

Coordinated Public Transit- Human Services Transportation Plan Update for the San Francisco Bay Area

March 2013



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Executive Summary

Introduction/Background

This plan updates and amends the Coordinated Public Transit–Human Services Transportation Plan of the Metropolitan Transportation Commission (MTC). The Plan was first developed in 2006 and 2007 on behalf of MTC and its local stakeholders with an interest in human service transportation programs. MTC is both the Regional Transportation Planning Agency (RTPA) and the Metropolitan Planning Organization (MPO) for the nine-county San Francisco Bay Area, and in this capacity also serves as a designated recipient of federal transportation funding. This update combines into a single document what were previously separate elements of the Coordinated Plan focusing on transportation needs of low-income populations, older adults, and persons with disabilities.

This plan also fulfills a federal requirement first enacted in 2005 through the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which stipulated that starting in Fiscal Year 2007, projects funded through three SAFETEA-LU programs — the Job Access and Reverse Commute Program (JARC, Section 5316), the New Freedom Program (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) — are required to be derived from a locally developed, coordinated public transit–human services transportation plan. SAFETEA-LU guidance issued by the Federal Transit Administration (FTA) described the plan as a **“unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”**

In June 2012, Congress enacted a new two-year federal surface transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), which retained many but not all of the coordinated planning provisions of SAFETEA-LU. Under MAP-21, JARC and New Freedom are eliminated as stand-alone programs, and the Section 5310 and New Freedom Programs are consolidated under Section 5310 into a single program, Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities, which provides for a mix of capital and operating funding for projects. This is the only funding program with coordinated planning requirements under MAP-21, beginning with Fiscal Year 2013 and currently authorized through FY 2014.

This Plan is intended to meet the federal planning requirements as well as to provide MTC and its regional partners with a “blueprint” for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with low incomes.



Stakeholders engaged in the planning process felt strongly that realization of a fully coordinated public transit-human services transportation for the Bay Area will require two key elements going forward: (1) sustainable funding dedicated to the operation of the region’s transportation solutions that go beyond public fixed route transit and also for coordinating the region’s finite transportation resources, and (2) the broadest and most inclusive possible range of partners involved. To best serve the region's growing needs for mobility services in the future, these partnerships will need to involve not just providers of public transit and human service transportation, but also private taxi providers, the Department of Motor Vehicles, advocacy groups representing seniors and people with disabilities, faith-based groups, medical and dialysis providers, veterans and veterans’ service providers, and providers of support services to the working poor.

Plan Update Methodology

The methodology used to develop the original plan and the plan update included the following steps:

Conduct Literature Search and Review Best Practices: A review was conducted of recent local studies, which have examined transportation needs in the Bay Area, particularly those of low-income populations, seniors and persons with disabilities. Secondly, new research was undertaken on Innovative Strategies and Best Practices that have emerged since MTC adopted the 2007 Plan. Findings are documented in Appendices B and C, respectively.

Update Demographic Profile: An updated demographic profile of the region was prepared using data from the Census Bureau and other relevant planning documents, to determine the local characteristics of the study area, with a focus on low-income populations, persons with disabilities, and older adults.

Document Existing Transportation Services: This step involved documenting the range of public transportation services that already exist in the Bay Area. These services include public fixed-route and paratransit services, and transportation services provided or sponsored by social service agencies, as well as past and current projects funded under the original Coordinated Plan. Information about public transit and paratransit was obtained from existing resources as specified in the report, and information about services provided by social service agencies was collected through an inventory completed for this project. Appendix D provides the complete inventory results.

Conduct Outreach: Development of the original Coordinated Plan included stakeholder involvement and public participation via a three-pronged approach: public outreach, stakeholder interviews, and convening a focus group to examine coordination issues in detail. In addition, the Low Income Component of the Plan relied on extensive outreach conducted through MTC’s Community Based Transportation Planning Program. Through these efforts, transportation gaps were identified or confirmed. Stakeholders provided input on existing barriers to coordination as well as possibilities for improvement. Given the extensive outreach incorporated into the original Plan, MTC conducted a more



streamlined outreach approach for the Plan update, including outreach conducted via other local and regional planning efforts involving the target populations, and meetings with regional stakeholder groups to both review and re-validate findings and to try to reach new perspectives not previously engaged in the initial coordinated planning process. Stakeholder comments received during the original Plan development as well as the Plan update outreach process are provided in Appendix E.

Assess Needs: The needs assessment provides the basis for recognizing where—and how—service for low-income populations, seniors, and persons with disabilities needs to be improved. The results of the needs assessment are summarized in Chapter 6, and comprehensive lists of unmet needs identified in each county are included in Appendix E. In addition, for the first time this Plan update includes documentation of the needs of the Bay Area’s veterans, a growing population with underserved transportation needs. A summary and discussion of the transportation needs of veterans is provided in Appendix F.

Identify and Prioritize Solutions: Following the identification of service gaps the planning process identified corresponding potential service solutions. Preliminary criteria were applied to identify regional priorities, with the understanding that locally identified priorities could potentially differ depending on local context. The solutions are documented in Chapter 7 and in greater detail in Appendix H.

Develop Coordination Strategies: The final step was to consider how best to coordinate services so that existing resources can be used as efficiently as possible. These strategies outline a more comprehensive approach to service delivery with implications beyond the immediate funding of local projects. In updating the strategies to be included in the Plan update, MTC staff and stakeholders reviewed progress on implementation of the five strategies included in the 2007 Plan, as well as relevant planning and implementation activities that have taken place since 2007, to inform a revised and updated set of coordination strategies.

Key Demographic Findings

Key findings emerging from the demographic study of the region for 2010 are identified below.

Low-Income Population: In 2010, nearly 26% of the Bay Area’s 7 million residents lived in low-income households below 200% of the federal poverty level, which is roughly equivalent to a household income of \$22,000 for a person living alone and \$45,000 for a family of four. Roughly 11% of the population lives below 100% of the federal poverty level.

Older Adults: Over 12% of the Bay Area’s population is aged 65 or older. Within the older-adult population, 35% report having a disability. A quarter (25%) live in low-income households (defined as



below 200% of the federal poverty level), and 75% live in non-low-income households. By the year 2040, the population 65 and older is expected to increase by 121% to nearly 2 million residents.

Individuals with a Disability: Persons reporting disabilities across six categories defined by the Census Bureau total 9% of the region's population. Of this population, 39% live in low-income households below 200% of the federal poverty level, which is about one and a half times the rate of the general population.

Vehicle Availability: While approximately 10% of the region's households overall report having no access to a car, this share is higher for all target populations studied: 18% for householders 65 or over, 18% for householders reporting a disability, and 16% for lower-income households.

Additional demographic information about the Bay Area's low-income, elderly, and disabled populations, is detailed in Chapter 3. Detailed data by county is provided in Appendix A.

Human Service Transportation Inventory

The 2007 Coordinated Plan created an inventory of agencies that provide social service transportation and collected basic information about the agencies' services. This inventory was updated as part of the Plan update process. A survey was sent to public transit agencies providing ADA paratransit, as well as a range of public and private agencies that provide transportation for clients, program participants, specific populations (such as older adults), or the general public. Survey invitations were sent by email to 243 recipients, from whom 51 responses were received (a 21% response rate). This inventory is intended to serve as a tool to support coordination by identifying the existing transportation resources in the region as well as documenting current service parameters, geographic coverage and beneficiaries. Service duplication or gaps in service were also noted.

In addition, projects funded by FTA's JARC, New Freedom, and Section 5310 program under the region's original Coordinated Plan were summarized to illustrate what kinds of projects were being funded and how many individuals were being served by these projects. Since Fiscal Year 2006, a total of \$39 million has been programmed in the region by these programs, including \$11.2 million in JARC and \$10.7 million in New Freedom funds programmed to the region's large urbanized areas, and \$17.4 million in Section 5310 funds programmed to the region through statewide competitive processes, averaging about \$6.5 million per year. Across the three programs, the mix of projects funded is listed in Table ES-1.



Table ES-1: Average FTA Funding per Year by Project Type, FY 2006 through FY 2011: JARC, New Freedom, Section 5310

Project Type	Average Funding per Year (\$000s)	% of Total
Accessible Vehicles and Technology	\$3,131	48%
Transit/ADA Alternatives	\$1,058	16%
Fixed Route Transit	\$938	14%
Mobility Management	\$522	8%
Information and Travel Training	\$435	7%
Access Improvements	\$260	4%
Auto Loan Programs	\$195	3%
Totals	\$6,540	100%

Source: MTC analysis.

Note: Figures do not sum to total due to rounding. Some projects with multiple components were categorized in a single primary category.

Needs Assessment

Several key themes emerged from the outreach efforts, stakeholder consultation, and previous planning projects. These include:

Enhanced Fixed Route Services: For persons who can and do use the fixed route system, there is a need for additional service in rural and suburban areas, and for more direct service to key activity centers that older adults and persons with disabilities need to access. Customers also would like increased frequency to avoid long waits, and service longer into the evening and on weekends.

Enhanced Paratransit Services: Paratransit users sometimes need a level of service above and beyond what is required by the ADA, such as service provided on the same day it is requested, where and when the fixed route service does not operate, or the ability to accommodate “uncommon” wheelchairs or other mobility devices.

Connectivity: The need for better connectivity between service providers was expressed, both for inter- and intra-county travel, whether using paratransit or fixed-route service. Customers also mentioned the need for better shelters and bus stops as well as other amenities at transfer sites. Some wheelchair users have difficulty making effective use of the fixed-route system due to accessibility barriers and referred to needs to enhance accessibility of vehicles and infrastructure such as shelters and stops.



Transit Experience: A number of issues were raised related to transit amenities, including bus shelters, bus stop seating if a bus stop cannot accommodate a shelter, and lighting to promote safety at bus stops and at rail stations, especially at night. Safety on transit vehicles was also raised as a concern.

Transit Alternatives: For those who need transportation where public transit (fixed-route or complementary ADA paratransit) is unavailable or unsuitable, alternatives are needed that enable people to live independently, such as ride-sharing or volunteer-driver programs, or mobile programs that bring support services to people’s homes.

Information and Other Assistance: There is a need for education and information in a variety of formats so that older adults and persons with disabilities can learn how to use public transit and its accessible features. Likewise, there is a need to ensure drivers, dispatchers, and other transit personnel are sensitive to passenger needs, and know how to provide assistance on-board the vehicle.

Transportation for Youth and Children: Transportation gaps specifically related to youth and children were mentioned, including the cost of transportation for youth, and particularly for a family with multiple children; if no school bus service is available, working parents using transit who drop children off at school or daycare before work can have lengthy and costly trips. Transportation for youth and children was also cited as a challenge for parents with disabilities or seniors who are guardians.

Affordability and Access to Autos: Cost is the primary barrier to auto ownership for low-income individuals and families. Transit fares, especially distance-based fares, monthly passes requiring high up-front costs, and certain transfer policies, were cited as expensive, especially for families with children who rely mainly on transit.

Pedestrian Access and Land Use Coordination: The need to improve accessibility to and from bus stops and transfer centers (sidewalks, curb cuts, curb ramps, crosswalks) was widely voiced throughout the outreach meetings. Meeting attendees also mentioned the need to better coordinate land use development with the provision of transit service, especially in lower-density communities. The location of housing and facilities serving people with disabilities or seniors in areas that are inaccessible by transit was also cited as a concern.

Bicycle and Pedestrian Issues: Safe routes for walking or riding a bicycle are an issue in many low-income communities. Specific concerns include fast traffic speeds near pedestrians; lack of crosswalks and signals; lack of sidewalks, particularly in unincorporated or rural areas; sidewalks that are in poor condition; lack of proper lighting creating safety issues especially at night; lack of adequate signage and wayfinding information for pedestrians and cyclists; and lack of bike lanes or areas to secure bicycles at stops and on transit vehicles.



Overlapping Transportation Needs

The transportation needs and gaps of older adults and persons with disabilities, as well as those of the region's low-income population (based primarily on completed Community Based Transportation Plans) were reviewed. There is significant overlap or similarity in the barriers and gaps expressed by all three populations of concern. A comprehensive list of the overlapping needs is found in Chapter 6.

Potential Solutions

Potential solutions are identified to address the gaps that emerged from the outreach process and review of local plans. These suggested solutions are grouped into four categories:

- Mobility management, travel training, and transportation coordination activities;
- Additions or improvements to paratransit that exceed ADA requirements, and demand-responsive services other than ADA paratransit;
- Additions or improvements to public transit services and transit access; and
- Solutions to address affordability barriers.

These solutions represent categories of potential investments, which could be eligible for Federal Transit Administration funds subject to this plan, or other local sources of funding. Chapter 7 of the report describes the solutions individually, while Appendix H provides greater detail, including implementation steps.

Strategies to Enhance Human Service Transportation Coordination

In addition to considering which projects or solutions could directly address transportation gaps, the planning effort also considered how best to coordinate services so that existing resources can be used as efficiently as possible. The following proposed strategies offer opportunities to improve coordination of service delivery, and were developed with input from key stakeholders already involved in the planning and implementation of human service transportation, as well as by reviewing relevant planning efforts completed since 2007.

1. Strengthen mobility management throughout the Bay Area, by:
 - Identifying and designating Consolidated Transportation Service Agencies (CTSAs) to facilitate subregional mobility management and transportation coordination efforts
 - Providing information and managing demand across a family of transportation services
 - Coordinate advocacy with human service agencies to identify resources to sustain coordinated transportation service delivery.
2. Promote walkable communities, complete streets, and integration of transportation and land use decisions.



Table ES-2. Implementation of Coordination Strategies

1. Strengthen Mobility Management	Partners/Stakeholders
1.A. Identify and Designate Consolidated Transportation Service Agencies (CTSAs) to Facilitate Subregional Mobility Management and Transportation Coordination Efforts	MTC, local agencies and service providers
Develop a mobility management implementation strategy in concert with local agencies with the goal of identifying subregional mobility managers and resource needs throughout the region; Broaden the range of organizations engaged in coordination; Provide technical assistance	MTC, county or subregional agencies and service providers
Test and implement technology that could track individual client activity on a vehicle supported with multiple fund sources	Local service providers, human service agencies
Convene a regional workshop to focus on providing technical assistance and information sharing for those interested in developing or advancing mobility management activities	MTC, transit agencies, CMAs, human service agencies, local service providers
Develop a mobility management and best practices discussion forum	MTC, transit agencies, local services providers
1.B. Provide Information and Manage Demand Across a Family of Transportation Services	MTC, transit agencies, human service providers, designated mobility managers and travel training providers, grant recipients
Build on and/or expand existing travel training programs in the region to complement the ADA certification process. Encourage implementation of travel training and ADA paratransit demand management strategies via MTC's Transit Sustainability Project.	Transit agencies, designated mobility managers
Ensure MTC-funded project sponsors of travel training and community-based travel alternatives coordinate with subregional mobility managers to share information about services, client eligibility and requirements, and capacity	MTC, designated mobility managers, MTC grant recipients
Develop marketing plans suitable to different target audiences, and facilitate coordination of training curricula and sharing of best practices between public transit and non-profit providers of travel training	Transit agencies, designated mobility managers, travel training providers
1.C Promote Coordinated Advocacy and Improve Efforts to Coordinate Funding with Human Service Agencies to Identify Resources to Sustain Ongoing Coordination Activities	MTC, Bay Area Partnership, transit agencies, human service agencies, local and regional stakeholders and advisors
Develop a comprehensive legislative platform to address improved human service transportation coordination	MTC, Bay Area Partnership, transit agencies and other local stakeholders
Re-initiate previous MTC legislative efforts to promote human service transportation in California	MTC, Policy Advisory Council, Bay Area Partnership, human service agencies, other local stakeholders
Identify key state legislator (s) willing to sponsor statewide and federal legislation intended to address the platform defined above	MTC, elected official(s)
Actively seek the support of partner organizations such as National Council of Independent Living (NCIL), The World Institute on Disability (WID), Area Agencies on Aging, and others and others to place greater emphasis on elderly and disabled transportation needs in their advocacy efforts	Local advocacy organizations, MTC Policy Advisory Council
2. Promote Walkable Communities, Complete Streets, and Integration of Transportation and Land Use Decisions	Partners/Stakeholders
Build upon previous MTC planning work specific to pedestrian safety, and disseminate the results to other partner organizations	Local jurisdictions
Provide information and support to local jurisdictions in implementing OneBayArea Grant–required Complete Streets elements and/or resolutions	MTC, CMAs, local jurisdictions
Promote findings and recommendations regarding transit accessibility for health and social services to all cities and counties throughout the region	MTC, CMAs, local jurisdictions, human service agencies, health care providers



Table ES-2 summarizes the proposed strategies and corresponding implementation steps. As recognized throughout this planning effort, successful implementation will require the joint cooperation and participation of multiple stakeholders, who may or may not have coordinated in the past. For some strategies, a clear leader has not been identified but rather suggestions of likely agencies are listed.

Next Steps

The next steps in completing this planning process include the following:

Adopt the Coordinated Plan Update

In November 2006, the Commission adopted MTC Resolution 3787, which documented the transportation needs and strategies specific to low-income persons. In December 2007, MTC amended MTC Resolution 3787 to include the results of the subsequent planning effort focusing on seniors and people with disabilities. Adopting this Plan update to reflect the region’s updated conditions, needs, priorities, and strategies, will comprise the Coordinated Public Transit–Human Services Transportation Plan update required under current federal coordinated-planning guidance, and combine what were previously separate elements focusing on different target populations into a single, comprehensive plan.

Develop a Regionwide Mobility Management Implementation Plan in Consultation with Local Stakeholders

Following adoption of the Coordinated Plan Update, MTC should engage local stakeholders to develop an implementation plan to carry out the regional vision of promoting, expanding, and sustaining mobility management activities throughout the Bay Area. This implementation plan should identify local funding needs and opportunities from the federal to the local level, identify county or subregional agency/agencies that could serve as CTSA’s where none are currently designated, identify local partnerships and coordination roles, define a mobility management implementation schedule, identify performance and accountability measures, and explore information sharing strategies that are mutually supportive on the regional and local levels. MTC may provide technical assistance for development and startup of mobility management activities, as well as help to broaden the range of organizations engaged in coordination of information and services to achieve greater mobility outcomes on a local level.

Inform Future Funding Decisions Based on Coordinated Plan Update Strategies

There are several actions MTC can take in the coming months and years to ensure funding priorities reflect the findings and strategies outlined in this plan, particularly the regional strategies outlined in Chapter 8, including expanding the range and variety of local services available to seniors and people with disabilities through enhanced coordination efforts, and providing technical assistance for development and startup activities to institutions serving as mobility managers.



Complete Programming of SAFETEA-LU–Funded Programs Subject to Coordinated Planning Requirements

As the designated recipient of JARC and New Freedom funds for the San Francisco Bay Area’s large urbanized areas under SAFETEA-LU, MTC has been required to select projects with these funds that are (1) derived from this plan, and (2) selected through a competitive process. The State Department of Transportation (Caltrans) administers and has been responsible for selecting projects for use of Section 5310 funds under SAFETEA, as well as JARC and New Freedom funds in the state’s rural and small-urbanized areas. While MTC has already completed programming all JARC funds subject to this plan, MTC anticipates programming its remaining New Freedom funds in 2013, and these funds should be prioritized for implementing projects and activities consistent with the mobility management strategies detailed in Chapter 8 of this plan. Caltrans also has outstanding programming for small-urbanized and rural-area JARC and New Freedom funding subject to this plan as well as additional Section 5310 funds authorized statewide under SAFETEA that are subject to this plan.

MAP-21 Funding and Program Management

Following the release of updated FTA guidance for the new consolidated Section 5310 program authorized under MAP-21, MTC will revise its Program Management Plan as necessary. As a designated recipient for FTA funds, MTC is required to have an approved PMP on file with the FTA and to update it regularly to incorporate any changes in program management or new requirements. The PMP’s primary purposes are to serve as the basis for FTA to perform management reviews of the programs, and to provide public information on MTC’s administration of the programs for which it serves as designated recipient. It is also used by MTC, along with the program guidelines that are issued with each Call for Projects, as a program guide for local project applicants. As MAP-21 guidance becomes available, MTC can consider a broader mix of funding sources for future Calls for Projects under the Lifeline Transportation Program and Section 5310 program, to support operational projects, as well as to support mobility management activities.

Legislative Efforts

MTC can identify key legislators willing to sponsor statewide and federal legislation to accomplish coordination objectives. MTC can lead efforts to enact legislative changes to remove barriers to coordination between public transit and human service transportation providers and to provide greater resources for services.

Plan Update

Current federal guidelines indicate that at a minimum, the coordinated plan should follow the four-year update cycles for the long-range Regional Transportation Plan (RTP). Following adoption of Plan Bay Area anticipated in 2013, MTC would next update the region’s RTP in 2017, although this date is beyond the horizon of the current federal authorization. Because projects funded by programs subject to the coordinated planning requirement must be included in the plan, it may also be necessary to update or amend the list of prioritized projects to coincide with future Section 5310 funding cycles, or other funding cycles specific to fund sources subject to this plan.



Chapter 1. Introduction and Background

This document is an update to the 2007 Coordinated Public Transit-Human Services Transportation Plan for the San Francisco Bay Area. The 2007 Coordinated Plan was initially developed to satisfy requirements of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Both the original plan and this update have been overseen by The Metropolitan Transportation Commission (MTC), which is both the Regional Transportation Planning Agency (RTPA) and the Metropolitan Planning Organization (MPO) for the nine-county San Francisco Bay Area—Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano and Sonoma Counties, which are home to over 7 million people.

SAFETEA-LU was signed into law on August 10, 2005, and authorized the provision of \$52.6 billion in guaranteed funding for federal transit programs over five years (Fiscal Years 2005–2009) Starting in Fiscal Year 2007, projects funded through three programs included in SAFETEA-LU—the Job Access and Reverse Commute Program (JARC, Section 5316), New Freedom (Section 5317), and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310)—were required to be derived from a locally developed, coordinated public transit-human services transportation plan. SAFETEA-LU guidance issued by the Federal Transportation Administration (FTA) indicates that the plan should be a **“unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”**¹ Through Continuing Resolutions, SAFETEA-LU’s provisions were extended through the end of federal Fiscal Year 2012.

In June 2012, Congress enacted a new two-year federal surface transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), which retained many but not all of the coordinated planning provisions of SAFETEA-LU. MAP-21 eliminated the New Freedom program as a stand-alone program and incorporated it along with the existing Section 5310 program into a new consolidated program under Section 5310, Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities, which provides for a mix of capital and operating funding for projects. MAP-21 also eliminated JARC as a stand-alone program and incorporated it into the broader Section 5307 Urbanized Area Formula Program, making job access and reverse commute projects eligible activities under that program and eliminating the coordinated planning requirement. Further details on these programs are provided in this chapter.

This Plan update document combines and amends numerous planning efforts that have focused on the transportation needs of low-income, elderly, and disabled residents in the Bay Area, and combines into

¹ Federal Register: March 15, 2006 (Volume 71, Number 50, page 13458)



a single document what were previously separate Low-Income and Elderly and Disabled Components in the 2007 Plan. The documentation of transportation needs and solutions for low-income residents of the region is a synthesis of findings from locally developed Community Based Transportation Plans, which have been in development throughout the region since 2004 with funding provided by MTC. Documentation of the transportation needs and solutions for older adults and persons with disabilities is based on extensive, locally targeted outreach conducted in the development of the 2007 Coordinated Plan, a synthesis of locally developed plans and needs assessments specific to these populations completed since then, and outreach to regional stakeholder and advisory groups during the 2012–13 Plan update process.

MTC is required to update the Coordinated Plan in concert with the schedule of adopting the region’s long-range regional transportation plan (RTP). Since the previous Coordinated Plan was adopted in 2007 during the development of the 2009 Regional Transportation Plan, *Transportation 2035*, in early 2012 MTC initiated an update of the Coordinated Plan in concert with development of the next RTP, known as *Plan Bay Area*, which is slated for adoption in 2013.

Project Goals

Under SAFETEA, MTC served as the designated recipient for the urbanized portions of JARC and New Freedom funds for the region.² MTC is required to distribute these funds to local entities through a competitive process, and, starting in Fiscal Year 2007, to certify that projects funded are derived from the region’s coordinated plan. The overarching goal of this planning effort, then, is to respond to SAFETEA-LU requirements for receiving these federal funds.

The plan also 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, the stakeholders are called upon to identify service gaps and/or barriers, strategize on solutions most appropriate to meet these needs based on local circumstances, and prioritize these needs for inclusion in the plan.

Indeed, stakeholder outreach and participation was a key element to the development of the 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 for human services, and other government agencies that administer programs for targeted population, advocacy organizations, community-based

² Under SAFETEA-LU the California Department of Transportation serves as the designated recipient for JARC and New Freedom funds in the small urbanized and rural areas, and all Section 5310 funds statewide.



organizations, elected officials, and tribal representatives.³ This plan is intended both to capture those local stakeholder discussions, and to establish the framework for potential future planning and coordination activities.

Given the timing of the Plan update process relative to reauthorization legislation, this document will inform priorities and certify projects receiving funds authorized under both SAFETEA-LU and MAP-21. For greater clarity, available funds and planning requirements specific to each authorization are described separately below.

SAFETEA-LU Planning Requirements

This section describes the funding programs and planning requirements under SAFETEA-LU and its continuing resolutions, effective through Fiscal Year 2012. The Federal Transit Administration (FTA) issued three program circulars (FTA C9770.1F, FTA C9050.1, FTA C9045.1) effective May 1, 2007, to provide guidance on the administration of the three programs subject to this planning requirement. They stipulate that projects selected for funding under the Section 5310, JARC, and New Freedom programs be “derived from a locally developed, coordinated public transit-human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by members of the public.”

This federal guidance specifies four required elements of the plan, as follows:

1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities.

The three sources of funds subject to this plan under SAFETEA-LU and its continuing resolutions are intended to improve the mobility status of persons with disabilities, older adults, and low-income individuals, as described below.

³ Federal Register: March 15, 2006 (Volume 71, Number 50, pages 13459-60)



Job Access and Reverse Commute Activities (Section 5316)

The purpose of the JARC program is to fund local programs that offer job access services for low-income individuals. JARC funds are distributed to states on a formula basis, depending on that state's rate of low-income population. This approach differs from previous funding cycles, when grants were awarded purely through Congressional appropriations, or earmarks. JARC funds will pay for up to 50% of operating costs and 80% for capital costs. The remaining funds are required to be provided through local match sources.

Examples of eligible JARC projects include, but are not limited to:

- Late-night and weekend service
- Guaranteed Ride Home Programs
- Vanpools or shuttle services to improve access to employment or training sites
- Car-share or other projects to improve access to autos
- Access to child care and training
- Mobility Management Activities

New Freedom Program (Section 5317)

The New Freedom formula grant program aims to provide additional tools to overcome existing barriers facing Americans with disabilities seeking integration into the work force and full participation in society. The New Freedom Program seeks to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities beyond the requirements of the ADA.

New Freedom funds are available for capital and operating expenses that support new public transportation services beyond those required by the ADA and new public transportation alternatives beyond those required by the ADA designed to assist individuals with disabilities with accessing transportation services, including transportation to and from jobs and employment support services. The same match requirements as for JARC apply for the New Freedom Program.

Examples of eligible New Freedom Program projects include, but are not limited to:

- Expansion of paratransit service hours or service area beyond minimal requirements
- Purchase of accessible taxi or other vehicles
- Promotion of accessible ride sharing or vanpool programs
- Administration of volunteer programs
- Building curb-cuts, providing accessible bus stops
- Travel Training programs
- Mobility Management Activities



Elderly and Disabled Program (Section 5310)

Funds for this program are allocated by a population-based formula to each state and are available for capital expenses to support the provision of transportation services to meet the special needs of elderly persons and persons with disabilities. In California, a 11.47% local match is required for the federal funds. Examples of capital expenses include, but are not limited to:

- Buses and vans
- Radios and communication equipment
- Vehicle shelters
- Wheelchair lifts
- Computer hardware and software
- Transit related Intelligent Transportation Systems (ITS) or other technology
- Mobility Management Activities

MAP-21 Planning Requirements: Mobility of Seniors and Individuals with Disabilities Program (Section 5310)

This section describes the revised Mobility of Seniors and Individuals with Disabilities Program (Section 5310), the only funding program with coordinated planning requirements under MAP-21, beginning with Fiscal Year 2013 and currently authorized through FY 2014.

At the time this Plan update was conducted, FTA had yet to update its guidance concerning administration of the new consolidated Section 5310 Program, but the legislation itself provides three requirements for recipients. These requirements would apply to MTC in distributing any Section 5310 funds for which it might serve as designated as recipient under MAP-21:⁴

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”; and
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.

Under MAP-21, only Section 5310 funds are subject to the coordinated-planning requirement. Sixty percent of funds for this program are allocated by a population-based formula to large urbanized areas

⁴ See 49 U.S.C. Section 5310 (e)(2) / MAP-21 Section 20009.



with a population of 200,000 or more,⁵ with the remaining 20 percent each going to States and apportioned by each State’s share of seniors and individuals with disabilities in small-urbanized⁶ and rural areas.

Recipients are authorized to make grants to subrecipients including a State or local governmental authority, a private nonprofit organization, or an operator of public transportation for:

- Public transportation projects planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable;
- Public transportation projects that exceed the requirements of the Americans with Disabilities Act;
- Public transportation projects that improve access to fixed route services and decrease reliance by individuals with disabilities on complementary paratransit; and
- Alternatives to public transportation that assist seniors and individuals with disabilities with transportation.

Section 5310 funds will pay for up to 50 percent of operating costs and 80 percent for capital costs. The remaining funds are required to be provided through local match sources. A minimum of 55 percent of funds apportioned to recipients are required to be used for capital projects. Pending updated guidance from FTA on specific activities eligible for Section 5310 funding under MAP-21, potential applicants may consider the eligible activities described in the existing guidance for Section 5310 and New Freedom programs authorized under SAFETEA-LU described in the previous section as generally applicable to the new 5310 program under MAP-21.

Local Match Requirements

Each federal program requires a share of total program costs be derived from local sources, which cannot include federal Department of Transportation funds. Some examples of local match that can be used for any or all of the local share include: state or local appropriations; other non-DOT federal funds; dedicated tax revenues; private donations; revenue from human service contracts; toll revenue credits; private donations; and revenue from advertising and concessions. In-kind contributions, such as donations, staff time or volunteer services, can also be counted toward the local match as long as the value of each is documented and supported, represents a cost which would otherwise be eligible under the program, and is included in the net project costs in the project budget.

⁵ In the Bay Area there are five large urbanized areas: Antioch, Concord, San Francisco–Oakland (including San Francisco and the parts of Alameda, Contra Costa, Marin, and San Mateo Counties adjacent to the San Francisco Bay), San Jose, and Santa Rosa.

⁶ The Bay Area has seven small urbanized areas: Fairfield, Gilroy, Livermore, Napa, Petaluma, Vacaville, and Vallejo.



Federal and State Roles to Promote Human Service Transportation Coordination

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. The requirements of SAFETEA-LU and its successor, MAP-21, built upon previous federal initiatives intended to enhance social service transportation coordination. Among these are:

- *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 can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on the United We Ride website.⁷
- Medicaid Transportation Initiatives:
 - Transit Passes: Federal regulations require that Medicaid eligible persons who need transportation for non-emergent 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 will increase the number of persons eligible for Medicaid.
- *Previous research*: Numerous studies and reports have documented the benefits of enhanced coordination efforts among federal programs that fund or sponsor transportation for their clients.⁸

At the state level, the Caltrans Division of Mass Transportation has served as the lead on Interagency Coordination efforts through the state Mobility Action Plan effort, which was launched in 2006 based on the federal United We Ride Framework for Action Self-Assessment Tool for States.

⁷ See http://www.unitedweride.gov/1_81_ENG_HTML.htm.

⁸ Examples include TCRP Report 91, Economic Benefits of Coordinating Human Service Transportation and Transit Services (2003) and United States General Accounting Office (GAO) reports to Congress entitled *Transportation Disadvantaged Populations, Some Coordination Efforts Among Programs Providing Transportation, but Obstacles Persist*, (June 2003) and *Transportation Disadvantaged Seniors—Efforts to Enhance Senior Mobility Could Benefit From Additional Guidance and Information*, (August 2004).



The original goals identified for the MAP were to:

1. Make human services transportation coordination a priority through the establishment of an interagency body that will set clear direction for improving human services transportation within the state.
2. Address restrictive and duplicative laws, regulations, and programs related to human services transportation funding programs.
3. Ensure continuity in improving human services transportation coordination.
4. Establish an entity charged with a clearly articulated mission that is sufficiently long-range, comprehensive, and improves human services transportation throughout the state.⁹

Efforts to date have focused on Goals #2 and #4. To address Goal #2, Caltrans sponsored a legal and regulatory analysis to identify key barriers to coordination and make recommendations to address them,¹⁰ but this analysis has not yet resulted in new state legislation to address the issues identified. To address Goal #4, the Draft Strategic Implementation Plan¹¹ recommended a continuing interagency work effort to establish a state-level inter-governmental coordination oversight council through state-level strategic planning and policy development; however, the creation of such an entity would require ongoing involvement by relevant state-level departments and agencies (such as by Executive Order) and/or new legislation.

The following chapter describes the methodology that was followed to complete the original 2007 Plan and the 2012–13 Update.

⁹ State of California Mobility Action Plan for Improving Human Services Transportation Through Effective Statewide Coordination (2006): <http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/Interagency/2006map.pdf> (Last accessed September 17, 2012).

¹⁰ Mobility Action Plan (MAP) Phase I Implementation Study *Assessing Human Service Transportation Coordination in California: An Analysis of Legal and Regulatory Obstacles* (2010): <http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/ncslleganalysis.pdf> (Last accessed September 17, 2012).

¹¹ Mobility Action Plan (MAP) Draft Strategic Implementation Plan (2010): <http://www.dot.ca.gov/hq/MassTrans/Docs-Pdfs/CoordinatedPIng/strategicimplementplan063010.pdf> (Last accessed September 17, 2012).



Chapter 2. Project Methodology

As mentioned in Chapter 1, the four required elements of a coordinated plan, as outlined by FTA in the May 15, 2007 guidance for the JARC, New Freedom and Section 5310 programs 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, time, etc. This chapter describes the steps that were undertaken to develop these elements of the Bay Area’s coordinated plan, as well as steps taken to update the Plan in 2012–13.

Literature Search/Best Practices

A review was conducted of recent local studies that have examined transportation needs in the Bay Area, particularly those of low-income populations, seniors and persons with disabilities. The purpose of this step was to consider the findings emerging from these plans based on their targeted outreach efforts as a starting point for considering unmet transit needs. The results of the literature review are incorporated in Appendix B.

Plan Update

As part of the Plan Update process, local and regional plans completed since 2007 were reviewed and synthesized and new research was undertaken on Innovative Strategies and Best Practices that have emerged since MTC adopted the 2007 Plan. A summary of this research, which focuses on defining mobility management, its functions, and activities, with examples of coordination benefits and effective practices, is presented in Appendix C.

Demographic Profile

A fully updated demographic profile of the service 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, and specifically the three population groups the plan focuses on: persons with low incomes, persons with disabilities, and older adults.

Document Existing Transportation Services

This step involves documenting the range of public transportation services that already exist in the study area. These services include public fixed-route and paratransit services, and transportation services provided or sponsored by social service agencies. Information about public transit and paratransit was



gleaned from existing resources as specified in the report, and information about services provided by other social service agencies was collected through an inventory completed for this project.

Plan Update

The Plan Update added a summary of JARC, New Freedom, and Section 5310 projects funded in the region under the 2007 Coordinated Plan. In addition, the transportation services database was updated to confirm which providers are continuing to offer service in different parts of the region, and, through broader outreach, to identify any new providers. Appendix D provides the complete and updated inventory results.

Stakeholder Involvement

In terms of identifying needs for low-income populations, the original Coordinated Plan synthesized the results of outreach efforts conducted as part of MTC's Community Based Transportation Planning Program. MTC's guidelines for this program, which focuses on identifying transportation gaps and solutions for the region's low-income communities, requires both a collaborative planning approach and a public outreach component.

To develop the Elderly and Disabled component of the original Coordinated Plan, stakeholder involvement and public participation was implemented in a three-pronged approach, as described below.

Public Outreach

A series of public outreach meetings was convened in each of the nine Bay Area counties in order to directly reach members of the public, including users or potential users of public transit programs. The purpose of the meetings was to directly solicit the views and experiences of older adults and persons with disabilities regarding transportation barriers they face, and generate discussion regarding potential solutions and the criteria to be used for prioritizing these solutions. Specific efforts were made to engage non-traditional stakeholder groups, such as non-English speaking populations, Native Americans, etc. Attendees also included public and private transportation providers.

The outreach team conducting the meetings consisted of representatives from both the senior and disability communities, as well as staff from Nelson\Nygaard Consulting Associates, the consultant firm hired to complete the plan. The non-profit group TEAMS—or Transformation through Education and Mutual Support—assisted with senior outreach efforts. TEAMS, which is based in Alameda County, has extensive experience with grassroots organizing of seniors focused on mobility issues. The Berkeley/Oakland Center for Independent Living (CIL) assisted with outreach to the disability community. The CIL, the first of its kind in the U.S., has deep roots in the disability community, and has worked extensively in the area of accessible transportation for more than three decades. This approach



allowed for a proactive approach in setting up outreach meetings, structuring the agenda, and summarizing key findings.

Stakeholder Interviews

A second strategy employed was to discuss human service transportation coordination in depth with a broad range of stakeholders with a vested interest in coordination, including representatives from human service agencies, transportation providers, advocacy organizations, and others. The goals of the stakeholder interviews were established as follows:

- Confirm barriers that may prevent effective coordination.
- Focus on potential solutions and strategies that could enhance coordination.
- Summarize the findings to identify key issues of concern, or strategies most feasible to pursue.

Focus Group

Finally, the public outreach process included convening a focus group in Contra Costa County.

The goals for this meeting were to:

- Select one county (Contra Costa) to examine transportation coordination issues in depth.
- Provide a range of stakeholders involved in human service transportation in Contra Costa County an opportunity to express their views and opinions.
- Identify successful coordination strategies and barriers that prevent effective coordination.

Contra Costa County was selected for the focus group because a few studies have recently been completed that have focused on improving transportation delivery in the county, and engaged both public transit and human services agencies in the process. Following these studies, coordination activities between transit agencies and human service and non-profit agencies have been initiated.

In addition, MTC convened a Technical Advisory Committee (TAC), comprised of key stakeholders, to provide direct oversight for this project. The TAC met periodically throughout the project, and had an opportunity to review and provide input on key deliverables.

Plan Update

As part of the Plan Update process, MTC staff met with a number of key stakeholder groups who represent or provide transportation services to people with low incomes, people with disabilities, and older adults. These groups were asked to review the needs identified and comment on the priority solutions to address them. To provide project oversight of the Plan update, a Technical Advisory Committee was formed, which included representatives from a public transit agency, a non-profit human services transportation provider, a county human services agency, MTC's Policy Advisory Council Equity and Access Subcommittee, the Department of Veterans Affairs, and a private taxi provider. Outreach efforts for the Plan Update process are described further in Chapter 4.



A list of all stakeholder comments received during the original Plan development as well as the Plan update outreach process is provided in Appendix E.

Needs Assessment

An important step in completing the plan was to identify transportation service needs or gaps. The needs assessment provides the basis for recognizing where—and how—service for low-income populations, seniors, and persons with disabilities needs to be improved.

The primary focus of the outreach meetings, as described above, was to collect and synthesize information about transportation gaps and barriers faced by seniors and persons with disabilities. This information was integrated with the findings from the low-income component of the coordinated plan. The results of the needs assessment are summarized in Chapter 6, and comprehensive lists of transportation gaps identified in each county are included in Appendix F.

Plan Update

To update the priority needs, MTC reviewed relevant findings from Community Based Transportation Plans completed since 2006, and reviewed findings from the 2007 Coordinated Plan with relevant stakeholder groups representing people with low-incomes, people with disabilities, and older adults and providers of public and human-service transportation to re-confirm gaps, and solicited input from these groups on any new gaps not previously accounted for. In addition, for the first time the Plan update included documentation of the needs of the Bay Area’s veterans, a growing population with underserved transportation needs. A summary and discussion of the transportation needs of veterans is provided in Appendix G. Members of the public had the opportunity to review and comment on the identification of gaps via a 30-day public comment period.

Identification of Solutions

Coupled with the need to identify transportation gaps is the need to identify corresponding potential solutions to address them. The solutions include a range of possibilities—one solution may address several transportation gaps. Likewise, some gaps are addressed by multiple solutions. These solutions differ from specific projects in that they may not yet be fully defined, e.g. a project sponsor is not identified, or project costs are not estimated.

Plan Update

MTC reviewed an updated and reorganized list of priority solutions with key stakeholder groups to re-confirm the priorities to address transportation needs across populations. Preliminary criteria were applied to identify regional priorities, with the understanding that locally identified priorities could differ substantially depending on local context.



Coordination Strategies

In addition to considering which projects or solutions could directly address these gaps, it is important to consider how best to coordinate services so that existing resources can be used as efficiently as possible. These strategies outline a more comprehensive approach to service delivery with implications beyond the immediate funding of local projects. Examination of these coordination strategies is intended to result in consideration of policy revisions, infrastructure improvements, and coordinated advocacy and planning efforts which, in the long run, can have more profound results to address service deficiencies.

A range of potential coordination strategies was identified primarily through direct consultation with a number of key stakeholders already involved in the planning and implementation of human service transportation. These stakeholders were asked to identify successful coordination efforts, as well as barriers, or additional steps that are needed to promote coordination. These strategies were then reviewed and discussed in detail at the focus group convened in Contra Costa County.

Plan Update

To update the regional coordination strategies, MTC reviewed progress made toward implementing the strategies identified in the 2007 Plan and compared these strategies and the progress toward implementing them against regional and state best practices in coordination. Strategies that were mostly implemented were revised to focus on remaining implementation steps. Other strategies were updated to reflect input from key stakeholders from outreach efforts, especially regarding the effectiveness of specific program types and coordination approaches that had been implemented since adoption of the 2007 Plan.



Chapter 3. Demographic Profile

Introduction

The San Francisco Bay Area is a geographically diverse metropolitan region that surrounds the San Francisco Bay. It encompasses the primary cities of San Francisco, San Jose, and Oakland, and their many suburbs. It also includes the smaller urban and rural areas of the North Bay. Home now to over seven million people, it comprises cities, towns, military bases, airports, and associated regional, state, and national parks over nine counties connected by a network of roads, highways, railroads, bridges, and commuter rail. San Jose is the largest city in the Bay Area and the tenth largest city in America. A map of the region is illustrated in Figure 3-1 (see page 3-3).

This chapter provides updated demographic information pertaining to low income populations, older adults, and persons with disabilities in the Bay Area. Basic population characteristics of these three populations at region-wide and county levels are presented in the first subsection. More detailed data summaries are provided in Appendix A.

Key findings presented in this chapter include:

- 12.3% of population is aged 65 or older, up from 11.3% in 2005.
- 9.0% of the Bay Area population reports a disability.¹
- 11.1% of population is below the federal poverty level, up from 8.6% in 2005.
- 25.6% of population is defined as low-income (below 200% of federal poverty level), up from 20.6% in 2005.
- 26% of persons with disabilities are low-income (below 200% of federal poverty level).
- 35% of older adults report a disability.

A note on the data sources used in this chapter is warranted. The new 2010 Census is used here in combination with various data sets from the American Community Survey (ACS) one-year estimates and three-year estimates.² This approach reflects the fact that certain data elements of interest are only in one data set or another. Citations identify the particular data source for any given figure. Appendix A includes the detailed data tables by county supporting graphs and charts in this chapter. Because of the different timeframes and data universes covered, population totals vary slightly between data sets.

¹ The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of Census disability data from 2008 or later to earlier data sets are not recommended.

² The Census Bureau's American Community Survey three-year and five-year estimates have larger samples and smaller margins of error than the one-year estimates. However, they are less current because the larger samples include data collected in earlier years. The main advantage of the multiyear estimates is the increased statistical reliability for smaller geographic areas and small population groups.



However, care has been taken to compare apples to apples within any given discussion and note relevant distinctions between groups.

The final part of this chapter describes MTC’s methodology for defining Communities of Concern based on identifying communities with significant overlaps of socioeconomic-disadvantage factors in communities throughout the region, including concentrations of low-income populations, seniors 75 and older, and persons with disabilities.

Regional and County-Level Characteristics

This section presents summary characteristic information drawn from currently available demographic statistics. Table 3-1 provides an overview of county characteristics in relation to the three target groups. These groups of older persons, persons with disabilities, and persons of low income are subsequently discussed in terms distribution of these groups across the region and of changes between 2000 and 2010. Regional population projections for the overall population and for older persons are also presented, as well as a discussion of households without access to a vehicle.

Table 3-1. Bay Area Population Characteristics: A 2010 Snapshot

County	2010 Total Population ¹	% Persons Aged 65+ ¹	% Persons w/ Disability	% Population Below Poverty Level ³	% Low-Income Population ⁴
Alameda	1,510,271	11.1%	8.7%	13.5%	28.8%
Contra Costa	1,049,025	12.4	9.4	9.2	23.3
Marin	252,409	16.7	8.9	9.1	19.2
Napa	136,484	15.1	11.5	11.7	30.0
San Francisco	805,235	13.6	10.6	12.5	29.6
San Mateo	718,451	13.4	7.7	6.8	19.2
Santa Clara	1,781,642	11.1	7.9	10.5	24.3
Solano	413,344	11.3	9.9	12.4	26.2
Sonoma	483,878	13.9	10.8	13.1	29.6
Bay Area Total	7,150,739	12.3%	9.0%	11.1%	25.6%

Note 1: American Community Survey 2010, 1 Year Estimates (Demographic Profile, DP01).

Note 2: Percentage of Total Non-Institutionalized Population, ACS 2010 1 Year Estimates (C18131).

Note 3: Percentage of Total Non-Institutionalized Population, ACS 2010 1 Year Estimates (S1701). Poverty level defined at or below 100% of federal poverty level as determined by the Census Bureau.

Note 4: Percentage of Total Non-Institutionalized Population, ACS 2010 1 Year Estimates (S1810). Low-income level defined at or below 200% of federal poverty level as determined by the Census Bureau, consistent with past MTC definitions of “low-income” that account for the region’s high cost of living relative to national standards.



Figure 3-1. Map of Nine Bay Area Counties

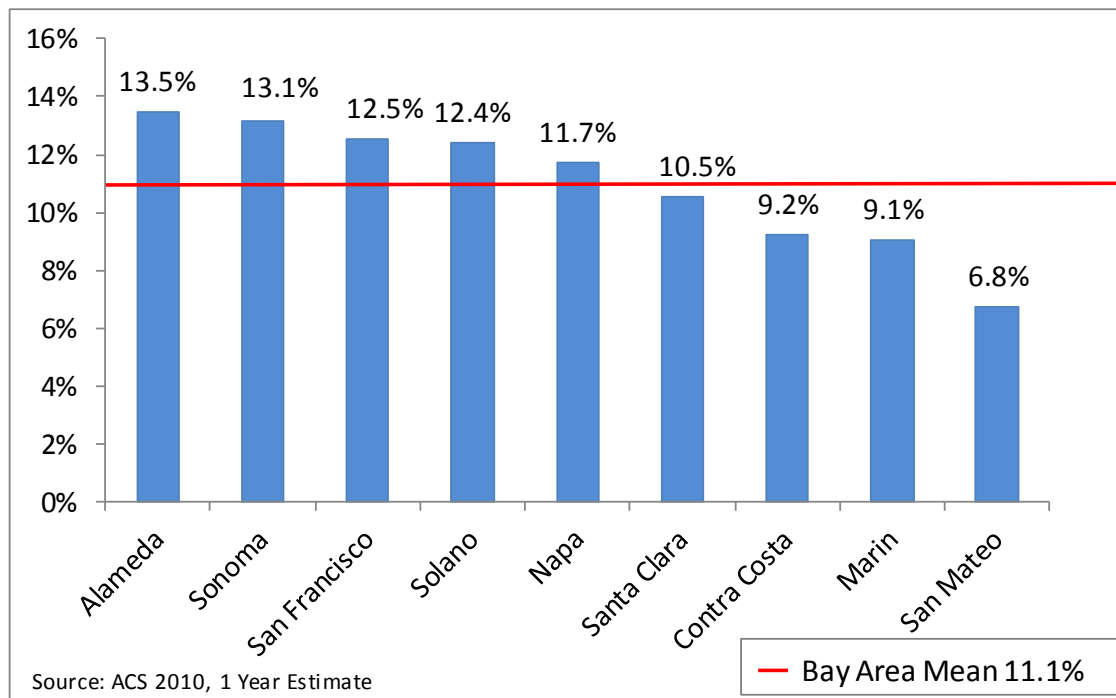




Low-Income Population

Figure 3-2 presents the Bay Area population proportions by poverty level. Just over 11% of the Bay Area population earns below 100% of the federal poverty level, up from 9% in 2005. For a single individual, this represents an income of no more than \$11,170 or no more than \$23,050 for a family of four.

Figure 3-2. Population in Poverty, 100% of Federal Poverty Level as Percentage of Total Population in Each County, 2010



In previous studies that focus on the Bay Area's low-income population, MTC has doubled the federally defined poverty level to 200% to account for the high cost of living in the Bay Area. This percentage is consistent with various social programs that use income to determine program eligibility, such as the Bay Area Food Banks and the Women Infant and Children (WIC) program that use 185% of the federal poverty level as the benchmark to make eligibility determinations. When looking at this threshold, 25.6% of Bay Area residents, or one in four persons, have incomes at or below 200% of the federal poverty level. Table 3-2 summarizes the proportions of persons in poverty, comparing these with low-income shares within each county.



Table 3-2. Share of Population Below Poverty and Low-Income Thresholds by County, 2010

In Poverty (Below 100% of Federal Poverty Level)			Low-Income (Below 200% of Federal Poverty Level)		
		Rank			Rank
Alameda	13.5%	1	Napa	30.0%	1
Sonoma	13.1%	2	Sonoma	29.6%	2
San Francisco	12.5%	3	San Francisco	29.6%	3
Solano	12.4%	4	Alameda	28.8%	4
Napa	11.7%	5	Solano	26.2%	5
Santa Clara	10.5%	6	Santa Clara	24.3%	6
Contra Costa	9.2%	7	Contra Costa	23.3%	7
Marin	9.1%	8	San Mateo	19.2%	8
San Mateo	6.8%	9	Marin	19.2%	9
Bay Area	11.1%		Bay Area	25.6%	

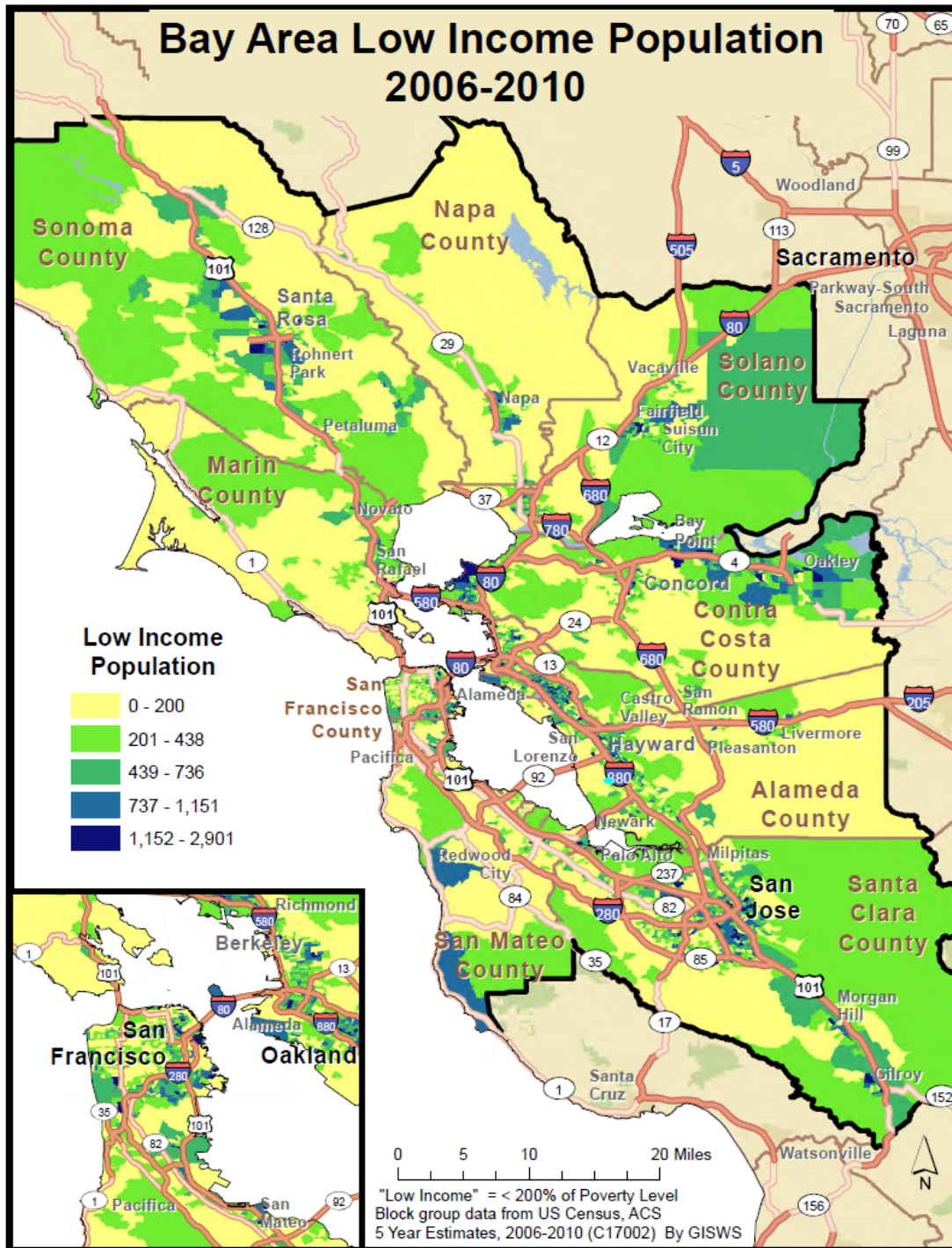
Note: Shares are of population for whom poverty status is determined by the Census Bureau.

Source: ACS 2010 1-Year Estimates (B17002) by GISWS.

While the counties' respective proportions of poverty population generally correspond to proportions of low-income individuals, there are exceptions. Napa County has a mid-level percentage of individuals in poverty, yet it has the highest proportion of low-income persons, while Alameda County has the highest percentage of persons in poverty, but not the highest rate of low-income persons.

Figure 3-3 maps the distribution of low-income persons below 200% of poverty by block group within the region. The areas with the highest numbers of low-income persons, the dark blue areas of 1,152 to 2,901 persons each, are clustered not only in parts of the region's more densely populated urban core, but also in suburban and rural parts of Gilroy, Santa Rosa, Fairfield, Concord, Bay Point, Antioch, and Oakley, among others. These suburban and rural areas especially are difficult to serve with transit that is accessible, frequent, and convenient for riders. Consequently, many low-income residents in the region's outlying areas face difficult choices of either long waits for transit and long travel times, owning and driving cars at great expense to their budgets, or finding other ways of getting around such as sharing rides with others whenever they can.

Figure 3-3. Low-Income Population by Block Group



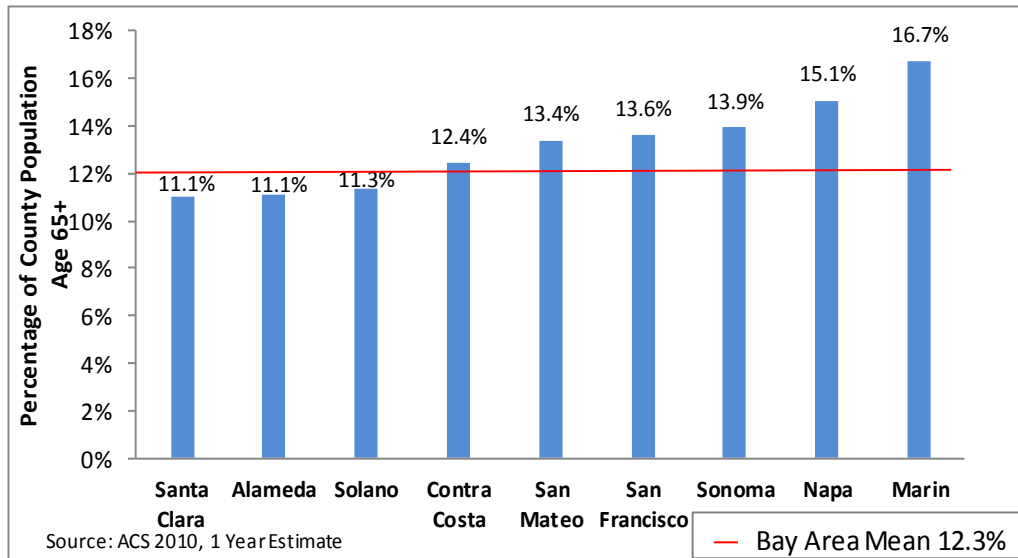


Older Adult Population

In the Bay Area as a whole by 2010 there were about 878,000 people aged 65 or older, according to the U.S. Census’s American Community Survey. For purposes of the Coordinated Plan, this group will be called “older adults.”

Older adults accounted for 12.3% of the Bay Area’s population in 2010. The percentage of older adults varies considerably from county to county as shown in Figure 3-4, from a low of 11.1% in Alameda and San Mateo counties to a high of 15.1% in Napa and 16.7% in Marin County.

Figure 3-4. Older Adults as a Percentage of Total Population by County, 2010



A county’s low percentage of older adults does not necessarily mean that there are few older adults there. In fact, the largest numbers of older adults are in counties with lower-than-average percentages, including Santa Clara and Alameda Counties, as shown in Figure 3-5.



Figure 3-5. Older Adult Population by County, 2010

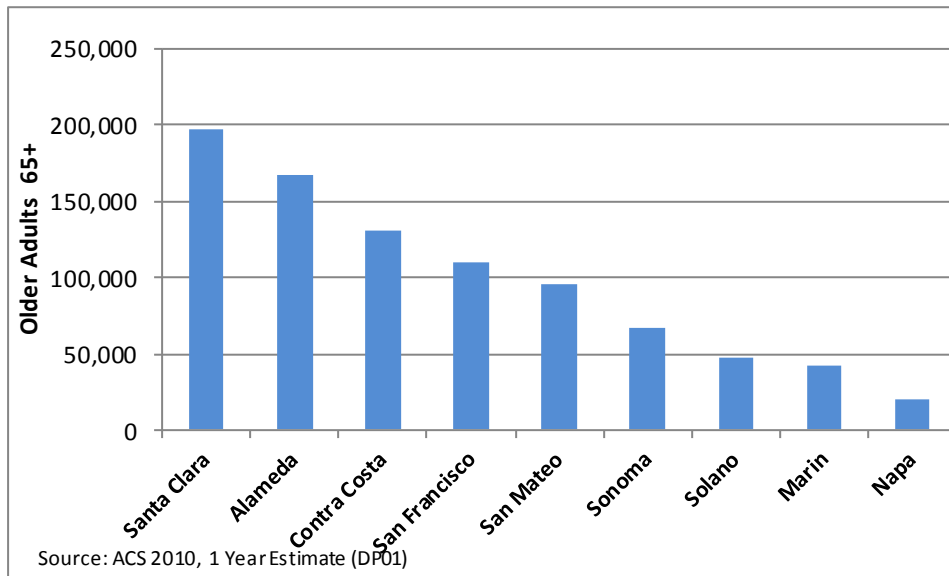


Figure 3-6 highlights variations between each county’s proportion of older adults within the county to their overall share of the region’s older-adult population. Napa County’s second-highest share of county residents age 65 and older (15%) represents the smallest of each of the nine counties’ shares of the total older-adult population (2%). Conversely, Santa Clara County’s relatively small proportion of older adults (11%) represents the largest of all nine counties’ shares of the regional 65-and-over population (23%).

Figure 3-6. Older Adults Proportions by County and County Shares of Regional Total, 2010

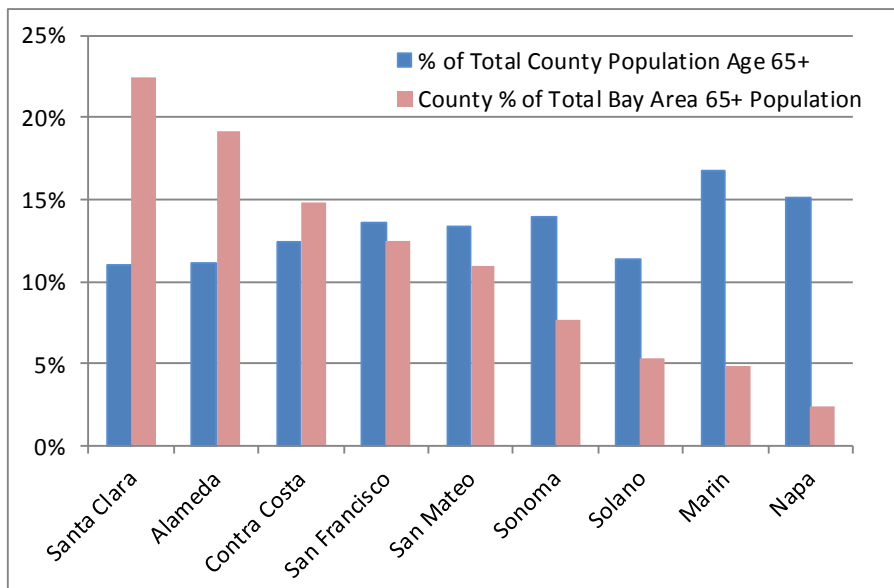


Figure 3-7. Older Adult Population by Block Group

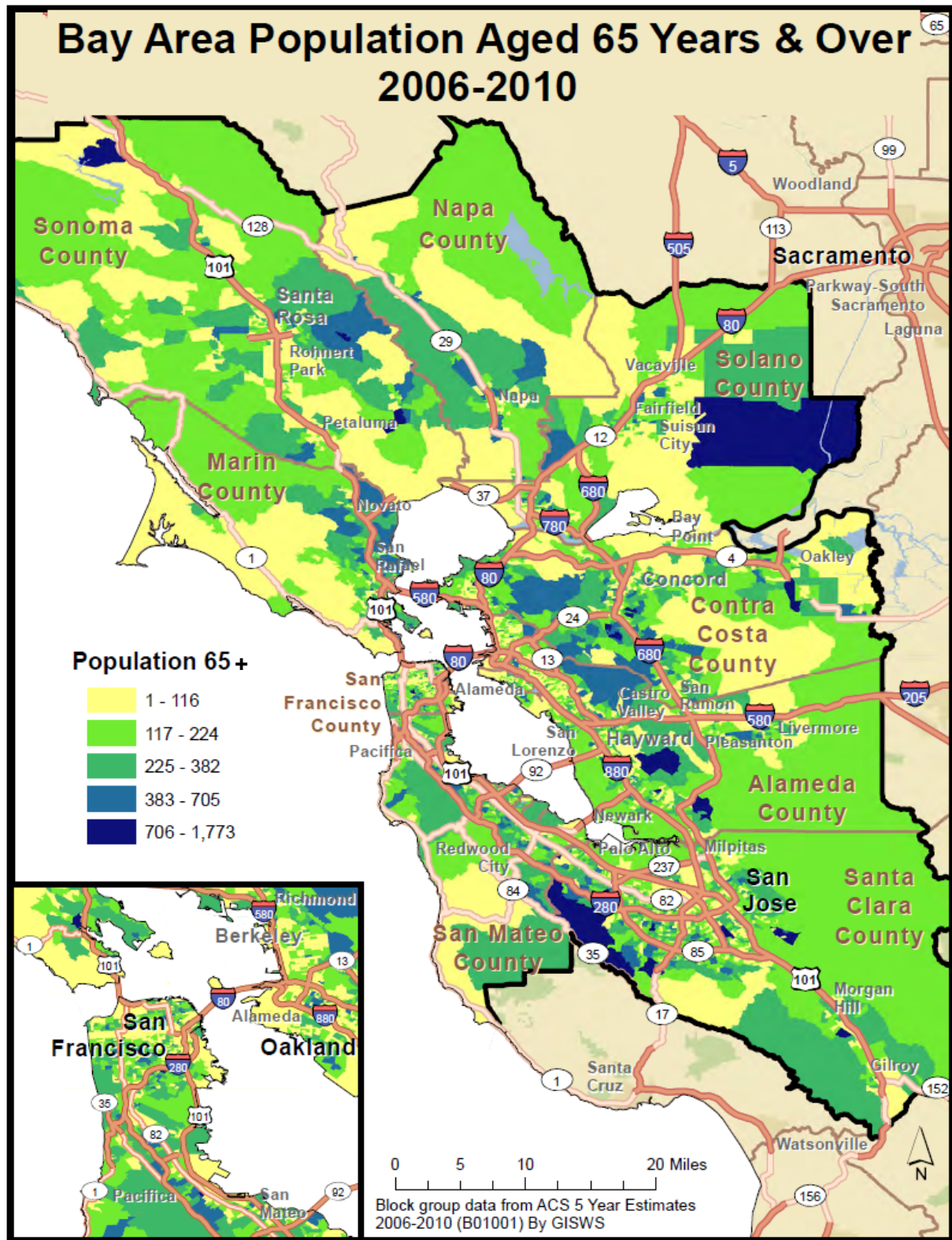


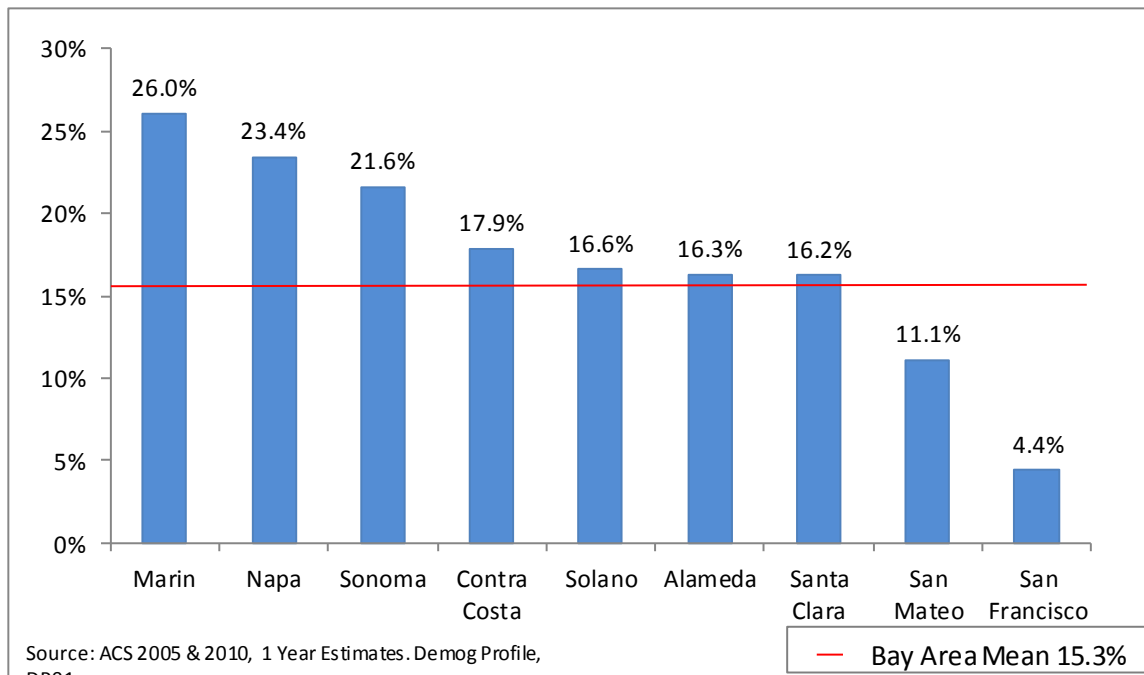


Figure 3-7 illustrates the distribution of the older adult population within the region at the block group level. Notably, large numbers of older adults, shown in areas of darker blue, are located in the region's more suburban and rural areas. When older adults do not or cannot drive any longer, maintaining mobility and independence is a major challenge in less-dense communities where public transit and other alternatives to driving are inconvenient or nonexistent. Especially for seniors in suburban or rural areas, having to endure long waits for transit vehicles to arrive can be a potential barrier to access.

Growth in the Older Adult Population

Figure 3-8 depicts county-level growth in older populations since 2000 relative the overall regional growth by 15.3%. Counties with relatively high shares of older adults among their populations, for example Marin, Napa and Sonoma, also show the greatest increases in older-adult residents since 2000. By contrast, San Francisco has the lowest rate of increase, even though it ranks fourth in both the total number and share of older residents. Lacking more detailed data on migration patterns of older adults, it is assumed that a sizeable share of the increase in senior population represents current residents aging in place.

Figure 3-8. Percent Change in Proportion of Older Adult Populations by County, 2000-2010



According to projections prepared by the Association of Bay Area Governments, by 2040 the region's older adult population will have more than doubled, increasing by 121% compared to 2010, to nearly 2 million residents, as shown in Table 3-3. Notably, Santa Clara County, which has the largest older-adult population today, will grow by more than one and a half times by 2040, a growth rate well above the



regional average. The North Bay counties of Marin, Sonoma, and Solano also face growth rates above the regional average.

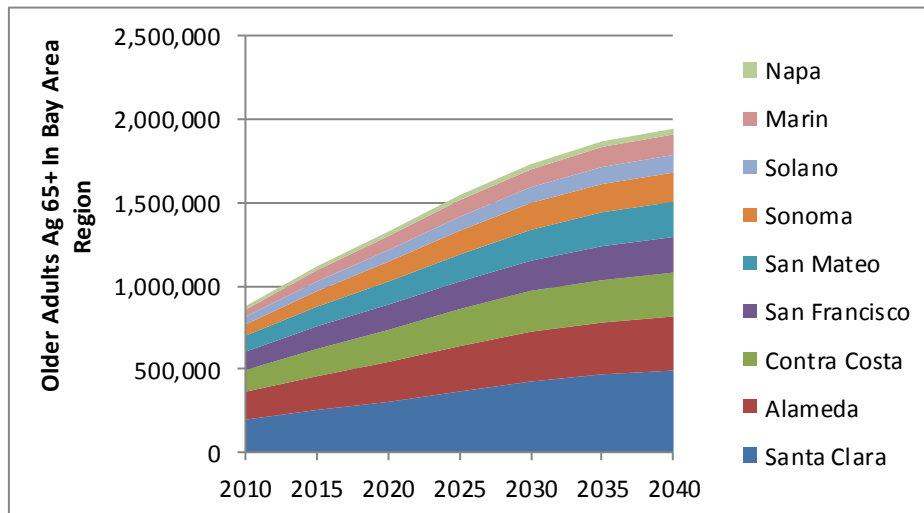
Table 3-3. Bay Area Older Adult Population, 2010 and 2040 Forecast

	2010	2040	% change
Santa Clara	196,944	491,792	149.7%
Alameda	167,746	324,707	93.6%
Contra Costa	130,438	263,654	102.1%
San Francisco	109,842	213,441	94.3%
San Mateo	96,262	211,393	119.6%
Sonoma	67,364	175,518	160.6%
Solano	46,847	105,912	126.1%
Marin	42,192	123,094	191.7%
Napa	20,594	34,549	67.8%
Bay Area Total	878,229	1,944,060	121.4%

Source: 2010 Census SF1 Table P12; ABAG Forecasts

Figure 3-9 illustrates the region’s cumulative growth in older adults by county over time, showing the steepest rates of increase between 2010 and 2025 as more and more Baby Boomers born before 1960 cross the age-65 threshold, and leveling off somewhat after 2035.

