides the first ride, which aids in completing the intake process. Staff will also provide rides to medical facilities outside of Alameda County, and fills gaps when volunteers are unavailable. An example of a public sector sponsored program is the City of Pleasant Hill's Senior Van Service, which is driven by volunteers.



**Figure 3.4** Volunteer Driver Programs in the Bay Area

| Program Name                                    | Location  |
|---|---|
| AlterNet Ways                                   | Pleasant Hill                                     |
| American Cancer Society                         | Bay Area  |
| Ashby Village                                   | Berkeley  |
| Avenidas  | Palo Alto   |
| Caring Hands                                    | Walnut Creek                                      |
| Catholic Charities of the Diocese of Santa Rosa | Santa Rosa  |
| City of Fremont                                 | Fremont, Newark, Union City                       |
| City of Lafayette                               | Lafayette   |
| City of Pleasant Hill                           | Pleasant Hill                                     |
| City of Richmond                                | Richmond  |
| City of San Pablo                               | San Pablo   |
| City of San Ramon                               | San Ramon   |
| Drivers for Survivors                           | Fremont, Newark, Union City, Hayward, San Leandro |
| El Camino Hospital                              | Mountain View, Los Gatos                          |
| Episcopal Senior Communities                    | Walnut Creek                                      |
| Faith in Action                                 | Fairfield   |
| Jewish Family and Children's Services           | San Francisco, Peninsula, Marin & Sonoma Counties |
| Life Eldercare                                  | Fremont, Newark, Union City, Hayward, San Leandro |
| Love INC  | Bay Area  |
| Marin County                                    | Marin County                                      |
| Marin Transit                                   | Marin County                                      |
| Marin Village                                   | San Rafael  |
| Mobility Matters                                | Contra Costa County                               |
| Molly's Angels                                  | Napa  |
| Next Village SF                                 | San Francisco                                     |
| Orinda Association                              | Orinda  |
| Peninsula Jewish Community Center               | Foster City                                       |
| Petaluma People Services Center                 | Petaluma  |
| SF Village                                      | San Francisco                                     |
| Sausalito Village                               | Sausalito   |
| Sebastopol Area Senior Center                   | Sebastopol  |
| Senior Support Program of the Tri-Valley        | Dublin, Pleasanton, Livermore                     |
| Seniors Around Town                             | Orinda  |
| Services for Seniors                            | San Francisco                                     |
| Vintage House Sonoma                            | Sonoma  |
| West Marin Senior Services                      | Point Reyes Station and West Marin County         |
| Whistlestop                                     | Marin County                                      |

**Figure 3.5** Information and Referral Services in the San Francisco Bay Area

| County        | Program Name                | Phone                                 | Website                       |
|---------------|-----------------------------|---------------------------------------|-------------------------------|
| Alameda       | Eden I&R                    | 2-1-1                                 | edenir.org                    |
|               | Access Alameda              | 510-208-7400                          | accessalameda.org             |
| Contra Costa  | Contra Costa Crisis Center  | 2-1-1                                 | crisis-center.org/            |
|               | Way to Go Contra Costa      | 925-284-6109<br>1-855-234-RIDE (7433) | waytogocc.com                 |
| Marin         | 2-1-1 Bay Area              | 2-1-1                                 | 211bayarea.org/marin/         |
|               | Marin Access                | 415-454-0902                          | marinaccess.org               |
| Napa          | 2-1-1 Bay Area              | 2-1-1                                 | 211bayarea.org/napa/          |
| San Francisco | 2-1-1 Bay Area              | 2-1-1                                 | 211bayarea.org/san-francisco/ |
| San Mateo     | 2-1-1 Bay Area              | 2-1-1                                 | 211bayarea.org/san-mateo/     |
|               | Senior Mobility Guide       | 650-508-6283                          | peninsularides.com            |
| Santa Clara   | 2-1-1 Santa Clara County    | 2-1-1                                 | 211scc.org                    |
| Solano        | 2-1-1 Bay Area              | 2-1-1                                 | 211bayarea.org/solano/        |
|               | Solano Mobility Call Center | 800-535-6883                          | solanomobility.org            |
| Sonoma        | Sonoma Access               | solanomobility.org                    | sonomaaccess.org              |

All Counties offer a 2-1-1 helpline but transportation is only highlighted in Alameda and Sonoma Counties. In Counties where additional I&R resources are offered, only Alameda County coordinates with the 2-1-1 service.

## Information and Referral

Information and referral (I&R) programs provide community information and referral, and connect individuals with resources that can help them. There is a spectrum of I&R services, ranging from a simple website and database listing resources, to a fully customized trip planner and referral service. While most I&R systems function mainly as lists, there are several examples of more fully featured platforms. I&R agencies may be independent non-profit organizations, libraries, faith-based organizations, or government agencies at every level.

Historically 2-1-1 is the primary free, confidential referral and information helpline and website that connects individuals to health and human services, 24 hours a day, seven days a week.<sup>31</sup> Although all 2-1-1 helplines offer transportation information, in the Bay Area this is only highlighted in Alameda and Sonoma Counties.

Information and referral is the key “entry point” for individuals accessing transportation services. An information and referral database or list is only useful with a sufficiently large pool of resources.

31 <http://www.airs.org/i4a/pages/index.cfm?pageid=3500>

## Travel Training

Travel training programs generally fall under mobility management and are designed to teach people with disabilities, seniors, youth, veterans, and/or low-income populations to travel safely and independently on fixed-route public transportation in their community. The Association of Travel Instruction identifies three different types of travel training.<sup>32</sup>

### Transit Orientation

Group or individual activity conducted for the purpose of explaining the transportation systems; options and services available to address individual transportation needs; use of maps and schedules as resources for trip planning; fare system, use of mobility devices while boarding, riding, and exiting; vehicular features; and benefits available.

### Familiarization

Individual or small group trip activity to facilitate use of transportation systems with a travel trainer accompanying experienced traveler(s) on a new mode of transportation or route to point out/explain features of access and usability.

32 <http://www.travelinstruction.org/20-travel-training>

## Travel Training

Travel training covers one-to-one short-term instruction provided to an individual who has previously traveled independently and needs additional training or support to use a different mode of travel, a different route, mode of transit, or travel to a new destination. It also covers one-to-one comprehensive instruction, specially designed instruction in the skills and behaviors necessary for independent travel on public transportation provided to an individual who does not have independent travel concepts or skills to go from point of origin of trip to destination and back.

As noted earlier, fixed-route transit is the most widely available transportation option available in the Bay Area aside from driving and walking. In many communities, it provides a base level of affordable service to access major destinations like school, work, medical appointments, shopping, etc.

Travel training can help low-income populations, seniors, people with disabilities, and veterans access this transportation resource effectively.

## Local Examples

Non-profits organizations, transit agencies, and cities or counties can sponsor travel training programs. Marin Transit is an example of a transit agency that offers travel training to seniors and people with disabilities. They offer “Navigating Transit,” a free, one-hour presentation and discussion about alternatives to driving for older adults in Marin County, and Individualized Travel Training.

SamTrans sponsors a volunteer Mobility Ambassador program that helps older adults and people with disabilities with many transportation-related issues, including planning a trip using public transit, finding a driver safety class, and learning

**Figure 3.6** Mobility Management Providers in the San Francisco Bay Area

| County       | Program and Contact Information  | Summary of Service   |
|--------------|--|--|
| Alameda      | Access Alameda<br>510-208-7400<br>accessalameda.org                                  | The Access Alameda website is provided to help individuals identify and connect with accessible transportation services in Alameda County, including public transit, Americans with Disabilities Act (ADA) paratransit, city-based paratransit programs, and organizations that provide volunteer drivers and/or training on how to travel by using these services in Alameda County.  |
|              | Tri City Mobility Management<br>510-574-2053   | <b>Fremont, Newark, and Union City:</b><br><br>Mobility management provides information about transportation access to all callers. Assistance can be provided for a range of transportation needs, from needing wheelchair accessible transportation to assistance retesting for a driver's license.  |
| Contra Costa | Mobility Matters<br>925-284-6109<br>1-855-234-RIDE (7433)<br>mobilitymatterscc.com   | Provides information to seniors, persons with disabilities, and individuals who need help with transportation in Contra Costa County. Also refers individuals to the transportation provider that best matches their mobility needs.   |
| Marin        | Marin Access<br>415-454-0902<br>marinaccess.org                                      | Marin Access was designed and is sponsored by Marin Transit to coordinate transportation resources for Marin's older adults, persons with disabilities and low-income residents, along with others who cannot or choose not to drive. Services include Marin Access Paratransit, Catch-A-Ride, Volunteer Driver, Travel Navigators, and Travel Training.   |
| Napa         | VINE Go<br>707-259-8327<br>vinego@nvta.ca.gov<br>ridethevine.com/ada-accessibility-0 | All vehicles used by the VINE family of local and regional transportation services are wheelchair accessible and conform to the standards set by the Americans with Disabilities Act (ADA). The Vine also provides a free service called Transit Ambassadors, which provides a travel buddy to teach individuals everything they need to know to ride the bus. In addition, a transit ambassador will actually ride around town on the bus with the new rider until they feel comfortable travelling alone. Participants receive one 30-day bus pass for free. |

**Figure 3.6** Mobility Management Providers in the San Francisco Bay Area

| County        | Program and Contact Information  | Summary of Service   |
|---------------|--|--|
| San Francisco | SF Paratransit<br>415-285-6945<br><a href="http://sfparatransit.com/general-info.htm">sfparatransit.com/general-info.htm</a> | <p>SF PARATRANSIT PROVIDES</p> <p><b>SF Access – ADA Paratransit</b> – SF Access is a pre-scheduled, ADA-compliant van service providing door-to-door transportation.</p> <p><b>Paratransit Taxi &amp; Ramp Taxi</b> – Paratransit Taxi is a ride service that utilizes authorized San Francisco taxis and ramp taxis. This is not an ADA service, but many riders find that it better meets their transportation needs. Taxi service is available for wheelchair users, kidney dialysis patients, people over 80 years old, and those who fall under other specific criteria.</p> <p><b>Group Van</b> – Group Van is a pre-scheduled van service providing door-to-door transportation to groups of ADA eligible riders attending agency programs such as Adult Day Health Care, senior centers, or work sites.</p> <p><b>Shop-a-Round</b> – Shop-a-Round is a convenient, no-cost shuttle that makes it easier to go grocery shopping. The service offers registered seniors and people with disabilities personalized assistance not available on Muni. A customer does not have to be ADA-paratransit eligible to use the service. The service takes customers to select supermarkets in San Francisco to shop. The driver will help carry groceries on and off the shuttle.</p> |
| San Mateo     | Mobility Ambassadors<br>650-508-6362<br><a href="http://seniormobility.org">seniormobility.org</a>                           | <p>The San Mateo County Senior Mobility Initiative is a joint effort by a broad coalition of concerned entities in San Mateo County, with the leadership of the San Mateo County Transit District (SamTrans), to keep older people – including those with disabilities – safe and connected to their communities as problems related to aging make it harder for them to get around. Services include Mobility Ambassadors, Senior Mobility Guide, and the Information and Assistance Program.</p>   |
| Santa Clara   |  | <p>Until fall 2016, Outreach, a non-profit organization, provided a holistic approach to each caller/customer/client and provides an array of social services and coordinated transportation services to seniors; low-income persons, families and youth; persons ADA-certified with functional disabilities; CalWORKS recipients; veterans; homeless; limited-English speakers; persons without cars and/or transit-dependent; and Medi-Cal recipients. Outreach is no longer providing these services.</p>   |
| Solano        | Solano Mobility Call Center<br>800-535-6883<br><a href="http://solanomobility.org">solanomobility.org</a>                    | <p>The Solano Mobility Call Center provides assistance in getting to appointments, shopping, work, recreation and other destinations without driving. The Call Center has information on public, non-profit organization, and private transportation services in and around Solano County.</p>   |
| Sonoma        | Sonoma Access<br>2-1-1<br><a href="http://sonomaaccess.org">sonomaaccess.org</a>   | <p>Sonoma Access was designed, as a first step, to bring together information on all of the public, private and non-profit transportation options available in Sonoma County. Sonoma Access informs residents on these types of transportation services: Local and Regional Bus Service, Local and Regional Paratransit Service, Volunteer Driver Programs, Non-profit Agency Transportation Options, Private businesses that provide Transportation Options, Transportation Programs for Veterans, and Travel Training Programs that teach anyone how to ride the bus.</p>  |

about alternatives to driving, such as community shuttles. Ambassadors can also give educational presentations, conduct group and one-on-one rider training, and organize group trips on transit to interesting destinations.

The Veterans Mobility Corps (VMC) was developed by SamTrans to address many transportation challenges faced by veterans of the Armed Forces when they have disabilities brought about by aging or injuries sustained during their military service. The VMC recruits and trains volunteer veterans to help veterans with disabilities to acquire skills needed to access the mobility options they are eligible for.

These options can include a broad range of choices: travel training on public transit such as SamTrans, VTA buses and light rail, BART, Muni, and Caltrain. All of the travel training services of the VMC are free of charge. This program is still in a pilot phase to identify challenges and opportunities of focusing directly on the veteran population.

The non-profit organization Center for Independent Living (CIL) in Berkeley offers a varied travel training program. They offer one-on-one and group training to youth, seniors, and people with disabilities in how to use transportation to get to destinations of their choice. They also help people with disabilities apply for a Regional Transit Connection Discount Card/Clipper Card for people with disabilities, obtain information to plan trips using the 511.org website and/or 511 phone service, and train on using a mobility device (such as a cane, walker, wheelchair, or scooter) to travel throughout the community using both public transit and pedestrian rights-of-way. Additionally, AC Transit offers wheelchair securement consultations and attachment of tether straps at CIL for participants once a month.

Some counties and cities also host or offer their own travel training programs. Solano County offers the Solano Mobility Travel Training program, which includes one-on-one trainings and group trainings provided under contract with local non-profit organizations, and has produced training videos for each operator in the county. The City of Vacaville's Public Works Department oversees the City Coach transit service. They offer one-on-one or group travel training and a Youth Travel Training Program. The Bay Area Regional Mobility Management Group frequently discusses travel training and assists the Region's programs in coordinating.

## Mobility Management

Mobility management services cover a wide range of activities, such as travel training, coordinated services, trip planning, brokerage, and information and referral. For the purposes of this resource list, mobility management services refer to the provision of individual transportation information and assistance as well as service linkage.

Mobility management services are closely related to information and referral, but go further by providing more individually tailored information and providing service linkage. Where available, mobility management is an ideal "entry point" for low-income populations, seniors, people with disabilities, and veterans to the range of transportation resources available. Although all counties in the Bay Area have some sort of information and referral service, individual mobility management services are not yet available throughout the Bay Area.

The state of California recommends designating a Consolidated Transportation Service Agency (CTSA) in each county to promote and implement mobility management. This approach is also recommended in the Bay Area's 2013 Coordinated Public Transit-Human Services Transportation Plan, but only one county - Solano - in the region currently has a designated CTSA.

Several counties and/or transit agencies have hired mobility managers and these individuals are designing and implementing some new mobility management programs.

While all counties have some elements of mobility management, not all are as comprehensive as the recommendations made by MTC's Roadmap Study to implement three basic countywide components along with a formally identified Mobility Manager. The three recommended components were:

- Coordinated information and referrals, or a "one-stop" information center on multiple travel options
- Coordinated travel training and trip planning for individuals
- Enhanced Americans for Disabilities Act (ADA) paratransit certification process in coordination with transit operators

## OVERVIEW OF PROJECTS FUNDED

SAFETEA-LU required that projects receiving funds under FTA's Jobs Access Reverse Commute (JARC) program (Section 5316), New Freedom Program (Section 5317), and Section 5310 Formula Program for Elderly Individuals and Individuals with Disabilities be derived from a locally developed coordinated public transit-human services transportation plan. In July 2012, Congress passed MAP-21, the federal transportation act that superseded SAFETEA-LU. Under MAP-21, the JARC and New Freedom programs were eliminated as stand-alone programs. JARC functions and funding were combined with the Urbanized Area Formula (Section 5307) and the Non-Urbanized Area Formula (Section 5311) programs starting in FY 2012-13. The New Freedom program was merged with the Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities program, for which Caltrans is the designated recipient and the direct recipient. For the New Freedom eligible

projects, MTC works with Caltrans on the 5310 Program to continue investing in New Freedom efforts (see below for more information).

Prior to MAP-21, MTC's policy was to direct JARC funds to support implementation of MTC's Lifeline Transportation Program, which includes projects that address mobility and accessibility needs in low income communities throughout the region. In response, MTC has adopted a policy to annually set aside Section 5307 funds per the JARC formula (approximately 3% of the Section 5307 appropriations) for funding projects under MTC's Lifeline Transportation Program.

**Figure 3.7** summarizes funding programmed in each of the nine Bay Area counties since the 2013 Coordinated Plan was adopted. All funding was determined by regional or statewide competitive selection processes, and most of the funding went to the region's most-populated counties.

**Figure 3.7** FTA Specialized Program Funding by Urbanized Area (UA), since 2012 Coordinated Plan

| Urbanized Area<br>(Large and Small) | JARC/5307 (a)(b)    | New Freedom (a)    | 5310 (c)            | Total (d)           |
|-------------------------------------|---------------------|--------------------|---------------------|---------------------|
|                                     | FY 2011-2016        | FY 2012            | FY 2013-2017        |                     |
| Antioch                             | \$729,224           | \$75,306           | \$1,032,188         | \$1,836,718         |
| Concord                             | \$806,351           | \$151,329          | \$2,391,773         | \$3,349,453         |
| S.F. - Oakland                      | \$10,082,572        | \$1,180,786        | \$12,959,089        | \$24,222,447        |
| San Jose                            | \$3,637,758         | \$496,368          | \$5,515,480         | \$9,649,606         |
| Santa Rosa                          | \$836,174           | \$99,524           | \$1,264,981         | \$2,200,679         |
| Vallejo                             | \$560,389           |                    |                     | \$560,389           |
| Fairfield                           | \$384,060           |                    |                     | \$384,060           |
| Vacaville                           | \$166,659           |                    |                     | \$166,659           |
| Napa                                | \$290,657           |                    |                     | \$290,657           |
| Livermore                           | \$129,033           |                    |                     | \$129,033           |
| Gilroy-Morgan Hill                  | \$247,964           |                    |                     | \$247,964           |
| Petaluma                            | \$128,224           |                    |                     | \$128,224           |
| <b>Regional Total</b>               | <b>\$17,999,065</b> | <b>\$2,003,313</b> | <b>\$23,163,511</b> | <b>\$43,165,889</b> |

**NOTES:** (a) JARC and New Freedom (FY 2011 and 2012) includes only Large Urbanized Area (UA) funds programmed by MTC; Small UA and Rural Area funds programmed and administered by Caltrans were not included. For FTA Section 5307, FY 2013 and beyond includes Large and Small UA. In 2013, approximately \$2 million in JARC funds lapsed due to delays in U.S. Department of Labor certifications on grants. The apportionments remained the same, however the project list has been modified to reflect the \$2 million loss of funds.

(b) JARC/5307 funds are programmed locally by county Lifeline Program Administrators; funds were subject to Lifeline Transportation Program formula per county % of regional low-income population.

(c) 5310 includes Large UA funds that are programmed by MTC (MTC selects the projects). The Small UA and Rural Area funds are apportioned to each state. In California, these two amounts are pooled into one statewide competitive process for Caltrans to program. Depending on the results of Caltrans' competitive process, the region may receive some of the Small UA and Rural Area funds (in addition to the Large UA funding) for projects outside the Large UAs. All funds are administered by Caltrans.

(d) Apportionments represented are for Lifeline Transportation Program Cycles 3 and 4 (JARC/ 5307), New Freedom Cycle 5, and 2014 and 2017 5310 Programming Cycles.

## Funding by Project Type per Funding Source

### JARC/Section 5307

The Lifeline Transportation Program (JARC/Section 5307) is programmed by MTC for the region's Large Urbanized Areas. MTC established program guidelines to prioritize a wide variety of capital or operating projects based on eligibility criteria and regional priorities.

**Figure 3.8** summarizes Section 5307/JARC funding by project type for the region's Large Urbanized Areas (Antioch, Concord, San Francisco–Oakland, San Jose, and Santa Rosa) funded under the third and fourth cycles of the Lifeline Transportation Program, covering FY2011 through FY2016. About half of all funding went to support fixed-route transit services connecting low-income communities to employment and other essential destinations, with most of the remainder going to alternative services other than fixed-route transit, including taxi vouchers, guaranteed ride home programs, bike programs, shuttles, and auto loan programs.

**Figure 3.8** JARC/5307 Funding by Project Type, FY 2011-FY 2016

|                                     | Total                              | Percentage of Total | Number of Projects |
|-------------------------------------|------------------------------------|---------------------|--------------------|
| Transit Capital                     | \$1,812,046                        | 11.6%               | 4                  |
| Transit Operations                  | \$6,822,659                        | 43.7%               | 19                 |
| Transit Alternatives                | \$3,117,427                        | 20.0%               | 8                  |
| Auto Loan Programs                  | \$1,304,077                        | 8.4%                | 4                  |
| Shuttles                            | \$1,579,641                        | 10.1%               | 8                  |
| Pedestrian and Bicycle Improvements | \$570,000                          | 3.7%                | 4                  |
| Program Administration              | \$406,811                          | 2.6%                | 2                  |
| <b>Total</b>                        | <b>\$15,612,661 <sup>(a)</sup></b> | <b>100%</b>         | <b>49</b>          |

**NOTES:** (a) This programming is lower than apportionments. In 2013, approximately \$2 million in JARC funds lapsed due to delays in U.S. Department of Labor certifications on grants. The apportionments remained the same, however the project list has been modified to reflect the \$2 million loss of funds.

### New Freedom Program

The New Freedom program was administered by MTC for the region's Large Urbanized Areas. MTC established program guidelines to prioritize a wide variety of capital or operating projects based on eligibility criteria and regional priorities.

Under this Coordinated Plan period, MTC administered one remaining New Freedom program cycle (New Freedom Cycle 5). The New Freedom program also funded a variety of capital and operating projects in the region's Large Urbanized Areas, as shown in **Figure 3.9**. The largest share went to informational and travel training program projects. The other major categories were mobility management and demand-responsive alternatives to fixed-route transit or ADA paratransit, including volunteer driver programs, taxi-based programs, and non-ADA paratransit services. New Freedom funding was not continued in MAP-21 (starting with FY 2013) and similar project-types became eligible under 5310.<sup>33</sup>

<sup>33</sup> <http://www.apta.com/gap/legissues/authorization/Documents/APTA%20MAP-21%20Guide.pdf>



**Figure 3.9** New Freedom Funding by Project Type, FY 2012

|                          | Total              | Percentage of Total | Number of Projects |
|--------------------------|--------------------|---------------------|--------------------|
| Mobility Management      | \$360,602          | 18.0%               | 3                  |
| Info/Training            | \$1,237,794        | 61.8%               | 5                  |
| Transit/ADA Alternatives | \$304,751          | 15.2%               | 5                  |
| Program Administration   | \$100,000          | 5.0%                | 1                  |
| <b>Total</b>             | <b>\$2,003,147</b> | <b>100%</b>         | <b>14</b>          |

### Section 5310

For the Section 5310 program, Caltrans funds “traditional” and “expanded” projects. Traditional projects include vehicles, transportation program-related equipment, and mobility management projects. Traditional projects must comprise at least 55 percent of the available funding. Expanded projects include operating assistance and mobility management projects of the type eligible in the former New Freedom program. In 2014 and 2017, MTC jointly administered the program with Caltrans, where MTC established program guidelines for the Large Urbanized Areas and oversaw project selection, but Caltrans remained the designated recipient, responsible for grant management, procurement, and project oversight.

**Figure 3.10** summarizes 5310 funding by project types that was apportioned to the Bay Area’s Large UAs, as well as funding awarded to projects in the Bay Area through the Caltrans statewide competitive process using Small UA and Rural Area funds. Approximately half of the funding has gone to mobility management projects, which comprise coordination activities, personalized trip planning, information and referral and travel training. One quarter of the funding has gone to purchase wheel chair accessible vehicles. Volunteer driver programs received 14% of the funding, and provide door-through-door transportation. Alternatives to fixed-route transit or ADA paratransit, including taxi-based programs and non-ADA paratransit services received 9% of funding. The remaining funding went to transportation program-related equipment like wheelchair restraints, radios and computer software.

**Figure 3.10** 5310 Funding by Project Type, FY 2013 – FY 2017

|  | Total               | Percentage of Total | Number of Projects |
|--|---------------------|---------------------|--------------------|
| Mobility Management/Info/Travel Training | \$11,810,234        | 47.1%               | 25                 |
| Vehicles                                 | \$6,175,400         | 24.6%               | 107                |
| Volunteer Driver Programs                | \$3,544,913         | 14.1%               | 15                 |
| Transit/ADA Alternatives                 | \$2,378,769         | 9.5%                | 12                 |
| Transportation Program-Related Equipment | \$31,725            | 0.1%                | 35                 |
| Program Administration                   | \$1,158,176         | 4.6%                | 2                  |
| <b>Total</b>                             | <b>\$25,099,217</b> | <b>100%</b>         | <b>196</b>         |

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## 4. OUTREACH AND STAKEHOLDER GAP IDENTIFICATION

To reveal high-level gaps in the Bay Area’s transportation network experienced by the region’s seniors, people with disabilities, people with low incomes, and veterans, this chapter draws upon feedback received through conversations with individuals, advocates, agencies who serve them, as well as on a regional demographics assessment of trends (Chapter 2). Where comments include suggested solutions to specific gaps, those have been summarized as well. Together, these gaps and solutions inform recommended strategies for MTC and its regional partners, provided in Chapter 5.

The following lists summarize the top themes heard through all engagement channels. Each comment was categorized as either a gap or a solution, and further assigned a theme. Many themes emerged and presented below are the top ten gaps and top five solutions.

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## SUMMARY OF GAPS

1. **Spatial gaps—areas of our region that are either difficult or impossible to reach by public transportation—continue to be a key need expressed throughout the region.**

In the 2013 Coordinated Plan update, some of the top themes included needs for enhanced fixed-route and paratransit through increased connectivity. This continued to be true in feedback gathered for this 2017 Update; spatial gaps top the list of most frequently heard comments. These spatial needs are specific to location, but generally highlight a lack of connectivity either within or between suburban and rural areas. These gaps are exacerbated by several demographic trends – the proportion of the regional population composed of seniors and people living in poverty has increased over the last decade, as has the proportion of the population that lacks access to a vehicle. These trends are projected to continue into the future.

2. **Temporal gaps—points in time that lack service—also constrain the mobility of target populations.** Most comments focused on the lack of transit and paratransit availability in the evenings, late night, and weekends. However, we also heard from some stakeholders involved in volunteer driver programs that there are increasing requests for dialysis transportation services very early in the morning, either prior to available transit or at a time that feels unsafe for dialysis patients to travel alone. Further, necessary transfers between services create another type of temporal gap—long travel times, affecting those dependent on transit who often earn hourly wages.

3. **Healthcare access is a growing concern in the region.** Comments regarding medical transportation needs generally came in three types: dialysis transportation, the trend of medical facilities locating in areas difficult to serve by fixed-route transit, and the lack of affordable non-emergency medical transportation options. These healthcare access needs are heightened by the fact that the areas of the region that are aging the fastest also tend to be the most suburban or rural – areas difficult to serve by fixed-route transit. Further, seniors are living longer, and in counties like Marin, where the population is one of the longest living in the country,<sup>35</sup> this means an increasing strain on local budgets to support people with limited mobility.

4. **Comments from almost every county in the region raised concerns that transit and paratransit fares are too high for many people.** Seniors and families with low incomes are a growing portion of our local demographics, and these groups are some of the least able to afford regional transit options like BART and Caltrain that increase access to medical facilities, jobs, and other critical services.
5. **Funding needs are growing faster than revenues.** Service providers say that funding is constrained to support the mobility of seniors, people with disabilities, veterans, and people with low incomes. There is increasing pressure on programs that provide mobility for target populations as those populations are growing and housing near services is less affordable. Funding available for services above and beyond the ADA—which are particularly important in counties where the fixed-route system cannot cover important destinations—are limited in counties without local sales taxes for transportation. Lastly, the grant-based nature of non-ADA funding sources threatens the consistent availability of some programs.
6. **Constituents recognize that investments in the safety of pedestrians and bicycles improve mobility for all.** Stakeholders discussed missing sidewalks, sidewalks in poor condition, sidewalk blockages due to parked cars and driveways, and missing crossing treatments. A lack of these treatments renders some individuals incapable of using the fixed-route system, which could increase the costs of operating ADA Paratransit services. Some comments also centered on transit stop amenities to make public transit more welcoming for everyone.
7. While some feedback suggested leveraging transportation network companies (TNCs, such as Lyft or Uber) and other new technologies to assist in solving mobility gaps, **many comments focused on the lack of accessibility of taxis and TNCs.** There is some concern about the ability of target groups to leverage these solutions due to the apps' reliance on smartphone ownership.
8. **Stakeholders highlight the importance of transportation information availability and associated referral services to steer people to gap-filling services.** Comments focused on a need for more real-time information about both transit and paratransit services, but also a need to increase constituents' awareness of all services and mobility options—including combining biking and transit, for example—available to them.

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35 <http://marinaccess.org/wp-content/uploads/2016/09/FINAL-Marin-Access-Strategic-Analysis-and-Recommendations-2016.pdf>

9. **As discussed in the 2013 Coordinated Plan, facilitating transfers on both the fixed-route transit network as well as between ADA Paratransit service providers (when trips cross county lines, for example) remain a barrier.** Not only are these trips difficult and time consuming, but they can also be costlier. This is more of a problem for paratransit than fixed-route transfers, as the former often require close coordination between different providers and sometimes different counties, and have a greater impact on people with disabilities due to the challenges of long waits between transfers.

The remainder of feedback received covered a wide variety of topics, from housing and land use, to strained volunteer driver programs, to mobility management and coordination, to the need for more planning and study. Overall, the general gaps identified in Chapter 6 of the 2013 Plan remain, but **new comments in this update reflect recent trends in technology, medical facility accessibility, and the growth of disadvantaged populations.**

## Summary of Solutions

In addition to gaps, stakeholders also offered solutions—either things that have been discussed in their county or new ideas. The summary below describes the top five solutions themes; other comments covered equity solutions for emerging mobility services, access to automobiles, fare media, and others.<sup>36</sup> This input will be incorporated into the 2017 Plan’s ultimate strategic recommendations.

1. Consistent with the information gaps highlighted above, **stakeholders also provided several ideas for increasing the availability and efficacy of transportation information.** These ideas included:
  - a. Making comprehensive information about available transportation services available to all human service providers, possibly through one-call/one-click services
  - b. Offering targeted mobility information at key points of contact (e.g. for seniors at the DMV; for discharged patients or families of patients at hospitals)

- c. Increasing the availability of real-time information (e.g. “where’s my ride?” paratransit information; BART elevator in service information; real-time information about available wheelchair spaces on an arriving bus)
- d. Improving on-vehicle communication (e.g. consistent operator announcements and stop information signs in both the front and rear of vehicles)

2. **To increase the affordability of transit for the target populations, there is interest in reducing the cost of public transit, paratransit, and on-demand transportation options such as taxis.** Most comments suggested partially subsidizing the cost, but some also suggested making transit free for the target populations, and others asked for discount consistency between providers in the region. Relatedly, a few commenters recommended universal fare media across transit providers and between both general public and paratransit services.
3. **Coordination and cooperation could increase cost efficiency and improve service for end users.** Underutilized resources, such as school buses at midday, or paratransit vehicles off-peak, could be made available to serve other mobility gaps if a central agency coordinated across various providers. Increased coordination between regional centers and public transit agencies could respond to specific spatial gaps. In addition, transfers between ADA Paratransit providers or between ADA Paratransit and city-based providers could improve the travel experience and reduce travel times.
4. **Creating new funding streams and increasing the sustainability of other funding streams is a top priority.** Comments suggested creating new revenue through local measures, such as a vehicle license fee. Commenters also advocated for lessening the administrative burden associated with applying for and receiving 5310 funds through Caltrans, longer-term grants, and new funding for mobility management and coordination activities to ensure that local priorities receive funding.
5. **To address spatial gaps, increase the availability of non-ADA services for the target populations, and ensure their coordination with ADA Paratransit and public transit.** There was also discussion of a need for better land use-transportation coordination, and to ensure individuals are assigned to services (e.g. regional centers, dialysis clinics) closest to their homes.

<sup>36</sup> There was less consensus around solutions in the comments than gaps; therefore, only the top 5 are listed. All comments are considered in crafting the 2017 Coordinated Plan’s strategic recommendations.

## COMMUNITY INPUT OPPORTUNITIES

**Figure 4.1** lists all outreach activities completed by the 2017 Coordinated Plan team. Over 30 organizations from all nine counties of the Bay Area provided input, captured in more than 300 individual comments. These comments were individually classified as either identifications of existing transportation gaps or suggestions of potential solutions; further, each comment was categorized according to its overarching theme—temporal or spatial gaps, for example. These comments, along with their themes, are provided as Appendix B and Appendix C.

**Figure 4.1** Community Engagement and Outreach Activities

| Organization   | Counties Served | Type<br>(Consumer, Provider, Advocate) | Date           | Attendees / Representative                    |
|--|-----------------|--|----------------|---|
| San Mateo County Paratransit Coordinating Council (PCC)  | San Mateo       | Consumer                               | June 13, 2016  | 27  |
| Regional Mobility Management Group   | Regional        | Provider                               | June 16, 2016  | 18  |
| Senior Mobility Action Committee, Contra Costa County  | Contra Costa    | Consumer                               | June 27, 2016  | 19  |
| Cycles of Change   | Alameda         | Provider                               | July 6, 2016   | Former Co-Director and Development Consultant |
| MTC Policy Advisory Council Equity and Access Committee  | Regional        | Consumer                               | July 6, 2016   | 9   |
| West Contra Costa Regional Mobility Working Group  | Contra Costa    | Advocate                               | July 7, 2016   | 14  |
| Home First   | Santa Clara     | Provider                               | July 7, 2016   | Director of Services                          |
| Napa PCC   | Napa            | Consumer                               | July 7, 2016   | 12  |
| Bay Area Partnership Accessibility Committee   | Regional        | Advocate                               | July 11, 2016  | 10  |
| Contra Costa County Employment and Human Services  | Contra Costa    | Provider                               | July 11, 2016  | Transportation Services Specialist            |
| North Bay Organizing Project   | Sonoma          | Advocate                               | July 11, 2016  | Executive Director                            |
| Marin PCC  | Marin           | Consumer                               | July 18, 2016  | 16  |
| Contra Costa PCC   | Contra Costa    | Consumer                               | July 18, 2016  | 11  |
| Sonoma PCC   | Sonoma          | Consumer                               | July 19, 2016  | 14  |
| Solano PCC   | Solano          | Consumer                               | July 21, 2016  | 30  |
| Alameda Paratransit Advisory and Planning Committee (PAPCO) and Paratransit Technical Advisory Committee (ParaTAC) | Alameda         | Consumer and Provider                  | July 25, 2016  | 30  |
| San Mateo County Health System   | San Mateo       | Provider                               | August 4, 2016 | Senior Community Health Planner               |
| Peninsula Family Service   | San Mateo       | Provider                               | August 4, 2016 | Director, Financial Empowerment Program       |

**Figure 4.1** Community Engagement and Outreach Activities

| <b>Organization</b>   | <b>Counties Served</b>              | <b>Type</b><br>(Consumer, Provider, Advocate) | <b>Date</b>        | <b>Attendees / Representative</b> |
|---|-------------------------------------|---|--------------------|-----------------------------------|
| San Francisco PCC   | San Francisco                       | Consumer                                      | August 10, 2016    | 39                                |
| Solano Transportation Authority                                     | Solano                              | Provider                                      | August 19, 2016    | Planning and Programming Staff    |
| Western Contra Costa Transportation Advisory Committee              | Contra Costa                        | Provider                                      | September 1, 2016  | WCCTAC Project Manager            |
| East Bay Paratransit Service Review Advisory Committee              | Alameda, San Francisco, Santa Clara | Consumer                                      | September 6, 2016  | 27                                |
| Napa Valley Transportation Authority                                | Napa                                | Provider                                      | September 8, 2016  | Planning and Programming Staff    |
| Alameda County Transportation Commission                            | Alameda                             | Provider                                      | September 9, 2016  | Planning and Programming Staff    |
| AC Transit Accessibility Advisory Committee                         | Alameda, Contra Costa               | Consumer                                      | September 13, 2016 | 22                                |
| Transportation Authority of Marin                                   | Marin                               | Provider                                      | September 14, 2016 | Planning and Programming Staff    |
| City/County Association of Governments for San Mateo County         | San Mateo                           | Provider                                      | September 16, 2016 | Planning and Programming Staff    |
| Contra Costa Transportation Authority                               | Contra Costa                        | Provider                                      | September 22, 2016 | Planning and Programming Staff    |
| Sonoma County Transportation Authority                              | Sonoma                              | Provider                                      | September 26, 2016 | Planning and Programming Staff    |
| San Francisco County Transportation Authority                       | San Francisco                       | Provider                                      | September 27, 2016 | Planning and Programming Staff    |
| VTA Committee for Transit Accessibility                             | Santa Clara                         | Consumer                                      | October 12, 2016   | 29                                |
| Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma                              | Advocate, Provider, Consumer                  | October 14, 2016   | 19                                |
| San Francisco Planning and Urban Research (SPUR)                    | Regional                            | Advocate                                      | November 16, 2016  | Transportation Policy Staff       |
| TransForm   | Regional                            | Advocate                                      | November 17, 2016  | Executive Staff                   |



## SUMMARY OF FEEDBACK BY COUNTY

Below is a brief summary of comments provided by users and their advocates in each county.