Figure 3-9. Older Adult Population by County, 2010 to 2040





Other Characteristics of Older Adults

About 34% of older adults have some type of disability according to the 2010 American Community Survey, as shown in Table 3-4. Older adults reporting disabilities are most likely to live in Napa, San Francisco, and Solano counties, and least likely to live in Marin County.

Table 3-4. Disability Status of Older Adults by County, 2010

County	2010 Total Older Adults	Older Adults with a Disability	% of Older Adults with a Disability
Alameda	165,635	57,417	34.7%
Contra Costa	128,580	43,604	33.9%
Marin	42,612	10,381	24.4%
Napa	20,433	7,870	38.5%
San Francisco	108,725	43,286	39.8%
San Mateo	94,693	28,664	30.3%
Santa Clara	195,235	69,067	35.4%
Solano	46,399	17,388	37.5%
Sonoma	67,165	22,553	33.6%
Bay Area Total	869,477	300,230	34.5%

Source: ACS 2010 PUMS

In terms of low-income status, about one-quarter of the region’s older adults live in households with incomes less than 200% of the federal poverty level, as shown in Table 3-5. In most counties, the share of older adults who are low-income is slightly lower than that for the county’s general population. A key exception is San Francisco, where almost 39% of older adults live in low-income households compared to roughly 30% of all San Francisco residents. San Mateo and Santa Clara Counties also had slightly higher shares older adults who are low-income compared to the general population.



Table 3-5. Low-Income Status of Older Adults and Total Population by County, 2010

County	Percent in Low-Income Households (<200% of Federal Poverty Level)	
	Older Adults	Total Population
Alameda	28.6%	28.8%
Contra Costa	18.5%	23.3%
Marin	17.3%	19.2%
Napa	24.9%	30.0%
San Francisco	38.8%	29.6%
San Mateo	21.0%	19.2%
Santa Clara	24.8%	24.3%
Solano	21.2%	26.2%
Sonoma	21.1%	29.6%
Bay Area	25.1%	25.6%

Source: ACS 2010 PUMS

Persons with Disabilities

There were about 639,000 persons with disabilities living in the Bay Area in 2010 according to the American Community Survey. This amounts to about 9% of the non-institutionalized population per Census Bureau definitions of disability. Figure 3-10 following shows the county-level proportions in relation to this regional average.

As has been noted, in 2008 the American Community Survey's definition of disability changed.³ A person is counted as having a disability if they respond affirmatively to any one, or more, of the following six areas of difficulty.

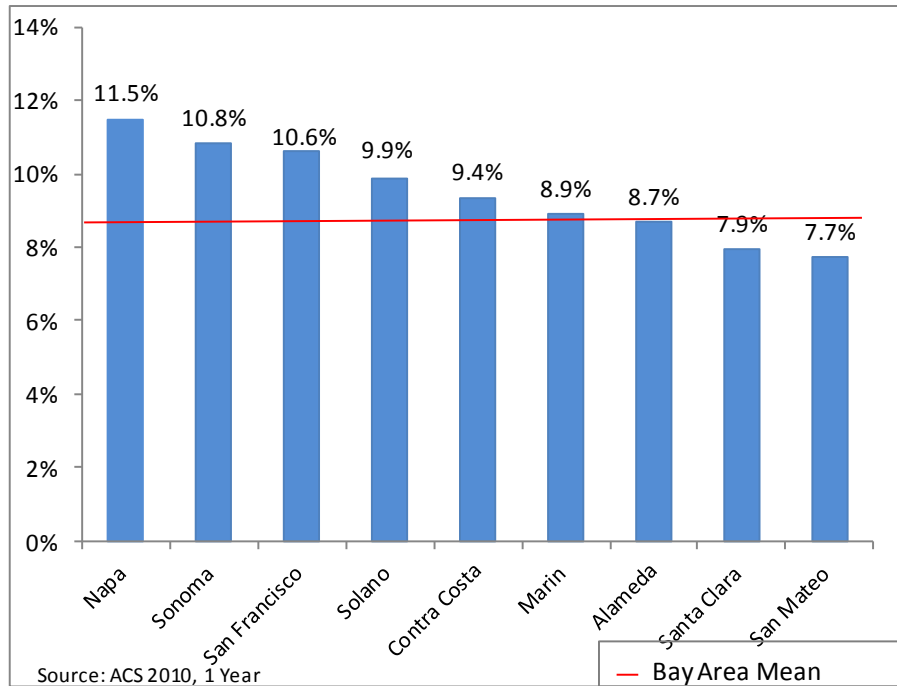
- With a hearing difficulty
- With a vision difficulty
- With a cognitive difficulty
- With an ambulatory difficulty
- With a self-care difficulty
- With an independent living difficulty

³ For additional information as to the Census processes related to defining and testing the new definition of disability, see: http://www.census.gov/acs/www/Downloads/methodology/content_test/P4_Disability.pdf



Given the breadth of this definition, individuals counted by the Census as disabled are not necessarily eligible for ADA paratransit or unable to use fixed route public transit. They may however be eligible for discounted transit fares.

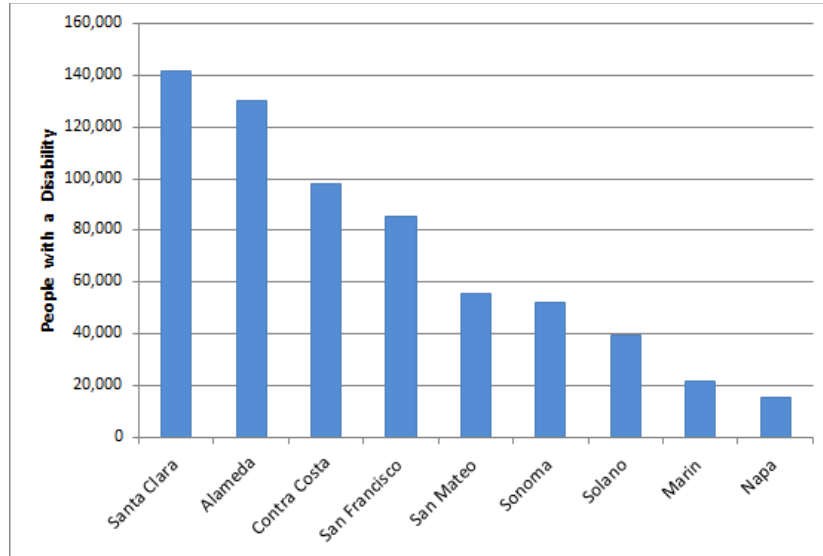
Figure 3-10. Percent of Non-Institutionalized Persons Age 5+ with a Disability by County, 2010



Some counties with lower-than-average percentages have very large total numbers of people with disabilities, as shown in Figure 3-11. Notably, Santa Clara has the highest number of people with disabilities despite having the second lowest percentage. Napa County has the highest percentage of persons with disabilities and the lowest actual number of individuals.



Figure 3-11. Population with a Disability by County, 2010



Source: ACS 2010 1-Year Estimates

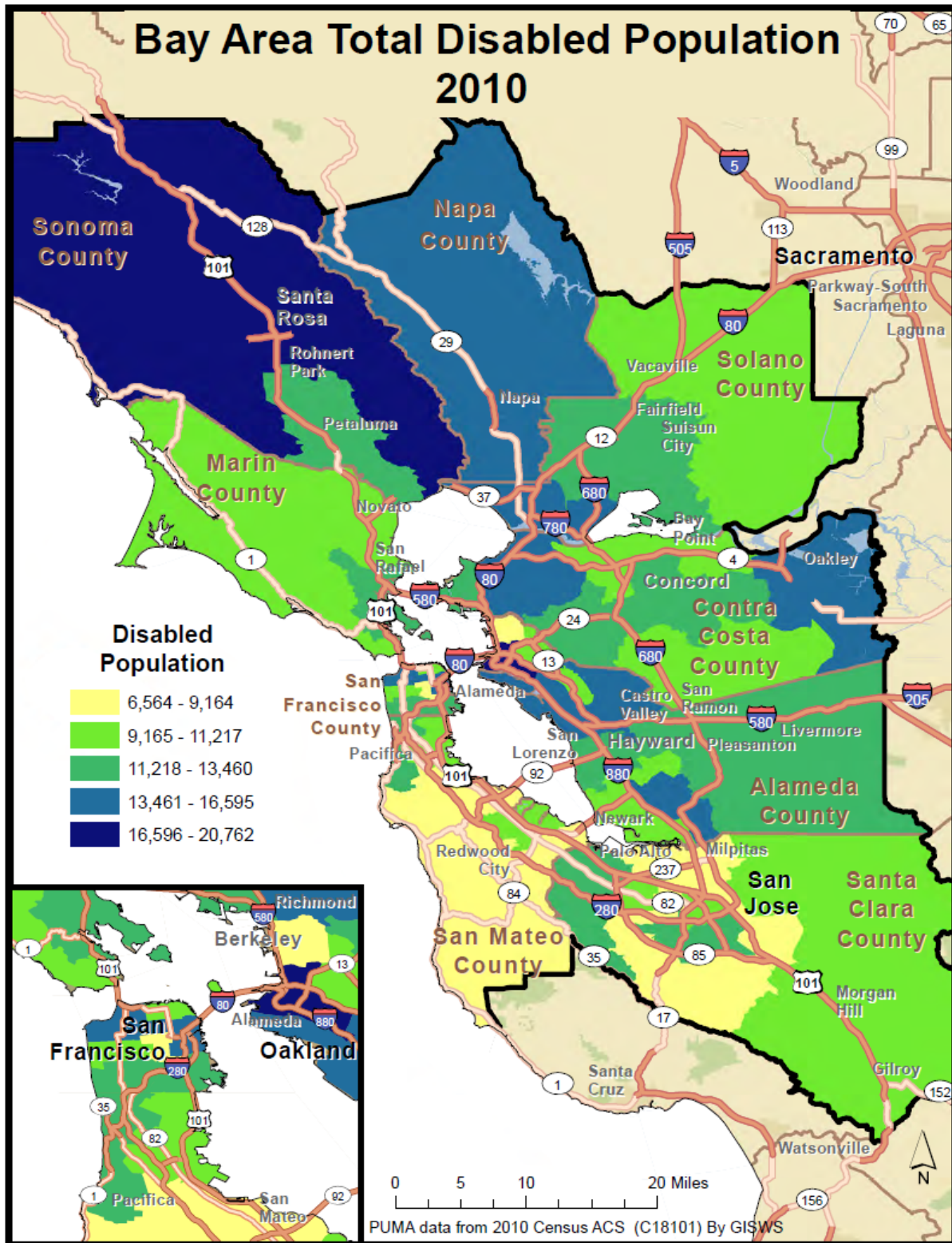
Of persons with a disability, 38.7% live in households with incomes below 200% of the federal poverty level, a rate about one and a half times that of the general population (25.6%). This general trend is evident in every county, with the biggest disparities noted in San Francisco and Marin Counties.

Table 3-6. Low-Income Status of Persons with Disabilities and Total Population by County, 2010

County	Percent in Low-Income Households (<200% of Federal Poverty Level)	
	Persons with a Disability	Total Population
Alameda	42.5%	28.9%
Contra Costa	32.9%	23.3%
Marin	33.8%	19.2%
Napa	35.4%	30.0%
San Francisco	51.0%	29.6%
San Mateo	31.8%	19.2%
Santa Clara	35.9%	24.3%
Solano	36.7%	26.2%
Sonoma	39.5%	29.6%
Bay Area	38.7%	25.6%

Source: ACS 2010 PUMS

Figure 3-12. Persons with Disabilities by Public Use Microdata Area





Mapped in Figure 3-12, the relative distribution of persons with disabilities by Public Use Microdata Area (a unit of Census Bureau geography equivalent to approximately 100,000 persons each) are depicted across the nine-county region. The highest concentrations of people with disabilities are in rural areas of the North Bay and in the urban core areas of San Francisco, Oakland, and South Berkeley. Other areas with relatively high numbers of people with disabilities include Napa County, Vallejo, and parts of the East Bay.

Access to a Vehicle

Owning or having access to a vehicle directly relates to an individual's mobility choices. Zero vehicle ownership information follows in Table 3-7 and mapped by block group in Figure 3-13, averaging a 10% of all regional households.

For low-income householders, across the region 18% have zero vehicles available to their household. San Francisco, not surprisingly has a rate much higher than this, at almost 46% of low-income householders. Marin has the lowest rate of zero vehicle low-income householders at 7.2%, with Sonoma and Napa the next two closest at 7.8% and 8.3%, respectively.

The share of older householders with no motor vehicle in the region was 18% in 2010. San Francisco followed by Alameda has the highest percentages of older householders (and others) without access to a vehicle. Marin, Napa, Solano, and Sonoma have the lowest. Note that "access to a vehicle" does not indicate whether or not the individual is able to drive or has a license.

For persons with disabilities, this group among the three consistently shows highest rates of zero vehicle ownership. The regional average of almost 18% is well above the 10% for the general population. Again, San Francisco and Alameda Counties have the highest rate, 43% and 19% respectively, while Solano has the lowest rate of zero-vehicle householders with a disability at 9%.



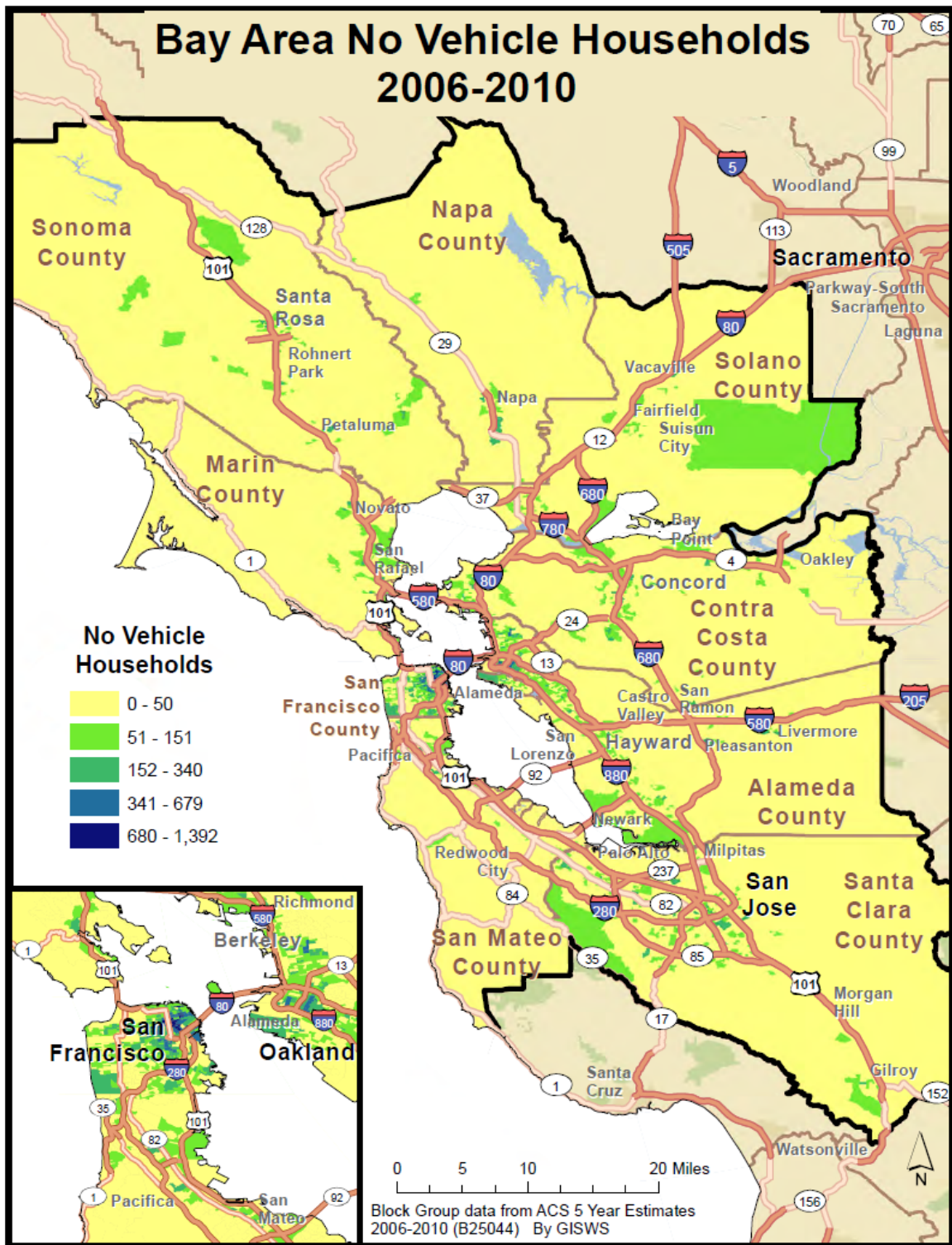
Table 3-7. Share of Households with Zero Vehicles by Household Type, 2010

County	All Households % ^{\1}	Low Income:	Older Adults:	Disability:
		Householder for Whom Low Income is Determined with Zero Household	Householder Over Age 65 With Zero Household Vehicles % ^{\1}	Household er with Disability Status with Zero Household Vehicles % ^{\2}
Alameda	10.9%	17.9%	18.8%	19.2%
Contra Costa	5.9%	9.8%	14.3%	12.4%
Marin	4.1%	7.2%	8.6%	11.7%
Napa	6.5%	8.3%	13.4%	11.1%
San Francisco	30.6%	45.9%	42.1%	43.3%
San Mateo	6.3%	10.8%	13.6%	13.6%
Sonoma	6.1%	7.8%	14.7%	11.6%
Santa Clara	5.2%	8.8%	13.8%	13.0%
Solano	5.5%	9.7%	9.5%	9.3%
Bay Area Total	10.0%	16.1%	18.0%	17.8%

Sources: ^{\1} ACS 2010 1 Year PUMA Estimates (B25045)

^{\2} ACS Three Year 2008-2010 PUMA Estimates

Figure 3-13. Zero-Vehicle Households by Block Group





MTC's Communities of Concern

MTC identifies communities of concern as part of the long-range planning process in order to conduct Equity Analyses and Environmental Justice Analyses of the Regional Transportation Plan's impacts on these communities. Since 2001, communities of concern have been defined as a travel analysis zone (TAZ) in which at least one of two conditions exist: (1) at least 30% of the households are below 200% of the federal poverty level and (2) 70% or more of the persons in the area are a member of one or more minority groups. These thresholds were identified and validated by members of MTC's former Minority Citizens Advisory Committee to highlight significant concentrations of low-income and minority populations in the Bay Area that were higher than the regional averages for both low-income and minority populations.

In October 2011, MTC's Planning Committee approved a new definition of communities of concern in the context of the Equity Analysis of Plan Bay Area, the Regional Transportation Plan and Sustainable Communities Strategy, which is slated for adoption in 2013.⁴ This updated definition reflects recommendations from two key regional advisory groups:

- MTC's Policy Advisory Council recommended that the Equity Analysis consider seniors and persons with disabilities in addition to low-income and minority residents.
- The Regional Equity Working Group charged with advising staff on the development of the Equity Analysis indicated that the analysis would be more informative with a more focused rather than broad definition of communities of concern, highlighting the most vulnerable communities.

In response to this feedback, MTC staff proposed a definition which identifies census tracts (and/or their corresponding TAZs) with high concentrations of multiple overlapping potential disadvantage factors with respect to mobility and/or socioeconomic vulnerability, instead of any one factor. The list of potential factors, many of which are related to populations covered by the Coordinated Plan and in this chapter, are listed in Table 3-8.

Different concentration thresholds are proposed relative to regional population averages due to differences in how these various populations are distributed spatially throughout the region. Because, for example, zero-vehicle households are much more highly concentrated within the region in San Francisco and Oakland, compared to the population 75 and over, which is spread far more evenly throughout the region, the thresholds must take on different relationships to regional averages in order to capture "meaningfully greater" concentrations of each of these different populations. Generally the proposed concentration thresholds fall between the regional average and one standard deviation above the average for each population, in order to include those communities with "meaningfully greater" concentrations of the target populations, but without over-emphasizing statistical outliers only.

⁴ For more information, see <http://onebayarea.org/regional-initiatives/plan-bay-area/plan-elements/equity-analysis.html>.



Table 3-8. Potential Disadvantage Factors for Communities of Concern

Potential Disadvantage Factor	% of Regional Population ¹	Proposed Concentration Threshold
1. Minority status	54%	70%
2. Low Income (<200% of Poverty)	23%	30%
3. Limited English Proficiency	9%	20%
4. Zero-Vehicle Households	9%	10%
5. Seniors 75 and Over	6%	10%
6. Population with a Disability	18%	25%
7. Single-Parent Families	14%	15%
8. Cost-burdened Renters ²	10%	15%

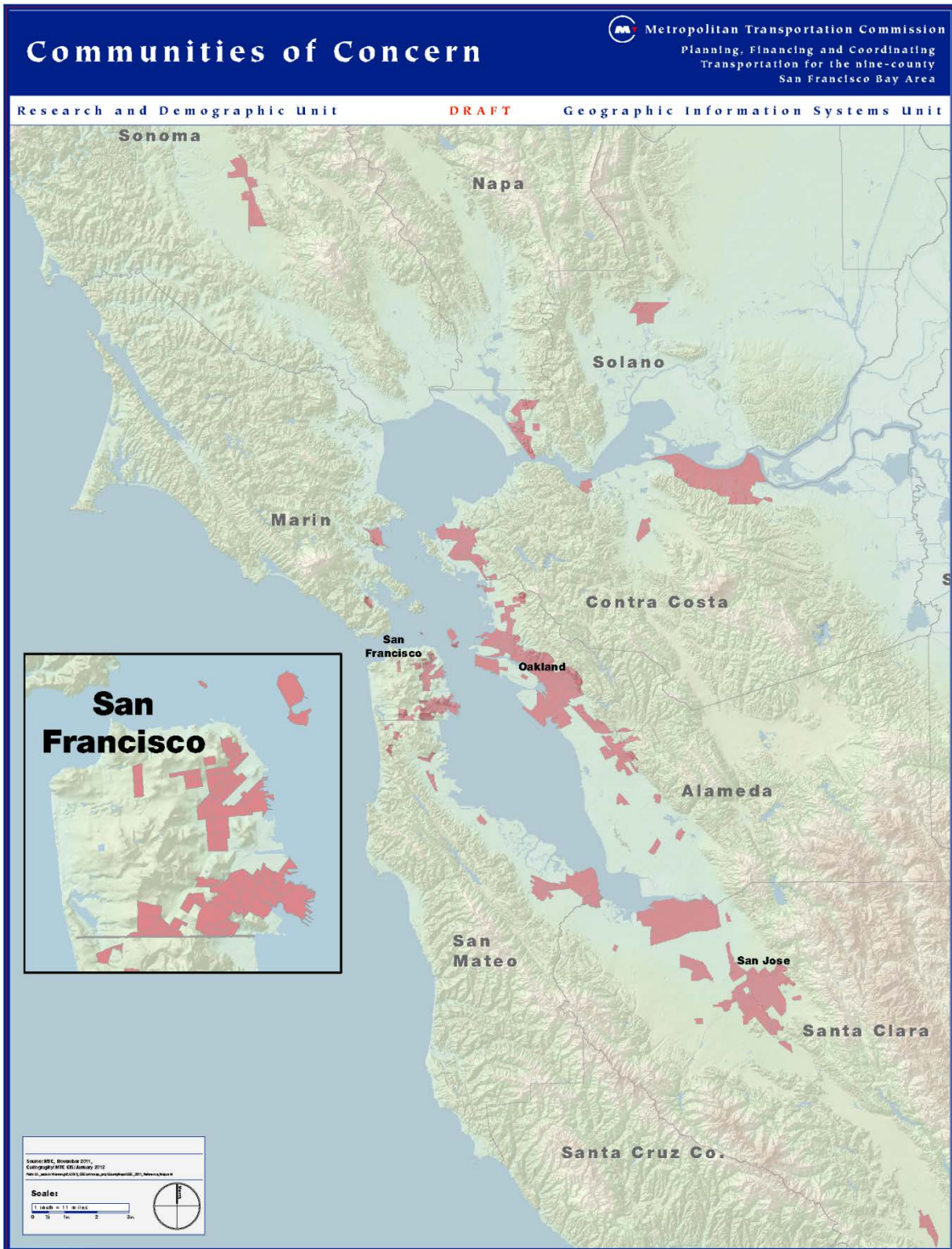
¹Source: 2005-09 American Community Survey tract-level data; data for population with a disability is from 2000 Census, the most recent available.

²Defined as the share of housing units occupied by renters paying more than 50% of income for rent.

Based on these factors, the revised definition of communities of concern includes those communities that are characterized as having concentrations of **4 or more factors** listed in Table 3-8, or that have concentrations of **both low-income and minority populations**. This definition captures about 1.4 million residents, or 20% of the region's total population, living in the communities shown in Figure 3-14.



Figure 3-14. MTC Draft Communities of Concern as of October 2011





Chapter 4. Existing Transportation Resources

This chapter documents existing transportation resources in the Bay Area that target seniors, persons with disabilities, and low-income populations, including both services provided by public transit agencies as well as public and private human service agencies providing transportation services. It also provides a summary of projects and services funded under the FTA programs subject to this Plan under the Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA).

Overview of Projects Funded under Original Coordinated Plan

SAFETEA required that projects receiving funds under FTA’s Jobs Access Reverse Commute (JARC) program, New Freedom Program, 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. To provide context for the Plan update, this section provides a summary of projects funded in the Bay Area since adoption of the Bay Area’s first coordinated plan in 2007.

Table 4-1. FTA Specialized Program Funding by County, FY2006 – FY2011

County	JARC ^{(a)(b)}	New Freedom ^(a)	5310 ^(c)	Total	Per-Year Average	% of Total
Alameda	\$3,193,320	\$1,844,726	\$1,963,188	\$7,001,234	\$1,166,872	18%
Contra Costa	\$1,121,445	\$849,127	\$2,680,569	\$4,651,141	\$775,190	12%
Marin	\$322,341	\$691,171	\$1,547,584	\$2,561,096	\$426,849	7%
Napa	\$0	\$0	\$1,142,260	\$1,142,260	\$190,377	3%
San Francisco	\$2,209,829	\$1,583,587	\$2,065,615	\$5,859,031	\$976,505	15%
San Mateo	\$879,923	\$975,630	\$371,860	\$2,227,412	\$371,235	6%
Santa Clara	\$2,998,528	\$2,485,303	\$4,253,845	\$9,737,676	\$1,622,946	25%
Solano	\$0	\$15,000	\$1,073,916	\$1,088,916	\$181,486	3%
Sonoma	\$456,944	\$452,773	\$1,483,667	\$2,393,384	\$398,897	6%
9-County Subtotal	\$11,182,330	\$8,897,317	\$16,582,503	\$36,662,150	\$6,110,358	93%
Multi-County	\$0	\$1,761,787	\$815,087	\$2,576,874	\$429,479	7%
Regional Total	\$11,182,330	\$10,659,104	\$17,397,590	\$39,239,024	\$6,539,837	100%

Notes:

(a) Includes only large Urbanized Area funds programmed by MTC; small UA and rural funds programmed and administered by Caltrans were not included.

(b) JARC funds are programmed locally by county Lifeline Program Administrators; FY09 - FY11 JARC funds were subject to Lifeline Transportation Program formula per county % of regional low-income population.

(c) All funds administered by Caltrans and subject to statewide competitive process.



Table 4-1 summarizes funding programmed in each of the nine Bay Area counties since Fiscal Year 2006, the first year authorized by SAFETEA-LU. All funding was determined by regional or statewide competitive selection processes, and most of the funding went to the region’s most-populated counties. Funding across all three programs totaled an average of \$6.5 million per year for the region (not including JARC and New Freedom projects programmed by Caltrans in the region’s small-urbanized and rural areas).

Funding by Project Type

For the Section 5310 program, Caltrans prioritizes capital projects, especially the procurement of accessible vans and buses, communication equipment, and computer hardware and software for eligible applicants. For the JARC and New Freedom programs for the region’s large-urbanized areas, MTC establishes program guidelines to prioritize a wide variety of capital or operating projects based on eligibility criteria and regional priorities.

Table 4-2 summarizes 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 first two cycles of the Lifeline Transportation Program, covering FY2006 through FY2011. 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 loans. Together these kinds of programs averaged nearly \$2 million in annual funding for the region’s large urbanized areas, mostly for operations.¹

Table 4-2. JARC Funding by Project Type, FY2006 – FY2011
 Bay Area Large Urbanized Areas

	Funding			Projects	
	Total \$	Avg \$ / Year	% of Total	#	% of Total
Fixed Route Transit	\$5,626,405	\$937,734	50%	17	49%
Transit Alternatives	\$3,291,619	\$548,603	29%	7	20%
Auto Loan Programs	\$1,171,513	\$195,252	10%	4	11%
Shuttles	\$736,669	\$122,778	7%	4	11%
Access Improvements	\$322,341	\$53,724	3%	2	6%
Info/Travel Training	\$33,783	\$5,630	0%	1	3%
Total	\$11,182,330	\$1,863,722	100%	35	100%

Source: MTC analysis of Lifeline Transportation Program Cycles 1 & 2.

¹ For details on individual projects funded by JARC and other sources in the Lifeline Transportation Program, see <http://www.mtc.ca.gov/planning/lifeline/>.



The New Freedom program also funded a variety of capital and operating projects in the region’s large-urbanized areas, as shown in Table 4-3.² The largest share went to mobility management projects, which are eligible capital projects and therefore require a 20% local match instead of the typical 50% required by FTA for operating projects. The other major categories were informational and travel training programs, which provided transit information in accessible formats, or trained seniors and/or people with disabilities to use fixed-route transit; and demand-responsive alternatives to fixed-route transit or ADA paratransit, including volunteer driver programs, taxi-based programs, and non-ADA paratransit services.

Table 4-3. New Freedom Funding by Project Type, FY2006 – FY2011
Bay Area Large Urbanized Areas

	Funding			Projects	
	Total \$	Avg \$ / Year	% of Total	#	% of Total
Mobility Management	\$3,134,536	\$522,423	29%	14	27%
Info/Travel Training	\$2,578,802	\$429,800	24%	11	21%
Transit/ADA Alternatives	\$2,316,954	\$386,159	22%	17	33%
Access Improvements	\$1,239,292	\$206,549	12%	5	10%
Mobile Data Terminals/Automatic Vehicle Locators	\$1,000,624	\$166,771	9%	2	4%
Accessible Vehicles	\$388,896	\$64,816	4%	3	6%
Total	\$10,659,104	\$1,776,517	100%	52	100%

Source: MTC analysis of New Freedom Cycles 1 – 4.

Summary of Services Provided

Under both the JARC and New Freedom programs, recipients and subrecipients are required to self-report to FTA on quantities of service provided. The types of services reported varies by project type. Trip-based services such as transit operations, shuttles, and demand-response services generally report service provided in terms of annual one-way trips; auto loan programs report the number of loans provided; and information-based programs such as mobility management report number of customer contacts or referrals; and travel training programs report the number of persons trained.

Table 4-4 shows the services reported as operational during the federal fiscal years indicated. Since services are reported by the period in which they were provided, not the program funding year, these figures do not directly correspond to the funding tables above.

² For detailed listings of Bay Area large-urbanized-area New Freedom projects, see <http://www.mtc.ca.gov/funding/FTA/>.



Table 4-4. JARC and New Freedom Services Provided, FY 2007 – FY 2010
 Bay Area Large Urbanized Areas

	<u>JARC</u>		<u>New Freedom</u>
	FY 07 - FY 10	Avg / Year	FY 10
One-Way Trips	4,634,237	1,158,559	58,076
Vehicle Loans	232	58	0
Customer Contacts	4,552	1,138	5,538
Persons Trained	1,003	251	53

Source: MTC analysis of Annual Service Reports to FTA.

In some cases, subrecipients reported data for only part of a year, as for projects that began or ended partway through the fiscal year. Because MTC’s first New Freedom grants were awarded in 2008, most New Freedom projects that have been funded to date under SAFETEA were not yet operational in fiscal year 2010, or had only partial data to report for the year. More complete data on New Freedom program activities is expected to be available in the future.

Regional Transportation Inventory

One element of this planning effort consisted of conducting an inventory in order to identify those agencies within the Bay Area that provide public transit or human/social service transportation, and to collect basic information about those programs. This survey effort included public transit agencies and a range of public and private sector agencies providing transportation for clients, program participants, specific target populations, or the general public. The inventory is intended to serve as a tool to support coordination by identifying the existing transportation resources in the Bay Area, and documenting current service parameters, geographic coverage and beneficiaries, as well as gaps and duplications in services identified by respondents.

It should be noted, however, that the inventory does not reflect the entire universe of transportation providers. The inventory was completed using an online survey tool that was administered during August of 2012. A list of contacts was compiled from participants of the 2007 Coordinated Plan inventory process, agencies that have received JARC or New Freedom funding, and MTC’s list of elderly and disabled transportation providers. Email invitations were then sent these contacts inviting them to complete the survey. The inventory accounts for a total of 210,544 one-way passenger trips being delivered on a typical weekday by 48 agencies reporting passenger trip information. Ninety-seven percent of survey respondents reported having an agency budget greater than \$100,000.

Public Transportation

The transportation network in the Bay Area is extensive, with more than 9,000 miles of bus routes, 470 miles of rail transit, 340 miles of carpool lanes, and 750 miles of bikeways. The public transit system



consists of some two-dozen primary public transit operators that offer bus, rail, ferry, and shuttle services in the region. BART and Caltrain offer rail service along major corridors leading into San Francisco. Other major services include MUNI in San Francisco, AC Transit and County Connection in the East Bay, Golden Gate Transit in the North Bay, SamTrans on the Peninsula and Valley Transportation Authority (VTA) in the South Bay. Together, the Bay Area's transit services carry an average weekday total of nearly 1.6 million one-way trips.³

Since the passage of the Americans with Disabilities Act (ADA) in 1990, all public transit operators are responsible for making their systems accessible and usable by persons with disabilities. This means they operate vehicles that are wheelchair accessible. Other accommodations are also required to ensure the system's full accessibility by persons with disabilities. For persons whose disability prevents use of public transit even if that system is accessible, complementary paratransit service is provided. Paratransit is required to be provided along the same routes and during the same hours that the fixed route operates.

Figure 4-1 shows the overall availability of fixed-route transit service in the region in terms of average service frequencies (in minutes between scheduled vehicle arrivals over a 24-hour period), illustrating how the region's urban core has the most extensive network of frequent transit service available (shown in red/orange), which diminishes to longer average wait times outward into the region's suburban and rural areas (shown in light and dark blue). An overlay with the region's communities of concern (described in Chapter 3) is provided to illustrate the relationship between the availability and frequency of transit service and spatial concentrations of transportation-disadvantaged populations.

Many of the region's transit operators have cut service over the past several years as agencies have grappled with rising costs and decreasing revenues. In 2011, a transit rider in the region had to wait an average of 1 minute longer for a scheduled transit vehicle to arrive than in 2006. Figure 4-2 illustrates changes in average wait times by location across the region between 2006 and 2011, showing areas in red where average wait times either improved (time between scheduled arrivals decreased) or were increased less than the regional average, and areas in blue where the increase in average wait times was longer than the regional average.

When fixed-route services are reduced in terms of service frequencies, wait times for passengers increase, and transfers between routes and systems often become more difficult. When hours or days of operations are reduced, transit-dependent individuals must shift their trips to times when transit is available (if possible), find alternative means of travel for those trips, or not travel at all during those times when transit service is not available. When routes are eliminated and overall access is curtailed, transit-dependent users are even more limited in their options, as are ADA paratransit users who may find themselves outside of a transit agency's ADA-mandated three-quarter-mile paratransit service area.

³ MTC Statistical Summary of Bay Area Transit Operators, June 2012.



Figure 4-1. Transit Frequency in Average Number of Minutes Between Vehicle Arrivals, 2011

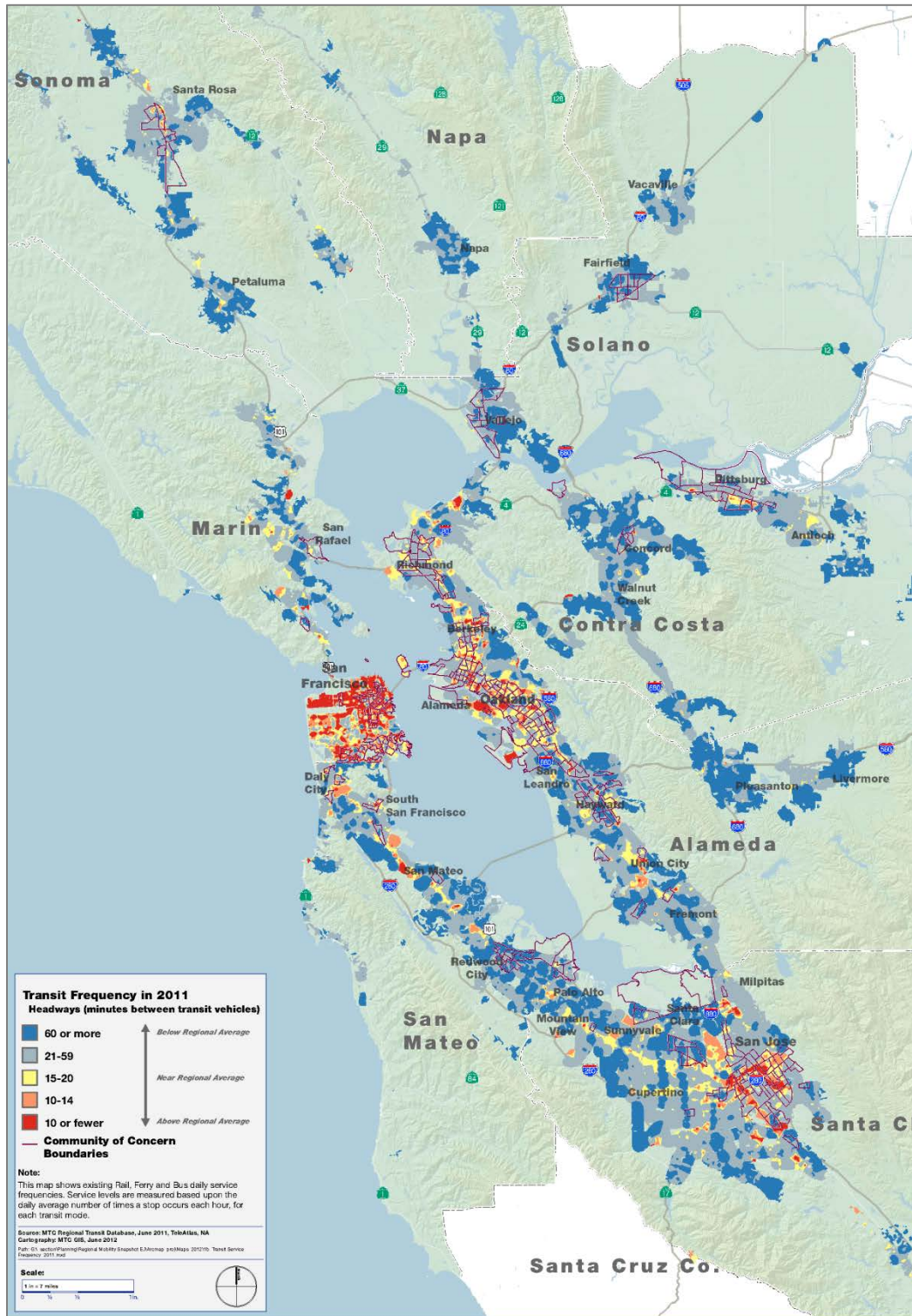
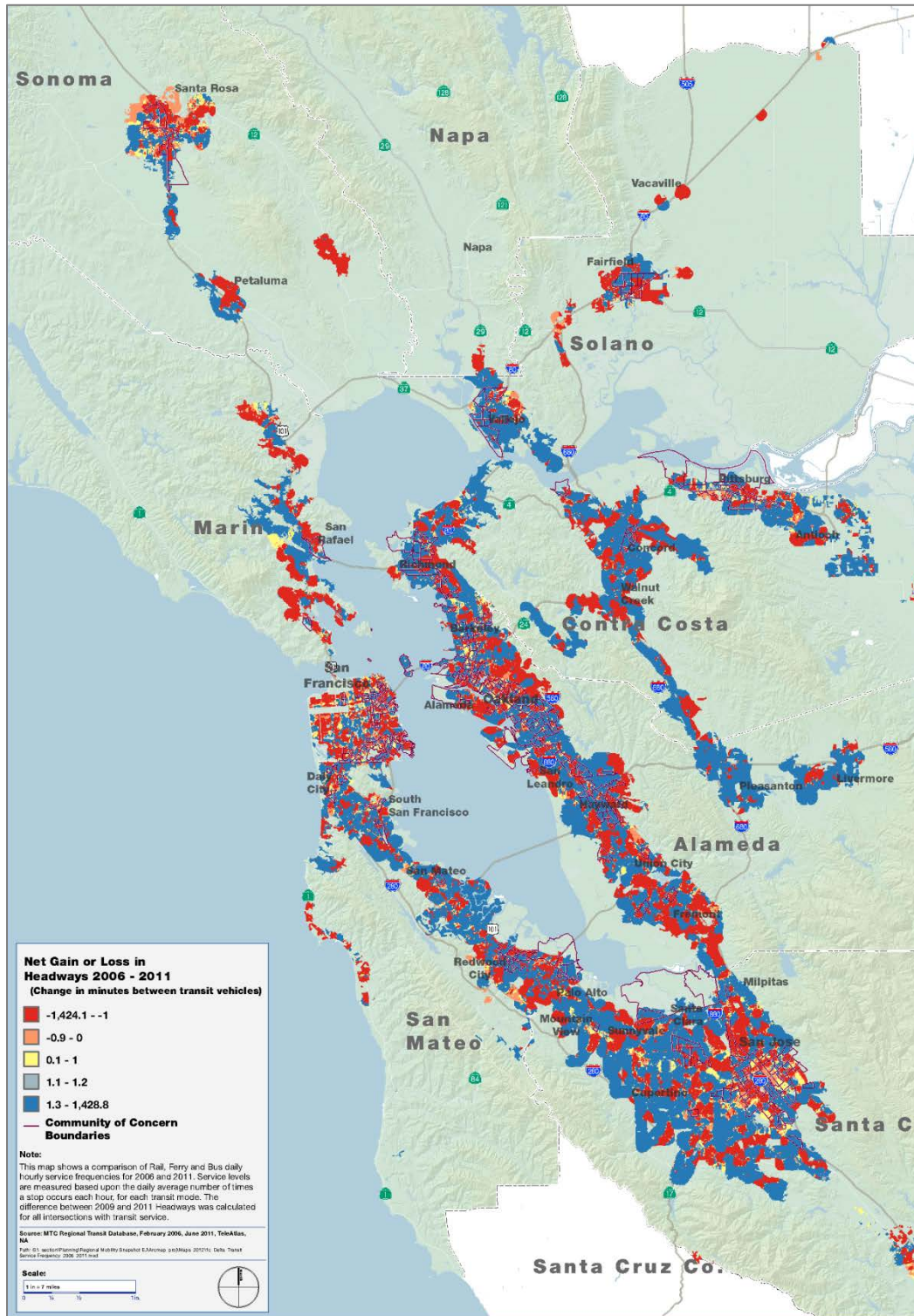




Figure 4-2. Change in Average Number of Minutes
Between Vehicle Arrivals, 2006 to 2011





Human and Social Services Transportation

In addition to public transit and paratransit programs, a variety of human service agencies directly provide, contract, arrange, or otherwise sponsor transportation for their clients. Often, these programs are not well coordinated with public transit systems and in fact, may duplicate services or overlap with them. Funding provided for 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, these social service agencies are not primarily in the transportation business; rather, transportation is an auxiliary and not a core service.

Table 4-5 following, provides a list of human and social services agencies providing the highest number of one-way passenger trips as reported on the inventory survey.

Table 4-5. Responding Human and Social Service Agencies Providing Highest Number of Passenger Trips per Day

Agency	County Location	Approx # of Daily Weekday Trips
Emeryville Transportation Management Association	Alameda	5,600
Outreach & Escort, Inc.	Santa Clara	4,000
The Presidio Trust	San Francisco	1,750
Pace Solano	Solano	1,500
A-ParaTransit	Alameda	850
Easy Does It Emergency Services	Alameda	745
Guardian Adult Day Health Center	Contra Costa	560
Contra Costa ARC	Contra Costa	300
Milestones of Development Inc.	Solano	204
Golden Rain	Contra Costa	175

Source: MTC Coordinated Plan Transportation Inventory Survey

Table 4-6 summarizes the range of public transit and human/social service programs available in each county. Providers are listed in the county in which they are based, though 22 agencies report providing service in multiple counties. A complete directory of services (including but not limited to agencies in Table 4-6), including contact information, is provided in Appendix D.



Table 4-6. Agency Characteristics of Survey Respondents

Alameda County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
A-ParaTransit			✓	General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare/Low-income; Veterans and Family; Persons with Physical, Emotional, Develoepmental, and Cognitive Disabilities; Persons with Sensory Impairments	Since 1979, A-Para Transit has provided transportation service involving patient transportation, disabled, elderly and transportation disadvantaged in a variety of modes and contracts in the Bay Area. The vehicles operated include sedans, minivans, accessible vans (both ramp and lift), standard vans, mini-buses, service vehicles, etc. Related services are also provided including complete in-house fleet maintenance services, reservations and dispatch services, operator training, event services, etc.	Alameda, Contra Costa, San Francisco, San Mateo, Santa Clara	
Center for Independent Living	✓			Seniors 60+ frail; Welfar/Low-income; Homeless; Persons with Physical, Emotional, Develoepmental, and Cognitive Disabilities; Persons with Sensory Impairments	Provides one-on-one training to Alameda County residents to help them learn to access fixed-route public transportation. Helps consumers master specific routes of their choice, we help consumers obtain a Regional Transit Connection Discount Card, we help consumers use the 511.org and the 511 phone service to plan trips and predict fares, and we help consumers learn to use mobility devices (canes, walkers, scooters, wheelchairs) in the context of using public transit and in the context of navigating pedestrian rights-of-way.	Alameda	Albany, Berkeley, Oakland, Emeryville, Piedmont, San Leandro, Alameda (Island)
City of Alameda Public Works		✓		General Public	The City of Alameda operates two free shuttles: <ul style="list-style-type: none"> • City of Alameda Paratransit Shuttle for Alameda seniors 55 years and older or for individuals with disabilities • Estuary Crossing Shuttle between Alameda's west end and Lake Merritt BART 	Alameda	



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	Private, non-profit	Public	Private, for-profit				
City of Fremont Human Services		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare/Low-income; Veterans and Family; Homeless; Persons with Physical, Emotional, DeveloPMENTAL, and Cognitive Disabilities; Persons with Sensory Impairments		Alameda	Fremont and Newark
Cycles of Change	✓			General Public; Children and Youth, Welfare/Low-income; Homeless	Cycles of Change works to improve the health and sustainability of our neighborhoods by increasing the use of bicycles as transportation, connecting youth with the extraordinary living systems of our local area, and building a diverse community of visionary young leaders.	Alameda	Children and Youth
Easy Does It Emergency Services	✓			Seniors 60+ frail; Homeless; Persons with Physical Disabilities	Easy Does It Emergency Services provides assistance to individuals with disabilities and the elderly living independently in the City of Berkeley. Should a disabled person or senior experience an unforeseen crisis or a temporary lapse in his or her own regular attendant care, that person can call upon Easy Does It for assistance at the time of need.	Alameda	Berkeley
Emeryville Transportation Management Association	✓			General Public; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Homeless persons; Military service members, Veterans and their Families; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Emery Go-Round Shuttle service is a fixed route service operating out of the MacArthur BART station to and throughout the City of Emeryville, and is free to the public. Go Paratansit shuttle service is available in the City of Emeryville, and is free, operating out of the Emeryville Senior Center. The West Berkeley Shuttle is a free fixed route service operating out the Ashby BART station to West Berkeley.	Alameda	Emeryville, West Berkeley, Oakland.



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	Private, non-profit	Public	Private, for-profit				
Bay Area Outreach & Recreation Program	✓			General Public; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Persons with physical disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Bay Area Outreach & Recreation Program (BORP) provides trainings, referrals and consultation services.	Alameda, Contra Costa	Berkeley Oakland
City of Alameda Public Works Department		✓		General Public	City of Alameda Premium Taxi Service Premium Taxi Service is available to individuals that are EBP-certified, 75 years of age or older, or 70 years of age or older without a driver's license. City of Alameda Paratransit Shuttle is a free shuttle service for Alameda residents age 55 years and older, certified to use East Bay Paratransit or the Alameda Premium Taxi Service. Medical Return Trip Improvement Program (MRTIP) is designed to provide EBP certified individuals a flexible method for returning home from medical appointments within Alameda County.	Alameda	
City of Oakland Paratransit		✓		Seniors, 60+ able-bodied; Persons with physical disabilities	Oakland Paratransit provides subsidized taxi and limited accessible van services to adult and senior populations for residents of Oakland & Piedmont. Taxi scrip and van vouchers are provided to access services with contracted vendors.	Alameda	Oakland and Piedmont
East Bay Paratransit Consortium		✓		Individuals prevented from using accessible Fixed Route due to disability	The purpose of the East Bay Paratransit Consortium is to jointly provide paratransit services as mandated by the Americans with Disabilities Act (ADA) of 1990 in the overlapping service areas of AC Transit and BART.	Alameda, Contra Costa, San Francisco	Alameda, Albany, Berkeley, Castro Valley, El Cerrito, El Sobrante, Emeryville, Fremont, Hayward, Kensington, Milpitas (part), Newark, Oakland, Piedmont, Pinole (part), Richmond, San Pablo, San Leandro, San Pablo, Union City, San Francisco.



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	Private, non-profit	Public	Private, for-profit				
City of Pleasanton Paratransit Services		✓		Seniors, Client Population served also includes ADA eligible residents 18 years and older.	The City of Pleasanton operates a fixed route shuttle three times a week which provides paratransit eligible riders with a same day ride to local businesses, doctors, etc. and connects to the Wheels fixed route buses. The City of Pleasanton Paratransit Service (PPS) provides door-to-door, shared-ride paratransit service for eligible Pleasanton and Sunol residents.	Alameda, Contra Costa	Pleasanton, Sunol, Livermore, Dublin, and San Ramon. This includes primarily Alameda County locations with limited stops in Contra Costa County for doctor appointments.
City of Berkeley, Division on Aging		✓		Seniors	Transportation to and from each of the two senior centers in Berkeley, errands, and recreational trips.	Alameda	Berkeley
LIFE ElderCare	✓			Seniors age 60+ and disabled adults	VIP Rides provides door through door service and volunteers to drive eligible seniors and disabled adults to medical appointments, shopping, and other necessary errands.	Alameda	Newark, Fremont, and Union City
Livermore Amador Valley Transit Authority		✓		Seniors	Fixed route public transit for general public (urban bus) and ADA compliant paratransit service for eligible individuals.	Alameda	Livermore, Pleasanton, and Dublin.
Regional Center of the East Bay	✓			Regional Center clients	Provides transportation to clients to and from their homes and day programs. Our service hours are Monday through Friday.	Alameda and Contra Costa	
Center for Elders Independence (CEI)	✓			CEI clients	Center for Elders Independence is a Program of All-inclusive Care for the Elderly (PACE), provides medical care, a day center, home care services and transportation to clients.	Northern and central Alameda County, sections of western Contra Costa County	City of Oakland



Contra Costa County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
City of Lafayette, Engineering Division		✓		General Public	Local City Government providing limited services although within the Park and Rec Department there is a senior transportation program that provides rides for seniors.	Contra Costa	Lafayette
City of San Ramon		✓		Seniors 60+ able-bodied; Seniors 60+ frail; Persons with physical and cognitive disabilities; Persons with sensory impairments	Mission is to provide efficient delivery of quality public services that are essential to those who live and work in San Ramon. As a division of the Parks and Community Services, the Senior Services division provides activities and programs for individuals ages 55+. Included in the programs is transportation to and from the senior center as well as short day trips.	Contra Costa	We provide pick up and drop off services to only residents of San Ramon but do take day trips outside of San Ramon.
Contra Costa ARC	✓			Seniors 60+ frail; Persons with physical, developmental and cognitive disabilities; Persons with sensory impairments	Community Access Services provides day program services to young and older adults with intellectual and other developmental disabilities in all parts of Contra Costa County. Services are funded through the Regional Center of the East Bay.	Contra Costa	Richmond, Pinole, El Sobrante, El Cerrito, Martinez, Concord, Walnut Creek, Pleasant Hill, Antioch, San Ramon, Hayward, Fremont, Union City



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	Private, non-profit	Public	Private, for-profit				
Eastern Contra Costa Transit Authority		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare /Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments; All people in service area	The public transit provider for eastern Contra Costa County	Contra Costa	Antioch, Brentwood, Oakley, Pittsburg, Concord, Martinez and unincorporated areas of eastern Contra Costa County
Guardian Adult Day Health Center	✓			Seniors 60+ able-bodied; Seniors 60+ frail; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments; Must be over 18 years old	Guardian is the only Adult Day Health Center located in and serving West Contra Costa County. Provides a day program including Adult Day Health, Community Based Adult Services, and Adult Day Care five days per week. Services include transportation from, and back to the home; two meals and a snack; activities; nursing; social work; LCSW counseling, and physical, occupational, and speech therapies.	Contra Costa	All of West County. Primarily Richmond, San Pablo, El Sobrante, El Cerrito, Pinole, and Hercules.
John Muir Health's Caring Hands Volunteer Caregivers Program	✓			Seniors 60+ able-bodied; Seniors 60+ frail; Welfare/Low-income; Persons with physical disabilities	Caring Hands Volunteer Caregivers provide free, non-medical in-home assistance and regular social visits that enable the senior to continue living independently in their own home as long as safely possible. The Senior Transportation Program (STP) component provides occasional rides to medical appointments to seniors who did not wish to have a regular, ongoing one-to-one match, but who do still need assistance with transportation to/from physician errands grocery Shopping Hairdresser Pharmacy And other life-enhancing services/programs	Contra Costa	Antioch, Brentwood, Clayton, Concord, Danville, Lafayette, Martinez, Moraga, Pittsburg, Pleasant Hill, San Ramon, Walnut Creek



Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Meals on Wheels Senior Outreach Services	✓			Seniors 60+ frail	Meals on Wheels and Senior Outreach Services offers the following programs: Fall Prevention, Friendly Visitors, Case Management and Home Care Registry. Goal is to start a volunteer driver program in West County to take seniors to doctors appointments.	Contra Costa	All of Contra Costa County
Senior Helpline Services	✓			Seniors 60+ frail; Welfare or Low-income; Persons with physical, emotional/behavioral, developmental and cognitive disabilities; Persons with sensory impairments	Rides for Seniors is a program of Senior Helpline Services. It offers free rides for otherwise homebound, ambulatory seniors aged 60 and older who can not access other forms of transportation for medical and dental needs and shopping for basic necessities. One-on-one, door-through-door, escorted rides are provided by screened and trained volunteer drivers age 25-75 using their own cars.	Contra Costa	All of Contra Costa County. In the process of expanding to six cities in Alameda County: Albany, Alameda, Berkeley, Emeryville, Oakland, and Piedmont.



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	Private, non-profit	Public	Private, for-profit				
Town of Danville		✓			The overarching goal of the Transportation Department is to ensure mobility for all modes of travel (automobiles, bicycles and pedestrians), in a manner that is consistent with the goal of maintaining an exceptional quality of life for Danville residents. Transportation activities fall into five broad categories: Local Traffic Operations, Transportation Planning, Transportation Improvement Projects, Traffic Calming & Traffic Safety, and Regional Advocacy and Partnerships.	Contra Costa	Town of Danville
Western Contra Costa Transportation Advisory Committee		✓		General Public	WCCTAC is a subregional planning agency funded by dues from member cities and transit providers as well as Measure J funds from sales tax.	Contra Costa	El Cerrito, Richmond, San Pablo, Hercules, Pinole, County
Lamorinda Spirit Van Program - City of Lafayette		✓		Seniors, 60+ able-bodied; Seniors, 60+ frail; Welfare recipients and/or other Low-income persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	The Lamorinda Spirit Van Program provides door through door service for seniors age 60 and up.	Contra Costa	Lafayette, Orinda, and Moraga seniors and take them to destinations in Lafayette, Orinda, Moraga, Walnut Creek, Concord, Pleasant Hill, and Martinez
City of El Cerrito Open House Senior Center		✓		General Public; Seniors, 60+ frail; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; ; Persons with sensory impairments	Easy Ride Paratransit Service operates door-to-door service within El Cerrito city limits for seniors, 65 and older and disabled residents 18 years and older.	Contra Costa	El Cerrito



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	Private, non-profit	Public	Private, for-profit				
Rehabilitation Services of Northern California	✓			Seniors, 60+ frail; Welfare recipients and/or other Low-income persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Rehabilitation Services of Northern California provides door through door transportation to and from the Mt. Diablo Center (MDC) Adult Day Health Care program	Contra Costa	Martinez Pleasant Hill Concord Clayton Walnut Creek. The Mt. Diablo Center Mobilizer provides paratransit services in all of Central Contra Costa County
Golden Rain Foundation	✓			Seniors, 60+ able-bodied; Seniors, 60+ frail; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	The Golden Rain Foundation is the property management corporation for the Rossmoor senior community in Walnut Creek. The Transportation department provides bus transportation to the community of approximately 9,600 residents. The services include Fixed Routes, Dial-A-Bus and Paratransit.	Contra Costa	Walnut Creek, with minimal service to Concord
Central Contra Costa County Transit Authority		✓		General Public; Seniors, 60+ able-bodied; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Homeless persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Fixed route in 10 cities in the county (31 routes) and complementary ADA paratransit for Central Contra Costa County.	Contra Costa	Clayton, Concord, Danville, Martinez, Moraga, Orinda, Lafayette, Pleasant Hill, San Ramon, Walnut Creek
WestCat		✓		General Public; Seniors, 60+ able-bodied; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Homeless persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Fixed route services and Paratransit including ADA, senior over 65 and general public in inaccessible areas and on Saturdays.	Contra Costa	Pinole, Hercules, Rodeo, Crockett, Port Costa, Tara Hills, Montalvin Manor, Martinez, San Francisco, Del Norte Bart station



Marin County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Golden Gate Bridge Highway & Transportation District		✓		General Public; Seniors 60+ able-bodied; Children and Youth; Welfare or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	We are a full service public transit agency. Our passengers include ALL types of people.	Contra Costa, Marin, San Francisco, Sonoma	
Marin County Transit District		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	Marin Transit provides all local public transit services that operate within Marin County, including bus, community shuttle, West Marin Stagecoach, and paratransit services. In addition, Marin Transit has a growing Mobility Management program to address transportation needs of senior, disabled, and low income residents of the county.	Marin	All cities and un-incorporated areas of Marin County.



Napa County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Napa County Transportation and Planning Agency		✓		All Members of the General Public	NCTPA is a public agency that provides urban and rural transit for the County of Napa. We run fixed route service within the City of Napa as well as rural inter-county routes into Sonoma and Solano counties. NCTPA also runs shuttle service for the other communities of Napa County e.g. American Canyon, Yountville, Calistoga, and St. Helena. NCTPA also provides paratransit services for those unable to ride regular fixed route transit.	Napa County, Solano County, Sonoma County	
Department of Veterans Affairs, Veterans Home of California Yountville		✓		Seniors, 60+ able-bodied; Seniors, 60+ frail; Military service members, Veterans and their Families	Private paratransit service for veteran's private residence.	Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma	We take the veterans to the different cities and counties for medical appointments.



San Francisco County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Kimochi, Inc.	✓			Seniors 60+ able-bodied; Seniors 60+ frail; Persons with physical and cognitive disabilities	Established in 1971, Kimochi, Inc. consistently remains in the forefront of developing and implementing direct support services for seniors of San Francisco. We currently provide the following services: information, referral and outreach services; senior center activities; case management; family caregiver support services; congregate and home delivered meals; adult social day care; 24 hour residential and respite care; transportation services.	San Francisco County	
Stepping Stone	✓			Seniors 60+ frail; Welfare and/or Low-income; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	SteppingStone has four Adult Day Health Care (ADHC) centers in San Francisco providing medical and social service support for frail seniors and disabled adults to enable them to live independently.	San Francisco County	San Francisco
San Francisco Veteran's Administration Medical Center			✓	verified medical reason, certain geographic area, Pts with 30% or higher SC do not need to meet income thresholds.	VA provides wheelchair accessible vans/guerner vans and ambulance services through contracted providers to eligible/authorized beneficiaries. We also have VA staffed shuttles to and from designated areas and volunteer drivers for local trips. The DAV provides shuttle service to and from the VA with donated vehicles and volunteer drivers.	Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma	Covers mainly the SF bay area and north western California area but also provide service for some patients in East Bay, Fresno, Palo Alto and Reno, NV areas.



Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
SFMTA/Municipal Railway		✓		General Public; Seniors, 60+ able-bodied; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Homeless persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Provides approximately 1 million annual paratransit trips to ADA eligible persons in San Francisco, using a combination of taxi, shared-ride lift van and group van providers. The program is managed by Veolia Transportation.	San Francisco	San Francisco
Golden Gate Regional Center	✓			Disabled	GGRC is contracted through State DDS to serve 7500 clients in three counties. GGRC's clients are those with mental retardation, substantially handicapping cerebral palsy, substantially handicapping epilepsy and autism. GGRC provides transportation for clients who cannot use paratransit	San Francisco, Marin, San Mateo	



San Mateo County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
City County Association of Governments of San Mateo County		✓		Local jurisdictions (Cities and the County)	Congestion Management Agency - Administration of the MTC Lifeline Program	San Mateo	
City of Daly City		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Persons with physical disabilities	Municipal government	San Mateo	
InnVision Shelter Network	✓			Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, and emotional/behavioral disabilities	InnVision Shelter Network (IVSN) is one of the largest and most effective providers of shelter/housing services across the Silicon Valley and San Francisco Peninsula. IVSN operates over 15 sites from San Jose to Daly City, providing emergency, transitional, and permanent supportive housing, along with a vast array of supportive resources to help clients secure a place to call home.	San Mateo, Santa Clara	
Peninsula Jewish Community Center	✓			General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Persons with physical disabilities	Provides educational and recreational programs of all types. Within the PJCC, Get Up & Go is a senior transportation and socialization program for no-longer driving adults 50 years or older residing in San Mateo County. We provide bus, van and car rides 3 days per week to any destination within San Mateo County. Also offers a socialization program twice a month that transports seniors to it's facility for lunch and an entertaining or educational program.	San Mateo	



Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Penninsula Family Service	✓			General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Veterans and Family	The ways to work family vehicle loan program offers medium and low income families the opportunity to obtain low interest rate financing for the purchase of a dependable vehicle. The independence provided by a reliable vehicle helps to significantly improve our clients income, as they are now able to consistently arrive at work on-time.	San Mateo, Santa Clara	
San Mateo County Human Services Agency		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail;	San Mateo County Transportation Assistance Program for Low Income Residents provides bus passes, bus tickets, and taxi vouchers to residents participating in Self Sufficiency and Family Strengthening activities.	San Mateo	Pescadero, Half Moon Bay, Pacifica, East Palo Alto, Redwood City, San Mateo, South San Francisco, and Daly City.
San Mateo County Transit District		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	The San Mateo County Transit District is the administrative body for the principal public transit and transportation programs in San Mateo County: SamTrans bus service, including Redi-Wheels paratransit service, Caltrain commuter rail and the San Mateo County Transportation Authority. SamTrans provides fixed-route bus and paratransit service throughout San Mateo County and into parts of San Francisco and Palo Alto. Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy.	San Mateo and Santa Clara. San Mateo County Transit District is also part of the Joint Powers Board that administers Caltrain commuter rail in San Francisco, San Mateo and Santa Clara Counties.	San Mateo County Transit District provides fixed-route and paratransit bus service in San Mateo County and parts of San Francisco and Palo Alto.
San Mateo County Transit District - Mobility Ambassador Program		✓		Seniors 60+ able-bodied; Persons with physical disabilities	The Mobility Ambassador program trains volunteer Ambassadors to help older adults and people with disabilities understand their mobility options and trains them to ride the bus.	San Mateo	



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Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Senior Coastsiders	✓			Seniors, 60+ able-bodied; Seniors, 60+ frail	Provides services for seniors on the San Mateo County Coastside including transportation.	San Mateo	Montara, Moss Beach, El Granada, Half Moon Bay



Santa Clara County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Abilities United	✓						
HOPE Services - Mt. View	✓			Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	HOPE's mission is to assist individuals with developmental disabilities to live and participate in their communities. Provides programs and services – including job training, counseling and community living — that assist more than 2,500 children, adults and seniors with developmental disabilities.	Santa Clara and San Mateo	San Jose, Santa Clara, Sunnyvale, Cupertino, Campbell, Milpitas, Palo Alto, Mountain View, E. Palo Alto, Los Altos, Menlo Park, Redwood City, Gilroy, Salinas, Seaside, Sand City, Santa Cruz, Monterey, Half Moon Bay, Los Gatos, Hollister, Morgan Hill, San Martin, Scotts Valley, Aptos, Watsonville, and Foster City
Outreach & Escort, Inc.	✓			General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	OUTREACH is a multi-program non-profit providing social services, community transportation and mobility management services. As a CTSA, OUTREACH coordinates a range of transportation options for a range of population groups. Select examples include paratransit, senior transportation, employment/CalWorks transportation, low-income individual and family transportation, Veterans transportation, homeless transportation, volunteer driver programs, among other options. OUTREACH functions as the Mobility Management Center for Santa Clara County with the goal of providing individuals with mobility options and as a CTSA (Coordinated Transportation Services Agency) building a link with fixed route and paratransit with health and human services transportation.	Santa Clara	Santa Clara County and the cities of: Campbell, Cupertino, Gilroy, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Mountain View, Morgan Hill, Palo Alto, San Jose, Santa Clara, Saratoga, and Sunnyvale with service to the Bay Area Rapid Transit District's Fremont Station and north into southern San Mateo County.



Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Santa Clara County Social Services Agency		✓					
Santa Clara Valley Transportation Authority		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	VTA is a special district responsible for bus and light rail operations, regional commuter and inter-city rail service, ADA paratransit service, congestion management, specific highway improvement projects, and countywide transportation planning for Santa Clara County. VTA is both a transit provider and a multi-modal transportation planning organization involved with transit, highways and roadways, bikeways, and pedestrian facilities.	Santa Clara	Campbell, Cupertino, Gilroy, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Mountain View, Morgan Hill, Palo Alto, San Jose, Santa Clara, Saratoga, and Sunnyvale with service to the Bay Area Rapid Transit District's Fremont Station
Yellow Checker Cab Co., Inc.			✓	General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	Full service taxicab broker.	Santa Clara and San Mateo	



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Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Heart of the Valley, SERVICES FOR SENIORS, Inc.	✓			Seniors, 60+ able-bodied; Persons with physical disabilities; Persons with sensory impairments	Volunteers provide escorted transportation to appointments and errands.	Santa Clara	Santa Clara, Cupertino, Sunnyvale, Saratoga, Monte Sereno, Los Gatos, Campbell, and 6 zip codes in West San Jose
Gardner Family Health Network, Inc.	✓			ADA eligible, disabled, certain geographic area, seniors	Provides trips to the hospital for urgent situations (e.g., medical emergencies that don't require an ambulance).	Santa Clara	



Solano County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Connections For Life	✓			Welfare and/or Low-income; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	Connections For Life provides a variety of customized supports to adults with significant disabilities who live in their own home throughout Solano County.	Solano	Dixon, Vacaville, Fairfield, Suisun, Benicia, Vallejo, American Canyon, Napa
Dixon Family Services	✓			General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	A one-stop-shop of social services. Family Resource Center, a Substance Abuse and Mental Health Clinic, Homeless Assistance Center, and an out-station for County offices such as Women, Infants, and Children (WIC), Section 8, CalWorks, CalFresh, and MediCal.	Solano	Mostly Dixon, but some of our services are open to people from any city or county.
Dixon Read-Ride		✓		General Public; ADA Eligible	Dixon Read-Ride is a public transit system that provides dial-a-ride transit service, curb-to-curb within Dixon city limits. Dixon Read-Ride provides ADA trips to Davis and Vacaville. Dixon also offers Solano County Intercity Taxi Scrip Program for ADA ambulatory passengers for Dixon residents.	Solano	Dixon, Davis, Vacaville
Faith in Action	✓			Seniors 60+ able-bodied; Seniors 60+ frail; Persons with physical disabilities, emotional and/or behavioral disabilities	Curb-to-curb, door-to-door, door-through-door alternate transportation for seniors 60 years and over who are frail or navigating multiple chronic illnesses. Primary transport is to medical appointments but there is also transport to leisure activities. All transportation services are provided by volunteer drivers.	Solano	Benicia, Vallejo, Fairfield, Vacaville, Dixon, Rio Vista



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Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Fairfield and Suisun Transit (FAST)		✓		General Public, ADA Eligible	FAST is a public transit system that operators fixed route bus service (Fairfield, Suisun City and Cordelia), Solano Express (intercity bus service within Solano County to Sacramento, Davis and Contra Costa BART stations), ADA paratransit service. FAST offers a Reduced Fare Taxi Program (60 years or older) and the Solano County Intercity Taxi Scrip Program for ADA ambulatory passengers for Fairfield and Suisun residents.	Solano, Contra Costa	Dixon, Vacaville, Fairfield, Suisun City, Cordelia, Benicia, Pleasant Hill, Walnut Creek, El Cerrito
Milestones of Development Inc.	✓			Persons with developmental disabilities	Milestones is a non-profit agency serving people with disabilities. Has 5 ICF-DDH homes in Vallejo as well as a day program with emphasis on medical needs. Has been providing transportation since 1993 to people who attend our day program as well as providing transportation to other programs in Napa and Solano Co.	Contra Costa, Napa and Solano	We pick up people in Hercules for people who attend Milestones. We also pick up in Fairfield, Anguin, St. Helena, Napa, Vallejo, American Canyon for people attending Milestones as well as other agencies.
Pace Solano	✓			Persons with developmental disabilities	Pace Solano is a Day Program for Adults with Developmental Disabilities focusing on the individual's goals and dreams and helps them work towards achieving them. Provides transportation services to and from 7 program sites in Solano and Napa counties.	Napa and Solano	Dixon, Vacaville, Fairfield, Suisun, Benicia, Vallejo, American Canyon and Napa
Solano County		✓		ADA eligible	Solano County provides ADA paratransit plus services and Solano Intercity Taxi Scrip program (ambulatory passengers) rural County residents	Solano	Rural areas of Dixon, Vacaville, Fairfield, Suisun, Rio Vista, Benicia, Vallejo
SolTrans (Solano County Transit)		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	SolTrans provides public transportation in the cities of Benicia and Vallejo. SolTrans also provides regional commuter express bus services to/from Walnut Creek and El Cerrito Del Norte BART Stations.	Contra Costa, San Francisco, and Solano	Benicia, Vallejo, Walnut Creek, El Cerrito, San Francisco



Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
City of Rio Vista		✓		General Public; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Homeless persons; Military service members, Veterans and their Families; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Rio Vista Delta Breeze offers deviated fixed route bus service within the City of Rio Vista and between Isleton, Rio Vista, Fairfield, Suisun City, Pittsburg/Bay Point BART Station and Antioch with connections to Lodi. Rio Vista Delta Breeze Taxi Scrip Program provides door-to-door service in conjunction with Cab Ride for Rio Vista seniors and persons with disabilities at 50% off the taxi fare.	Contra Costa, Solano	Rio Vista, Isleton, Fairfield, Suisun City, Pittsburg, Antioch
Area Agency on Aging	✓			General Public; Seniors, 60+ frail; Welfare recipients and/or other Low-income persons; Homeless persons; Military service members, Veterans and their Families; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	The AAOA plans and delivers services for older adults (generally age 60+), their families and caregivers in Napa and Solano counties.	Napa, Solano	
Solano Napa Commuter Information (SNCI)		✓		General Public	Offers personalized assistance requests by phone or web for traveling around Solano and Napa, and neighboring cities. Trip planning, car/vanpool, ridematching, Emergency Ride Home, and other programs.	Solano, Napa	Dixon, Vacaville, Fairfield, Suisun City, Rio Vista, Benicia, Vallejo, Napa, Calistoga, St. Helena, American Canyon, Yountville
City of Vacaville, City Coach		✓		ADA eligible	City Coach is Vacaville's public transit service, providing fixed route and paratransit services within the city of Vacaville. The City of Vacaville also operates a subsidized local taxi program and provides funding support of the Solano County Intercity SolanoExpress system and Intercity Taxi Scrip program.	Solano	City of Vacaville only.