**Regional.** Four regional groups engaged in the 2017 Plan's initial outreach process – the Regional Mobility Management Group, Bay Area Partnership Accessibility Committee, SPUR, and TransForm. The Regional Mobility Management Group is a 30-member group comprised of mobility management and human service transportation providers throughout the Bay Area.

The Bay Area Partnership Accessibility Committee is comprised of representatives from the Bay Area's ADA Paratransit providers and other interested parties. SPUR is a regional planning and policy non-profit that provides research, education, and advocacy. TransForm is a transportation advocacy non-profit focused on the Bay Area and California, promoting access, health, justice, and sustainability. Among the comments were discussions related to the ability for MTC to lead in mobility management, coordination and system seamlessness, innovative pilots and demonstration projects, additional planning or study opportunities, ensuring inclusive planning processes, and funding.

The groups also discussed issues related to new transportation technology, and urged emerging mobility services to be considered in this plan's recommended strategies.

**Alameda County.** The project team met with the Alameda County Paratransit Advisory and Planning Committee (PAPCO) as well as Alameda CTC staff. The common comment received focused on spatial gaps in the county – particularly related to connectivity to and from eastern sections of the County. Other comments addressed themes of transportation information, funding, temporal gaps, and fares.

**Contra Costa County.** The project team received input from the Contra Costa County Paratransit Coordinating Council (PCC), the Department of Employment & Human Services, WCCTAC, and the City of San Pablo. Temporal and spatial gaps, as well as funding availability, were the most concerning themes in Contra Costa County. Funding constraints limit the ability of services beyond ADA Paratransit to serve observed spatial and temporal gaps.

**Marin County.** The Marin County PCC's comments covered several topics without one strong overarching theme. Similar to Alameda County, sections of Marin (namely, West Marin) are perceived to be less connected than the more populated eastern parts of the county. In addition, in the eastern part of the county, the need for better pedestrian and bicycle infrastructure was mentioned as a means of addressing mobility for seniors aging in place.

**Napa County.** Healthcare access and the strain on the county's existing volunteer driver programs and taxi scrip programs (City of Napa only) were consistent themes throughout the meeting with the Napa PCC. These programs are meant to help address temporal and spatial gaps, but wheelchair access is limited and drivers are in short supply.

**San Francisco County.** San Francisco's PCC elevated congestion as one of their largest concerns – a typically urban challenge. Comments related to congestion highlighted how congestion – due to high levels of traffic and double parking – impacts both public transit and paratransit's ability to serve customers in a timely manner.

The other common theme related to transit information; participants acknowledged the provision of real-time information in and outside of buses, but highlighted that it can be inconsistently provided and difficult to see or hear from the rear of the vehicle, and a request for better information about elevator outages. Additional comments submitted by the SFMTA cite curb access and congestion, particularly at human service locations, and vehicle storage costs due to the high demand for real estate.

**San Mateo County.** San Mateo's PCC and County Health System, as well as the Peninsula Family Service Agency provided feedback. The most common themes expressed had to do with pedestrian and bicycle needs at specific locations throughout the county, though some covered more general comments such as parked cars blocking sidewalk right-of-way and a desire for bike lanes to accommodate motorized scooters and wheelchairs. Transportation information, emerging mobility providers, and transit fares were other common themes.

While some comments related to the use of car share, transportation network companies (TNCs), or autonomous vehicles as potential solutions, other comments called for the increased accessibility and affordability of these services in the meantime.

**Santa Clara County.** Almost 40 individual comments were received from constituents in Santa Clara County representing the VTA Committee for Transit Accessibility, the Equity and Access Subcommittee, and Home First Santa Clara — a non-profit focused on housing the homeless.

Comments covered a broad spectrum of issues, from transit fares to funding, spatial gaps, healthcare access, and the uncertainty of the current paratransit program.

**Solano County.** In Solano County, the PCC and Faith in Action—a non-profit that provides the county's only volunteer driver program — provided comments. The top two concerns of these groups related to healthcare access and sustainable funding for programs. There is strain on all local programs to address access to dialysis and medical care, with increasing distances between home and medical centers.

**Sonoma County.** Sonoma's PCC, the Sonoma Access Coordinated Transportation Services (SACTS) Committee, and the North Bay Organizing Project each provided input. The North Bay Organizing Project does not provide services directly, but rather is an advocacy organization that works with diverse, multi-issue groups to empower citizens to be their own advocates.

Their main concerns related to the cost of transit to students and seniors, and the lack of access to affordable housing. Fares were also a top concern among other groups' comments, as were the accessibility of non-ADA paratransit options, transportation information, and various spatial gaps.

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## 5. REGIONAL STRATEGIES FOR COORDINATION

Transportation gaps and solutions identified in this Coordinated Plan become eligible for funding through federal funds distributed by MTC to regional partners, as well as other funds from state and county agencies. These eligible solutions are referred to as projects, and are outlined in Appendix E – Projects Eligible for Funding. Projects are concrete solutions—new vehicles, improved sidewalk infrastructure or accessible bus stops, and software systems are some examples.

**Strategies**—covered in this chapter—are bigger picture initiatives that stakeholders and MTC can implement or facilitate. These strategies grow directly from feedback received from user groups, their advocates, and existing local providers of transportation and human services. They are bounded by regional policies, and the powers that MTC and transit agencies, cities, counties, congestion management agencies, non-profits, providers, and other stakeholders have to fund and implement initiatives.

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# STRATEGY 1: COUNTY-BASED MOBILITY MANAGEMENT

In 2016, MTC staff prepared the Roadmap Study: A Bay Area Mobility Management Implementation Plan, the purpose of which was to assess ongoing mobility management efforts in each county, and lay the groundwork for successful implementation of mobility management region wide. The study found that implementing a county-based mobility management strategy requires a multipronged approach. MTC would lead the development of a county-based mobility management program and continue to help leaders on a local level to coordinate mobility services for an entire spectrum of transportation providers. The approach and recommendations are detailed in this section.

## Development of a County-Based Mobility Management Program

The promise of mobility management is two-fold: to improve the mobility of traditionally underserved groups by directing passengers to available transportation options, and to increase the efficiency of the overall system of public transit and human service transportation through coordination. Mobility management is of the utmost importance due to its ability to leverage and enhance the effectiveness and efficiency of other projects and strategies listed in this Coordinated Plan. Based on best practices, MTC expects county-based mobility management programs would include three key components:

1. **Countywide travel training,**
2. **In-person ADA paratransit certifications, and**
3. **Coordination of information and referrals (landR) through the provision of a mobility manager in every Bay Area county.**

MTC's primary roles in facilitating such a program would include:

- Supporting funding for locally led, county-based mobility management programs, and associated program components in each county, including county one-call/one-click systems for trip planning; coordinated travel training programs for those currently not using the fixed-route system; and enhanced ADA paratransit certification processes for each transit provider.
- Serving as the central point of contact for county mobility managers, providing resources and technical support.

- Leveraging the 511 system or other available traveler information system for its role in providing travel information. for its role in providing travel information.
- Encouraging the creation of Consolidated Transportation Service Agencies (CTSAs) in each county. CTSAs are a mechanism for promoting mobility management. Through an MTC designation process, County Board of Supervisors, Paratransit Coordinating Councils, County Congestion Management Agencies, and transit operators confirm their support of an official mobility manager for the county. (Appendix D lays out the process for designating CTSAs in the San Francisco Bay Area.)

In addition, MTC should work with county led mobility management efforts to ensure that each county has created and maintains an online inventory of accessible vehicles in each county (e.g. all 5310-funded vehicles plus other public transit and human service transportation vehicles). This list should be shared with County-level offices of emergency services and would improve the ability of agencies to coordinate and/or enter into public-private partnerships to provide wheelchair-accessible trips.

This would increase the effectiveness of investments in the accessible fleet. MTC should also ensure that each county mobility manager provides assistance to 5310 applicants to help with applications and federal compliance, and that within each county there is a mechanism by which applicants can “piggyback” onto statewide commodity contracts (vehicles, software, capital investments) to increase cost efficiency of vehicle investments.

MTC should work with county-based mobility management efforts to make sure that each county mobility manager facilitates joint driver training and follow-up customer satisfaction surveys to monitor success, and provide assistance in the development and funding of new transportation services.

### Best Practice Example:

**Ride Connection (Portland, Oregon):**<sup>37</sup> Ride Connection is a private non-profit that coordinates the transportation operations of 30+ small community-based providers of elderly and disabled transportation services. The services it provides are summarized in **Figure 5.1**.

<sup>37</sup> Nelson\Nygaard. Coordinated Transportation Plan for Elderly and People With Disabilities. TriMet. 2012. [trimet.org/pdfs/publications/elderly-and-disabled-plan.pdf](http://trimet.org/pdfs/publications/elderly-and-disabled-plan.pdf)

**Figure 5.1** Ride Connection Support Services Provided to Service Partners

| Support Services  |   |  |  |
|---|---|--|--|
| <ul style="list-style-type: none"> <li>• Service coordination between partners</li> <li>• Customer service monitoring</li> <li>• Grant writing, fundraising, and serving as conduit for state and federal fund</li> <li>• Service planning, which includes coordination of existing services for efficiency and creation and implementation of innovative ideas to meet local and regional transportation needs in the community</li> </ul> | <ul style="list-style-type: none"> <li>• Individual travel ability assessment</li> <li>• Web –based tools for daily operations and reporting</li> <li>• Contract administration, compliance and performance monitoring</li> <li>• Advocacy for individuals with transportation needs and for community-based service partners who meet those needs</li> </ul> | <ul style="list-style-type: none"> <li>• Driver, partner and staff training and development</li> <li>• Data management and reporting support</li> <li>• Outreach and joint marketing of regional transportation services</li> <li>• Technical assistance and support to service partners and community organization</li> </ul> | <ul style="list-style-type: none"> <li>• Accessible fleet acquisition</li> <li>• Volunteer recruitment assistance</li> <li>• Management and maintenance of a 100+ fleet</li> <li>• Service scheduling and centralized call center services for a growing number of partners</li> </ul> |

SOURCE: TriMetCoordinated Transportation Plan for Elderly and People with Disabilities 2012

Ride Connection provides information for all transportation options available to older adults and people with disabilities in the region, and refers people to the options that best fit their circumstances. With one call to Ride Connection, a rider can either access Ride Connection services or be connected to another service provider in the region who can best serve her/him.

### Facilitate Coordination

Coordination is essential for meeting the needs of seniors, people with disabilities, veterans, and those with low incomes. To best serve the region’s needs for mobility services, partnerships need to involve the entire spectrum of transportation providers: providers of public fixed route transit, human service transportation providers, private taxi and ride-hailing services, departments of health and human services, advocacy groups, faith-based groups, medical and dialysis providers and providers of support services to low-income populations, seniors and individuals with disabilities.

As a funder and evaluator of grant applications, MTC has been and should continue to award extra points to projects and proposals that address cross-county or regional connections by including coordination as an evaluation criterion in appropriate fund programs. MTC will continue to provide a venue for inter-agency coordination.

### Best Practice Example:

**King County Access (King County Metro)**<sup>38, 39</sup>: King County Access provides paratransit service in King County, Washington. A paratransit rider making an “Out of County Transfer trip” only needs to make a reservation with King County Access. Access will coordinate the trip scheduling with the connecting agency. King County Access recommends that riders call as early in the day as possible to give the two agencies time to coordinate the Out of County Transfer trip before the end of the day.

Access has designated transfer points for Out of County Transfer trips at transit stations or park-and-rides near the boundaries of neighboring counties. On the day of an Out of County Transfer trip, Access will pick up the rider at her/his origin, and drive her/him to the transfer point. Drivers and dispatch staff at both agencies coordinate with each other to communicate times of arrival. If the driver from the paratransit agency in the neighboring county has not arrived at a transfer point when the Access driver arrives, the Access driver will wait with the passenger until the connecting driver gets there.

This transfer method of two paratransit drivers meeting to transfer the rider from one vehicle to another – without leaving a rider at a transfer point unattended – is also known as a “hand-off.” While there is an example of a Bay Area provider that has also adopted the “hand-off” model (East Bay Paratransit), most of the larger systems have yet to implement this practice.

38 King County Metro. Access Ride Guide. 2015. metro.kingcounty.gov/tops/accessible/pdf/AccessRideGuide.pdf

39 King County Access Call Staff. Phone Interview by Nelson\Nygaard. February 17, 2017.

## Recommendations for MTC

### Plan and Implement Mobility Management Technical Assistance Program

As regional partners begin to develop local mobility management functions, MTC staff should develop a technical assistance program to advise partners on the implementation of travel training, in-person eligibility, and information and referral programs.

### Set Schedule for Coordination Summits and Assess Opportunities to Incentivize Coordination

Coordination takes preparation. MTC should keep the momentum from the Coordinated Plan and Roadmap Study efforts by establishing a schedule of regional coordination summits and topics for the convening.

MTC can host regular events with transit operators, human service agencies, CMAs, and other coordination partners. MTC can also begin to assess specific opportunities, suggested in this chapter of this plan, to incentivize coordination among transit operators and human services providers.

### Identify Sustainable Sources of Flexible Funding for County-Based Mobility Management

Within one to two years of Coordinated Plan adoption, MTC should work with county and local stakeholder to identify funding for county-based mobility management in programs.

## Recommendations for Partners

### Develop New County-Based Mobility Management and Related Initiatives

In the first one to two years of this plan's adoption, regional partners should begin to develop new mobility management functions across the Bay Area. In the first two years of this plan's implementation, county partners are expected to consider how to fund county-based mobility management functions, such as travel training, information and referral services, and ADA paratransit in-person eligibility and conditional eligibility policies.

### Contribute to Regular Coordination Summits

To leverage coordination opportunities, CMAs, transit operators, human service providers, and other partners should commit to contributing and participating in regular coordination summits.

### Create Consolidated Transportation Service Agencies and Seek Funding for County-Based Mobility Manager Positions

Local entities can request to become designated as a Consolidated Transportation Service Agency (CTSA) from MTC. The CTSA designation empowers each county to build out a full mobility management program that facilitates coordination between local social service agencies and transportation providers. In the next one to two years, counties that lack a CTSA should seek designation, or develop a plan to build CTSA capacity in their county. (Appendix D lays out the process for designating CTSA in the San Francisco Bay Area.)

## STRATEGY 2: IMPROVE PARATRANSIT

Paratransit services should be improved to better meet the needs of customers. The recommended approach is to improve access to healthcare, reduce the cost of service, and make it easier to pay for ADA paratransit services.

### Address Access to Healthcare

The ongoing consolidation of healthcare centers and tendency to locate in peripheral locations has reduced of transit accessibility to medical services. Although ADA paratransit and non-profit providers have been required to increase the volume and length of trips for medical purposes, there is currently no unified funding mechanism in place in the Bay Area for providers to recover the costs of these trips from Medi-Cal. However, "non-emergency transportation" is one of the reimbursable activities under the Medi-Cal program.

Non-emergency transportation vehicles include taxis, buses, trains, cars, and vans. Time spent and actual expenses, such as taxi vouchers and bus passes, can be claimed through County-Based Medi-Cal Administrative Activities (CMAAs). However, there is a requirement to use the lowest cost option, which often results in reimbursement being limited to transit fares.

Attempts to address this issue have been ongoing for a number of years in California. MTC can play a role by exploring a cost recovery program for Medi-Cal non-emergency transportation in the Bay Area for public and private transportation providers who are coordinating with county-based mobility management efforts. As part of the development of this program, the types of entities that would be eligible for participation should be determined, in addition to an overall implementation plan.



Given the lack of reimbursement programs, MTC could also explore other ways to help agencies contain costs. For instance, costs are particularly burdensome for ADA paratransit providers who provide subscription trips to individuals requiring dialysis. ADA paratransit providers receive no financial contribution from the clinics whose clients receive these services. MTC could bring the parties together to arrive at cost sharing arrangements that would exceed the fare paid by riders.

Finally, MTC could play a role in addressing service gaps to medical services by linking NEMTs and TNCs to increase capacity and provide accessible service to medical destinations. This could be achieved through MTC grants for pilot programs and/or technical assistance.

## Reduce the Cost of Providing ADA Paratransit

Due to the growing population of ADA-eligible passengers, the increasing difficulty of hiring and retaining paratransit drivers, and other national trends indicating increased labor costs, the costs of providing ADA paratransit are rising.<sup>40</sup> Strategies to address these costs are:

- Increasing the use of in-person eligibility assessments and conditional eligibility policies. Transit agencies should implement in-person assessments, as well as evaluations of applicants' functional mobility by trained professionals to provide conditional eligibility.
- Piloting trip-screening modules in scheduling software to facilitate the implementation of conditional eligibility policies. Funding for this technology can be prioritized, and can assist in coordinating the phased development of a regional database of accessible bus stops to inform trip-screening.
- Promoting the use of Interactive Voice Response (IVR) systems to remind passengers of upcoming trips and communicate imminent arrival. IVR systems will help reduce no-shows and late cancels.

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40 Federal Transit Administration, Transit Cooperative Research Program, Report 142, "Vehicle Operator Recruitment, Retention, and Performance", 2010, Washington DC, Summary, page 1

## Best Practice Examples:

Most large paratransit systems in the U.S. now use in-person eligibility assessments, including functional assessments, in order to achieve more accurate eligibility determinations. One of the key benefits of this eligibility model is the ability to determine the conditions under which an applicant can ride fixed route service, even if for some of their trips.

Conditional eligibility is routinely applied in Seattle, Pittsburgh, Philadelphia, Tacoma, and Salt Lake City, and the trend is towards greater implementation. Systems that have been successful in implementing conditional eligibility generally have between 12 and 14 conditional categories, although King County Metro has over 20. Following is a listing of some of the key categories that are used by transit agencies in applying conditional eligibility:

- Street barriers (e.g. lack of sidewalks or curb cuts)
- Distance
- Slope
- Seasonal
- Snow/ice
- Temperatures
- Darkness
- Need for transfers on fixed-route
- Travel trained
- Dialysis

Transit agencies use a variety of approaches to apply eligibility conditions. King County Metro identifies conditionally eligible riders who request the same trip with some frequency. They then conduct a "pathway review" to determine if the individual would actually be able to negotiate the paths between the nearest transit stops and their points of origin and destination. If this is an option, they inform the customer of their fixed route options and do not provide the trip on paratransit. Accessible Services staff have estimated annual savings of approximately \$845,000 in Access operating costs because of this approach.

In Pittsburgh, ACCESS applicants are given very specific information about their eligibility to ensure that both reservationists and the riders have a common understanding of which trips are eligible. Since 2005, ACCESS has been applying eligibility conditions on all trips requested by those with conditional eligibility.

ACCESS has found that about 29-35 percent of applicants are determined conditionally eligible, but they only take about 18 percent of the trips, and about half of those are subscription trips. This proportion of trips has not changed in nearly ten years. Therefore, the screening process, while not insignificant, is not as substantial as is commonly assumed.

ACCESS generates regular reports about conditional and feeder trips so they can evaluate the barriers that create eligibility. If these barriers can be addressed, the agency tries to implement mitigations, such as making bus stops accessible, installing traffic signalization and curb cuts.

The agency has had only limited success in this effort - but knowing why people need to use paratransit is helpful in planning efforts.

### Make it Easier to Pay for Paratransit

Without contributing to the cost of providing ADA paratransit, operators can provide seamless paratransit payment options for passengers. The cost of on-vehicle card readers necessary for the use of Clipper cards is prohibitive given the relative lower volume of trips provided on paratransit as compared to fixed-route.

Clipper 2.0 may be able to include paratransit as a parameter in the new system. Other solutions may be available using current technology (RTC Clipper Cards), such as a system in which payment for the trip is secured upon booking, and processed upon taking the trip.

**Figure 5.2** Access Services Paratransit Payment Methods

| Support Services | Payment Method  |
|------------------|---|
| At Boarding      | Cash  |
|                  | Credit/Debit Card   |
| In Advance       | Purchase Coupons In-Person (Pomona Valley Transit Authority, City of Santa Fe Springs, City of Azusa Bus Pass Window) |
|                  | Order Coupons by Mail   |
|                  | Order Coupons Online  |
|                  | Pre-Load Access Rider ID/TAP card   |

SOURCE: Access Services

### Best Practice Example:

**Access Services (Los Angeles County):**<sup>41</sup> Access Services provides paratransit services on behalf of Los Angeles County's 44 fixed route transit providers. It is the county's Consolidated Transportation Services Agency (CTSA). Access offers multiple options for riders to pay for paratransit trips both before and at boarding (**Figure 5.2**).

Having several options for paying both in advance and at boarding allows riders the flexibility to reduce their boarding time with pre-payment options, or pay when they board if there was less planning in advance of the trip. Riders can pre-load funds for paratransit rides onto their Access Rider ID/TAP card. At boarding time, the driver can then swipe their card, and the fare will be deducted automatically from the rider's Access Rider ID/TAP card account balance.

Riders can also pre-pay for upcoming trips by purchasing ride coupons in-person at a local transit agency, by mail, or online at Access's website. If a rider does not have a form of prepayment for a paratransit trip, she/he can pay the driver with a credit/debit card, or cash in exact change. The pre-paid Access Rider ID/TAP card and coupons save time during boarding, because they forego the time spent providing exact change cash to a driver.

<sup>41</sup> Access Services. How to Pay for Your Ride. [accessla.org/riding\\_access/access\\_riders\\_guide/pay\\_your\\_ride.html#](http://accessla.org/riding_access/access_riders_guide/pay_your_ride.html#)

## Recommendations for MTC

### Begin Policy Discussion around Medi-Cal Cost Recovery Program for the Bay Area

To address the growing costs of transportation to healthcare in the Bay Area, in the next 6 to 12 months, MTC can begin internal policy discussions regarding how to leverage available reimbursements for non-emergency medical trips. The first step is to identify the types of entities that would be eligible to participate in the program and those who would likely participate in such a program.

### Convene Task Force to Assist Implementation of In-Person Eligibility

MTC can use its position as a regional resource to convene a task force to assist in the implementation of in-person eligibility and functional testing procedures at each of the region's transit operators that do not currently use this eligibility model. This effort can increase the effectiveness of new funding made available to regional operators for the implementation of county-based mobility management.

## Recommendations for Partners

### Take Opportunities to Expand Subsidized Same-Day Trip Programs

Paratransit users and operators alike see benefits in expanding options for same-day trips. Same-day trip programs provide greater mobility options and flexibility to riders, and operators may realize cost savings through innovative partnerships. Some public transit agencies across the Bay Area already have programs, typically in partnership with local taxi companies, and some are exploring relationships with ride-hailing companies. In counties where local sales taxes have afforded the opportunity to provide additional supplemental service for seniors and people with disabilities, municipal programs also exist. However, many individuals who would benefit from such programs, including veterans and those with low incomes, lack access. In the next one to two years, operators and providers should explore opportunities to implement these programs.

### Implement Medi-Cal Cost Recovery Program

To address the growing costs of transportation to healthcare in the Bay Area, paratransit providers can implement Medi-Cal cost recovery programs. Recovered costs could be put back into the paratransit system, or used to fund less expensive non-ADA services.

## STRATEGY 3: PROVIDE MOBILITY SOLUTIONS TO SUBURBAN AREAS

The suburbanization of poverty has resulted in challenges providing fixed-route services in low-density development areas. MTC can help the region address some of these challenges by implementing recommendations for an expansion of suburban mobility options.

### Increase Suburban Mobility Options

New and expanded transportation solutions are needed for addressing mobility challenges that result from the suburbanization of poverty and older adults. Suburban development patterns are characterized by medium- and low-density land uses, which are often incompatible with traditional fixed-route transit service. Flexible, demand-responsive solutions are necessary to provide mobility in these areas.

Technical assistance for Bay Area agencies and organizations interested in developing public-private partnerships for new suburban mobility options is needed. MTC can provide guidance on requirements and best practices for ensuring equitable access to all mobility options. MTC and Bay Area operators can establish minimum data sharing requirements and minimum service characteristics. Technical assistance and region wide policies can help transit agencies and human service transportation providers expand non-ADA subsidized same-day trip programs through partnerships with taxi or ride-hailing companies. Subsidized carshare programs and low-income vehicle loan programs are essential to ensuring that low-income people have access to vehicles when trip patterns render transit not an option.

### Best Practice Examples:

#### KEYS Auto Loan Program (Contra Costa County):

The Keeping Employment Equals Your Success (KEYS) Auto Loan Program at Contra Costa County's Employment and Human Services Department (EHSD) offers a low-interest auto loan for CalWORKs participants who are unable to qualify for an auto loan on their own. In order to qualify for an auto loan in the KEYS program, a CalWORKs participant must meet the following eligibility requirements:

- Valid driver's license
- No more than one point on driving record
- Employed full-time with the same employer for at least three months

An eligible CalWORKs participant may be eligible for a loan up to \$5000. The loan recipient must pay back their KEYS loan within a two-year period over monthly payments. Additionally, she or he must attend basic automobile maintenance and budget management classes.

**DriveForward (Peninsula Family Service):** Peninsula Family Service's DriveForward program offers auto loans to help individuals who cannot qualify for an auto loan on their own acquire a car, and mend their credit. To qualify for participation in the DriveForward program, a person must meet the following eligibility requirements:

- Valid California driver's license
- Annual household income of \$75,000 or less (for a family of three)
- Live or work in San Mateo or Santa Clara counties
- Demonstrate ability to afford loan payments
- Attend a financial workshop
- Meet one-on-one with a member of the Peninsula Family Service Financial Empowerment Team

If a person meets the requirements and is approved by the Peninsula Family Service Loan Committee, she or he must select a vehicle that passes third-party certified mechanic inspection before purchasing. DriveForward requires the inspection before issuing a loan in an effort to ensure that a vehicle is safe for the participant.

**LAVTA GoDublin Pilot:** In 2017, the Livermore-Amador Valley Transportation Authority launched GoDublin, a year-long pilot partnership between the agency, two ride-hailing companies, and a local taxi company. In the pilot, participants can use a unique code either through the ride-hailing apps or with the taxi company to receive a discount on rides that start and end within the jurisdictional boundaries of Dublin, CA. The pilot grew out of the agency's 2016 Comprehensive Operational Analysis, which revealed low productivity on two routes and spurred the agency to consider supplemental service as a way to maintain coverage more cost-effectively.

Like other transit/ride-hailing partnerships, this pilot is still in its early days and no formal evaluation of impacts has been conducted. The agency plans to conduct and release such an evaluation by the end of 2017. As such, this, and other transit/ride-hailing partnerships, are not best practice examples per se, but rather demonstrate a recent trend for agencies trying to address suburban mobility challenges in a more cost effective manner.

## Recommendations for MTC

### Define the Channels to Provide Shared Mobility Technical Assistance

Human service providers, transit agencies, and municipalities serving seniors, people with disabilities, veterans, and low-income groups in the Bay Area want to leverage new mobility service providers — such as carshare, ride-hailing, and bikesharing — to serve their constituents and reduce costs.

MTC can help ensure that partnerships have the best interests of all, and can start by defining appropriate channels to provide technical assistance.

Key areas include:

- Providing regular venues for agencies who have piloted flexible transit in low-density areas (e.g. VTA and AC Transit) to communicate lessons learned and best practices to other transit agencies.
- Creating a region wide policy statement on the goals of public/private shared mobility partnerships and the values they should uphold in coordination and alignment with similar ongoing efforts within the agency.
- Establishing recommended policies for minimum data sharing requirements and service characteristics for public-private partnerships in coordination and alignment with similar ongoing efforts within the agency.

## Recommendations for Partners

### Fund Low-Income Vehicle Programs

County transportation and transit agencies should prioritize and fund low-income carshare subsidy programs to increase access to vehicles for occasional trip needs, such as shopping or medical appointments. Implementation partners may be cities with on-street carshare programs, senior centers or large developments that provide access to carshare vehicles on-site, or non-profits who can coordinate across several carsharing programs.

MTC and County transportation and transit agencies should prioritize and fund low-income vehicle loan programs for individuals whose typical trip patterns render transit not an option. This program would include funds for vehicle purchase, insurance, and maintenance, and could be implemented in coordination with county-level partners.

## Prioritize One-Click Systems

County transportation and transit agencies should prioritize the development and funding of one-click systems that increase the awareness of existing suburban mobility options, and potentially make it easier to pay for trips. CMAs and mobility managers should ensure the integration of all locally available public and private mobility options to increase the availability of non-driving options.

## STRATEGY 4: MEANS-BASED FARES\*

### Regional Means-Based Transit Fare Programs

Based on comprehensive input from stakeholders in the needs assessment of this plan, as well as other Bay Area needs assessments and studies, transit affordability has been and continues to be a key issue for some segments of the population.

MTC has been leading a study to develop scenarios and evaluate the feasibility of implementing a regional means-based transit fare program in the nine-county Bay Area to make transit more affordable for low-income residents. The findings and recommendations of this study are expected to be available in fall 2017. Recommendations for MTC and agency partners are outlined below.

### Recommendations for MTC and Partners

#### Build Consensus for Implementation of Means-Based Fares

Pending the conclusion of the Means-Based Fare Study, MTC should continue working with transit operators to develop an implementable program and seek funding to support this effort.

## STRATEGY 5: SHARED AND FUTURE MOBILITY OPPORTUNITIES\*

### Advocate for the Accessibility of Emerging Shared Mobility Solutions and Autonomous Vehicles

Shared mobility solutions, such as bikeshare, carshare, ride-hailing, and microtransit are options available to the public today. Most shared mobility providers are private entities, and as such may or may not prioritize service to traditionally underserved groups. MTC, CMAs, cities and counties can play an important role in ensuring access to

these systems and their future driverless products, which, when taken together with public transit, promise a more seamless and convenient mobility ecosystem. MTC, CMAs, cities and counties should:

- Leverage shared and future mobility programs to liaise with the technology and automotive industries and advocate for the physical, temporal, financial, and geographic accessibility of these systems for users of all abilities
- Develop a statement of guidance to formalize agency position on these topics
- Create and fund accessible bikeshare pilots with local partners
- Create and fund subsidized shared mobility programs, such as was recently implemented by MTC with Bay Area Bike Share (now Ford GoBike), to increase access to low-income populations by incentivizing private providers to locate in traditionally underserved areas at discounted rates
- Fund cities' and non-profits' purchase of wheelchair-accessible vehicles to contribute to a "flexible fleet," made available to taxi companies, ride-hailing services, or carsharing programs

#### Best Practice Examples:

**Los Angeles:** In August 2016, the City of Los Angeles' Transportation Technology Strategist published "Urban Mobility in a Digital Age," a plan to focus the City's regulatory and service provision responsibilities in an evolving ecosystem of mobility choices. Later that year, the Shared Use Mobility Center, TransitCenter, and the William and Flora Hewlett Foundation collaborated with Los Angeles County to create the "Shared Mobility Action Plan for Los Angeles County."

Each of these guiding documents highlights accessibility — both physical and economic accessibility — as necessary goals for shared mobility and autonomous vehicles within their jurisdictions. Further, both recognize the important role of local government in ensuring accessibility as a means to achieve community values.

*"Without a proactive role by local government, connected and automated vehicles may not fulfill the promise of making our roadways safer, more efficient, and more accessible."*<sup>42</sup>

"As California considers strategies to put TNCs and taxis on an 'even playing field' through statewide regulation, several of the taxi industry's legacy

\*Pending Commission Direction

42 Urban Mobility in a Digital Age. Los Angeles, CA: City of Los Angeles, 2016



consumer and safety provisions — such as mandates to provide wheelchair-accessible vehicles and serve low-income neighborhoods — hang in the balance.”

The Shared Mobility Action Plan makes a specific policy recommendation to apply public transit’s focus on equity and accessibility to shared mobility. The plan encourages the County to work closely with Access Services — the county’s ADA Paratransit provider and Consolidated Transportation Services Agency (CTSA) — to “identify and test how shared mobility can meet ADA requirements and improve the rider experience.” In March 2017, a Shared Mobility Action Plan Implementers Council — comprised of stakeholders from transit agencies, cities, advocates, and mobility service providers — was formed to coordinate implementation efforts.

## STRATEGY 6: IMPROVE MOBILITY FOR VETERANS

### Veterans’-Specific Mobility Services

Some of veterans’ mobility needs will be addressed by other strategies recommended in this plan — such as creating a more seamless transit experience or means-based fare programs. However, additional mobility services could address the affordability and access needs unique to veterans in the Bay Area, such as implementing new services for medical long-distance trips.

### Serve Long-Distance Medical Trips for Veterans and Local Veterans’ Shuttles

MTC can also support the development of new services designed specifically for veterans. While some of the Bay Area’s veteran population is concentrated close to VA Hospitals and other veteran-specific health clinics, many parts of the region are more rural in nature, and veterans must travel long distances to reach the care they need. Other regions have set up frequent long-distance coach bus services to connect veterans with these health centers. In other locations, transit agencies have designed fixed-route shuttles around the specific needs of veterans (based on their home locations and health clinics or community centers). Volunteer driver programs have had difficulty serving these types of trips due to constraints in recruiting veteran drivers.

### Best Practice Example:

- **Lufkin-Houston Veterans Bus:** Former U.S. Congressman Charlie Wilson was instrumental in obtaining private funding for the launch of a coach bus service between Lufkin and Houston — where the VA has a large medical center. The vehicle was funded by a local foundation that coordinated volunteers to distribute coffee and donuts to passengers each morning. The program, administered by the Brazos Transit District and operated by Coach America, transports 35 to 40 veterans every day. Since the launch of the service, additional “last-mile” shuttles have been initiated to connect people to Lufkin from smaller communities up to 40 miles away. Angelina County determined that a volunteer driver program was infeasible for this need given the distance and scale of demand.
- **Monterey-Salinas Transit (MST) Veterans Shuttle:** In May 2017, MST launched a new fixed-route service designed to meet the local mobility needs of veterans. A new VA clinic will open in August, and the route serves that destination as well as an integrated health facility and an area with veteran residential density.

### Create a Forum for Veterans to Advise MTC on Mobility Needs

This plan recognizes that there are further opportunities to address veterans’ mobility needs in the Bay Area. In some cases, the needs are regional in nature; in others, there are specific local gaps. However, more dialogue is needed to refine strategies to meet Bay Area veterans’ needs. MTC can coordinate forums for this dialogue to take place.

## RECOMMENDATIONS TIMELINE

This section outlines the recommended timeline for the immediate and longer-term steps required for MTC, CMAs, transit providers, and human services providers to adopt and implement this plan.

**Figure 5.3** lists each component of the previously listed strategies. The recommended timeline for implementing each recommendation is included in the figure.

The timeline categorizes the recommendations into the following periods: **Keep the Momentum (next 6-12 months)**, **Implement the Basics (next 1-2 years)**, and **Build Out the Program (next 3-5 years)**. Each recommendation is also marked with the anticipated level of effort required for implementation. These are categorized as minimal, moderate, and high.

Figure 5.3 Implementation Timeline

| Strategy  | Recommendation   | Timeline                               | Level of Effort |
|---|--|--|-----------------|
| <b>STRATEGY 1:<br/>COUNTY-BASED<br/>MOBILITY<br/>MANAGEMENT</b>             | Recognize Mobility Management as a Regional Priority   | Keep the Momentum (next 6-12 months)   | Minimal         |
|   | Set Schedule for Coordination Summits and Assess Opportunities to Incentivize Coordination                       | Keep the Momentum (next 6-12 months)   | Minimal         |
|   | Identify Sustainable Sources of Flexible Funding for County-Based Mobility Management                            | Implement the Basics (next 1-2 years)  | Moderate        |
|   | Plan and Implement Mobility Management Technical Assistance Program  | Implement the Basics (next 1-2 years)  | High            |
|   | Implement Regular Coordination Summits   | Implement the Basics (next 1-2 years)  | Moderate        |
|   | Create Consolidated Transportation Service Agencies and Seek Funding for County-Based Mobility Manager Positions | Build Out the Program (next 3-5 years) | High            |
| <b>STRATEGY 2:<br/>IMPROVE<br/>PARATRANSIT</b>                              | Begin Policy Discussion around Medi-Cal Cost Recovery Program for the Bay Area                                   | Keep the Momentum (next 6-12 months)   | Moderate        |
|   | Convene Task Force to Assist in Implementation of In-Person Eligibility  | Implement the Basics (next 1-2 years)  | Moderate        |
|   | Take Opportunities to Expand Subsidized Same-Day Trip Programs   | Implement the Basics (next 1-2 years)  | Moderate        |
|   | Implement Medi-Cal Cost Recovery Program   | Build Out the Program (next 3-5 years) | High            |
| <b>STRATEGY 3:<br/>PROVIDE MOBILITY<br/>SOLUTIONS TO<br/>SUBURBAN AREAS</b> | Define the Channels to Provide Shared Mobility Technical Assistance  | Keep the Momentum (next 6-12 months)   | Moderate        |
|   | Fund Low-Income Vehicle Programs   | Implement the Basics (next 1-2 years)  | High            |
|   | Prioritize One-Click Systems   | Build Out the Program (next 3-5 years) | High            |
| <b>STRATEGY 4:<br/>MEANS BASED FARE*</b>                                    | Build Consensus for Implementation of Means-Based Fares  | Keep the Momentum (next 6-12 months)   | High            |
| <b>STRATEGY 5:<br/>SHARED AND<br/>FUTURE MOBILITY<br/>OPPORTUNITIES*</b>    | Advocate for Equity in Shared and Autonomous Mobility Services   | Implement the Basics (next 1-2 years)  | Moderate        |
| <b>STRATEGY 6:<br/>IMPROVE MOBILITY<br/>FOR VETERANS</b>                    | Create a Forum for Veterans' Mobility Needs  | Implement the Basics (next 1-2 years)  | Moderate        |
|   | Identify Funding for Veterans'-Specific Mobility Services  | Build Out the Program (next 3-5 years) | High            |

\*Pending Commission Direction

## PROGRESS REPORTING

Prior to the next Coordinated Plan update, MTC should assess progress made to implement the strategies called for in this Coordinated Plan. This assessment should include a report back to the members of this plan's Technical Advisory Committee and an update to the Commission. The evaluation will provide valuable input to the Coordinated Plan's next update, and should not wait until the next planning phase commences. Rather, a bi-annual progress reporting schedule is recommended.