Sonoma County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
City of Healdsburg Transit		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Persons with physical, emotional and/or behavioral disabilities	Healdsburg Transit, provides a demand-responsive route-deviation service within the city limits. It serves 28 formal stops with hourly service. The service operates Monday through Saturday from 8:30 a.m. to 4:20 p.m., with a lunch break from 11:53 a.m. to 12:37 p.m. There is no service on Sunday. Door to door fixed-route deviation service of up to ¼ mile from the basic route is available for eligible senior citizens and disabled persons with a prior reservation request.	Sonoma County	Healdsburg
City of Santa Rosa Transit		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	Santa Rosa CityBus operates a fixed route urban transit system within the boundaries of the City of Santa Rosa. This service operates seven days a week from 6:00AM until 8:30PM. During FY 2011-12 the system performed slightly over three million one way trips. Santa Rosa Paratransit provides complementary ADA Paratransit Services with the boundaries of Santa Rosa and 3/4 of a mile beyond existing bus routes that travel the perimeter. Santa Rosa also contracts for a flexible fixed route service for the Oakmont Senior Community	Sonoma County	Santa Rosa



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City of Petaluma		✓		General Public; Seniors, 60+ able-bodied; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Homeless persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Petaluma provides both fixed route (Petaluma Transit) and paratransit services within the Petaluma Urbanized Area (primarily City Limits). The Fiscal Year 2013 fixed route network features a four-bus base network, operating on six different routes, running seven days a week from early morning to early evening. In FY 2012 the system performed over 300,000 trips. Petaluma Paratransit operates the same time span as the fixed route. The service is open to ADA-certified patrons who travel in Petaluma. Service delivery is reservation-based, shared-ride. The City goes beyond the minimum ADA-required level of service provision by extending rides to and from locations beyond ¾ mile from an active fixed route. Petaluma Paratransit serves eligible (as defined by ADA law) persons anywhere within the Petaluma Urbanized Area as defined by the 2010 U.S. Census.	Sonoma County	Petaluma



This summary of selected public or human/social service transportation services offers a valuable starting point to consider the extent to which these services meet the transportation needs of persons with disabilities, older adults, and persons of low-income. The following two chapters (Chapter 5 and Chapter 6) explore, through direct consultation with key stakeholders and through public outreach, the gaps and barriers that still exist with respect to meeting these needs.



Chapter 5. Stakeholder Involvement

This chapter summarizes the public outreach conducted in the development and update of the region’s Coordinated Plan. The first section documents the extensive outreach conducted during development of the original Coordinated Plan, through both MTC’s Community Based Transportation Planning program for low-income communities as well as stakeholder involvement and targeted outreach to seniors and persons with disabilities in all nine counties. The chapter concludes describing the outreach efforts specific to the Coordinated Plan update process conducted in 2012–13.

A list of all public comments received in the course of both the original Elderly and Disabled Component of the Coordinated Plan as well as the Plan Update process is provided in Appendix E.

Outreach to Low-Income Populations: MTC’s Community-Based Transportation Planning Program

In 2002, MTC launched the Community-Based Transportation Planning (CBTP) program, a collaborative planning process involving residents of the region’s low-income communities, community organizations, transit agencies, congestion management agencies (CMAs) and MTC.

Outreach and community involvement is the key component of the CBTP process. The CBTPs completed to date have incorporated a broad range of outreach strategies to encourage community residents and stakeholders to provide input on transportation gaps and participate in the planning process. Given the range of outreach strategies available, communities are encouraged to tailor their outreach strategies, utilizing those that will be most effective at engaging residents and stakeholders in their particular community. Incorporating a variety of strategies is imperative to reaching a cross-section of any community. Local stakeholders are a good source for providing input about which strategies may be most effective for their area. This advice is sought before launching an outreach plan so that time and budget are not wasted on strategies that may not be effective.

Outreach strategies that have been utilized in the completed CBTPs are described below.

Questionnaires/Surveys

Most CBTP project teams have developed a questionnaire or survey to distribute among community agencies and residents to solicit input on community transportation needs and priorities, as well as ideas about solutions to address these needs. By utilizing surveys, project teams are able to reach a wide cross-section of community residents. Surveys, which are translated into languages appropriate for the community, are distributed in a variety of ways:

- through project stakeholders



- through caseworkers at community agencies
- at existing community meetings or events
- in person, such as at bus stops, BART stations and community centers
- over the telephone—in the Dixon CBTP, businesses were surveyed over the phone about transportation-related concerns related to their employees
- through the mail—in the Richmond-area CBTP, over 6,000 surveys were mailed to households in the Richmond project area with a 20% response rate
- online—in the Richmond-area CBTP, a survey was posted on the lead CBO’s website.

While input received through surveys may not be statistically significant, incorporating a survey instrument into a community outreach process offers an effective way to reach a broad spectrum of residents. Community members have some flexibility on when they provide their opinions—either on-the-spot, or completing and returning surveys at a later date to an address or location noted on the form.

Focus Groups

Focus groups provide an opportunity to obtain more detailed, in-depth information from community residents or representatives about the transportation needs in their communities. Most of the CBTP teams conducted focus groups, including several in languages other than English. Most used the survey noted above as the basis for discussion.

Interviews

Several of the CBTP project teams conducted one-on-one interviews using the survey/questionnaire as a guide. For example, the central Alameda CBTP team conducted interviews with community representatives from 40 agencies, and found this to be an effective tool for obtaining input about transportation.

Drop-ins/Intercept Surveys

Several CBTP teams have held informal drop-in sessions at several locations within the project areas to have on-the-spot discussions with residents about how their transportation needs were being met. For example, the Napa CBTP conducted them at the Napa Transit Center (main transit hub in Napa), the Napa Valley College (focused on students and employees) and at the Salvation Army (focused on homeless or low-income residents attending the daily lunch program).

High School Interns

Several CBTP project teams have hired local youth to distribute surveys in the designated project areas. This proved to be a beneficial outreach strategy in several ways. First, the youth were familiar with the project area and were able to provide valuable input on strategic locations to administer surveys. Second, community members were receptive to completing surveys administered by youth who lived in the community. Finally, this strategy increases capacity in the community because youth are trained and paid for their work, taking valuable skills with them after the project is completed. In addition, they



learn about the transportation planning process in their communities. Hiring high school interns was particularly effective in West Oakland, where interns from McClymonds High School were paid and trained to administer surveys with community residents and enter the survey data into computer programs for analysis. At the end of the project, the students made presentations that summarized West Oakland residents' transportation needs to both the Oakland City Council and the Alameda County Congestion Management Agency Board of Directors.

Public Workshops

While public workshops can serve as a forum to provide and exchange information with community residents, it is difficult to schedule them when all sectors of the community can attend – working parents, older adults, youth, etc. Several of the CBTPs have held public workshops, with varying levels of attendance. For example, four workshops were conducted for the East Palo Alto Plan. Post cards were sent to every household and business in East Palo Alto and contained pertinent information (in English and Spanish) about the workshops, as well as other ways to provide input into the project. Even with this significant effort to promote the workshops, attendance was moderate – a total of 56 residents and business owners attended the workshops and provided input.

Attending Existing Community Meetings

Several projects sent team members to attend existing community meetings to inform community members about the CBTP planning process and solicit feedback. In some cases, surveys/questionnaires were distributed to meeting attendees who were asked to either return completed surveys before leaving the meeting or return them as instructed at a later date.

Events

Some project teams attended local events that were held in the project community. For example, the Gilroy project team distributed surveys at two local events – Celebracion del Campo, a Migrant Farm Worker Fair, and the South County Workforce Investment Network Employment Fair. Both events were held during the outreach phase of the Gilroy project, and were a good opportunity to solicit input from local residents.

Websites

Information about the CBTPs, as well as how to provide input, has been posted on several websites— for example, the Alameda County CMA, SamTrans, and, as noted above, the Neighborhood House of North Richmond.

Hotlines

Several projects established telephone hotlines to provide another opportunity for community residents to find out more information about the projects. Callers had the option to leave a message with their opinions.



Press Releases

Several project teams have sent out press releases to promote awareness of upcoming public workshops. A number of newspaper articles in local newspapers have been written about the community-based transportation planning process and have publicized ways to provide input into the planning process.

Newsletters

The Central Alameda CBTP team created a project newsletter that was used to both inform community members, and promote upcoming public workshops.

Outreach to the Business Community

The Dixon team hosted a breakfast meeting with the Mayor and the business community. Dixon businesses were invited to attend this meeting with the Mayor to 1) learn about the transportation services currently available in the community, 2) discuss transportation issues related to employee attraction and retention, and 3) suggest solutions that would address transportation needs.

Each CBTP incorporates multiple outreach strategies in their community involvement campaigns to effectively receive input from community members about transportation gaps and priorities in their neighborhoods. Outreach strategies are typically discussed with local stakeholders prior to implementation so that feedback about the most effective way to reach community members can be incorporated.

Outreach to Seniors and Persons with Disabilities

During development of the original Elderly and Disabled Component of the Coordinated Plan, the consultant team conducted 21 outreach meetings from the months of January through March 2007, attended by over 500 participants. The purpose of the meetings was to directly solicit the views and experiences of older adults and persons with disabilities regarding transportation barriers they face, and generate discussion regarding potential solutions and how these should be prioritized. The following provides an overview of the outreach meeting process.

The first step was to identify and contact organizations or existing groups willing to sponsor or host an outreach meeting. Typically, the outreach meeting was included as part of a regularly scheduled meeting (e.g., Paratransit Coordinating Council, or PCC). In an effort to identify the most appropriate groups, suggestions were sought from members of MTC's Elderly and Disabled Advisory Committee (EDAC), the Partnership Transportation Coordinating Council's (PTCC) Accessibility Committee, and the project Technical Advisory Committee (TAC). In some cases, contacts were provided by members of the outreach team, which was described in Chapter 2.

Efforts were made to reach groups that:



- Represent diverse and fresh perspectives
- Address multi-modal interests (i.e. use of public transit, pedestrian access, paratransit, driving)
- Directly represent constituent groups of interest to the study
- Have a direct interest in and can speak to transportation needs in their community
- Are not traditionally included in outreach efforts of this nature. For example, the possibility was explored of meeting with community-based organizations and churches that work with immigrant groups in an attempt to identify the needs of Latino seniors.

Members of the outreach team also represent the communities of concern for this study: older adults and persons with disabilities. Their input was valuable in identifying agencies to host and co-sponsor the outreach meetings, and to develop the agenda and supporting materials. Table 5-1 lists details for the 21 meetings, including sponsoring groups and estimated number of attendees.

Meeting Preparation

Prior to the meetings, an extensive literature review was performed in order to document previously identified issues for each of the nine counties.¹ Additional information on county-specific issues was provided by EDAC members at a meeting in December 2006. These issues, or “gaps”, were grouped by county and used as a starting point for the discussion. In addition, a set of potential criteria for evaluating potential transportation solutions was developed for presentation at the meetings. Members of the TAC provided suggestions for the evaluation criteria.

The host was contacted to verify that the meeting facility was accessible for persons with disabilities, estimate how many people would be attending, determine whether handouts in languages other than English or accessible formats were needed, and review other logistics related to the presentation. The host was provided with a written overview of the project, a list of people in their county who had expressed interest in attending, and an outline of the structure for the meeting. A flyer was developed that described the study and purpose of the outreach meeting, and provided space for individual hosts to include the time, date, and location for their meeting. This flyer included contact information for those who wished to comment but could not attend.

The study team also created a website with a very simple survey tool to allow participants to submit comments; the URL for this website was also distributed at the meetings and was included on the public flyer advertising the meetings as well as on MTC’s website. Thirty-eight comments were posted on this website.

¹ A list of materials reviewed is Included in Appendix B.



Table 5-1. Human Service Transportation Coordination – Outreach Meetings

Date	Time	Dur (min.)	Agency	Location	No. Attending
1/09/2007	1:30 PM	60	San Mateo PCC	San Carlos	25
1/13/2007	12:30 PM	45	Marin Indoor Sports Club (ISC)	Greenbrae	7
1/16/2007	2:00 PM	60	Sonoma County TA TPCC	Santa Rosa	37
1/16/2007	2:00 PM	60	Contra Costa County IHSS	Martinez	13
1/17/2007	1:30 PM	45	San Francisco PCC	San Francisco	32
1/22/2007	2:00 PM	60	Contra Costa County PCC	Pleasant Hill	30
2/2/2007	12:00 PM	45	Senior Coalition of Solano County	Fairfield	40
2/5/2007	1:00 PM	45	Santa Clara Council on Aging	San Jose	40
2/5/2007	1:10 PM	20	Solano County Family Resource Center	Fairfield	6
2/6/2007	12:15 PM	60	Alameda County East Bay Paratransit SRAC	Oakland	25
2/7/2007	1:30 PM	60	Napa PCC	Napa	15
2/7/2007	2:00 PM	60	Santa Clara PCC (VTA CTA)	San Jose	20
2/8/2007	10:00 AM	45	SF Senior Action Network	San Francisco	100
2/9/2007	10:00 AM	90	Alameda County Area Agency on Aging	Oakland	40
2/12/2007	3:00 PM	90	Marin PCC	San Rafael	20
2/14/2007	2:00 PM	50	Livermore Amador Valley Transportation Authority	Livermore	40
2/16/2007	1:30 PM	60	Paratransit Advisory Committee (Alameda)	Hayward	17
2/20/2007	3:00 PM	30	Disability Action Network, Fremont (Alameda)	Fremont	15
2/21/2007	10:00 AM	90	Sonoma Area Agency on Aging	Santa Rosa	10
2/28/2007	10:30 AM	60	Contra Costa Developmental Disabilities Council	Concord	35
3/16/2007	12:00 PM	60	Solano PCC	Fairfield	15
Total Meetings:		21		Participants:	582

Follow Up

All comments from the outreach meetings were transcribed and sent to the meeting host. Comments were also summarized for use in the plan, and are found in Appendices E and F. Comments on the evaluation criteria were transcribed separately for use during the next phase of the project.



Lessons Learned on Outreach Process

- When trying to reach a particular interest group, being part of the agenda for an existing regular meeting is very effective. Participants already have the time scheduled and are familiar with the meeting location, the buildings are accessible, and the participants are likely to be knowledgeable about the subject. Members of the public attending the meeting have the added benefit of learning about the hosting organization as well as the project.
- A longer period of time would have been helpful to develop and cultivate contacts with “non-traditional” groups (e.g. Latino families referred to above, or Native American women with disabilities in North Bay Area counties). Efforts to include these groups were not as successful as those to engage other groups.
- The small break-out groups worked well in generating discussion about what participants perceived as gaps in transportation service. This process encouraged everyone to participate, reduced repetition, ensured accuracy in the recording of ideas, and provided support for people who had difficulty writing down their ideas.
- It is important to verify the accessibility of buildings and restrooms for meetings targeted at seniors and the disabled community. Moreover, meeting hosts should be reminded to provide transit information for the meeting location in advertising materials.
- Sufficient time needs to be built in ahead of the meetings to ensure that accessible formats of meeting materials can be sent to those who need them – this can be up to ten days in advance of the meeting.
- When presenting transportation gaps based on previous studies, it is important to emphasize to attendees that these may no longer be current, and may be based on perception, and not necessarily verified. The meeting is an opportunity to ensure that the information included in the study is both relevant and accurate.
- Some flexibility should be built into the agenda to accommodate the particular interests of the group, which can’t be known until the meeting is underway.

Stakeholder Interviews

Summary of Stakeholder Interview Process

The purpose of conducting stakeholder interviews was to document the perceptions, opinions and experiences of a broad base of stakeholders, including staff from transportation provider agencies, social service agencies, advocacy organizations and others. Second, the purpose was to gather more in-depth discussion regarding potential coordination strategies currently underway, or those that are most encouraging to pursue.

Interview questionnaires were developed and tailored to individuals or groups of individuals. Attempts to schedule an interview with the potential stakeholders were made by contacting each stakeholder either by telephone or by email. Six of the 25 potential interviewees either did not respond or chose not



to participate in the interview process. Efforts were not successful to identify locally-based Medi-Cal program staff to interview. In some cases, alternate stakeholders were identified. Altogether, a total of 20 interviews were conducted with 35 stakeholders.

Table 5-2. Stakeholder Interviews

Stakeholder Interviewed	Organization/Agency
Refugee Coordinator	Alameda County Dept. of Social Services
Project Coordinator	Alameda County Senior Injury Prevention Program
General Manager	Central Contra Costa County Transit Authority (CCCTA)
Transportation Mgr	Rossmoor Retirement Community, Walnut Creek
Transportation Coordinator	Contra Costa County Workforce
Executive Director	Senior Helpline Services, Contra Costa County
Paratransit Manager	Whistlestop Wheels, Marin County Paratransit Program
Executive Director	Napa/Solano Area Agency on Aging
General Manager	San Francisco Paratransit Program
Ex. Director	Senior Action Network
Transportation Manager	On Lok Senior Center
SamTrans, San Mateo County Human Services Agency and Aging and Adult Services, Center for Independence of Individuals with Disabilities	San Mateo County
Executive Director	Outreach
Transportation Coordinators	San Andreas Regional Center
Member	California Senior Legislature and Santa Clara Council on Aging Advisory Committee
Director of Transit and Rideshare	Solano County Transportation Authority
Executive Director	Sonoma County Council on Aging
PTCC	Accessibility Committee
Staff	MTC
Executive Director	CalACT

A written summary of the interview was prepared and emailed to the interviewee with an opportunity to review and revise, if needed.

Key Findings

The following observations were offered by those participating in the stakeholder interviews.

- Over the past ten years, since full implementation of the paratransit requirements of the Americans with Disabilities Act (ADA), funding partnerships between public transit and social



service agencies has greatly diminished. In cases where there are such partnerships, agencies subsidize their clients' fares but do not cover the actual cost of the trip. No arrangements were identified where a social service agency purchases the full cost of the trip.

- ADA service requirements may have caused the deterioration of coordination—new shuttles or other services have been formed to serve people outside the service area; or, the scheduling window doesn't always work for agencies, so they start up their own service.
- In fact, examples were presented of the opposite approach—where the public transit agency purchases services from community-based agencies, senior centers or other programs because this is less costly than providing them directly. CCCTA, for example, has provided retired vehicles to several community-based groups on the condition these agencies provide at least 50 ADA trips per month.
- Regional Centers, who are required to provide transportation for developmentally disabled individuals within their programs, all arrange for transportation through separate contracts. Regional Center transportation accounts for a large amount of client-based trips, and significant funding supports their transportation programs, but there does not seem to be any effort to consolidate programs with local transit agencies.
- Medicaid Non-Emergency Medical Transportation (NEMT) continues to be a complex and little-understood program. No stakeholder interviewed is currently involved in providing or arranging for Medicaid-based trips, though it is believed that many ADA clients receiving medically related transportation are, in fact, Medicaid eligible. Any significant revisions to Medicaid transportation policies will need to occur at the State level; however, MTC and/or other stakeholders may want to investigate further the extent to which medical transportation may be sponsored by counties.
- The lack of flexible insurance policies has been identified as a barrier preventing coordination and volunteer activities from occurring.
- Taxis could play a role in improving coordination—in most counties, there is a glaring lack of accessible taxis (or any taxis in some communities).
- There is a need for more seamless travel in counties with multiple providers.
- Little or no interest was expressed in consolidating services, with the exception of Solano County.
- A range of mobility strategies needs to be considered when developing a continuum of options—including pedestrian access, and transitioning from driving.
- Good models of coordination have recently been implemented between senior programs and public transit (Contra Costa, Santa Clara and Sonoma Counties)
- Stakeholders have identified a range of creative potential strategies to enhance coordination, ranging from operational improvements to revising policies. The potential for successful implementation may vary from county to county, and may not be universally applicable throughout the region. When asked to identify which coordination strategies are most important to pursue, members of the Accessibility Committee did not universally agree on key strategies.



Contra Costa County Focus Group

The final step of conducting public outreach for this planning process was to convene a focus group in Contra Costa County. As mentioned in Chapter 2, Contra Costa County was selected because of previous coordination studies recently completed, and because several innovative coordination efforts have recently been implemented within the county. The goals of the focus group were to:

- Select one county to discuss transportation coordination issues in detail
- Hear from a range of stakeholders involved in human service transportation about their experiences with coordination
- Learn more about successful coordination strategies that have worked, as well as barriers that prevented effective coordination
- The meeting was held at the Concord Senior Center on Thursday, March 22, from 1:30-3:00 p.m. Those attending the focus group were invited to participate representing their organization and/or constituency, and efforts were taken to ensure a broad range of participation, including transit agencies, social service agencies, county staff, non-profit agencies and others. Ten persons participated in the meeting, which was also attended by five observers and two meeting facilitators.
- Participants were asked to:
 - Describe their “vision” for a coordinated transportation system within Contra Costa County
 - Identify one activity or project that has proven successful in enhancing coordination
 - Identify barriers that are preventing coordination
 - Identify actions needed to remove those barriers
 - Identify coordination strategies that are most important to pursue

A summary of comments from the meeting follows.

Vision of Coordination—A Coordinated Transportation System would result in:

- Mobility management—a centralized system that would match needs and resources (this concept was specifically endorsed by several meeting participants)
- Better understanding of human service agencies involved in providing or sponsoring human services transportation
- Identification of funds and programs involved in providing transportation
- “Breaking down the silos” of various funding requirements, which would allow more seamless transportation and the co-mingling of various fund sources
- Establishment of comparable planning requirements for social service agencies as exist for transit programs to plan for coordinated services
- More flexible insurance to encourage innovative new programs
- Better land use coordination so that new developments consider proximity to transit
- Bringing paratransit providers together to develop common transfer policies and procedures
- Teaching people how to use transit
- Provision of easy access to information and services



Successful Examples/Barriers to Coordination

- Within Contra Costa County, an excellent working relationship exists between Rossmoor Senior Community, located in Walnut Creek, and the local public transit provider, Central Contra Costa Transit Authority (CCCTA). For example, ADA and Regional Transit Connection Discount Card (RTC Discount Card) applications are processed on Rossmoor site, Rossmoor and CCCTA collaborate to provide a very successful travel training program, and Rossmoor staff has been very helpful in mentoring new programs.
- CCCTA Vehicle sharing program—CCCTA has provided local agencies with vehicles with the expectation that those agencies provide at least 50 ADA trips per month. This has freed up capacity on CCCTA to provide additional trips, and has also resulted in a much lower cost per trip for CCCTA than if it had provided the service directly.
- Getting stakeholders to the table—recent examples include ADA paratransit program staff meet regularly to work out operational “glitches”, and a convening of senior center staff.
- A significant barrier is that there is a need to better understand budget and regulations specific to social service agencies. Little is known about these programs, or how to influence their willingness to coordinate.
- The opinion was expressed that agencies that receive state or federal funds to provide transportation for their clients should be required to participate in coordination planning activities similar to those established through SAFETEA-LU. Examples include: Regional Centers, Medi-Cal, Department of Rehabilitation, Department on Aging through the Older Americans Act, Department of Managed Care, Office of Long Term Care (oversees Adult Day Health Care programs), and school districts.
- Often, new developments are sited without consideration to the proximity of transit. Or, social service agencies will relocate a facility that is not accessible by transit, and then expect the transit agency to provide service to them.

Steps Needed to Address Barriers Preventing Coordination

The meeting ended with an identification of strategies to address the need to better coordinate land-use decisions with public transit. Some suggested strategies include:

- Convene a forum of planning directors, city managers, local elected officials, developers and the Homebuilders Association of America to better understand a common interest in promoting land-use and transit coordination
- Consider imposing an impact fee for transit on new developments
- Require developers to provide transportation if they locate a facility where transit is not currently available.



Plan Update Outreach Process

Because of the extensive outreach conducted to seniors and people with disabilities in developing the original Coordinated Plan as recently as 2007, and ongoing in-depth outreach efforts associated with MTC-sponsored Community Based Transportation Planning efforts in low-income communities, MTC approached outreach specific to the Plan update process in a streamlined fashion, working primarily with knowledgeable stakeholders convened at the regional level who are knowledgeable of and serve the target populations in their communities. The outreach effort was based upon the following principles reviewed with the Plan Update Technical Advisory Committee (TAC):

- Build on existing knowledge and outreach efforts, including outreach conducted for 2007 Coordinated Plan, Community Based Transportation Plans, Plan Bay Area (the long-range joint planning effort between MTC and the Association of Bay Area Governments), MTC's Transit Sustainability Project, and other relevant studies completed since 2007.
- Consider relevant related populations whose service providers have not been engaged in the regional Coordinated Planning process to date, such as veterans transportation service providers
- Leverage existing groups and relationships to try to bring in new perspectives via their networks

The TAC itself was composed of a broad array of public and private transportation and human service providers, including staff representatives from:

- A transit agency
- A county human services agency
- A private non-profit human services transportation provider
- A private taxi provider
- The U.S. Department of Veterans Affairs
- A member of MTC's Policy Advisory Council's Equity & Access Subcommittee

Specific tools for outreach included:

- Document reviews (summarized in Appendix B)
- Meeting presentations and in-person feedback
- Web page with email links for submitting comments
- Opportunities to comment at public meetings

Table 5-3 lists the groups consulted directly during the Plan Update development phase of the outreach process to provide information about the plan update process, solicit information on changes to the transportation service landscape, review and reaffirm identified gaps, and provide input on the prioritization of solutions to be included in the Plan update. Because considerable outreach to the target populations has been conducted and documented at the local level in recent years, MTC focused on regional stakeholder groups for additional outreach purposes on top of those efforts documented in local plans, and also made in-person presentations to local or county-based groups upon request.



Table 5-3. Plan Update Development Outreach

Group	Meeting Date
MTC Policy Advisory Council Equity & Access Subcommittee	9/12/12
Bay Area Partnership Accessibility Committee	9/10/12
Regional Mobility Management Group	9/13/12
Bay Area Partnership Technical Advisory Committee	10/15/12 (via email)
AC Transit Accessibility Advisory Committee	10/9/12
San Mateo County Paratransit Coordinating Council	10/9/12
VTA Accessibility Committee	10/10/12
East Bay Paratransit Service Review Advisory Committee	11/6/12
Contra Costa County Transit Authority Advisory Committee	11/9/12
San Francisco Paratransit Coordinating Council	12/5/12
Alameda County Paratransit Technical Advisory Committee	12/11/12

The next chapter summarizes the transportation needs of older adults and persons with disabilities noted above, as well as reviews the transportation needs identified in the low-income component of the coordinated plan to determine areas of overlap. Chapter 7 proposes specific types of transportation solutions to address transportation gaps of elderly and disabled populations. Chapter 8 proposes strategies to improve coordination for better service delivery to all three groups.



Chapter 6. Documentation of Transportation Gaps

This chapter summarizes the gaps identified through outreach efforts throughout the region to older adults, persons with disabilities, and low-income populations. Chapter 5 summarized the methodology employed to solicit the views of key stakeholders and members of the public to learn more about transportation gaps facing older adults and persons with disabilities. Outreach to low-income populations is summarized based on results of Community Based Transportation Planning efforts in low-income communities, as described in Chapter 5. County-level summaries of transportation gaps identified are provided in Appendix F. Several key themes emerged out of the outreach efforts, stakeholder consultation, and previous planning projects, which are described below.

In addition, for this plan update MTC embarked on new research into the transportation needs of veterans, another growing constituency with unmet transportation needs in the region, which is summarized in Appendix G. Though none of the Federal fund sources subject to this plan specifically target veterans, there is nevertheless overlap with other transportation-disadvantaged populations and potential benefits to be realized by improved coordination between transportation service providers.

Summary of Gaps:

Older Adults and Persons with Disabilities

Enhanced Fixed Route Services: For persons who can and do use the fixed route system, there is a need for additional service in rural and suburban areas not currently served, and for more direct service to key activity centers needing to be accessed by older adults and persons with disabilities. Customers throughout the region would also like increased frequency to avoid long waits, and service longer into the evening and on weekends.

Enhanced Paratransit Services: Paratransit users sometimes need a level of service above and beyond what is required by the ADA, such as service provided on the same day it is requested (e.g. taxis), where and when the fixed route service does not operate, or the ability to accommodate “uncommon” wheelchairs or other mobility devices. Some paratransit users who are parents noted that it is difficult to transport children to school and other activities via ADA paratransit.

Connectivity: The need for better connectivity between service providers was expressed, both for inter- and intra-county travel, whether using paratransit or fixed-route service. To promote more seamless travel, customers mentioned the need for better shelters and bus stops as well as other amenities at



transfer sites. Some persons with wheelchairs have difficulty making effective use of the system due to accessibility barriers and referred to the need to enhance accessibility of vehicles and related infrastructure, such as shelters and stops. The cost of transferring between systems was noted as an issue for both paratransit and fixed-route service. In addition, there is a need for loading and waiting zones at transit stations for taxis, vans, and ramp vehicles, and facilities at stations drivers of such vehicles can use while they wait for their passengers.

Transit Experience: A number of issues were raised related to transit amenities, including bus shelters, bus stop seating if a bus stop cannot accommodate a shelter, and lighting to promote safety at bus stops and at rail stations, especially at night. Safety on transit vehicles was also raised as a concern.

Transit Alternatives: For those who need transportation where public transit (fixed-route or complementary ADA paratransit) is unavailable or unsuitable, alternatives are needed that enable people to live independently, such as ride-sharing, volunteer-driver programs, short-term medical transportation, or mobile programs that bring support services to people’s homes.

Information and Other Assistance: There is a need for education and information in a variety of formats (including signage) so that older adults and persons with disabilities can learn how to use public transit and its accessible features. Likewise, there is a need to ensure drivers, dispatchers, other transit personnel, and the general riding public, are sensitive to passenger needs, and know how to provide assistance on-board the vehicle as needed.

Pedestrian Access and Land Use Coordination: Improving accessibility to and from bus stops and transfer centers (elevators, sidewalks, curb cuts, curb ramps, crosswalks) was widely voiced throughout the outreach meetings, as well as reducing pedestrian conflicts with bicycles. Meeting attendees also mentioned the need to better coordinate land use development with the provision of transit service, especially in lower-density communities. The location of housing and facilities serving people with disabilities or seniors in areas that are inaccessible by transit was also cited as a concern.

Summary of Gaps: Low-Income Persons

MTC has been engaged in extensive planning efforts to identify and address transportation needs specific to low-income persons. With the advent of welfare reform in the mid-1990s, MTC sponsored a welfare-to-work transportation plan for each of the nine Bay Area Counties, and, upon completion of the countywide plans, conducted a regional welfare-to-work plan that was adopted by the Commission in 2001. Finally, as recommended through the Regional Transportation Plan adopted in 2001, MTC embarked upon a series of community-based transportation plans in 25 low-income neighborhoods. In 2008, MTC expanded its commitment to completing Community Based Transportation Plans in all 41 low-income communities in the region identified in the 2005 Regional Transportation Plan. MTC



provides funding to support these plans, and county Congestion Management Agencies are responsible for overseeing their development. To date, 32 plans have been completed, spanning all nine counties.¹

Each of these previous planning efforts sought to identify, through the participation of stakeholders, public outreach, surveys and other methods, transportation needs that prevent full mobility for low-income populations, especially those seeking to return to the work force. The transportation gaps identified from these previous planning efforts are summarized below by category:

Transit Service: A number of gaps related to transit service have been identified, including hours of operation (some transit service does not run early enough in the morning, late enough at night, or on the weekends); frequency (some transit riders would prefer more frequent service than currently provided); reliability (some transit routes do not stay on-schedule or are overcrowded); connections (transit routes do not always transfer or connect with other services); spatial gaps (transit does not always serve destinations that people need to reach, such as schools, employment, medical care or grocery stores); travel time (travel time between stops and to destinations is too long, particularly when transfers are required to complete the trip); and driver behavior (some drivers are reported to be insensitive to passengers' needs or are discourteous).

Public Information about Transportation Services: In some cases, the issue or gap was not a lack of service, but a lack of information about service that already existed. Problem areas included inaccuracy of transit route schedules, lack of information at bus stops, lack of transit information in languages other than English, unclear information about fares, transfer policies, and routes, and lack of well-publicized information about local shuttle services. Some communities noted that numerous fare instruments were difficult to obtain or use.

Transportation for Youth and Children: Transportation gaps specifically related to youth and children were mentioned, including the cost of transportation for youth, and particularly for a family with multiple children; Buses are over-crowded - additional service is often needed in the morning before school starts, and after school; safety for some students who ride the bus; and, if no school bus service is available, working parents using transit who drop children off at school or daycare before work can have lengthy and costly trips.

Affordability and Access to Autos: Low-income individuals and families reported that transportation, whether using transit or owning a car, is costly. Fares, especially distance-based fares, monthly passes requiring high-up front costs, and certain transit transfer policies, were cited as expensive, especially for families with children who rely mainly on transit. Taxi fares were also cited as unaffordable. Cost is the primary barrier to auto ownership for low-income individuals and families. Auto expenses include the cost of the vehicle, insurance, maintenance, registration and gasoline. Furthermore, if low-income

¹ See <http://www.mtc.ca.gov/planning/cbtp/> for links to all completed plans.



families are able to own a car, one costly repair may force family members to seek other modes of transportation if funds are not available to pay for the repair. All of these costs can make auto ownership unattainable for those with low or limited incomes.

Bicycle and Pedestrian Issues: Safe routes for walking or riding a bicycle are an issue in many low-income communities. Specific concerns include fast traffic speeds near pedestrians; lack of crosswalks and signals; lack of sidewalks, particularly in unincorporated or rural areas; sidewalks that are in poor condition; lack of proper lighting creating safety issues especially at night; lack of adequate signage and wayfinding information for pedestrians and cyclists; and lack of bike lanes or areas to secure bicycles at stops and on transit vehicles. The cost of obtaining bicycles or lack of information on how to safely ride, repair, and maintain them was also cited by some communities.

Other

Some transportation concerns that were raised were specific to particular low-income communities.

- Some neighborhoods experience a high volume of diesel truck traffic, which emit noxious fumes and hazardous pollution.
- Some Bay Area communities have an influx of migrant farm workers during the growing seasons. Transportation concerns particular to this population include service that does not operate during the hours it is needed (early mornings), service that does not travel to the desired destinations (agricultural locations), service that does not meet the needs of farm worker families (i.e. mothers and children that may be isolated from services), and language barriers.
- Some Bay Area communities are close to BART stations and tracks and experience significant noise from the trains.
- In some communities with taxi service, residents reported that taxi service is not reliable, since taxis do not always arrive at the requested hour. Respondents were also concerned about the refusal of service in certain neighborhoods and the unwillingness of certain drivers to accept taxi scrip.
- In some jurisdictions with car-sharing available, pods are not available in all neighborhoods.
- Lack of adequate parking at BART stations or other auto destinations was cited by some communities.

Table 6-1 provides a comprehensive list of transportation needs or gaps that were identified through plans described above to address low-income constituencies, as well as concerns raised through public outreach convened earlier in this planning process. As Table 6-1 indicates, there is significant overlap or similarity among the transportation barriers and gaps expressed among the three populations of concern. Appendix F documents detailed comments received through the public outreach process for this plan.



Table 6-1. Summary of Needs by Constituent Group

	Constituent Group	
	Low-income	Elderly/Disabled
<i>Transit Service</i>		
Spatial Gaps: transit does not always serve destinations that people need to reach, i.e. schools, employment, medical care or grocery stores. Service not available in some rural areas.	x	x
Temporal Gaps: need to increase service frequency to avoid long trips, expand hours of operation to run earlier in the morning, later in the evening, or on weekends	x	x
Inconsistent reliability – some transit routes/paratransit trips do not stay on-schedule	x	x
Difficult inter-jurisdictional travel –transit routes do not always transfer or connect with other services	x	x
Lack of adequate driver training, i.e. how to use accessible features, disability and cultural awareness training	x	x
Inconsistent fare and transfer policies	x	x
Not enough wheelchair spaces on buses, need to accommodate larger wheelchairs		x
<i>Transit Experience</i>		
Need for bus shelters, benches, and lighting at bus stops or transit centers, in-vehicle safety	x	x
<i>Transit Alternatives</i>		
Need alternative transportation services where and when public transit is not available or suitable, such as shared-ride, short-term medication transportation, volunteer driver programs, or mobile-based services that serve people in their homes	x	x
<i>Public Information about Transportation Services</i>		
Need to improve information via 511, websites and other methods about transit routes and schedules to make sure they are current and accurate	x	x
Transit information needs to be provided in languages other than English, and in multiple formats	x	x
Need to provide training to educate people, especially new riders, how to use transit	x	x
<i>Transportation for Youth and Children</i>		
Additional bus service is needed before and after school hours	x	x
Transportation services are needed to drop children off at school or daycare	x	x
<i>Affordability and Access to Autos</i>		
The cost of using public transit or paratransit is a problem, especially for low-income families with children	x	x
Strategies and incentives are needed to promote access to autos and to maintain them in safe operating order	x	x
<i>Bicycle and Pedestrian Issues</i>		
Traffic speed and other regulations are not always enforced in areas frequented by pedestrians	x	x
There is the need to provide more crosswalks in intersections	x	x
Sidewalks are often in poor condition, or nonexistent, in unincorporated or rural areas	x	x
There are not enough bike lanes or securement areas for bicycles; info is needed on safety and maintenance	x	
<i>Other</i>		
Unique transportation barriers exist for migrant farm workers	x	
Few or no accessible taxis are available outside San Francisco, taxis are unreliable in some communities	x	x
Often, a higher level of support is needed on paratransit than what is minimally required		x
Land-use and transportation policies are often not coordinated, and do not support proximity to transit	x	x
Environmental factors (BART and/or traffic noise, diesel fumes from trucks) may pose health risks	x	x



Chapter 7. Solutions to Gaps

Possible solutions have been identified to address the gaps that emerged from the outreach process and review of local plans, including Community Based Transportation Plans. These solutions are based on suggestions received in the outreach process, and ideas contained in local plans. Appendix H summarizes each solution in terms of specific gaps that it addresses and any special implementation issues identified. Some solutions address multiple gaps, and some of the gaps are addressed by multiple solutions. The possible solutions are grouped into four main categories:

- Mobility management, travel training, and transportation coordination activities
- Additions or improvements to paratransit that exceed ADA requirements, and demand-responsive services other than ADA paratransit
- Additions or improvements to public transit services and transit access
- Solutions to address affordability barriers

Detailed project examples and descriptions are provided in this chapter, following a discussion of the preliminary evaluation criteria used to identify regional priorities among the overall list of solutions.

Preliminary Evaluation Criteria

To provide a basic framework for prioritizing solutions regionally, four criteria were applied to each of the projects with a simple “high,” “medium,” or “low” ranking in terms of the degree to which the project generally satisfied the basic requirements of community need/transportation benefits, coordination benefits, cost-effectiveness, and implementation considerations. The identification of these four criteria represents a synthesis of past regional planning and programming policy documents targeting low-income, senior, and/or disabled populations, including:

- Criteria initially reviewed with stakeholders during development of the 2007 Coordinated Plan as potential evaluation criteria for funding programs subject to the plan.
- Common evaluation criteria used in Community Based Transportation Planning efforts for project prioritization.
- Project evaluation criteria MTC has used previously for New Freedom and Lifeline Transportation Program guidelines (for JARC funding).
- Criteria used to prioritize regional sustainability strategies in MTC’s Transit Sustainability Project ADA Paratransit study.

The four criteria were averaged without any weighting to identify an overall regional priority level in the context of the region’s current needs and offerings. Rather than being conclusive, these criteria are preliminary, applied with the understanding that any of the proposed solutions might ultimately be



evaluated or weighted differently in a local context for a specific project proposal. In addition, Federally-established requirements will also apply to specific funding sources. Because FTA has yet to issue revised guidance for the new consolidated 5310 Program under MAP-21, these criteria are presented as general and preliminary guidelines for regional prioritization and may be subject to change depending on program requirements or specific priorities for future funding calls.

Community Need/Transportation Benefits

- Acute needs: The importance of needs are reflected in level of community support, and also in priority designation in locally-adopted plans or policies. Acute needs may include needs of small groups who have been left unserved by other programs due to expense or other difficulties.
- Number of gaps and trip types: Projects are preferred that address multiple gaps and serve multiple customer groups and trip purposes.
- Number of beneficiaries: In general, improvements that benefit many people are preferred to those that benefit few. However, the needs of relatively small groups might be considered particularly critical based on the “acute need” criterion above.
- Unserved needs: Projects are preferred that address gaps left by other services rather than duplicating, overlapping with, or competing with other services. The relative importance of needs may vary per local priorities.
- Measurable benefits: As much as possible, there should be ways to measure how a project is benefiting target groups, whether in terms of numbers of people served, numbers of trips provided, improved measures of service quality, etc.

Coordination Benefits

- Projects that support demonstrable coordination efforts, for example multiple organizations working together to address a need and sharing resources and capabilities, are desirable.
- Projects that support the regional coordination strategies identified in this plan (see Chapter 8) are preferable.
- Projects that address duplication of services or have the potential to share capacity between providers are preferable.
- Are there potentially multiple access points to and from a project or program? Can the service be readily coordinated with referrals to or from county or subregional mobility manager?

Cost-Effectiveness

- Cost: While specific cost estimates are not provided due to the scalability of most types of projects, projects with overall costs within a range that can realistically be funded with available sources, are preferable.
- Cost per beneficiary: A broad range of few to many beneficiaries is compared to the cost of a program. Even though a program’s total cost is low, if it reaches very few people it might still have a high cost per beneficiary. Similarly, even though a program’s total cost is high, if it reaches many people it might still have a low cost per beneficiary. It should be noted that the



cost of provision of service relates to service that exceeds the ADA requirements, since ADA-required paratransit service must be provided regardless of cost considerations.

- Funding eligibility: Projects which are not eligible for all the Federal sources covered by this plan would require state or local sources to implement instead.
- Leveraging resources: Could a potential project sponsor readily tap into other public or private funding sources, especially new sources not previously available?

Implementation

- Have existing or likely project sponsors been identified? Are they able to deliver the project?
- Implementation time-frame: Projects that will produce results quickly are preferred, as long as they are also sustainable. Projects with long-term payoffs should have some form of measurable accomplishments in the short run.
- Are there any significant barriers to implementation? Can they be overcome with some effort, or do very high barriers exist that could be insurmountable without major legal, structural, or institutional changes? Projects with minimal barriers to implementation are preferred.

Five tables are provided summarizing the priority strategies, one for each of the four basic solution categories, and one for other solutions that don't fit into any of the other broader categories or which fit into multiple categories.

Table 7-1. Mobility Management, Travel Training, and Transportation Coordination Activities

Proposed Solution	Overall Priority	Preliminary Evaluation Criteria			
		Need/Benefit	Coordination	Cost-Effectiveness	Implementation
Travel training and promotion to seniors and/or people with disabilities	High	H	H	H	H
Enhanced local information and referral systems, including One Call/One Click centers, comprehensive mobility guides	High	H	H	H	M
Human service transportation coordination (e.g. cost sharing arrangements, joint procurements, joint maintenance, vehicle sharing)	Medium-High	H	H	H	L
Enhanced regional information (using 511 or other means) about public transportation for paratransit users, people with disabilities, and speakers of languages other than English	Medium-High	M	H	M	H
Targeted marketing and "buddy" programs where experienced transit riders support new riders	Medium-High	M	M	H	H



Table 7-2. Additions or Improvement to Paratransit That Exceed ADA Requirement, and Demand-Responsive Services Other Than ADA Paratransit

Proposed Solution	Overall Priority	Preliminary Evaluation Criteria			
		Need/Benefit	Coordination	Cost-Effectiveness	Implementation
Volunteer driver programs, including training and recruitment of drivers	High	H	H	H	M
Help for community organizations to expand service	High	H	H	H	M
Intelligent Transportation Systems (ITS) improvements	High	H	H	M	H
Taxi discount and voucher programs, including the possibility of purchase of a guaranteed level of taxi service by transit agencies	Medium-High	M	H	H	M
Sharing of provider training and methods	Medium-High	M	H	H	M
Non-emergency medical transportation for Medical patients and non-ADA eligible seniors and people with disabilities	Medium	H	H	M	L
Premium services on ADA paratransit.	Medium	H	M	L	L
Feeder service connecting to fixed-route transit	Medium	H	M	L	L
Transfer assistance to help with multi-operator paratransit trips and transfers between paratransit and fixed-route service	Medium	H	M	L	L
Demand-responsive group shopping service	Medium	M	M	M	M
Incentives or assistance for wheelchair-accessible taxicabs	Medium	M	M	M	L
Incentives or assistance to improve the quality of taxi service	Medium	M	M	M	L
Escorted travel on paratransit	Medium	M	L	M	M
Improved performance and service quality measurement with rider participation	Medium	L	M	M	M



Table 7-3. Additions or Improvement to Public Transit Service and Access to Transit

Proposed Solution	Overall Priority	Preliminary Evaluation Criteria			
		Need/ Benefit	Coordination	Cost- Effectiveness	Implementa- tion
Pedestrian infrastructure improvements in the vicinity of transit stops	High	H	H	H	M
Pedestrian safety planning, especially for low-cost, high-impact solutions	High	H	H	H	M
Transit information in accessible formats, including real-time information	Medium-High	H	H	M	M
Restoration of fixed-route transit services that have recently been cut	Medium-High	H	M	M	H
Expanded fixed route transit services	Medium-High	H	M	M	H
Better connections between transit systems	Medium-High	H	H	M	M
Increase awareness of wheelchair securement issues among transit and paratransit riders	Medium-High	M	M	H	M
Transit safety education	Medium-High	M	M	M	H
Senior-friendly shuttles, jitneys, or circulators	Medium	M	M	M	M
Targeted transit route and stop adjustments	Medium	M	M	M	M
Provide additional bus pass vendor outlets	Medium	M	L	M	M
Additional wheelchair spaces on transit vehicles	Medium	H	M	M	L
Additional driver training on accessibility issues and features	Medium	M	M	M	M
Targeted law enforcement to improve pedestrian safety near transit stops	Medium-Low	M	L	L	M
Courtesy or flag stops for people with disabilities	Medium-Low	M	L	M	L



Table 7-4. Solutions to Address Affordability Barriers

Proposed Solution	Overall Priority	Preliminary Evaluation Criteria			
		Need/ Benefit	Coordination	Cost- Effectiveness	Implementa- tion
Bicycle assistance and safety training	Medium-High	H	M	H	M
Auto loans for low-income families/individuals	Medium	H	L	M	M
Offer or expand car sharing for low-income families/individuals	Medium	H	L	M	M
Discounted transit fares or other subsidies beyond those already provided for seniors and people with disabilities	Medium	M	M	L	M
Discounted transit fares for low-income youth or adults	Medium-Low	H	L	L	L
Discounted paratransit fares	Low	M	L	L	L

Table 7-5. Other Solutions

Proposed Solution	Overall Priority	Preliminary Evaluation Criteria			
		Need/ Benefit	Coordination	Cost- Effectiveness	Implementa- tion
Training for older drivers	Medium-High	H	L	H	M
Partnership with the DMV to assist people who have just lost their licenses	Medium-High	H	H	M	L
Funding for the development of emergency planning and evacuation training programs	Medium	M	H	M	L
Funding for specific technological improvements such as cell phones with GPS devices	Medium	M	M	M	M
Increased funding flexibility to allow for more energy efficient vehicle purchases	Medium	L	M	H	L
Funding assistance for items such as fuel purchases	Medium-Low	L	M	M	L
Wheelchair breakdown service	Medium-Low	L	L	M	L
Localized mobility device-sharing programs	Medium-Low	L	L	M	L



Mobility Management, Travel Training, and Transportation Coordination Activities

- **Travel training** and transit familiarization. In an effort to promote the independence of elderly and disabled individuals, training to ride fixed-route transit should be provided.

Seniors and people with disabilities who have never used public transportation have real concerns and fears of the unknown. Some have unrealistically negative impressions of public transportation that would be overcome by successful experiences using transit in the company of others. Relevant programs, provided free of charge, include one-on-one instruction about how to ride transit, bus buddies who ride along with new riders, group demonstrations and field trips.

- **Enhanced local information and referral systems** to provide better access to information about transit, paratransit, and community transportation resources, including One Call/One Click Centers and comprehensive mobility guides.

Lack of information prevents some people from using public transportation. Information about smaller programs run by cities, counties, or community groups may be confusing or difficult to find. Enhanced information and referral could address the needs of people who do not speak English and people who cannot navigate internet-based information (such as 511.org and operator web sites). Comprehensive mobility information would permit creation of one-stop information sources covering not just transportation but potentially connecting also to resources for housing and social services for seniors and people with disabilities. Printed or on-line mobility guides including modes other than conventional transit and ADA paratransit, such as community-based transportation, and services provided by cities and counties, would help individuals and people who provide them information. Note that such a function may also be a part of a broader mobility management strategy.

- **Human service transportation coordination** through mobility management practices or brokerage to coordinate currently under-used resources and help address coordination barriers and avoid duplication of services.

Mobility management could expand the availability of services beyond those required by ADA paratransit by coordinating currently underused resources such as vehicles operated by assisted living facilities and other senior housing. A mobility manager could also help with insurance to cover volunteer drivers and vehicles, insurance for shared vehicles, vehicle maintenance, recruiting volunteers, compliance with reporting and audit requirements, joint procurements, implementing cost-sharing arrangements between transit operators and human service transportation providers, and other issues that inhibit community-based transportation services.



A mobility manager could also provide comprehensive mobility information and connect individual riders with appropriate services.

- **Enhanced regional information** about public transportation for paratransit users, people with disabilities, and speakers of languages other than English.

Enhanced regional information, whether in the form of additions to 511.org and the 511 telephone information service, or by other means, would help in making trips by multiple operators and increase understanding of public transportation in general. Live information about making trips on multiple operators is currently not available.

- **Targeted marketing** to encourage seniors and people with disabilities to ride transit.

Promotions and programs such as free ride days, merchant sponsorships, organized field trips and “transit ambassadors” (seniors and people with disabilities who promote transit to their peers) would help seniors and people with disabilities learn about transit and how to use it. Multi-lingual marketing and information and Transit ambassadors able to work with non-English speakers are also needed.

Additions or Improvements to Paratransit That Exceed ADA Requirements, and Other Demand Responsive Services

- **Volunteer driver programs** including steps that would support such programs, such as insurance, driver training, and assistance with recruitment.

Volunteer driver programs may be helpful in providing escorted transportation, transportation before the ADA eligibility process is completed, assistance with shopping trips, and many other forms of service that ADA paratransit does not provide as listed earlier under the heading “Premium services on ADA paratransit.” This category may also include programs that use paid drivers, like the Independent Transportation Network operated in Portland, Maine. Another aspect of this program allows volunteer drivers to accumulate credits while they are driving so that they can use the credits when they need to be driven by other volunteers. However, lack of accessible vehicles may limit this option to those who do not use a wheelchair or are unable to transfer into an inaccessible vehicle.

- **Help for community organizations** to expand service.

Increasing the supply of alternative services would address many of the limitations of existing paratransit services already noted. Assistance could take the form of providing retired



paratransit vehicles together with maintenance or operating assistance, or simply funding the purchase of new vehicles. Assistance with insurance issues would also be helpful.

- **Intelligent Transportation Systems (ITS) improvements** that enhance service in ways that go beyond requirements of ADA.

Some ITS features, such as automated stop announcements, are being used to comply with ADA requirements (while also improving service for the general public). Others (such as automated vehicle location) are being used to improve the quality or efficiency of ADA paratransit and provide more accurate measures of service quality. Beyond these steps, ITS solutions can address issues that go beyond basic ADA compliance and service quality. For example, automated telephone technology or the Internet can be used to address the inconvenience for some riders of making reservations during regular business hours. Vehicle arrival notification, using automated phone calls or hand-held notification devices, might reduce the need to wait outside for a paratransit vehicle and reduce missed connections for passengers in large facilities or residential complexes.

- **Taxi discount or voucher programs**

Taxi discounts would help address the lack of same-day paratransit and paratransit for people who are waiting for completion of their ADA paratransit eligibility applications. Discounted taxis can provide service at times when conventional transit service and ADA paratransit do not operate and for people with disabilities and seniors who are not ADA eligible but find transit unworkable for some trips. Taxis would provide direct rides for people who cannot endure occasional long paratransit ride times due to stops for other passengers. Taxi discounts can be provided using scrip, smart cards, vouchers, or electronic authorization by the subsidizing agency. In some parts of the Bay Area there are limited numbers of both accessible and non-accessible taxis. For this reason, the ability for wheelchair users to receive equivalent service will need to be addressed.

- **Sharing of provider training and methods** to improve paratransit service quality and consistency.

Shared training on topics such as passenger assistance techniques, general principles of customer service, requirements of the ADA, ADA eligibility certification processes, complaint follow-up, coordinating transfers and multi-operator reservations have the potential to address customer issues with service quality and consistency. (Note that, to the extent such a project is limited to improving ADA paratransit service, it would not be eligible for New Freedom funding.)



- **Non-emergency medical transportation** for Medi-Cal patients and non-ADA eligible seniors and people with disabilities.

Numerous proposals for providing non-emergency medical transportation (NEMT) would require regional or state action. One thing that local providers can do on their own is become NEMT providers under existing Medi-Cal arrangements. This would address a lack of providers now available, improve access to medical care for people who have difficulty using ADA paratransit, and provide an alternative to ADA paratransit that provides a higher level of assistance, for example for dialysis patients. Since NEMT is free to the rider, this service would address issues of affordability related to frequent travel on ADA paratransit. Short-term medical transportation for non-ADA eligible seniors and people with disabilities is also needed.

- **Premium services** on ADA paratransit.

Premium services could respond to desires for service that exceed ADA requirements. Examples include the following types of service:

- **Service beyond the ADA-required three-quarter mile corridors around transit routes.** Some form of paratransit service beyond ADA-required areas would help people living in low-density and rural areas reach essential services.
- **Service beyond the hours when transit routes are in operation.** Extended hours would help people who cannot drive and have no way to get around after transit (and therefore also ADA paratransit) stops running.
- **Interim service in the period when ADA paratransit eligibility applications are pending.** Interim service would respond to needs of individuals when they first become disabled or are discharged from a hospital. Affordable, accessible transportation is generally not available before the individual is able to go through the process of obtaining ADA paratransit eligibility application materials and completing the application, and before the eligibility assessment process is completed. Under ADA regulations it can take up to 21 days to complete the eligibility process.
- **Same-day requests.** Same-day service would respond to a need for trips to deal with non-emergency but urgent medical appointments requiring same-day attention.
- **Seamless inter-jurisdictional and inter-agency trips.** Such trips would address issues related to uncoordinated fares, inaccessible transfer locations, and difficulty making reservations.
- **Guaranteed exclusive rides with no stops for other passengers.** This feature would help riders who cannot tolerate long ride times, especially for long-distance trips.
- **Intermediate stops** to allow passengers to stop en-route, for example to fill a prescription, without needing to wait for a second vehicle.
- **Time-certain arrivals** for jobs, training, etc.



Fares charged for premium services could exceed those charged for ADA paratransit (“premium fares”). All of these service gaps can also be met by non-ADA services run by cities or community organizations. Many of these gaps can also be addressed with other solutions described in this section such as subsidized taxis and volunteer driver programs.

- **Feeder service** connecting to fixed-route transit.

Feeder trips can be faster than shared-ride paratransit for certain lengthy trips and for some trips between paratransit service areas. This service, provided as an option for customers, is distinct from the mandatory feeder-service that ADA regulations permit operators to use as a service delivery method for certain passengers and trips.

- **Transfer assistance** or other measures to help with multi-operator paratransit trips and transfers between paratransit and fixed-route service.

Trips between counties or other service areas, and in some cases within counties, are difficult to make because they often require transfers between operators. These trips may require more advance notice than other trips and may require multiple calls to make reservations. Problems with coordination of drop-off and pick-up at the transfer point inhibit travel and may result in individuals being stranded. Customers making connections between paratransit and fixed-route can also suffer from difficulties in coordination and would benefit from assistance in many cases. It may be most practical to provide transfer assistance at locations where staff is already present for other reasons.

- Demand-responsive **group shopping service**.

A group shopping service would help people who can use transit for many trips, but cannot use it if they need to carry packages.

- Incentives or assistance for taxicab companies to buy or convert **accessible taxicabs**.

Accessible taxicabs would extend the benefits of taxi discount programs to people who use wheelchairs (including larger wheelchairs and scooters) and cannot transfer to a typical automobile seat. Even without discounts, accessible taxicabs would expand the transportation options of wheelchair users. In practice, adding accessible taxis to a fleet and keeping them on the streets is a complex undertaking with several challenges that must be addressed for such efforts to be successful and be able to provide reliable service to customers. These include incentives for drivers to take on these routes (often such vehicles are not as fuel-efficient as standard vehicles in the fleet and don’t have alternative-fuel capabilities) and overcoming challenges in keeping such vehicles well maintained due to higher costs and heavy wear-and-tear on the equipment.



- Incentives or assistance to **improve the quality of taxi service** for people with disabilities and seniors.

The ability and willingness of seniors and people with disabilities to use taxicabs is limited not just by price and accessibility but by service quality issues, including driver training, passenger assistance, and reluctance to accept trips that require extra effort or may be perceived to be less likely to result in a tip. Local jurisdictions that regulate taxicabs do not always enforce existing local regulations and federal non-discrimination regulations.

- **Escorted travel** on paratransit.

Escorted travel can overcome difficulties faced by some people using ADA paratransit. Escorts could provide assistance beyond lobby areas of buildings for those who need it. For people who live in large complexes, escorts could address problems that occur when a paratransit vehicle cannot wait in front or in clear view of the customer’s front door. Escorted travel could also help people who currently miss return trips because they have difficulty finding and staying at a designated waiting spot. (Note, some volunteer driver programs also respond to this gap.)

- **Improved service quality measurement** with rider participation.

Programs that involve paratransit riders in measuring service quality can spot issues missed by traditional methods and increase consumer understanding of service delivery issues. Riders are provided with data collection forms and training about the importance of objective and complete observations. A neutral party recruits riders and compiles results with assured confidentiality.

Additions or Improvements to Transit Services and Access to Transit

- **Infrastructure improvements** to improve pedestrian access, especially in the vicinity of transit stops.

Infrastructure improvement may include removing barriers on sidewalks, and improved or additional sidewalks, curb cuts, bus bulbouts, pedestrian crossings and signals (including audible signals and countdown signals), lighting, benches, shelters, and other pedestrian enhancements. Technological solutions akin to wayfinding devices might help blind people locate bus stops. These improvements would address problems that people have accessing transit service and also help people make some trips by walking. These improvements would help address traffic safety and fear of crime, bring existing facilities (in addition to key stations where accessibility is



mandated by ADA) up to ADA accessibility standards, and create accessible pathways to transit stops. Many of these improvements would involve working with local jurisdictions.

- **Pedestrian safety planning** and infrastructure improvements focusing on priorities for low-cost items such as retiming crosswalk signals and right-turn-on-red restrictions, as well as priorities for infrastructure improvements and targeted law enforcement in the vicinity of transit stops.

Difficult street crossings and traffic conflicts are particularly dangerous for seniors and people with disabilities trying to use transit.

- **Transit information in accessible formats.**

Transit routes and schedules can be hard to read for people with limited vision and can be confusing for people unfamiliar with transit. Making information, including real-time information, available in a wider variety of formats, standardized among transit systems, would help many older people and people with visual disabilities. More information or signage regarding the escalator and elevator status at transit stations would help some travelers better plan their trips.

- **Restoration of fixed-route transit services** in areas where service has recently been curtailed or eliminated.

Reductions in transit service levels (frequency or hours/days of operation) can impact both fixed-route and ADA paratransit users. Many stakeholders spoke of the need to restore these services where they are most needed before new or expanded services are added.

- **Expanded fixed-route transit services** in areas with limited or no existing public transit services, nights and evenings, and on weekends.

Limited service in some low-income areas and low-density areas makes it difficult for low-income persons, seniors, and people with disabilities to travel. Limited evening and weekend service is widespread.

- **Better connections between transit systems** especially where these are needed to reach regional medical facilities and county offices.

Limited or uncoordinated schedules and physical issues at transfer points make it difficult to reach regional facilities and county offices. This is particularly true where counties are served by multiple transit operators (such as Contra Costa, Solano, Sonoma, eastern Alameda, and rural portions of San Mateo and Santa Clara counties). Connections between counties and between buses and regional rail services also pose barriers to reaching important destinations.



Coordination measures may include coordinated schedules, schedules that take into account time limitations of people making long trips, accessibility improvements at transfer points, restrooms at transfer points, and improved signage.

- Increase awareness of **wheelchair securement issues** among transit and paratransit riders.

Many riders, suppliers of wheelchairs, and medical professionals who recommend or specify wheelchairs are not aware of options for mobility devices that are safe to use on public transportation. (Better cooperation among these groups may require regional or higher-level strategies.)

- **Transit safety education**

Presentations by police officers to senior groups, in conjunction with transit agencies, can provide tips for riding transit safely and may help allay fears about crime on transit.

- **Senior-friendly shuttles**, jitneys, or circulators to shopping, medical facilities, and local services, including flexible route services.

These services can help address some of the needs for short notice or spontaneous travel that are difficult using next-day ADA paratransit reservations. They can help address the travel needs of seniors who no longer drive but are not ADA paratransit eligible. They may accommodate riders with wheelchairs or shopping carts more easily than conventional transit services.

Assistance with grocery bags would help people who can use fixed-route transit for most trips, but cannot use it if they need to bring home packages.

- **Targeted transit route and stop adjustments** to assist seniors and customers with disabilities.

Scheduled variations in transit routes (such as commonly provided for schools or large employers) and locating bus stops based on the needs of seniors and people with disabilities, can make fixed-route service more usable and reduce dependence on paratransit. Paratransit ride data may show the locations of common destinations that customers could access by conventional transit service with minor adjustments in routes or schedules.

- Provide **additional bus pass vendor outlets**.

Many transit users reported that it was difficult to purchase some types of fare products and that vendor locations were not conveniently located. Transit agencies could work to expand the reach of vendors of their fare products targeting those who buy discounted passes and other products.



- **Additional wheelchair spaces** on transit vehicles.

On some routes that are popular with customers who use wheelchairs (including larger wheelchairs and scooters), lack of wheelchair spaces is an issue. A particular priority would be routes with long intervals between buses where waiting for the bus is a hardship. Impacts on other customers, for whom space may also be an issue, would need to be considered.

- **Additional driver training** on accessibility issues and features.

Passengers with disabilities continue to report difficulty related to proper securement and being passed up at bus stops. Aside from discouraging pass-ups and training drivers on proper mobility aid securement, training could address advising passengers about the reasons for pass ups and arranging for back-up transportation when appropriate. (A regional strategy related to wheelchair securement may also be needed.)

- **Targeted law enforcement** to improve pedestrian safety near transit stops in areas of special concern to low-income communities, older people, and people with disabilities.

Crosswalk violations, parking violations, and occasional dangerous behavior by bicyclists and skateboarders, especially in the vicinity of transit stops, make it harder for many, especially older people, to use public transportation. Parking violations limit the ability of buses to pull up to the curb, making it difficult for older people and people with disabilities to board. Such law enforcement efforts could also include education or raising awareness of bicyclists and skateboarders about the impact to these activities on seniors and persons with disabilities.

- **Courtesy or flag stops** for people with disabilities.

Long distances between bus stops (such as on bus rapid transit lines), often implemented to speed bus operation, may prevent people with disabilities from using bus service. Allowing passengers to “flag down” a bus between marked stops, or allowing passengers on a bus to request a “courtesy stop” between marked stops can address this issue. While some transit systems in low-density areas may permit drivers to use their judgment to identify safe stopping locations, others may need to develop more detailed policies or specific safe courtesy stop locations. Practical policies would be needed about which passengers can request stops.



Solutions to Address Affordability Barriers

- **Bicycle assistance and safety training.**

For those who are able to use bicycles, they are a flexible and affordable way to improve access and provide great mobility to users. As more transit systems improve their bicycle storage and carrying capacity, bicycles can be a valuable solution to the “last mile” gap in accessing transit. Programs that offer low-income clients new or rehabilitated bicycles can also offer safety and maintenance training to users to help them. For older adults, three-wheeled cycles can offer greater stability and security while providing an affordable and active form of mobility.

- **Auto loan programs** for low-income families/individuals.

The high cost of owning and maintaining automobiles is another frequently cited transportation barrier for low-income families and individuals whom public transit does not serve with adequate frequency or coverage. Auto loan programs help provide low-interest loans to qualified program participants to assist with the costs of purchasing or repairing automobiles.

- Offer or expand **car sharing** for low-income families/individuals.

Private car-sharing organizations, both non-profit and for-profit, are becoming an increasingly prevalent, affordable alternative to the high up-front and operating costs associated with car ownership. However, outreach in some Community Based Transportation Plans revealed that car-sharing “pods” (locations where vehicles are stored and available for use) are not always available in low-income neighborhoods.

- **Discounted transit fares beyond those already provided for seniors and people with disabilities.**

This could also take the form of free transit during off-peak hours for riders with an ADA card, or very low-income riders with a Regional Transit Connection Discount Card. In the case of riders with an ADA card, the offer could extend to personal care attendants. Even with available discounts using the Regional Transit Connection Discount Card, fares can still be a problem for some people, especially for long trips involving zone fares or multiple operators. Even for trips on a single operator, very long trips can require multiple fares because of transfer time limits. An additional discount for ADA paratransit eligible riders may also be useful to encourage those with conditional eligibility to use fixed-route transit whenever possible.

- **Discounted transit fares or other subsidies for adults and youth with limited incomes.**

The high cost of transit fares and passes, particularly for low-income, transit dependent families with children, is a recurring need that arises in Community Based Transportation Plan outreach.



FTA funds are generally not able to subsidize transit fares directly, but in some cases can support marketing of discounts or vouchers. Many social service agencies already provide free or discounted tickets or passes to eligible clients to participate in program activities, but growing funding constraints are putting more pressure on transit agencies to provide such discounts directly to consumers. However eligibility determination and delivery of discounts might be carried out, the costs to transit agencies of subsidizing such discounts would be very high, and implementation would be a challenge given each operator sets its own fare policies and do not have mechanisms in place to means-test customers for the purposes of determining potential discount eligibility. MTC has already committed funding as part of the Third Cycle Lifeline Transportation Program to study the issue further at the regional level with the goal of identifying what steps could be taken by transit operators to rationalize the provision of discounted fares in the region to best target those with the greatest need, and what institutional barriers would need to be addressed and how to administer and provide such discounts.

- **Discounted paratransit fares** or other subsidies for people with limited incomes.

Paratransit fares can be a significant issue for people with limited incomes, especially if they have high medical expenses or need to make frequent trips or use multiple systems requiring multiple fares. Discounted paratransit fares could be provided for people already on other means-tested programs. Subsidies for customers facing hardship could be provided through a non-profit organization.

Other Solutions

- **Training for older drivers**

Training for older drivers may include components to increase awareness of public transportation options, how to ease the transition from driving to alternatives, and how to maintain safe driving skills. This may include partnering with existing providers of older driver training to incorporate transit familiarization into these programs.

- **Partnership with the DMV to assist people** who have just lost their licenses by providing information and assistance.

Seniors who may need to begin limiting their driving, or who have had their license rescinded, may be afraid to try transit because they don't know how to use it or because they have unrealistically negative perceptions of transit service. Cooperation with the DMV could help steer older people to needed assistance at the moment when license restrictions are imposed.



- Funding for the development of **emergency planning and evacuation training programs.**

In the past there has been a lack of specifically designated funds for emergency planning and evacuation of people with disabilities who may not be able to be transported by typical means used in large-scale evacuations.

- Funding for specific technological improvements such as **mobile phones with GPS devices, or specialized smartphone applications.**

Current funding parameters do not accommodate technology that could be useful for improved service delivery, to address problems such as locating riders at large complexes. Such technology could improve the customer service experience and reduce wait time for passengers on shared-ride services.