DRA

# APPENDIX A

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## Demographics

AFT

Figure A.1 Existing 2014 Population Breakdown

| Subject                                     | Alameda County |                   | Contra Costa County |                   | Marin County |                   | Napa County |                   | San Francisco County |                   |
|---|----------------|-------------------|---------------------|-------------------|--------------|-------------------|-------------|-------------------|----------------------|-------------------|
|   | Total          | 65 years and over | Total               | 65 years and over | Total        | 65 years and over | Total       | 65 years and over | Total                | 65 years and over |
| <b>Total population</b>                     | 1,610,921      | 200,925           | 1,111,339           | 157,940           | 256,802      | 46,638            | 139,253     | 22,271            | 852,469              | 122,906           |
| <b>% over 65</b>                            | 12.5%          |                   | 13.0%               |                   | 16.0%        |                   | 16.0%       |                   | 14.4%                |                   |
| <b>% with disability</b>                    | 9.6%           | 33.1%             | 11.0%               | 33.2%             | 9.0%         | 25.6%             | 11.2%       | 35.4%             | 10.4%                | 34.8%             |
| <b>% below 200% of poverty level (2015)</b> | 25.2%          | 26.7%             | 24.3%               | 22.2%             | 19.1%        | 16.6%             | 27.9%       | 21.4%             | 25.3%                | 35.8%             |
| <b>% population without vehicle</b>         | 3.5%           | 10.1%             | 2.1%                | 6.4%              | 2.3%         | 7.1%              | 1.9%        | 6.8%              | 13.0%                | 24.2%             |
| <b>% population who are veterans</b>        | 3.3%           | 13.6%             | 4.4%                | 17.9%             | 4.7%         | 17.6%             | 5.4%        | 22.0%             | 2.8%                 | 11.0%             |

SOURCE: 2014 American Community Survey 5-Year Estimate S0101; 2014 American Community Survey 1-Year Estimate S0103; 2015 American Community Survey 1 year Estimate B17002; 2015 American Community Survey 5-year Estimate B17024; 2014 American Community Survey 3 year Estimate B25045; 2014 American Community Survey 1 year Estimate S0103; 2014 American Community Survey 1-Year Estimate S0103

Figure A.1 Existing 2014 Population Breakdown

| Subject                                     | San Mateo County |                   | Santa Clara County |                   | Solano County |                   | Sonoma County |                   | Region    |                   |
|---|------------------|-------------------|--------------------|-------------------|---------------|-------------------|---------------|-------------------|-----------|-------------------|
|   | Total            | 65 years and over | Total              | 65 years and over | Total         | 65 years and over | Total         | 65 years and over | Total     | 65 years and over |
| <b>Total population</b>                     | 758,581          | 111,339           | 1,894,605          | 231,475           | 421,624       | 52,311            | 500,292       | 82,536            | 7,545,886 | 1,028,341         |
| <b>% over 65</b>                            | 14.0%            |                   | 12.2%              |                   | 12.4%         |                   | 16.5%         |                   | 13.6%     |                   |
| <b>% with disability</b>                    | 8.7%             | 30.7%             | 7.6%               | 33.5%             | 11.1%         | 36.4%             | 12.0%         | 32.1%             | 9.6%      | 32.9%             |
| <b>% below 200% of poverty level (2015)</b> | 20.6%            | 21.0%             | 20.7%              | 24.4%             | 30.2%         | 24.1%             | 28.3%         | 22.6%             | 23.8%     | 24.9%             |
| <b>% population without vehicle</b>         | 1.9%             | 6.4%              | 1.7%               | 6.6%              | 1.8%          | 5.3%              | 2.1%          | 6.6%              | 3.5%      | 9.3%              |
| <b>% population who are veterans</b>        | 3.2%             | 13.2%             | 2.9%               | 13.9%             | 7.5%          | 25.8%             | 5.7%          | 21.2%             | 3.8%      | 15.6%             |

Figure A.2 Veteran Statistics

| County               | Number of Veterans | % of Total Population who are Veterans | % of Veterans who Live in Poverty* | % of Veterans who are Disabled |
|----------------------|--------------------|--|------------------------------------|--------------------------------|
| <b>Alameda</b>       | 53,888             | 4%                                     | 7%                                 | 29%                            |
| <b>Contra Costa</b>  | 12,092             | 6%                                     | 5%                                 | 31%                            |
| <b>Marin</b>         | 23,875             | 6%                                     | 4%                                 | 26%                            |
| <b>Napa</b>          | 55,533             | 7%                                     | 2%                                 | 29%                            |
| <b>San Francisco</b> | 31,694             | 3%                                     | 6%                                 | 28%                            |
| <b>San Mateo</b>     | 28,341             | 4%                                     | 3%                                 | 23%                            |
| <b>Santa Clara</b>   | 286,013            | 4%                                     | 6%                                 | 27%                            |
| <b>Solano</b>        | 53,888             | 10%                                    | 4%                                 | 29%                            |
| <b>Sonoma</b>        | 12,092             | 7%                                     | 8%                                 | 29%                            |
| <b>Region</b>        | 23,875             | 5%                                     | 6%                                 | 28%                            |

\*Living below National Poverty Level

SOURCE: American Community Survey 1 year estimates 2000-2014

# APPENDIX B

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## List of Feedback Themes

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**Figure B.1** List of Feedback Received in Order of Frequency

| Themes                         | Comments Received |
|--------------------------------|-------------------|
| Spatial Gap                    | 31                |
| Fares                          | 28                |
| Information and I&R Services   | 26                |
| Funding                        | 22                |
| Healthcare Access              | 20                |
| Temporal                       | 19                |
| N/A                            | 15                |
| Ped/Bike                       | 14                |
| Taxi/TNC - Accessibility       | 12                |
| Coordination & Cooperation     | 10                |
| Public Transit - Accessibility | 9                 |
| Transfers                      | 8                 |
| Fare media                     | 6                 |
| Emerging mobility services     | 6                 |
| Housing & Land Use             | 6                 |
| Public Transit - Amenities     | 6                 |
| Planning/Study                 | 6                 |
| Eligibility                    | 5                 |
| Travel Training                | 5                 |
| Transit Access                 | 5                 |
| Non-ADA Paratransit            | 5                 |
| Volunteer Driver               | 5                 |
| Congestion                     | 5                 |
| Mobility Management            | 5                 |
| Drivers                        | 4                 |
| Auto access                    | 3                 |
| Level of Service               | 3                 |

| Themes                  | Comments Received |
|-------------------------|-------------------|
| Limited volunteers      | 3                 |
| Capital                 | 2                 |
| Efficiency              | 2                 |
| Transportation Options  | 2                 |
| Regulation              | 2                 |
| Technology              | 2                 |
| Language                | 2                 |
| Job Access              | 2                 |
| ADA Paratransit         | 2                 |
| Public Transit - Access | 2                 |
| On-time Performance     | 2                 |
| Same-Day Transportation | 2                 |
| Resource sharing        | 2                 |
| Frequency               | 1                 |
| Safety                  | 1                 |
| Mission creep           | 1                 |
| Senior Sensitivity      | 1                 |
| Enforcement             | 1                 |
| Providers               | 1                 |
| Quality of Service      | 1                 |
| Station Access          | 1                 |
| Constituency gaps       | 1                 |
| Equity                  | 1                 |
| Youth                   | 1                 |
| Fleet                   | 1                 |
| Community connection    | 1                 |
| <b>Grand Total</b>      | <b>329</b>        |



# APPENDIX C

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## List of Feedback Comments

AFT

**Figure C.1** List of Feedback Comments

| Date      | Group   | County    | Category  |  |
|-----------|---|-----------|-----------|--|
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Solutions |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Solutions |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |

|  | Theme                        | Comment  |
|--|------------------------------|--|
|  | Spatial Gap                  | Since the study was last done, many seniors have moved into older adult communities on the Coastsides, so outreach to educate about available transit resources to seniors in that area is greatly needed.                               |
|  | Spatial Gap                  | East Palo does not have a city-wide shuttle service at this time.  |
|  | Spatial Gap                  | More access to the College of San Mateo is needed. There is no direct service to Canada and other local colleges from the Coastsides.  |
|  | Spatial Gap                  | Demand-response service is available to residents of Pescadero, La Honda, and other Coastsides communities, but more is needed.  |
|  | Ped/Bike                     | Heller Street in Redwood City does not have curb cuts at many points. In general the sidewalks in Redwood City are in poor condition   |
|  | Ped/Bike                     | At Perimeter Road at CSM, there are no curb cuts to cross the road.  |
|  | Ped/Bike                     | Many cities in San Mateo County allow people to park on rolled curbs (sidewalks), blocking access to pedestrians.  |
|  | Public Transit - Amenities   | The bus stop at El Camino and Trousdale in Burlingame is poorly lit and blocked by overgrown vegetation.   |
|  | Ped/Bike                     | In Burlingame non-intersection crosswalks are being identified with extra signs and lights.  |
|  | Ped/Bike                     | Many sidewalks in the county are uneven and inaccessible to individuals using mobility devices.  |
|  | Public Transit - Amenities   | Bus shelters at Daly City Kaiser (395 Hickey Blvd.) have been missing.   |
|  | Ped/Bike                     | Audible crossing signal from El Camino is needed.  |
|  | Level of Service             | Some people with disabilities need personalized assistance (escort service) that is not available on Redi-Wheels. *This statement may mean either door-to-door (which is not relevant as it is required under the ADA) or a ride escort. |
|  | Transfers                    | Single vehicle (one seat ride) paratransit from the county of origin to other parts of the Bay Area would be helpful.  |
|  | Level of Service             | Courtesy stops or ride wait (for pharmacy trips, etc.) should be available   |
|  | Non-ADA Paratransit          | Taxi discount voucher programs (subsidized taxi).  |
|  | Taxi/TNC - Accessibility     | There is a strong need for accessible taxis in the County  |
|  | Ped/Bike                     | Some portions of the Coastal Trail are in poor repair and inaccessible to individuals with mobility issues.  |
|  | Information and I&R Services | In Contra Costa County, resources are available at the DMV for individuals who are no longer able to drive.  |
|  | Information and I&R Services | 511 information service is useful for individuals who use paratransit, as well.  |

**Figure C.1** List of Feedback Comments

| Date      | Group   | County    | Category  |  |
|-----------|---|-----------|-----------|--|
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Solutions |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Solutions |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Solutions |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Solutions |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Solutions |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Solutions |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Solutions |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Solutions |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | N/A       |  |
| 6/13/2016 | San Mateo County Paratransit Coordinating Council | San Mateo | Gaps      |  |

|  | Theme                        | Comment  |
|--|------------------------------|--|
|  | Information and I&R Services | Information and referral service agencies like HART want to have more information about resources to further explain information to their clients. Information about connecting from San Mateo County to San Francisco is needed.  |
|  | Information and I&R Services | In Contra Costa County, resources are available at the DMV for individuals who are no longer able to drive.  |
|  | Information and I&R Services | The NBC has discussed the need for a Transit Information Hotline. Jean Conger presented information about this developing resource in her presentation to the PAL Committee at the May meeting. Programs at SamTrans include Veterans Program, Transit Mobil.  |
|  | Information and I&R Services | Many low-income individuals lack Internet-access. A suggestion was made that there be transportation information kiosks in shopping centers.   |
|  | Fares                        | SamTrans said that the price of Day Passes for SamTrans have been lowered to make them more affordable for families, since purchasing individual fares for families can be costly.   |
|  | Language                     | Alternative language service is available for fixed-route and paratransit service. SamTrans Customer Service use the AT & T language line to assist customers who do not speak English as a first language.  |
|  | Information and I&R Services | There are no direct trips from Pacifica to the SF VA Center. The American Cancer Society, HART, and the PJCC do not serve residents of Pacifica. All passengers going to the VA are sent to a transfer point in San Bruno. It was discussed that information should be provided to clients in this situation about temporary paratransit certification.  |
|  | Eligibility                  | The criteria for individuals to qualify for Lifeline Assistance make it hard for people who may be slightly above the Medi-Cal level but still can't afford transit. A pilot program with Lyft is being conducted at Little House, but funding is complicated.   |
|  | Healthcare Access            | East Palo Alto individuals do not have direct, fixed-route service to San Mateo Medical Center. A transfer and drop off is located at El Camino Real and 37th Avenue, but patients are still required to walk the remaining distance up a hill to the SM Medical Center (County Hospital). The cost of this trip and transfers is a great hardship for low-income individuals. Craig added that getting to this medical facility is a hardship for many people because of the distance to the stop and the terrain.  |
|  | Public Transit - Amenities   | A walk of two blocks is needed to get from the closest bus stop in Menlo Park to the Ravenswood Family Health Clinic. The bus stop lacks a bench, shelter, and busy cross-traffic makes using fixed-route service from the clinic very difficult.  |
|  | Healthcare Access            | Health Plan of San Mateo County patients lack fixed-route service to that location, which is a significant hardship for people without cars. The Genentec option does not work well for them.  |
|  | N/A                          | Someone should reach out to the Caltrain and SamTrans Accessibility Advisory Committees for input on the MTC Coordination Study.   |
|  | Enforcement                  | Cars parking at bus stops affect the access for seniors and people with disabilities. People have to board and disembark in the street. If ramps are used to board buses, the slope is steeper if the ramp goes to the street, rather than to the curb. The parked cars also affect visibility, making it harder for Bus Operators to see people waiting at bus stops. Some customers would benefit from curb cuts at bus stops, especially in cases where the bus is not able to fully access the curb due to parked cars or other obstructions. The group also agreed that cities should be encouraged to lengthen less than full-size red zones at bus stops, since some marked bus stops are not actually large enough to be served easily by a 40-foot bus. |

**Figure C.1** List of Feedback Comments

| Date      | Group   | County       | Category  |  |
|-----------|---|--------------|-----------|--|
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Solutions |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Contra Costa Paratransit Coordinating Council | Contra Costa | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council        | Marin        | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council        | Marin        | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council        | Marin        | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council        | Marin        | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council        | Marin        | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council        | Marin        | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council        | Marin        | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council        | Marin        | Gaps      |  |

|  | Theme                    | Comment   |
|--|--------------------------|---|
|  | Funding                  | There is a concern with rising costs that Transit providers may roll back paratransit service to strict ADA rules, excluding seniors.   |
|  | Mobility Management      | Lack of knowledge on the part of transit operators of other accessible services. They don't refer riders who don't qualify for paratransit.                                       |
|  | Eligibility              | Conditional eligibility is an important aspect of ADA paratransit.  |
|  | Mobility Management      | County level documentation doesn't address travel needs that go outside county lines  |
|  | Mobility Management      | Paratransit service should go beyond requirements of ADA.   |
|  | Transit Access           | Fixed-route bus stops are often not accessible or safe for on- and off-boarding with wheelchairs.   |
|  | Taxi/TNC - Accessibility | Not enough accessible taxis.  |
|  | Taxi/TNC - Accessibility | TNCs don't provide wheelchair service.  |
|  | Mobility Management      | Paratransit should be divorced from transit service provision.  |
|  | Temporal                 | Paratransit doesn't serve Sunday religious services and weekends.   |
|  | Temporal                 | Paratransit service hours and locations are too restrictive.  |
|  | Funding                  | Not enough funding for services beyond ADA.   |
|  | Funding                  | Existing funding doesn't allow for everyone to be served.   |
|  | Spatial Gap              | Access to and from West Marin (including communities such as Bolinas, Point Reyes Station and Nicasio) is difficult, with limited or no public transit available.                 |
|  | Spatial Gap              | There is no transportation or paratransit service in the Pt. San Pedro area.  |
|  | Temporal                 | There is a shuttle service called Stagecoach in West Marin, but provides limited service.   |
|  | Temporal                 | Temporal remains the same as in the 2013 Coordinated Plan. New information provided that weekend service stops at 8:00 pm so there are then no other transportation alternatives. |
|  | Temporal                 | In Tiburon, transit service ends at 7:30 pm   |
|  | Taxi/TNC - Accessibility | Marin needs accessible taxi service. Taxi service in Novato is no longer serving Novato as North Bay Taxi Company shut down.  |
|  | ADA Paratransit          | Currently, 40% of paratransit service needs are being met.  |
|  | ADA Paratransit          | Between 2 and 3 p.m. there are service capacity issues. Trips are provided but timing of trips can be impacted.   |



**Figure C.1** List of Feedback Comments

| Date      | Group                                   | County | Category  |  |
|-----------|---|--------|-----------|--|
| 7/18/2016 | Marin Paratransit Coordinating Council  | Marin  | Solutions |  |
| 7/18/2016 | Marin Paratransit Coordinating Council  | Marin  | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council  | Marin  | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council  | Marin  | Gaps      |  |
| 7/18/2016 | Marin Paratransit Coordinating Council  | Marin  | Gaps      |  |
| 7/7/2016  | Napa Paratransit Coordinating Council   | Napa   | Gaps      |  |
| 7/7/2016  | Napa Paratransit Coordinating Council   | Napa   | Gaps      |  |
| 7/7/2016  | Napa Paratransit Coordinating Council   | Napa   | Solutions |  |
| 7/7/2016  | Napa Paratransit Coordinating Council   | Napa   | Gaps      |  |
| 7/7/2016  | Napa Paratransit Coordinating Council   | Napa   | Gaps      |  |
| 7/7/2016  | Napa Paratransit Coordinating Council   | Napa   | Gaps      |  |
| 7/7/2016  | Napa Paratransit Coordinating Council   | Napa   | Solutions |  |
| 7/7/2016  | Napa Paratransit Coordinating Council   | Napa   | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Solutions |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |

|  | Theme                          | Comment  |
|--|--------------------------------|--|
|  | Public Transit - Access        | Group indicated some upgrades have been made due to SMART train.   |
|  | Ped/Bike                       | Topography causes accessibility issues for seniors and persons with disabilities (valley/hills are challenging).   |
|  | Ped/Bike                       | Mobile home parks also currently don't have sidewalks.   |
|  | Housing & Land Use             | Many residents age in place in inaccessible neighborhoods and don't have options to move into more affordable housing.   |
|  | Non-ADA Paratransit            | Two service providers were mentioned as no longer being in business: Elton's and On the Move.  |
|  | Healthcare Access              | Insufficient transit service outside the City of Napa, particularly Lake Berryessa, Middletown and Pope Valley. Also, St. Helena to Kaiser Hospital does not have service and there is no form of transit East of St. Helena. Note: Calistoga just put in a shuttle bus service from Santa Rosa to Calistoga due to two large developments. Interest by these employers to provide to employees. \$18 per rider, seems expensive.              |
|  | Healthcare Access              | Not enough paratransit and fixed transit for people in nursing homes trying to get to doctors. If person does not qualify (ADA) there is insufficient transit service and taxi services may cost up to \$100 per trip. Person may take ambulance instead, very costly.   |
|  | Non-ADA Paratransit            | Taxi Scrip provides seniors 65 or older, or ADA certified or disabled persons with 50% discount booklets for taxi service in the City of Napa, during off-hours of the Vine fixed-route transit or if the individual does not feel well enough to take the bus during regular hours. Would like to extend this service beyond City of Napa.  |
|  | Temporal                       | There is limited weekend transit service after 6pm. The only services available are in St. Helena and Calistoga through the Chamber of Commerce, due to tourism demand.  |
|  | Volunteer Driver               | Volunteer Driver program - mileage reimbursement for drivers. Restricted to medical necessity rides. Have to be in rural area with no transit access whatsoever. Honor system. Molly's Angels also provides volunteer's to and from medical appointments, shopping, etc. in Napa Valley.   |
|  | Volunteer Driver               | Reimbursement given to driver. Should there be a cap on subsidy per year?  |
|  | Healthcare Access              | There is a new Health & Human Services campus and staff are reviewing providing a shuttle program for employees.   |
|  | Ped/Bike                       | Bicycle & Ped Plans. Sidewalks don't necessarily exist where needed. Difficult for persons with disabilities and some seniors. NVTA staff indicated they will be embarking on a Bus Stop Improvement Plan as new Planning staff are hired soon. In addition, NVTA staff will embark on a comprehensive operational analysis to review every transit service they operate. They will see how senior/low-income persons use fixed-route transit. |
|  | Eligibility                    | Sonoma county transit doing in house eligibility- Petaluma and city bus on same contract.  |
|  | Public Transit - Accessibility | Bathroom access at transit centers crucial for people with disabilities.   |
|  | Public Transit - Accessibility | More wheelchair positions on fixed-route - flip seats.   |
|  | Taxi/TNC - Accessibility       | Taxis - accessible and available.  |

**Figure C.1** List of Feedback Comments

| Date      | Group                                   | County | Category  |  |
|-----------|---|--------|-----------|--|
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Gaps      |  |
| 7/19/2016 | Sonoma Paratransit Coordinating Council | Sonoma | Solutions |  |
| 7/21/2016 | Solano Paratransit Coordinating Council | Solano | Gaps      |  |
| 7/21/2016 | Solano Paratransit Coordinating Council | Solano | Gaps      |  |
| 7/21/2016 | Solano Paratransit Coordinating Council | Solano | Solutions |  |
| 7/21/2016 | Solano Paratransit Coordinating Council | Solano | Solutions |  |
| 7/21/2016 | Solano Paratransit Coordinating Council | Solano | Gaps      |  |
| 7/21/2016 | Solano Paratransit Coordinating Council | Solano | Gaps      |  |
| 7/21/2016 | Solano Paratransit Coordinating Council | Solano | Gaps      |  |
| 7/21/2016 | Solano Paratransit Coordinating Council | Solano | Gaps      |  |
| 7/21/2016 | Solano Paratransit Coordinating Council | Solano | Gaps      |  |
| 7/21/2016 | Solano Paratransit Coordinating Council | Solano | Gaps      |  |

|  | Theme                          | Comment  |
|--|--------------------------------|--|
|  | Taxi/TNC - Accessibility       | Need smart phone for TNC vehicles.   |
|  | Taxi/TNC - Accessibility       | TNC vehicles not accessible.   |
|  | Information and I&R Services   | Info kiosks should provide real time status info for bus lines.  |
|  | Information and I&R Services   | 511 not working for city bus.  |
|  | Public Transit - Accessibility | Sidewalks and places to sit at bus stops.  |
|  | Ped/Bike                       | Auto countdown signals are preferable for people who are disabled.   |
|  | Ped/Bike                       | Longer time to cross streets.  |
|  | Funding                        | Not enough funding for all the needs.  |
|  | Ped/Bike                       | Pedestrian improvements - even streets and curb cuts.  |
|  | Transit Access                 | Complete streets philosophy should be adopted everywhere - move people all people not cars.                |
|  | Temporal                       | There are limited times you can travel on transit in the county.   |
|  | Spatial Gap                    | Disabled transportation to Travis is limited.  |
|  | Coordination & Cooperation     | We need a countywide vehicle share program for non-profits to use paratransit vehicles.                    |
|  | Temporal                       | There needs to be a coordinated system to provide after-hours transportation for people with disabilities. |
|  | Fares                          | Transit is too costly.   |
|  | Spatial Gap                    | There is no direct service between some cities in the county.  |
|  | Transfers                      | Transfers on paratransit are difficult and expensive.  |
|  | Funding                        | There is not enough money for solutions.   |
|  | Funding                        | Funding that is available is limited in its eligibility.   |
|  | Temporal                       | Reverse commute from SF is difficult - no Owl service.   |
|  | Temporal                       | Paratransit should be extended beyond regular service hours.   |

**Figure C.1** List of Feedback Comments

| Date      | Group  | County  | Category  |
|-----------|--|---------|-----------|
| 7/21/2016 | Solano Paratransit Coordinating Council  | Solano  | Gaps      |
| 7/21/2016 | Solano Paratransit Coordinating Council  | Solano  | Solutions |
| 7/21/2016 | Solano Paratransit Coordinating Council  | Solano  | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Gaps      |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Gaps      |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Gaps      |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Gaps      |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Gaps      |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Gaps      |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Gaps      |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Solutions |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda | Gaps      |

|  | Theme                        | Comment  |
|--|------------------------------|--|
|  | Taxi/TNC - Accessibility     | There are agencies in the county who have accessible vehicles that are not being used after hours -- should be coordinated with other programs.                    |
|  | Coordination & Cooperation   | Between coordination is needed for travel between systems out of the county.   |
|  | Transit Access               | It is great there are passenger loaders at busy stations during rush hour. This helps people in wheelchairs load faster and also helps with people who have bikes. |
|  | Temporal                     | Public transit hours should be extended so that paratransit can also be extended   |
|  | Spatial Gap                  | East county is isolated. Hardly any way to get over the hill in transit.   |
|  | Volunteer Driver             | Volunteer driver programs are important.   |
|  | Funding                      | Match requirements are high for non-profits.   |
|  | Spatial Gap                  | AC Transit routes should go more into the hills so that paratransit can go into the hills.   |
|  | Travel Training              | Travel training programs are important.  |
|  | Drivers                      | Driver training on how to deal with people with disabilities. Sensitivity and loading wheelchairs. Sensitivity for all disabilities.                               |
|  | Funding                      | Not enough funding for these programs.   |
|  | Spatial Gap                  | Paratransit Tri-Valley to inner East Bay should be easier.   |
|  | Funding                      | Vehicle license fee for roadmap!   |
|  | Information and I&R Services | When is my bus or vehicle coming? Notifications are great! Don't have to wait outside  |
|  | Information and I&R Services | Would be nice to know when elevator is down at BART  |
|  | Transit Access               | Bathrooms should be cleaner  |
|  | Fares                        | Fare structure for East Bay Paratransit is confusing. Should be simpler.   |
|  | Spatial Gap                  | Land use planning should be a part of transportation planning.   |
|  | Spatial Gap                  | More housing in Emeryville. Will transit serve it?   |
|  | Fares                        | Clipper type card for visitors who have disabilities to the region.  |
|  | Fares                        | Transit is too costly. Need means-based testing for ADA and non-ADA paratransit.   |

**Figure C.1** List of Feedback Comments

| Date      | Group  | County        | Category  |  |
|-----------|--|---------------|-----------|--|
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda       | Solutions |  |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda       | Solutions |  |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda       | Solutions |  |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda       | Solutions |  |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda       | Gaps      |  |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda       | Solutions |  |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda       | Solutions |  |
| 7/25/2016 | Alameda Paratransit Advisory and Planning Committee & Paratransit Technical Advisory Committee | Alameda       | Solutions |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Gaps      |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Gaps      |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Gaps      |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Solutions |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Gaps      |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Gaps      |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Gaps      |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Solutions |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Solutions |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Solutions |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Solutions |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Solutions |  |
| 8/10/2016 | San Francisco Paratransit Coordinating Council   | San Francisco | Gaps      |  |



|  | Theme                        | Comment  |
|--|------------------------------|--|
|  | Spatial Gap                  | Better transit and paratransit connections for the Tri-Valley and the East Bay.  |
|  | Travel Training              | Need more travel training services to direct people to public transit as opposed to paratransit, when possible.                                    |
|  | Information and I&R Services | Better communication from transportation providers, including ADA paratransit, on arrival times so passengers can be prepared.                     |
|  | Information and I&R Services | Better standby process for ADA paratransit users.  |
|  | Station Access               | Improve BART station elevators; need regular maintenance and cleaning  |
|  | Fare media                   | Universal senior and disabled fares and payment mediums across fixed-route transit   |
|  | Housing & Land Use           | More coordination and planning around transportation, housing and other land use issues  |
|  | Fare media                   | Better access to public transit fare mediums for seniors and people disabilities visiting the area   |
|  | Fares                        | Transit is not affordable for a lot of people  |
|  | Congestion                   | Congestion is a major problem in SF. It makes it impossible for transit, paratransit and taxis to get around in a timely manner.                   |
|  | Congestion                   | TNCs are responsible for uptick in congestion.   |
|  | Same-Day Transportation      | Rideshare apps for seniors/low-income people to use to lower cost of taxis (Arro and Bandwagon).   |
|  | Congestion                   | Double parking makes it difficult for transit, paratransit and taxis to get around in a timely manner.   |
|  | Information and I&R Services | Automated voice information on transit should be louder.   |
|  | Information and I&R Services | Automated voice information on transit should announce that seats are reserved for seniors and people with disabilities.                           |
|  | Frequency                    | Increase transit service on certain lines during tourist season.   |
|  | Information and I&R Services | A pamphlet about seats being reserved for seniors and people with disabilities should be provided with Muni tokens or short-term passes.           |
|  | Drivers                      | San Francisco should provide a universal license for drivers of taxis and paratransit.   |
|  | Congestion                   | There should be more enforcement for red lanes and the city should clarify that TNCs are private vehicles, not commercial vehicles.                |
|  | Congestion                   | Paratransit vehicles should be considered MUNI vehicles and should be able to turn left where buses are able to turn                               |
|  | Healthcare access            | Dialysis transportation continues to be a tremendous need. A more flexible transportation option, other than paratransit should be made available. |

**Figure C.1** List of Feedback Comments

| Date       | Group  | County        | Category  |  |
|------------|--|---------------|-----------|--|
| 8/10/2016  | San Francisco Paratransit Coordinating Council | San Francisco | Solutions |  |
| 8/10/2016  | San Francisco Paratransit Coordinating Council | San Francisco | Gaps      |  |
| 8/10/2016  | San Francisco Paratransit Coordinating Council | San Francisco | Solutions |  |
| 8/10/2016  | San Francisco Paratransit Coordinating Council | San Francisco | Solutions |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Solutions |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Solutions |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Solutions |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 10/12/2016 | VTA Committee for Transit Accessibility        | Santa Clara   | Gaps      |  |
| 6/29/2016  | Faith in Action (Solano), Executive Director   | Solano        | Gaps      |  |
| 6/29/2016  | Faith in Action (Solano), Executive Director   | Solano        | Gaps      |  |
| 6/29/2016  | Faith in Action (Solano), Executive Director   | Solano        | Gaps      |  |

|  | Theme                        | Comment  |
|--|------------------------------|--|
|  | Information and I&R Services | Electronic stop information signs are at the front of the bus, but should also be in the middle at the back of the bus.                                  |
|  | Transfers                    | Transfers into San Mateo County continue to be very difficult. SFMTA and SamTrans need a cost sharing agreement.   |
|  | Information and I&R Services | Elevator outage information should be on the 511 system or some other way.   |
|  | Fare media                   | It would be great if taxis and paratransit could take Clipper.   |
|  | Temporal                     | Weekend fixed-route service is lacking.  |
|  | Healthcare access            | NEMT is lacking.   |
|  | Spatial Gap                  | Outreach provides crucial gap services.  |
|  | Fares                        | Voucher and subsidy programs are needed for low-income, seniors and people with disabilities.  |
|  | Fares                        | Transit, paratransit and same day paratransit service is very expensive  |
|  | Fares                        | Same day paratransit services at VTA is 4x the regular fare. This is too expensive for most people in an emergency.                                      |
|  | Information and I&R Services | Privately operated, but publically funded "Google" shuttles are open to the public. It is difficult to understand which shuttles are open to the public. |
|  | Funding                      | It is difficult to access medical reimbursement funding for NEMT.  |
|  | Healthcare access            | Hospital discharge plans used to be coordinated. A guaranteed ride home program with taxi should be provided.  |
|  | Taxi/TNC - Accessibility     | There is a great need for accessible taxis.  |
|  | Healthcare access            | VTA should serve all the hospitals and schools.  |
|  | Taxi/TNC - Accessibility     | There is a need for accessible vehicles that can accommodate large mobility devices.   |
|  | Spatial Gap                  | Transit service in south county is lacking.  |
|  | Transfers                    | Inter-county paratransit transfers are difficult. Currently VTA has agreements with SamTrans and East Bay Paratransit.                                   |
|  | Healthcare access            | Number one request for rides is medical appointments.  |
|  | Spatial Gap                  | Can't address work/commute trips.  |
|  | Spatial Gap                  | Distances between homes and medical centers is becoming greater (particularly in Solano County).   |

**Figure C.1** List of Feedback Comments

| Date      | Group  | County      | Category  |  |
|-----------|--|-------------|-----------|--|
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Gaps      |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Gaps      |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Gaps      |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Gaps      |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Gaps      |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Solutions |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Solutions |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Gaps      |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Gaps      |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Solutions |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Gaps      |  |
| 6/29/2016 | Faith in Action (Solano), Executive Director | Solano      | Solutions |  |
| 7/7/2016  | Home First (Santa Clara)                     | Santa Clara | Gaps      |  |
| 7/7/2016  | Home First (Santa Clara)                     | Santa Clara | Solutions |  |
| 7/7/2016  | Home First (Santa Clara)                     | Santa Clara | Solutions |  |
| 7/7/2016  | Home First (Santa Clara)                     | Santa Clara | Gaps      |  |
| 7/7/2016  | Home First (Santa Clara)                     | Santa Clara | Gaps      |  |
| 7/7/2016  | Home First (Santa Clara)                     | Santa Clara | Gaps      |  |
| 7/7/2016  | Home First (Santa Clara)                     | Santa Clara | Gaps      |  |
| 7/7/2016  | Home First (Santa Clara)                     | Santa Clara | Solutions |  |
| 7/7/2016  | Home First (Santa Clara)                     | Santa Clara | Solutions |  |

|  | Theme                      | Comment  |
|--|----------------------------|--|
|  | Limited volunteers         | Don't have volunteer driver capacity to say yes to all trip requests (number of denials is rising, forcing seniors to hold onto their licenses longer than would be safe).                                       |
|  | Healthcare access          | Veterans at Travis Air Force Base being transported to Martinez for medical; more referrals to Sacramento.   |
|  | Healthcare access          | Some seniors originally moved to Solano County because of the medical coverage.  |
|  | Healthcare access          | Limited funding sources available for their program; trying to get hospitals to share some of the costs (some have community benefit funds).   |
|  | Healthcare access          | Unable to meet weekly need for dialysis patients (particularly early morning or repeat trips).   |
|  | Coordination & Cooperation | STA contracts with Faith in Action.  |
|  | Resource sharing           | Having a shared fleet of vehicles that volunteers could use would be helpful to them; cost of replacing old fleet is prohibitive.  |
|  | Funding                    | 5310 funding delay (2 years) is too long.  |
|  | Funding                    | TDA funding is limited because of the 10% farebox recovery requirement; they're dealing with low-income seniors; want to be able to count the volunteer labor as revenue.  |
|  | Limited volunteers         | Currently, they don't reimburse drivers for mileage; if they could, this might help increase pool of drivers.  |
|  | Limited volunteers         | Last surviving volunteer program in Solano County; must shoulder all demand.   |
|  | Funding                    | SolTrans was looking at an FTA Mobility on Demand Sandbox grant for Uber-like app, but didn't win.   |
|  | Mission creep              | They are the largest homes shelter in the county (250 beds/night; 80 of those are veterans) -- primary mission is to get people in homes quickly, but they are distracted with need to assist in transportation. |
|  | Fares                      | They offer financial assistance for mechanical repairs, bus tokens/passes, sometimes taxi fares.   |
|  | Fleet                      | With a fleet of 8 vehicles, they provide shuttle service to key points in the area (social security office, VA office, Valley Medical Center, nearby bus/transit centers).                                       |
|  | Funding                    | Biggest expenses are bus passes and maintenance of their fleet.  |
|  | Funding                    | Majority of funding through public grants (85%), of which 70% is from county; limited private investment.  |
|  | Transportation Options     | Only 10% of shelter individuals have a vehicle.  |
|  | Regulation                 | Shelter has a Conditional Use Permit with the City that requires them to be able to transport clients out of the area when the shelter is not open/available (they must have transportation services available). |
|  | Regulation                 | Working to address the Conditional Use Permit (CUP) requirement to meet everyone's needs.  |
|  | Resource sharing           | Resource sharing with other social service mobility providers hasn't been explored, but think there is opportunity within the County.  |