- Funding assistance for items such as **fuel purchases or more energy-efficient vehicle purchases.**

Fluctuations in fuel prices can have significant impacts on service providers, especially smaller providers and non-profits. It may also be challenging for smaller service providers to convert to more efficient or alternative-fuel vehicles when fuel prices rise or they lack access to alternative-fuel infrastructure. Current Federal and State contracts provide a limited range of vehicles for volume purchasing at discounted rates.

- **Wheelchair breakdown service** that would provide a ride home or to a repair facility for wheelchair users experiencing mechanical problems with their wheelchairs.

Such a service is lacking in many areas, and would provide an extra measure of confidence to enable wheelchair users to rely on fixed-route public transportation instead of paratransit.

- Localized **mobility device-sharing** programs

While it is common to see mobility devices offered to customers as a courtesy in large stores or shopping malls, no such amenities typically exist for seniors or people with disabilities accessing pedestrianized shopping areas in urban or town centers. In the United Kingdom, a national non-profit, the National Federation of Shopmobility, through affiliated local chapters, sponsors the provision of mobility devices such as scooters and wheelchairs and other amenities from a centralized location to enable those with mobility limitations to access all their shopping and other destinations within the district. Such a model could be piloted and tested in the Bay Area, either by a city, a business improvement district or association, or by a non-profit working in partnership with either or both of these.

Mobility device-sharing programs may also include programs that provide access to devices while the users own device is being repaired or replace.



Chapter 8. Strategies to Enhance Coordination of Service Delivery

As indicated in Chapter 6, there is significant overlap in the types of transportation gaps expressed by low-income persons, seniors, or persons with disabilities. Chapter 7 identified solutions to these gaps, representing potential projects which could be eligible for specified FTA funds subject to this plan, or other sources of funding. These solutions were grouped into four categories:

- Mobility management, travel training, and coordination activities;
- Additions or improvements to paratransit that exceed ADA requirements and demand-responsive services other than ADA paratransit;
- Additions or improvements to public transit services and access to transit; and
- Solutions that address affordability barriers.

In addition to considering which projects or solutions could directly address identified gaps, the purpose of this chapter is to identify how best to coordinate services so that existing resources can be used as efficiently as possible. These strategies outline possibilities for a coordinated approach to service delivery with implications beyond the immediate funding of local projects, which may be short-term in nature. Examination of these coordination strategies is intended to result in consideration of policy revisions, infrastructure improvements, and coordinated advocacy and planning efforts, which can have more significant and sustainable results to address service deficiencies over time.

Stakeholders engaged in the planning process felt strongly that realization of a fully coordinated public transit-human services transportation for the Bay Area will require two key elements going forward: (1) sustainable funding dedicated to the operation of the region's transportation solutions that go beyond public fixed route transit and for coordinating the region's finite transportation resources, and (2) the broadest and most inclusive possible range of partners involved. To best serve the region's growing needs for mobility services in the future, these partnerships will need to involve not just providers of public transit and human service transportation, but also private taxi providers, the Department of Motor Vehicles, advocacy groups representing seniors and people with disabilities, faith-based groups, medical and dialysis providers, veterans and veterans' service providers, and providers of support services to the working poor.

In updating the strategies to be included in the Coordinated Plan Update, MTC staff and stakeholders reviewed progress on implementation of the original five strategies in the 2007 Plan, which were identified primarily through consultation with a number of key stakeholders already involved in the planning and implementation of human service transportation. MTC staff also reviewed relevant planning and implementation activities that took place since the 2007 adoption of the original Plan to inform a revised and updated set of strategies, which are as follows:



1. Strengthen mobility management in the Bay Area, by:
 - o Identifying and designating Consolidated Transportation Service Agencies (CTSAs) to facilitate subregional mobility management and transportation coordination efforts
 - o Providing information and manage demand across a family of transportation services
 - o Promoting coordinated advocacy with human service agencies to identify resources to sustain ongoing coordination activities.
2. Promote walkable communities, complete streets, and integration of transportation and land use decisions.

Each strategy is described in more detail below, along with desired results, implementation steps needed, partners to participate in implementation, and any implementation challenges identified.

A major planning effort related to updating the regional coordination strategies was MTC’s Transit Sustainability Project ADA Paratransit Study, completed in 2011, which reviewed and prioritized a range of strategies in consultation with the region’s transit operators, in light of both financial and operating trends, discussions of factors that contribute to increasing costs, and analysis of strategies to enhance the sustainability of these services. This study identified seven recommendations (see sidebar) as regional priorities based on their

potential to manage costs, impacts on riders’ mobility, the number of operators that could apply them, and ease of implementation. As regional priorities, these strategies have been incorporated into the update of this chapter accordingly.

MTC Transit Sustainability Project ADA Paratransit Study Recommendations

1. Consider fixed-route travel training and promotion to seniors.
2. Consider charging premium fares for trips that exceed ADA requirements.
3. Consider enhanced ADA paratransit certification process which may include in-person interviews and evaluation of applicant’s functional mobility to confirm rider eligibility.
4. Implement conditional eligibility for paratransit users who are able to use fixed-route service for some trips.
5. Create one or more sub-regional mobility managers (e.g. CTSAs) to better coordinate resources and service to customers.
6. Improve fixed-route transit to provide features that accommodate more trips that are currently taken on paratransit.
7. Implement Plan Bay Area programs that improve access and mobility options for ADA-eligible transit riders.

Strategy 1. Strengthen Mobility Management

The need to improve coordination between human service and public transportation providers has been well documented over the past ten years at the federal and state level. However, resources and mechanisms to bring about better coordination between various federal and state agencies funding and/or providing transportation services have been relatively scarce. Nevertheless, the need for coordination remains, as do the benefits of improved coordination that can be realized, particularly through mobility management activities. Even without further federal or state action, the region will



have to grapple with mounting challenges as our population ages, the Patient Protection and Affordable Care Act expands eligibility for Medi-Cal to more than 1 million additional Californians beginning in 2014,¹ and demand for trips for specific needs such as dialysis treatment continues to increase. In particular, the population that will be “aging in place” over the coming years will need a variety of mobility solutions to be able to continue to live independently, while avoiding the very high social and monetary costs of institutionalization.

This section describes how the Bay Area can strengthen its mobility management activities at various levels, including high-level coordinated advocacy efforts on behalf of the region in Sacramento and Washington, D.C.; establishing more effective regional- and subregional-level coordination mechanisms; and, at the local service-provider level, improving the customer’s ability to identify, understand, and use different mobility options that may be available. Some strategies like employing advanced IT solutions can be cross-cutting as a platform coordinating a variety of programs and activities.

Strategy 1-A. Establish Subregional Mobility Managers and Designate Consolidated Transportation Service Agencies (CTSAs)

Mobility management activities have been eligible for federal funding under three SAFETEA-LU programs (JARC, Section 5310, New Freedom), and continue to be eligible under the consolidated 5310/New Freedom program in MAP-21. These activities consist of short-range planning and management activities and projects for improving coordination among public transportation and other human service transportation-service providers. Mobility management is considered an eligible capital expense, which requires a 20% local match to the federal funds, rather than the 50% local match required for operating expenses.

Mobility management is a strategic, cost-effective approach to 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. The National Resource Center for Human Service Transportation Coordination (NRC) defines mobility management as “a process of managing a coordinated community-wide

Mobility Management: MTC’s View

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.**

¹ Ken Jacobs et al. “Nine Out of Ten Non-Elderly Californians Will Be Insured When the Affordable Care Act is Fully Implemented.” UCLA Center for Health Policy Research/UC Berkeley Labor Center Research Brief, June 2012. http://www.healthpolicy.ucla.edu/pubs/files/calsim_Exchange1.pdf.



transportation service network comprised of the operations and infrastructures of multiple trip providers in partnership with each other.” More information and details on mobility management activities and functions, as well as a list of online resources, are provided in Appendix C.

Mobility Management: FTA’s View

According to guidance issued by FTA, eligible mobility management activities may include:

- The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, older adults, and low income individuals;
- Support for short term management activities to plan and implement coordinated services;
- The support of State and local coordination policy bodies and councils;
- The operation of transportation brokerages to coordinate providers, funding agencies and customers;
- The development and operation of one-stop transportation call centers to coordinate transportation information on all travel modes and to manage transportation program eligibility requirements and arrangements for customers among supporting programs;
- Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems.
- Testing and implementing technology that could account for individual client activity on a vehicle supported with multiple fund sources.

Importantly, mobility management focuses on providing diverse travel options, services and modes. 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. In other words, a mobility management center is a one-stop shop for transportation services.

At the most basic level mobility management provides information, referrals, and assistance in accessing local and regional transportation services. More advanced mobility managers often work to broker trips for individuals needing transportation from the most appropriate and cost-effective provider, as well as to identify when appropriate transportation resources are not available, and encourage the development of new services and best practices in the coordination of transportation services.

Establishing mobility managers for defined subregional geographic areas throughout the region would help ensure that: (1) staffing resources are provided to carry out coordination activities; and (2) all Bay Area residents with specialized travel needs, regardless of where they live in the region, have access to the customer-focused benefits of mobility management. Ideally, a

mobility manager would assume responsibility for coordinating programs, funding, information, and transportation services of all modes to meet the needs of low-income, elderly and disabled persons. A transit agency could serve as a mobility manager, as could a social service agency, a congestion management agency, a nonprofit agency, or a Consolidated Transportation Service Agency (CTSA).



In California, one mechanism for promoting the concept of mobility management is through the designation of CTSAs. The Social Service Transportation Improvement Act of 1979 (AB 120) mandated improvements to social services transportation, and led to the creation and designation of CTSAs. By law, CTSAs are to identify and consolidate all funding sources and maximize the services of all public and private transportation providers within their geographic area. Benefits of CTSA designations for non-profits in particular include procurement advantages such as the ability to purchase off state contracts and reduced DMV costs.

In 2010, Caltrans developed a Draft Strategic Implementation Plan of their Mobility Action Plan that recommended a stronger role for CTSAs as local or regional coordinating bodies as well as preference in certain statewide funding processes for CTSAs. CTSAs are designated by the local Regional Transportation Planning Agency (RTPA), which is MTC for the nine-county Bay Area.²

Under statute, a designated CTSA is eligible to claim TDA and STA funds for the purposes of providing coordinated social services transportation in their assigned service areas, and, in many cases, are able to leverage other human service funds by nature of this designation. In its function as the Bay Area's RTPA, MTC sets policy for the allocation of TDA and STA claims in the region. With the passage of the Americans with Disabilities Act in 1990, MTC determined that all available TDA and STA funds allocated for paratransit purposes should be dedicated to implementing the complementary paratransit provisions of the ADA. Current MTC policy specifies that only STA funds programmed under MTC's Lifeline Transportation Program, which is administered by county congestion management agencies, are eligible to be claimed directly by CTSAs. CTSAs are also eligible to receive FTA Section 5310 funds under MAP-21 to support local coordination and mobility management activities provided they meet other FTA requirements (final program guidance is still pending from FTA).

MTC's process and conditions for designating CTSAs are set forth in MTC Resolution 1076, Revised. The designation process is as follows:

1. Applicant makes request.
2. MTC notifies the County Board of Supervisors, the PCCs, and transit operators of its intent to designate a CTSA in the County.
3. MTC staff evaluates candidates for consistency with mobility management activities as outlined in the Coordinated Public Transit-Human Services Transportation Plan.
4. MTC's Programming and Allocations Committee reviews and recommends CTSA designation.
5. Commission adopts CTSA designation.
6. 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:

² As of January 2013, there is one CTSA designated in the Bay Area, Outreach in Santa Clara County.



- Past CTSAs 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 CTSAs 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.

Appendix C provides more information about CTSAs, with examples of various existing models that have been successful elsewhere in California, as well as some newer and emerging models.

Transportation Coordination and Vehicle Sharing with Human Service Agencies

Via the establishment of subregional mobility managers, the region can promote participation by state human service agencies in coordination efforts. Until now, mandates for coordination have applied only to public transportation agencies but not to the human service agencies with which coordination is needed. The resulting absence of effective coordination has contributed to an influx of human service clients on ADA paratransit. This trend appears to be driven by the need for human service agencies to cut costs. However, it can lead to inefficient schedules in which ADA paratransit and human service vehicles provide duplicative service. It can also lead to agency clients attempting to use ADA paratransit who could be trained to use fixed-route transit or who are not able to use ADA paratransit without assistance. An effective coordination process, in contrast, would seek ways for transit operators and human service agencies to cooperate to provide more efficient service that reduces cost for all involved and that matches riders with the most appropriate service for them.

As part of a mobility management strategy, some transit operators are experimenting with mutual sharing of vehicle capacity with human service transportation providers. This strategy holds the promise of making productive use of vehicles, reducing operating cost by using less expensive providers, and reducing trip-shifting from human service providers.

Strategy 1-B. Provide Information and Manage Demand Across a Family of Transportation Services

Integral to the concept of mobility management is the core strategy of increasing mobility options by educating and enabling users to have access to a wider range of travel options while also making best use of existing resources. Beyond providing a one-stop/one-click clearinghouse of transportation options, the four approaches described under this strategy, taken together, can substantially impact both the growing demand for ADA paratransit service and encourage the use of fixed-route transit and other complementary or alternative services, while improving users’ overall mobility and travel experience.



Travel Training and Promotion to Seniors

Expanding travel training increases mobility and helps reduce growth of ADA paratransit demand, especially working with schools and Regional Centers. Ideally, training and outreach can be conducted before individuals apply for paratransit, which is why travel training is most effective when it is integrated with other mobility management strategies providing information and referrals for those seeking transportation services. Travel training programs include a spectrum of training levels ranging from both mobility orientation sessions, which are one-time sessions where transit service is introduced and transit skills taught, and one-on-one individualized training.

Because the transit agency realizes cost savings for paratransit trips that are not taken due to riders' improved ability to use fixed-route services, travel training can be considered a basic element of a fixed-route provider's service plan. In addition, individuals trained gain greater mobility by learning to use transit, which does not require advance reservations and has a much lower fare than ADA paratransit. A related concept is the use of mobility ambassadors and other forms of targeted marketing and promotion to encourage seniors to learn to use fixed-route bus service before they apply for ADA paratransit.

Enhanced Certification and Conditional Eligibility for ADA Paratransit

A robust and sophisticated certification process which may include in-person interviews as well as evaluations of applicants' functional mobility by trained professionals provides more accurate determinations of applicants' travel skills than simple paper applications with no direct contact with the applicant. Incorporating an in-person assessment leads to more applicants referred to fixed-route transit instead of ADA paratransit, based on the individual's functional abilities. This slows growth of enrollment of ADA eligible persons and eliminates the costs of the ADA paratransit trips that they may have taken if certified as ADA eligible. While there are clearly economic benefits to shifting paratransit riders to fixed-route service, this trend can also result in improving the mobility of riders due to the increased spontaneity afforded by fixed-route transit.

Conditional eligibility is a process which finds that some applicants can use fixed-route service for at least some of their trips and specifies the particular conditions that prevent use of fixed-route service. This also requires a more sophisticated eligibility certification process than simple paper applications. For trip-by-trip eligibility determinations, provision of travel training can help transition riders to fixed-route use for specific trips. Use of conditional and trip-by-trip eligibility avoids ADA paratransit costs for those trips that ADA-eligible riders take on fixed-route service.

Premium Charges for Service Beyond ADA Requirements

Where transit agencies provide paratransit service that goes beyond what the ADA requires, they may charge extra for those "premium" services. These fares not only manage demand, they also raise revenue. Transit agencies that serve an entire jurisdiction (for example they may serve an entire city or taxing district instead of just three quarters of a mile on both sides of fixed-routes) can define a "two-



tiered” service area, with the first tier being the ADA-required area and the second tier extending to the jurisdictional limits. A higher fare can then be charged for trips in that second tier. The transit agency can also adopt differing policies for that premium second tier, such as more limited service hours, denials of trips that exceed capacity, and so forth. Other types of premium fares can apply to same-day trip requests and open returns. The premium charges will increase revenue for the transit agency, and, perhaps more significantly, they help establish the line between what is required by the ADA and what is not (i.e., services or practices that could be eliminated or curtailed, if such action is needed for financial reasons).

Promotion of Alternative Modes of Travel, Including Use of Taxis

A fundamental principle of MTC’s Lifeline Transportation Program is the recognition that not all gaps in the transit network are effectively met through provision of additional fixed-route service. The cost to increase fixed-route service may be prohibitive, and inefficient if few passengers are being carried (e.g., late at night or on weekends). Other alternatives, such as community shuttles, guaranteed ride home programs, volunteer driver programs, taxis, vanpools, etc. may better address identified gaps, and be more cost-effective than fixed-route transit or ADA paratransit.

An additional advantage to supporting alternative modes of service is that they can be designed and implemented specifically to address a local community’s needs. For many suburban and rural communities, for example, volunteer driver programs fill the gap for frail seniors who wish to live independently but who can no longer drive and who have difficulty using transit.

Members of the disability community (with the exception of San Francisco, which has a robust taxi system) spoke to the need for additional taxi services, especially those that are wheelchair accessible. Taxis provide a flexible approach to meeting transportation needs in that they do not require a previous reservation and often operate where and when fixed route or paratransit is not available. However, taxis are regulated at the local level, and most jurisdictions do not require the availability of accessible vehicles within the local taxi fleets. Even within a county, regulatory oversight of taxi programs is not necessarily consistent from city to city. While some counties (i.e. Alameda, San Francisco, Santa Clara, Solano) rely on taxis as an integral component of their paratransit programs at least for some riders (e.g. riders over 80 years of age, or those going to dialysis), others are still exploring opportunities to better integrate taxi programs into their services.

Use of taxis can also be effective in meeting the needs of seniors who may need some special care with their travel but may not be ADA paratransit eligible. Marin Transit has conducted a subsidized taxi pilot program to test the appropriateness of taxi vouchers as an alternative, cost-effective means of meeting the needs of seniors, and has recently launched a voucherless, discounted taxi program for seniors using a taxi broker. In 2013, Marin Transit has plans to expand this program to include younger ADA eligible riders. Likewise, use of taxi vouchers has been an effective alternative in San Mateo County for low-income residents traveling during off-hours, or for emergency purposes, when regular transit may not be available.



Strategy 1-C. Coordinate Advocacy with Human Service Agencies to Identify Resources to Sustain Coordinated Transportation Service Delivery

The need for expanded public transit was raised more frequently in the outreach process than any other transportation barrier. Fixed route service does not always operate where or when it is needed, especially outside the urban core. There is also a critical need for additional paratransit services and funding. In Fiscal Year 2010, the region spent \$121 million per year to provide ADA complementary paratransit services, an increase of 48% from ten years prior, even after accounting for inflation.³ In recent years, many of the region’s transit operators have taken proactive steps to contain cost increases as demand for their services has risen by 44% during the same period (from 2.7 million trips in 2000 to 3.9 million trips in 2010). Despite these efforts to manage costs, the aging of the population is likely to result in an even more significant increase in demand for paratransit or other specialized services over the next two decades. Stakeholders and outreach meeting participants supported efforts to seek additional, sustainable funding to allow for this expansion.

Many stakeholders also expressed the need to overcome barriers that prevent combining transportation funds with human service agency funds. Often, social service funds are dedicated to meeting the needs of a specific clientele (such as developmentally disabled individuals, seniors, etc.) and funding source or agency rules preclude using these funds in combination with others because of their need to ensure agency funds are appropriately utilized for their respective clients. This “silo” effect prevents effective mixing and matching of a variety of fund sources that could contribute to a more cost-effective and responsive transportation system.

Recent federal initiatives⁴ support the development of coordinated transportation programs. However, only federal **transportation** dollars are subject to coordination planning activities, despite the fact that, as shown in Table 8-1, both the Department of Health and Human Services and the Department of Veterans Affairs spend more on specialized human service transportation than DOT does through its specialized transportation programs (Section 5310 Elderly Persons and Persons with Disabilities Program, Job Access and Reverse Commute, and New Freedom programs). Nevertheless, the bulk of federal transportation funding is being dedicated to general public transit programs (including complementary ADA paratransit) through DOT’s Urbanized Area Formula Program (Section 5307), Capital Investment Grants Program (Section 5309), and Nonurbanized Area Formula Program (Section 5311). Note that the funding amounts shown represent only 28 programs whose administrators could provide transportation cost totals or estimates to the U.S. Government Accountability Office (GAO), and are only a fraction of the 80 total Federal programs GAO identified as providing transportation services to transportation-disadvantaged populations, the remainder of which could not provide cost estimates.

³ MTC Statistical Summary, December 2004 and June 2012.

⁴ *A Framework for Action*: The Framework for Action is a self-assessment tool that states and communities can use to identify areas of success and highlight the actions still needed to improve the coordination of human service transportation. This tool has been developed through the United We Ride initiative sponsored by FTA, and can be found on FTA’s website: http://www.unitedweride.gov/1_81_ENG_HTML.htm



Table 8-1. Estimated Spending on Transportation Services for Transportation-Disadvantaged Populations by Federal Agencies in Fiscal Year 2010

Federal Department	Federal Spending for Transportation (millions) ^a	Percent of Total Estimate	Number of Programs Included in Estimate
Transportation (General Transit Programs) ^b	\$9,041	76.9%	3
Health and Human Services	\$1,375	11.7%	11
Veterans Affairs	\$746	6.4%	2
Transportation (Specialized Transit Programs) ^c	\$431	3.7%	4
Education	\$81	0.7%	1
Interior	\$53	0.5%	2
Labor	\$24	0.2%	1
Housing and Urban Development	\$6	0.0%	4
Total	\$11,757^d	100.0%	28

Source: GAO-compiled summary of DOT, HHS, VA, Education, Interior, DOL, and HUD data and estimates.⁵

^aAmounts as reported to GAO by program officials. Includes partial expenditures and estimates in addition to totals obligated or expended.

^bIncludes general public transit programs under Sections 5307, 5309, and 5311.

^cIncludes specialized public transportation programs targeting low-income, senior, and disabled populations (JARC, New Freedom, 5310, Over-the-Road Bus Accessibility).

^dFigures do not add to total due to rounding.

In February 2004, President George W. Bush signed an Executive Order intended to direct federal agencies to coordinate their transportation programs. Through that Order, an Interagency Transportation Coordinating Council on Access and Mobility (CCAM) was established to focus 10 federal agencies on the coordination agenda.⁶ CCAM launched United We Ride, a national initiative to implement the Executive Order and the Action Plan established by the CCAM. The CCAM submitted a status report to the President in 2005, which outlined actions taken to decrease duplication and increase efficiencies. CCAM has focused on five key recommendations included in the 2005 Status Report, including: (1) coordinated planning, (2) vehicle sharing, (3) cost sharing, (4) performance measures and (5) demonstration grants to simplify access for consumers.

Some states have taken the initiative to formally and actively pursue coordination through the establishment of state-level coordinating councils or other appointed groups representing public transit and social service agencies. Legislation in the State of Washington, for example, reauthorized the Agency Council on Coordinated Transportation (ACCT), which is charged with promoting coordinated human

⁵ As included in: GAO-12-647. Transportation-Disadvantaged Populations: Federal Coordination Efforts Could Be Further Strengthened. Report to the U.S. Senate Committee on Banking, Housing, and Urban Affairs, June 2012.

⁶ The full text of Executive Order #13330 may be found at <http://www.gpo.gov/fdsys/pkg/WCPD-2004-03-01/pdf/WCPD-2004-03-01-Pg280.pdf>.



service transportation within the state. The State of Washington can serve as an effective model in part because the ACCT is established by and directly accountable to the state legislature. Elected officials serve on the Council, which develops an annual work plan and reports on its progress to the legislature in a formal report every two years. In addition, many of the activities undertaken by ACCT are prescribed through legislation. One recent initiative of ACCT was to establish the requirement for human service agencies to track their purchased transportation costs, an effort which can set the baseline for future coordination efforts.

In California, Caltrans sponsored a planning project (Mobility Action Plan) based in part on the Washington model, that aimed to better coordinate human service transportation at the statewide level. In the exceptionally poor fiscal climate of recent years, the effort to-date has fallen short of some of the original goals of establishing a new statewide entity to coordinate transportation funding and delivery across multiple agencies and establishing a solid baseline of funding information for state agencies that sponsor human service transportation. Despite the unfavorable economic climate, the MAP Phase I Study did make recommendations on ways to strengthen existing state programs and funding guidelines and regulatory requirements as a means of addressing duplicative and/or conflicting laws and regulations. To support these recommendations, the study produced a comprehensive legal and regulatory analysis of state and federal restrictive and duplicative laws and regulations related to human services transportation-funding programs that can impede coordination. Still, much more work remains to be done in California across numerous state-level agencies, primarily the Health and Human Services Agency and the Business, Transportation and Housing Agency, to realize the goals of a state-level coordination and funding mechanism to improve human services transportation in California.

As of 2010 there were 25 state-level coordinating councils in the U.S., established either by state legislation or executive order. Nine other states, including California, have mandates to cooperate but no formal state-level mechanism in place for oversight or funding and service coordination.⁷

If enacted, state legislation modifying state requirements for human services transportation could substantially affect the ability to coordinate service delivery to seniors and persons with disabilities. Such legislation could include:

- Direct state agencies receiving transportation funds to report on the services provided with these funds.
- Require human service programs to plan for transportation services and evaluate their performance in consultation with public transit agencies and other relevant stakeholders.
- Directly enable and encourage the use of human service funding to match transit funds or to otherwise combine their funding with other sources of funds to allow more “bang for the buck.”
- Seek to streamline other administrative barriers (i.e. purchasing or procurement rules, insurance requirements, etc.) that may impede coordination efforts at the local level.

⁷ National Conference of State Legislatures. *State Human Service Transportation Coordinating Councils: An Overview and State-By-State Profiles*. Report prepared for the Federal Transit Administration and U.S. Department of Labor, February 2010.



Implementing this strategy involves the following steps:

Strategy 1-A. Establish Subregional Mobility Managers and Designate Consolidated Transportation Service Agencies (CTSAs)

1. Following adoption of the Coordinated Plan update, MTC will develop a mobility management implementation strategy in concert with local agencies and stakeholders to summarize accomplishments to date and identify key responsibilities for local agencies, funding needs and opportunities, and an implementation schedule covering all areas within the region. MTC will lead efforts to broaden the range of organizations engaged in coordination of information and services, and identify institutions to serve as mobility managers. MTC may also provide technical assistance to strengthen existing institutions for their development and startup activities.
2. Through a mobility management approach, service providers test and implement technology that could track individual client activity on a vehicle supported with multiple fund sources.
3. MTC will convene a regional workshop to focus on providing technical assistance and information sharing for those interested in developing or advancing mobility management activities and sharing best practices from those whose programs and operations are already more established.
4. MTC will develop a forum for periodic discussion of mobility management-related issues and progress in the region, and to share best practices.

Strategy 1-B. Provide Information and Manage Demand Across a Family of Transportation Services

1. Build on and/or expand existing travel training programs in the region to complement the ADA certification process, potentially through established mobility managers. Encourage development and implementation of travel training and ADA paratransit demand management strategies via MTC's Transit Sustainability Project.
2. Ensure MTC-funded project sponsors of travel training and community-based travel alternatives coordinate with local and/or subregional mobility managers to share information about their services, client eligibility and requirements, and capacity.
3. Develop marketing plans suitable to different target audiences, and facilitate coordination of training curricula and sharing of best practices between public transit and non-profit providers of travel training.
4. Through the establishment of mobility managers, provide resources to trainers to provide clients with information and referrals to the widest possible range of service(s) suited to their travel needs and abilities.

Strategy 1-C. Promote Coordinated Advocacy with Human Service Agencies to Identify Resources to Sustain Ongoing Coordination Activities

1. In consultation with MTC's Policy Advisory Council and other local and statewide stakeholders, develop a comprehensive legislative platform as described above.



2. Take advantage of the steadily improving fiscal climate to re-initiate previous MTC legislative efforts to promote human service transportation coordination in California, by building upon existing resources and accomplishments, including the federal United We Ride effort, specialized sources that can be specifically designated for coordination, and Caltrans’ Mobility Action Plan.
3. MTC will lead efforts to identify key leaders on the state and federal level to work towards removing barriers to coordination between public transit and human service transportation providers, and provider greater resources for services.
4. Actively seek the support of partner organizations such as National Council of Independent Living (NCIL), The World Institute on Disability (WID), Area Agencies on Aging, and others to place greater emphasis on the coordination of elderly and disabled transportation services in their advocacy efforts.

Strategy 2. Promote Walkable Communities, Complete Streets, and Integration of Transportation and Land Use Decisions

A variety of strategies fall under the category of improving accessibility to transit and essential destinations, by planning for walkable communities, complete streets, and better coordination of transportation and land use planning and decision-making. These strategies also support the region’s overall sustainability and greenhouse gas-reduction goals, while providing greater accessibility to a variety of destinations for those who do not or cannot drive.

Promote Walkable Communities with Improved Pedestrian Access to Public Transit and other Alternative Modes of Travel

The issue of enhanced pedestrian access to transit was raised extensively in public outreach convened for this project, and by various constituent groups. In urban areas such as San Francisco, pedestrian safety is perceived as a key transportation issue. Residents or visitors in San Francisco are less likely to have cars than residents of other counties, and are more likely to rely on public transit or walking to get where they need to go. People age 65 and older are more likely to be killed as a pedestrian than persons from any other age group.⁸

In suburban communities, members of the public have identified the need to better synchronize pedestrian walk signals with the traffic flow, especially at multi-lane intersections that are difficult to cross. Some

California Vehicle Code Section 467

(a) A “pedestrian” is any person who is afoot or who is using a means of conveyance propelled by human power other than a bicycle.

(b) “Pedestrian” includes any person who is operating a self-propelled wheelchair, invalid tricycle, or motorized quadricycle and, by reason of physical disability, is otherwise unable to move about as a pedestrian, as specified in subdivision (a).

⁸ Traffic Safety Among Older Adults: Recommendations for California, Center for Injury Prevention Policy and Practice, San Diego State University



portions of rural or unincorporated areas also don't have sidewalks, which makes it difficult to get to and from public transit. Some bus stops in outlying areas may be difficult for some people, especially persons with disabilities, to navigate when passengers are required to disembark onto the shoulder of a road, on a steep hillside, or other challenging locations.

Implementing pedestrian improvements to enhance access to public transit can be challenging because usually cities or counties, and not transit agencies, are responsible for maintaining local streets and roads. MTC's Community Based Transportation Planning Program has been one way to bring these entities together to assess the needs in low-income communities and identify priorities and project sponsors for funding programs.

MTC has completed planning specific to pedestrian safety that has relevance to this plan; in particular, these include the Bay Area Pedestrian Districts Study and the Bicycle-Pedestrian Safety Toolbox.

The Bay Area Pedestrian Districts Study was commissioned by MTC in 2006 to explore the use of pedestrian districts as a concept for creating better pedestrian environments in the Bay Area. Through the development of the pedestrian district typologies and real-life case studies, the study identifies the types and costs of pedestrian facilities that have the greatest impact on improving the pedestrian environment.

*The Bicycle-Pedestrian Safety Toolbox*⁹ contains a description of the types of policies, codes, and standards jurisdictions can adopt to improve bicyclist or pedestrian safety or encourage pedestrian and bicycle travel. Sample policy documents are provided, including General Plans, Specific Plans, Redevelopment Plans, codes and bicycle and pedestrian plans. Roles for city and county governments are outlined, along with identification of potential funding sources. The toolbox was intended as educational, and to highlight best practices and illustrative actions local agencies could undertake in order to improve pedestrian access.

Both of these resources provide practical examples and tools to assist local jurisdictions implement pedestrian improvements. Since their completion, MTC has conducted training and sponsored forums where these materials have been distributed and discussed. Efforts could also be taken to disseminate information from these studies to non-traditional stakeholders such as social service agencies who may be encouraged to become involved in the local pedestrian planning process.

Many pedestrian-related concerns and gaps have also surfaced through the Community Based Transportation Program (CBTP). Projects recommended to close these gaps may be eligible for funding through MTC's Lifeline Transportation Program. The Lifeline Transportation Program, which is administered by each county's Congestion Management Agency (CMA) or other designated entity, funds

⁹ Both reports can be found in their entirety on MTC's web site as follows:
http://www.mtc.ca.gov/planning/bicyclespedestrians/Ped_Districts/index.htm
<http://www.mtc.ca.gov/planning/bicyclespedestrians/safety/framework.htm>



projects that will improve the mobility of low-income residents of the Bay Area, with a focus on addressing gaps emerging from CBTPs. The Regional and County-sponsored Bicycle and Pedestrian and Transportation for Livable Communities Programs are other possible funding sources to advance pedestrian projects, as well as those available at the local level. However, successful implementation of these efforts will require the commitment of local jurisdictions to ensure projects are consistent with local priorities, and to ensure they are successfully carried out and maintained over the long term.

OneBayArea Grant Program and Complete Streets

In May 2012, MTC established the One Bay Area Grant Program (MTC Resolution 4035) , which is a new funding approach that better integrates the region’s federal transportation program with California’s climate law (Senate Bill 375, Steinberg, 2008) and the region’s Sustainable Communities Strategy. Funding distribution to the counties will encourage land-use and housing policies that support the production of housing with supportive transportation investments, with the goal of improving accessibility for all Bay Area residents while meeting the region’s sustainability objectives. The OBAG program allows investments in transportation categories such as Transportation for Livable Communities, bicycle and pedestrian improvements, local streets and roads preservation, and planning and outreach activities.

Federal, state and regional policies and directives emphasize the accommodation of bicyclists, pedestrians, and persons with disabilities when designing transportation facilities. MTC’s Complete Streets policy (Resolution No. 3765) created a checklist that is intended for use on projects to ensure that the accommodation of non-motorized travelers are considered at the earliest conception or design phase. These recommendations are intended to facilitate the accommodation of pedestrians, which include wheelchair users, and bicyclist needs into all projects where bicycle and pedestrian travel is consistent with current, adopted regional and local plans.

To receive funding through the OneBayArea Grant program, a jurisdiction must have either updated its General Plan to comply with the Complete Streets Act of 2008 or adopted a complete streets resolution that incorporates all required elements.

Enhance Land Use and Transportation Coordination in Accessing Services

The need for better coordination between land use development and transportation was raised in a number of meetings in the outreach phase of this project. Beyond general benefits of more closely coordinating transportation and land use planning,

California Complete Streets Act of 2008

“Commencing January 1, 2011, upon any substantive revision of the circulation element, the legislative body shall modify the circulation element to plan for a balanced, multimodal transportation network that meets the needs of all users of streets, roads, and highways for safe and convenient travel in a manner that is suitable to the rural, suburban, or urban context of the general plan. For purposes of this paragraph, **‘users of streets, roads, and highways’ means bicyclists, children, persons with disabilities, motorists, movers of commercial goods, pedestrians, users of public transportation, and seniors.**”

— California Government Code §65302



which MTC and ABAG have promoted for many years via its Smart Growth planning and funding initiatives (including the One Bay Area Grant program described above), some coordination issues are of more specific concern to transportation-disadvantaged populations. One example cited was that of social service agencies, medical facilities, senior housing, or employment centers that are not easily accessible by public transportation. Rather than locating key services near transit routes, often a facility will be built or relocated with the expectation that changes or expansion of public transit routes can and will accommodate this location decision. Ultimately, focusing efforts to encourage local jurisdictions to plan and zone in such a way that essential services are clustered in transit-accessible centers could be far more cost-effective than continuing to expand expensive specialized transit services to reach destinations not previously served by transit.

The results of incompatible location decisions and public transit routing patterns are profound because:

- Persons who are transit dependent have great difficulty in accessing some locations or cannot get there at all.
- After the location decision has already been made, transit operators are put in the difficult position of needing to realign service or make a decision not to provide service at all due to lack of resources.
- Transit-dependent residents who need to get to essential services are increasingly forced to rely on others for rides, or are diverted from fixed-route public transit onto more costly paratransit services.

Based on the identification of these issues in the original 2007 Coordinated Plan development process, MTC sponsored a *Transit-Accessible Locations for Health and Social Services* study focusing on Alameda and Contra Costa Counties, which was completed in 2011.¹⁰ The goal of this study was to identify ways to improve coordination between public transit operations and decisions about where health care and social service facilities are located, improving access to these essential services, particularly for transit-dependent populations. Some key recommendations identified by the study include:

- Agencies and service providers should survey their clientele to determine if access is a significant problem.
- Because real estate costs are a relatively small proportion of total agency costs, agencies should spend more on rent or property acquisition to locate in a transit-rich environment due to the great benefits to transit-dependent clients.
- Long-term planning is required to find or develop appropriate transit accessible spaces.
- Local planning policies should be strengthened to focus community-serving facilities into transit corridors.

Implementing this strategy involves the following steps:

1. Build upon previous MTC work focusing on pedestrian planning and safety. Continue to promote information resulting from the Bay Area Pedestrians Districts Study and the Bicycle-Pedestrian

¹⁰ See http://www.mtc.ca.gov/planning/smart_growth/services/FinalReport.pdf.



Safety Toolbox to cities, human service agency partners, transit and paratransit operators, community based organizations involved in MTC's CBTP, senior associations or others interested in promoting pedestrian safety. Regional non-profit agencies that focus on local development issues may also have an interest .

2. Provide information and support to local jurisdictions in implementing required Complete Streets elements and/or resolutions.
3. Promote findings and recommendations regarding transit accessibility for health and social services to all cities and counties throughout the region.

Table 8-2 (following page) summarizes the proposed strategies and corresponding implementation steps. As recognized throughout this planning effort, successful implementation will require the joint cooperation and participation of multiple stakeholders, including but certainly not limited to those highlighted here. For some strategies, a clear leader has not been identified but rather suggestions of likely agencies are listed. Chapter 9 of this report proposes a series of next steps, which can serve as a starting point for launching these implementation efforts.



Table 8-2. Implementation of Coordination Strategies

1. Strengthen Mobility Management	Partners/Stakeholders
1.A. Identify and Designate Consolidated Transportation Service Agencies (CTSAs) to Facilitate Subregional Mobility Management and Transportation Coordination Efforts	MTC, local agencies and service providers
Develop a mobility management implementation strategy in concert with local agencies with the goal of identifying subregional mobility managers and resource needs throughout the region; Broaden the range of organizations engaged in coordination; Provide technical assistance	MTC, county or subregional agencies and service providers
Test and implement technology that could track individual client activity on a vehicle supported with multiple fund sources	Local service providers, human service agencies
Convene a regional workshop to focus on providing technical assistance and information sharing for those interested in developing or advancing mobility management activities	MTC, transit agencies, CMAs, human service agencies, local service providers
Develop a mobility management and best practices discussion forum	MTC, transit agencies, local services providers
1.B. Provide Information and Manage Demand Across a Family of Transportation Services	MTC, transit agencies, human service providers, designated mobility managers and travel training providers, grant recipients
Build on and/or expand existing travel training programs in the region to complement the ADA certification process. Encourage implementation of travel training and ADA paratransit demand management strategies via MTC's Transit Sustainability Project.	Transit agencies, designated mobility managers
Ensure MTC-funded project sponsors of travel training and community-based travel alternatives coordinate with subregional mobility managers to share information about services, client eligibility and requirements, and capacity	MTC, designated mobility managers, MTC grant recipients
Develop marketing plans suitable to different target audiences, and facilitate coordination of training curricula and sharing of best practices between public transit and non-profit providers of travel training	Transit agencies, designated mobility managers, travel training providers
1.C Promote Coordinated Advocacy and Improve Efforts to Coordinate Funding with Human Service Agencies to Identify Resources to Sustain Ongoing Coordination Activities	MTC, Bay Area Partnership, transit agencies, human service agencies, local and regional stakeholders and advisors
Develop a comprehensive legislative platform to address improved human service transportation coordination	MTC, Bay Area Partnership, transit agencies and other local stakeholders
Re-initiate previous MTC legislative efforts to promote human service transportation in California	MTC, Policy Advisory Council, Bay Area Partnership, human service agencies, other local stakeholders
Identify key state legislator (s) willing to sponsor statewide and federal legislation intended to address the platform defined above	MTC, elected official(s)
Actively seek the support of partner organizations such as National Council of Independent Living (NCIL), The World Institute on Disability (WID), Area Agencies on Aging, and others and others to place greater emphasis on elderly and disabled transportation needs in their advocacy efforts	Local advocacy organizations, MTC Policy Advisory Council
2. Promote Walkable Communities, Complete Streets, and Integration of Transportation and Land Use Decisions	Partners/Stakeholders
Build upon previous MTC planning work specific to pedestrian safety, and disseminate the results to other partner organizations	Local jurisdictions
Provide information and support to local jurisdictions in implementing OneBayArea Grant–required Complete Streets elements and/or resolutions	MTC, CMAs, local jurisdictions
Promote findings and recommendations regarding transit accessibility for health and social services to all cities and counties throughout the region	MTC, CMAs, local jurisdictions, human service agencies, health care providers



Chapter 9. Next Steps

This chapter outlines immediate and longer-term steps required for MTC to adopt and implement this plan.

Adopt the Coordinated Plan Update

In November 2006, the Commission adopted MTC Resolution 3787, which documented the transportation needs and strategies specific to low-income persons. In December 2007, MTC amended MTC Resolution 3787 to include the results of the subsequent planning effort focusing on seniors and people with disabilities. Adopting this Plan update to reflect the region’s updated conditions, needs, priorities, and strategies, will comprise the Coordinated Public Transit–Human Services Transportation Plan update required under current federal coordinated-planning guidance, and combine what were previously separate elements focusing on different target populations into a single, comprehensive plan.

Develop a Regionwide Mobility Management Implementation Plan in Consultation with Local Stakeholders

Following adoption of the Coordinated Plan Update, MTC should engage local stakeholders to develop an implementation plan to carry out the regional vision of promoting, expanding, and sustaining mobility management activities throughout the Bay Area. This implementation plan should identify local funding needs and opportunities from the federal to the local level, identify county or subregional agency/agencies that could serve as CTSAs where none are currently designated, identify local partnerships and coordination roles, define a mobility management implementation schedule, identify performance and accountability measures, and explore information sharing strategies that are mutually supportive on the regional and local levels. MTC can aid counties by providing technical assistance for development and startup of mobility management activities, as well as help to broaden the range of organizations engaged in coordination of information and services to achieve greater mobility outcomes on a local level.

Inform Future Funding Decisions Based on Coordinated Plan Update Strategies

There are several actions MTC can take in the coming months and years to ensure funding priorities reflect the findings and strategies outlined in this plan, particularly the regional strategies outlined in Chapter 8, including expanding the range and variety of local services available to seniors and people



with disabilities through enhanced coordination efforts, and providing technical assistance for development and startup activities to institutions serving as mobility managers.

Complete Programming of SAFETEA-LU-Funded Programs Subject to Coordinated Planning Requirements

As the designated recipient of JARC and New Freedom funds for the San Francisco Bay Area's large urbanized areas under SAFETEA-LU, MTC is required to select projects with these funds that are (1) derived from this plan, and (2) selected through a competitive process. The State Department of Transportation (Caltrans) administers and is responsible for selecting projects for use of Section 5310 funds under SAFETEA, as well as JARC and New Freedom funds in the state's rural and small-urbanized areas. Chapter 1 of this report discusses eligible uses for and recipients of these funds.

Elderly and Disabled Program (Section 5310)

The State Department of Transportation (Caltrans) remains responsible to oversee the federal Section 5310 Program under SAFETEA-LU. Caltrans solicits applications for use of Section 5310 funds on an annual basis. Each county prioritizes local applications and submits this prioritized list to MTC. MTC then facilitates a regional process to prioritize projects received from all nine counties, which in turn is submitted to Caltrans. Caltrans administers its own competitive process (which recognizes local priorities) to recommend a final slate of projects that ultimately is submitted to the California Transportation Commission (CTC) for approval. Caltrans has one remaining call for projects for Section 5310 funds authorized under SAFETEA, which will occur through Spring 2013.

JARC (Section 5316)

MTC completed programming of all SAFETEA-authorized large urbanized-area JARC funds in the Third Cycle of the Lifeline Transportation Program (MTC Resolution 4053). JARC was eliminated as a stand-alone program under MAP-21. Authorized JARC activities were folded into the Section 5307 and 5311 programs, and coordination requirements were eliminated. Caltrans anticipates one more statewide call for applications due in early 2013 to complete programming of the SAFETEA-authorized JARC funds they administer and which are subject to coordinated planning requirements.

New Freedom Program (Section 5317)

MTC has completed four cycles of New Freedom funding as designated recipient for the region's large urbanized areas under SAFETEA, covering Fiscal Years 2007 through 2011. MTC anticipates conducting a fifth and last cycle of New Freedom funding authorized under SAFETEA starting in 2013, and these funds should be prioritized for implementing projects and activities consistent with the mobility management strategies detailed in Chapter 8 of this plan. Caltrans is conducting its final statewide call for SAFETEA-authorized rural and small-urbanized area New Freedom projects together with the final JARC call described above. The New Freedom Program was eliminated as a stand-alone program in MAP-21, and its activities and coordination requirements were folded into the new consolidated Section 5310 program.



MAP-21 Funding and Program Management

Following the release of updated FTA guidance for the new consolidated Section 5310 program authorized under MAP-21, MTC will revise its Program Management Plan as necessary. The current Program Management Plan (MTC Resolution 3986) describes MTC’s policies and procedures for administering FTA’s JARC and New Freedom Programs as designated recipient under SAFETEA-LU. MTC is required to have an approved PMP on file with the FTA and to update it regularly to incorporate any changes in program management or new requirements.

The PMP’s primary purposes are to serve as the basis for FTA to perform management reviews of the programs, and to provide public information on MTC’s administration of the JARC and New Freedom Programs. It is also used by MTC, along with the program guidelines that are issued with each Call for Projects, as a program guide for local project applicants.

As MAP-21 guidance becomes available, MTC can consider a broader mix of funding sources for future Calls for Projects under the Lifeline Transportation Program and Section 5310 program, to support operational projects, as well as to support mobility management activities.

Legislative Efforts

MTC can identify key legislators willing to sponsor statewide and federal legislation to accomplish coordination objectives. MTC can lead efforts to enact legislative change to remove barriers to coordination between public transit and human service transportation providers and to provide greater resources for services.

Plan Update

Current federal guidelines indicate that at a minimum, the coordinated plan should follow the four-year update cycles for the long-range Regional Transportation Plan (RTP). Following adoption of Plan Bay Area anticipated in 2013, MTC would next update the region’s RTP in 2017, although this date is beyond the horizon of the current federal authorization. Because projects funded by programs subject to the coordinated planning requirement must be included in the plan, it may also be necessary to update or amend the list of prioritized projects to coincide with future Section 5310 funding cycles, or other funding cycles specific to fund sources subject to this plan.



Appendix A. Detailed Demographic Tables

Table A-1
Number and Percent of Population in Poverty (<100% of Federal HHS Poverty Guidelines)
by County and Bay Area Total
2005 & 2010

County	Population 2005 ¹			Population 2010 ¹			Change in Population '05-10			
	Total	Poverty	Percent	Total	Poverty	Percent	Total	Percent	Poverty	Percent
Alameda	1,416,353	167,649	11.8%	1,488,413	200,498	13.5%	72,060	5.1%	32,849	19.6%
Contra Costa	1,003,088	81,590	8.1%	1,041,847	96,113	9.2%	38,759	3.9%	14,523	17.8%
Marin	235,253	13,976	5.9%	244,937	22,191	9.1%	9,684	4.1%	8,215	58.8%
Napa	126,668	8,813	7.0%	132,185	15,490	11.7%	5,517	4.4%	6,677	75.8%
San Francisco	718,495	87,823	12.2%	798,847	100,230	12.5%	80,352	11.2%	12,407	14.1%
San Mateo	685,072	50,625	7.4%	713,491	48,163	6.8%	28,419	4.1%	-2,462	-4.9%
Santa Clara	1,665,401	138,862	8.3%	1,766,692	186,042	10.5%	101,291	6.1%	47,180	34.0%
Solano	393,896	36,658	9.3%	401,202	49,701	12.4%	7,306	1.9%	13,043	35.6%
Sonoma	452,566	41,205	9.1%	478,391	62,908	13.1%	25,825	5.7%	21,703	52.7%
Bay Area Total	6,696,792	627,201	9.4%	7,066,005	781,336	11.1%	369,213	5.5%	154,135	24.6%

¹ Total non-institutionalized population

Source: ACS 2005 & 2010 1Yr Estimates (S1701) by GISWS



Table A-2
Number and Percent of Low Income Population (<200% of Federal HHS Poverty Guidelines)
by County and Bay Area Total
2005 & 2010

County	Population 2005 ¹			Population 2010 ¹			Change in Population '05-10			
	Total	Low Income	Percent	Total	Low Income	Percent	Total	Percent	Low Income	Percent
Alameda	1,416,353	355,135	25.1%	1,488,413	429,174	28.8%	72,060	5.1%	74,039	20.8%
Contra Costa	1,003,088	196,760	19.6%	1,041,847	242,390	23.3%	38,759	3.9%	45,630	23.2%
Marin	235,253	36,928	15.7%	244,937	47,082	19.2%	9,684	4.1%	10,154	27.5%
Napa	126,668	23,982	18.9%	132,185	39,642	30.0%	5,517	4.4%	15,660	65.3%
San Francisco	718,495	197,288	27.5%	798,847	236,712	29.6%	80,352	11.2%	39,424	20.0%
San Mateo	685,072	138,787	20.3%	713,491	136,948	19.2%	28,419	4.1%	-1,839	-1.3%
Santa Clara	1,665,401	357,853	21.5%	1,766,692	428,658	24.3%	101,291	6.1%	70,805	19.8%
Solano	393,896	93,289	23.7%	401,202	105,024	26.2%	7,306	1.9%	11,735	12.6%
Sonoma	452,566	113,222	25.0%	478,391	141,599	29.6%	25,825	5.7%	28,377	25.1%
Bay Area Total	6,696,792	1,513,244	22.6%	7,066,005	1,807,229	25.6%	369,213	5.5%	293,985	19.4%

¹ Total non-institutionalized population

Source: ACS 2005 & 2010 1Yr Estimates (B17002) by GISWS



**Table A-3
Number and Percent of Population Aged 65 and Over
by County and Bay Area Total
2005 & 2010**

County	Population 2005			Population 2010			Change in Population '05-10			
	Total	65 & Over	Percent	Total	65 & Over	Percent	Total	%	65 & Over	%
Alameda	1,421,308	144,255	10.1%	1,510,271	167,746	11.1%	88,963	6.3%	23,491	16.3%
Contra Costa	1,006,486	110,646	11.0%	1,049,025	130,438	12.4%	42,539	4.2%	19,792	17.9%
Marin	235,609	33,477	14.2%	252,409	42,192	16.7%	16,800	7.1%	8,715	26.0%
Napa	127,445	16,687	13.1%	136,484	20,594	15.1%	9,039	7.1%	3,907	23.4%
San Francisco	719,077	105,176	14.6%	805,235	109,842	13.6%	86,158	12.0%	4,666	4.4%
San Mateo	689,271	86,631	12.6%	718,451	96,262	13.4%	29,180	4.2%	9,631	11.1%
Santa Clara	1,669,890	169,440	10.1%	1,781,642	196,944	11.1%	111,752	6.7%	27,504	16.2%
Solano	395,426	40,180	10.2%	413,344	46,847	11.3%	17,918	4.5%	6,667	16.6%
Sonoma	453,850	55,387	12.2%	483,878	67,364	13.9%	30,028	6.6%	11,977	21.6%
Bay Area Total	6,718,362	761,879	11.3%	7,150,739	878,229	12.3%	432,377	6.4%	116,350	15.3%

Source: ACS 2005 & 2010 1Yr Estimates (Demographic Profile, DP01) by GISWS



**Table A-4
Number and Percent of Population With a Disability
by County and Bay Area Total
2008 & 2010**

County	Population 2008 ¹			Population 2010 ¹			Change in Population '08-10			
	Total	Disabled	Percent	Total	Disabled	Percent	Total	%	Disabled	%
Alameda	1,461,503	144,210	9.9%	1,500,535	130,289	8.7%	39,032	2.7%	-13,921	-9.7%
Contra Costa	1,023,339	96,086	9.4%	1,045,514	97,794	9.4%	22,175	2.2%	1,708	1.8%
Marin	242,101	21,386	8.8%	245,483	21,828	8.9%	3,382	1.4%	442	2.1%
Napa	131,420	13,759	10.5%	134,075	15,397	11.5%	2,655	2.0%	1,638	11.9%
San Francisco	803,164	89,407	11.1%	801,770	85,194	10.6%	-1,394	-0.2%	-4,213	-4.7%
San Mateo	705,321	59,358	8.4%	716,077	55,285	7.7%	10,756	1.5%	-4,073	-6.9%
Santa Clara	1,748,353	141,149	8.1%	1,780,484	141,536	7.9%	32,131	1.8%	387	0.3%
Solano	390,605	42,656	10.9%	398,546	39,376	9.9%	7,941	2.0%	-3,280	-7.7%
Sonoma	462,399	47,771	10.3%	481,720	52,132	10.8%	19,321	4.2%	4,361	9.1%
Bay Area Total	6,968,205	655,782	9.4%	7,104,204	638,831	9.0%	135,999	2.0%	-16,951	-2.6%

¹ Total non-institutionalized population

Note: The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of disability data from 2008 or later with data from prior years are not recommended.

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Source: ACS 2008 & 2010 1Yr Estimates (S1810) by GISWS



**Table A-5
Number and Percent of Population 65 & Over With a Disability
by County and Bay Area Total
2010**

County	Population ¹			Population 65 & Over ¹		
	Total	Disabled	Percent	Total	Disabled	Percent
Alameda	1,500,535	130,289	8.7%	165,635	57,417	34.7%
Contra Costa	1,045,514	97,794	9.4%	128,580	43,604	33.9%
Marin	245,483	21,828	8.9%	42,612	10,381	24.4%
Napa	134,075	15,397	11.5%	20,433	7,870	38.5%
San Francisco	801,770	85,194	10.6%	108,725	43,286	39.8%
San Mateo	716,077	55,285	7.7%	94,693	28,664	30.3%
Santa Clara	1,780,484	141,536	7.9%	195,235	69,067	35.4%
Solano	398,546	39,376	9.9%	46,399	17,388	37.5%
Sonoma	481,720	52,132	10.8%	67,165	22,553	33.6%
Bay Area Total	7,104,204	638,831	9.0%	869,477	300,230	34.5%

¹ Total non-institutionalized population

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Source: ACS 2010 1Yr Estimates (S1810) by GISWS



Table 1-6
Number and Percent of Population who are Disabled with a Low Income (<200% of Poverty)
by County and Bay Area Total
2010

County	Population ¹			Disabled Population ¹		
	Total	Low Income	Percent	Total	Low Income	Percent
Alameda County	1,487,336	429,113	28.9%	130,289	55,433	42.5%
Contra Costa County	1,041,307	242,390	23.3%	97,631	32,154	32.9%
Marin County	244,899	47,082	19.2%	21,828	7,379	33.8%
Napa County	132,070	39,642	30.0%	15,397	5,458	35.4%
San Francisco County	798,847	236,712	29.6%	84,929	43,331	51.0%
San Mateo County	713,353	136,948	19.2%	55,208	17,550	31.8%
Santa Clara County	1,766,505	428,658	24.3%	141,252	50,736	35.9%
Solano County	397,650	104,785	26.4%	39,326	14,415	36.7%
Sonoma County	477,759	141,515	29.6%	52,040	20,552	39.5%
Bay Area Total	7,059,726	1,806,845	25.6%	637,900	247,008	38.7%

1 Total Non-institutionalized Population

Data are based on a sample and are subject to sampling variability. The degree of uncertainty for an estimate arising from sampling variability is represented through the use of a margin of error. The value shown here is the 90 percent margin of error. The margin of error can be interpreted roughly as providing a 90 percent probability that the interval defined by the estimate minus the margin of error and the estimate plus the margin of error (the lower and upper confidence bounds) contains the true value. In addition to sampling variability, the ACS estimates are subject to nonsampling error (for a discussion of nonsampling variability, see Accuracy of the Data). The effect of nonsampling error is not represented in these tables.

Source: ACS 2010 1Yr Estimates (C18131) by GISWS



Table A-7
Number and Percent of Population 65 & Over who are Low Income (<200% of Poverty)
by County and Bay Area Total
2010

County	Population ¹			Population 65 & Over ¹		
	Total	Low Income	Percent	Total	Low Income	Percent
Alameda	1,488,413	429,174	28.8%	165,635	47,444	28.6%
Contra Costa	1,041,847	242,390	23.3%	128,580	23,734	18.5%
Marin	244,937	47,082	19.2%	42,612	7,363	17.3%
Napa	132,185	39,642	30.0%	20,433	5,098	24.9%
San Francisco	798,847	236,712	29.6%	108,725	42,184	38.8%
San Mateo	713,491	136,948	19.2%	94,693	19,840	21.0%
Santa Clara	1,766,692	428,658	24.3%	195,235	48,512	24.8%
Solano	401,202	105,024	26.2%	46,399	9,819	21.2%
Sonoma	478,391	141,599	29.6%	67,165	14,142	21.1%
Bay Area Total	7,066,005	1,807,229	25.6%	869,477	218,136	25.1%

¹ Total Non-institutionalized Population

Source: ACS 2010 1Yr Estimates (B17002 & B17024) by GISWS



**Table A-8
Number and Percentage of Households with Householder 65 Years of Age and Over with No Vehicle
by County and Bay Area Total
2010**

County	Households			Householder 65 & Over		
	Total	No Vehicle	Percent	Total	No Vehicles	Percent
Alameda	537,410	58,429	10.9%	98,565	18,568	18.8%
Contra Costa	367,883	21,675	5.9%	78,477	11,192	14.3%
Marin	102,692	4,257	4.1%	28,324	2,428	8.6%
Napa	49,754	3,240	6.5%	13,070	1,751	13.4%
San Francisco	336,012	102,839	30.6%	66,755	28,135	42.1%
San Mateo	257,509	16,219	6.3%	55,343	7,532	13.6%
Sanoma	185,711	11,266	6.1%	42,968	6,311	14.7%
Santa Clara	599,235	31,267	5.2%	110,428	15,280	13.8%
Solano	140,202	7,743	5.5%	28,715	2,737	9.5%
Bay Area Total	2,576,408	256,935	10.0%	522,645	93,934	18.0%

Source: ACS 2010 1Yr PUMA Estimates (B25045) by GISWS



Table A-9A: Persons by Household Income/Poverty Ratio and Number of Household Vehicles
Persons for Whom Poverty is Determined, San Francisco Bay Area
ACS Public Use Microdata 2008-2010

Table A-9B: Share of Persons by Household Income/Poverty Ratio and Number of Household Vehicles
Persons for Whom Poverty is Determined, San Francisco Bay Area
ACS Public Use Microdata 2008-2010

County	Household Income	0-Vehicle	1+-Vehicles	Total	County	Household Income	0-Vehicle	1+-Vehicles	Total
Alameda	Less than 200% Poverty	69,541	318,204	387,745	Alameda	Less than 200% Poverty	17.9%	82.1%	100%
	Greater than 200% Poverty	30,650	1,046,392	1,077,042		Greater than 200% Poverty	2.8%	97.2%	100%
	Total	100,191	1,364,596	1,464,787		Total	6.8%	93.2%	100%
Contra Costa	Less than 200% Poverty	22,373	205,338	227,711	Contra Costa	Less than 200% Poverty	9.8%	90.2%	100%
	Greater than 200% Poverty	13,732	783,564	797,296		Greater than 200% Poverty	1.7%	98.3%	100%
	Total	36,105	988,902	1,025,007		Total	3.5%	96.5%	100%
Marin	Less than 200% Poverty	3,005	38,811	41,816	Marin	Less than 200% Poverty	7.2%	92.8%	100%
	Greater than 200% Poverty	3,790	196,588	200,378		Greater than 200% Poverty	1.9%	98.1%	100%
	Total	6,795	235,399	242,194		Total	2.8%	97.2%	100%
Napa	Less than 200% Poverty	2,633	29,272	31,905	Napa	Less than 200% Poverty	8.3%	91.7%	100%
	Greater than 200% Poverty	2,016	96,216	98,232		Greater than 200% Poverty	2.1%	97.9%	100%
	Total	4,649	125,488	130,137		Total	3.6%	96.4%	100%
San Francisco	Less than 200% Poverty	97,876	115,277	213,153	San Francisco	Less than 200% Poverty	45.9%	54.1%	100%
	Greater than 200% Poverty	89,572	482,153	571,725		Greater than 200% Poverty	15.7%	84.3%	100%
	Total	187,448	597,430	784,878		Total	23.9%	76.1%	100%
San Mateo	Less than 200% Poverty	13,668	112,473	126,141	San Mateo	Less than 200% Poverty	10.8%	89.2%	100%
	Greater than 200% Poverty	14,654	559,972	574,626		Greater than 200% Poverty	2.6%	97.4%	100%
	Total	28,322	672,445	700,767		Total	4.0%	96.0%	100%
Santa Clara	Less than 200% Poverty	32,770	340,416	373,186	Santa Clara	Less than 200% Poverty	8.8%	91.2%	100%
	Greater than 200% Poverty	21,877	1,336,268	1,358,145		Greater than 200% Poverty	1.6%	98.4%	100%
	Total	54,647	1,676,684	1,731,331		Total	3.2%	96.8%	100%
Solano	Less than 200% Poverty	9,228	85,964	95,192	Solano	Less than 200% Poverty	9.7%	90.3%	100%
	Greater than 200% Poverty	3,591	300,004	303,595		Greater than 200% Poverty	1.2%	98.8%	100%
	Total	12,819	385,968	398,787		Total	3.2%	96.8%	100%
Sonoma	Less than 200% Poverty	9,946	118,240	128,186	Sonoma	Less than 200% Poverty	7.8%	92.2%	100%
	Greater than 200% Poverty	5,717	334,201	339,918		Greater than 200% Poverty	1.7%	98.3%	100%
	Total	15,663	452,441	468,104		Total	3.3%	96.7%	100%
Bay Area	Less than 200% Poverty	261,040	1,363,995	1,625,035	Bay Area	Less than 200% Poverty	16.1%	83.9%	100%
	Greater than 200% Poverty	185,599	5,135,358	5,320,957		Greater than 200% Poverty	3.5%	96.5%	100%
	Total	446,639	6,499,353	6,945,992		Total	6.4%	93.6%	100%

Source: PUMS 08-20 Income By Zero Vehicles, MTC 0705



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX A. DETAILED DEMOGRAPHIC TABLES

**Table A-10A: Persons by Disability Status and Number of Household Vehicles
Persons Living in Households, San Francisco Bay Area
ACS Public Use Microdata 2008-2010**

**Table A-10B: Share of Persons by Disability Status and Number of Household Vehicles
Persons Living in Households, San Francisco Bay Area
ACS Public Use Microdata 2008-2010**

County	Disability Status	0-Vehicle	1+-Vehicles	Total	County	Disability Status	0-Vehicle	1+-Vehicles	Total
Alameda	Disabled	25,091	105,869	130,960	Alameda	Disabled	19.2%	80.8%	100%
	Not Disabled (or under 5)	75,269	1,261,897	1,337,166		Not Disabled (or under 5)	5.6%	94.4%	100%
	Total	100,360	1,367,766	1,468,126		Total	6.8%	93.2%	100%
Contra Costa	Disabled	11,970	84,721	96,691	Contra Costa	Disabled	12.4%	87.6%	100%
	Not Disabled (or under 5)	24,200	906,184	930,384		Not Disabled (or under 5)	2.6%	97.4%	100%
	Total	36,170	990,905	1,027,075		Total	3.5%	96.5%	100%
Marin	Disabled	2,378	17,961	20,339	Marin	Disabled	11.7%	88.3%	100%
	Not Disabled (or under 5)	4,417	217,580	221,997		Not Disabled (or under 5)	2.0%	98.0%	100%
	Total	6,795	235,541	242,336		Total	2.8%	97.2%	100%
Napa	Disabled	1,450	11,629	13,079	Napa	Disabled	11.1%	88.9%	100%
	Not Disabled (or under 5)	3,250	114,347	117,597		Not Disabled (or under 5)	2.8%	97.2%	100%
	Total	4,700	125,976	130,676		Total	3.6%	96.4%	100%
San Francisco	Disabled	34,912	45,625	80,537	San Francisco	Disabled	43.3%	56.7%	100%
	Not Disabled (or under 5)	152,796	552,638	705,434		Not Disabled (or under 5)	21.7%	78.3%	100%
	Total	187,708	598,263	785,971		Total	23.9%	76.1%	100%
San Mateo	Disabled	7,325	46,599	53,924	San Mateo	Disabled	13.6%	86.4%	100%
	Not Disabled (or under 5)	20,997	627,777	648,774		Not Disabled (or under 5)	3.2%	96.8%	100%
	Total	28,322	674,376	702,698		Total	4.0%	96.0%	100%
Santa Clara	Disabled	17,039	113,607	130,646	Santa Clara	Disabled	13.0%	87.0%	100%
	Not Disabled (or under 5)	37,666	1,566,389	1,604,055		Not Disabled (or under 5)	2.3%	97.7%	100%
	Total	54,705	1,679,996	1,734,701		Total	3.2%	96.8%	100%
Solano	Disabled	3,917	38,163	42,080	Solano	Disabled	9.3%	90.7%	100%
	Not Disabled (or under 5)	8,902	349,142	358,044		Not Disabled (or under 5)	2.5%	97.5%	100%
	Total	12,819	387,305	400,124		Total	3.2%	96.8%	100%
Sonoma	Disabled	5,396	41,266	46,662	Sonoma	Disabled	11.6%	88.4%	100%
	Not Disabled (or under 5)	10,267	412,883	423,150		Not Disabled (or under 5)	2.4%	97.6%	100%
	Total	15,663	454,149	469,812		Total	3.3%	96.7%	100%
Bay Area	Disabled	109,478	505,440	614,918	Bay Area	Disabled	17.8%	82.2%	100%
	Not Disabled (or under 5)	337,764	6,008,837	6,346,601		Not Disabled (or under 5)	5.3%	94.7%	100%
	Total	447,242	6,514,277	6,961,519		Total	6.4%	93.6%	100%

Source: PUMS 08-20 Disability By Zero Vehicles, MTC 0705



Table A-11
Population Age 65 and Over by County:
2010 Population and 5-Year Forecasts

	2010	2015	2020	2025	2030	2035	2040
Santa Clara	196,944	254,928	303,374	365,924	425,795	468,894	491,792
Alameda	167,746	202,395	239,559	272,005	299,089	311,017	324,707
Contra Costa	130,438	163,863	192,587	222,703	245,663	254,165	263,654
San Francisco	109,842	135,893	151,910	165,307	180,518	204,437	213,441
San Mateo	96,262	117,635	138,369	162,055	185,290	203,667	211,393
Sonoma	67,364	93,319	119,160	143,014	161,582	169,465	175,518
Solano	46,847	58,607	69,636	83,806	94,982	102,442	105,912
Marin	42,192	67,064	84,045	99,787	105,873	120,529	123,094
Napa	20,594	23,561	27,047	30,358	32,253	33,549	34,549
Bay Area Total	878,229	1,117,265	1,325,687	1,544,959	1,731,045	1,868,165	1,944,060

Source: 2010 Census SF1 Table P12; Association of Bay Area Council of Governments (ABAG) Forecasts, MTC July 2012



Appendix B. Literature Review

Local Research

Following is a list, by county, of recent studies examining transportation needs in the San Francisco Bay Area, with an emphasis on the needs of elderly and disabled individuals and/or low-income populations. A wide range of local agencies and organizations were contacted to be sure to identify all relevant studies.