**Figure C.1** List of Feedback Comments

| Date      | Group  | County       | Category  |  |
|-----------|--|--------------|-----------|--|
| 7/11/2016 | Contra Costa Employment & Human Services, Transportation Services Specialist | Contra Costa | Gaps      |  |
| 7/11/2016 | Contra Costa Employment & Human Services, Transportation Services Specialist | Contra Costa | Gaps      |  |
| 7/11/2016 | Contra Costa Employment & Human Services, Transportation Services Specialist | Contra Costa | Gaps      |  |
| 7/11/2016 | Contra Costa Employment & Human Services, Transportation Services Specialist | Contra Costa | Gaps      |  |
| 7/11/2016 | Contra Costa Employment & Human Services, Transportation Services Specialist | Contra Costa | Gaps      |  |
| 7/11/2016 | Contra Costa Employment & Human Services, Transportation Services Specialist | Contra Costa | Gaps      |  |
| 7/11/2016 | Contra Costa Employment & Human Services, Transportation Services Specialist | Contra Costa | Gaps      |  |
| 7/11/2016 | Contra Costa Employment & Human Services, Transportation Services Specialist | Contra Costa | Gaps      |  |
| 7/11/2016 | Contra Costa Employment & Human Services, Transportation Services Specialist | Contra Costa | Gaps      |  |
| 7/6/2016  | Cycles of Change, Advisor and Former Co-Director                             | Alameda      | Gaps      |  |
| 7/6/2016  | Cycles of Change, Advisor and Former Co-Director                             | Alameda      | Gaps      |  |
| 7/6/2016  | Cycles of Change, Advisor and Former Co-Director                             | Alameda      | Gaps      |  |
| 7/6/2016  | Cycles of Change, Advisor and Former Co-Director                             | Alameda      | Gaps      |  |
| 7/6/2016  | Cycles of Change, Advisor and Former Co-Director                             | Alameda      | Gaps      |  |
| 7/6/2016  | Cycles of Change, Advisor and Former Co-Director                             | Alameda      | Gaps      |  |
| 7/6/2016  | Cycles of Change, Advisor and Former Co-Director                             | Alameda      | Solutions |  |
| 7/11/2016 | North Bay Organizing Project, Executive Director (Sonoma)                    | Sonoma       | Gaps      |  |
| 7/11/2016 | North Bay Organizing Project, Executive Director (Sonoma)                    | Sonoma       | Gaps      |  |
| 7/11/2016 | North Bay Organizing Project, Executive Director (Sonoma)                    | Sonoma       | Gaps      |  |
| 7/11/2016 | North Bay Organizing Project, Executive Director (Sonoma)                    | Sonoma       | Gaps      |  |

|  | Theme                        | Comment   |
|--|------------------------------|---|
|  | Fares                        | 2012-2016 Area Agency on Aging Plan found that financial difficulty outweighs all other concerns about transportation in Contra Costa.  |
|  | Information and I&R Services | 2012-2016 Area Agency on Aging Plan found that knowledge of services available is low.  |
|  | Constituency gaps            | Department of Employment & Human Services is very constrained in who they can serve (due to funding): low-income youth, adults, and seniors.  |
|  | Job Access                   | Provide a door-to-door taxi service to assist job applicants in getting to interviews and first two weeks of job (20 free rides through CalWorks), but still have difficulty accessing work thereafter - uses MTC's LIFT funding (main source of program funding with 50% match). |
|  | Temporal                     | Time spent on transit is the biggest barrier to getting employment and staying employed, particularly for low-income parents who must chain/link trips.   |
|  | Housing & Land Use           | Affordable housing mainly in transit sparse areas.  |
|  | Transportation Options       | Without transit options, constituents also lack personal vehicles; EHS offers a self-funding auto loan program.   |
|  | Fares                        | Cost of local bus is not prohibitive, but cost of BART is for this group of people.   |
|  | Funding                      | Funding gaps - primary through grants; expectation that successful programs will become self-sufficient after the grant period.   |
|  | Job access                   | Lack of access to transportation options within Oakland for job access, targeted to low-income individuals.   |
|  | Information and I&R Services | Lack of knowledge of how to bicycle, or how to combine bicycling with transit.  |
|  | Housing & Land Use           | Focus on populations within 2-miles of BART stations, but housing often costly in these zones.  |
|  | Youth                        | Transportation gaps also exist for low-income youth; they would like to work more with schools and neighborhood-based community centers to reach parents and children at the same time (funding gaps for parental population; more funding available for low-income youth).       |
|  | Capital                      | Lack funding to purchase vehicles for hauling bicycles.   |
|  | Capital                      | Lack funding to purchase storage space for bicycle donations.   |
|  | Planning/Study               | Want additional funding to do market analysis and planning to expand their model, create Neighborhood Bicycle Centers.  |
|  | Funding                      | Lack of funding for free transit for students pilot, advocated for by student groups at Sonoma State (couldn't identify funding to make up the farebox recovery requirement).   |
|  | Fares                        | Transit too expensive for students.   |
|  | Spatial Gap                  | Transit doesn't go to/from where students need to go (affordable housing far from transit).   |
|  | Spatial Gap                  | Transit doesn't serve the needs of seniors who are housed in centers far from transit or need access to services far from transit.  |



**Figure C.1** List of Feedback Comments

| Date      | Group  | County       | Category  |  |
|-----------|--|--------------|-----------|--|
| 9/1/2016  | West Contra Costa Transportation Advisory Committee, Project Manager | Contra Costa | Gaps      |  |
| 9/1/2016  | West Contra Costa Transportation Advisory Committee, Project Manager | Contra Costa | Solutions |  |
| 9/1/2016  | West Contra Costa Transportation Advisory Committee, Project Manager | Contra Costa | Solutions |  |
| 9/1/2016  | West Contra Costa Transportation Advisory Committee, Project Manager | Contra Costa | Solutions |  |
| 9/1/2016  | West Contra Costa Transportation Advisory Committee, Project Manager | Contra Costa | Gaps      |  |
| 7/11/2016 | Bay Area Partnership Accessibility Committee                         | Regional     | Gaps      |  |
| 7/11/2016 | Bay Area Partnership Accessibility Committee                         | Regional     | Solutions |  |
| 7/11/2016 | Bay Area Partnership Accessibility Committee                         | Regional     | Solutions |  |
| 7/11/2016 | Bay Area Partnership Accessibility Committee                         | Regional     | Gaps      |  |
| 7/11/2016 | Bay Area Partnership Accessibility Committee                         | Regional     | Solutions |  |
| 7/11/2016 | Bay Area Partnership Accessibility Committee                         | Regional     | Solutions |  |
| 7/11/2016 | Bay Area Partnership Accessibility Committee                         | Regional     | Solutions |  |
| 7/11/2016 | Bay Area Partnership Accessibility Committee                         | Regional     | Solutions |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee           | Regional     | Gaps      |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee           | Regional     | Gaps      |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee           | Regional     | Solutions |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee           | Regional     | Gaps      |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee           | Regional     | Gaps      |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee           | Regional     | Gaps      |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee           | Regional     | Solutions |  |

|  | Theme                        | Comment   |
|--|------------------------------|---|
|  | Spatial Gap                  | Western Contra Costa needs Greater connectivity from West County to destinations in Martinez, Berkeley and Oakland, especially for medical appointments.  |
|  | Information and I&R Services | Western Contra Costa County needs one stop center for communicating all transportation options for senior, disabled and low income residents in the County.                                       |
|  | Information and I&R Services | Western Contra Costa County needs enhanced wayfinding signage in and around transit hubs pertaining to the needs of seniors and disabled residents - where to pick up a paratransit vehicle, etc. |
|  | Travel Training              | Western Contra Costa County needs training at senior centers on how to use app based services like Lyft and Uber.   |
|  | Senior Sensitivity           | Western Contra Costa County has a need for services to assist the frail elderly and disabled by noting the need for door thru door services and attendant or companion support services.          |
|  | Healthcare access            | NEMT, specifically dialysis trips continue to be a huge need.   |
|  | Funding                      | Is it possible to cut Caltrans out of the 5310 process for FTA direct recipients?   |
|  | Coordination & Cooperation   | Regional centers should be required to cooperate with transit operators.  |
|  | Fares                        | Regional center reimbursement rates are very low so providers don't want to contract with them.   |
|  | Coordination & Cooperation   | 30% of BART paratransit service is for regional centers - we need a project together for transit operator/regional center cooperation.  |
|  | Efficiency                   | We need ITS improvement performances for systems to bring costs down.   |
|  | Planning/Study               | We need research and policies on autonomous vehicles and how paratransit/people with disabilities will benefit.   |
|  | Spatial Gap                  | Regional centers should be required to assign people to the center closest to home.   |
|  | Providers                    | Concerned that VTA's paratransit service will be diminished by the cancelation of the Outreach contract.  |
|  | Public Transit - Amenities   | Transit experience for the North bay is not good. Long wait times, lack of well lit, clean shelters with trash cans.  |
|  | Public Transit - Amenities   | MTC should encourage transit operators to create parklets at bus stops.   |
|  | Temporal                     | Weekend/evening service is lacking for paratransit service users.   |
|  | Level of Service             | Escorted door to door service is necessary.   |
|  | Eligibility                  | The ADA paratransit eligibility process should be easier.   |
|  | Drivers                      | Transit drivers should be trained to be aware of guide dogs and other issues for disabled people.   |

**Figure C.1** List of Feedback Comments

| Date      | Group  | County    | Category  |  |
|-----------|--|-----------|-----------|--|
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee                         | Regional  | Solutions |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee                         | Regional  | Solutions |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee                         | Regional  | Solutions |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee                         | Regional  | Gaps      |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee                         | Regional  | Gaps      |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee                         | Regional  | Gaps      |  |
| 7/6/2016  | MTC Policy Advisory Council Equity and Access Subcommittee                         | Regional  | Solutions |  |
| 6/16/2016 | Regional Mobility Management Group   | Regional  | Gaps      |  |
| 6/16/2016 | Regional Mobility Management Group   | Regional  | Solutions |  |
| 6/16/2016 | Regional Mobility Management Group   | Regional  | Solutions |  |
| 6/16/2016 | Regional Mobility Management Group   | Regional  | Solutions |  |
| 8/4/2016  | Health Policy and Planning Program, San Mateo County Health System, Senior Planner | San Mateo | Solutions |  |
| 8/4/2016  | Health Policy and Planning Program, San Mateo County Health System, Senior Planner | San Mateo | Solutions |  |
| 8/4/2016  | Health Policy and Planning Program, San Mateo County Health System, Senior Planner | San Mateo | Solutions |  |
| 8/4/2016  | Health Policy and Planning Program, San Mateo County Health System, Senior Planner | San Mateo | Solutions |  |
| 8/4/2016  | Health Policy and Planning Program, San Mateo County Health System, Senior Planner | San Mateo | Gaps      |  |
| 8/4/2016  | Health Policy and Planning Program, San Mateo County Health System, Senior Planner | San Mateo | Solutions |  |
| 8/4/2016  | Peninsula Family Service, Director, Financial Empowerment Program                  | San Mateo | Solutions |  |
| 8/4/2016  | Peninsula Family Service, Director, Financial Empowerment Program                  | San Mateo | Solutions |  |
| 8/4/2016  | Peninsula Family Service, Director, Financial Empowerment Program                  | San Mateo | Solutions |  |

|  | Theme                          | Comment   |
|--|--------------------------------|---|
|  | Travel Training                | Travel training programs are very important.  |
|  | Volunteer Driver               | Volunteer driver programs are very important.   |
|  | Transit Access                 | MTC should capture and document conditions at bus stops across the region. Easter Seals evaluation took kit way to consistently evaluate stops.             |
|  | Quality of Service             | Drivers are under pressure to keep on time. This causes jerking and speed ups that are hard on seniors and people with disabilities.                        |
|  | Spatial Gap                    | Express buses make it difficult to visit neighborhoods between stops.   |
|  | Public Transit - Accessibility | Over packed buses are difficult for seniors and people with disabilities.   |
|  | Drivers                        | Transit operators should provide an extra staff to help load passengers at busy stations during rush hour. This helps seniors and people with disabilities. |
|  | Planning/Study                 | If the inventory is not going to be in the next Plan, can it be stored and maintained elsewhere? It is very helpful when creating county inventories.       |
|  | Technology                     | Make sure technology projects are included in the solutions.  |
|  | Technology                     | Transportation Network Companies were not really in existence during the last Plan update. Will TNCs be included in this plan update?                       |
|  | Funding                        | MTC should host and pay for the Travel Training and PASS courses.   |
|  | Emerging mobility services     | Discussed low-income solutions: TNCs.   |
|  | Auto access                    | Discussed low-income solutions: auto loan programs.   |
|  | Emerging mobility services     | Discussed low-income solutions: car share.  |
|  | Emerging mobility services     | Discussed low-income solutions: equity aspects of autonomous vehicles.  |
|  | Fares                          | Transit is unaffordable for many low-income people.   |
|  | Fares                          | Discounted fares should be listed as medium or high, instead of low.  |
|  | Housing & Land Use             | Land use policies should require new developments to provide financial support for coordinated transportation.  |
|  | Emerging Mobility Services     | TNCs should provide discounted rides to seniors and people with disabilities.   |
|  | Emerging Mobility Services     | TNCs could provide concierge services (i.e., carrying groceries, etc.).   |

**Figure C.1** List of Feedback Comments

| Date     | Group   | County    | Category  |  |
|----------|---|-----------|-----------|--|
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Gaps      |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 8/4/2016 | Peninsula Family Service, Director, Financial Empowerment Program | San Mateo | Solutions |  |
| 9/6/2016 | East Bay Paratransit Service Review Advisory Committee            | East Bay  | Gaps      |  |
| 9/6/2016 | East Bay Paratransit Service Review Advisory Committee            | East Bay  | Gaps      |  |
| 9/6/2016 | East Bay Paratransit Service Review Advisory Committee            | East Bay  | Gaps      |  |
| 9/6/2016 | East Bay Paratransit Service Review Advisory Committee            | East Bay  | Gaps      |  |
| 9/6/2016 | East Bay Paratransit Service Review Advisory Committee            | East Bay  | Gaps      |  |
| 9/6/2016 | East Bay Paratransit Service Review Advisory Committee            | East Bay  | Solutions |  |
| 9/6/2016 | East Bay Paratransit Service Review Advisory Committee            | East Bay  | Gaps      |  |
| 9/6/2016 | East Bay Paratransit Service Review Advisory Committee            | East Bay  | Gaps      |  |

|  | Theme                          | Comment   |
|--|--------------------------------|---|
|  | Mobility Management            | There is a real need for a centralized body to coordinated activities in and between all nine counties.   |
|  | Language                       | To address language barriers, use more symbols, numbers and electronic times in on-board transit vehicles and at stops. Also, to help with older adults, make the font larger.  |
|  | Fares                          | Transit fares should be decreased for seniors and people with disabilities.   |
|  | Ped/Bike                       | Expand bike lanes to include small scooters and motorized wheelchairs.  |
|  | Planning/Study                 | Strategic planning is needed to connect services to major and minor hubs (BART, Caltrans, bus stops; with taxis, TNCs and other ride sharing).  |
|  | On-time Performance            | Transit services are often late - is driver training needed?  |
|  | Auto access                    | Coordinate with local repair garages to offer discounted repair services to seniors and people with disabilities - maybe the discount could provide them with credits on their income or other business taxes?  |
|  | Coordination & Cooperation     | Collaborate with under-utilized transit providers during their non-peak periods. For example, school buses have lower utilization during the day, on weekends and during the summer. Also, bus drivers for organizations like Google wait for long periods to make the return trip at the end of the day. |
|  | Public Transit - Accessibility | Convert some of the seats on all transit vehicles to a "fold-up" option. They would be in the down position when someone is sitting on them but could fold up to provide another wheelchair accessible space. In this way, space is not "lost" when it is a wheelchair only open space.                   |
|  | Fares                          | Coordinate the fare structure throughout the 9 counties for seniors and people with disabilities. Make it the same for all day or monthly fares. Eliminate the change or need for additional fares for transfers from one provider to another.  |
|  | Funding                        | Discount paratransit fares to be offset with credits on income or other business taxes.   |
|  | Fares                          | Transit and paratransit is too expensive.   |
|  | Spatial Gap                    | There are parts of eastern and southern Alameda County that don't have very good transit service.   |
|  | Spatial Gap                    | There are places that paratransit-dependent riders cannot visit because transit doesn't reach those areas.  |
|  | Healthcare access              | Non-emergency medical trips should be cheaper or free.  |
|  | Taxi/TNC - Accessibility       | Uber-type services don't serve wheelchair-dependent riders.   |
|  | Healthcare access              | There should be an Uber service for medical (dialysis) trips.   |
|  | Healthcare access              | Non-emergency medical trips should be prioritized.  |
|  | Temporal                       | Owl service doesn't exist for disabled riders.  |

**Figure C.1** List of Feedback Comments

| Date       | Group   | County   | Category  |  |
|------------|---|----------|-----------|--|
| 9/6/2016   | East Bay Paratransit Service Review Advisory Committee              | East Bay | Gaps      |  |
| 9/6/2016   | East Bay Paratransit Service Review Advisory Committee              | East Bay | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma   | Solutions |  |

|  | Theme                        | Comment   |
|--|------------------------------|---|
|  | Transfers                    | Transfers between paratransit systems is very difficult. There are long wait times and sometimes an SUV is used and it is uncomfortable.  |
|  | Coordination & Cooperation   | There should be better information sharing systems between paratransit systems to help coordinated transfers and eligibility.   |
|  | Transfers                    | Transfers between Sonoma County transit operators, as well as intercountry transfers, can be difficult. There are long wait times, there's poor lighting and transfer opportunities are infrequent. |
|  | Fares                        | Transfers between fixed-route and paratransit are costly - double fares are charged.  |
|  | Fares                        | Paratransit and transit fares are unaffordable  |
|  | Information and I&R Services | There should be real time information for paratransit - like NextBus.   |
|  | Information and I&R Services | Since there are only up to two wheelchair positions on transit, it would be great to have NextBus information for wheelchair position availability.   |
|  | Fare Media                   | We need Clipper on paratransit.   |
|  | Coordination & Cooperation   | Empty paratransit vehicles should be used to bring health care workers to people in their homes.  |
|  | Coordination & Cooperation   | Empty paratransit vehicles should be shared with non-profit agencies.   |
|  | Fares                        | Transit should be free.   |
|  | Fares                        | Students and seniors should be able to ride free.   |
|  | Fares                        | Bulk discounts should be available to non-profit agencies who are purchasing vouchers/ passes for their clients.  |
|  | Spatial Gap                  | Paratransit is only available in the fixed-route area - there should be satellite paratransit availability.   |
|  | Auto Access                  | There is a need for low-income auto access - car share and auto loan.   |
|  | Same-Day Transportation      | Taxi voucher programs should be expanded.   |
|  | Funding                      | A steady stream of funding is required for low-income, senior and people with disabilities programs.  |
|  | Taxi/TNC - Accessibility     | There are parts of the county that have only one cab. There is a great need for accessible taxis and more taxis in general.   |
|  | Non-ADA Paratransit          | Premium paratransit services are needed.  |
|  | Efficiency                   | Paratransit should use a brokerage model and "sell" seats on paratransit.   |