Table B-1: Recent Studies Examining Transportation Needs of Elderly and Disabled Populations and/or Low-Income Populations

BAY AREA		
San Francisco Bay Area Older Adults Transportation Study (OATS)	Metropolitan Transportation Commission (MTC)	2002
MTC Lifeline Transportation Network Report	MTC	2001
MTC Snapshot Analysis	MTC	2010
MTC Transit Accessible Locations for Health and Social Services Final Report	MTC	2011
MTC Transit Sustainability Project Draft Paratransit Final Report	MTC	2011
MTC Lifeline Transportation Program Evaluation Final Report	MTC	2011
ALAMEDA COUNTY		
Central Alameda County Community-Based Transportation Plan	Alameda County Congestion Management Agency	2004
Removing Paratransit Gaps in Alameda County	Alameda County Transportation Improvement Authority	2004
Wheels Short Range Transit Plan	Livermore Amador Valley Transit Authority	2004
West Oakland Community-Based Transportation Plan	Alameda County Congestion Management Agency	2006
Study for the Viability of Taxi Use for Paratransit Services in the Tri-Valley	Livermore Amador Valley Transit Authority	2006
Wheels Strategic Plan	Livermore Amador Valley Transit Authority	2006
South and West Berkeley Community-Based Transportation Plan	Alameda County Congestion Management Agency	2007
Central and East Oakland Community-Based Transportation Plan	Alameda County Congestion Management Agency	2007
Alameda Community-Based Transportation Plan	Alameda County Congestion Management Agency	2009
Four-Year Area Plan on Aging 2012-2016	Alameda County Area Aging on Aging	2012
CONTRA COSTA COUNTY		
Concord Senior and Youth Transportation Study	City of Concord	2003
Key Informant Survey	Contra Costa County Area Agency on Aging	2003
Contra Costa Paratransit Improvement Study	Contra Costa Transportation Authority/MTC	2004
Richmond Area Community-Based Transportation Plan	Metropolitan Transportation Commission (MTC)	2004
Aging-Friendly Survey and Aging-Friendly Strategic Plan	Contra Costa for Every Generation	2005



CONTRA COSTA COUNTY, continued

Monument Corridor (Concord) Community-Based Transportation Plan	City of Concord	2006
Bay Point Community-Based Transportation Plan	Contra Costa County	2007
Downtown Martinez Community-Based Transportation Plan	City of Martinez	2009

MARIN COUNTY

Marin County Short Range Transit Plan	Marin County Transit District	2006
Canal Neighborhood (San Rafael) Community-Based Transportation Plan	Transportation Authority of Marin, City of San Rafael	2006
Marin City Community-Based Transportation Plan	Transportation Authority of Marin, County of Marin	2009
Senior Mobility Action and Implementation Plan	Marin County Aging & Adult Services/Marin Transit	2010

NAPA COUNTY

Napa Community-Based Transportation Plan	Napa County Transportation Planning Agency	2004
Four-Year Area Plan on Aging	Area Agency on Aging Serving Napa and Solano	2012

SAN FRANCISCO COUNTY

On Lok Transportation Program Assessment (2000) and Action Plan (2002)	On Lok, San Francisco	2000, 2002
San Francisco Paratransit Program White Paper Analysis	San Francisco Municipal Transportation Agency	2003
Tenderloin-Little Saigon Neighborhood Transportation Plan	San Francisco County Transportation Authority	2007
Mission-Geneva Neighborhood Transportation Plan	San Francisco County Transportation Authority	2007
Bayview-Hunter's Point Neighborhood Transportation Plan	San Francisco County Transportation Authority	2010
Western South of Market Neighborhood Transportation Plan	San Francisco County Transportation Authority	2012
Assessment of the Needs of San Francisco Seniors and Adults with Disabilities	Department of Aging and Adult Services	2012

SAN MATEO COUNTY

Strategic Plan for Accessible Transportation Services (SPATS)	County of San Mateo, SamTrans	2004
East Palo Alto Community-Based Transportation Plan	City/Council Association of Governments (C/CAG)	2004
San Mateo County Strategic Plan for Services for Older Adults and Adults with Disabilities	San Mateo County Aging and Adults Services Division	2005
San Mateo County Senior Mobility Action Plan	San Mateo County Transit District	2006
Bayshore Community-Based Transportation Plan	City/Council Association of Governments (C/CAG)	2008
North Central San Mateo Community-Based Transportation Plan	City/Council Association of Governments (C/CAG)	2011
San Bruno/South San Francisco Community-Based Transportation Plan	City/Council Association of Governments (C/CAG)	2012



SANTA CLARA COUNTY

Santa Clara Valley Transportation Authority (VTA) Community Transportation Needs Assessment and Options Study	Santa Clara Valley Transportation Authority	2000
Community for A Lifetime - A 10-Year Strategic Plan to Advance the Well-Being of Older Adults in Santa Clara County	Santa Clara County Department of Aging and Adult Services	2005
Gilroy Community-Based Transportation Plan	Santa Clara Valley Transportation Authority	2006
East San Jose Community-Based Transportation Plan	Santa Clara Valley Transportation Authority	2009
Milpitas Community-Based Transportation Plan	Santa Clara Valley Transportation Authority	2009
Short-Range Transit Plan	Santa Clara Valley Transportation Authority	2008
Seniors Agenda Action Plan for Santa Clara County	Santa Clara County Dept. of Aging and Adult Services	2012

SOLANO COUNTY

Solano County Senior and Disabled Transit	Solano Transportation Authority	2004
Dixon Community-Based Transportation Plan	Solano Transportation Authority/MTC	2004
Vallejo Community-Based Transportation Plan	Solano Transportation Authority	2008
Cordelia/Fairfield/Suisun Community-Based Transportation Plan	Solano Transportation Authority	2008
Vacaville Community-Based Transportation Plan	Solano Transportation Authority	2010

SOLANO COUNTY, continued

Solano Transportation Study for Seniors and People with Disabilities	Solano Transportation Authority	2011
East Fairfield Community-Based Transportation Plan	Solano Transportation Authority	2012

SONOMA COUNTY

Santa Rosa Paratransit Monitoring Needs	City of Santa Rosa	2006
Roseland Community Based Transportation Plan	Sonoma County Transportation Authority	2007
Lower Russian River Community Based Transportation Plan	Sonoma County Transportation Authority	2009
Healdsburg Community Based Transportation Plan	Sonoma County Transportation Authority	2009
The Springs Community Based Transportation Plan	Sonoma County Transportation Authority	2010
Aging and Living Well in Sonoma County	Sonoma County Area Agency on Aging	2012



Appendix C. Innovative Strategies and Best Practices

Introduction

The Elderly and Disabled Component of MTC's 2007 Coordinated Public Transit-Human Services Transportation Plan for the San Francisco Bay Area provided five goal statements by which to improve mobility options:

- Enhance land use and transportation coordination;
- Promote enhanced pedestrian access to public transit and other alternative modes of travel;
- Promote coordinated advocacy and improve efforts to coordinate funding with human services agencies;
- Improve inter-jurisdictional and intermodal travel;
- Develop and implement mobility management approaches.

Work towards each of these continues throughout the Bay area, in varying stages of implementation depending on planning, funding and other constraints. However, the final goal, **to develop and implement mobility management approaches**, is of increasing importance for MTC and its partner organizations, where mobility management becomes a mechanism for extending scarce resources and encouraging more target group individuals to use public transit. Such mechanisms are essential in this economic climate.

With this in mind, this section provides provide information relevant to understanding mobility management: **what it is, what it can do**, national **resources to learn more**, and **where and how it operates**. Three case-studies are provided to demonstrate not only the breadth of mobility management programs and activities, but also how to measure and report on these activities.

Additionally, this section further investigates mobility management by providing a look at CTSA's (Consolidated Transportation Services Agency), a long-standing organizational structure in California that increasingly functions as a mobility manager or promotes mobility management. By looking at CTSA's in three stages of their organizational life cycle, **mature programming, early programming, and start-up**, this review provides relevant information about the work of CTSA's in relation to mobility management.

Six case studies are presented, selected as examples of relevance or applicability to the Bay area's many environments. The programs highlighted are regional in focus and scope, promote inter-jurisdictional



trips, are creating resources that are web-based and readily accessible, and oriented towards performance reporting. They feature just some of the many facets involved in mobility management or in developing a CTSA. These six examples represent only a snapshot view of the many of successful programs providing services regionally, in California, and throughout the Nation.

Specifically, this Appendix provides for:

- Defining Mobility Management
- National Resources for Mobility Management
- Mobility Management in Practice: Three Examples
- Defining CTSA-Consolidated Transportation Service Agencies
- CTSA Organizational Stages: Three Examples

Defining Mobility Management

Mobility management is a strategic approach to 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. The National Resource Center for Human Service Transportation Coordination (NRC) defines mobility management as **“a process of managing a coordinated community-wide transportation service network comprised of the operations and infrastructures of multiple trip providers in partnership with each other.”**

Mobility management was a new approach referenced in 2005 SAFETEA-LU statute as an eligible expense for the Section 5310 Elderly and Disabled Transportation, Section 5317 New Freedom, and Section 5316 JARC programs. SAFETEA-LU defines mobility management as “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 subrecipient through an agreement entered into with a person, including a government entity.” The NRC, building upon the statutory description of mobility management activities “emphasizes:

- moving people instead of moving vehicles,
- the discrete travel needs of individual consumers,
- customer needs,
- the entire trip, not just that portion of the trip on one mode or another,
- making visible improvements to the effectiveness, efficiency, and quality of the travel services being delivered,
- designing and promoting transit oriented developments, livable cities, and energy efficient sustainable communities, and
- improving the information available about those services.”¹

¹ National Resource Center for Human Service Transportation Coordination (NRC) website is available at: <http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=372&z=78>



Importantly, mobility management focuses on identifying diverse travel choices, services and modes, particularly those services that will help to meet individualized transportation needs. Through partnerships with many transportation service providers, mobility management enables individuals to find a travel method that meets their specific needs, is appropriate for their situation and trip, and is cost effective. In other words, a mobility management center can be a one-stop shop for transportation, promoting a range of mobility services.

Functions and Activities

Mobility management activities can range from simple to complex, and mobility management centers can choose to focus on a small number of services and coordination efforts, or to offer a broad range of services. For example, at the most basic level, mobility management can provide information, referrals, and assistance in accessing local and regional transportation services. At a higher level, mobility management often works to broker trips for individuals needing transportation from the most appropriate and cost-effective provider.

Key functions may include:

- Developing outreach and marketing materials;
- Developing partnerships within local community and with agencies in multiple sectors;
- Identifying opportunities to expand transportation coordination with partners and community network;
- Selling bus passes and/or distributing free passes
- Designing and implementing mobility management and coordination initiatives;
- Providing travel training and trip planning assistance to the community;
- Developing one-stop information and referral centers;
- Developing transportation brokerages to refer individual trip requests to providers;
- Continuing research about technological innovations and strategies to improve transit ridership;
- Making public presentations about the benefits of mobility management for the community;
- Participating in relevant public transit and human services trainings and conferences;
- Grant writing to secure future funding sources;
- Providing travel training and trip planning assistance to the community

Housing Mobility Management

Mobility management can find many types of operational homes. Communities may establish a mobility manager function either through an individual or at a local agency, non-profit organization, or transit operator. As mobility management starts with partnerships, it can begin at the local level with a position at a senior center, a mental health clinic or a veterans' service organization to support some of the functions detailed above. At a larger geographic level, mobility management can function through a regionally-focused agency, which could be a transit agency, a CTSA, a 2-1-1 organization or a county department.



The orientation of mobility management at the local or community level or at an agency and regional level may dictate the scope and nature of the mobility management services undertaken. Direct customer-focused services are more likely to be provided at a local level. Regional mobility management sometimes focuses more on systems-level planning, partnership building and on training. Increasingly, transit agencies are realizing the benefits offered by mobility management and are implementing mobility management programs. Conversely, in various areas of the country, mobility management centers are developing, often run by non-profit agencies that developed these in response to their specific communities' needs.

National Resources for Mobility Management

For further information and technical assistance related to mobility management, the following organizations offer valuable resources:

United We Ride

www.unitedweride.gov

United We Ride aims to improve the availability, quality, and efficient delivery of transportation services for transportation disadvantaged population. It provides numerous resources including toolkits, trainings and technical assistance related to mobility management, planning, and the creative services common to rural settings. United We Ride is a Federal interagency initiative of the **Coordinating Council on Access and Mobility (CCAM)**.

Community Transportation Association of America [CTAA]

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=23&z=2>

Through its many programs, resources, publications and trainings, CTAA seeks effective public and community transportation. On CTAA's website and at its expos, resources about employment, medical, rural, and urban transportation; senior mobility; and transportation funding are provided. CTAA also publishes numerous magazines and newsletters. Two of CTAA's programs are detailed below.

- National Resources Center for Human Service Transportation Coordination [NRC]

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=8&z=62>

A program of CTAA, the NRC supports coordination between transit providers, human service agencies, private institutions, businesses, volunteers and political leaders to broaden transportation options. The NRC offers numerous tools and resources for coordination and mobility management.



➤ Partnership for Mobility Management

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=1790&z=95>

The Partnership for Mobility Management is a collaborative partnership of national organizations. Dedicated to connecting and supporting mobility management professionals. The Partnership for Mobility Management offers detailed information on beginning a mobility management program, measuring program activities, and every element in between.

American Public Transportation Association [APTA]

<http://www.apta.com>

APTA provides a Mobility Management Technical Assistance Center that offers a resource library, links to additional information and, importantly, studies about the economic benefits of mobility management.

Transportation Cooperative Research Program [TCRP]

<http://www.tcrponline.org/>

TCRP publications address all facets of the transportation industry and well researched information offers problem solving approaches and innovative strategies for managers, administrators and policy makers.

Easter Seals Project ACTION [Accessible Community Transportation in our Nation]

www.projectaction.org

Project Action provides training and technical assistance in relation to accessible transportation and implementation of the ADA (Americans with Disabilities Act). Project ACTION maintains an extensive resource library that includes such topics as travel training, human service transportation coordination, youth and disabilities, and rail services. These resources, training and outreach opportunities are available on Project ACTION's website. Project ACTION is made possible through a cooperative agreement between Easter Seals and the FTA.

National Center on Senior Transportation [NCST]

www.seniortransportation.easterseals.com

Another project of Easter Seals, the NCST works to increase transportation options that will help older adults live independently in their communities. The NCST offers a resource library that speaks to aging / human service providers, transportation providers, as well as older adults and caregivers.



Mobility Management in Practice: Three Examples

The examples in this section include one regional program providing a comprehensive array of mobility management activities, travel training models which are important to the mobility management toolkit, and a performance monitoring program oriented to specialized transportation.

1. Multi-Faceted Regional Program:

Outreach, Santa Clara County, CA

Outreach Inc. is a non-profit Mobility Management center serving Santa Clara County, the most populous region in the Bay Area. A community transportation and social service provider, Outreach's programs include:

- ADA paratransit services for the Santa Clara Valley Transportation Authority: Outreach operates a paratransit brokerage that facilitates more than a million trips annually;
- Senior transportation, including paratransit and taxi subsidies and public transit passes; counseling; and advocacy services;
- Guaranteed ride program for eligible CalWORKS recipients;
- Jump Start vehicle repair program for CalWORKS recipients;
- Give Kids a Lift! program for dependents of CalWORKS recipients;
- Vehicle donation program;
- An enhanced call center that operates 365 days a year.

Outreach's services are available for numerous populations, particularly transit-disadvantaged populations, in the both urban and rural regions of Santa Clara County. These groups often include:

- Older adults
- Low-income persons, families and youth
- Homeless individuals
- Persons ADA-certified with functional disabilities
- CalWORKS recipients
- Veterans
- Limited-English speakers
- Persons without cars and/or transit-dependent
- MediCal recipients
- Persons with disabilities and/or persons with varying functional abilities
- Seniors
- Welfare-to-work clients
- Unemployed and underemployed
- Refugees/Immigrants
- Carless individuals and families
- Children & Youth
- Residents of institutionalized settings
- Farm workers and migrant workers in the rural parts of the County
- General Public (including tourists and visitors)

Currently, Outreach provides over 1 million trips per year. On an average day there are over 250 Outreach vehicles on the road providing between 2,500 to 3,000 trips throughout the County.



Model for Coordination

Outreach affirms that its “service model is unique because it combines human service values with a transportation system that incorporates cutting-edge technologies and custom software solutions to increase program efficiency and cost effectiveness.”² This model provides a holistic approach—coordinated transportation services and social services—to every customer or caller.

In 2009 Outreach undertook a planning study, sponsored by Caltrans’ Department of Mass Transportation (DMT), to guide its effort of transitioning from an Intelligent Transportation Systems (ITS) brokerage coordination model into a Mobility Management Center. The resultant report, *Mobility Management Planning Study*³, details the elements involved in developing and funding a mobility management center, particularly one responsive to rural communities.

Outreach demonstrates that an initial step in becoming a coordinated community transportation provider lies in fostering partnerships with “public and private transportation providers, dozens of health and human service agencies, educational providers, aging entities, and employment programs, incorporating the advice and guidance of the customers themselves into each aspect of service.”⁴ The Outreach *Mobility Management Planning Study* provides a detailed look at how this non-profit planned for an enhanced response to providing coordinated transportation services that are specific to its region and partners. Available on Outreach’s website, this *Mobility Management Planning Study* is a worthwhile guide for any agency interested in mobility management:

<http://www.outreach1.org/public/OutreachMobilityManagementPlanningStudy.pdf>

In January 2011, Outreach was designated as a CTSA (Consolidated Transportation Service Agency) for Santa Clara County by MTC. The primary reason for this designation was to help Outreach overcome an administrative hurdle associated with receiving State Transit Assistance (STA) funds programmed as part of MTC’s Lifeline Transportation Program. Access to Transportation Development Act (TDA) funds and other STA funds is not permitted under Outreach’s designation, which is effective through June 2013; however, other benefits available to CTSAs are granted through the designation. Outreach had previously been designated a CTSA in Santa Clara County from 1982 through 1995, under MTC’s 1981 Action Plan for the coordination and consolidation of social service transportation services as required by the California Social Service Transportation Improvement Act (AB 120, 1979).

Leveraging Funding

Outreach utilizes 34 different funding sources, demonstrating how funds can be leveraged and the multiplicity of funding that is potentially accessible to non-profit entities. These sources include Federal

² <http://www.outreach1.org/index.htm>

³ Outreach, “Mobility Management Planning Study: Improving Rural Human Services Transportation Coordination through Partnership with “211/511, Office of Emergency Services; <http://www.outreach1.org/public/OutreachMobilityManagementPlanningStudy.pdf>

⁴ Ibid.



large and small urban Job Access & Reverse Commute (Section 5316-JARC) and New Freedom (Section 5317) funds as well as vehicle capital grants from Section 5310. Other Federal grant sources such as Housing and Urban Development (HUD) and Health and Human Services (HHS) are also utilized. State funding is received from State Transit Assistance (STA) and the Transportation Development Act (TDA). The program receives Tobacco Revenue Settlement funding as well. Regional and local funding is obtained from Santa Clara County general funds, County Measure A funds, and general funds from the cities of Campbell, Cupertino, and Santa Clara. Additional private funding is received from the car donation program revenue, and local foundations and corporations.

2. Mobility and Travel Training – Two Models:

Travel or mobility training is a continuing task of many mobility managers. Travel training involves teaching individuals how to use fixed-route transit independently and safely. Individuals receiving training can be older adults, people with disabilities, students, or anyone from the general public who wishes to increase their familiarity and comfort with public transit. Travel Training generally includes familiarization with the transit system and other community transit options, as well as the use of maps and schedules, transfers, fare systems, and mobility devices including wheelchairs on public transit. Travel Training encompasses many strategies, depending on the needs of the provider and those who want the training.

Travel training can be provided in various ways, depending upon the interests and abilities of the sponsoring agency:

- **One-on-One Training:** Specially designed instruction sessions are personalized to the individual transit rider to meet the needs and pace of the trainee.
- **Group Training:** Familiarizing larger numbers of persons to aide current riders or new users.
- **Peer-to-Peer Training:** Sometimes called an "Ambassador" or "Travel Buddy," this is often an older person volunteering to aid others.
- **Self-Directed Tools:** These can include Internet-based destination trip planners, videos and others.

Mobility training can enable greater independence for riders, as fixed-route offers more flexibility than ADA paratransit and transit familiarization may encourage riders to take trips they currently aren't making. The Draft Final Paratransit Report of MTC's Transit Sustainability Project (TSP)⁵ recommends travel training as a strategy for sustainable ADA paratransit that offers mutual benefits to riders and transit agencies: "An individual who has successfully completed travel training and uses fixed-route transit can travel more spontaneously and at less cost than on ADA paratransit (since fixed-route fares are typically less than ADA paratransit fares). The transit agency realizes cost savings for the paratransit trips that are not taken due to travel training. In addition the individuals gain greater mobility by

⁵ "Transit Sustainability Project: Draft Final Paratransit Report," Nelson\Nygaard Consulting Associates, etc. al., Metropolitan Transportation Commission, August 2011, http://www.mtc.ca.gov/planning/tsp/TSP_Draft_Apr2012.pdf



learning to use transit, which does not require advance reservations and has a much lower fare than ADA paratransit.”

Two travel training approaches are detailed below: first, a group senior transit familiarization program in urban Los Angeles County and secondly, self-directed web-based tools from Rural Trinity County’s travel training program.

An Urban Group Training Model:

Seniors on the Move, Los Angeles County, California

Los Angeles County Metro has supported a travel training program for Los Angeles County’s older adults since 2003. The program was initially driven by a concern that older adults need to know that they have alternatives to driving in order to avoid isolation and remain active in their communities after they reduce or stop driving. The program also recognized that navigating the public transportation system of Los Angeles County and its 88 cities can be daunting to some older persons, many of whom had not ridden public transit in decades, if at all. The program served an additional important role introducing older adults to alternatives to paratransit services.



These group transit familiarization sessions were held in senior centers across Los Angeles County. Each session was almost three hours in length and included 30-100 older adults. Trainings involved a bus trip to a local rail station or a public transit center and provided input on a range of topics that included hearing from a DMV Ombudsman on how to continue driving safely and when to reduce driving, and Metro staff on the new TAP (Transit Access Pass) program for seniors. Discussion and teaching detailed the steps involved in planning and taking a trip to demonstrate that public transit is a viable alternative and to lessen any apprehension involved with relinquishing one's ability to drive. The curriculum was tailored to each local community, to incorporate information about the area's community public transit programs as well as Metro services.

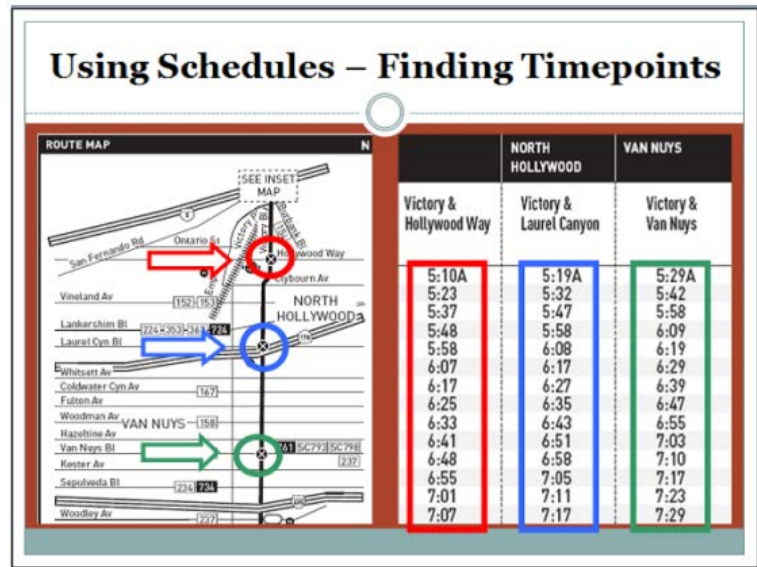
Six key areas comprised the basic elements of each session:

1. Safe driving for seniors
2. Fixed-route and paratransit systems
3. Destinations accessible using public transit
4. Using public transit



- 5. Field trip
 - 6. Final comments and evaluations
- Programs were offered with translation into the languages of local seniors when needed. Training materials were designed with a lively, upbeat orientation toward encouraging use of public transit. Additionally, participants ages 62 years and above received a free monthly pass for Metro services on a reloadable TAP card.

LA Metro's *Seniors on the Move* program continues, but is being redesigned to incorporate a new element: at each group presentation "Travel Buddies" will be recruited and trained to train their peers in individual or small group settings.



Self-Directed Web-Based Travel Training Tools: Rural Trinity County, California

Trinity Transit in northern California offers an example of web-based travel training, a readily transferable approach to travel training. Trinity Transit is implementing its recently completed *Transit Mobility and Awareness Plan*, which includes marketing and transit awareness components and a travel training program of web-based resources. Administered by County government, Trinity Transit faces the difficulties of rural environments as well as issues faced by all transit agencies, particularly the perception of transit as a viable option.

Planning the Trip: Trinity Transit Guide

- Lewiston to Weaverville

- 1) Locate route on schedule
- 2) Check days of service

Lewiston to Weaverville (M,R,F)		Weaverville to Lewiston (M,R,F)	
LEWISTON	AM	WEAVERVILLE	PM
River Rock	6:43	Weaverville Library	5:54
Gambley Hill	6:43	Center & Hwy. 3	5:56
Vista/Goose Ranch	6:43	Top's Mini Mart	5:57
Maxwell's Hometown Market	6:44	Airport Rd. & Hwy. 3	6:00

Trinity Transit Connects You to the County, the Coast, Redding and the Region

Often lack of transportation is the result of a lack of knowledge, misperception or fear. Travel training can address such concerns of potential riders and can increase a transit system's visibility. Many of the travel training tools developed through the *Transit Mobility and Awareness Plan*, were created to be web-based and apply to multiple audiences to make transit information as accessible as possible. The web-based travel tools may also enable agency personnel to "train" their colleagues or



staff about using the local transit system.

Web-based travel training tools include:

- **For Individual Riders:** a web-presentation to guide new riders through key steps.
- **For Agency Personnel:** a downloadable “train-the-trainer” presentation for teaching consumers or colleagues about local public transportation and regional connections.
- **To Key Destinations:** a printable .PDF document to guide riders and agency personnel alike with step-by-step ride guides to known, popular destinations.

Each of these tools was designed to be stand-alone and easily downloadable from Trinity Transit’s website. As anyone can access these tools, the Trinity Transit travel training program is an ongoing effort that involves the community. These can be viewed at www.trinitytransit.org/.

Trinity Transit Trip Plan

Weaverville > MD Imaging > Mt. Shasta Mall

Planning Your Trip

- Travel on Monday, Wednesday or Friday
- Schedule a morning appointment at MD Imaging for 9:30 am or later
- Board Trinity Transit’s Redding Route in Weaverville or Douglas City about 7:30 AM
- Spend the afternoon in Redding!
- Return trip on Trinity Transit leaves Redding at 3:00 PM
- Total round trip fare: \$13.00

Traveling from Weaverville to Redding

Fare: \$10.00
Approx. time: 1 hr 16 min

Board Trinity Transit Westbound Intercity Bus to Redding:
Weaverville Library 7:35 am
Top’s Market 7:40 am
Douglas City Store 7:45 am

Arrive in Redding:
RABA Downtown Transit Center 8:45 am

Connecting to RABA to reach MD Imaging in Redding

Fare: \$1.50

RABA

9:00 am
[2nd stop] approx. 9:02 am
Gold Street to MD Imaging, 2020

from the transit center at 9:30. On Floor at West [2nd stop] and walk 3 min

complete, you’ll have the afternoon to visit the center at 3:00 PM. At 3:00 PM, the Trinity Transit bus will leave the center for Redding.

Riding Trinity Transit at a Glance

(530) 623-LIFT (5348) www.trinitytransit.org

System Overview: Intercity and Local Service

Regional Connections: Resources

- KIT Bus: 530.623.1167
- Travel to Hoopa Valley
- Redwood Transit System: 707.462.1828
- ASMRTS: 707.462.3775
- Sureka Transit: 707.462.8838
- Amtrak and Greyhound
- Traveler North or South to San Francisco
- RABA: 530.421.2877
- Greyhound and Amtrak
- Trains to Sacramento

System Overview: Service Days and Hours

- All routes run Monday, Wednesday, Friday
- Morning and evening runs
- No service on Holidays
- Hayfork to Weaverville runs Monday -Friday
- Two runs per day
- No service on Holidays

System Overview: Trinity Transit Fares

- Calculating fares
- Select route on the schedule
- Select starting point
- Follow chart to end point / destination

From	To	Fare	Transfer
Hayfork to Weaverville		\$4.00	
Reverse/Fare		\$3.00	

Planning the Trip: Information Needed

- Where
 - Starting and ending locations
 - Address or landmark
 - Closest bus stop
- When
 - Day of week
 - Time arrive / time depart
- Other
 - Walking time
 - Fare
 - Returning
 - Transfers / Connections

Rider Tools

- Visit www.trinitytransit.org for
 - The Trinity Transit Guide
 - Online Trip Planner by Google Transit

3. Performance Measurement: Riverside County’s Specialized Transportation Program

Increasingly, mobility managers are considering ways to measure the value of their programs. Metrics often include both quantitative measures and qualitative indicators, such as customer comments, surveys, or anecdotes of a rider or a partner organization.

Riverside County Transportation Commission (RCTC) functions as a regional mobility manager through its Specialized Transportation Program. RCTC prepared a “lessons learned” report at the end of its first complete year of implementation of its Specialized Transportation Program. RCTC is the County Transportation Commission for a vast Southern California county that includes 7 public and local



transportation providers and a breadth of non-profit and human service specialized transportation provides across its 7,000 square miles that stretch from the Colorado River to the Los Angeles County line.

In the spring of 2008, RCTC conducted its first Universal Call for Projects, inviting agencies to apply for two-year project funding with three funding sources: Measure A, the local half-cent sales tax for transportation; JARC and/ or New Freedom funding. Projects oriented to any one or all of these funding sources could apply. Of the 27 applicants, 22 projects were awarded, including 4 public transit and 18 human service agencies. Funded-projects supported the goals of the 2007 *Public Transit—Human Services Coordinated Plan*, including: 1) to increase the numbers of trips available to target population groups; 2) to provide for capacity-building through transit information and transit-related training opportunities; and/or 3) to support mobility management. This first round of projects commenced operation on July 1, 2009.

Measuring Impact

In conducting the “Lessons Learned” report, officially titled the *Measure A/ JARC/ New Freedom Funded Services Year End Report, FY 2010*, various metrics were used to measure outcomes of the overall Specialized Transit Program and of each individual project. These included:

- **Provision of new or additional one-way passenger trips:** These included total trip counts by project type: 1) fixed-route services; 2) bus passes/ taxi/ rideshare programs; 3) mileage reimbursement programs, and 4) paratransit / community shuttle programs. Projects were also measured against their individual agency-generated goals developed during the grant application process and which became part of their signed two-year agreements.
- **Matching funds generated from various resources:** This measure became particularly important as it demonstrated collaboration and leveraging of funds. Agency match included cash match from city general funds, community development block grant funding, The California Foundation, Riverside County Dept. of Mental Health funding, Older Americans Act Funds, United Way, California Family Life Center, State Adult Education Funds and Federal Housing and Urban Development (HUD) funds and California Local Transportation Funds (LTF); volunteer labor and agency volunteer time, in-kind match, for selective projects; and local sales tax Measure A funds for certain projects.
- **Subsidy per trip:** This measure looked at the subsidized cost per trip for each project then grouped projects by four types to determine year-end average trip costs by similar project type.
- **Cost per trip in terms of RCTC subsidy and Agency Match:** Again grouping projects by trip type, this measure considers a trip’s total cost: RCTC’s subsidy or share versus agency match.



The qualitative review of the Specialized Transit Program’s first Universal Call included a review of administrative challenges. This discussion looked at RCTC’s and agencies requirements included in administering and operating these projects. Issues discussed included:

- Critical importance of moving to a reimbursement-based program, while addressing the cash flow implications to small agencies;
- Continuing monthly invoicing and reporting concurrence processes as an accountability tool;
- Field Audits by RTA (Riverside Transit Agency) regarding federal contracting requirements
- Budget alignment and line item changes as part of an agency-level cost control mechanism
- Agencies’ Year End Qualitative Reports

The year-end “lessons learned” report provided for a tangible way to present successes and demonstrate effectiveness to the multiple funding and community partners and the RCTC’s Commissioners. It also provided a rationale to recommend changes in administration, funding priorities, and program goals for the next funding cycles.

Documenting Success

RCTC has undertaken two Specialized Transportation Program Calls for Projects and anticipates its third cycle in the fall of 2012. In its 2012 Public Transit-Human Services Transportation Coordination Plan Update, as a result of both this program and its emphasis on performance measurement, it was possible to document the program’s overall impact – at least in terms of trips provided. Specialized transit trips increased by 316% in the four year period between the two Coordinated Plans.

Perhaps more importantly, these specialized transportation trips were included in the total of the overall provision of public transportation trips across the County, reflecting all modes. The combined total reflected an increase in trips per capita from 6.9 trips per capita in FY 2005-06 to 7.2 in FY 2010-11. While this is a modest increase, what is notable is that Riverside County continues to see record level population growth. Its 40% increase between 2000 and 2010 made it the fastest growing County in the state. To sustain this population growth and still realize some increase in the transit trips per capita is exciting to report to policy makers and transit providers alike.

Defining Consolidated Transportation Service Agencies (CTSAs)

This section presents the authorization and basic characteristics of CTSAs, recognizing that they come in various forms. Three examples of CTSAs at different stages of development are presented.



What Is a CTSA?

A Consolidated Transportation Service Agency (CTSA) is an organization or agency that provides coordination transportation services, information resources to the public, and technical assistance to community and specialized transportation providers. CTSAs do not duplicate existing services; by coordinating providers and human and social service agencies they present riders with a wider range of mobility options. The coordination with multiple providers also enables CTSAs to increase the availability and cost-effectiveness of specialized transportation services and improve the quality and utilization of these services. CTSAs work to increase the public awareness of specialized transportation options. A CTSA is one method of mobility management as it, too, is locating multiple, coordinated services and meaningful alternatives under one roof.

Authorizing Legislation

CTSAs were made possible by California Legislation, the 1979 *Social Service Transportation Improvement Act*, also called AB 120. Seeking to facilitate the coordination of social service transportation services that were often times inefficient and duplicative, the Social Service Transportation Improvement Act allowed for the designation of CTSAs in each of California's counties⁶. Agencies authorized to make such designations include:

- county transportation commissions (CTCs),
- local transportation commissions (LTCs),
- regional transportation planning agencies (RTPAs),
- or metropolitan planning organizations (MPOs).

Specific functions were identified to allow for consolidation of transportation services and cost savings:

1. Combined purchasing of necessary equipment
2. Adequate training of vehicle drivers to ensure the safe operation of vehicles, promote lower insurance costs and encourage use of the service.
3. Centralized dispatching of vehicles to realize efficient use of vehicles.
4. Centralized maintenance of vehicles so that adequate and routine vehicle maintenance scheduling is possible.
5. Centralized administration of various social service transportation programs to eliminate numerous duplicative and costly administrative organizations, allowing agencies to respond effectively to specific needs.
6. Identification and consolidation of all existing sources of funding for social service transportation services to provide more effective and cost efficient use of scarce resource dollars.
Consolidation of categorical program funds can foster eventual elimination of unnecessary and unwarranted program constraints.

⁶ CalACT (California Association for Coordinated Transportation) developed an "e-book" that looks in detail at the Social Services Improvement Act provisions relating to CTSAs and provides relevant information about developing a CTSA. The CTSA e-Book is available on CalAct's website: <http://www.calact.org/doc.aspx?17>



To fund these activities, AB 120 authorizes CTSA to directly claim up to 5% of the local jurisdiction's Transportation Development Act (TDA) sales tax funds.

Following, three CTSA are reviewed, each in a different stage of their organization's development, to demonstrate the various purposes and diversity of programs and activities that CTSA can undertake.

CTSA Organizational Stages: Three Examples

1. *Mature CTSA Programming:*

Ride-On Transportation, San Luis Obispo

Ride-On Transportation is the CTSA serving San Luis Obispo County through innovative and unique transportation services. This non-profit operates under a complex financial and organizational structure and has a rich history of human service transportation.

Agency Profile and Organization

Mission: Ride-On is dedicated to improving transportation options in San Luis Obispo County through developing and implementing creative solutions to transportation and mobility issues that concern employers, businesses, medical providers, visitors services providers, special events coordinators, government agencies and individuals.

Organization and History: Ride-On is a non-profit cooperative organization comprised of the Consolidated Transportation Service Agency (CTSA) and the Transportation Management Association (TMA) of San Luis Obispo. United Cerebral Policy (UCP) was originally designated a CTSA in 1987 and provided evening and weekend service to persons with developmental disabilities. In 1993, it expanded its services, partnering with more social service agencies and adopting the name Ride-On. In 1995 Ride-On began providing additional services as a Transportation Management Association. Currently, Ride-On operates a multitude of services under three spheres: CTSA activities, TMA activities, and contracts to provide public transit services.

Activities and Programs

Ride-On CTSA services include:

- Senior Shuttle, door-to-door service for adults 65 years and older;
- Veterans Express Shuttle for disabled veterans or veterans with no means of transportation;
- Mobility Coordinator who works with the County's transportation providers to find transportation options for individuals who can't access or are unable to use public transportation;
- Tri-Counties Regional Center: transportation for riders with developmental disabilities to work and day programs;



- Medi-Cal Transportation with reimbursement from the State of California;
- Hospital and Medical Transportation.
- Community Interaction Program (CIP): evening and weekend transportation for individuals with developmental disabilities;
- Private rides for individuals;
- Social Service Agency Support: Vehicle procurement, driver training, preventative maintenance program, communications, drug testing programs and CHP inspections.

Ride-On TMA provides vanpools, airport/Amtrak shuttles, Guaranteed Ride Home, Lunchtime Express, Visitor and Medical Shuttles, Kid Shuttles, Special Events, RideShare Incentive Programs, and the Transportation Choice Program that reaches out to businesses to increase the alternative transportation knowledge of their employees.

Ride-On's Public Transit Contract Services include:

- Nipomo Dial-A-Ride
- Shandon Shuttle
- South Bay Dial-A-Ride
- Joint venture and regional systems

The populations served by Ride-On services include:

- Veterans and disabled veterans
- Agricultural workers
- MediCal recipients
- Low-income individuals
- Individuals with disabilities
- Older adults
- Children
- Commuters
- Dialysis patients
- General community

Budget

The entire Ride-On Transportation Agency operates at a budget of \$4 million. CTSA services are funded by multiple sources, including:

- Federal – 5317 New Freedom,
- State – MediCal, and TDA Article 4.5,
- Local – Fundraisers and donations.

For More Information

- Ride-On Transportation: www.ride-on.org



2. *Early CTSA Program Activity.*

Western Placer County CTSA, Placer County, CA

The Western Placer Consolidated Transportation Service Agency (WPCTSA), was formed late in 2008 by the Placer County Transportation Planning Agency (PCTPA) during 2008 to address specialized transportation needs and unmet transit needs within Placer County and build upon recommendations of the 2007 *South Placer County Regional Dial-a-Ride Study*.

Agency Profile and Organization

Mission: WPCTSA’s early activities were targeted to improve the mobility of individuals who, for a number of reasons, were unable to use the fixed-route transit services provided within and between Placer County’s cities and towns and to provide for medical services within Placer County and to selected medical destinations in Sacramento County. An important focus in early discussions was on trips that could not be provided by the existing public transit, fixed-route network and supporting new trips to address unmet transit needs not met by existing transit programs.

WPCTSA’s purposes include: 1) to provide for transportation services for seniors and persons with disabilities; 2) to address gaps and unmet transit needs in the existing Placer County public transit network for these individuals; and 3) to encourage and promote partnerships that extend the available Local Transportation Funds (LTF) by leveraging non-profit and human services agency funding to address mobility needs of these target populations.

Organization: WPCTSA is a Joint-Powers authority of the cities and the County, operated under the aegis of the regional planning agency. WPCTSA does not directly provide transportation services but instead, undertakes the provision of social service transportation almost entirely through partnership agreements, through Memoranda of Understanding [MOU] with existing public transit systems, or through agreements with eligible non-profit organizations in relation to the retired vehicle program. Through these agreements, WPCTSA and partners construct programs that are targeted and focused to specific needs. These include:

Partnership Agreements With

- Seniors First for the Health Express Service
- Seniors First for the Transportation Voucher Pilot Program
- Seniors First for the Volunteer Door-to-Door Transportation Pilot Program

Memoranda of Understanding With

- the County of Placer for the enhanced Taylor Road Shuttle
- the City of Roseville for the Transit Ambassador Program
- the City of Roseville for the Centralized Call Center
- individual, eligible non-profit organizations for retired vehicles



Activities and Programs

Current WPCTSA activities are meeting a range of trip purposes and transportation-related needs:

- non-emergency medical trips
- inter-county health care trips
- door-to-door assistance needs
- transportation information
- travel training in use of public transit
- non-profit agency vehicle replacement

WPCTSA 2010/11 programs include:

- Health Express Service is a non-emergency medical transportation service provided by Seniors First, a local non-profit.
- Transportation Voucher Pilot Program provides vouchers for last resort non-emergency medical transportation needs of older adults and persons with disabilities who would otherwise have no means of transportation, and is managed by Seniors First.
- Volunteer Door-to-Door Transportation Pilot Program for individuals who are unable to use traditional public transit, provided by Seniors First.
- Retired Dial-a-Ride Vehicle Program: Western Placer CTSA will purchase retired (surplus) dial-a-ride vehicles from Placer transit operators and sell these vehicles to local non-profit social service agencies for a nominal amount for use to transport older adults and/or disabled clients.
- WPCTSA also funds the [Placer County Transit Taylor Road Shuttle](#) Service Enhancement Pilot Program; the Transit Ambassador Program, the South Placer Transportation Call Center (with Roseville Transit as the designated operator).

WPCTSA is in the process of building a volunteer driver program for operation in FY 2012/13, patterned after Riverside County's nationally known Transportation Reimbursement and Information Project (TRIP) model. This provides modest mileage reimbursement to the individual requiring the trip who can locate his or her own volunteer driver. The TRIP model addresses the national problem of a declining pool of volunteers who will transport multiple individuals but who may consider transporting their neighbor or friend when gas costs can be covered. It also makes it easier for the individual requiring the trip to ask that friend or neighbor for assistance.

Budget

WPCTSA total agency budget for FY11/12 is \$894,095, which leverages the following sources:

- Federal – 5310, 5316 JARC, 5317 New Freedom
- State – TDA Article 4.5
- Local Agency Match - Seniors First contributions made by: Sutter Auburn Faith Hospital, Sutter Roseville, Medical Center and Kaiser Permanente
- In-kind contributions by volunteer drivers



For More Information

- Placer County Transportation Planning Agency: www.pctpa.net

3. Start-Up/New CTSA:

VTrans (Valley Transportation Services), San Bernardino County, CA

Valley Transportation Services (VTrans) is a new non-profit created by and designated in October 2010 as the CTSA by SANBAG the Regional Transportation Planning Agency of San Bernardino County.

Agency Profile and Organization

Mission: VTrans' mission is to improve mobility for older adults, persons with disabilities and persons of low income. Its current geographic scope is limited to the San Bernardino Valley area due to the principal funding source; however, as the agency grows and utilizes diverse funding sources, it may choose to expand its geographic reach.

Organization: VTrans is a stand-alone, single purpose non-profit 501(c)(3) corporation. VTrans was created in response to a long-standing need. Preparation for a CTSA in San Bernardino County was supported by the 2007 Public Transit-Human Services Transportation Coordination Plan recommendations and the reauthorization of the Local Sales Tax Measure I, which made a percentage of revenues collected in the valley available for the creation and operation of a CTSA.

VTrans will operate certain programs, while others will be provided through partner agencies. The determination as to which approach will be applied depends upon the nature of the project and the match of the skills of the agency with the project. The following sections demonstrated the projects operated by VTrans and its partners.

Activities and Programs

Programs operated by Vtrans:

- **Mobility Training:** VTrans was awarded a FTA JARC and New Freedom grant for its Mobility Training project, a travel training program for special populations.

Programs operated by partners:

- **Work transportation for individuals with developmental disabilities:** VTrans is providing match for a vocational and training center for individuals with disabilities, Pomona Valley Workshop (PVW). PVW was awarded a JARC and New Freedom grant to develop its own transportation program, PVW in Motion, which currently provides transportation to and from work for adults with disabilities. This service is focusing on being on time and reducing its pick-up window so consumers can get home quicker. An important goal of this program is to shift clients off Omnitrans ADA complementary paratransit service and onto a more cost-effective alternative. As of May 2012, 1,030



monthly trips, taken by 45 individuals, were moved off of paratransit to PVW's service for work trips.

- **Volunteer Mileage Reimbursement Program**, operated by Community Senior Services, a non-profit in Claremont, CA: VTrans provides matching funds for this volunteer driver program for older adults. This program allows participants to reimburse their volunteer drivers for cross county trips, a long-standing need in the region. The multiple partners, VTrans, SANBAG, PVRTA were recently awarded the CalACT 2011 Outstanding Coordination Effort Award, which recognizes CalACT members that have made positive contributions to transportation.
- **Transportation for severely disabled older adults**, operated by Loma Linda Adult Day Health Care Systems: VTrans provides matching funds for this operating project to transport severely disabled clients suffering from severe forms of dementia to and from the health care facility to access treatment and attend daily programs.
- **Non-emergency medical transportation (NEMT) and work and work-related trips for AIDS and HIV positive individuals**, operated by Central City Lutheran Mission. This project seeks to provide transportation to individuals who are willing and able to integrate into society. VTrans provided matching funds for this JARC and New Freedom project.
- **Improving transportation information for veterans**: Inland Empire Veterans Transportation Initiative One-Call / One-Click Project: VTS is a funding partner contributing to this two county initiative to improve access to transportation information for veterans and their families, active military, and the general community. This project is a successful applicant of FTA's 2011 Veterans Transportation and Community Living Initiative (VTCLI) grant program.

Budget

Funding for VTrans comes primarily through the local sales tax measure, Measure I. As the CTSA VTrans is eligible to receive 2% of the Measure I Senior/Disabled funds collected in the Valley portion of San Bernardino. VTrans receives approximately \$1.7 million per year through this funding agreement with SANBAG.

VTrans also received FTA funding through both the JARC and New Freedom 2011 grant cycles, using Measure I money as match and leverage.

For More Information

- Valley Transportation Services (VTrans): www.vtrans.us.com



Appendix D. Inventory of Transportation Providers

Following is a list by service area of existing transportation resources in each Bay Area county that target seniors, persons with disabilities, and low-income populations, including both services provided by public transit agencies as well as public and private human service agencies providing transportation services. Following the list is detailed documentation of each transportation service in alphabetical order.

County	Organization
Alameda	511 – SF Bay Area
Alameda	AC Transit
Alameda	Alzheimer's Services of the East Bay
Alameda	A-ParaTransit
Alameda	Bay Area Community Services
Alameda	Bay Area Outreach & Recreation Program
Alameda	Bay Area Rapid Transit (BART)
Alameda	Berkeley Paratransit Services
Alameda	Center for Elders Independence
Alameda	Center for Independent Living
Alameda	City of Alameda Public Works Department
Alameda	City of Albany
Alameda	City of Berkeley, Division on Aging
Alameda	City of Emeryville
Alameda	City of Fremont Human Services Department
Alameda	City of Hayward Paratransit
Alameda	City of Newark
Alameda	City of Oakland Paratransit
Alameda	City of Pleasanton Paratransit Services
Alameda	City of Union City
Alameda	Cycles of Change
Alameda	East Bay Paratransit
Alameda	East Bay Services to the Developmentally Disabled



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APPENDIX D. INVENTORY OF TRANSPORTATION PROVIDERS

County	Organization
Alameda	Easy Does It Emergency Services
Alameda	Ed Roberts Campus
Alameda	Emery Go-Round
Alameda	Emeryville Transportation Management Association
Alameda	First Transit
Alameda	LIFE ElderCare, Inc.
Alameda	Livermore Amador Valley Transit Authority: Dial-A-Ride
Alameda	MV Transportation
Alameda	Regional Center of the East Bay
Alameda	Senior Helpline Services
Alameda	Union City Paratransit
Contra Costa	511 - SF Bay Area
Contra Costa	AC Transit
Contra Costa	A-ParaTransit
Contra Costa	Bay Area Outreach & Recreation Program
Contra Costa	Central Contra Costa Transit Authority
Contra Costa	City of Antioch Senior Bus
Contra Costa	City of El Cerrito Open House Senior Center
Contra Costa	City of Lafayette
Contra Costa	City of Rio Vista
Contra Costa	City of San Ramon
Contra Costa	Contra Costa ARC
Contra Costa	Eastern Contra Costa Transit Authority
Contra Costa	Fairfield and Suisun Transit (FAST)
Contra Costa	Golden Gate Bridge Highway & Transportation District
Contra Costa	Golden Rain Foundation/Rossmoor
Contra Costa	Guardian Adult Day Health Center
Contra Costa	John Muir Health's Caring Hands Volunteer Caregivers Program
Contra Costa	Lamorinda Spirit Van Program - City of Lafayette
Contra Costa	Meals on Wheels Senior Outreach Services
Contra Costa	Mt. Diablo ADHC
Contra Costa	Rehabilitation Services of Northern California
Contra Costa	Richmond Paratransit
Contra Costa	Rio Vista Delta Breeze
Contra Costa	San Ramon Senior Center
Contra Costa	Senior Helpline Services



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APPENDIX D. INVENTORY OF TRANSPORTATION PROVIDERS

County	Organization
Contra Costa	Solano County Transit (SolTrans)
Contra Costa	Town of Danville
Contra Costa	Tri Delta Transit
Contra Costa	Veterans Administration (Contra Costa County)
Contra Costa	WCCTAC
Contra Costa	WestCAT
Marin	511 - SF Bay Area
Marin	Cloverdale Rancheria of Pomo Indians of California
Marin	Golden Gate Bridge Highway & Transportation District
Marin	Marin Access Paratransit
Marin	Marin County Transit District
Marin	Marin Transit
Marin	Whistlestop
Napa	511 - SF Bay Area
Napa	Area Agency on Aging
Napa	Department of Veterans Affairs, Veterans Home of California Yountville
Napa	Milestones of Development Inc.
Napa	North Bay Regional Center
Napa	Napa County Transportation and Planning Agency
Napa	Pace Solano
San Francisco	511 - SF Bay Area
San Francisco	A-ParaTransit
San Francisco	Cloverdale Rancheria of Pomo Indians of California
San Francisco	Golden Gate Bridge Highway & Transportation District
San Francisco	Golden Gate Regional Center
San Francisco	Kimochi, Inc.
San Francisco	Laguna Honda ADHC
San Francisco	On Lok Senior Health Services
San Francisco	PresidiGo
San Francisco	Saint Francis Memorial Hospital
San Francisco	San Francisco Dept of Aging and Adult Services
San Francisco	San Francisco Municipal Transportation Agency
San Francisco	San Francisco Veteran's Administration Medical Center
San Francisco	Silver Ride
San Francisco	Solano County Transit (SolTrans)
San Francisco	SteppingStone



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX D. INVENTORY OF TRANSPORTATION PROVIDERS

County	Organization
San Francisco	The Presidio Trust
San Mateo	511 - SF Bay Area
San Mateo	A-ParaTransit
San Mateo	Bayshore/Brisbane Senior Shuttle
San Mateo	Belmont Twin Pines Senior Center
San Mateo	Caltrain
San Mateo	City County Association of Governments of San Mateo County
San Mateo	City of Daly City
San Mateo	East Palo Alto Senior Shuttle
San Mateo	Foster City Connections Shuttle
San Mateo	Foster City Senior Express Shuttle
San Mateo	Friends in Service to Humanity (FISH)
San Mateo	Get Up & Go (Peninsula Jewish Community Center)
San Mateo	HOPE Services - Mt. View
San Mateo	InnVision Shelter Network
San Mateo	Menlo Park Midday Shuttle
San Mateo	Menlo Park Senior Center
San Mateo	Menlo Park Shopper's Shuttle
San Mateo	Need-A-Ride
San Mateo	Peninsula Jewish Community Center
San Mateo	Peninsula Volunteers, Inc.
San Mateo	Peninsula Family Service
San Mateo	Redwood City Climate Best Express
San Mateo	Redwood City Veterans Memorial Senior Center
San Mateo	SamTrans
San Mateo	San Bruno Senior Center
San Mateo	San Mateo County Aging & Adult Services
San Mateo	San Mateo County Human Services Agency
San Mateo	San Mateo County Transit District
San Mateo	San Mateo County Transit District - Mobility Ambassador Program
San Mateo	San Mateo Senior Center
San Mateo	Senior Coastsiders
San Mateo	Seniors in Action
San Mateo	South San Francisco Senior Center
San Mateo	Town of Colma
San Mateo	Transportation Reimbursement for Independence Program



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX D. INVENTORY OF TRANSPORTATION PROVIDERS

County	Organization
San Mateo	Yellow Checker Cab Co., Inc.
Santa Clara	511 - SF Bay Area
Santa Clara	Abilities United
Santa Clara	A-ParaTransit
Santa Clara	Avenidas
Santa Clara	Care-A-Van for Kids
Santa Clara	City of San Jose
Santa Clara	Community Services Agency
Santa Clara	Day Break Respite and Caregiver Support Services
Santa Clara	Gardner Family Health Network, Inc.
Santa Clara	Golden Castle ADHC
Santa Clara	Grace Adult Day Health Care
Santa Clara	Great Endeavors ADHC Center
Santa Clara	Heart of the Valley, SERVICES FOR SENIORS, Inc.
Santa Clara	HOPE Services - Mt. View
Santa Clara	Hospice of the Valley
Santa Clara	Live Oak Senior Nutrition Center
Santa Clara	Love in the Name of Christ (Love INC)
Santa Clara	Marguerite Shuttle
Santa Clara	Outreach & Escort, Inc.
Santa Clara	Palo Alto Shuttle Service
Santa Clara	Peninsula Volunteers, Inc.
Santa Clara	Peninsula Family Service
Santa Clara	POSSO Escort Program
Santa Clara	Road Runners (El Camino Hospital)
Santa Clara	San Andreas Regional Center (San Jose)
Santa Clara	Santa Clara County Social Services Agency
Santa Clara	Santa Clara Valley Transportation Authority
Santa Clara	Say Hi Seniors Support Group
Santa Clara	UBF Transport Services
Santa Clara	Veterans Administration (Santa Clara County)
Santa Clara	Vets Day Respite
Santa Clara	Yellow Checker Cab Co., Inc.
Solano	511 - SF Bay Area
Solano	Area Agency on Aging
Solano	City of Rio Vista



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX D. INVENTORY OF TRANSPORTATION PROVIDERS

County	Organization
Solano	Dixon Family Services
Solano	Dixon Read-Ride
Solano	Fairfield and Suisun Transit (FAST)
Solano	Faith in Action
Solano	Innovative Paradigms
Solano	Milestones of Development Inc.
Solano	Napa County Transportation and Planning Agency
Solano	North Bay Regional Center
Solano	Pace Solano
Solano	Rio Vista Delta Breeze
Solano	Solano County Transit (SolTrans)
Solano	Vacaville City Coach
Sonoma	511 - SF Bay Area
Sonoma	AM-CARE
Sonoma	American Cancer Society
Sonoma	Becoming Independent
Sonoma	City of Petaluma
Sonoma	City of Santa Rosa Transit
Sonoma	Cloverdale Rancheria of Pomo Indians of California
Sonoma	Cloverdale MediVan
Sonoma	Cloverdale Transit
Sonoma	FISH of Sonoma Valley
Sonoma	Golden Gate Bridge Highway & Transportation District
Sonoma	Healdsburg Transit
Sonoma	Mendocino Transit Authority
Sonoma	Napa County Transportation and Planning Agency
Sonoma	North Bay Regional Center
Sonoma	Pro Transport-1
Sonoma	Rohnert Park, Sunshine Bus
Sonoma	Sebastopol Area Senior Center
Sonoma	Sonoma County Transit
Sonoma	Southwest Adult Day Services
Sonoma	Vintage House Senior Center – Volunteer Driver
Sonoma	Volunteer Center of Sonoma County / Volunteer Wheels
Sonoma	Wheelcare Express



AGENCY NAME:

511 - SF Bay Area

AGENCY MAILING ADDRESS:

101 EIGHTH ST

CITY:

OAKLAND

ZIP CODE:

94607

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

511

EXTENSION:

CONTACT EMAIL:

RIDESHARE@RIDESHARE.511.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

511 IS YOUR FREE ONE-STOP SOURCE FOR UP-TO-THE-MINUTE BAY AREA TRAFFIC, PARKING, TRANSIT, RIDESHARE, AND BICYCLING INFORMATION. 24 HOURS A DAY, 7 DAYS A WEEK, ANYWHERE IN THE NINE COUNTY BAY AREA, 511 HELPS BAY AREA TRAVELERS NAVIGATE BAY AREA TRAFFIC, PLAN TRANSIT TRIPS, FIND OUT WHEN THE BUS OR TRAIN WILL DEPART, LOCATE THE IDEAL PARKING SPOT, FIND A CARPOOL, DISCOVER BIKE LOCKERS, AND OTHER INFORMATION TO TRAVEL AROUND THE REGION EASILY AND EFFICIENTLY.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Abilities United

AGENCY MAILING ADDRESS:

525 E CHARLESTON ROAD

CITY:

PALO ALTO

ZIP CODE:

94306

COUNTY:

SANTA CLARA

CONTACT NAME:

SHERADEN NICHOLAU

CONTACT TITLE:

DIRECTOR OF COMMUNITY SERVICES

CONTACT PHONE:

650-618-3380

EXTENSION:

CONTACT EMAIL:

SHERADEN@ABILITIESUNITED.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SANTA CLARA

SUMMARY OF SERVICES:

POPULATION(S) SERVED:



AGENCY NAME:

AC Transit

AGENCY MAILING ADDRESS:

1600 FRANKLIN ST

CITY:

OAKLAND

ZIP CODE:

94612

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-891-4777

EXTENSION:

CONTACT EMAIL:

CUSTOMERSERVICES@ACTRANSIT.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE ALAMEDA-CONTRA COSTA TRANSIT DISTRICT (AC TRANSIT) IS AN OAKLAND-BASED PUBLIC TRANSIT AGENCY SERVING THE WESTERN PORTIONS OF ALAMEDA AND CONTRA COSTA COUNTIES IN THE EAST BAY PORTION OF THE SAN FRANCISCO BAY AREA. AC TRANSIT ALSO OPERATES "TRANSBAY" ROUTES ACROSS SAN FRANCISCO BAY TO SAN FRANCISCO AND SELECTED AREAS IN SAN MATEO AND SANTA CLARA COUNTIES.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Alzheimer's Services of the East Bay

AGENCY MAILING ADDRESS:

2320 CHANNING WAY

CITY:

BERKELEY

ZIP CODE:

94704

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-644-8292

EXTENSION:

CONTACT EMAIL:

KAREN@ASEB.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

TRANSPORTATION IS PROVIDED TO PEOPLE MEETING SOME OR ALL OF THE FOLLOWING REQUIREMENTS: DISABLED; MUST BE ON MEDICAID; MUST HAVE A VERIFIED MEDICAL REASON; MUST MEET AGE REQUIREMENT; AND/OR COGNITIVE IMPAIRMENT.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

AM-CARE

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-578-1144

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

COUNTIES SERVED:

SONOMA COUNTY

SUMMARY OF SERVICES:

NON-EMERGENCY MEDICAL TRANSPORTATION; WHEELCHAIR AND GURNEY TRANSPORTATION

POPULATION(S) SERVED:



AGENCY NAME:

American Cancer Society

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-545-6720 / 866-444-7672

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

COUNTIES SERVED:

SONOMA COUNTY

SUMMARY OF SERVICES:

TRANSPORTATION FOR CANCER PATIENTS TO MEDICAL APPOINTMENTS

POPULATION(S) SERVED:



AGENCY NAME:

A-ParaTransit

AGENCY MAILING ADDRESS:

22990 CLAWITER ROAD

CITY:

HAYWARD

ZIP CODE:

94545

COUNTY:

ALAMEDA

CONTACT NAME:

SUNDEEP KUMAR

CONTACT TITLE:

OPERATIONS MANAGER

CONTACT PHONE:

925-400-5855

EXTENSION:

CONTACT EMAIL:

APARATRANSIT@AOL.COM

AGENCY TYPE:

PRIVATE, FOR PROFIT

COUNTIES SERVED:

ALAMEDA COUNTY, CONTRA COSTA COUNTY, SAN FRANCISCO COUNTY, SAN MATEO COUNTY, SANTA CLARA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC, SENIORS, 60+ ABLE-BODIED, SENIORS, 60+ FRAIL, CHILDREN AND YOUTH, WELFARE RECIPIENTS AND/OR OTHER LOW-INCOME PERSONS, MILITARY SERVICE MEMBERS, VETERANS AND THEIR FAMILIES, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH EMOTIONAL AND/OR BEHAVIORAL DISABILITIES, PERSONS WITH DEVELOPMENTAL DISABILITIES, PERSONS WITH COGNITIVE DISABILITIES, PERSONS WITH SENSORY IMPAIRMENTS



AGENCY NAME:

Area Agency on Aging

AGENCY MAILING ADDRESS:

400 CONTRA COSTA STREET

CITY:

VALLEJO

ZIP CODE:

94590

COUNTY:

SOLANO

CONTACT NAME:

HARRIETT DIETZ

CONTACT TITLE:

PLANNER

CONTACT PHONE:

707-644-6612

EXTENSION:

17

CONTACT EMAIL:

HDIETZ@AAANS.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

NAPA COUNTY, SOLANO COUNTY

SUMMARY OF SERVICES:

THE AAOA PLANS AND DELIVERS SERVICES FOR OLDER ADULTS (GENERALLY AGE 60+), THEIR FAMILIES AND CAREGIVERS IN NAPA AND SOLANO COUNTIES.

POPULATION(S) SERVED:

GENERAL PUBLIC, SENIORS, 60+ ABLE-BODIED, SENIORS, 60+ FRAIL, WELFARE RECIPIENTS AND/OR OTHER LOW-INCOME PERSONS, HOMELESS PERSONS, MILITARY SERVICE MEMBERS, VETERANS AND THEIR FAMILIES, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH EMOTIONAL AND/OR BEHAVIORAL DISABILITIES, PERSONS WITH DEVELOPMENTAL DISABILITIES, PERSONS WITH COGNITIVE DISABILITIES, PERSONS WITH SENSORY IMPAIRMENTS



AGENCY NAME:

Avenidas

AGENCY MAILING ADDRESS:

450 BRYANT ST

CITY:

PALO ALTO

ZIP CODE:

94301

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-289-5453

EXTENSION:

CONTACT EMAIL:

PENDELISS@AVENIDAS.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

AVENIDAS PROVIDES TRANSPORTATION FOR THE FOLLOWING: WEEKLY RIDES TO A NEARBY SUPERMARKET; DAILY RIDES TO THEIR LUNCH SERVICE; AND DAILY RIDES TO THEIR SENIOR DAY HEALTH FACILITY. AVENIDAS ALSO RUNS A PROGRAM OF VOLUNTEER DRIVERS (ROADRUNNERS) WHO TRANSPORT CLIENTS FOR A VARIETY OF TRIP PURPOSES.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Bay Area Community Services

AGENCY MAILING ADDRESS:

1814 FRANKLIN STREET, 4TH FLOOR

CITY:

OAKLAND

ZIP CODE:

94612

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-272-4796

EXTENSION:

CONTACT EMAIL:

JWEISS@BAYAREASC.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

SINCE 1953, BAY AREA COMMUNITY SERVICES HAS BEEN A LEADER IN DEVELOPING AND DELIVERING COST-EFFECTIVE SERVICES TO ADULTS WITH MENTAL ILLNESS AND SENIORS IN ALAMEDA COUNTY.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Bay Area Outreach & Recreation Program

AGENCY MAILING ADDRESS:

3075 ADELINE STREET, SUITE 155

CITY:

BERKELEY

ZIP CODE:

94703

COUNTY:

ALAMEDA

CONTACT NAME:

RICK SMITH

CONTACT TITLE:

EXECUTIVE DIRECTOR

CONTACT PHONE:

510-849-4663

EXTENSION:

1302

CONTACT EMAIL:

RICK@BORP.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

ALAMEDA COUNTY, CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

BAY AREA OUTREACH & RECREATION PROGRAM (BORP) IS A 501(C)3 NON-PROFIT ORGANIZATION WORKING TO IMPROVE THE HEALTH, INDEPENDENCE AND SOCIAL INTEGRATION OF PEOPLE WITH PHYSICAL DISABILITIES THROUGH SPORTS, FITNESS AND RECREATION PROGRAMS. AT BORP, WE BELIEVE THAT SPORTS AND RECREATION PROVIDE A PATH TO GREATER ACHIEVEMENT TO WHICH ALL PEOPLE SHOULD HAVE ACCESS, AND WE CONTINUALLY STRIVE TO MAKE THIS A REALITY. BORP'S OFFICES ARE LOCATED AT THE ED ROBERTS CAMPUS IN BERKELEY AND WE THE LEADING PROVIDER AND PROMOTER OF ACCESSIBLE SPORTS AND RECREATION OPPORTUNITIES FOR YOUTH AND ADULTS WITH PHYSICAL DISABILITIES IN THE GREATER SAN FRANCISCO BAY AREA. IN ADDITION TO OUR HIGH QUALITY INNOVATIVE SPORTS AND RECREATION PROGRAMS, OUR EXPERT STAFF PROVIDES TRAININGS, REFERRALS AND CONSULTATION SERVICES AND HAVE HELPED INITIATE ADAPTIVE SPORTS PROGRAMS IN SEVERAL OTHER CITIES ACROSS THE STATE. BORP ALSO CONDUCTS DISABILITY AWARENESS TRAININGS AND ADAPTIVE SPORTS EXHIBITIONS IN LOCAL COMMUNITIES SERVES AS A VALUABLE



RESOURCE TO PHYSICAL THERAPISTS, REHABILITATION HOSPITALS, PARKS AND RECREATION DEPARTMENTS AND RELATED ORGANIZATIONS.

POPULATION(S) SERVED:

SENIORS, 60+ ABLE-BODIED, SENIORS, 60+ FRAIL, CHILDREN AND YOUTH, WELFARE RECIPIENTS AND/OR OTHER LOW-INCOME PERSONS, MILITARY SERVICE MEMBERS, VETERANS AND THEIR FAMILIES, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH DEVELOPMENTAL DISABILITIES, PERSONS WITH COGNITIVE DISABILITIES, PERSONS WITH SENSORY IMPAIRMENTS



AGENCY NAME:

Bay Area Rapid Transit (BART)

AGENCY MAILING ADDRESS:

P.O. BOX 12688

CITY:

OAKLAND

ZIP CODE:

94604

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-465-2278

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

BART HAS PROVIDED FAST, RELIABLE TRANSPORTATION TO DOWNTOWN OFFICES, SHOPPING CENTERS, TOURIST ATTRACTIONS, ENTERTAINMENT VENUES, UNIVERSITIES AND OTHER DESTINATIONS WITHIN THE BAY AREA FOR MORE THAN 35 YEARS. BART TRAINS CONNECT SAN FRANCISCO AND PARTS OF THE PENINSULA WITH OAKLAND, BERKELEY, FREMONT, WALNUT CREEK, DUBLIN, PLEASANTON, AND OTHER CITIES IN THE EAST BAY.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Bayshore/Brisbane Senior Shuttle

AGENCY MAILING ADDRESS:

1250 SAN CARLOS AVE

CITY:

SAN CARLOS

ZIP CODE:

94402

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-740-9458

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE BAYSHORE/BRISBANE SENIOR SHUTTLE OPERATES A REQUEST-A-RIDE SERVICE. THE SHUTTLE WILL CIRCLE ON THE ROUTE UNTIL IT GETS A PHONE CALL BOOKING A TRIP. IF THE DRIVER IS OPERATING THE BUS, THEY WILL ATTEMPT TO RETURN YOUR CALL FROM THE NEXT STOP. IF THE PHONE IS BUSY, THE DRIVER WILL ATTEMPT TO RETURN YOUR CALL WITHIN 15 MINUTES. IF THE DRIVER IS ABLE TO, THEY WILL DO THE TRIP THE SAME DAY; HOWEVER, IF DEMAND IS HIGH OR IF THE SHUTTLE IS BOOKED TO ANOTHER AREA, YOUR TRIP WILL BE BOOKED AT THE NEXT AVAILABLE TIME. TRIPS CAN START ONLY IN THE BAYSHORE/BRISBANE AREA.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Becoming Independent

AGENCY MAILING ADDRESS:

1425 CORPORATE CENTER PARKWAY

CITY:

SANTA ROSA

ZIP CODE:

95402

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-524-6675

EXTENSION:

CONTACT EMAIL:

RBROWN@BECOMINGINDEPENDENT.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

BECOMING INDEPENDENT PROVIDES THEIR CLIENTS WITH TRANSPORTATION FROM THEIR HOMES TO AND FROM THEIR DAY PROGRAMS.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

Belmont Twin Pines Senior Center

AGENCY MAILING ADDRESS:

20 TWIN PINES LN

CITY:

BELMONT

ZIP CODE:

94002

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-595-7444

EXTENSION:

CONTACT EMAIL:

PARKSREC@BELMONT.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE TWIN PINES SENIOR AND COMMUNITY CENTER IS A BEAUTIFUL, MODERN MULTI-USE FACILITY LOCATED IN TWIN PINES PARK. EVERYONE IS WELCOME TO ATTEND AND THERE ARE NO MEMBERSHIP OR RESIDENCY REQUIREMENTS. TRANSPORTATION FOR MEMBERS OF THE SENIOR CENTER IS PROVIDED MONDAY THROUGH THURSDAY MIDDAY AND SOME FRIDAYS FOR SPECIAL PROGRAMS.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Berkeley Paratransit Services

AGENCY MAILING ADDRESS:

2180 MILVIA ST

CITY:

BERKELEY

ZIP CODE:

94704

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-981-7269

EXTENSION:

CONTACT EMAIL:

ADECOUD@CI.BERKELEY.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

BERKELEY PARATRANSIT SERVICES (BPS) ASSISTS PERSONS WITH DISABILITIES AND THOSE 70 YEARS OF AGE OR OVER BY PROVIDING FOUR PROGRAMS THAT ENHANCE THEIR ACCESS TO DIFFERENT TRANSPORTATION SERVICES.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

Caltrain

AGENCY MAILING ADDRESS:

1250 SAN CARLOS AVE

CITY:

SAN CARLOS

ZIP CODE:

94402

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-508-6200

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

CALTRAIN PROVIDES COMMUTER RAIL SERVICE FROM SAN FRANCISCO SOUTH THROUGH THE PENINSULA TO SAN JOSE AND GILROY.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Care-A-Van for Kids

AGENCY MAILING ADDRESS:

725 WELCH RD

CITY:

PALO ALTO

ZIP CODE:

94304

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-498-2569

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

CARE-A-VAN FOR KIDS IS A FREE, VOLUNTEER DRIVER TRANSPORTATION PROGRAM THAT SERVES A LARGE GEOGRAPHICAL AREA EXTENDING FROM PALO ALTO TO THE MONTEREY PENINSULA AND BEYOND. IN ADDITION TO LOCAL, STATE AND COUNTY FIREFIGHTERS, OTHER VOLUNTEERS FROM MANY WALKS OF LIFE USE HOSPITAL-OWNED VANS TO BRING SERIOUSLY-ILL CHILDREN FROM LOW-INCOME FAMILIES TO OUR HOSPITAL FOR INPATIENT AND OUTPATIENT VISITS SEVEN DAYS A WEEK.

POPULATION(S) SERVED:

YOUTH, DISABILITIES-ADA



AGENCY NAME:

Center for Elders Independence

AGENCY MAILING ADDRESS:

510 17TH ST, 4TH FLOOR

CITY:

OAKLAND

ZIP CODE:

94612

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-433-1150

EXTENSION:

CONTACT EMAIL:

PSZUTU@CEI.ELDERS.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

CENTER FOR ELDERS INDEPENDENCE IS A PROGRAM OF ALL-INCLUSIVE CARE FOR THE ELDERLY (PACE), COMMITTED TO HELPING FRAIL OLDER ADULTS MAINTAIN THEIR INDEPENDENCE, DIGNITY, AND QUALITY OF LIFE. CEI IS A HEALTH PLAN WHICH PROVIDES MEDICAL CARE, A DAY CENTER, HOME CARE SERVICES, AND TRANSPORTATION.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Center for Independent Living

AGENCY MAILING ADDRESS:

3075 ADELIN STREET, SUITE 100

CITY:

BERKELEY

ZIP CODE:

94703

COUNTY:

ALAMEDA

CONTACT NAME:

THOMAS GREGORY

CONTACT TITLE:

PROGRAM MANAGER

CONTACT PHONE:

510-841-4776

EXTENSION:

3128

CONTACT EMAIL:

TGREGORY@CILBERKELEY.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

ALAMEDA COUNTY

SUMMARY OF SERVICES:

CIL PROVIDES ADVOCACY AND SUPPORT SERVICES TO PEOPLE WITH DISABILITIES IN NORTHERN ALAMEDA COUNTY.

POPULATION(S) SERVED:

SENIORS, 60+ FRAIL, WELFARE RECIPIENTS AND/OR OTHER LOW-INCOME PERSONS, HOMELESS PERSONS, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH EMOTIONAL AND/OR BEHAVIORAL DISABILITIES, PERSONS WITH DEVELOPMENTAL DISABILITIES, PERSONS WITH COGNITIVE DISABILITIES, PERSONS WITH SENSORY IMPAIRMENTS



AGENCY NAME:

Central Contra Costa Transit Authority

AGENCY MAILING ADDRESS:

2477 ARNOLD INDUSTRIAL WAY

CITY:

CONCORD

ZIP CODE:

94520

COUNTY:

CONTRA COSTA

CONTACT NAME:

ANNE MUZZINI

CONTACT TITLE:

DIRECTOR OF PLANNING

CONTACT PHONE:

925-680-2043

EXTENSION:

CONTACT EMAIL:

MUZZINI@CCCTA.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

THE CENTRAL CONTRA COSTA TRANSIT AUTHORITY PROVIDES A FIXED ROUTE SERVICE IN 10 CITIES IN THE COUNTY (31 ROUTES) AND COMPLEMENTARY ADA PARATRANSIT FOR CENTRAL CONTRA COSTA COUNTY.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

City County Association of Governments of San Mateo County

AGENCY MAILING ADDRESS:

555 COUNTY CENTER, 5TH FLOOR

CITY:

REDWOOD CITY

ZIP CODE:

94063

COUNTY:

SAN MATEO

CONTACT NAME:

JEAN HIGAKI

CONTACT TITLE:

TRANSPORTATION SYSTEMS COORDINATOR

CONTACT PHONE:

650-599-1462

EXTENSION:

CONTACT EMAIL:

JHIGAKI@SMCGOV.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SAN MATEO COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:



AGENCY NAME:

City of Alameda Public Works Department

AGENCY MAILING ADDRESS:

950 WEST MALL SQUARE, ROOM 110

CITY:

ALAMEDA

ZIP CODE:

94501

COUNTY:

ALAMEDA

CONTACT NAME:

GAIL PAYNE

CONTACT TITLE:

TRANSPORTATION COORDINATOR

CONTACT PHONE:

510-747-7948

EXTENSION:

CONTACT EMAIL:

GPAYNE@CI.ALAMEDA.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

ALAMEDA COUNTY

SUMMARY OF SERVICES:

THE CITY OF ALAMEDA OPERATES TWO FREE SHUTTLES: CITY OF ALAMEDA PARATRANSIT SHUTTLE AND THE ESTUARY CROSSING SHUTTLE. OTHER PROGRAMS: THE CITY OF ALAMEDA PREMIUM TAXI SERVICE AND MEDICAL RETURN TRIP IMPROVEMENT PROGRAM.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

City of Albany

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

ALAMEDA

CONTACT NAME:

ISABELLE LEDUC

CONTACT TITLE:

CONTACT PHONE:

EXTENSION:

CONTACT EMAIL:

ILEDUC@ALBANYCA.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

ALAMEDA

SUMMARY OF SERVICES:

POPULATION(S) SERVED:



AGENCY NAME:

City of Antioch Senior Bus

AGENCY MAILING ADDRESS:

415 W 2ND ST

CITY:

ANTIOCH

ZIP CODE:

94509

COUNTY:

CONTRA COSTA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

925-778-1158

EXTENSION:

CONTACT EMAIL:

BPERRY@CI.ANTIOCH.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SENIOR BUS PROGRAM PROVIDES CITY-WIDE PARATRANSIT SERVICE FOR SENIORS. THE MAJORITY OF RIDES ARE TO AND FROM THE ANTIOCH SENIOR CENTER. ADDITIONAL SUPPORT TRIPS FOR MEDICAL APPOINTMENTS, SHOPPING, AND PERSONAL SERVICES ARE ALSO PROVIDED.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

City of Berkeley, Division on Aging

AGENCY MAILING ADDRESS:

2939 ELLIS ST

CITY:

BERKELEY

ZIP CODE:

94703

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-981-5718

EXTENSION:

CONTACT EMAIL:

WROGERS@CI.BERKELEY.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE DIVISION ON AGING (CITY OF BERKELEY) HAS THREE VANS THAT CAN TRANSPORT SENIORS TO AND FROM EACH OF THE THREE SENIOR CENTERS IN BERKELEY. ON SPECIFIC DAYS, SENIORS ARE TRANSPORTED TO PHARMACIES, GROCERY STORES, AND SOME RECREATIONAL TRIPS.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

City of Daly City

AGENCY MAILING ADDRESS:

333 90TH STREET

CITY:

DALY CITY

ZIP CODE:

94015

COUNTY:

SAN MATEO

CONTACT NAME:

JOSEPH CURRAN

CONTACT TITLE:

ASSISTANT TO THE CITY MANAGER

CONTACT PHONE:

650-991-8126

EXTENSION:

CONTACT EMAIL:

JCURRAN@DALYCITY.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SAN MATEO COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

City of El Cerrito Open House Senior Center

AGENCY MAILING ADDRESS:

10890 SAN PABLO AVENUE

CITY:

EL CERRITO

ZIP CODE:

94530

COUNTY:

CONTRA COSTA

CONTACT NAME:

JANET BILBAS

CONTACT TITLE:

SENIOR SERVICES SUPERVISOR

CONTACT PHONE:

510-559-7677

EXTENSION:

CONTACT EMAIL:

JBILBAS@CI.EL-CERRITO.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

PARATRANSIT SERVICE EASY RIDE: DUE TO CONTINUED REQUESTS FOR OUR EASY RIDE PARATRANSIT (ERP) THE SERVICE OPERATES MONDAY - THURSDAY 9AM-5PM AND FRIDAY 9AM-4PM. ERP OPERATES THIS AFFORDABLE DOOR-TO-DOOR SERVICE WITHIN EL CERRITO CITY LIMITS ENABLING SENIORS, 65 AND OLDER AND DISABLED RESIDENTS 18 YEARS AND OLDER TO REGULARLY RUN ERRANDS TO LOCAL STORES AND BUSINESSES, GET TO WORK, VISIT FRIENDS AND FAMILY, ATTEND CLASSES, DO BANKING, ATTEND CLUB MEETINGS, COMMUNITY MEETINGS, SPECIAL EVENTS, PICK-UP MEDICAL PRESCRIPTIONS, KEEP HAIR, MEDICAL, DENTAL, AND PHYSICAL THERAPY APPOINTMENTS, AND VISIT THE CITY OPERATED OPEN HOUSE SENIOR CENTER. THESE TRIPS ARE ESSENTIAL TO PEOPLE WHO WANT TO MAXIMIZE THEIR INDEPENDENCE, QUALITY OF LIFE, LIFE SATISFACTION, PURSUE ACTIVITIES OF INTEREST, AND OPPORTUNITIES FOR INVOLVEMENT IN THEIR COMMUNITY SHARED RIDES ON DAY OF TRIPS WITHIN CITY LIMITS OFFSET FIXED ROUTE SERVICE AS OUR PASSENGER VEHICLES CAN ACCOMMODATE UP TO 15 PASSENGERS PER ONE WAY TRIP. LOCAL DAY ACTIVITY CENTERS, AFFORDABLE HOUSING COMPLEXES, CONGREGATE CARE, AND ASSISTED LIVING FACILITIES THAT PARTNER WITH THE CITY TO



ENSURE PARTICIPANTS AND RESIDENTS HAVE TRANSPORTATION TO FIT THEIR GROWING NEEDS. ADVANCING AGE HAS INCREASED DEPENDENCE ON OUR SERVICES, ESPECIALLY WHEN OLDER ADULTS ARE NO LONGER DRIVING OR ARE MOBILITY CHALLENGED. RIDES CAN BE SCHEDULED WITH OUR DISPATCH FOR SAME DAY APPOINTMENTS PROVIDING SPACE IS AVAILABLE OR UP TO TWO WEEKS IN ADVANCE DURING OUR BUSINESS HOURS. THE COST OF EACH ONE-WAY RIDE IS \$2. TICKETS ARE SOLD IN BOOKS OF TEN. MEASURE J FUNDS ARE USED TO OPERATE THE SERVICE. 369 EL CERRITO RESIDENTS ARE REGISTERED TO USE ERP. A PASSENGER GUIDE IS DISTRIBUTED TO PASSENGERS OF ERP.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

City of Emeryville

AGENCY MAILING ADDRESS:

4321 SALEM STREET

CITY:

EMERYVILLE

ZIP CODE:

94608

COUNTY:

ALAMEDA

CONTACT NAME:

BRAD HELFENBERGER

CONTACT TITLE:

RECREATION SUPERVISOR

CONTACT PHONE:

510-596-3779

EXTENSION:

CONTACT EMAIL:

BHELFENBERGER@EMERYVILLE.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

ALAMEDA COUNTY

SUMMARY OF SERVICES:

THE CITY OF EMERYVILLE COMMUNITY SERVICES DEPARTMENT HAS THREE DIVISIONS: YOUTH SERVICES, ADULT SERVICES, AND CHILD DEVELOPMENT. THE ADULT SERVICES DIVISION INCLUDES THE "8 TO GO" PROGRAM, WHICH PROVIDES TRANSPORTATION IN AND AROUND THE 94608 ZIP CODE TO SENIORS AND PEOPLE WITH DISABILITIES.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

City of Fremont Human Services Department

AGENCY MAILING ADDRESS:

3300 CAPITOL AVENUE

CITY:

FREMONT

ZIP CODE:

94537

COUNTY:

ALAMEDA

CONTACT NAME:

SHAWN FONG

CONTACT TITLE:

PROGRAM MANAGER

CONTACT PHONE:

510-574-2033

EXTENSION:

CONTACT EMAIL:

SFONG@FREMONT.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

ALAMEDA COUNTY

SUMMARY OF SERVICES:

THE CITY OF FREMONT PARATRANSIT PROGRAM PROVIDES TRANSPORTATION FOR OTHER AGENCIES VIA MV TRANSPORTATION, INCLUDING THE AFGHAN ELDERLY ASSOCIATION, FRIENDS OF CHILDREN WITH SPECIAL NEEDS, AND THE HINDU TEMPLE. THIS PROGRAM ALSO PROVIDES TAXI SCRIPT/VAN VOUCHERS TO CLIENTELE USING VOLUNTEER RIDE SERVICES.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

City of Hayward Paratransit

AGENCY MAILING ADDRESS:

777 B ST

CITY:

HAYWARD

ZIP CODE:

94541

COUNTY:

ALAMEDA

CONTACT NAME:

DANA BAILEY

CONTACT TITLE:

CONTACT PHONE:

510-583-4252

EXTENSION:

CONTACT EMAIL:

DANA.BAILEY@HAYWARD-CA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE HAYWARD PARATRANSIT PROGRAM COMPLEMENTS AND SUPPLEMENTS THE EAST BAY PARATRANSIT SERVICE WHEN IT IS UNABLE TO PROVIDE SERVICE. PRIORITY IS GIVEN TO THOSE WHO NEED PRE-SCHEDULED MEDICAL TRIPS TO AND FROM THE DOCTOR OR DENTIST, THE PHARMACY, DIALYSIS AND RADIOLOGY TREATMENTS, AND TO THERAPY APPOINTMENTS.

POPULATION(S) SERVED:

SENIORS 70+, DISABILITIES-ADA



AGENCY NAME:

City of Lafayette

AGENCY MAILING ADDRESS:

3675 MT. DIABLO BLVD., SUITE 210

CITY:

LAFAYETTE

ZIP CODE:

94549

COUNTY:

CONTRA COSTA

CONTACT NAME:

LEAH GREENBLAT

CONTACT TITLE:

TRANSPORTATION PLANNER

CONTACT PHONE:

925-299-3229

EXTENSION:

CONTACT EMAIL:

LGREENBLAT@CI.LAFAYETTE.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

City of Newark, Newark Paratransit

AGENCY MAILING ADDRESS:

6800 MOWRY AVENUE

CITY:

NEWARK

ZIP CODE:

94560

COUNTY:

ALAMEDA

CONTACT NAME:

KELLY HESS

CONTACT TITLE:

SENIOR SERVICES COORDINATOR

CONTACT PHONE:

510-579-4840

EXTENSION:

CONTACT EMAIL:

KELLY.HESS@NEWARK.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

ALAMEDA

SUMMARY OF SERVICES:

DOOR-TO-DOOR TRANSPORTATION SERVICES FOR SENIORS AGES 70 AND ABOVE, AND DISABLED PERSONS AGES 18 AND ABOVE. SERVICES PROVIDED THROUGH A CONTRACT WITH SATELLITE AFFORDABLE SENIOR HOUSING, INC. SERVICES AVAILABLE MONDAY – FRIDAY, 830AM-430PM.

POPULATION(S) SERVED:

SENIORS 70, DISABILITIES-ADA



AGENCY NAME:

City of Oakland Paratransit

AGENCY MAILING ADDRESS:

150 FRANK H OGAWA PLAZA #4353

CITY:

OAKLAND

ZIP CODE:

94612

COUNTY:

ALAMEDA

CONTACT NAME:

HAKEIM MCGEE

CONTACT TITLE:

SENIOR SERVICES SUPERVISOR

CONTACT PHONE:

510-238-2311

EXTENSION:

CONTACT EMAIL:

HMCGEE@OAKLANDNET.COM

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

ALAMEDA COUNTY

SUMMARY OF SERVICES:

OAKLAND PARATRANSIT FOR THE ELDERLY & DISABLED IS A PART OF THE CITY OF OAKLAND'S DEPARTMENT OF HUMAN SERVICES, AGING & ADULT SERVICES DIVISION. WE PROVIDE SUBSIDIZED TAXI AND LIMITED ACCESSIBLE VAN SERVICES TO ADULT AND SENIOR POPULATIONS FOR RESIDENTS OF OAKLAND & PIEDMONT. WE ISSUE TAXI SCRIP AND VAN VOUCHERS TO ACCESS OUR SERVICES WITH CONTRACTED VENDORS.

POPULATION(S) SERVED:

SENIORS, SENIORS, 60+ FRAIL, 60+ ABLE-BODIED, PERSONS WITH PHYSICAL DISABILITIES



AGENCY NAME:

City of Petaluma

AGENCY MAILING ADDRESS:

555 N MCDOWELL BLVD

CITY:

PETALUMA

ZIP CODE:

94954

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-778-4460

EXTENSION:

CONTACT EMAIL:

TRANSIT@CI.PETALUMA.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE CITY OF PETALUMA PROVIDES FIXED ROUTE AND PARATRANSIT SERVICES WITHIN THE CITY LIMITS.

POPULATION(S) SERVED:

DISABILITIES-ADA, GENERAL PUBLIC



AGENCY NAME:

City of Pleasanton Paratransit Services

AGENCY MAILING ADDRESS:

5353 SUNOL BLVD

CITY:

PLEASANTON

ZIP CODE:

94566

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

925-931-5367

EXTENSION:

CONTACT EMAIL:

PDEATON@CI.PLEASANTON.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

PLEASANTON PARATRANSIT SERVICES PROVIDES SCHEDULED DOOR-TO-DOOR, SHARED RIDE TRANSPORTATION FOR RESIDENTS OF PLEASANTON AND SUNOL AGE 60 AND OLDER OR PERSONS BETWEEN 18 AND 59 YEARS THAT ARE ADA-ELIGIBLE.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

City of San Jose

AGENCY MAILING ADDRESS:

200 E. SANTA CLARA STREET, 8TH FLOOR

CITY:

SAN JOSE

ZIP CODE:

95113

COUNTY:

SANTA CLARA

CONTACT NAME:

KELLY DOYLE

CONTACT TITLE:

TRANSPORTATION POLICY MANAGER

CONTACT PHONE:

408-975-3240

EXTENSION:

CONTACT EMAIL:

KELLY.DOYLE@SANJOSECA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

City of San Leandro, FLEX Shuttle

AGENCY MAILING ADDRESS:

EAST 14TH STREET

CITY:

SAN LEANDRO

ZIP CODE:

94578

COUNTY:

ALAMEDA

CONTACT NAME:

MICHELLE SILVA

CONTACT TITLE:

CONTACT PHONE:

510-577-7985

EXTENSION:

CONTACT EMAIL:

MSILVA@SANLEANDRO.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

ALAMEDA

SUMMARY OF SERVICES:

FIXED ROUTE SHUTTLE SERVICE (TWO ROUTES WITHIN NORTH AND SOUTH SAN LEANDRO WITH TRANSFER POINT). THIS SERVICE IS AVAILABLE TO SAN LEANDRO RESIDENTS WHO ARE 60+ OR 18+ AND EAST BAY PARATRANSIT CERTIFIED. A PICK-UP AND DROP-OFF PROGRAM FOR MEDICAL REASONS ONLY WITHIN ALAMEDA COUNTY. THIS SERVICE IS AVAILABLE FOR SAN LEANDRO RESIDENTS WHO ARE 75+ OR 18+ AND EAST BAY PARATRANSIT CERTIFIED. TAXI VOUCHER PROGRAM WHICH IS AVAILABLE TO ALL ENROLLED FLEX SHUTTLE PARTICIPANTS. THIS PROGRAM PROVIDES SAME-DAY SERVICE.

POPULATION(S) SERVED:

RESIDENTS 60+, DISABILITIES-ADA



AGENCY NAME:

City of San Ramon

AGENCY MAILING ADDRESS:

9300 ALCOSTA BLVD.

CITY:

SAN RAMON

ZIP CODE:

94583

COUNTY:

CONTRA COSTA

CONTACT NAME:

TERI MOUNTFORD

CONTACT TITLE:

PROGRAM MANAGER

CONTACT PHONE:

925-973-3250

EXTENSION:

CONTACT EMAIL:

TMOUNTFORD@SANRAMON.CA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

SENIORS, 60+ ABLE-BODIED, SENIORS, 60+ FRAIL, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH COGNITIVE DISABILITIES, PERSONS WITH SENSORY IMPAIRMENTS



AGENCY NAME:

City of Santa Rosa Citybus

AGENCY MAILING ADDRESS:

100 SANTA ROSE AVE, ROOM 6

CITY:

SANTA ROSA

ZIP CODE:

95402

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-543-3335

EXTENSION:

CONTACT EMAIL:

MIVORY@SRCITY.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

SANTA ROSA CITYBUS PROVIDES FIXED ROUTE SERVICE WITHIN THE CITY LIMITS. SEVENTEEN FIXED ROUTES ARE OPERATED WITH WHEELCHAIR ACCESSIBLE, LOW-FLOOR BUSES. THE CITYBUS ROUTE STRUCTURE IS DESIGNED AROUND A TIMED-TRANSFER METHOD OF PROVIDING SERVICES - BUSES SERVING DIFFERENT ROUTES ARRIVE AND DEPART AT THE DOWNTOWN TRANSIT MALL AND OTHER DESIGNATED TRANSFER LOCATIONS AT ROUTINE, PERIODIC INTERVALS.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

City of Union City

AGENCY MAILING ADDRESS:

34009 ALVARADO-NILES ROAD

CITY:

UNION CITY

ZIP CODE:

94587

COUNTY:

ALAMEDA

CONTACT NAME:

WILSON LEE

CONTACT TITLE:

CONTACT PHONE:

510-675-5409

EXTENSION:

CONTACT EMAIL:

WLEE@CI.UNION-CITY.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

ALAMEDA

SUMMARY OF SERVICES:

ADA PARATRANSIT SERVICES

POPULATION(S) SERVED:

DISABLED-ADA



AGENCY NAME:

Cloverdale MediVan

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-894-8536

EXTENSION:

22

CONTACT EMAIL:

AGENCY TYPE:

COUNTIES SERVED:

SONOMA COUNTY

SUMMARY OF SERVICES:

FREE RIDES FOR DOCTOR APPOINTMENTS AND MEDICAL TESTS ONLY. CALL 24-HOURS IN ADVANCE OF APPOINTMENT.

POPULATION(S) SERVED:



AGENCY NAME:

Cloverdale Rancheria of Pomo Indians of California

AGENCY MAILING ADDRESS:

555 S. CLOVERDALE BLVD.

CITY:

CLOVERDALE

ZIP CODE:

95425

COUNTY:

SONOMA

CONTACT NAME:

VICKEY MACIAS

CONTACT TITLE:

TRIBAL ADMINISTRATOR

CONTACT PHONE:

707-894-9860

EXTENSION:

CONTACT EMAIL:

CLVRDLER61@AOL.COM

AGENCY TYPE:

TRIBAL ORGANIZATION

COUNTIES SERVED:

MARIN COUNTY, SAN FRANCISCO COUNTY, SOLANO COUNTY

SUMMARY OF SERVICES:

THE CLOVERDALE RANCHERIA OF POMO INDIANS OF CALIFORNIA IS A FEDERALLY RECOGNIZED TRIBAL GOVERNMENT. AS A SOVEREIGN NATION WE SERVE OUR TRIBAL MEMBERS WHERE THEY RESIDE WITH VARIOUS FEDERAL GRANTS AND PROGRAMS. WE SERVE VARIOUS CITIES AND COUNTIES FOR OUR TRIBAL MEMBERS.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Cloverdale Transit

AGENCY MAILING ADDRESS:

124 N. CLOVERDALE BLVD.

CITY:

CLOVERDALE

ZIP CODE:

95425

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-894-2521

EXTENSION:

CONTACT EMAIL:

COMMENTS@SCTRANSIT.COM

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SOLANO COUNTY

SUMMARY OF SERVICES:

CLOVERDALE TRANSIT PROVIDES DEVIATED FIXED-ROUTE SERVICE WITHIN THE CLOVERDALE CITY LIMITS, MONDAY THROUGH FRIDAY.

POPULATION(S) SERVED:

GENERAL PUBLIC, SENIORS, DISABILITIES-ADA



AGENCY NAME:

Community Services Agency

AGENCY MAILING ADDRESS:

204 STIERLIN RD

CITY:

MOUNTAIN VIEW

ZIP CODE:

94043

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-968-0836

EXTENSION:

CONTACT EMAIL:

TMYERS@CSACARES.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE COMMUNITY SERVICES AGENCY SERVES THE RESIDENTS OF MOUNTAIN VIEW, LOS ALTOS, AND LOS ALTOS HILLS BY OFFERING CASE MANAGEMENT, COMMUNITY OUTREACH, AND SENIOR NUTRITION. VOLUNTEERS PROVIDE TRANSPORTATION TO AND FROM THEIR MEDICAL APPOINTMENTS, GROCERY SHOPPING, OR OTHER ERRANDS. ADDITIONAL HELP INCLUDES EMERGENCY FINANCIAL ASSISTANCE AND THE ALPHA OMEGA HOMELESS SERVICES.

POPULATION(S) SERVED:

SENIORS, VETERANS, LOW-INCOME PERSONS



AGENCY NAME:

Contra Costa ARC

AGENCY MAILING ADDRESS:

1340 ARNOLD DRIVE, #127

CITY:

MARTINEZ

ZIP CODE:

94553

COUNTY:

CONTRA COSTA

CONTACT NAME:

CAROL ANNE MCCRARY

CONTACT TITLE:

DIVISION DIRECTOR

CONTACT PHONE:

925-595-0115

EXTENSION:

CONTACT EMAIL:

CMCCRARY@ARCOFCC.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

ALAMEDA COUNTY, CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

CONTRA COSTA ARC PROVIDES DOOR-TO-DOOR SERVICES (ON 3 ROUTES) TO ADULTS WITH SEVERE DEVELOPMENTAL DISABILITIES FROM HOME TO THEIR DAY PROGRAM AND VICE VERSA. ARC ALSO PROVIDES TRANSPORTATION FOR DEVELOPMENTALLY DISABLED ADULTS TO VARIOUS ACTIVITIES IN THE COMMUNITY AS PART OF THEIR DAY PROGRAM SERVICES. AVAILABLE MONDAY THROUGH FRIDAY ONLY.

POPULATION(S) SERVED:

SENIORS, 60+ FRAIL, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH DEVELOPMENTAL DISABILITIES, PERSONS WITH COGNITIVE DISABILITIES, PERSONS WITH SENSORY IMPAIRMENTS



AGENCY NAME:

Contra Costa County Employment & Human Services Department

AGENCY MAILING ADDRESS:

40 Douglas Drive

CITY:

MARTINEZ

ZIP CODE:

94553

COUNTY:

CONTRA COSTA

CONTACT NAME:

JOEL FLAMAND

CONTACT TITLE:

CONTACT PHONE:

925-313-1735

EXTENSION:

CONTACT EMAIL:

JFLAMAND@EHSD.CCCOUNTY.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

AS A SOCIAL SERVICE AGENCY FOR CONTRA COSTA COUNTY, THE DEPT PROVIDES A VARIETY OF TRANSPORTATION SERVICES, INCLUDING TRANSIT TICKETS AND PASSES AS WELL AS TAXI RIDES. THE MOST SIGNIFICANT SERVICES ARE THOSE DEVELOPED FOR THE CALWORKS POPULATION, WHICH INCLUDE A CONTRACTED BUS SERVICE TO TRANSPORT THE CHILDREN OF THEIR CLIENTS TO SCHOOL AND DAYCARE, AND A TAXI-BASED, DEMAND RESPONSE SERVICE TO TRANSPORT THEIR CLIENTS TO EMPLOYMENT-RELATED DESTINATIONS.

POPULATION(S) SERVED:

LOW-INCOME PERSONS



AGENCY NAME:

Cycles of Change

AGENCY MAILING ADDRESS:

PO BOX 70292

CITY:

OAKLAND

ZIP CODE:

94612

COUNTY:

ALAMEDA

CONTACT NAME:

STACIE CHUN

CONTACT TITLE:

ADMINISTRATIVE COORDINATOR

CONTACT PHONE:

510-842-1006

EXTENSION:

CONTACT EMAIL:

FINANCIALCOORDINATOR@CYCLESOFCHANGE.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

ALAMEDA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Day Break Respite and Caregiver Support Services

AGENCY MAILING ADDRESS:

5111 SAN FELIPE RD

CITY:

SAN JOSE

ZIP CODE:

95135

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

408-270-4900

EXTENSION:

CONTACT EMAIL:

CRISTINA@CATHOLICCHARITIESCC.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE CENTER BASED ADULT DAY SUPPORT PROGRAM PROVIDES A COMPREHENSIVE PROGRAM OF RECREATION, SOCIALIZATION, AND HEALTH PROMOTION FOR DEPENDENT OLDER ADULTS INCLUDING THOSE AFFECTED BY EARLY STAGES OF ALZHEIMER'S OR DEMENTIA. TRANSPORTATION IS VOLUNTEER-BASED AND INCLUDES ESCORTED TRANSPORT TO MEDICAL APPOINTMENTS AND GROCERY SHOPPING FOR HOME-BOUND OLDER ADULTS.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Department of Veterans Affairs, Veterans Home of California Yountville

AGENCY MAILING ADDRESS:

100 CALIFORNIA DRIVE

CITY:

YOUNTVILLE

ZIP CODE:

94599

COUNTY:

NAPA

CONTACT NAME:

ALVARO VILLAGOMEZ

CONTACT TITLE:

AUTOMOTIVE POOL MANGER I

CONTACT PHONE:

707-944-4815

EXTENSION:

CONTACT EMAIL:

AL.VILLAGOMEZ@CALVET.CA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

ALAMEDA COUNTY, CONTRA COSTA COUNTY, MARIN COUNTY, NAPA COUNTY, SAN FRANCISCO COUNTY, SAN MATEO COUNTY, SANTA CLARA COUNTY, SOLANO COUNTY

SUMMARY OF SERVICES:

PRIVATE PARATRANSIT SERVICE FOR VETERAN'S PRIVATE RESIDENCE. WE TAKE THE VETERANS TO THE DIFFERENT CITIES AND COUNTIES FOR MEDICAL APPOINTMENTS.

POPULATION(S) SERVED:

MILITARY SERVICE MEMBERS, VETERANS AND THEIR FAMILIES



AGENCY NAME:

Dixon Family Services

AGENCY MAILING ADDRESS:

155 NORTH SECOND STREET

CITY:

DIXON

ZIP CODE:

95620

COUNTY:

SOLANO

CONTACT NAME:

COOKIE POWELL

CONTACT TITLE:

EXECUTIVE DIRECTOR

CONTACT PHONE:

707-678-0442

EXTENSION:

102

CONTACT EMAIL:

COOKIE@DIXONFAMILYSERVICES.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SOLANO COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Dixon REDI-Ride

AGENCY MAILING ADDRESS:

600 EAST A ST

CITY:

DIXON

ZIP CODE:

95620

COUNTY:

SOLANO

CONTACT NAME: JANET KOSTER

CONTACT TITLE: PUBLIC WORKS ADMINISTRATOR

CONTACT PHONE:

707-678-7051

EXTENSION: 104

CONTACT EMAIL: JKOSTER@CI.DIXON.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

DIXON READI-RIDE OPERATES A PUBLIC DIAL-A-RIDE TRANSIT SERVICE, CURB-TO-CURB WITHIN DIXON CITY LIMITS. DIXON READI-RIDE PROVIDES ADA TRIPS TO THE DAVIS AND VACAVILLE. DIXON ALSO OFFERS SOLANO COUNTY INTERCITY TAXI SCRIP PROGRAM FOR ADA AMBULATORY PASSENGERS FOR DIXON RESIDENTS.

POPULATION(S) SERVED:

GENERAL PUBLIC, DISABILITIES-ADA



AGENCY NAME:

East Bay Paratransit

AGENCY MAILING ADDRESS:

1722 BROADWAY

CITY:

OAKLAND

ZIP CODE:

94611

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-287-5000

EXTENSION:

CONTACT EMAIL:

[HTTP://WWW.EASTBAYPARATRANSIT.ORG/](http://www.eastbayparatransit.org/)

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

EAST BAY PARATRANSIT IS A PUBLIC TRANSIT SERVICE FOR PEOPLE WHO ARE UNABLE TO USE REGULAR BUSES OR TRAINS, LIKE THOSE OPERATED BY AC TRANSIT AND BART, BECAUSE OF A DISABILITY OR A DISABLING HEALTH CONDITION. EAST BAY PARATRANSIT TRANSPORTS RIDERS FROM THEIR ORIGIN TO THEIR DESTINATION IN VANS EQUIPPED WITH A WHEELCHAIR LIFT OR IN SEDANS.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

East Bay Services to the Developmentally Disabled

AGENCY MAILING ADDRESS:

797 MONTAGUE STREET

CITY:

SAN LEANDRO

ZIP CODE:

94577

COUNTY:

ALAMEDA

CONTACT NAME:

REGINA BAILEY

CONTACT TITLE:

ASSISTANT DIRECTOR, EVERGREEN DAY SERVICES

CONTACT PHONE:

510-895-2838

EXTENSION:

CONTACT EMAIL:

NAMASTE@EASTBAYSERVICESDD.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

POPULATION(S) SERVED:



AGENCY NAME:

East Palo Alto Senior Shuttle

AGENCY MAILING ADDRESS:

2277 UNIVERSITY AVE

CITY:

EAST PALO ALTO

ZIP CODE:

94303

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-853-3119

EXTENSION:

CONTACT EMAIL:

MOKELO@CITYOFEPA.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE EAST PALO ALTO SENIOR SHUTTLE OPERATES THREE DIFFERENT ROUTES DURING THE MIDDAY, WHICH ALTERNATE ON DIFFERENT DAYS: 1) MONDAYS AND THURSDAYS, THE SHUTTLE GOES TO DOWNTOWN PALO ALTO, PALO ALTO MEDICAL FOUNDATION, STANFORD SHOPPING CENTER, WELCH ROAD, AND STANFORD MEDICAL CENTER; 2) TUESDAYS AND FRIDAYS, THE SHUTTLE GOES TO KAISER HOSPITAL, FOODS CO., SMART & FINAL, KMART, SEQUOIA STATION IN REDWOOD CITY, AND STANFORD HOSPITAL; AND 3) WEDNESDAY, THE SHUTTLE GOES TO THE SAN ANTONIO SHOPPING CENTER, COSTCO, AND WAL-MART IN MOUNTAIN VIEW.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Eastern Contra Costa Transit Authority

AGENCY MAILING ADDRESS:

801 WILBUR AVENUE

CITY:

ANTIOCH

ZIP CODE:

94509

COUNTY:

CONTRA COSTA

CONTACT NAME:

HEIDI BRANSON

CONTACT TITLE:

MANAGER OF ACCESSIBLE SERVICES

CONTACT PHONE:

925-754-6622

EXTENSION:

251

CONTACT EMAIL:

HBRANSON@ECCTA.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Easy Does It Emergency Services

AGENCY MAILING ADDRESS:

1936 UNIVERSITY AVENUE, SUITE 191

CITY:

BERKELEY

ZIP CODE:

94704

COUNTY:

ALAMEDA

CONTACT NAME:

BONNIE MACFADYEN

CONTACT TITLE:

EXECUTIVE DIRECTOR

CONTACT PHONE:

510-704-2183

EXTENSION:

CONTACT EMAIL:

BONNIE@EASYDOESITSERVICES.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

ALAMEDA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

SENIORS, 60+ FRAIL, HOMELESS PERSONS, PERSONS WITH PHYSICAL DISABILITIES



AGENCY NAME:

Ed Roberts Campus

AGENCY MAILING ADDRESS:

3075 ADELIN, SUITE 220

CITY:

BERKELEY

ZIP CODE:

94703

COUNTY:

ALAMEDA

CONTACT NAME:

DMITRI BELSER

CONTACT TITLE:

ERC BOARD

CONTACT PHONE:

510-841-3224

EXTENSION:

2012

CONTACT EMAIL:

DBELSER@CFORAT.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

ALAMEDA COUNTY, CONTRA COSTA COUNTY, MARIN COUNTY, NAPA COUNTY, SAN FRANCISCO COUNTY, SAN MATEO COUNTY, SANTA CLARA COUNTY, SOLANO COUNTY

SUMMARY OF SERVICES:

COALITION OF AGENCIES ALL SERVING PEOPLE WITH DISABILITIES.

POPULATION(S) SERVED:

SENIORS, 60+ FRAIL, CHILDREN AND YOUTH, WELFARE RECIPIENTS AND/OR OTHER LOW-INCOME PERSONS, HOMELESS PERSONS, MILITARY SERVICE MEMBERS, VETERANS AND THEIR FAMILIES, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH EMOTIONAL AND/OR BEHAVIORAL DISABILITIES, PERSONS WITH DEVELOPMENTAL DISABILITIES, PERSONS WITH COGNITIVE DISABILITIES, PERSONS WITH SENSORY IMPAIRMENTS



AGENCY NAME:

Emery Go-Round

AGENCY MAILING ADDRESS:

1300 67TH ST

CITY:

EMERYVILLE

ZIP CODE:

94303

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-451-3862

EXTENSION:

CONTACT EMAIL:

INFO@EMERYGOROUND.COM

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

EMERY GO-ROUND IS A SERVICE OF THE EMERYVILLE TRANSPORTATION MANAGEMENT ASSOCIATION, A NON-PROFIT ORGANIZATION WHOSE PRIMARY PURPOSE IS TO INCREASE ACCESS AND MOBILITY TO, FROM AND WITHIN EMERYVILLE WHILE ALLEVIATING CONGESTION THROUGH OPERATION OF THE SHUTTLE PROGRAM. THE TMA BOARD OF DIRECTORS, WHICH ALSO SERVES AS THE OFFICIAL REPRESENTATIVE OF PROPERTY OWNERS FOR THE BUSINESS IMPROVEMENT DISTRICT, DETERMINES TAX ASSESSMENT RATES AS WELL AS THE LEVEL OF SHUTTLE SERVICE ON AN ANNUAL BASIS.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Emeryville Transportation Management Association

AGENCY MAILING ADDRESS:

1676 N. CALIFORNIA BLVD., SUITE 400

CITY:

EMERYVILLE

ZIP CODE:

94596

COUNTY:

ALAMEDA

CONTACT NAME:

RONI HATTRUP

CONTACT TITLE:

EXECUTIVE ASSISTANT

CONTACT PHONE:

925-937-0980

EXTENSION:

212

CONTACT EMAIL:

RONI@GRAY-BOWEN.COM

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

ALAMEDA COUNTY

SUMMARY OF SERVICES:

THE ETMA IS FUNDED THROUGH A PROPERTY BASED IMPROVEMENT DISTRICT. THE PRIMARY PURPOSE OF THE AGENCY IS TO OPERATE THE EMERY GO-ROUND SHUTTLE SERVICE WITHIN THE BOUNDARIES SET FORTH BY THE PBID. THE EMERY GO-ROUND SHUTTLE IS A FIXED ROUTE SERVICE OPERATING OUT OF THE MACARTHUR BART STATION TO AND THROUGHOUT THE CITY OF EMERYVILLE. THE EMERY GO-ROUND IS A FREE SHUTTLE OPEN TO THE PUBLIC AND IS CURRENTLY OPERATING AT CAPACITY CARRYING OVER 1.3 MILLION PASSENGERS ANNUALLY. THE ETMA ALSO OPERATES THE 8 TO GO PARATANSIT SHUTTLE SERVICE IN THE CITY OF EMERYVILLE, WHICH IS FUNDED BY A GRANT RECEIVED BY THE ALAMEDA CTC THROUGH AN AGREEMENT WITH THE CITY OF EMERYVILLE. THE 8 TO GO IS ALSO A FREE SERVICE AND OPERATES OUT OF THE EMERYVILLE SENIOR CENTER. ADDITIONALLY, THE ETMA ALSO OPERATES THE WEST BERKELEY SHUTTLE IS A FREE FIXED ROUTE SERVICE OPEN TO THE PUBLIC, AND IS FUNDED BY THE BERKELEY GATEWAY TMA, OPERATING OUT THE ASHBY BART STATION TO WEST BERKELEY.



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX D. INVENTORY OF TRANSPORTATION PROVIDERS

POPULATION(S) SERVED:

GENERAL PUBLIC, SENIORS, 60+ ABLE-BODIED, SENIORS, 60+ FRAIL, PERSONS WITH PHYSICAL DISABILITIES



AGENCY NAME:

Fairfield and Suisun Transit (FAST)

AGENCY MAILING ADDRESS:

2000 CADENASSO DR

CITY:

FAIRFIELD

ZIP CODE:

94533

COUNTY:

SOLANO

CONTACT NAME:

WAYNE LEWIS

CONTACT TITLE:

FAST TRANSIT MANAGER

CONTACT PHONE:

707-434-3800

EXTENSION:

CONTACT EMAIL:

WLEWIS@FAIRFIELD.CA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SOLANO COUNTY, CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

FAST IS A PUBLIC TRANSIT SYSTEM THAT OPERATES FIXED ROUTE BUS SERVICE IN FAIRFIELD, SUISUN CITY, AND CORDELIA. FAST OPERATES FOUR SOLANO EXPRESS ROUTES PROVIDING INTERCITY BUS SERVICE WITHIN SOLANO COUNTY AND TO SACRAMENTO, DAVIS, AND THE EL CERRITO DEL NORTE, PLEASANT HILL AND WALNUT CREEK BART STATIONS. FAST PROVIDES ADA PARATRANSIT SERVICE. THE CITY OF FAIRFIELD OFFERS A FAIRFIELD SENIOR VOLUNTEER DRIVER PROGRAM WHICH PROVIDES TRANSPORTATION FOR SENIORS AGE 50 OR OLDER TO SENIORS CENTERS, MEDICAL APPOINTMENTS AND PHARMACIES IN SPECIFIC AREAS OF FAIRFIELD. FAST OFFERS TWO SUBSIDIZED TAXI PROGRAMS FOR RESIDENTS OF FAIRFIELD AND SUISUN CITY: REDUCED FARE TAXI PROGRAM (60 YEARS OR OLDER) WITHIN FAIRFIELD AND SUISUN CITY AND THE SOLANO COUNTY INTERCITY TAXI SCRIP PROGRAM BETWEEN SOLANO COUNTY DESTINATIONS FOR ADA ELIGIBLE AMBULATORY PASSENGERS.

POPULATION(S) SERVED:

DISABILITIES-ADA, GENERAL PUBLIC



AGENCY NAME:

Faith in Action

AGENCY MAILING ADDRESS:

3303 WHITEMARSH LANE

CITY:

FAIRFIELD

ZIP CODE:

94534

COUNTY:

SOLANO

CONTACT NAME:

REV. ROBERT T. FUENTES

CONTACT TITLE:

EXECUTIVE DIRECTOR

CONTACT PHONE:

707-425-6164

EXTENSION:

CONTACT EMAIL:

FAITHACT@PACBELL.NET

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SOLANO COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

SENIORS, 60+ ABLE-BODIED, SENIORS, 60+ FRAIL, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH EMOTIONAL AND/OR BEHAVIORAL DISABILITIES



AGENCY NAME:

First Transit

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

EXTENSION:

CONTACT EMAIL:

FIRSTTRANSITINFO@FIRSTGROUP.COM

AGENCY TYPE:

COUNTIES SERVED:

ALAMEDA

SUMMARY OF SERVICES:

POPULATION(S) SERVED:



AGENCY NAME:

FISH of Sonoma Valley

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-996-0111

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

COUNTIES SERVED:

SONOMA COUNTY

SUMMARY OF SERVICES:

RIDES TO MEDICAL AND SOCIAL SERVICE APPOINTMENTS; SONOMA VALLEY RESIDENTS ONLY.

POPULATION(S) SERVED:



AGENCY NAME:

Foster City Connections Shuttle

AGENCY MAILING ADDRESS:

610 FOSTER CITY BLVD

CITY:

FOSTER CITY

ZIP CODE:

94404

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-286-3236

EXTENSION:

CONTACT EMAIL:

LCARMICHAEL@FOSTERCITY.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE FOSTER CITY CONNECTIONS SHUTTLE IS A FREE SHUTTLE THAT PROVIDES SERVICE WITHIN FOSTER CITY ON TWO ROUTES. THE SHUTTLE OPERATES MONDAY THROUGH FRIDAY FROM 9:30AM TO 3:30PM. THE BLUE LINE SERVES THE WESTERN PORTION OF THE CITY AND THE BRIDGEPOINT SHOPPING CENTER. THE BLUE LINE MAKES CONNECTIONS WITH THE RED LINE AND SAMTRANS 251 AT THE FOSTER CITY RECREATION CENTER AND OTHER LOCATIONS. THE RED LINE SHUTTLE STOPS ARE THE SAME AS THE SAM TRANS ROUTE 251 BUS STOPS. BOTH OF THESE LINES PROVIDE CONNECTIONS TO THE HILLSDALE CALTRAIN STATION.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Foster City Senior Express Shuttle

AGENCY MAILING ADDRESS:

650 SHELL BLVD

CITY:

FOSTER CITY

ZIP CODE:

94404

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-286-2585

EXTENSION:

CONTACT EMAIL:

RECREATION@FOSTERCITY.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SENIOR EXPRESS SHUTTLE IS AN ON-DEMAND SERVICE FOR FOSTER CITY RESIDENTS WHO ARE 50 YEARS AND OVER. THE SERVICE INCLUDES A PICK-UP AT THE RESIDENCE AND DROP-OFF AT THE FOSTER CITY SENIOR WING OR DESIGNATED STOP. RESERVATIONS MAY BE MADE UP TO 14 DAYS IN ADVANCE.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Friends in Service to Humanity (FISH)

AGENCY MAILING ADDRESS:

1 DAVIS DR

CITY:

BELMONT

ZIP CODE:

94002

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-570-6002

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

FISH IS VOLUNTEER TRANSPORTATION ASSISTANCE FOR MEDICAL APPOINTMENTS. RIDES ARE GIVEN FOR MEDICAL, DENTAL, OR PHYSICAL THERAPY APPOINTMENTYS. PASSENGERS MUST HAVE NO OTHER WAY TO GET TO THEIR APPOINTMENT AND BE UNABLE TO RIDE PUBLIC TRANSPORTATION. THE PASSENGERS MUST ALSO BE AMBULATORY AS THEY ARE DRIVEN IN PRIVATE VEHICLES BY THE VOLUNTEERS.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Gardner Family Health Network, Inc.

AGENCY MAILING ADDRESS:

160 E. VIRGINIA STREET, SUITE 100

CITY:

SAN JOSE

ZIP CODE:

95112

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

408-918-2682

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SANTA CLARA COUNTY

SUMMARY OF SERVICES:

PROVIDES TRIPS TO THE HOSPITAL FOR URGENT SITUATIONS (E.G., MEDICAL EMERGENCIES THAT DON'T REQUIRE AN AMBULANCE).

POPULATION(S) SERVED:



AGENCY NAME:

Get Up & Go (Peninsula Jewish Community Center)

AGENCY MAILING ADDRESS:

800 FOSTER CITY BLVD

CITY:

FOSTER CITY

ZIP CODE:

94404

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-378-2750

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

TAKE ADVANTAGE OF THIS LOW-COST SHARED RIDE TRANSPORTATION PROGRAM MONDAY, TUESDAY AND FRIDAY OF EACH WEEK. ESCORTS ARE PROVIDED AS NEEDED. THIS SERVICE ENABLES NON-DRIVING OLDER ADULTS TO "GET UP & GO" TO MEDICAL, DENTAL AND PERSONAL APPOINTMENTS, OR FOR PERSONAL ERRANDS SUCH AS BANKING, FOOD & CLOTHING SHOPPING. PERSONAL CAREGIVERS ARE TRANSPORTED FREE OF CHARGE. RESERVATIONS ARE REQUIRED NO LATER THAN THE THURSDAY IN THE WEEK PRIOR TO THE DATE TRANSPORTATION IS NEEDED.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Golden Castle ADHC

AGENCY MAILING ADDRESS:

1137 SAN ANTONIO RD

CITY:

PALO ALTO

ZIP CODE:

94303

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-964-1964

EXTENSION:

CONTACT EMAIL:

PALOALTOADHC@HOTMAIL.COM

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE GOLDEN CASTLE ADULT DAY HEALTH CARE CENTER PROVIDES HEALTH AND HUMAN SERVICES TO THE RUSSIAN COMMUNITY IN SANTA CLARA COUNTY. TRANSPORTATION IS ALSO PROVIDED TO CLIENTS ATTENDING THE CENTER. PLEASE CALL FOR ADDITIONAL INFORMATION.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

Golden Gate Bridge Highway & Transportation District

AGENCY MAILING ADDRESS:

1011 ANDERSEN DRIVE

CITY:

SAN RAFAEL

ZIP CODE:

94901

COUNTY:

MARIN

CONTACT NAME:

HARVEY KATZ

CONTACT TITLE:

ACCESS AND COMPLIANCE PLANNER

CONTACT PHONE:

415-257-4416

EXTENSION:

CONTACT EMAIL:

HKATZ@GOLDENGATE.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

CONTRA COSTA COUNTY, MARIN COUNTY, SAN FRANCISCO COUNTY, SONOMA COUNTY

SUMMARY OF SERVICES:

BASED IN SAN FRANCISCO, THE GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT OPERATES THE GOLDEN GATE BRIDGE AND TWO PUBLIC TRANSIT SYSTEMS: GOLDEN GATE TRANSIT BUSES AND GOLDEN GATE FERRY. LAST YEAR, 38 MILLION VEHICLES CROSSED THE GOLDEN GATE BRIDGE AND OVER 9 MILLION CUSTOMERS RODE THE TRANSIT SYSTEMS.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Golden Gate Regional Center

AGENCY MAILING ADDRESS:

120 HOWARD ST, 3RD FLOOR

CITY:

SAN FRANCISCO

ZIP CODE:

94105

COUNTY:

SAN FRANCISCO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-546-9222

EXTENSION:

CONTACT EMAIL:

WEBMASTER@GGRC.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE GGRC IS CONTRACTED THROUGH THE STATE DEPT OF DISABILITY SERVICES TO SERVE 7,500 CLIENTS IN THREE COUNTIES. GGRC'S CLIENTS ARE THOSE WITH DEVELOPMENTAL DISABILITIES, SEVERE PHYSICAL HANDICAP, SEVERE EPILEPSY, AND AUTISM. GGRC PROVIDES CASE MANAGEMENT AND PROGRAMS FOR THEIR CLIENTS AND ONLY PROVIDE TRANSPORTATION FOR PEOPLE WHO CANNOT USE PARATRANSIT, EITHER BECAUSE THEY REQUIRE ADDITIONAL ASSISTANCE OR BECAUSE THEY LIVE OUTSIDE OF THE PARATRANSIT SERVICE AREA. WHEN CLIENTS REQUEST TRANSPORTATION, R & D (GGRC'S BROKER) WILL SCHEDULE THE RIDE(S) AND WORK WITH VENDORS TO ARRANGE IT.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

Golden Rain Foundation/Rossmoor

AGENCY MAILING ADDRESS:

800 ROCKVIEW DRIVE

CITY:

WALNUT CREEK

ZIP CODE:

94595

COUNTY:

CONTRA COSTA

CONTACT NAME:

GLENN MIX

CONTACT TITLE:

FLEET MANAGER

CONTACT PHONE:

925-988-7672

EXTENSION:

CONTACT EMAIL:

GMIX@ROSSMOOR.COM

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

THE GOLDEN RAIN FOUNDATION IS THE PROPERTY MANAGEMENT CORPORATION FOR THE ROSSMOOR SENIOR COMMUNITY IN WALNUT CREEK. THE TRANSPORTATION DEPARTMENT PROVIDES BUS TRANSPORTATION TO THE COMMUNITY OF APPROXIMATELY 9,600 RESIDENTS. THE SERVICES INCLUDE FIXED ROUTES, DIAL-A-BUS AND PARATRANSIT. ROSSMOOR BUSES OPERATE SEVEN DAYS A WEEK, TAKING RESIDENTS TO DESTINATIONS THROUGHOUT ROSSMOOR AND TO NEARBY STORES, CHURCHES, COMMUNITY CENTERS, AND THE ROSSMOOR MEDICAL CENTER AS WELL AS DOWNTOWN WALNUT CREEK. A PARATRANSIT SERVICE WITH A WHEELCHAIR LIFT SERVES RESIDENTS WHO CAN'T BOARD THE REGULAR BUSES.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA, MILITARY SERVICE MEMBERS, VETERANS AND THEIR FAMILIES



AGENCY NAME:

Grace Adult Day Health Care

AGENCY MAILING ADDRESS:

1197 E. ARQUES AVE

CITY:

SUNNYVALE

ZIP CODE:

94085

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

408-731-8686

EXTENSION:

CONTACT EMAIL:

INFO@GRACEADULTCARE.COM

AGENCY TYPE:

COUNTIES SERVED:

SUMMARY OF SERVICES:

GRACE ADHC CENTER IS A LICENSED DAY HEALTH CARE PROGRAM THAT PROVIDES A COMBINATION OF MEDICAL, SOCIAL AND THERAPY SERVICES TO ADULTS WHO HAVE DIFFICULTY FUNCTIONING IN THEIR OWN HOMES.

THEIR HIGHLY QUALIFIED STAFF CAN PROVIDE A STRUCTURED DAY PROGRAM WHICH INCLUDES NURSING, MEALS, TRANSPORTATION, SOCIAL SERVICES AND RESTORATIVE THERAPIES SUCH AS PHYSICAL, OCCUPATIONAL AND SPEECH THERAPIES, IN A WARM, CARING AND SECURE ENVIRONMENT. ABOVE ALL, THIS SERVICE IS TOTALLY FREE FOR THE QUALIFIED MEDICAL RECIPIENTS.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Great Endeavors ADHC Center

AGENCY MAILING ADDRESS:

3015 UNION AVENUE

CITY:

SAN JOSE

ZIP CODE:

95124

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

408-377-1622

EXTENSION:

CONTACT EMAIL:

GREATENDEAVORS@PACBELL.NET

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

PROVIDES ADULT DAY CARE SERVICES IN SAN JOSE, CA. SERVICES OFFERED INCLUDE ORGANIZED DAILY ACTIVITIES IN A COMMUNITY-BASED SETTING, TRANSPORTATION, MEALS, AND PROFESSIONAL SUPERVISION.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Guardian Adult Day Health Center

AGENCY MAILING ADDRESS:

3905 SAN PABLO DAM ROAD

CITY:

EL SOBRANTE

ZIP CODE:

94803

COUNTY:

CONTRA COSTA

CONTACT NAME:

PETER H. BEHR, JR

CONTACT TITLE:

ADMINISTRATOR

CONTACT PHONE:

510-669-1007

EXTENSION:

CONTACT EMAIL:

BEHRCREDSERV@YAHOO.COM

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

SENIORS, 60+ ABLE-BODIED, SENIORS, 60+ FRAIL, DISABILITIES-ADA



AGENCY NAME:

Healdsburg Transit

AGENCY MAILING ADDRESS:

133 MATHESON ST

CITY:

HEALDSBURG

ZIP CODE:

95492

COUNTY:

SONOMA

CONTACT NAME:

SONJA DROWN

CONTACT TITLE:

CONTACT PHONE:

707-431-3324

EXTENSION:

CONTACT EMAIL:

SDROWN@CI.HEALDSBURG.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

HEALDSBURG TRANSIT PROVIDES FIXED ROUTE SERVICE WITHIN THE HEALDSBURG CITY LIMITS. FOR ELIGIBLE SENIORS AGES 60+ AND DISABLED INDIVIDUALS UNDER THE AGE OF 60, HEALDSBURG TRANSIT OFFER A DOOR-TO-DOOR DEVIATION SERVICE (OFF THE FIXED ROUTE) THAT OPERATES MONDAY THROUGH FRIDAY FROM 10AM TO 4PM.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

Heart of the Valley, SERVICES FOR SENIORS, Inc.

AGENCY MAILING ADDRESS:

PO BOX 418

CITY:

SANTA CLARA

ZIP CODE:

95052

COUNTY:

SANTA CLARA

CONTACT NAME:

GLENDA CRESAP

CONTACT TITLE:

EXECUTIVE DIRECTOR

CONTACT PHONE:

408-241-1571

EXTENSION:

CONTACT EMAIL:

SENIORSERVICES@AOL.COM

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SANTA CLARA COUNTY

SUMMARY OF SERVICES:

HEART OF THE VALLEY SERVICES FOR SENIORS, INC. IS COMMITTED TO FACILITATING, ADVOCATING, AND SUPPORTING INDEPENDENT LIVING FOR SENIORS 59 YRS AND OLDER RESIDING IN THE WESTERN SANTA CLARA COUNTY. HEART OF THE VALLEY RECRUITS DEPENDABLE VOLUNTEERS WHO WILL PROVIDE SENIORS WITH ESCORTED TRANSPORTATION AND A VARIETY OF IN-HOME SERVICES, INCLUDING MINOR GARDENING, COMPUTER ASSISTANCE, SMALL HOME REPAIRS, CLEANING OUT CLOSETS OR SHEDS, AND/OR GENERAL COMPANIONSHIP.

POPULATION(S) SERVED:

SENIORS, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH SENSORY IMPAIRMENTS



AGENCY NAME:

HOPE Services - Mt. View

AGENCY MAILING ADDRESS:

460 E. MIDDLEFIELD ROAD

CITY:

MOUNTAIN VIEW

ZIP CODE:

94043

COUNTY:

SANTA CLARA

CONTACT NAME:

SUANNE RINTA

CONTACT TITLE:

DISTRICT DIRECTOR

CONTACT PHONE:

650-934-0335

EXTENSION:

338

CONTACT EMAIL:

SRINTA@HOPESERVICES.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SAN MATEO COUNTY, SANTA CLARA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

Hospice of the Valley

AGENCY MAILING ADDRESS:

4850 UNION AVE

CITY:

SAN JOSE

ZIP CODE:

95124

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

408-559-5600

EXTENSION:

CONTACT EMAIL:

REQUEST@HOSPICEVALLEY.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

SINCE 1979, OVER 30,000 FRIENDS AND NEIGHBORS HAVE RECEIVED COMPASSIONATE END-OF-LIFE CARE AND GRIEF SUPPORT FROM HOSPICE OF THE VALLEY, THE OLDEST COMMUNITY-BASED NON-PROFIT HOSPICE IN SANTA CLARA COUNTY. AS A PART OF THEIR SERVICE, THEY WILL PROVIDE LIMITED TRANSPORTATION WITHIN SANTA CLARA COUNTY TO THOSE FAMILIES WHOSE LOVED ONES WISH TO LIVE THE REMAINDER OF THEIR LIVES WITH PEACE AND DIGNITY WHEN A CURE IS NO LONGER AN OPTION.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

InnVision Shelter Network

AGENCY MAILING ADDRESS:

1450 CHAPIN AVENUE, 2ND FLOOR

CITY:

BURLINGAME

ZIP CODE:

94010

COUNTY:

SAN MATEO

CONTACT NAME:

ROBIN RUDIKOFF

CONTACT TITLE:

ASSOCIATE DIRECTOR OF GRANTS

CONTACT PHONE:

650-685-5880

EXTENSION:

122

CONTACT EMAIL:

RRUDIKOFF@IVSN.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SAN MATEO COUNTY, SANTA CLARA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

SENIORS, 60+ ABLE-BODIED, SENIORS, 60+ FRAIL, CHILDREN AND YOUTH, WELFARE RECIPIENTS AND/OR OTHER LOW-INCOME PERSONS, HOMELESS PERSONS, MILITARY SERVICE MEMBERS, VETERANS AND THEIR FAMILIES, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH EMOTIONAL AND/OR BEHAVIORAL DISABILITIES



AGENCY NAME:

John Muir Health's Caring Hands Volunteer Caregivers Program

AGENCY MAILING ADDRESS:

2855 MITCHELL DRIVE, #100

CITY:

WALNUT CREEK

ZIP CODE:

94597

COUNTY:

CONTRA COSTA

CONTACT NAME:

LINDA GROOBIN

CONTACT TITLE:

PROGRAM MANAGER

CONTACT PHONE:

925-952-2999

EXTENSION:

CONTACT EMAIL:

LINDA.GROOBIN@JOHNMUIRHEALTH.COM

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

SENIORS, 60+ ABLE-BODIED, SENIORS, 60+ FRAIL, WELFARE RECIPIENTS AND/OR OTHER LOW-INCOME PERSONS, PERSONS WITH PHYSICAL DISABILITIES



AGENCY NAME:

Kimochi, Inc.

AGENCY MAILING ADDRESS:

1715 BUCHANAN

CITY:

SAN FRANCISCO

ZIP CODE:

94115

COUNTY:

SAN FRANCISCO

CONTACT NAME:

ANNA SAWAMURA

CONTACT TITLE:

PROGRAM DIRECTOR

CONTACT PHONE:

415-931-2294

EXTENSION:

CONTACT EMAIL:

ASAWAMURA@KIMOCHI-INC.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SAN FRANCISCO COUNTY

SUMMARY OF SERVICES:

KIMOCHI, INC. PROVIDES GROUP VAN SERVICES FOR SENIORS. TYPES OF TRANSPORTATION PROVIDED INCLUDE ROUND TRIP, DOOR-TO-DOOR TRANSPORTATION FOR SENIOR CENTER PARTICIPANTS; ADULT SOCIAL DAY CARE PROGRAMS; GROCERY SHOPPING TRIPS; MEDICAL ESCORTS; CEMETARY TRIPS; AND SENIOR CENTER TRIPS.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

Laguna Honda ADHC

AGENCY MAILING ADDRESS:

375 LAGUNA HONDA BLVD

CITY:

SAN FRANCISCO

ZIP CODE:

94116

COUNTY:

SAN FRANCISCO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-759-3360

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

LAGUNA HONDA ADULT DAY HEALTH CARE CONTRACTS WITH TRANS METRO TO PROVIDE TRANSPORTATION FOR ADHC PARTICIPANTS (APPROXIMATELY 65 - 70 MEMBERS) TO AND FROM THEIR HOMES AND ADHC PROGRAMS.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

Lamorinda Spirit Van Program - City of Lafayette

AGENCY MAILING ADDRESS:

500 SAINT MARY'S ROAD

CITY:

LAFAYETTE

ZIP CODE:

94549

COUNTY:

CONTRA COSTA

CONTACT NAME:

MARY BRUNS

CONTACT TITLE:

PROGRAM COORDINATOR

CONTACT PHONE:

925-284-5546

EXTENSION:

CONTACT EMAIL:

MBRUNS@LOVELAFAYETTE.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES: THE LAMORINDA SPIRIT VAN PROGRAM PROVIDES RIDES FOR LAFAYETTE, MORAGA, AND ORINDA SENIORS, AGE 60 AND UP, TO MEDICAL APPOINTMENTS, ERRANDS, GROCERY/SUNDRY SHOPPING, EVENTS AT LAFAYETTE SENIOR SERVICES, LUNCH AT THE C.C. CAFÉ, OCCASIONAL MINI-DAY TRIPS, AND SOCIAL OCCASIONS.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

LIFE ElderCare, Inc.

AGENCY MAILING ADDRESS:

3300-B CAPITOL AVE

CITY:

FREMONT

ZIP CODE:

94538

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-574-2096

EXTENSION:

CONTACT EMAIL:

LVOGEL@CI.FREMONT.CA.US

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

VIP RIDES PROVIDERS VOLUNTEERS THAT ASSIST FRAIL SENIORS AND DISABLED ADULTS WITH TRANSPORTATION AND DOOR-TO-DOOR SERVICE FOR DOCTOR APPTS, GROCERY SHOPPING, AND NECESSARY ERRANDS.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

Live Oak Senior Nutrition Center

AGENCY MAILING ADDRESS:

111 CHURCH STREET

CITY:

LOS GATOS

ZIP CODE:

95030

COUNTY:

SANTA CLARA

CONTACT NAME:

ELIANA BROWN

CONTACT TITLE:

EXECUTIVE DIRECTOR

CONTACT PHONE:

408-345-0707

EXTENSION:

CONTACT EMAIL:

ELIANA.BROWN@LGUMC.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SANTA CLARA COUNTY

SUMMARY OF SERVICES:

ESTABLISHED IN 1974, THE LIVE OAK SENIOR NUTRITION CENTER IS AN INDEPENDENT, NON-PROFIT ORGANIZATION THAT HAS BEEN SUPPORTED BY MANY CHURCH MEMBERS AS AN IMPORTANT SENIORS' MINISTRY IN THE LOS GATOS COMMUNITY. AS A PART OF THIS PROGRAM, ROUND TRIP TRANSPORTATION IS PROVIDED BY PRIVATE CAR FOR SENIORS WHO NEED TO GET TO LOCAL APPOINTMENTS, FOR SHOPPING, ETC. THERE IS NO CHARGE FOR THIS SERVICE.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Livermore Amador Valley Transit Authority: Dial-A-Ride

AGENCY MAILING ADDRESS:

1362 RUTAN CT, STE 100

CITY:

LIVERMORE

ZIP CODE:

94551

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

925-455-7555

EXTENSION:

CONTACT EMAIL:

CSHEIK@LAVTA.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

DIAL-A-RIDE IS AN ADA PARATRANSIT SERVICE THAT PROVIDES DOOR-TO-DOOR SERVICE TO ELIGIBLE DISABLED RIDERS IN LIVERMORE, DUBLIN, PLEASANTON, AND THE SURROUNDING UNINCORPORATED AREAS OF ALAMEDA COUNTY.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

Love in the Name of Christ (Love INC)

AGENCY MAILING ADDRESS:

P.O. BOX #111363

CITY:

CAMPBELL

ZIP CODE:

95011

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

408-723-9223

EXTENSION:

CONTACT EMAIL:

INFO@LOVEINCSANTACLARACOUNTY.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

LOVE, INC IS A NON-PROFIT ORGANIZATION THAT NETWORKS LOCAL CHURCH MINISTRIES AND CHURCH VOLUNTEERS OF ALL DENOMINATIONS TO HELP PEOPLE IN NEED. CHURCHES AND INDIVIDUAL CHRISTIANS ARE MOBILIZED TO WORK TOGETHER IN CONJUNCTION WITH COMMUNITY ORGANIZATIONS AND GOVERNMENT RESOURCES TO PROVIDE COORDINATED HELP FOR THE POOR AND THE NEEDY.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Marguerite Shuttle

AGENCY MAILING ADDRESS:

340 BONAIR SIDING

CITY:

STANFORD

ZIP CODE:

94305

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-723-9362

EXTENSION:

CONTACT EMAIL:

TRANSPORTATION@STANFORD.EDU

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

MARGUERITE IS STANFORD'S FREE PUBLIC SHUTTLE SERVICE, WHICH TRAVELS AROUND CAMPUS AND CONNECTS TO NEARBY TRANSIT, SHOPPING, DINING, AND ENTERTAINMENT. THE SERVICE IS FREE AND OPEN TO THE PUBLIC.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Marin Access Paratransit

AGENCY MAILING ADDRESS:

930 TAMALPAIS AVE

CITY:

SAN RAFAEL

ZIP CODE:

94901

COUNTY:

MARIN

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-454-0964

EXTENSION:

CONTACT EMAIL:

INFO@WHISTLESTOP.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

PROVIDES ADA PARATRANSIT FOR ALL OF MARIN COUNTY. ALSO PROVIDES PARATRANSIT FOR ADA ELIGIBLE CLIENTS WITHIN A LIMITED SERVICE AREA IN SONOMA, SAN FRANCISCO CONTRA COSTA COUNTIES FOR THOSE TRAVELING TO, FROM OR THROUGH MARIN.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

Marin County Transit District

AGENCY MAILING ADDRESS:

750 LINDARO STREET, SUITE 200

CITY:

SAN RAFAEL

ZIP CODE:

94901

COUNTY:

MARIN

CONTACT NAME:

PAUL BRANSON

CONTACT TITLE:

COMMUNITY MOBILITY MANAGER

CONTACT PHONE:

415-226-0863

EXTENSION:

CONTACT EMAIL:

PBRANSON@MARINTRANSIT.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

MARIN COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Marin Transit

AGENCY MAILING ADDRESS:

750 LINDARO ST

CITY:

SAN RAFAEL

ZIP CODE:

94901

COUNTY:

MARIN

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-226-0855

EXTENSION:

CONTACT EMAIL:

AVANDOREN@CO.MARIN.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

MARIN TRANSIT IS RESPONSIBLE FOR LOCAL TRANSIT SERVICES WITHIN MARIN COUNTY AND CONTRACTS WITH MULTIPLE PROVIDERS FOR LOCAL BUS AND PARATRANSIT SERVICES, INCLUDING GOLDEN GATE TRANSIT AND WHISTLESTOP WHEELS.

POPULATION(S) SERVED:

DISABILITIES-ADA, GENERAL PUBLIC



AGENCY NAME:

Meals on Wheels Senior Outreach Services

AGENCY MAILING ADDRESS:

1300 CIVIC DRIVE

CITY:

WALNUT CREEK

ZIP CODE:

94596

COUNTY:

CONTRA COSTA

CONTACT NAME:

KATHY TAYLOR

CONTACT TITLE:

PROGRAM MANAGER

CONTACT PHONE:

925-937-8311

EXTENSION:

137

CONTACT EMAIL:

KTAYLOR@MOWSOS.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

SENIORS, 60+ FRAIL



AGENCY NAME:

Mendocino Transit Authority

AGENCY MAILING ADDRESS:

241 PLANT ROAD

CITY:

UKIAH

ZIP CODE:

95482

COUNTY:

MENDOCINO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-462-1422

EXTENSION:

CONTACT EMAIL:

ADMIN@4MTA.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SONOMA COUNTY

SUMMARY OF SERVICES:

PROVIDES DAILY COMMUTE SERVICE BETWEEN THE SONOMA COAST AND THE CITY OF SANTA ROSA IN SONOMA COUNTY

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Menlo Park Midday Shuttle

AGENCY MAILING ADDRESS:

701 LAUREL ST

CITY:

MENLO PARK

ZIP CODE:

94025

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-330-6770

EXTENSION:

CONTACT EMAIL:

TRANSPORTATION@MENLOPARK.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE MENLO PARK MIDDAY SHUTTLE OPERATES ON AN HOURLY SCHEDULE MONDAY THROUGH FRIDAY, 9:30AM TO 3:30PM. THE SHUTTLE SERVES THE MENLO PARK CALTRAIN STATION, MENLO PARK LIBRARY, V.A. MEDICAL CENTER, MENLO PARK SENIOR CENTER, SHOPPING AND STANFORD HOSPITAL.

POPULATION(S) SERVED:

SENIORS, VETERANS



AGENCY NAME:

Menlo Park Senior Center

AGENCY MAILING ADDRESS:

110 TERMINAL AVE

CITY:

MENLO PARK

ZIP CODE:

94025

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-330-2280

EXTENSION:

CONTACT EMAIL:

GLBERETTA@MENLOPARK.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE MENLO PARK SENIOR CENTER OFFERS HEALTH, RECREATIONAL AND EDUCATIONAL PROGRAMS, AS WELL AS CULTURAL EVENTS AND SOCIAL SERVICES FOR OLDER ADULTS. NUTRITIONALLY BALANCED GOURMET HOT MEALS, AND DOOR-TO-DOOR LOCAL TRANSPORTATION TO AND FROM THE CENTER, ARE OFFERED ON WEEKDAYS FOR MINIMAL COST TO THE REGISTERED PATRONS.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Menlo Park Shopper's Shuttle

AGENCY MAILING ADDRESS:

702 LAUREL ST

CITY:

MENLO PARK

ZIP CODE:

94026

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-330-6770

EXTENSION:

CONTACT EMAIL:

TRANSPORTATION@MENLOPARK.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE MENLO PARK SHOPPER'S SHUTTLE IS A REQUEST-RIDE SERVICE THAT OPERATES DURING THE MIDDAY ON WEDNESDAYS AND SATURDAYS. BY REQUEST, THE SHUTTLE WILL PICK YOU UP AT YOUR HOME IN MENLO PARK AND TAKE YOU TO DESTINATIONS SUCH AS SHARON HEIGHTS, DOWNTOWN MENLO PARK, OR THE STANFORD SHOPPING CENTER.

POPULATION(S) SERVED:

SENIORS, VETERANS



AGENCY NAME:

Milestones of Development Inc.