**Figure C.1** List of Feedback Comments

| Date       | Group   | County       | Category  |  |
|------------|---|--------------|-----------|--|
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma       | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma       | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma       | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma       | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma       | Solutions |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma       | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma       | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma       | Gaps      |  |
| 10/14/2016 | Sonoma Access Coordinated Transportation Services (SACTS) Committee | Sonoma       | Solutions |  |
| 10/17/2016 | City of San Pablo   | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo   | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo   | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo   | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo   | Contra Costa | Solutions |  |
| 10/17/2016 | City of San Pablo   | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo   | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo   | Contra Costa | Solutions |  |
| 10/17/2016 | City of San Pablo   | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo   | Contra Costa | Solutions |  |

|  | Theme                        | Comment   |
|--|------------------------------|---|
|  | Temporal                     | There is a need for evening, weekend and owl fixed-route/paratransit.   |
|  | Volunteer Driver             | Rural counties depend on volunteer driver programs. There is a need for centralized recruitment and training of volunteers.   |
|  | Community connection         | Transportation programs should be expanded to ensure people with disabilities and seniors have opportunities to socialize.  |
|  | Non-ADA Paratransit          | Deviated and flex route transit should be explored.   |
|  | Fare Media                   | Clipper retail locations should be expanded.  |
|  | Equity                       | MTC needs to make sure that equity issues are addressed when planning and funding autonomous vehicles.  |
|  | Temporal                     | The paratransit service area is very limited outside of local bus hours.  |
|  | Transfers                    | Paratransit transfers for short trips between operators.  |
|  | Housing & Land Use           | Funding and encouragement for increased density and complete neighborhoods to improve access to services and community.   |
|  | Fare Media                   | No RTC card center other than Oakland. Difficult for people to obtain. Richmond Hub would be a very good spot for this. San Pablo would be willing to do it too.                                |
|  | Public Transit - Amenities   | Bus stops are in poor condition, hardly any shelter for seniors and people with disabilities. Hard to recommend/increase public transportation ridership when the basic amenities aren't there. |
|  | Transfers                    | Connections among providers are not very good, long waits between them (over an hour, in some cases).   |
|  | Temporal                     | Limited service on weekends (i.e. WestCAT)  |
|  | Coordination & Cooperation   | Need more collaboration with transit agencies to coordinate rides to and from their destinations (City based service transfers between cities and other services).                              |
|  | Healthcare Access            | Difficult and scarce options for transportation to medical centers (County, Alta Bates).  |
|  | Spatial Gap                  | High demand for rides outside of service.   |
|  | Spatial Gap                  | Unincorporated areas are underserved.   |
|  | Funding                      | Additional funding opportunities for City-based service to accommodate more riders in Contra Costa County and alleviate East Bay Paratransit.   |
|  | Temporal                     | Need funding for affordable local transportation service from 5-10pm (M-F), Saturdays and Sundays.  |
|  | Information and I&R Services | One stop shops for East, Central and West County that dedicate themselves to any and all transportation assistance and referrals.   |

**Figure C.1** List of Feedback Comments

| Date       | Group                                       | County       | Category  |  |
|------------|---|--------------|-----------|--|
| 10/17/2016 | City of San Pablo                           | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo                           | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo                           | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo                           | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo                           | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo                           | Contra Costa | Gaps      |  |
| 10/17/2016 | City of San Pablo                           | Contra Costa | Gaps      |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Gaps      |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Gaps      |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Gaps      |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Gaps      |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Gaps      |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Gaps      |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Solutions |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Gaps      |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Gaps      |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Solutions |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Gaps      |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Solutions |  |
| 9/13/2016  | AC Transit Accessibility Advisory Committee | East Bay     | Gaps      |  |

|  | Theme                          | Comment   |
|--|--------------------------------|---|
|  | Healthcare Access              | Shorter wait time from dialysis to home with East Bay Paratransit.  |
|  | On-time Performance            | Long waits, often late arrivals, for East Bay Paratransit pick-ups.   |
|  | Eligibility                    | Many people don't qualify for ADA Paratransit, but can't drive, walk to bus stops or have the option to take a city-based service.  |
|  | Spatial Gap                    | No volunteer driver program in West County.   |
|  | Fares                          | Cost of paratransit rides is difficult for low-income riders.   |
|  | Safety                         | Safety concerns for riders (re: public transportation mainly).  |
|  | Spatial Gap                    | Geography of Contra Costa is challenging.   |
|  | Spatial Gap                    | There's not enough transit service in south Alameda County - near Fremont.  |
|  | Public Transit - Accessibility | Crowding is a problem for people with mobility devices.   |
|  | Public Transit - Accessibility | There needs to be stronger policies for transit agencies to announce to free up space for riders with disabilities.   |
|  | Public Transit - Accessibility | Devices are getting bigger; transit agencies need to provide more space for people with disabilities.   |
|  | Planning/Study                 | The coordinated plan needs to give any solution for people in wheelchairs a higher priority.  |
|  | Planning/Study                 | The way that the current plan separates out low-income and people with disabilities is problematic because many people with disabilities are low-income.  |
|  | Fares                          | Transit discounts should exist on all systems.  |
|  | Fares                          | Transit affordability is a major concern.   |
|  | Public Transit - Accessibility | When transit agencies solve problems for one group of disabled group, it may be causing problems for another disabled group. For instance, tactile strips on the ground make it hard for people in wheelchairs. |
|  | Emerging mobility services     | Flex route services are an exciting development. More agencies should adopt flex routes.  |
|  | Public Transit - Access        | Sidewalks are lacking in many places.   |
|  | Travel Training                | There should be youth ambassador programs that teach kids how to use transit and how to behave on transit.  |
|  | Fares                          | It is difficult to access discounts - particularly youth discounts.   |

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# APPENDIX D

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## Consolidated Transportation Service Agencies – MTC Designation Process

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## CONSOLIDATED TRANSPORTATION SERVICE AGENCIES – MTC DESIGNATION PROCESS

MTC's process and conditions for designating Consolidated Transportation Service Agencies (CTSA) are set forth in MTC Resolution 4097, Revised. The designation process is as follows:

- Applicant makes request.
- MTC notifies the County Board of Supervisors, the PCCs, and transit operators of its intent to designate a CTSA in the County.
- MTC staff evaluates candidates for consistency with mobility management activities as outlined in the Coordinated Public Transit-Human Services Transportation Plan.
- MTC's Programming and Allocations Committee reviews and recommends CTSA designation.
- Commission adopts CTSA designation.
- MTC notifies CTSA, transit operators, State of California and PCC of CTSA designation.

Under this process, MTC evaluation of CTSA candidates would take into account various factors, including but not limited to:

- Past CTSA designations and performance; relevance of activities to current coordination objectives.
- Scale of geography covered by designation request.
- Extent to which the applicant was identified as the result of a county or subregionally based process involving multiple stakeholders aimed at improving mobility and transportation coordination for transportation-disadvantaged populations.
- The applicant's existing and potential capacity for carrying out mobility management functions described in this chapter as well as other requirements of CTSA as defined by statute.
- Institutional relationships and support, both financial and in-kind, including evidence of coordination efforts with other public and private transportation and human services providers.

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# APPENDIX E

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## Project Types Eligible for Funding

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## PROJECT TYPES ELIGIBLE FOR FUNDING

One of the purposes of the Coordinated Public Transit-Human Services Transportation Plan is to identify projects eligible for FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program and other funding sources that require or encourage proposals to refer to this Coordinated Plan (e.g. 5311 or MTC's own competitive grant programs).

Accordingly, the list of eligible projects in the Coordinated Plan is inclusive enough for a wide range of proposals, but also specific enough to demonstrate regional support for competitive funds.

**Figure E.1** lists projects that would be eligible for these funds. Consistent with MTC's regional priorities, projects cover:

- Mobility Management and Travel Training
- Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
- Improvements to ADA-mandated Paratransit
- Improvements to Public Transit Service and Access
- Pedestrian and Bicycle Improvements
- Shared Mobility Accessibility
- Other Solutions

These projects draw upon expressed needs in the 2013 Coordinated Plan; Section 5310 applications; and other proposed strategies.

**Figure E.1** Project Types Eligible for Funding

| Project   | Category   |
|---|--|
| Mobility management/coordination with human service transportation, transit, jurisdictions, etc. (e.g. cost sharing arrangements, joint procurements, joint maintenance, vehicle sharing)   | Mobility Management and Travel Training  |
| Enhanced local/regional information and referral systems, including one-call/one-click centers, comprehensive mobility guides   | Mobility Management and Travel Training  |
| Travel training and promotion to seniors and/or people with disabilities, including ambassador/volunteer programs   | Mobility Management and Travel Training  |
| Technical support to non-profit agencies to apply for and maintain compliance for grant funding   | Mobility Management and Travel Training  |
| Customized guaranteed ride home programs for people with disabilities, seniors, low-income, and veterans  | Mobility Management and Travel Training  |
| Capital (including but not limited to vehicles, securement, and software) and operations projects to assist community organizations (and transit agencies where eligible) to provide transportation to seniors and people with disabilities (including but not limited to shuttles, group trips, vanpools, volunteer driver programs) | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Volunteer driver programs, including training and recruitment of drivers; escorted travel on paratransit  | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Programs that provide same-day wheelchair accessible service (including capital investments in vehicles and operational incentives)   | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Subsidized taxi or transportation network company (TNC) programs and/or incentives or assistance to improve the quality of same-day service   | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |

**Figure E.1** Project Types Eligible for Funding

| Project   | Category   |
|---|--|
| Mobility management/coordination with human service transportation, transit, jurisdictions, etc. (e.g. cost sharing arrangements, joint procurements, joint maintenance, vehicle sharing)   | Mobility Management and Travel Training  |
| Enhanced local/regional information and referral systems, including one-call/one-click centers, comprehensive mobility guides   | Mobility Management and Travel Training  |
| Travel training and promotion to seniors and/or people with disabilities, including ambassador/volunteer programs   | Mobility Management and Travel Training  |
| Technical support to non-profit agencies to apply for and maintain compliance for grant funding   | Mobility Management and Travel Training  |
| Customized guaranteed ride home programs for people with disabilities, seniors, low-income, and veterans  | Mobility Management and Travel Training  |
| Capital (including but not limited to vehicles, securement, and software) and operations projects to assist community organizations (and transit agencies where eligible) to provide transportation to seniors and people with disabilities (including but not limited to shuttles, group trips, vanpools, volunteer driver programs) | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Volunteer driver programs, including training and recruitment of drivers; escorted travel on paratransit  | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Programs that provide same-day wheelchair accessible service (including capital investments in vehicles and operational incentives)   | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Subsidized taxi or transportation network company (TNC) programs and/or incentives or assistance to improve the quality of same-day service   | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Premium services on ADA paratransit including but not limited to service beyond 3/4 mile and fixed-route transit times and days; same-day service   | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Non-emergency medical transportation for Medi-Cal patients and non-ADA eligible seniors, people with disabilities, low-income populations, and veterans   | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Feeder service connecting to fixed-route transit  | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Group trips (e.g. grocery shopping trips)   | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Sharing of provider training and methods  | Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services |
| Projects to mitigate transfers and/or provide transfer assistance to help with multi-operator paratransit trips and transfers between paratransit and fixed-route service   | Improvements to ADA-mandated Paratransit   |
| Projects to implement coordinated in-person assessments to determine eligibility  | Improvements to ADA-mandated Paratransit   |

**Figure E.1** Project Types Eligible for Funding

| Project   | Category  |
|---|---|
| Improved performance and service quality measurement, including increased rider participation   | Improvements to ADA-mandated Paratransit          |
| Restoration of accessible service where fixed-routes have recently been cut   | Improvements to Public Transit Service and Access |
| Expanded fixed-route transit services and better connections between transit systems  | Improvements to Public Transit Service and Access |
| Increased access to fare media and discounted transit fares for people with disabilities, seniors, low-income, and veterans   | Improvements to Public Transit Service and Access |
| Transit safety education  | Improvements to Public Transit Service and Access |
| Transit information in accessible formats, including real-time information  | Improvements to Public Transit Service and Access |
| Targeted transit route and stop adjustments; courtesy or flag stops for people with disabilities  | Improvements to Public Transit Service and Access |
| Wheelchair securement improvement programs; additional driver training on accessibility issues and features   | Improvements to Public Transit Service and Access |
| Additional space for mobility devices on transit  | Improvements to Public Transit Service and Access |
| Pedestrian infrastructure improvements in the vicinity of transit stops and/or targeted law enforcement to improve pedestrian safety near transit stops   | Improvements to Public Transit Service and Access |
| Pedestrian and/or bicycle safety planning, especially for low-cost, high-impact solutions   | Pedestrian and Bicycle Improvements               |
| Technology and/or other projects to facilitate the reporting and inventorying of barriers to help promote walkable communities and complete streets   | Pedestrian and Bicycle Improvements               |
| Pedestrian and/or bicycle safety education  | Pedestrian and Bicycle Improvements               |
| Projects to increase access for mobility device users including breakdown transportation, loaner/sharing programs   | Pedestrian and Bicycle Improvements               |
| Projects that support use of new shared mobility transportation options (such as bikeshare, carshare, ride-hailing services, microtransit, and autonomous transit) by people with disabilities, seniors, low-income, and veterans | Shared Mobility Accessibility                     |
| Projects to provide wheelchair accessible carsharing access   | Shared Mobility Accessibility                     |
| Projects to provide accessible bikesharing  | Shared Mobility Accessibility                     |
| Auto loans for low-income families/individuals  | Other Solutions                                   |

**Figure E.1** Project Types Eligible for Funding

| <b>Project</b>   | <b>Category</b> |
|--|-----------------|
| Funding for the development of emergency planning and evacuation training programs         | Other Solutions |
| Safety training for older drivers; projects for individuals who have lost drivers licenses | Other Solutions |
| Capital investments in fuel-efficient wheelchair-accessible vehicles                       | Other Solutions |

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# APPENDIX F

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## Promote Walkable Communities, Complete Streets, and the Integration of Transportation and Land Use Decisions

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# PROMOTE WALKABLE COMMUNITIES, COMPLETE STREETS, AND THE INTEGRATION OF TRANSPORTATION AND LAND USE DECISIONS

Projects listed in Appendix E, Projects Eligible for Funding, empower localities to seek funding for specific walkability and bikeability infrastructure improvements, which play an important role in the safety and mobility of all, and help to reduce the costs of paratransit by increasing the accessibility of fixed-route transit.

CMAAs and MTC can play a role in:

- Identifying **senior walking groups** for social engagement as an eligible project in appropriate funding guidelines
- **Coordinating with local agencies** responsible for the implementation of infrastructure improvements, such as Public Works, to ensure bike and pedestrian improvements related to the mobility of low-income populations, seniors and people with disabilities are programmed and prioritized

## Best Practice Example:

**United Seniors of Oakland and Alameda County (USOAC):**<sup>1</sup> USOAC established a Walkable Neighborhoods for Seniors (WN4S) task force in 2003 to promote health benefits of physical activity for older adults, conduct walking audits, advocate for built environment and policy changes supportive of older adult walkability, and plan for sustaining and growing itself after its initial funding expires.

California Department of Health Services trained USOAC staff for facilitation of the task force. The task force comprised representatives from the county's sheriff department, public works agency, department of public health (Senior Injury Prevention Program), community development agency, and county council, as well as the California Highway Patrol, pedestrian advocacy groups, and citizens representing targeted neighborhoods.

The task force used the following four steps to assess neighborhood walkability:

1. Form walking groups
2. Community presentation
3. Walkability survey by older adults
4. Walkability audit by WN4S task force

WN4S formed walking groups to promote walking among older adults. These walking groups offer safety, socializing, exercise for participants, and cultivate confidence and interest in participation at WN4S task force walking assessments. The community presentations educated older adults on the importance exercise, encourage walking goals, and recruit walking survey participants. Older adults took part in the walking survey by walking selected routes and then completing a walkability survey.

Survey results informed the focus of WN4S walking audits. The WN4S walking surveys and walking audits ended in 2007, but USOAC continues to facilitate the WN4S walking groups established by the task force in 2003.

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<sup>1</sup> Steven P. Hooker, Lisa Cirill, and Lucy Wicks. Walkable Neighborhoods for Seniors: The Alameda County Experience. *Journal of Applied Gerontology* 2007; Volume 26; page 157-181.

[www.stopfalls.org/grantees\\_info/files/Wicks\\_Walkability.pdf](http://www.stopfalls.org/grantees_info/files/Wicks_Walkability.pdf)

# APPENDIX G

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## What is Mobility Management?

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## WHAT IS MOBILITY MANAGEMENT?

There are a number of definitions for “mobility management.” The following are some of the most commonly used definitions.

### **MTC’s Definition in 2013 Coordinated Plan**

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.

### **NADTC/5310 Definitions**

In 2016, the National Aging and Disability Transportation Center (NADTC) was launched by the Federal Transit Administration (FTA), to be administered by Easter Seals and the National Association of Area Agencies on Aging with guidance from the U.S. Department of Health and Human Services, Administration for Community Living. The NADTC assists states, communities and recipients in the development, selection, deployment and oversight of their 5310 projects and other accessible transportation initiatives. Guidance for 5310 funding defines mobility management and related activities as follows:

Mobility Management consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation service providers carried out by a recipient or sub-recipient through an agreement entered into with a person, including a government entity, under 49 U.S.C. chapter 53 (other than section 5309). Mobility management does not include operating public transportation services.

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Mobility management activities may include:

1. The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals;
2. Support for short-term management activities to plan and implement coordinated services;
3. The support of state and local coordination policy bodies and councils;
4. The operation of transportation brokerages to coordinate providers, funding agencies, and passengers;
5. The provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
6. The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs; and
7. Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching and monitoring technologies, as well as technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense).

## National Center for Mobility Management

The National Center for Mobility Management (NCMM) is an initiative of the United We Ride program, and is supported through a cooperative agreement with the FTA. The Center is operated through a consortium of three national organizations — the American Public Transportation Association, the Community Transportation Association of America, and the Easter Seals Transportation Group. The Center supports FTA grantees, mobility managers, and partners in adopting proven, sustainable, and replicable transportation coordination, mobility management, and one-click transportation information practices. NCMM defines mobility management as follows:

Mobility management is an approach to designing and delivering transportation services that starts and ends with the customer. It begins with a community vision in which the entire transportation network — public transit, private operators, cycling and walking, volunteer drivers, and others — works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community's needs.

Mobility management:

- Encourages innovation and flexibility to reach the “right fit” solution for customers
- Plans for sustainability
- Strives for easy information and referral to assist customers in learning about and using services
- Continually incorporates customer feedback as services are evaluated and adjusted

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METROPOLITAN TRANSPORTATION COMMISSION

Bay Area Metro Center  
375 Beale Street, Suite 800  
San Francisco, CA 94105  
415.778.6700  
[www.mtc.ca.gov](http://www.mtc.ca.gov)