AGENCY MAILING ADDRESS:

1 FLORIDA STREET

CITY:

VALLEJO

ZIP CODE:

94590

COUNTY:

SOLANO

CONTACT NAME:

TERRI ROWLAND

CONTACT TITLE:

ADMINISTRATOR

CONTACT PHONE:

707-644-0496

EXTENSION:

114

CONTACT EMAIL:

TERRIXMOD@AOL.COM

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

CONTRA COSTA COUNTY, NAPA COUNTY, SOLANO COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

PERSONS WITH DEVELOPMENTAL DISABILITIES



AGENCY NAME:

Mt. Diablo ADHC

AGENCY MAILING ADDRESS:

490 GOLF CLUB DR

CITY:

PLEASANT HILL

ZIP CODE:

94523

COUNTY:

CONTRA COSTA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

925-682-6330

EXTENSION:

CONTACT EMAIL:

DTOTH@RSNC-CENTERS.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

MT. DIABLO ADULT DAY HEALTH CARE PROVIDES TRANSPORTATION FOR THEIR CLIENTS TO AND FROM THE CENTER AND THEIR HOMES. THE CENTER ALSO PROVIDES A SHOPPING SHUTTLE FOR HOMEBOUND SENIORS (FROM THE CITY OF CONCORD) DURING THE DAY.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

MV Transportation

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

ALAMEDA

CONTACT NAME:

C. MICHAEL STEWMAN

CONTACT TITLE:

CONTACT PHONE:

EXTENSION:

CONTACT EMAIL:

CSTEWMAN@MVTRANSIT.COM

AGENCY TYPE:

COUNTIES SERVED:

ALAMEDA

SUMMARY OF SERVICES:

POPULATION(S) SERVED:



AGENCY NAME:

Napa County Transportation and Planning Agency

AGENCY MAILING ADDRESS:

707 RANDOLPH STREET, SUITE 100

CITY:

NAPA

ZIP CODE:

94559

COUNTY:

NAPA

CONTACT NAME:

MATTHEW WILCOX

CONTACT TITLE:

ASSISTANT PLANNER

CONTACT PHONE:

707-259-5976

EXTENSION:

CONTACT EMAIL:

MWILCOX@NCTPA.NET

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

NAPA COUNTY, SOLANO COUNTY, SONOMA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Napa County Transportation Planning Agency

AGENCY MAILING ADDRESS:

707 RANDOLPH ST, STE 100

CITY:

NAPA

ZIP CODE:

94559

COUNTY:

NAPA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-259-8778

EXTENSION:

CONTACT EMAIL:

DBRUNNER@NCTPA.NET

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE NCTPA IS THE PUBLIC TRANSIT PROVIDER IN NAPA COUNTY, CONSISTING OF THE VINE LOCAL AND REGIONAL FIXED-ROUTE SERVICE, VINE GO PARATRANSIT SERVICE, FIVE COMMUNITY SHUTTLES AND A FLEXIBLE ROUTE SERVICE. IN ADDITION, TWO USER SIDE TAXI SUBSIDY PROGRAMS ARE OFFERED TO ELIGIBLE RESIDENTS.

POPULATION(S) SERVED:

DISABILITIES-ADA, GENERAL PUBLIC



AGENCY NAME:

Need-A-Ride

AGENCY MAILING ADDRESS:

225 37TH AVE

CITY:

SAN MATEO

ZIP CODE:

94403

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-462-0853

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

NEED-A-RIDE IS A PRIVATE, RIDE-REQUEST SERVICE THAT OPERATES MONDAY THROUGH FRIDAY AND HALF OF SATURDAY. CLIENTS MUST BE AMBULATORY. RIDES WITHIN THE SAME CITY COST \$13.00 FOR A ROUND TRIP; FARE INCREASES BASED ON NUMBER OF CITIES AWAY THE DESTINATION IS.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

North Bay Regional Center

AGENCY MAILING ADDRESS:

2351 MENOCINO AVE

CITY:

SANTA ROSA

ZIP CODE:

95403

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-569-2034

EXTENSION:

CONTACT EMAIL:

KIMM@NBRC.NET

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SONOMA COUNTY, NAPA COUNTY, SOLANO COUNTY

SUMMARY OF SERVICES:

THE NORTH BAY REGIONAL CENTER SERVES INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES IN SONOMA, NAPA, AND SOLANO COUNTIES. TRANSPORTATION IS PROVIDED TO THOSE WITH MENTAL RETARDATION, CEREBRAL PALSY, PEOPLE WITH BRAIN INJURIES BELOW AGE 18, AND PERSONS WITH OTHER DEVELOPMENTAL DISABILITIES. CHILDREN UNDER 3 WITH SPEECH DISABILITIES OR WHO NEED PHYSICAL/OCCUPATIONAL THERAPY ARE PROVIDED SERVICES (WITH SCHOOL CONTRIBUTION). NBRC WORKS WITH VENDORS TO PROVIDE TRANSPORTATION, INCLUDING TAXI TRIPS AND BUS/PARATRANSIT TRIPS.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

On Lok Senior Health Services

AGENCY MAILING ADDRESS:

1333 BUSH ST

CITY:

SAN FRANCISCO

ZIP CODE:

94109

COUNTY:

SAN FRANCISCO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-550-2262

EXTENSION:

CONTACT EMAIL:

INFO@ONLOK.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

ON LOK, INC. PROVIDES A HEALTH PLAN THAT INCORPORATES TRANSPORTATION FOR THE PLAN'S PARTICIPANTS TO AND FROM THEIR HOMES TO THEIR DAY HEALTH CENTERS, MEDICAL APPOINTMENTS, RECREATIONAL OUTINGS, ETC. DELIVERIES OF MEALS, MEDICINES, AND SUPPLIES ARE ALSO PROVIDED FOR THOSE WHO QUALIFY.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

Outreach & Escort, Inc.

AGENCY MAILING ADDRESS:

926 ROCK AVENUE, SUITE 10

CITY:

SAN JOSE

ZIP CODE:

95131

COUNTY:

SANTA CLARA

CONTACT NAME:

KATHRYN HEATLEY

CONTACT TITLE:

CEO

CONTACT PHONE:

408-436-2865

EXTENSION:

290

CONTACT EMAIL:

KATIEH@OUTREACH1.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SANTA CLARA COUNTY

SUMMARY OF SERVICES:

OUTREACH SERVES A DIVERSE COMMUNITY WITH A VARIETY OF TRANSPORTATION PROGRAMS TO MEET THE NEEDS OF THEIR CLIENTS. THESE PROGRAMS INCLUDE ADA PARATRANSIT, CALWORKS TRIPS, SENIOR RIDES, AND A VOLUNTEER RIDES PROGRAM.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Pace Solano

AGENCY MAILING ADDRESS:

419 MASON STREET, #118

CITY:

VACAVILLE

ZIP CODE:

95688

COUNTY:

SOLANO

CONTACT NAME:

GLORIA STANDAFER

CONTACT TITLE:

TRANSPORTATION MANAGER

CONTACT PHONE:

707-448-4574

EXTENSION:

CONTACT EMAIL:

GLORIA@PACESOLANO.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

NAPA COUNTY, SOLANO COUNTY

SUMMARY OF SERVICES:

PACE SOLANO SERVES APPROXIMATELY 387 INDIVIDUALS WITH DEVELOPMENTAL DISABILITIES AT 7 PROGRAM SITES IN SOLANO COUNTY. THEIR FLEET OF VEHICLES, NUMBERING 39, TRANSPORTS OVER 300 OF THESE CLIENTS TO DAY PROGRAMS AND JOB SITES THROUGHOUT SOLANO COUNTY.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

Palo Alto Shuttle Service

AGENCY MAILING ADDRESS:

250 HAMILTON AVE

CITY:

PALO ALTO

ZIP CODE:

94301

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-329-2520

EXTENSION:

CONTACT EMAIL:

SHUTTLE@CITYOFPALOALTO.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE CITY OF PALO ALTO'S SHUTTLE IS FREE AND OPEN TO EVERYONE. ALL SHUTTLES ARE WHEELCHAIR ACCESSIBLE. BUS STOPS ARE MARKED WITH A "PALO ALTO SHUTTLE" SIGN, A STICKER ON A REGULAR VTA BUS STOP SIGN, OR A "SHUTTLE" DECAL ON A STOP SIGN POLE IN RESIDENTIAL AREAS.

POPULATION(S) SERVED:

DISABILITIES-ADA, GENERAL PUBLIC



AGENCY NAME:

Peninsula Jewish Community Center

AGENCY MAILING ADDRESS:

800 FOSTER CITY BOULEVARD

CITY:

FOSTER CITY

ZIP CODE:

94404

COUNTY:

SAN MATEO

CONTACT NAME:

BETTY BURR

CONTACT TITLE:

PROGRAM MANAGER

CONTACT PHONE:

650-378-2698

EXTENSION:

CONTACT EMAIL:

BBURR@PJCC.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SAN MATEO COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC, PERSONS WITH PHYSICAL DISABILITIES



AGENCY NAME:

Peninsula Volunteers, Inc.

AGENCY MAILING ADDRESS:

500 ARBOR ROAD

CITY:

MENLO PARK

ZIP CODE:

94025

COUNTY:

SAN MATEO

CONTACT NAME:

BARBARA KALT

CONTACT TITLE:

DIRECTOR, ROSENER HOUSE ADULT DAY SERVICES

CONTACT PHONE:

650-322-0126

EXTENSION:

11

CONTACT EMAIL:

BKALT@PENINSULAVOLUNTEERS.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SAN MATEO COUNTY, SANTA CLARA COUNTY

SUMMARY OF SERVICES:

PENINSULA VOLUNTEERS, INC. SERVES SENIORS ON THE MID PENINSULA, GENERALLY MILLBRAE THROUGH SUNNYVALE. IT PROVIDES PROGRAMS AND SERVICES TO PROMOTE INDEPENDENCE AND THE ABILITY TO AGE IN PLACE: LITTLE HOUSE ACTIVITY CENTER-LIFE-LONG LEARNING FOR INDEPENDENT OLDER ADULTS; ROSENER HOUSE ADULT DAY SERVICES-THERAPEUTIC ACTIVITY PROGRAM FOR OLDER ADULTS WITH COGNITIVE AND PHYSICAL DISABILITIES; MEALS ON WHEELS-HOT MEALS DELIVERED TO HOMEBOUND SENIORS AND PEOPLE WITH DISABILITIES; AND 125 UNITS OF AFFORDABLE SENIOR HOUSING AT CRANE PLACE AND PARTRIDGE-KENNEDY APARTMENTS IN MENLO PARK.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

Peninsula Family Service

AGENCY MAILING ADDRESS:

24 SECOND AVENUE

CITY:

SAN MATEO

ZIP CODE:

94401

COUNTY:

SAN MATEO

CONTACT NAME:

ROB LAJOIE

CONTACT TITLE:

DIRECTOR, FINANCIAL EMPOWERMENT PROGRAM

CONTACT PHONE:

650-403-4300

EXTENSION:

4415

CONTACT EMAIL:

RLAJOIE@PENINSULAFAMILYSERVICE.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SAN MATEO COUNTY, SANTA CLARA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

POSSO Escort Program

AGENCY MAILING ADDRESS:

1115 E SANTA CLARA ST

CITY:

SAN JOSE

ZIP CODE:

95116

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

408-293-0877

EXTENSION:

CONTACT EMAIL:

MARY@PORTUGUESECENTER.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

POSSO'S ESCORT PROGRAM PROVIDES SCHEDULING, TRANSPORTATION, TRANSLATION AND INTERPRETATION, AS WELL AS ADVOCACY FOR THE SENIORS BY TRAINED PROFESSIONALS AND VOLUNTEERS SO THAT SENIORS MAY AVAIL THEMSELVES OF THOSE RESOURCES VITAL TO THEIR WELL-BEING AND HAPPINESS.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

PresidiGo

AGENCY MAILING ADDRESS:

34 GRAHAM ST, P.O. BOX 29052

CITY: SAN FRANCISCO **ZIP CODE:** 94129

COUNTY:
SAN FRANCISCO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE: 415-561-5418 **EXTENSION:**

CONTACT EMAIL:
PRESIDIO@PRESIDIOTRUST.GOV

AGENCY TYPE:
PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE PRESIDIGO SHUTTLE SYSTEM WELCOMES PARK VISITORS, RESIDENTS, AND EMPLOYEES TO TRAVEL FOR FREE. ALL SHUTTLE VEHICLES ARE FULL ACCESSIBLE AND INCLUDE BIKE RACKS. THERE ARE TWO SEPARATE SERVICES: DOWNTOWN (WEEKENDS ONLY), WHICH MAKES STOPS AT VARIOUS LOCATIONS IN DOWNTOWN SF; AND AROUND THE PARK (DAILY), WHICH RUNS ON TWO CONTINUOUS LOOPS: THE CRISSY FIELD ROUTE AND THE PRESIDIO HILLS ROUTE. PLEASE SEE THE WEBSITE FOR MORE INFORMATION.

POPULATION(S) SERVED:
DISABILITIES-ADA, GENERAL PUBLIC



AGENCY NAME:

Pro Transport-1

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-586-4041

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

COUNTIES SERVED:

SONOMA

SUMMARY OF SERVICES:

AMBULANCE, GURNEY VAN, WHEELCHAIR MEDICAL TRANSPORTATION; MEDICARE/MEDI-CAL PROVIDER

POPULATION(S) SERVED:



AGENCY NAME:

Redwood City Climate Best Express

AGENCY MAILING ADDRESS:

1150 BAYHILL DR, STE 107

CITY:

SAN BRUNO

ZIP CODE:

94066

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-588-1600

EXTENSION:

CONTACT EMAIL:

SHUTTLES@COMMUTE.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE REDWOOD CITY CLIMATE BEST EXPRESS PROVIDES ON-DEMAND SERVICE IN THE EASTERN PART OF REDWOOD CITY AND TWO STOPS OUTSIDE OF THE SERVICE AREA: VETERANS MEMORIAL SENIOR CENTER AND WOODSIDE PLAZA. IT OPERATES TUESDAY THROUGH SATURDAY (EXCEPT HOLIDAYS) FROM 10AM TO 5PM.

POPULATION(S) SERVED:

VETERANS



AGENCY NAME:

Redwood City Veterans Memorial Senior Center

AGENCY MAILING ADDRESS:

1455 MADISON AVE

CITY:

REDWOOD CITY

ZIP CODE:

94061

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-780-7270

EXTENSION:

CONTACT EMAIL:

MAIL@REDWOODCITY.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE VETERANS MEMORIAL SENIOR CENTER IS DEDICATED TO THE HEALTH AND WELLNESS OF OLDER ADULTS BY ENHANCING BODY, MIND AND SPIRIT. OUR COMMITMENT IS TO CREATE QUALITY PROGRAMS IN PARTNERSHIP WITH OLDER ADULTS IN ORDER TO MAINTAIN ACTIVE, HEALTHY LIFESTYLES AND PRESERVE QUALITY OF LIFE. TRANSPORTATION TO AND FROM THE CENTER IS AVAILABLE TUESDAY THROUGH THURSDAY FROM 9:00 AM TO 4:00 PM.

POPULATION(S) SERVED:

SENIORS, VETERANS



AGENCY NAME:

Regional Center of the East Bay

AGENCY MAILING ADDRESS:

7677 OAKPORT ST.

CITY:

OAKLAND

ZIP CODE:

94621

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-383-1226

EXTENSION:

CONTACT EMAIL:

LCORONA@RCEB.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

REGIONAL CENTER OF THE EAST BAY PROVIDES TRANSPORTATION TO PEOPLE OF ALL AGES TO AND FROM THEIR HOMES AND DAY PROGRAMS. SERVICE IS AVAILABLE MONDAY THROUGH FRIDAY.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

Rehabilitation Services of Northern California

AGENCY MAILING ADDRESS:

490 GOLF CLUB ROAD

CITY:

PLEASANT HILL

ZIP CODE:

94523

COUNTY:

CONTRA COSTA

CONTACT NAME:

DEBBIE TOTH

CONTACT TITLE:

CHIEF EXECUTIVE OFFICE

CONTACT PHONE:

925-682-6343

EXTENSION:

133

CONTACT EMAIL:

DTOTH@RSNC-CENTERS.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

REHABILITATION SERVICES OF NORTHERN CALIFORNIA PROVIDES DOOR THROUGH DOOR TRANSPORTATION TO AND FROM THE MT. DIABLO CENTER (MDC) ADULT DAY HEALTH CARE PROGRAM MONDAY THROUGH FRIDAY AND A NUTRITION / SHOPPING SHUTTLE FOR HOMEBOUND SENIOR CONCORD RESIDENTS DURING MDC'S PROGRAM HOURS. THE VEHICLE IS EQUIPPED WITH A WHEELCHAIR LIFT. MDC PARTICIPANTS AND NUTRITION / SHOPPING SHUTTLE RIDERS ARE BOTH LOW-INCOME SENIOR AND DISABLED POPULATIONS. THE PROGRAM SERVES THOSE WHO, DUE TO THEIR DISABILITIES AND LOW-INCOME STATUS, HAVE LITTLE OR NO OTHER OPTION FOR TRANSPORTATION. PARTICIPANTS IN THE ADULT DAY HEALTH CARE PROGRAM INCLUDE INDIVIDUALS WHO REQUIRE DAILY HEALTH CARE AND COGNITIVE NEEDS. THEY ARE PROVIDED WITH DAY TIME HEALTH CARE SERVICES, APPROPRIATE PROGRAM ACTIVITIES, A HOT LUNCH AT NOON, ALL IN A COMMUNAL SETTING. THEIR PARTICIPATION ALLOWS RESPITE TIME FOR THEIR CAREGIVERS.

POPULATION(S) SERVED:



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX D. INVENTORY OF TRANSPORTATION PROVIDERS

SENIORS, 60+ FRAIL, WELFARE RECIPIENTS AND/OR OTHER LOW-INCOME PERSONS, PERSONS WITH PHYSICAL DISABILITIES, PERSONS WITH EMOTIONAL AND/OR BEHAVIORAL DISABILITIES, PERSONS WITH COGNITIVE DISABILITIES, PERSONS WITH SENSORY IMPAIRMENTS



AGENCY NAME:

Richmond Paratransit

AGENCY MAILING ADDRESS:

2566 MACDONALD AVE

CITY:

RICHMOND

ZIP CODE:

94804

COUNTY:

CONTRA COSTA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-307-8030

EXTENSION:

CONTACT EMAIL:

TINA_HARRISON@CI.RICHMOND.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

SINCE 1976, THE MISSION OF RICHMOND PARATRANSIT IS TO PROVIDE SAFE AND RELIABLE TRANSPORTATION FOR SENIORS (65 AND OLDER) AND INDIVIDUALS WITH DISABILITIES SO AS TO IMPROVE THEIR ACCESS TO COMMUNITY SERVICES AND ACTIVITIES, TO DECREASE THEIR EXPERIENCE OF SOCIAL ISOLATION, AND TO ENHANCE THEIR ABILITIES TO REMAIN LIVING INDEPENDENTLY IN THEIR CHOSEN COMMUNITIES.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

Rio Vista Delta Breeze

AGENCY MAILING ADDRESS:

1 MAIN STREET

CITY:

RIO VISTA

ZIP CODE:

94571

COUNTY:

SOLANO

CONTACT NAME:

JOHN ANDOH

CONTACT TITLE:

TRANSIT & AIRPORT COORDINATOR

CONTACT PHONE:

707-374-5337

EXTENSION:

CONTACT EMAIL:

JANDOH@CI.RIO-VISTA.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

CONTRA COSTA COUNTY, SOLANO COUNTY

SUMMARY OF SERVICES:

RIO VISTA DELTA BREEZE PROVIDES A GENERAL PUBLIC DOOR TO DOOR DIAL-A-RIDE SERVICES THAT SERVES INCLUDES THE CITY LIMITS OF RIO VISTA AND ISLETON AS WELL AS DELTA RESORT COMMUNITIES BETWEEN THE TWO CITIES. RIO VISTA DELTA BREEZE OFFERS DEVIATED FIXED ROUTE BUS SERVICE WITHIN THE CITY OF RIO VISTA AND BETWEEN ISLETON, RIO VISTA, SUISUN CITY, PITTSBURG/BAY POINT BART STATION AND ANTIOCH WITH CONNECTIONS TO LODI. RIO VISTA DELTA BREEZE OPERATES A SENIOR SHUTTLE THAT PROVIDES SERVICE TO FAIRFIELD, VACAVILLE AND SUISUN CITY ON THE 1ST, 2ND AND 5TH WEDNESDAYS OF EACH MONTH, TO ANTIOCH/PITTSBURG ON THE 3RD WEDNESDAY, AND LODI ON THE 4TH WEDNESDAY. RIO VISTA RIO VISTA DELTA BREEZE FORMED A PARTNERSHIP WITH PRIDE VOLUNTEER PROGRAM, (OPERATED BY FAITH IN ACTION). RIO VISTA PROVIDES THE VEHICLES AND FAITH IN ACTION PROVIDES THE VOLUNTEERS IN PROVIDING TRANSPORTATION SERVICES TO SENIORS 60 AND OLDER TO VARIOUS DESTINATIONS SUCH AS TO AND FROM MEDICAL OR SOCIAL SERVICE PROGRAMS. DELTA BREEZE OFFERS A LOCAL TAXI SCRIP PROGRAM



FOR SENIORS 65 OR OLDER AND SOLANO INTERCITY TAXI SCRIP PROGRAM FOR ADA AMBULATORY PASSENGERS FOR RIO VISTA RESIDENTS.

POPULATION(S) SERVED:
GENERAL PUBLIC, DISABILITIES-ADA



AGENCY NAME:

Rohnert Park, Sunshine Bus

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-585-6780

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

COUNTIES SERVED:

SONOMA

SUMMARY OF SERVICES:

VAN RIDES BY APPOINTMENT, LIMITED HOURS AND DAYS.

POPULATION(S) SERVED:



AGENCY NAME:

Road Runners (El Camino Hospital)

AGENCY MAILING ADDRESS:

530 SOUTH DR

CITY:

MOUNTAIN VIEW

ZIP CODE:

94040

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-940-7016

EXTENSION:

CONTACT EMAIL:

PENDLISS@AVENIDAS.ORG

AGENCY TYPE:

COUNTIES SERVED:

SUMMARY OF SERVICES:

ROAD RUNNERS IS A TRANSPORTATION SERVICE PROVIDED BY DEDICATED EL CAMINO HOSPITAL AUXILIARY VOLUNTEERS. TRANSPORTATION IS PROVIDED FOR MEDICAL, DENTAL, AND EL CAMINO HOSPITAL OUTPATIENT SERVICES.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Saint Francis Memorial Hospital

AGENCY MAILING ADDRESS:

900 HYDE ST

CITY:

SAN FRANCISCO

ZIP CODE:

94109

COUNTY:

SAN FRANCISCO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-353-6352

EXTENSION:

CONTACT EMAIL:

WMCMAHON@CHW.EDU

AGENCY TYPE:

COUNTIES SERVED:

SUMMARY OF SERVICES:

SAINT FRANCIS MEMORIAL HOSPITAL, A MEMBER OF DIGNITY HEALTH, PROVIDES TRANSPORTATION FOR OUTPATIENT TREATMENT DEPARTMENTS (SUCH AS RADIATION ONCOLOGY, PHYSICAL THERAPY, COME-AND-GO SURGERY) AND DISCHARGES TO HOME OR OTHER FACILITIES AS NEEDED. SENIOR RIDES FOR MEDICAL APPOINTMENTS ARE ALSO PROVIDED, DEPENDING ON AVAILABILITY.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

SamTrans

AGENCY MAILING ADDRESS:

1250 SAN CARLOS AVE

CITY:

SAN CARLOS

ZIP CODE:

94402

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-508-6475

EXTENSION:

CONTACT EMAIL:

WELCHB@SAMTRANS.COM

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

SAMTRANS CONTRACTS WITH MV TRANSPORTATION TO PROVIDE TWO ADA-COMPLEMENTARY PARATRANSIT SERVICES: REDI-WHEELS AND REDICOAST.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

San Andreas Regional Center (San Jose)

AGENCY MAILING ADDRESS:

P.O. BOX 50002

CITY:

SAN JOSE

ZIP CODE:

95150

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

408-341-3444

EXTENSION:

CONTACT EMAIL:

SAMIKEC@SARC.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SAN ANDREAS REGIONAL CENTER CONTRACTS WITH MV TRANSPORTATION AND LAIDLAW (SANTA CRUZ), AS WELL AS A VARIETY OF OTHER TRANSPORTATION PROVIDERS, TO TRANSPORT THEIR DEVELOPMENTALLY DISABLED CLIENTS TO AND FROM THEIR DAY PROGRAMS ON WEEKDAYS. THE PICK UP TIMES ARE BETWEEN 8AM AND 10AM AND THEIR RETURN RIDES ARE BETWEEN 2PM AND 4PM.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

San Bruno Senior Center

AGENCY MAILING ADDRESS:

1555 CRYSYAL SPRINGS RD

CITY:

SAN BRUNO

ZIP CODE:

94066

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-616-7150

EXTENSION:

CONTACT EMAIL:

WMINES@SANBRUNO.CA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SAN BRUNO SENIOR CENTER PROVIDES A VARIETY OF CLASSES, PROGRAMS, WORSHOPS, SEMINARS, AND VOLUNTEER OPPORTUNITIES TO MORE THAN 250 ADULTS AGES 50+. TRANSPORTATION IS PROVIDED FROM DOOR-TO-DOOR FOR SAN BRUNO RESIDENTS. RESERVATIONS ARE REQUIRED AT LEAST 24 HOURS IN ADVANCE. SERVICE IS PROVIDED MONDAY THROUGH FRIDAY.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

San Francisco Dept of Aging and Adult Services

AGENCY MAILING ADDRESS:

1650 MISSION ST

CITY:

SAN FRANCISCO

ZIP CODE:

94103

COUNTY:

SAN FRANCISCO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-355-6786

EXTENSION:

CONTACT EMAIL:

BETSY.EDDY@SFGOV.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SF DEPT OF AGING PROVIDES FUNDING TO MUNI ACCESSIBLE SERVICES TO PROVIDE GROUP VAN AND SHOPPING TRIPS AND SOME RECREATIONAL TRIPS FOR SENIOR CENTERS.

POPULATION(S) SERVED:

SENIORS, LOW-INCOME PERSONS



AGENCY NAME:

San Francisco Municipal Transportation Agency

AGENCY MAILING ADDRESS:

1 SOUTH VAN NESS AVENUE, 7TH FLOOR

CITY:

SAN FRANCISCO

ZIP CODE:

94103

COUNTY:

SAN FRANCISCO

CONTACT NAME:

ANNETTE WILLIAMS

CONTACT TITLE:

MANAGER OF ACCESSIBLE SERVICES

CONTACT PHONE:

415-701-4444

EXTENSION:

CONTACT EMAIL:

ANNETTE.WILLIAMS@SFMTA.COM

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SAN FRANCISCO COUNTY

SUMMARY OF SERVICES:

THE SAN FRANCISCO MUNICIPAL TRANSPORTATION AGENCY PROVIDES 1.2 MILLION ANNUAL PARATRANSIT TRIPS TO ADA-ELIGIBLE PERSONS IN SAN FRANCISCO, USING A COMBINATION OF TAXI VOUCHERS, SHARED-RIDE LIFT VAN AND GROUP VAN PROVIDERS.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

San Francisco Veteran's Administration Medical Center

AGENCY MAILING ADDRESS:

4150 CLEMENT ST

CITY:

SAN FRANCISCO

ZIP CODE:

94121

COUNTY:

SAN FRANCISCO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-750-6613

EXTENSION:

CONTACT EMAIL:

KATHY.GOTSCHALL@MED.VA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE VA PROVIDES WHEELCHAIR ACCESSIBLE VANS/GUERNEY VANS AND AMBULANCE SERVICES THROUGH CONTRACTED PROVIDERS TO ELIGIBLE/AUTHORIZED BENEFICIARIES. WE ALSO HAVE VA STAFFED SHUTTLES TO AND FROM DESIGNATED AREAS AND VOLUNTEER DRIVERS FOR LOCAL TRIPS. THE DAV PROVIDES SHUTTLE SERVICE TO AND FROM THE VA WITH DONATED VEHICLES AND VOLUNTEER DRIVERS.

POPULATION(S) SERVED:

VETERANS



AGENCY NAME:

San Mateo County Aging & Adult Services

AGENCY MAILING ADDRESS:

225 37TH AVE

CITY:

SAN MATEO

ZIP CODE:

94403

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-573-3527

EXTENSION:

CONTACT EMAIL:

SMULLER@CO.SANMATEO.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SAN MATEO COUNTY AGING & ADULT SERVICES DEPARTMENT TRANSPORTS CLIENTS IN COUNTY-OWNED AND OPERATED VEHICLES. THE DEPT ALSO PROVIDES TAXI VOUCHERS AND BUS PASSES FOR HEALTH SERVICES AND RELATED TRANSPORTATION.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

San Mateo County Human Services Agency

AGENCY MAILING ADDRESS:

217 92ND STREET

CITY:

DALY CITY

ZIP CODE:

94015

COUNTY:

SAN MATEO

CONTACT NAME:

LINDA HOLMAN

CONTACT TITLE:

HUMAN SERVICES MANAGER

CONTACT PHONE:

650-301-8732

EXTENSION:

CONTACT EMAIL:

LHOLMAN@SMCHSA.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SAN MATEO COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

San Mateo County Transit District

AGENCY MAILING ADDRESS:

1250 SAN CARLOS AVENUE

CITY:

SAN CARLOS

ZIP CODE:

94070

COUNTY:

SAN MATEO

CONTACT NAME:

CORINNE GOODRICH

CONTACT TITLE:

MANAGER, STRATEGIC DEVELOPMENT

CONTACT PHONE:

650-508-6367

EXTENSION:

CONTACT EMAIL:

GOODRICHC@SAMTRANS.COM

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SAN MATEO COUNTY

SUMMARY OF SERVICES:

SAMTRANS BUS SERVICE, REDI-WHEELS PARATRANSIT SERVICE, CALTRAIN COMMUTER RAIL AND THE SAN MATEO COUNTY TRANSPORTATION AUTHORITY.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

San Mateo County Transit District - Mobility Ambassador Program

AGENCY MAILING ADDRESS:

1250 SAN CARLOS AVENUE

CITY:

SAN CARLOS

ZIP CODE:

94070

COUNTY:

SAN MATEO

CONTACT NAME:

CORINNE GOODRICH

CONTACT TITLE:

MANAGER, STRATEGIC DEVELOPMENT

CONTACT PHONE:

650-508-6367

EXTENSION:

CONTACT EMAIL:

GOODRICHC@SAMTRANS.COM

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SAN MATEO COUNTY

SUMMARY OF SERVICES:

THE MOBILITY AMBASSADOR PROGRAM TRAINS VOLUNTEER AMBASSADORS TO HELP OLDER ADULTS AND PEOPLE WITH DISABILITIES UNDERSTAND THEIR MOBILITY OPTIONS AND TRAINS THEM TO RIDE THE BUS.

POPULATION(S) SERVED:

SENIORS, 60+ ABLE-BODIED, PERSONS WITH PHYSICAL DISABILITIES



AGENCY NAME:

San Mateo Senior Center

AGENCY MAILING ADDRESS:

2645 ALAMEDA DE LAS PULGAS

CITY:

SAN MATEO

ZIP CODE:

94403

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-522-7490

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SAN MATEO SENIOR CENTER HOSTS A VIBRANT MIX OF ACTIVITIES. ON ANY GIVEN DAY AT THE CENTER, THERE MAY BE A VARIETY OF DIFFERENT PROGRAM, INCLUDING BINGO, BOOK DISCUSSION CLUB, DROP IN BOARD GAMES, ESL CLASSES, THE SENIOR CENTER BAND, THE SENIOR CENTER CHORUS, AND OTHERS. THERE IS ALSO A LUNCHTIME MENU AVAILABLE. THIS SENIOR CENTER PROVIDES TRANSPORTATION FOR LOCAL GROUP GROCERY SHOPPING TRIPS ON THE FIRST AND THIRD THURSDAYS OF THE MONTH (\$3.00 ROUND TRIP).

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

San Ramon Senior Center

AGENCY MAILING ADDRESS:

9300 ALCOSTA BLVD

CITY:

SAN RAMON

ZIP CODE:

94583

COUNTY:

CONTRA COSTA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

925-973-3271

EXTENSION:

CONTACT EMAIL:

BMERTZ@SANRAMON.CA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SAN RAMON SENIOR CENTER PROVIDES VAN SERVICE TO SENIORS AGES 55 AND OVER TO AND FROM THE SENIOR CENTER. THE SAN RAMON SENIOR CENTER EXPRESS VAN ALSO PROVIDES SERVICE TO LOCAL GROCERY AND DRUG STORES ON THURSDAYS (FOR SENIOR CENTER, SUNNY GLENN, AND VILLA SAN RAMON CLIENTS).

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Santa Clara County Social Services Agency

AGENCY MAILING ADDRESS:

333 WEST JULIAN

CITY:

SAN JOSE

ZIP CODE:

95110

COUNTY:

SANTA CLARA

CONTACT NAME:

DANA MCQUARY

CONTACT TITLE:

POLICY AND PLANNING MANAGER

CONTACT PHONE:

408-755-7768

EXTENSION:

CONTACT EMAIL:

DANA.MCQUARY@SSA.SCCGOV.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

POPULATION(S) SERVED:



AGENCY NAME:

Santa Clara Valley Transportation Authority

AGENCY MAILING ADDRESS:

3331 N. FIRST STREET

CITY:

SAN JOSE

ZIP CODE:

95134

COUNTY:

SANTA CLARA

CONTACT NAME:

DAVID LEDWITZ

CONTACT TITLE:

MANAGEMENT ANALYST

CONTACT PHONE:

408-321-7034

EXTENSION:

CONTACT EMAIL:

DAVID.LEDWITZ@VTA.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SANTA CLARA COUNTY

SUMMARY OF SERVICES:

THE SANTA CLARA VALLEY TRANSPORTATION AUTHORITY (VTA) IS A SPECIAL-PURPOSE DISTRICT RESPONSIBLE FOR PUBLIC TRANSIT SERVICES, CONGESTION MANAGEMENT, SPECIFIC HIGHWAY IMPROVEMENT PROJECTS, AND COUNTYWIDE TRANSPORTATION PLANNING FOR SANTA CLARA COUNTY, CALIFORNIA, UNITED STATES. VTA OPERATES THREE LIGHT RAIL LINES, A NUMBER OF BUS LINES, AND PARATRANSIT SERVICE. VTA IS A MEMBER AGENCY OF PENINSULA CORRIDOR JOINT POWERS BOARD THAT MANAGES CALTRAIN COMMUTER RAIL, PROVIDING ONE-THIRD OF ANNUAL OPERATING FUNDS AND ALL THE FUNDING FOR SPECIFIC IMPROVEMENT PROJECTS WITHIN SANTA CLARA COUNTY. VTA IS ALSO A MEMBER AGENCY OF CAPITOL CORRIDOR JOINT POWERS AUTHORITY THAT MANAGES CAPITOL CORRIDOR INTERCITY RAIL SERVICE. AS VTA COVERS SANTA CLARA COUNTY IN GENERAL, IT SERVES THE MAJOR CORE CITY OF SAN JOSE (WHERE VTA IS BASED AND HEADQUARTERED), WITH SERVICE TO THE OTHER MUNICIPALITIES OF THE COUNTY. EXPRESS BUS SERVICE IS PROVIDED TO NEARBY FREMONT WHERE IT CONNECTS WITH BART; IT PARTNERS WITH HIGHWAY 17 EXPRESS TO PROVIDE SERVICE TO SANTA CRUZ AND PARTNERS WITH DUMBARTON EXPRESS TO PROVIDE TRANSBAY



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX D. INVENTORY OF TRANSPORTATION PROVIDERS

SERVICE BETWEEN UNION CITY AND STANFORD UNIVERSITY. BESIDES PROVIDING TRANSIT SERVICES TO RESIDENTS OF SANTA CLARA COUNTY, VTA ALSO MANAGES COUNTYWIDE HIGHWAY PROJECTS THAT USES COUNTY SALES TAX REVENUES, IN CONJUNCTION WITH CALTRANS. IN THIS ROLE, VTA WAS RESPONSIBLE FOR SEVERAL HIGHWAY PROJECTS SUCH AS WIDENING PORTIONS OF US 101 BETWEEN SAN JOSE AND MORGAN HILL, AND INTERSTATE 880 WITHIN SANTA CLARA COUNTY. VTA WILL ALSO BE THE LEADING AGENCY IN SR 152/SR 156 INTERCHANGE AND FUTURE WIDENING PROJECTS.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Say Hi Seniors Support Group

AGENCY MAILING ADDRESS:

400 S SAN ANTONIO RD

CITY:

LOS ALTOS

ZIP CODE:

94022

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-559-8810

EXTENSION:

CONTACT EMAIL:

VONTECH@IX.NETCOM.COM

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SAY HI SENIORS SUPPORT GROUP PROVIDES RIDES TO SENIORS AND OTHERS WHO NEED SERVICES. THEIR SERVICES INCLUDE PROVIDING LOCAL 20-MINUTE RIDES, IN-HOME CARE, HANDYMAN HELP AND INFORMATION ON IDENTITY THEFT PROTECTION AND EMERGENCY RESPONSE PROCEDURES TO SENIORS LIVING IN THE SAN ANTONIO HILLS.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Sebastopol Area Senior Center

AGENCY MAILING ADDRESS:

167 NO MAIN STREET

CITY:

SEBASTOPOL

ZIP CODE:

95401

COUNTY:

SONOMA

CONTACT NAME:

DEAN BRITTINGHAM

CONTACT TITLE:

TRANSPORTATION COORDINATOR

CONTACT PHONE:

707-829-2440

EXTENSION:

116

CONTACT EMAIL:

DEAN@SEBASTOPOLSENIORCENTER.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SEBASTOPOL AREA SENIOR CENTER IS THE OLDEST CONTINUOUSLY OPERATING SENIOR CENTER IN SONOMA COUNTY, ESTABLISHED IN 1969. OUR MISSION IS THREEFOLD: 1) TO CREATE AND MAINTAIN AN ENVIRONMENT THAT ENCOURAGES INDEPENDENCE FOR SENIORS, PROVIDES LEARNING, SOCIAL AND RECREATIONAL OPPORTUNITIES IN PURSUIT OF A FULFILLING, HEALTHFUL LIFE; 2) TO PROVIDE RESOURCES AND REFERRALS FOR SENIORS, THEIR FAMILY MEMBERS, AND OTHER CONCERNED INDIVIDUALS; 3) TO HELP THE GREATER COMMUNITY UNDERSTAND THE AGING PROCESS AND THE ISSUES THAT SURROUND THAT PROCESS.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Senior Coastsiders

AGENCY MAILING ADDRESS:

535 KELLY AVENUE

CITY:

HALF MOON BAY

ZIP CODE:

94019

COUNTY:

SAN MATEO

CONTACT NAME:

CARA SCHMALJOHN

CONTACT TITLE:

EXECUTIVE DIRECTOR

CONTACT PHONE:

650-726-9056

EXTENSION:

CONTACT EMAIL:

CARASCHMAL@AOL.COM

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SAN MATEO COUNTY

SUMMARY OF SERVICES:

SENIOR COASTSIDERS OWNS 2 BUSES AND PROVIDES SERVICE TO SENIORS ON THE SAN MATEO COAST SIDE FROM MONTARA THROUGH HALF MOON BAY

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Senior Helpline Services

AGENCY MAILING ADDRESS:

1035A CAROL LANE

CITY:

LAFAYETTE

ZIP CODE:

94549

COUNTY:

CONTRA COSTA

CONTACT NAME:

ELAINE WELCH

CONTACT TITLE:

EXECUTIVE DIRECTOR

CONTACT PHONE:

925-284-6699

EXTENSION:

CONTACT EMAIL:

ELAINE@SENIORHELPLINE.NET

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

ALAMEDA COUNTY, CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

SENIORS, 60+ FRAIL, WELFARE RECIPIENTS AND/OR OTHER LOW-INCOME PERSONS, DISABILITIES-ADA



AGENCY NAME:

Seniors in Action

AGENCY MAILING ADDRESS:

540 CRESPI DR

CITY:

PACIFICA

ZIP CODE:

94044

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-738-7384

EXTENSION:

CONTACT EMAIL:

LANGEJ@CI.PACIFICA.CA.US

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SENIORS IN ACTION VAN TRANSPORTS SENIORS TO AND FROM THE PACIFICA SENIOR CENTER MONDAY THROUGH FRIDAY DURING THE MIDDAY WITH 24-HOUR PHONE NOTICE. THE CENTER SCHEDULES TWO GROUP SHOPPING TRIPS PER MONTH TO LOCAL DESTINATIONS. INDIVIDUAL REQUESTS FOR TRANSPORTATION TO MEDICAL APPOINTMENTS WILL BE ACCOMMODATED AS THE SCHEDULE PERMITS AND MUST BE REQUESTED AT LEAST 72 HOURS IN ADVANCE.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Silver Ride

AGENCY MAILING ADDRESS:

425 DIVISADERO ST, STE 201

CITY:

SAN FRANCISCO

ZIP CODE:

94117

COUNTY:

SAN FRANCISCO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-861-7433

EXTENSION:

CONTACT EMAIL:

INFO@SILVERRIDE.COM

AGENCY TYPE:

COUNTIES SERVED:

SUMMARY OF SERVICES:

SILVER RIDE WAS ESTABLISHED TO SUPPORT THE DIRECT NEEDS OF OLDER ADULTS, THEIR CHILDREN, CAREGIVERS, AND SENIOR COMMUNITIES LOOKING FOR SENIOR-FOCUSED AND SENIOR-FRIENDLY SERVICES. THEIR SERVICES INCLUDE ONE WAY, ROUND-TRIP, OR MULTI-STOP RIDES FOR A VARIETY OF TRIP PURPOSES.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Solano County Transit (SolTrans)

AGENCY MAILING ADDRESS:

311 SACRAMENTO STREET, SUITE A

CITY:

VALLEJO

ZIP CODE:

94590

COUNTY:

SOLANO

CONTACT NAME:

PHILIP KAMHI

CONTACT TITLE:

PLANNING AND OPERATIONS MANAGER

CONTACT PHONE:

707-648-4048

EXTENSION:

CONTACT EMAIL:

PHILIP@SOLTRANSRIDE.COM

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

CONTRA COSTA COUNTY, SAN FRANCISCO COUNTY, SOLANO COUNTY

SUMMARY OF SERVICES:

SOLTRANS OPERATES LOCAL BUS SERVICE WITHIN THE SOLANO COUNTY CITIES OF VALLEJO AND BENICIA, AND EXPRESS BUS SERVICE TO FAIRFIELD, AND TO BART STATIONS IN THE CONTRA COSTA COUNTY COMMUNITIES OF EL CERRITO, PLEASANT HILL AND WALNUT CREEK. AS A COMPLEMENT TO WETA'S SAN FRANCISCO BAY FERRY SERVICE, SOLTRANS OPERATES AN EXPRESS ROUTE TO THE SAN FRANCISCO FERRY TERMINAL. SEVEN LOCAL FIXED ROUTES SERVE VALLEJO, FOUR LIMITED SERVICE ROUTES OPERATE DURING SCHOOL IN-SERVICE DATES WITHIN VALLEJO AND BENICIA, AND FIVE INTERCITY ROUTES CONNECT TO SURROUNDING AREAS. GENERAL TRANSIT WITHIN BENICIA IS PROVIDED THROUGH A SOLTRANS DIAL-A-RIDE SERVICE. IN ADDITION TO FIXED ROUTE SERVICE, SOLTRANS PROVIDES ADA COMPLEMENTARY PARATRANSIT BUS SERVICE, AND ADMINISTERS TAXI SCRIP PROGRAMS. SOLTRANS LOCAL TAXI SCRIP PROGRAM SERVES SENIORS 65+, MEDICARE CARDHOLDERS AND PERSONS WITH DISABILITIES AS DEFINED BY THE REGIONAL TRANSIT CONNECTION DISCOUNT CARD PROGRAM. SOLANO COUNTY'S INTERCITY TAXI SCRIP PROGRAM IS AN INNOVATIVE, AWARD



WINNING PROGRAM THAT PROVIDES DIRECT SERVICE BETWEEN CITIES IN SOLANO COUNTY FOR AMBULATORY ADA PARATRANSIT QUALIFIED INDIVIDUALS.

POPULATION(S) SERVED:
GENERAL PUBLIC, DISABILITIES-ADA



AGENCY NAME:

Sonoma County Transit

AGENCY MAILING ADDRESS:

355 W ROBLES AVE

CITY:

SANTA ROSA

ZIP CODE:

95407

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-585-7516

EXTENSION:

CONTACT EMAIL:

COMMENTS@SCTTRANSIT.COM

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

SONOMA COUNTY TRANSIT PROVIDES LOCAL AND INTERCITY FIXED-ROUTE AND PARATRANSIT SERVICE TO SONOMA COUNTY. LOCAL SERVICE IS PROVIDED IN THE CITIES OF ROHNERT PARK, SEBASTOPOL, SONOMA, AND THE TOWN OF WINDSOR. INTERCITY SERVICE IS PROVIDED BETWEEN ALL UNINCORPORATED CITIES IN SONOMA COUNTY AS WELL AS THE RUSSIAN RIVER AREA.

POPULATION(S) SERVED:

DISABILITIES-ADA, GENERAL PUBLIC



AGENCY NAME:

South San Francisco Senior Center

AGENCY MAILING ADDRESS:

601 GRAND AVE

CITY:

SOUTH SAN FRANCISCO

ZIP CODE:

94080

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-829-3824

EXTENSION:

CONTACT EMAIL:

JOE.HUNZIKER@SSF.NET

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SOUTH SAN FRANCISCO SENIOR CENTER TRANSPORTATION SERVICE IS PRIMARILY USED TO TRANSPORT CLIENTS IN THE ADULT DAY CARE PROGRAM TO AND FROM THEIR HOMES. TRANSPORTATION TO THE EL CAMINO SENIOR CENTER AND MAGNOLIA CENTER MAY BE AVAILABLE DEPENDENT UPON THE PICK-UP LOCATION AND TIME.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

SteppingStone

AGENCY MAILING ADDRESS:

930 FOURTH STREET

CITY:

SAN FRANCISCO

ZIP CODE:

94158

COUNTY:

SAN FRANCISCO

CONTACT NAME:

MOLI STEINERT

CONTACT TITLE:

EXECUTIVE DIRECTOR

CONTACT PHONE:

415-974-6784

EXTENSION:

25

CONTACT EMAIL:

MOLISTEINERT@STEPPINGSTONEHEALTH.ORG

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SAN FRANCISCO COUNTY

SUMMARY OF SERVICES:

STEPPINGSTONE PROVIDES DOOR-TO-DOOR TRANSPORTATION FROM CLIENTS' HOMES IN SAN FRANCISCO TO AND FROM ONE OF THEIR FOUR ADULT DAY HEALTH CENTERS, INCLUDING GOLDEN GATE, MABINI, MISSION CREEK, OR PRESENTATION.

POPULATION(S) SERVED:

DISABILITIES-ADA, WELFARE RECIPIENTS AND/OR OTHER LOW-INCOME PERSONS, MILITARY SERVICE MEMBERS, VETERANS AND THEIR FAMILIES



AGENCY NAME:

The Presidio Trust

AGENCY MAILING ADDRESS:

103 MONTGOMERY

CITY:

SAN FRANCISCO

ZIP CODE:

94129

COUNTY:

SAN FRANCISCO

CONTACT NAME:

MARK HELMBRECHT

CONTACT TITLE:

TRANSPORTATION PROGRAM MANAGER

CONTACT PHONE:

415-561-5438

EXTENSION:

CONTACT EMAIL:

TRANSPORTATION@PRESIDIOTRUST.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SAN FRANCISCO COUNTY

SUMMARY OF SERVICES:

WE ARE A NATIONAL PARK WHICH IS A FORMER ARMY POST. WE HAVE 3000 RESIDENTS AND 4500 EMPLOYEES OF VARIOUS TENANT ORGANIZATION PLUS MILLIONS OF ANNUAL PARK VISITORS.

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

Town of Colma

AGENCY MAILING ADDRESS:

1190 EL CAMINO REAL

CITY:

COLMA

ZIP CODE:

94014

COUNTY:

SAN MATEO

CONTACT NAME:

MICHAEL P. LAUGHLIN

CONTACT TITLE:

CITY PLANNER

CONTACT PHONE:

650-757-8888

EXTENSION:

CONTACT EMAIL:

MICHAEL.LAUGHLIN@COLMA.CA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

POPULATION(S) SERVED:



AGENCY NAME:

Town of Danville

AGENCY MAILING ADDRESS:

510 LA GONDA WAY

CITY:

DANVILLE

ZIP CODE:

94526

COUNTY:

CONTRA COSTA

CONTACT NAME:

ANDY DILLARD

CONTACT TITLE:

TRAFFIC ENGINEERING ASSOCIATE

CONTACT PHONE:

925-314-3384

EXTENSION:

CONTACT EMAIL:

ADILLARD@DANVILLE.CA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

POPULATION(S) SERVED:



AGENCY NAME:

Transportation Reimbursement for Independence Program

AGENCY MAILING ADDRESS:

24 SECOND AVE

CITY:

SAN MATEO

ZIP CODE:

94401

COUNTY:

SAN MATEO

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-780-7546

EXTENSION:

CONTACT EMAIL:

INFO@PENINSULAFAMILYSERVICE.ORG

AGENCY TYPE:

COUNTIES SERVED:

SUMMARY OF SERVICES:

PENINSULA FAMILY SERVICE PROVIDES A VARIETY OF SERVICES TO RESIDENTS OF SAN MATEO COUNTY, INCLUDING THEIR TRANSPORTATION REIMBURSEMENT FOR INDEPENDENCE PROGRAM (TRIP). TRIP TARGETS SENIORS WHO ARE UNABLE TO USE SAMTRANS OR REDI-WHEELS PARATRANSIT SERVICES. SENIORS ARE EXPECTED TO RECRUIT THEIR OWN VOLUNTEER DRIVERS (FRIENDS, FAMILY, ETC.), ARRANGE THEIR OWN RIDES, AND SUBMIT A MONTHLY REPORT TO TRIP STAFF FOR MILEAGE REIMBURSEMENT.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Tri Delta Transit

AGENCY MAILING ADDRESS:

801 WILBUR DR

CITY:

ANTIOCH

ZIP CODE:

94509

COUNTY:

CONTRA COSTA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

925-754-6622

EXTENSION:

CONTACT EMAIL:

SPONTE@ECCTA.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

TRI DELTA TRANSIT CONTRACTS WITH LAIDLAW TRANSIT SERVICES TO PROVIDE FIXED-ROUTE PARATRANSIT RIDES TO ELIGIBLE CLIENTS. TRI DELTA ALSO FUNDS THE ANTIOCH SENIOR BUS, WHICH PROVIDES FREE TRANSPORTATION TO AND FROM THE ANTIOCH SENIOR CENTER AND CLIENTS' HOMES. THE ANTIOCH SENIOR BUS ALSO PROVIDES RIDES FOR SENIORS TO ADDITIONAL LOCATIONS AT A COST OF \$0.50 PER TRIP FOR A MAXIMUM OF THREE RIDES/LOCATIONS PER DAY.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA, GENERAL PUBLIC



AGENCY NAME:

UBF Transport Services

AGENCY MAILING ADDRESS:

1605 S MAIN ST, STE 108

CITY:

MILPITAS

ZIP CODE:

95035

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

408-263-1234

EXTENSION:

CONTACT EMAIL:

INFO@UBFTRANSPORT.COM

AGENCY TYPE:

COUNTIES SERVED:

SUMMARY OF SERVICES:

UBF TRANSPORT SERVICES PROVIDES PROFESSIONAL, DOOR-TO-DOOR MEDICAL TRANSPORTATION FOR ALL AMBULATORY AND WHEELCHAIR-BOUND PASSENGERS. SERVICES INCLUDE REGULARLY SCHEDULED TRIP FOR DIALYSIS AND INFUSION CENTERS PATIENTS; HANDICAPPED INDIVIDUALS; SENIOR CITIZENS; AND CHILDREN WITH SPECIAL NEEDS.

POPULATION(S) SERVED:

SENIORS



AGENCY NAME:

Union City Paratransit

AGENCY MAILING ADDRESS:

34009 ALVARDO-NILES RD

CITY:

UNION CITY

ZIP CODE:

94587

COUNTY:

ALAMEDA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-675-5409

EXTENSION:

CONTACT EMAIL:

WLEE@CI.UNION-CITY.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

UNION CITY PARATRANSIT IS A SERVICE OF UNION CITY TRANSIT AND THE CITY OF UNION CITY. UNION CITY PARATRANSIT PROVIDES SERVICES REQUIRED UNDER THE AMERICANS WITH DISABILITIES ACT (ADA). SERVICES ARE PARTIALLY FUNDED BY THE MEASURE B SALES TAX OF ALAMEDA COUNTY.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

Vacaville City Coach

AGENCY MAILING ADDRESS:

650 MERCHANT STREET

CITY:

VACAVILLE

ZIP CODE:

95688

COUNTY:

SOLANO

CONTACT NAME:

BRIAN MCLEAN

CONTACT TITLE:

TRANSIT MANAGER

CONTACT PHONE:

707-449-5330

EXTENSION:

CONTACT EMAIL:

BMCLEAN@CITYOFVACAVILLE.COM

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SOLANO COUNTY

SUMMARY OF SERVICES:

VACAVILLE CITY COACH OPERATES A PUBLIC TRANSIT SYSTEM THAT PROVIDES FIXED ROUTE AND COMPLEMENTARY PARATRANSIT SERVICE WITHIN THE CITY OF VACAVILLE IN ADDITION TO PROVIDING A SUBSIDIZED LOCAL TAXI SCRIP PROGRAM FOR LOCAL RESIDENTS AGE 62 OR OLDER AND INTERCITY TAXI SCRIP PROGRAM FOR ADA CERTIFIED, AMBULATORY RESIDENTS OF VACAVILLE. THE CITY'S TRANSIT PROGRAM ALSO PROVIDES A COMPREHENSIVE TRAVEL TRAINING/TRANSIT AMBASSADOR PROGRAM FOR CITIZENS THAT HAVE A DESIRE TO MAXIMIZE THE BENEFITS OF PUBLIC TRANSIT. FINALLY, VACAVILLE CITY COACH HAS PARTNERED WITH OPPORTUNITY HOUSE (THE CITY OF VACAVILLE'S HOMELESS SHELTER) TO PROVIDE TRANSPORTATION SERVICES AND TRAVEL TRAINING FOR THEIR CLIENTS.

POPULATION(S) SERVED:

DISABILITIES-ADA, GENERAL PUBLIC



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APPENDIX D. INVENTORY OF TRANSPORTATION PROVIDERS



AGENCY NAME:

Veterans Administration (Contra Costa County)

AGENCY MAILING ADDRESS:

10 DOUGLAS DR, #100

CITY:

MARTINEZ

ZIP CODE:

94553

COUNTY:

CONTRA COSTA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

925-313-1481

EXTENSION:

CONTACT EMAIL:

BANGURA.THOMASP@MED.VA.GOV

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE MISSION OF THE VA (CONTRA COSTA COUNTY) IS TO PROVIDE ASSISTANCE AND ADVOCACY TO THE MEN AND WOMEN WHO SERVED IN THE ARMED FORCES OF AMERICA, THEIR DEPENDENTS AND SURVIVORS, AND THE GENERAL PUBLIC IN OBTAINING BENEFITS/ENTITLEMENTS FROM THE U.S. DEPARTMENT OF VETERANS AFFAIRS, DEPARTMENT OF DEFENSE, AND STATE AND LOCAL PROGRAMS FOR VETERANS AND THEIR FAMILIES.

POPULATION(S) SERVED:

VETERANS



AGENCY NAME:

Veterans Administration (Santa Clara County)

AGENCY MAILING ADDRESS:

3801 MIRANDA AVE

CITY:

PALO ALTO

ZIP CODE:

94306

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

650-493-5000

EXTENSION:

CONTACT EMAIL:

KEN.KERSHAW@VETS.SCCGOV.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

THE SANTA CLARA COUNTY VETERANS ADMINISTRATION PROVIDES RIDES FOR VETS WHO MEET CERTAIN ELIGIBILITY REQUIREMENTS TO AND FROM THE V.A. HOSPITAL ONLY.

POPULATION(S) SERVED:

VETERANS



AGENCY NAME:

Vets Day Respite

AGENCY MAILING ADDRESS:

80 GREAT OAKS BLVD

CITY:

SAN JOSE

ZIP CODE:

95119

COUNTY:

SANTA CLARA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

408-363-3001

EXTENSION:

CONTACT EMAIL:

SUEANN.MCLEAN@VA.GOV

AGENCY TYPE:

COUNTIES SERVED:

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

VETERANS



AGENCY NAME:

Vintage House Senior Center – Volunteer Driver

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-996-0311

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

COUNTIES SERVED:

SONOMA

SUMMARY OF SERVICES:

FREE NON-MEDICA RIDES FOR SENIORS. CALL AHEAD TO SCHEDULE.

POPULATION(S) SERVED:

VETERANS



AGENCY NAME:

Volunteer Center of Sonoma County / Volunteer Wheels

AGENCY MAILING ADDRESS:

153 STONY CIRCLE, SUITE 100

CITY:

SANTA ROSA

ZIP CODE:

95401

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-573-3399

EXTENSION:

CONTACT EMAIL:

COMMENTS@SCTRANSIT.COM

AGENCY TYPE:

PRIVATE, NON-PROFIT

COUNTIES SERVED:

SONOMA COUNTY

SUMMARY OF SERVICES:

UNDER CONTRACT WITH SONOMA COUNTY TRANSIT, VOLUNTEER WHEELS PROVIDES DOOR-TO-DOOR ADA PARATRANSIT SERVICES THROUGHOUT SONOMA COUNTY FOR ELIGIBLE PERSONS WITH DISABILITIES.

POPULATION(S) SERVED:

DISABILITIES-ADA



AGENCY NAME:

WCCTAC

AGENCY MAILING ADDRESS:

13831 SAN PABLO AVENUE

CITY:

SAN PABLO

ZIP CODE:

94806

COUNTY:

CONTRA COSTA

CONTACT NAME:

JOANNA PALLOCK

CONTACT TITLE:

PROJECT MANAGER

CONTACT PHONE:

510-215-3053

EXTENSION:

CONTACT EMAIL:

JOANNAP@CI.SAN-PABLO.CA.US

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

CONTRA COSTA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



AGENCY NAME:

WestCAT

AGENCY MAILING ADDRESS:

601 WALTER AVE

CITY:

PINOLE

ZIP CODE:

94564

COUNTY:

CONTRA COSTA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

510-724-3331

EXTENSION:

CONTACT EMAIL:

ROBIN@WESTCAT.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

WESTCAT PROVIDES FIXED-ROUTE AND PARATRANSIT SERVICES INCLUDING ADA, SENIOR RIDES FOR CLIENTS OVER 65 YEARS OF AGE, AND RIDES FOR THE GENERAL PUBLIC IN INACCESSIBLE AREAS AND ON SATURDAYS.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA, GENERAL PUBLIC



AGENCY NAME:

Wheelchair Express

AGENCY MAILING ADDRESS:

CITY:

ZIP CODE:

COUNTY:

SONOMA

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

707-573-3055

EXTENSION:

CONTACT EMAIL:

AGENCY TYPE:

COUNTIES SERVED:

SONOMA

SUMMARY OF SERVICES:

WHEELCHAIR TRANSPORTATION. MEDI-CAL ACCEPTED.

POPULATION(S) SERVED:



AGENCY NAME:

Whistlestop

AGENCY MAILING ADDRESS:

930 TAMALPAIS AVE

CITY:

SAN RAFAEL

ZIP CODE:

94901

COUNTY:

MARIN

CONTACT NAME:

CONTACT TITLE:

CONTACT PHONE:

415-456-9062

EXTENSION:

CONTACT EMAIL:

TERRY.SCUSSEL@WHISTLESTOP.ORG

AGENCY TYPE:

PUBLIC AGENCY

COUNTIES SERVED:

SUMMARY OF SERVICES:

WHISTLESTOP PROVIDES PARATRANSIT SERVICES FOR ELDERLY AND DISABLED PERSONS OF MARIN COUNTY THAT ARE ADA-ELIGIBLE. TRANSPORTATION IS PROVIDED FOR A VARIETY OF PROGRAMS, INCLUDING ADULT DAY CARE, ECUMENICAL ASSOCIATION FOR HOUSING, MEDICAL APPOINTMENTS, AND SENIOR-FRIENDLY SHUTTLE SERVICES IN NOVATO.

POPULATION(S) SERVED:

SENIORS, DISABILITIES-ADA



AGENCY NAME:

Yellow Checker Cab Co., Inc.

AGENCY MAILING ADDRESS:

1880 S 7TH STREET

CITY:

SAN JOSE

ZIP CODE:

95112

COUNTY:

SANTA CLARA

CONTACT NAME:

LARRY SILVA

CONTACT TITLE:

GENERAL MANAGER

CONTACT PHONE:

408-286-3400

EXTENSION:

1205

CONTACT EMAIL:

LSILVA@YCCAB.COM

AGENCY TYPE:

PRIVATE, FOR PROFIT

COUNTIES SERVED:

SAN MATEO COUNTY, SANTA CLARA COUNTY

SUMMARY OF SERVICES:

POPULATION(S) SERVED:

GENERAL PUBLIC



Appendix E. Public Comments

This section documents public comments received during the 2012 Coordinated Plan update outreach process, as well as the more extensive, county-level outreach conducted to develop the elderly and disabled component of the original 2007 Coordinated Plan. The outreach process is described in Chapter 5 of the Coordinated Plan document.

Comments on the Coordinated Plan Update Process

Below are comments collected from participants during various outreach meetings held during the 2012 Update to the Coordinated Public Transit-Human Services Transportation Plan. Comments were also solicited through MTC’s 2012 Coordinated Plan Update website (<http://www.mtc.ca.gov/planning/pths/>). The comments are listed in order by meeting date.

Bay Area Partnership Accessibility Committee

Monday, September 10, 2012 10am

MTC staff asked for input on:

1. Documentation of transportation gaps
2. Draft summary list of Priority Solution categories

Category	Comment	Response
General comment	How does the plan tie into other efforts, like the Transit Sustainability Project (TSP) or mobility management activities in Alameda County?	Findings and strategies from the TSP ADA Paratransit Study have been incorporated into Chapter 8. The basic TSP principles of improving sustainability of the system while improving the customer experience are also principles of mobility management.
General comment	The Plan should capture the region's successes and where we have fallen short. This plan should include a status report for 2007 to now.	A summary of projects funded under the previous plan is provided in Chapter 4. Successful projects and strategies, including those within the region, are highlighted in Appendix C.
Transportation gaps	It would be great to see a county level focus for the Transportation gaps.	Needs are summarized by county in Appendix E.
General comment	How does MAP-21 change the focus of this plan and the funding sources tied to it?	Described in Chapter 1 and elsewhere.



Category	Comment	Response
Transportation gaps	Please incorporate dialysis transportation into the plan. Medical transportation is a growing need that is not paid for with medical dollars, but transportation dollars.	Noted as a key issue in Chapter 8.
Transportation gaps	Regional center transportation is similar to dialysis transportation. Many times, the closest center is not where the individual is assigned.	Noted as an issue in Chapter 8 that could be addressed through better travel training and referral programs.
Plan update process	For the 2007 plan, extensive community outreach was performed. How do you plan to obtain input on the plan this time?	Outreach efforts are described in Chapter 5.
Transportation gaps	Please use the TSP customer feedback comments to help you with this plan.	The focus group summary was reviewed and findings incorporated into the overall transportation gaps assessment in Chapter 6.
General comment	Will projects eligible under the 2007 plan be eligible under the updated plan?	This is generally the case, since needs persist.
General comment	This plan needs to remain broad, and allow for sustainable funding of projects.	This need is noted in Chapter 8 and elsewhere.
General comment	The 2007 plan had a broad range of issues and that full choice of options worked well. The plan update should be forward looking, and include a wider array of partners outside of the transportation field.	Veterans transportation issues have been brought in for the first time. MTC is always trying to expand its reach in terms of who wishes to participate in the coordinated planning process and implementation activities. Ultimately, project eligibility is determined by requirements of the fund sources subject to the plan, currently authorized for only two years.
General comment	I would like to see language in OBAG making the connection to the Coordinated Plan.	Addressed in Chapter 8.



MTC Policy Advisory Council, Equity and Access Subcommittee

Wednesday, September 12, 2012 9am

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Draft summary list of priority solution categories

Category	Comment/Question	Response
Transportation gaps	Please add intermodal transportation issues. Using transit with a bicycle continues to be an issue.	Addressed in Chapter 7.
Priority solutions	Information and assistance should be included.	Noted as a need in Chapter 6 and various potential solutions are listed under Mobility Management in Chapter 7.
General comment	Pedestrian and bicycles should be separated.	Pedestrian and bicycle needs, solutions, and strategies, are combined in some places where appropriate (e.g. broad policy issues) and separated out in others (specific solutions in Chapter 7 and strategies in Chapter 8).
Priority solutions	Make specific requirements to counties for fulfilling the role as a mobility manager.	Staff aims to define mobility management in this plan update. Certain state-mandated requirements already exist for CTSA's. Recipients of federal funding must report on program activities.
General comment	Provide a summary about the specific changes to MAP-21 and how it relates to the specialized transportation funds.	Staff will provide a summary of MAP-21 changes and accompanying FTA guidance.
Transportation gaps	Add veterans to the constituent groups for the Transportation gaps.	Veterans needs are summarized in Appendix G. Main focus of Chapters 6 and 7 continues to be populations targeted by federal fund sources subject to Coordinated Planning requirements.
General comment	Provide a more concrete schedule of outreach for the plan update.	Staff has updated the MTC Coordinated Plan webpage in order to collect input electronically and will provide an overall schedule on that page.
General comment	Stakeholders should make sure their comments for the update are being integrated into the plan.	An appendix of public comments and responses will be included in the Plan (Appendix F).
Priority solutions	Require that each county be responsible for mobility management functions.	Mobility management activities are listed as high priorities in Chapter 7 and county/subregional mobility managers as a strategy in Chapter 8.



Category	Comment/Question	Response
Plan update process	Electronic outreach can be done to stakeholders and transportation providers for the update.	An electronic survey of transportation providers was conducted in July and will continue until the final draft is presented for adoption. Staff has also update MTC's Coordinated Plan webpage, which allows stakeholders to provide input electronically. E-mail notifications will be distributed widely when the draft Plan is available for public comment.
Plan update process	Extend the public comment period by two weeks since it will be during the holidays (December).	The comment period will be adjusted so as not to conflict with the winter holidays.
General comment	The Lifeline Transportation Program is very important and should be protected in light of MAP-21.	Federal funds for JARC projects are no longer subject to coordinated planning requirements under MAP-21, but continue to be a regional priority for Section 5307 funding per MTC Res. 4072. Further discussion of JARC and the Lifeline Transportation Program is provided in Chapter 1.
Transportation gaps	Does the documentation of Transportation gaps include recently completed Community Based Transportation Plans?	Yes, plans reviewed are listed in Appendix B.
Transportation gaps	Transit amenities include removal of benches without much of a public review process, leaving elderly and disabled without a place to wait; how do we remedy? "Nice" bus stops are placed and supported through advertising dollars, meaning poor neighborhoods don't pencil out for nice stops.	Such needs are listed as unmet in Chapter 6. Placement of specific facilities are up to individual transit agencies.
Transportation gaps	MTC should enforce stronger complete streets policies and changes in how jurisdictions handle regular maintenance.	Complete Streets policies are a requirement under OBAG (MTC Res. 4035) as well as incentives for maintenance in high-growth areas. More discussion of OBAG and Complete Streets in Chapter 8.
Transportation gaps	It's not just about making 511 more robust, people don't even know it exists, don't have computers, don't know about community shuttles, etc.; there is great info already, but getting it to the end users is the real challenge; please address this in the plan.	Mobility management activities, listed as a priority solution in Chapter 7, include addressing information gaps, and referrals are an important aspect of this as described further in Chapter 8.



Regional Mobility Management Group

Thursday, September 13, 2012 130pm

MTC staff asked for input on the following documents:

1. Documentation of transportation gaps
2. Draft summary list of Priority Solution categories

Category	Comment/Question	Response
Transportation gaps	Document the new needs under the Affordable Care Act.	Incorporated into Chapter 8.
Priority solutions	Focus on mobility management as a regional solution.	Mobility management activities are a high-priority solution in Chapter 7 and a regional strategy in Chapter 8.
Priority solutions	Reinforce that transit agencies should implement cost-saving measures through more mobility management activities.	Not addressed directly for transit agencies in this plan. Transit agencies were the focus of the Transit Sustainability Project ADA Paratransit Study, whose recommendations were incorporated into Chapter 8.
Transportation gaps	Add lack of volunteer driver programs to Transportation gaps.	Included in Chapter 6 as well as Chapter 7.
Priority solutions	Volunteer driver programs are not miscellaneous and should be in its own category.	Added both as a gap in Chapter 6 and re-categorized in Chapter 7.
Transportation gaps	Make categories broader to include medical transportation and transportation for veterans.	Focus of the Coordinated Plan projects are those eligible for Federal funds subject to coordinated planning requirements. Similarities across needs are addressed in Chapter 6 and benefits of broader coordination with other transportation services is noted in Chapter 8.
Priority solution/ General comment	There is currently no incentive for transit operators to coordinate services. The Coordinated Plan, short-range plans and the TSP should be tied together.	Incentives to incorporate mobility management into SRTPs could be considered for future SRTP guideline updates. Mobility management connections between the Coordinated Plan and the TSP are noted in Chapter 8.
Plan update process	Would like to see more questions for the provider inventory survey, such as capacity and waitlist issues.	Beyond the scope of this survey effort but could be incorporated into county/subregional implementation planning discussed in Chapter 9.
Priority solutions	Transit fare discounts should not be taken from program activities.	Transit fare discounts are listed because affordability continues to be a highly cited gap for consumers, particularly those with low-incomes.



Category	Comment/Question	Response
Priority solutions	Transit fare discounts take away from coordination and cost saving.	Transit fare discounts are listed because affordability continues to be a highly cited gap for consumers, particularly those with low-incomes.
Priority solutions	Pitting transit fare discounts against program activities should be captured in the coordinated plan.	Transit fare discounts are listed because affordability continues to be a highly cited gap for consumers, particularly those with low-incomes.
General comment	Don't label transportation as social service; it is survival service.	The plan attempts to emphasize the vital nature of transportation services for all transportation-disadvantaged and transit-dependent users.
Priority solutions	Do not prioritize one thing over another.	A wide variety of potential solutions is included in Chapter 7 with the recognition that local needs and priorities can differ from those identified and prioritized at the regional level.
General comment	Use categories such as door through door, curb to curb, and transit to categorize a family of services.	Chapter 7 lists projects generally by what kind of agency or organization might provide them: public transit, private for-profit or non-profits, mobility managers, etc.
General comment	MTC is giving money to jurisdictions through OBAG but is not asking for anything in return; should ask for coordination.	OBAG policies are generally geared toward improving accessibility through complete streets policies and improved transportation/land use coordination, both key coordination strategies as described in Chapter 8.
Priority solutions	We should fund transit infrastructure first, then provide fare subsidies; We are still building infrastructure.	Both capital and operational projects are included in the plan, and ranked within the regional priority framework.
General comment	Provide a definition for mobility management.	Included in Chapter 8.



AC Transit Accessibility Advisory Committee

Tuesday, October 9, 1:00pm

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Discussion of potential solutions

Category	Comment/Question	Response
General comment	Loss of ADA paratransit when fixed route services are cut is a tremendous burden especially for those who cannot readily move.	Noted as a general issue; restoration of cut service is listed as a priority solution in Chapter 7.
Transportation gaps	Improve transfers between transit systems, especially timing. Some routes run so infrequently now that waits of almost an hour are typical.	Need for better coordination addressed in Chapter 6.
Transportation gaps	Suggest changing layover times/locations to common transfer points to improve riders' ability to time connections.	Need for better coordination addressed in Chapter 6.
General comment	How does ACTC's Measure B1 fit into the funding covered by the plan?	Can be used on its own to fund projects or as match for federal funds as described in Chapter 1.
Transportation gaps	Bus bunching is a problem.	Inconsistent reliability noted as a need in Chapter 6
Transportation gaps	The overall financial crunch is affecting fixed-route service as well as ADA paratransit, especially for riders in less populated, outlying areas. It increases the burden for all people, but especially those with disabilities, to access the routes.	Addressed as a spatial gap in Chapter 6.
Transportation gaps	Need space for more wheelchairs, not just more space for larger wheelchairs.	Included in Chapter 6.
Transportation gaps	The need for transportation services to drop children off at school or daycare also applies to parents with disabilities, and increasingly seniors who are primary caregivers.	Included in Chapter 6.



San Mateo Paratransit Coordinating Council

Tuesday, October 9, 2012 1:30pm

MTC staff asked for input on the following:

- 1. Documentation of transportation gaps

Category	Comment/Question	Response
Transportation gaps	Inter-jurisdiction travel on paratransit is difficult because fares and method of payment differ.	Included in Chapter 6.
Transportation gaps	The public should be educated to give up their seats for seniors and disabled.	Though not as general as a public education campaign, driver training is included as a solution in Chapter 7.
Transportation gaps	Paratransit connectivity should be improved.	Included in Chapter 6.
Transportation gaps	Same day paratransit service should be added or increased.	Enhanced paratransit service is listed as a solution in Chapter 7.
Transportation gaps	Sidewalks, better crosswalks need to be improved at transit stops.	Included as a solution in Chapter 7.
Transportation gaps	Safety measures, accessible restrooms and phones at stops, but particularly paratransit transfer stops.	Included as a solution in Chapter 7.
Transportation gaps	Travel training or station ambassadors should be available at busy or confusing stations.	Travel ambassadors are included as a solution in Chapter 7.
Transportation gaps	Real time escalator/elevator status update announcements are helpful, but should provide more information about where to get out.	Included under general information/assistance gaps noted in Chapter 6.
Transportation gaps	511 does not have a keyboard option. This causes problems when you are trying to get information but are located in a busy, loud place.	Could be considered for improvements to regional 511 system as listed in Chapter 7.
Transportation gaps	Fares should be standardized and lowered.	Addressed in Chapters 6 and 7.
Transportation gaps	Door-to-door service and/or door-through-door service should be increased.	Enhanced paratransit service included as solution in Chapter 7.
Transportation gaps	Level boarding is preferable to ramps.	Will add to Chapter 6.
Transportation gaps	Drivers should provide mobility assistance on paratransit.	Enhanced paratransit service included as solution in Chapter 7.



**Santa Clara Valley Transportation Authority (VTA)
Accessibility Committee**

Wednesday, October 10, 2012 1:00pm

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Discussion of potential priority solutions

Category	Comment/Question	Response
Transportation gaps	Physical barriers to bus stops need to be removed. Often, there is not a clear path of travel on sidewalks, and sidewalks are deteriorating.	Addressed in Chapters 6 and 7.
Transportation gaps	VTA buses tend not to have enough room for wheelchairs on buses.	Addressed in Chapter 6.
Transportation gaps	511 is not robust enough.	Enhancements to regional information sources like 511 are a proposed solution included in Chapter 7.
Transportation gaps	Existing crosswalks are not sufficient.	Addressed in Chapters 6 and 7.
Transportation gaps	Bus shelters are really important, particularly in extreme weather.	Addressed in Chapter 6.
Transportation gaps	The location of temporary bus stops (during construction) are not thought out. Often, located in places that are difficult for people with disabilities.	Decisions regarding specific construction-related activities are outside the scope of this plan, but can be taken up with individual transit agencies.
General comment	OBAG grants should have to coordinate with these projects and should also hold pedestrian/bike projects equally competitive.	Outside the scope of the Coordinated Plan but could be considered for future OBAG grant cycles.
General comment	There is disappointment that MTC did not approve the low-income pass for Santa Clara County.	Fare discounts are addressed in Chapter 7, including a discussion of MTC's vs. local operators' roles.
Transportation gaps	There is not enough funding for before and after school transportation for children who are English language learners and disabled.	Addressed in Chapter 6.
General comment	The Coordinated Plan is to coordinate funding, not push school transportation and low-income pass funding back to transit. Local jurisdictions should help pay for these projects.	This is an example of a mobility management activity, which is proposed as a priority solution under this Plan update.
General comment	MTC should create a regional policy for accessible vehicles and taxis.	This is beyond MTC's jurisdiction but efforts to encourage these efforts are documented in Chapter 8.



East Bay Paratransit Service Review Advisory Committee Tuesday, November 6, 2012 1:00pm

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Discussion of potential priority solutions

Category	Comment/Question	Response
Transportation gaps	Benches are needed more than ever now that waits between buses are often much longer due to service cuts.	Need included in Chapter 6.
Priority solutions	Fixed route transit service should be restored where it has been cut, before new services are added; fixed-route impacts ADA paratransit too.	Included as a priority solution in Chapter 7.
Transportation gaps	Better coordination between paratransit providers.	Included in Chapter 6. Paratransit coordination requirements are addressed in MTC Res. 3866, MTC Transit Connectivity Plan.
Transportation gaps	Schedule requirements don't always permit calling by 5pm the day before a paratransit trip.	Enhanced paratransit service, including same-day trips, included as a solution in Chapter 7.
Transportation gaps	Not all paratransit services other than those provided under ADA are truly accessible.	Federal standards dictate accessibility requirements for public transit services as well as vehicles acquired under FTA's 5310 program.
Transportation gaps	Transportation for youth and children is also an issue for parents/guardians with disabilities.	Included in Chapter 6.
Transportation gaps	Most gaps listed in the original Coordinated Plan have not been resolved. What progress has been made?	Many projects have addressed gaps in specific places if not everywhere in the region. A summary of specific activities funded under the original Coordinated Plan is provided in Chapter 4.
Priority solutions	Feasibility and efficiency should be examined as criteria for spending valuable federal dollars.	Preliminary evaluation criteria, including implementation and cost-effectiveness, are described in Chapter 7.
Priority solutions	Driver training is important.	Included as a priority solution in Chapter 7.
Transportation gaps	Wait times are inconsistent for paratransit trips.	Included in Chapter 6.
General comment	Ensure progress is being made on addressing these gaps. How will progress be shown over time?	Can be challenging at the regional level but federal guidelines require reporting on program-specific activities such as trips served and customer contacts.



County Connection Advisory Committee

Friday, November 9, 2012 9:30am

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Discussion of potential solutions

Category	Comment/Question	Response
Transportation gaps	The needs summary seems to address most major issues already identified.	No response.

San Francisco Paratransit Coordinating Council

Wednesday, December 5, 2012 10:30am

MTC staff asked for input on the following:

1. Documentation of transportation gaps

Category	Comment/Question	Response
Transportation gaps	Driver training is crucial.	Included as a need in Chapter 6 and a potential solution in Chapter 7..
Transportation gaps	There is a need for more ramp vehicle taxis.	Included as a need in Chapter 6 and a potential solution in Chapter 7.
Transportation gaps	Taxi service should be increased in San Francisco.	Included as a solution in Chapter 7.
Transportation gaps	There is a need for isolation reduction programs.	Need for support in independent living noted in Chapter 6. Many transportation solutions listed in Chapter 7 are intended to facilitate community participation and engagement.
Transportation gaps	Drivers of ramp vehicles should receive subsidies. The gas costs more and the loading time is longer.	These and related issues are noted in Chapter 7.
Transportation gaps	Elevator service in transit stations is inadequate. There should be more elevators.	Noted in Chapter 6.
Transportation gaps	There should be signage at transit station entrances for escalator/elevator status.	Noted in Chapters 6 and 7.
Transportation gaps	There is a need for loading/waiting zones for taxis, vans, and ramp vehicles at transit stops.	Noted in Chapter 6.
Transportation gaps	There should be bathrooms for drivers at transit stations.	Noted in Chapter 6.
Transportation gaps	511 is unusable. It also gives mistaken information.	Outside the scope of this Plan, but specific issues related to 511 can be directed to http://511.org/about-511-suggestions.asp



Category	Comment/Question	Response
Transportation gaps	Each operator has its own website providing information to the public. Each website relies on different information sources to provide that information. The information should be improved and consolidated.	Enhanced information services noted as a need in Chapter 6 and specific solutions are listed in Chapter 7.
Transportation gaps	The public should be educated on how to ride transit and on the needs of the disabled.	Noted in Chapter 6.
Transportation gaps	It is not clear what is meant by “Strategies and incentives are needed to promote access to autos and to maintain them in safe operating order.”	More detail provided in Chapter 6.
Transportation gaps	Cyclists should be educated and licensed. Many cyclists break the law and are dangerous to pedestrians.	Pedestrian safety issues and potential conflicts noted in Chapter 6.
Transportation gaps	Bicycles should be registered like cars.	Beyond the scope of the Coordinated Plan.
Priority solutions	Do not fund more programs for bicycles.	Eligibility for funding depends on program.
Transportation gaps	There is a need for bike signals at intersections.	Noted in Chapter 6.
Transportation gaps	There should be increased enforcement and greater penalties for cyclists who break the law.	Targeted enforcement aimed at pedestrian safety is included as a solution in Chapter 7.
Priority solutions	There should be funding/programs to address collisions between cyclists and pedestrians.	See above.
Transportation gaps	Transit affordability continues to be a huge problem.	Noted in Chapter 6 and included as a potential solution in Chapter 7.
Priority solutions	There should be subsidies to lower the cost for an accessible taxi.	Fare issues for passengers noted in Chapter 6. Cost issues for providers noted in Chapter 7.
Transportation gaps	Transit stops are too far apart. They can be as far as four blocks away from one to the next.	Noted in Chapter 6; flag/courtesy stops included as a potential solution in Chapter 7.
Priority solutions	There should be a greater discount for low-income transit riders.	Noted in Chapter 6 and included as a potential solution in Chapter 7.



Alameda County Paratransit Technical Advisory Committee Tuesday, December 11, 2012 9:30am

MTC staff asked for input on the following:

1. Documentation of transportation gaps
2. Discussion of priority solutions

Category	Comment/Question	Response
Plan Update process	Include the process from the TSP Paratransit Study as well as the findings.	Incorporated into summary information provided in Chapter 8
General comment	Will a definition of "mobility management" be included?	Both MTC and FTA definitions provided in Chapter 8.
Priority solutions	What is the relationship of the San Leandro LINKS shuttle to the Plan and fund sources?	LINKS has been funded by FTA JARC funds, described in Chapter 1.
General comment	Ability to age in place is critical and cross-cutting in terms of avoiding the high social and monetary costs of institutionalization.	Included in Chapter 8.
Priority solutions	Is funding available for language assistance programs?	Examples of language-assistance informational projects provided in Chapter 7. Nondiscrimination on the basis of national origin in the provision of services by recipients and subrecipients of federal funding is a federal requirement.

Web Outreach

In addition to providing comments at stakeholder meetings, the public was able to provide comment on transportation gaps and solutions throughout the Plan update outreach process beginning in September 2012, and could sign up for e-mail updates about the planning process via MTC’s website. No comments were received by e-mail. Nine requests were received to be added to the mailing list for future communications on the Coordinated Plan update process.



Metropolitan Transportation Commission

Planning

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Coordinated Public Transit / Human Services Transportation Plan

2012 Coordinated Public Transit—Human Services Transportation Plan Update

September 2012

MTC is currently conducting an update to the Coordinated Public Transit-Human Services Transportation Plan (the "Coordinated Plan"). This Plan seeks to improve transportation coordination in the region to address the transportation needs of older adults, persons with disabilities and low-income individuals. The Plan will establish priorities to inform funding decisions for specialized transportation services.

Coordinated Plan Background
Based on requirements outlined in the Safe, Accountable, Flexible, Efficient Transportation Equity Act (SAFETEA), MTC completed a Coordinated Plan in 2007 to identify regional funding priorities for FTA's Section 5316 Job Access and Reverse Commute program (for low-income populations), Section 5317 New Freedom program (for persons with disabilities), and Section 5310 program (for seniors and persons with disabilities). Since the Plan's adoption, over \$33 million in funding coming to the Bay Area from these programs supported projects derived from the Coordinated Plan.

The Plan update will continue to focus on the needs of a broad range of transportation-disadvantaged populations in order to maximize opportunities to improve service coordination between public transit and human service transportation providers, even as these specialized federal programs and their respective coordination requirements have shifted somewhat under the new federal transportation authorization bill, [MAP-21](#).

Coordinated Plan Update Activities
The 2012 Plan update will include a summary of existing transportation resources, document unmet transportation needs, and assess recent changes in the transportation service landscape for transportation-disadvantaged populations. New data from the Census Bureau will be incorporated, as well as innovative strategies from other statewide, regional, or local efforts. New information on veterans' transportation programs will be included, and the designation process for Consolidated Transportation Services Agencies (CTSAs) will be clarified.

Inventory Update of Transportation Service Providers
One element of this Plan update includes the documentation of the available transportation resources within the region. A brief survey has been sent to a range of agencies that provide specialized transportation to collect basic information about those programs. While the resulting transportation inventory is not meant to be an exhaustive tool for coordination, it will support the documentation of current service parameters, geographic coverage and beneficiaries of the services. The survey will be available until October 31, 2012, and can be accessed at: www.MTCPlanUpdate.fr. We encourage transportation service providers to complete the survey.

How to Get Involved
Have ideas on how to improve public transit and human service transportation coordination in the region? Want to weigh in on how to prioritize regional transportation needs and solutions for seniors, people with disabilities, and low-income users? You can participate in the Plan Update process. [Sign up to receive email alerts here.](#)

Comments can also be sent directly to Drennen Shelton at dshelton@mtc.ca.gov or mailed to:

Attn: Drennen Shelton
MTC
101 Eighth Street
Oakland, CA 94607

Next Steps: Draft Plan Release
Following initial outreach on updated regional needs and priorities, the public will also have the opportunity to provide comments on the Draft Plan Update, prior to Commission adoption of the Plan Update this winter.

If you need a sign language interpreter, if English is your second language and you need translation services, or if you require any other type of assistance please contact us by calling 510.817.5757 or 510.817.5769 for TDD/TTY. We require at least three days' notice to provide reasonable accommodations.

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Quick Links

- [MTC Coordinated Public Transit-Human Services Transportation Plan \(MTC Resolution 3787\) \(PDF\)](#)
 - [Elderly & Disabled Component \(PDF\)](#)
 - [Appendix A: Literature Review \(PDF\)](#)
 - [Appendix B: Peer Review and Best Practices \(PDF\)](#)
 - [Appendix C: Transportation Inventory \(PDF\)](#)
 - [Appendix D: Unmet Needs by County \(PDF\)](#)
 - [Appendix E: Public Comments \(PDF\)](#)
 - [Low-Income Component \(PDF\)](#)

NOTE: Accessible format available upon request

- [FTA New Freedom Program: Regional Information](#)
- [FTA Section 5310 Program: Regional Information](#)
- [NEW FTA 5310 Program \(MAP-21\): FTA Fact Sheet, August 2012 \(PDF\)](#)
- [Community Based Transportation Planning Program](#)



Draft Plan Public Comment Period

January 9, 2013 – March 8, 2013

On January 9, 2013, the draft Coordinated Plan was released to the public for review and comment. The draft plan was posted on MTC’s website, and over 700 stakeholders and interested members of the public were notified via email. MTC staff was available to stakeholder groups and made presentations on the draft plan to:

- MTC Policy Advisory Council, Equity and Access Subcommittee (1/9)
- SFMTA Multimodal Accessibility Advisory Committee (1/17)
- Bay Area Partnership Transit Finance Working Group (2/6)
- Bay Area Partnership Accessibility Committee (2/11)
- AC Transit Accessibility Advisory Committee (2/12)
- MTC Policy Advisory Council (2/13)
- Regional Mobility Management Group (2/14)
- Alameda County Paratransit Advisory and Planning Committee (2/25)
- BART Accessibility Task Force (2/28)

Below are comments received during the public comment period of January 9, 2013 – March 8, 2013.

Category	Comment	Response
Transportation gaps	For Sonoma County a long awaited improvement is a universal fare medium. Clipper would make transit use easier for the Coordinated Plan's target populations. The hope is Clipper will deploy as SMART train service starts. Please include this in the plan. It is an important need.	Depending on funding availability, Clipper rollout could occur for Sonoma County bus systems in late 2015/early 2016. SMART plans to include Clipper capability when the line opens. Transit coordination is highlighted as an important need in the Plan.
General comment	Several SCTA Directors point out how frequently MTC maps chop off the northern part of the County---parts where some of "Coordinated Plan" type needs are the MOST acute! Please consider showing the entire MTC region on MTC maps.	Noted. Staff will make every effort to include all areas of the region.
Transportation inventory	On page 4-31 AARP for the Medford, Ashland & Grants Pass cities is included as an existing Sonoma County Transportation Resource. Why?	This entry was submitted during MTC’s survey. It has been removed.
Transportation inventory	Southwest Adult Services is no more.	This entry has been removed.
Transportation inventory	Please make corrections to page D-9: Bay Area Community Services 1814 Franklin St 4th Floor, Oakland 94612 jweiss@bayareacs.org	Correction has been made.
Transportation inventory	The Council on Aging terminated their volunteer driver program.	This entry has been removed.



Category	Comment	Response
Transportation gaps	There should be a better connection between BART and the Broadway shuttle bus arrivals. Too often the bus is just leaving this very well-used bus stop as I get off the escalator. I then have to wait in the cold and/or rain for the next shuttle to arrive. A partial solution would be to erect a bus shelter at the northeast corner of 20th and Broadway like the large attractive one at the southwest corner. At least that would help us stay dry when it is raining.	Connectivity issues are noted in Chapter 6.
Transportation gaps	Insufficient pedestrian & bicycle access between Jack London Square/Chinatown, Oakland and Webster Street, Alameda.	Chapter 6 notes issue of safe routes for bicycles and pedestrians.
Transportation gaps	511 is not a usable system for the disabled community.	The 511 website was designed to be used with screen readers, and there is an Accessible Version of the 511 Transit page at http://transit.511.org/accessible/ . MTC is currently working to make the primary Transit page accessible. All transportation information available in the 511 telephone system can be accessed by hearing and speech-impaired callers by dialing 711, the national number to access Telecommunication Relay Services (TRS), where an operator can connect them to 511 and relay system responses back to the callers.
Transportation gaps	TTY is old technology.	Outside the scope of this Plan.
Transportation gaps	There should be better coordination among paratransit operators in the Bay Area.	Need for better coordination addressed in Chapter 6. Paratransit coordination requirements are addressed in MTC Res. 3866, MTC Transit Connectivity Plan.
Transportation gaps	There should be greater communication and coordination between the transportation systems.	Need for better coordination addressed in Chapter 6.
Transportation gaps	Meeting ADA standards is too minimal, as well as outdated.	Federal standards dictate accessibility requirements for public transit services. Enhanced



Category	Comment	Response
		paratransit services beyond the ADA are noted in Chapter 6 and 7 of the plan. Projects providing services beyond the ADA are eligible for funding under the FTA Section 5317 New Freedom program and Section 5310 Mobility of Seniors and Individuals with Disabilities program.
Transportation gaps	There needs to be more ramp taxis.	Included as a need in Chapter 6 and a potential solution in Chapter 7.
Transportation gaps	Accessible taxis are too expensive.	Included as a need in Chapter 6 and a potential solution in Chapter 7.
General comment	There is a lot of talk about the senior population. Does the plan include information on the disabled population?	Chapter 3 includes demographic information on the disabled, senior and low-income population.
Transportation gaps	Many shopping centers are difficult to access because bus stops are located outside of the parking lot, or are not allowed to enter. Many large shopping centers have only one bus stop.	Promoting Complete Streets, and the integration of transportation and land use decisions is noted as a strategy in Chapter 8.
Transportation gaps	Nothing is being done to address the paratransit shortfalls due to transit cutbacks.	Paratransit is required to be provided along the same routes and during the same hours that fixed route service operates. Projects providing services beyond the ADA are eligible for funding under the FTA Section 5317 New Freedom program and Section 5310 Mobility of Seniors and Individuals with Disabilities program.
Transportation gaps	Paratransit is not demand responsive enough. A trip that would take a car takes much longer on paratransit.	The limitations of paratransit are noted as a gap in Chapter 6.
Transportation gaps	Path of travel issues continue to be a big problem, particularly in that "last mile". Curbs are not cut, surfaces are uneven. This exists in both rural and urban areas.	Pedestrian access and land use coordination are noted in chapters 6, 7 and 8.
General comment	Any new legislation MTC considers backing in the future should have dedicated funding for senior transportation.	Chapter 8 includes identifying and working with legislators willing to sponsor statewide legislation to address coordination and/or improve transportation funding.



Category	Comment	Response
Demographic profile	It would be helpful to see a percentage of growth for the senior population per county.	The percent change in proportion of the older adult population by county is on page 3-10.
Other	The region's transit agencies should have an automatic set aside in their budgets for travel training.	Outside the scope of this plan, however, travel training is noted in chapters 7 and 8
Other	TDA and STA funds should go to agencies providing paratransit, not just transit agencies.	Outside the scope of this plan.
Other	Does this plan address emergency planning for health and human service agencies?	Emergency planning is outside the scope of this plan, but can be considered during plan implementation, specifically as part of each county's mobility management implementation.
Other	Please add the Policy Advisory Council's Equity and Access Subcommittee's recommendations to the staff report to the Commission in March.	The Equity and Access Subcommittee's recommendations have been included in the March staff report to the Commission.
Strategies to enhance coordination	This plan recommends promoting walkable communities and complete streets policies. How do we start thinking about using transportation funding to address land use decisions?	The plan specifically calls out MTC's One Bay Area Grant Program (OBAG), which was established in May 2012. The OBAG program allows investments in transportation categories such as Transportation for Livable Communities, bicycle and pedestrian improvements, and local streets and roads preservation, and requires cities to adopt a complete streets policy to be eligible for funding. Further, OBAG emphasizes investments in Priority Development Areas, and rewards jurisdictions for building housing in Priority Development Areas.
Existing resources	Does the plan provide the breakdown of previously funded fixed route service that was new, as opposed to already established routes?	Chapter 4 provides a breakdown of funding by project type, but does not distinguish between new or continuing service.
Implementation	MTC should be aware of mobility management efforts in each county and provide oversight to those efforts. It would be good for MTC to facilitate a report on those efforts every six months.	This can be considered during plan implementation.



Category	Comment	Response
Implementation	The Regional Mobility Management Group is an adhoc group that meeting every other month. Perhaps this group should be formally recognized by MTC.	This can be considered during plan implementation.
Strategies to enhance coordination	It is important not to lose local solutions in the regional approach to mobility management.	The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.
Solutions to gaps	Will mobility management be prioritized over other solutions presented in the plan?	The plan presents general and preliminary guidance for regional prioritization, and recognizes that solutions may be weighted differently in a local context.
Solutions to gaps	It is important not to lose local, innovative solutions within mobility management to capital and transit operations projects.	The plan presents general and preliminary guidance for regional prioritization, and recognizes that solutions may be weighted differently in a local context.
Other	MTC should use discretionary funding to supplement mobility management activities, instead of relying only on JARC, New Freedom and Section 5310.	Chapter 8 discusses use of STA funding in the Lifeline Transportation Program to support mobility management activities. MTC could evaluate use of other funds for this purpose as implementation efforts progress and with consideration of impacts on other regional priorities.
Solutions to gaps	There should be a provision for neighborhood-based programs for small experimental transportation projects. Small projects like this can get lost on a larger city level.	Possible solutions have been identified to address gaps in Chapter 6.
Solutions to gaps	Is paratransit beyond ADA prioritized as a solution, or eligible for funding?	Included as a need in Chapter 6 and a potential solution in Chapter 7
Transportation inventory	The plan does not document a baseline of all the mobility management activities currently going on in the region. This is necessary to understand how to move forward with mobility management planning.	Chapter 4 and Appendix D documents existing transportation resources. A more focused documentation of existing mobility management activities can be included in plan implementation.
Strategies to enhance coordination	The pedestrian/land use recommendation is very important. There doesn't seem to be any locally published data on how these types of projects benefit elderly and	Noted in Chapter 8 are tools and studies related to pedestrian/bicycle planning.



Category	Comment	Response
	disabled populations.	
Strategies to enhance coordination	Chapters 7 and 8, and Appendix C outline potential ideas to address coordination and transportation service gap needs with an emphasis on mobility management centers. This is helpful in a larger regional view, however, there the plan should focus on coordination activities available to small and medium sized social service and specialized education non-profits.	The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.
Strategies to enhance coordination	Add a matrix or checklist to the document to guide agencies on how to propose appropriate coordinating efforts with allied agencies, mobility management centers or CTSAs. This would be helpful to agencies seeking funding for coordination activities.	This can be considered during plan implementation.
Strategies to enhance coordination	Include more recent information for Marin Transit's taxi programs in Chapter 8.	Updated information has been added.
Transportation gaps	Seniors and people with disabilities often need short-term transportation services (similar to paratransit) when discharged from the hospital. They may just need immediate transportation home upon discharge and/or a few weeks of transportation to medical appointments.	Non-emergency medical transportation and premium ADA paratransit service are both listed as solutions in Chapter 7.
Transportation gaps	Seniors and people with disabilities need transportation to get to medical appointments, shopping and other destinations without transferring. Transferring on MUNI is hard and makes the trip longer and requires more energy and effort.	Shuttles, jitneys, or circulators to shopping, medical facilities, and local services are listed as solutions in Chapter 7.
Other	Emergency plan for seniors should be included.	Emergency planning is outside the scope of this plan, but can be considered during plan implementation, specifically as part of each county's mobility management implementation.
Transportation gaps	Some MUNI lines need more frequent service.	Included as a gap in Chapter 6.



Category	Comment	Response
Transportation gaps	Need benches at bus stops.	Included as a gap in Chapter 6.
Transportation gaps	Senior Centers need transportation to activities to keep seniors engaged and active, such as the zoo, shopping, lunch, movies. Seniors become isolated when they can't get out into the community.	Help for community organizations to expand service is noted as a solution in Chapter 7.
Other	Most senior centers don't have the resources to run their own transportation program, but would like to participate in a coordinated transportation program.	Help for community organizations to expand service and coordinate services are both noted as solutions in Chapter 7.
Transportation gaps	Bus shelters have limited space and often people using wheelchairs get squeezed out of the shelter because there's not enough room. Shelters need more room.	Bus shelters are listed as a need in Chapter 6 and as a solution in Chapter 7.
Transportation gaps	Seniors have a very hard time getting into and out of SUV's that are used in the SF Taxi fleet. It is hard for seniors to step up into the vehicle and they would like to be able to request a sedan.	Accessible taxis are included as a need in Chapter 6 and a potential solution in Chapter 7.
Transportation inventory	Please add a by county list to Transportation Inventory in Appendix D.	A new list, by county, has been added to Appendix D.
Veterans transportation	Why are veterans included in this plan?	Veterans are included in this plan as a response to the growing veteran population and their transportation needs in the region. The Federal Transit Administration has also recently issued funding opportunities to address veterans' transportation needs.
Veterans transportation	Why can't veterans ride the transportation services everyone else does?	Veterans, like any member of the public may ride public transportation. However, veterans are included in this plan as a response to the growing veteran population and their specific transportation needs.
Transportation gaps	A major transportation gap is that most scooters and large wheelchairs do not fit in accessible vehicles.	The ability to accommodate "uncommon" wheelchairs or other mobility devices is included in Chapter 6. Additional wheelchair spaces on transit vehicles and assistance for taxicab companies to



Category	Comment	Response
		acquire vehicles that accommodate larger wheelchairs and scooters are both included in Chapter 7.
General comment	How does this Coordinated Plan fit in with all the other plans in the region?	Findings and strategies from other plans, such as the Transit Sustainability Project, have been incorporated into chapters 6, 7, and 8. A list of plans incorporated into this planning effort can be found in Appendix B.
Transportation gaps	Some passengers with disabilities on fixed route transit get harassed by other passengers, for example being told they belong on paratransit, but paratransit is not the best option for all persons with disabilities.	Though not as general as a public education campaign, driver training is included as a solution in Chapter 7.
Transportation gaps	Information about transportation services needs to be available as an app or some other common platform, and integrate seamlessly for the user across jurisdictions. Taking a county-based approach to providing transportation information doesn't reflect that many people travel across county lines for many trips, especially those who live near county boundaries.	Enhanced regional information and referral systems are both listed as solutions in Chapter 7.
Transportation gaps	Transferring between paratransit systems is inconvenient, time-consuming, and costly.	This is noted as a transportation gap in Chapter 6.
Transportation inventory	Please make corrections to program descriptions in Chapter 4 and Appendix D for Lamorinda Spirit Van.	The corrections have been incorporated in Chapter 4 and Appendix D.
Transportation inventory	Please make corrections to the descriptions and entries for services in Solano County.	The corrections have been incorporated in Chapter 4 and Appendix D.
Solutions to gaps	Add "Develop and/or expand existing technological solutions to manage the coordination of Human Services transportation (e.g. expand current taxi debit card system in SF to include transportation for Human Services programs such as SF General)."	Funding for specific technological improvements and Intelligent Transportation Systems (ITS) improvements that enhance service are included in Chapter 7.
Transportation gaps	There is a gap in service for seniors and people with disabilities recently discharged from the hospital who may not be eligible	This has been noted as a gap in Chapter 6, and included as a solution in Chapter 7.



Category	Comment	Response
	<p>for paratransit service but who need short term service to medical appointments to bridge the gap from hospital discharge and successful recovery at home.</p>	
<p>Transportation gaps</p>	<p>There is a gap in service for seniors and people with disabilities who are vulnerable to social isolation and reduced health outcomes as a result of isolation. The risk of isolation tends to increase with age. Transportation to social events and activities can be critical to help maintain social connections for seniors and people with disabilities.</p>	<p>Need for support in independent living noted in Chapter 6. Many transportation solutions listed in Chapter 7 are intended to facilitate community participation and engagement.</p>
<p>Transportation gaps</p>	<p>The increase of bicycling as a mode of transportation has created some conflicts between people riding bicycles and pedestrians, particularly seniors and people with disabilities, in San Francisco. Coordination and planning activities with stakeholders are needed to develop access guidelines for bikeways and other shared right of way spaces. Educational opportunities where one can discuss the rules and expectations in regards to pedestrians, motorists and bicyclists should also be explored.</p>	<p>This is noted as a gap in San Francisco County in Appendix F. Targeted law enforcement to improve pedestrian safety is included as a solution in Chapter 7. The integration of transportation and land use planning is identified as a key strategy in Chapter 8. Project eligibility is determined by requirements of the fund sources subject to the plan.</p>
<p>Solutions to gaps</p>	<p>Fund as-needed planners that could be managed by MTC to help support coordination and mobility management activities. Make these planners available on short-term basis to agencies doing mobility management planning.</p>	<p>Project eligibility is determined by requirements of the fund sources subject to the plan. This is not currently eligible, but can be considered during plan implementation using other fund sources.</p>
<p>Solutions to gaps</p>	<p>Fund an as-needed planner at MTC to help support coordination activities</p>	<p>Project eligibility is determined by requirements of the fund sources subject to the plan. This is not currently eligible, but can be considered during plan implementation using other fund sources.</p>
<p>Solutions to gaps</p>	<p>Coordinate transportation to cultural and social activities for seniors and people with disabilities</p>	<p>Need for support in independent living noted in Chapter 6. Many transportation solutions listed in Chapter 7 are intended to facilitate community participation and</p>



Category	Comment	Response
		engagement.
Implementation	Add "support cost-sharing agreements for direct intercounty service" under Transfer Assistance to help with multi-operator paratransit trips and transfers.	Included under Implementation issues in Appendix H.
Implementation	Funding for emergency evacuation section should be expanded to a broader focus, not just evacuation. Emergency planning has come up as a topic of interest in our outreach session in SF. Emergency preparedness is an important topic, but please expand beyond evacuation. Needs to include funding for training and table top and simulated exercises	The need for emergency planning and evaluation has been noted in Chapter 7 and Appendix H. County-based emergency planning can be considered during plan implementation.
Solutions to gaps	Bicycle assistance and safety training should include a component on sensitivity to seniors and people with disabilities.	Pedestrian safety issues added under Gaps Addressed in Appendix H.
Transportation gaps	Develop an inter-county plan for how to handle a situation where a fixed route customer's mobility device breaks down in a county other than their own, and they require one time emergency Paratransit services to get themselves and their broken mobility device back to their residence.	Included as a gap in Appendix F.
Transportation gaps	There is a lack of paratransit service to SFO.	Included as a gap in Appendix F.
Transportation gaps	There is a need for same day service in San Mateo County. It is currently not available because of lack of funding and capacity constraints. This could include all types of trips. Same day service is a high priority in San Mateo County and should be addressed in this plan.	Same day ADA service is listed as a need in Chapter 6, and premium ADA same day service is listed as a solution in Chapter 7.
Solutions to gaps	Same day service trips should be focused on short (versus long distance) trips and could be funded with a fixed subsidy or a percentage of the cost of the trip. A set dollar amount or cap could be set aside to pay for these trips.	Premium ADA same day service is listed as a solution in Chapter 7. Programmatic details, such as subsidies and costs are left to the discretion of project sponsors.
Other	The plan should consider dedication of resources that could be applied for	Federal standards dictate accessibility requirements for



Category	Comment	Response
	<p>alternative language needs – be it for meetings, public hearings, or for written information. Individual counties or transit agencies could apply for these funds to help pay for such services when the needs arise for alternative formats, language and other special needs.</p>	<p>language to ensure meaningful language access to persons who are limited English proficient and/or disabled. Project eligibility is determined by requirements of the fund sources subject to the plan, and language assistance is not currently eligible under those fund sources. The plan does discuss mobility management as a strategy to enhance coordination throughout the region, a key aspect of which is providing information and assistance to individuals in need of transportation services, which could include language formats and translations as necessary.</p>
<p>Transportation gaps</p>	<p>There are many barriers to inter-county travel such as different fare structures, method of communication, transfer locations / security issues, arranging for trips among others. Recognizing this is a large issue, the plan should begin to develop a strategy and timeline for addressing the barriers to inter-county service in order to build confidence in ridership. Please make this a high priority in the Plan.</p>	<p>Multi-agency coordination is highlighted as an important need in the Plan, and is addressed in Chapter 6 - 9, and Appendix H.</p>
<p>Strategies to enhance coordination</p>	<p>Mobility management will look slightly different in each community, and the region would be best served by providing technical assistance to counties to help local communities develop appropriate mobility management solutions.</p>	<p>The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.</p>
<p>Transportation gaps</p>	<p>Add emergency preparedness planning and training to assist transportation providers in planning, training, and communicating in order to interact with Regional Emergency Control Centers during an event.</p>	<p>The need for emergency planning and evaluation has been noted in Chapter 7 and Appendix H. County-based emergency planning can be considered during plan implementation.</p>
<p>Solutions to gaps</p>	<p>Provide additional venues/means to obtain discount Clipper Cards in Sonoma County.</p>	<p>Depending on funding availability, Clipper rollout could occur for Sonoma County bus systems in late 2015/early 2016. SMART plans to include Clipper capability when the</p>



Category	Comment	Response
		line opens. Transit coordination is highlighted as an important need in the Plan.
Solutions to gaps	Training for older drivers should include access to “CarFit” programs.	Training for older drivers is included as a solution in Chapter 7.
Solutions to gaps	Wheelchair breakdown service should specify transportation in event of inoperable mobility device, as opposed to repair.	Wheelchair breakdown service that would provide a ride home or to a repair facility is included as a solution in Chapter 7.
Solutions to gaps	Localized mobility device-sharing programs should specify access to repair and/or loan/sharing for mobility devices.	Included as a solution in Chapter 7.
Solutions to gaps	Include eligibility certification processes to “Sharing of provider training and methods to improve paratransit service quality and consistency”.	Included as a solution in Chapter 7.
Strategies to enhance coordination	The definition provided on page 8-3 (“Mobility Management: MTC’s View”) should include a key component that is indicated in the FTA view, that mobility management should identify when appropriate transportation resources are not available, and assist in developing and implementing them.	Support for services/resources included in Chapter 8 in modified “MTC View” statement.
Strategies to enhance coordination	Since CTSA’s were eliminated in the Bay Area beginning in 1990, local agencies will need re-training and support, beyond Appendix C, on the definition and development of CTSA’s, in order to determine the appropriate agencies and if designations are promoted by MTC in the future.	This can be considered during plan implementation, specifically as part of each county’s mobility management implementation. MTC role in supporting institutional development is noted in Chapter 8.
Strategies to enhance coordination	Please qualify the last sentence in second paragraph as follows: “Travel training programs include a <i>spectrum of training levels ranging from</i> mobility orientation sessions, which are one-time sessions where transit service is introduced and transit skills taught, to one-on-one individualized training.	Included in Chapter 8.
Strategies to enhance coordination	“Coordinate Advocacy with Human Service Agencies to Identify Resources to Sustain Coordinated Transportation Service Delivery” is directed at utilizing regional efforts to promote statewide efforts to	Legislative focus clarified in Chapters 8 and 9 and in Executive Summary.



Category	Comment	Response
	better coordinated human services transportation, per federal directive. This is very encouraging, but the statewide and federal aspect has been emphasized in presentation, and should be articulated more clearly in the Executive Summary.	
Strategies to enhance coordination	Public agency and non-profit staff who work on senior/disabled transportation, bicycle/pedestrian concerns, and low-income/minority community transportation concerns are often working in separate spheres. Encouraging coordinated meetings and partnerships between these groups, possibly as a requirement for funding, would be valuable.	Need for improved coordination and outreach to broad range of stakeholders are noted in chapters 6 and 8, respectively. Additionally, this can be considered during plan implementation.
Transportation inventory	Pleasanton Paratransit Service is listed as being in Contra Costa County; it is in Alameda County.	Correction has been made.
Transportation gaps	Seniors have a difficult time getting in and out of SUV taxi cabs.	Accessible taxis are included as a need in Chapter 6 and a potential solution in Chapter 7.
Transportation Inventory	There is a mention of 22 agencies that report providing transportation service in multiple counties – it would be helpful if these 22 agencies were specifically mentioned in that section. (Inter-county travel can be a big issue for many folks, and it would be helpful to have a clear picture of which operators provide service in multiple counties.)	A list of transportation providers, by county has been added to Appendix D. Multi-county agencies are listed in each county service area.
Transportation Inventory	Please make corrections and additions to the entries for services in Sonoma County.	Corrections and additions have been made.
Strategies to enhance coordination	It is suggested to add text that emphasizes the importance of coordination and partnerships with entities that may operate on a for-profit basis, such as dialysis centers and residential facilities. Residential facilities may have transportation obligations, and might be relied upon to work in partnership/coordination with other transportation providers to meet the growing need for services for seniors and people with disabilities.	Need for improved coordination and outreach to a broad range of stakeholders are noted in Chapters 6 and 8. Specific partnerships can also be considered during plan implementation.



Category	Comment	Response
Strategies to enhance coordination	There are myriad mobility management programs emerging around the Bay Area, but one ongoing challenge is creating the institutional capacity to provide a long-term home for mobility management strategies. Designating CTSA is one approach, but it will be difficult for this approach to be effective if there are not local agencies with the institutional and financial capacity to take on this role. While there is some federal funding available to support mobility management efforts, there seems to be a big gap between (1) what can be accomplished using an initial New Freedom grant, and (2) developing the organizational capacity and partnerships to enable the mobility management function to become self-sustaining over the long-term and realize the fully benefits of the mobility management approach. Additional funding, in addition to hands-on technical support, appears to be needed to bridge this gap.	MTC support for institutional development is noted in Chapters 8 and 9.
Implementation	We ask that MTC keep local service providers and stakeholders engaged as partners and in support of developing locally tailored programs and approaches.	The strategies laid out in Chapter 8 are intended to provide a regional framework. MTC will work with each county, local service providers and stakeholders, towards implementing county-specific, local solutions.
Transportation inventory	Please insert additions to the entries for services in Alameda County.	The entries have been added to Appendix D.
Transportation gaps	Recognize that different parts of the region have different needs.	The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.
Implementation	MTC can advocate for changes to current state and federal legislation, new legislation, and new funding sources for special needs transportation. The need is rising quickly and as ongoing significant budget cuts to social and human service	Chapter 8 includes identifying and working with legislators willing to sponsor statewide legislation to address coordination and/or improve transportation funding.



Category	Comment	Response
	<p>programs transfer responsibilities. At the same time, funding to develop and maintain coordinated transportation services is limited and often rare.</p>	
<p>Strategies to enhance coordination</p>	<p>The emphasis on designating CTSA appears to be a “one size fits all” solution that may not be appropriate for all the counties in the region at this time. The emphasis should be on coordination of solutions that work in the particular counties given their existing public, non-profit and private transportation services and political, demographic and local funding constraints and opportunities.</p>	<p>The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.</p>
<p>Strategies to enhance coordination</p>	<p>The need and opportunity for CTSA designation varies greatly across counties. In San Mateo County, SamTrans completed a Senior Mobility Action Plan in 2006, and has worked well with cities, non-profit organizations, and health and human service agencies to develop mobility management solutions. SamTrans believes the coordination is working well amongst these agencies. Because there is no likely candidate for a CTSA, we do not believe there will be added value to have CTSA designation in San Mateo County.</p>	<p>The strategy to strengthen mobility management in Chapter 8 is intended to provide a regional framework, while still allowing each county to tailor local solutions.</p>
<p>Implementation</p>	<p>MTC has historically used the Coordinated Plan as the basis for funding new or pilot projects without providing a mechanism for continued funding beyond the demonstration period. This often limits the willingness and ability of organizations and public agencies to undertake innovative programs. MTC is encouraged to consider providing sustained funding for those innovative and/or pilot projects that have demonstrated the potential and ability to bridge the transportation and human service needs effectively.</p>	<p>This can be considered during plan implementation.</p>
<p>Implementation</p>	<p>The Bay Area demographic trends portrayed in the draft Coordinated Plan make a compelling case for the need for additional funding to address the needs of our low-income residents, aging population, and persons with disabilities. This trend</p>	<p>Chapter 8 includes identifying and working with legislators willing to sponsor statewide legislation to address coordination and/or improve transportation funding.</p>



Category	Comment	Response
	provides the basis for MTC and the region to continue to lobby our federal officials and elected representatives to address.	
Implementation	The competitive process required under SAFETEA-LU rules for New Freedom federal funding is not necessarily equitable between the Bay Area counties. MTC is encouraged to work with FTA to ensure the MAP-21 funding guidance for the New Freedom program will provide equitable funding among counties based on the size of their target populations. This can be accomplished by establishing two funding pots, one at the regional level and one at the county level. Inter-county and regional programs could be eligible under one competitive program. Projects within each county could compete for their funding with requirements for intra-county coordination of projects. This would ensure a measure of equity among counties in the region.	The New Freedom program was eliminated under Map-21. However, a variety of funding frameworks (within program/eligibility guidelines) can be considered during plan implementation.
Transportation Inventory	MTC should expand the inventory to include numerous additional transportation services that support seniors, disabled and low-income residents in San Mateo County. A listing can be found in the Senior Mobility Guide published by SamTrans. It includes 21 services grouped in four categories: local shuttles, senior center transportation services, community transportation services and private transportation services.	An electronic survey of transportation providers was conducted in July and continued until the end of public comment. Staff conducted outreach to a wide-array of stakeholders in an effort to add to the inventory. The inventory is not meant to be an exhaustive list of transportation resources.
Other	The correct name for the Center for Independent Living is Center for Independence of Individuals with Disabilities.	Correction has been made.
Other	The fare discount card is popularly referred to as the Regional Transit Connection Discount Card or RTC Discount Card.	Correction has been made.
Other	San Mateo College is usually referred to as College of San Mateo.	Correction has been made.
Demographic profile	Given the fact that the region's population of 65+ will be increasing so dramatically over the next 20 years, we need to provide more planning and program support for the	The Policy Advisory Council and its subcommittees may still consider planning and programming related to elderly individuals. A



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX E. PUBLIC COMMENTS

Category	Comment	Response
	older population. One specific example of this support would be to re-instate the Elderly Disabled Advisory Committee (EDAC) at MTC.	reorganization is not anticipated at this time.



Original Coordinated Plan Public Comments by County

Below are all the comments collected from participants in outreach meetings during development of the elderly and disabled component of the 2007 Coordinated Plan, through the web site, or phoned in, grouped by County and sorted by category. All comments were input exactly as worded, and all duplicates were kept, but sorted so they list consecutively. Where writing was illegible, the "best guess" was entered in angle brackets <x>.

To facilitate organizing the large amount of information gathered, gaps were categorized under the following types: Connectivity, Facilities, Funding, Information, Organization, Other, Paratransit beyond ADA (PB-ADA), Spatial, Temporal, Vehicles.

Suggested solutions are denoted by a "-s" following the category.

Alameda County

Total people attending meetings: ~75

Comments from

- the web site with county of "Alameda" selected
- Alameda SRAC PCC Meeting, February 6, 2007
- Alameda County Area Agency on Aging Meeting, February 16, 2007
- Disability Action Network (DAN), Fremont Library Meeting, February 20, 2007
- City of Hayward Paratransit Program Meeting, February 16, 2007
- Livermore Amador Valley Transportation Authority, February 14, 2007

Gap Type	Comment
Connectivity	Provision of transportation on discharge from hospital
Connectivity	<A> big gap in service because hospital doesn't know what time discharge will be. Need <u>free</u> discharge transportation <u>to home</u> .
Connectivity	Regional trips are difficult – 2 week reservations needed for some transit districts.
Connectivity	Regional – accessibly at last minute, or one day in advance easier planning transfer to other systems.
Connectivity	At this time 11 & 14 busses turn from S. Livermore onto Pacific Ave. and then turns on Dolores. It would be easier and convenient to go to the end of Pacific Ave. (in front of Senior Complex) and turn around and pick up passengers. Also go to the end of S. Livermore Ave. & pick up Arbor Vista customers. More people would ride the regular Wheels buses if this were implemented
Connectivity	Make 11 & 14 do end of Pacific Ave, turn around and down Delores and continue on.
Connectivity	Need route pass through on Pacific Ave. to reach seniors to get to library services, etc.= maybe shuttles>>
Connectivity	Poor connections to BART



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Connectivity	Coordinate bus schedules for inter-city trips
Connectivity	Low income clinics poor connections
Connectivity	Cross-town bus connections long transfer times
Connectivity	Would like to go to Burlingame without transferring two times each way.
Connectivity	Transfer points (e.g. BART)
Connectivity	No "dropped" rides at transfer points!!
Connectivity	Problems with cross jurisdictional/county travel (for Paratransit service)
Connectivity	Crossing between counties is difficult on Paratransit.
Connectivity	Reduce # transfers <on> - Paratransit.
Facilities	BART restrooms are <u>not</u> clean.
Facilities	Curb cuts <for people with> visual problems.
Facilities	Missing sidewalks <are a problem for people with disabilities and semopr>
Facilities	Parking @ hospitals - parking & pick-ups
Facilities	Need for curb cuts
Facilities	Make the street sidewalks and curb cuts better so you don't have to get a ride
Facilities	Add-ons can cause delays that make riders late
Facilities	people need to be realistic in their expectations.
Facilities	Need some bus berths closer to station entrance alongside Iron Horse Trail north of station - southbound.
Facilities	Bus stops need more lighting
Facilities	More lighting needed at bus stops.
Facilities	Lighting along Pacific Ave.
Facilities	Springtown Blvd., no seats/shelters, poor lighting, (lots of seniors)
Facilities	Bus benches need to be restored where they have been removed.
Facilities	Lack of shelters & benches at bus stops.
Facilities	Contra Costa BART Stations are unsafe, especially at night. Sometimes there isn't an agent there
Facilities	Restore benches where they have been removed, to provide place to sit and wait for bus.
Facilities	Businesses close - you have to wait outside for Paratransit - sometimes in the rain.
Funding	New Freedom Funds are for <u>any</u> "public transportation alternatives beyond ADA" - <u>NOT</u> just Paratransit.
Funding	Should also point out how limited the amounts of new funding <are>
Funding	Cuts in transit may leave people without service where it <is cut>
Funding	No money, no I.D. -<"Goodbye" Janet> -very much trouble. No transportation <to> BART station - no money - bad area, go home!
Funding	Using per unit cost favors people who are easy to serve so include the cost of not providing the ride
Funding	Curb to <u>door</u> support
Funding	Paratransit too expensive.- \$1.75 each way - need for lower daily rate or discount for high quantities of tickets
Funding	Please don't raise Paratransit fee because it would be too expensive to visit doctor and hospital
Funding	The coming rate increase will make it so hard to those on fixed income. Their checks only go so far. I myself spend over \$30. a month going to church, shopping and doctors. I live alone and have no family at all that take me places. I rely totally on Dial-A-Ride. Increased rates will keep me at home with no way to get around.
Funding	Cost prohibitive for people who are very low income, making multiple stops for childcare, work, shopping services, etc.
Funding	Share vehicles by overcoming insurance issues, to save costs.
Funding	Para transit unaffordable
Funding	BART is prohibitively expensive.



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COORDINATED PUBLIC TRANSIT–HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Funding	Local service should not be reduced to fund express bus service.
Funding	and that no one knows what happens with their funding after 2009.
Funding	<\$ ok but hope doesn't inc. again too soon>. <Cost of Paratransit ok, but hope it doesn't increase too soon>.
Funding	Housing agencies' help <is> <focused> on low income; not good <advice> <service> for more middle class people who might need to relocate.
Funding	Cost
Funding	No Medicare/MediCal reimbursement system exists to cover the cost for people receiving dialysis several times a week.
Funding	Identify ways to increase efficiency of operations to make best use of limited funds.
Funding	Specialized transportation is expensive \$ on a limited budget.
Funding	Cost of Paratransit prices.
Funding	What will the cost be for any of the three area's?
Funding	Cost of all transportation adds up when we use it regularly.
Information	Need for improved information and in other languages.
Information	Information
Information	Communication
Information	Non-English / limited English speakers being able to access and use Paratransit service not just having info in other languages.
Information	511 does not work well – difficult to navigate – need more access to real people to talk to.
Information	Drivers improving but still earning appropriate pick-up points.
Information	Braille route numbers on benches
Information	Have "public services" officers e.g. Police, Fire etc. Promote public transit and become more public transit conscious.
Information	Have "Free Ride" days for School youth to "Hook them Young"
Information	Information needs to be made more readily available to people with language barriers.
Information	Train dispatchers so they can give drivers better directions
Information	Lack of Publicity
Information	Education needed about priority pick-up or drop-off time.
Information	Develop senior and other volunteer driver programs, with defined driver qualifications and efficient operations (to minimize costs).
Information	Need better oversight of drivers, and better methods to let management know about problems.
Information	Don't know where to get San Francisco disability pass that gives you discount on BART & MUNI.
Information	Who to report to when riders do not vacate seat (ask passenger to move).
Information	Better training (customer service, safety) for Paratransit drivers.
Information	Attendants: finding one is a problem, paying <is> a problem. Not being able to read materials.
Information	O & M <Orientation & Mobility> training Lions Rehab
Information	Housing managers should inform residents on shuttles
Information-S	Travel training needed for seniors & people with disabilities (group and 1:1); address specific concerns for low vision, deaf/hearing impaired, frail/mobility impaired etc.
Information-S	Riders need a one page cheat sheet that lists all of the transportation services available: Include: city based programs East Bay Paratransit/link.
Information-S	Bus information sporadic at BART stations
Information-S	Post schedules inside major shopping malls, churches e.g. Stoneridge, COSTCO and other private and public high traffic locations



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COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Information-S	Improve navigation of 511 telephone system, especially for those with disabilities and language barriers, and make it easier to contact a live person when needed.
Information-S	Travel training for seniors and people with disabilities is needed to get them off of Paratransit when possible.
Organization	Maintain key service.
Organization	More services for youth with disabilities.
Organization	Driver shortage.
Organization	Difficulty recruiting, retaining & training drivers for small & large Paratransit operators (especially Class B Drivers).
Organization	Need for drivers of vans. How do we establish program to keep driver(s)?
Organization	Lack of vendors for quick repair of wheelchair lifts.
Organization	More taxis- & better dispatching.
Organization	BAC's <Hakin> has started recreational bus service
Organization	City programs are more limited
Organization	Hard for drivers to find rider. Rider finds driver. Driver can call cell <phone> of rider if <he/she> can't find <them>. Cell phone ownership <important>
Organization	Return trips difficult to schedule - need to coordinate better with medical service providers.
Organization	Staff and others making decisions about service should actually be using the service more often.
Organization	Eligibility
Organization	No systems set up for Non-English speakers and the disabled to get rides.
Organization	Need one person we can contact in case we have problems with Para transit or drivers of Para transit. Something needs to be done with dispatch – not dependable! (Paratransit - Dial A Ride)
Organization-S	Financial incentives for drivers that will provide the service.
Organization-S	Share training programs with other organizations, to save costs.
Other	Help riders be more pro-active, when possible.
Other	Use shuttle between Vineyard Village & Wal-Mart on Tuesdays, Nob Hill on Wednesdays BUT less use for Safeway on Thursdays
Other	<Janet> in vehicle – people inside had <u>gone home</u> . Dangerous <situation> – driver couldn't find <them>.
Other	Reduce price of taxi vouchers to support growing Senior population.
Other	Drivers not courteous.
Other	Special services for students?
Other	Bus drivers need to see that seniors and disabled are seated before moving vehicle.
Other	These needs youth with disabilities
Other	Service for Deaf Blind <is needed>.
Other	Inclusion of consumer in the evaluation rating process
Other	Ensure that all stake holders are included
Other	Ensure that all age groups of people with disabilities are included
Other	<Need for better> taxi services.
Other	Seniors need to meet with dispatchers for a discussion both ways
Other	H bad attitudes- I have observed at least 3 occasions – rudeness and non-compassion for the senior riders. I think employees, especially drivers, need training in TLC and being compassionate
Other	Some drivers have "crappy" attitudes (Some riders have reduced to tears by drivers)
Other	Livermore doesn't seem to be really interested in helping seniors
Other	Allow escort (or info about it "riders)?
Other	Medical return trips



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Other	Medical appointments
Other	More available group trips.
Other	Improve safety for school kids.
Other	Reservations operators – some could be more courteous though some are great.
Other	Paratransit dispatchers should be more courteous and better trained. Drivers need better training to help disabled riders, and need to be more courteous.
Other	Escorts to assist seniors with shopping – doctor appointments – loading and unloading groceries.
PB-ADA	Group trips for Skilled Nursing Facilities & independent housing, & assisted living facilities and any group.
PB-ADA	Grocery <delivery> in house <taxi drivers> helps people with disabilities.
PB-ADA	Need for travel escorts.
PB-ADA	Designated Paratransit stops at frequented locations (medical facilities, colleges, etc.)
PB-ADA	Supporting senior and disabled mobility is important for their health (not just access to medical care, but also physical and social activity), and the health of the community.
PB-ADA	No wheelchair breakdown service in Contra Costa County.
PB-ADA	For people who don't look disabled, it is hard to get a space to sit down on transit.
PB-ADA	Riders/drivers should not assume that people do not have a disability. <Simply because they don't appear disabled>.
PB-ADA	Paratransit Issues
PB-ADA	Buses get too crowded, which prevents people with disabilities and seniors from getting a seat.
PB-ADA	Paratransit taxi <needed>.
PB-ADA	Outside ¾ mile
PB-ADA	Service hours should be expanded to later in the evening – local and regional.
PB-ADA	Shorter more direct trips <on Paratransit>.
PB-ADA	Taxi schedules are not adhered to <no AC Transit for an hour then two arrive at once>.
PB-ADA	Longer hours of operation in evenings and weekends.
PB-ADA	Senior Housing Sites in Livermore not connected to easy transportation (Costs drive location of senior complexes.)
PB-ADA-S	Service access (i.e. amount of trip needs & quick access to transport) for people awaiting ADA certification.
PB-ADA-S	Assistance to people that need to go beyond lobby areas, i.e. 10th floor of office building or doctor's office.
PB-ADA-S	Volunteers to go with people – high school clubs, church volunteers.
Pedestrian Access	Some areas with transit/paratransit service do not have sidewalks, including Maxwell Park and Simpson/Makolumne neighborhoods.
Pedestrian Access	Improve safety in areas surrounding bus-stops near senior centers.
Spatial	Need for bus service. No service to Cerebral Palsy Center
Spatial	Special Event: Alternative routing when special events are going on, i.e. <stores> parties – City of Hayward/Chamber.
Spatial	Designated dialysis service and other regular trips.
Spatial	Pacific Avenue, long walk to services from stop
Spatial	Need transportation directly to Civic Center and library
Spatial	Transportation to Our Savior Lutheran School
Spatial	Need direct bus to Civic Center = including the library
Spatial	Gardella Plaza, We need transportation to the Transit Center. WE would like a bus stop; that is closer.
Spatial	Gardella Plaza seniors need transportation services – shuttle or taxi vouchers.



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Spatial	Out of area Kaiser service
Spatial	Can't get to Del Valle Regional Park
Spatial	No transportation from Gardella Plaza to transit center (only Para transit)
Spatial	Shuttle to churches from senior communities
Spatial	The AC Paratransit goes to Orinda BART. When it was very cold and I wanted to be let out at Safeway, I was told they don't go there – even though it is across the street.
Spatial	Often difficult to get to recreation sites, such as Chabot Science Center.
Spatial	Need better service to Oakland Hills.
Spatial	Could Emery-Go-Around stop on San Pablo?
Spatial	Can't get to P. Senior Center (Sunol Blvd.)
Spatial	Service to Hills (especially to support <u>social</u> trips).
Spatial	Can't get to Social Security and other basic support services in Hayward, only basic services provided in Livermore
Spatial	Gap in service getting to Sunol and Nob Hill in Pleasanton
Spatial	Hilly areas in El Cerrito that are not adequately served by public transit
Spatial	Need transportation from East Ave. to Apartments on Pacifica
Spatial	Future HOV lanes in median of I-580 should have direct access ramps at least to Hacienda Drive and the future SR
Spatial	84 (????) over cross
Spatial	City program bring into service area
Spatial	Busses from Livermore and Central via I-580 could leave freeway at Hacienda Drive, go to Dublin Blvd., enter station grounds berth north of station entrance, exit to Owens Drive, then Hacienda Drive and I 580 bound exit. Fit in with future HOV lanes.
Temporal	Driver <should> check itinerary with passengers & <have> ability to adjust.
Temporal	Medical return trips – Paratransit directly related to hours of bus/BART service.
Temporal	Highland Hospital is not being served efficiently / no dedicated pick-up point for return trips and timing issues <needs> more service coordination / provisions and procedures for hospital discharges <i.e.> information clerk assisting with discharge program.
Temporal	Difficult to transfer between AC transit bus routes, due to limited 2-hour transfer time.
Temporal	Medical Appointments in Martinez, Walnut Creek Palo Alto (Stanford and VA) take too long
Temporal	Doctor's Hospital San Ramon, Highland Hospital in San Leandro (Medical) take too long
Temporal	Dispatchers need to know true time of getting on and off and distances
Temporal	Information about where scheduled ride should have estimated time of arrival.
Temporal	Affordable same day device for wheelchair riders <is needed> (i.e. urgent care, emergency care).
Temporal	AC Transit often not on schedule.
Temporal	<u>Long</u> lead time to schedule regional trips between agencies.
Temporal	Last two months Paratransit not as responsible. Rider was so late he missed his class.
Temporal	Hayward: Same day service weekends as on weekdays. Area is well – served.
Temporal	Long waits for transfer from BART to bus.
Temporal	Organization of <u>scheduling</u> is poor sometimes, it keeps rider on vehicle too long. Have more direct trips.
Temporal	Being on Time
Temporal	Primary issue in dialysis is <when> the person <is> ready to go <their ride is not always there>. To do that on time performance is affected for other riders. Providers of dialysis don't know or care if transit is there for patients.
Temporal	Medical Gap: In an emergency while in your pick-up window going or returning, you need to go to the hospital



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Temporal	but <you are> not provided with a ride home from the emergency clinic because of the same day rule. For Medical/Dental: Sometimes the appointment time extends beyond your pick-up time because of unexpected procedures <then> it is hard <or> impossible to get a return ride.
Temporal	There needs to be a clear time schedule for the rider, driver and dispatch. It will make trips run smoother and faster.
Temporal	No service on weekends and evenings, especially holiday and Sundays.
Temporal	Lack of public transit/Paratransit service on holidays, weekends and evenings.
Temporal	Same - day wheelchair accessible service <needed> throughout county.
Temporal	Weekend service for seniors to go various places <is needed>.
Temporal	Drivers - problem of not being able to find patient <when it is> time for return. If patient isn't ready, too bad!
Temporal	30 minute pick-up window is too long.
Temporal	Time spent taking public transit greatly exceeds that of driving.
Temporal	Service hours do not support times some people need to go to work.
Temporal	Scheduling ride home - difficulty. Could same company pick-up as drop-off? Generally good service.
Temporal	Weekday & Saturday transportation to Chabot College that starts in time to get to class by 8:00<a.m.>, leaves throughout the day - until 10:30p.m. - into the Hills (Hayward).
Temporal	Trips to emergency room without ambulance (and other immediate trips).
Temporal	Emergency wheelchair transportation service v. key- <u>maintain</u> .
Temporal	Safety improvements at <u>night</u> .
Temporal	Destinations to Tracy, Oakland, Walnut Creek take too long.
Temporal	Shuttles to BART too infrequent
Temporal	I live in Torrey Pine Way in Livermore and work at City Hall. I can ride my bike to work faster than taking the bus
Temporal	Later night schedules from Stoneridge Mall to all points in Livermore- Many lower income people subsidize their income with jobs ant eh mall.
Temporal	Regular late nigh service from BART to Livermore
Temporal	Timing of transfers between and around town to medical clinic. Need more flexible services for getting seniors to
Temporal	WE need BART shuttle to BART continuously from Livermore and back
Temporal	Need same day shuttle service!
Temporal	Seniors are left waiting often. This is very hard on seniors.
Temporal	Not enough time to spend at stores
Temporal	Fixed route to Kaiser too long
Temporal	6 a.m. Kaiser Appointments Return trips from college
Temporal	<Paratransit> same day service issues / meetings ending early or no time given. Same day exceptions for meetings and appointments ending early.
Temporal	Consistency - e.g. long wait, then two buses with no wheelchair lift.
Temporal-S	Explore extension of 2-hour transit time to ensure transfer still valid during longer trips.
Vehicle	Internet...
Vehicles	Care and consideration of the number and size of riders in sedan <should be given> to cause a more comfortable ride. A choice should be given of van or sedan.
Vehicles	Paratransit needs better equipment (rains inside some Paratransit busses).
Vehicles	All busses need to be better maintained. Wheelchair lifts don't work.
Vehicles	Often times <u>wheelchair lifts</u> are broken & rider waits for functional vehicle.
Vehicles	AC <Transit> bus drivers are reluctant to put lift stairs down or they claim that the lift is broken. They pull off before you have a chance to sit.
Vehicles	Need 2 busses round trip on 15 route.



Gap Type	Comment
Vehicles	BART, Paratransit and AC Transit not clean or dry.
Vehicles	Sedan floor mats are slippery especially when wet
Vehicles	Wheelchair users can't carry groceries on shuttle

Comments from the website

Gap Type	Comment
Connectivity	One of the biggest needs for the seniors I deal with is paratransit that will take people across county lines. It is necessary to understand that someone who lives in Antioch may be getting care at UCSF and may not be healthy enough to take BART and Muni to get there. I live in Alameda County and am a social worker for seniors, serving all six Bay Area counties.
Connectivity	There needs to be an easier way for residents to take paratransit from one county to another. Transfers can often be very confusing.
Connectivity	<p>Dear Mr. Washington,</p> <p>I am writing you on behalf of BORP, Bay Area Outreach & Recreation Program. BORP provides sports and recreational opportunities for individuals with physical disabilities.</p> <p>I am writing you to support the idea of using a portion of the New Freedom Funds for innovative projects like the Ed Roberts Campus. The Ed Roberts Campus will create a one stop shopping type experience for the disabled community seeking services from a variety of resources. As such, the Ed Roberts Campus will be a very efficient way to deliver services to the disabled community.</p> <p>BORP will be managing an accessible fitness center at the Ed Roberts Campus as well as use the ERC as the starting point for our Outings and Adventure trips.</p> <p>Sincerely, Rick Spittler, Executive Director, BORP</p>
Connectivity	The main problem many seniors and disabled people have with current paratransit systems is that they often won't take people across county lines. This requires people to transfer from one form of transportation to another and/or wait for another paratransit vendor to pick them up at a transfer point. This makes trips very long and sometimes impossible. Given the make up of the Bay Area, people often get services somewhere other than in their immediate area. Second, there needs to be a debit card approach so people don't have to pay separately each time they change forms of transportation. A one card fits all would be helpful. Third, people are often stuck in their homes because they cannot maneuver down stairs or need someone to knock on the door to pick them up. A paratransit system that will do door to door service is necessary for people with disabilities and/or hearing loss and/or frailty. Fourth, each town as well as each county has funding for little programs that no one knows about. There should be a central registry of all subsidized programs where one can look to see what is available in a given location. As a social worker, I do not always have the information to give clients and I know that clients don't know where to begin to find out what is available.
Facilities	My name is David. I'm taken Bart to School every weeks. I think that there should be extra elevator because I'm using a wheelchair. The elevators becomes smelly and many times broken down. Especially the elevator at the Embarcadero station. I see the same dirt previous day, does anyone bother clean this up?. Why it so hard to get buy Muni ticket? I mean I had to go to different agents before someone actually point to the right place. Many time I rode the bus, either in Eastbay or San Francisco some bus drivers don't know how to secure the wheelchair down. I think that all drivers should be training to secure the wheelchair on the bus. The drivers are good people. Even though they (I think don't have proper trained) tried to secure the wheelchair down. Many time some of them don't even know how to use the equipment. Two years ago, at the Daly Bart station, the bus driver. She was a friendly person. She tried to use the wheelchair lifter. She



Gap Type	Comment
Organization	<p>pressed every buttons. I know she did not know what she was doing. Luckily another bus, I went to the second bus. The lifters many times broke down a lot. I have to wait for another bus.</p> <p>As a Social Service Coordinator in Senior housing seniors come to me for assistance in getting paratransit...the process is not easy to discern. County and City and Bus and/or Taxi Vouchers...and one who has had them for 15 years is asked to reapply...coordinating is difficult without an overall picture of transportation and options.</p>
Organization	<p>I am a Medical Social Worker and encouter a variety of individuals with transportation needs. One major issue I have observed is that there is a 21 day waiting period after submitting an application for paratransit (East Bay Paratransit) and being eligible for the service. While I can understand the reason for this, it puts individuals who have become unexpectedly disabled at a significant disadvantage. It seems like this waiting period could be shortened and/or the service could be initiated while eligibility is being verified (ie, give the individual the benefit of the doubt). The paratransit services are not that convenient that would make them so desirable as to have "able bodied" folks abuse this. Often when a person has something unexpected happen they may have critical medical appointments within this 21 day period.</p> <p>There are paratransit services at the city level which often are set up to assist with the cost of paratransit or can "fill the gap" during the 21 day waiting period. However the application requirements and specific service varies widely among municipalities. Additionally, one particular city (Berkeley) requires a great deal of documentation as part of the application which is often very difficult for an individual who has become unexpectedly disabled to procure.</p> <p>Essentially it is quite difficult for a disabled person to complete these applications without additional support; and those with limited support are often the people who need such services the most.</p>
Organization	<p>Sometimes the processing of paper work is extremely long to access services. If there was a way help shorten the process it would help more individuals to use the service.</p>
Other	<p>Our Deaf seniors in Fremont Oak Gardens do not have quality transportation. Service for the deaf is totally overlooked.</p>
Other	<p>The Computer Technologies Program would like the New Freedom funds to be used in the SF Bay Area region for projects such as the Ed Roberts Campus, at the Ashby BART station.</p> <p>CTP, one of the partners of the ERC will offer employment training and services for people with disabilities. Accessible transportation for our students and staff with disabilities is such a high priority. CTP also relies on volunteers from bay area business to assist us in finding successful job placements for our students. This transit hub will be convenient, attracting more volunteers. CTP expects more student enrollment due to accessible public transit and easy access to other services.</p>
Other	<p>What will the cost be for any of the three area's?</p>
Other	<p>Being disabled, I use cycling, AC Transit, BART and sometimes Union City Transit to get to get to work. (I substitute teach at various locations there.) I would like to provide in-depth input to your survey, but feel I would need to know more about the current services offered, the assessment of needs (including instruments of measurement--or is this survey the primary tool?), priorities for change, and what strings may be attached to the funding. Also, please explain what is meant by using the plan to leverage for additional funding. With that knowledge, I feel I can provide informed feedback worth using</p>
PB-ADA	<p>As a social worker working with disabled adults and the elderly, I have found dissatisfaction with the current Paratransit services that are available in Alameda County. The primary reports that I hear from clients are related to 1) reliability - they often report missing appts. and waiting hours to be picked up for the return trip 2) cost - currently the service costs more than a bus. After working in SF Co., I believe that Alameda County residents would benefit from having taxi scrip which would allow them to use mainstream taxis at a reduced cost. This would at least address the reliability problem. In regards to the cost, I believe that the Paratransit vehicles should not cost more than a normal bus trip. Alternatively, Paratransit could sell a monthly "pass" - perhaps with a capped number of rides a month? This would allow individuals on a fixed income to budget</p>



Gap Type	Comment
	for the month. Frequently I find that clts at the end of the month don't have the money they need for Paratransit services.
PB-ADA	I would like buses that have lifts for people who use walkers - people such as myself. AC Transit's new Van Hool buses only have ramps in the middle of the bus and they have to be activated by a hand device used by the driver. Furthermore disabled passengers have to sit in the MIDDLE of said buses.
PB-ADA	Re: Paratransit. Make it more welcoming to disabled riders. There are many potential riders who need to be encouraged with free ride days, first rider days, minimal waits for the van (always), respectful and courteous drivers (always). Thank you
PB-ADA	The Tri-City area of Union City, Newark and Fremont were able to create a program for qualified elderly and disabled people to have a volunteer escort go with them to the grocery store or a doctor appt. when riding paratransit. This is a huge unmet need in other parts of Alameda County as many people are able to ride paratransit alone but need a little bit of help to maneuver their wheelchair once they get to the doctor's office or carry some groceries and help them get through the check out line at the store. Also, paratransit is serving many, many people but a lot of riders have unreasonable lengthy waits for their drivers and have reported that in some instances the drivers don't show up at all.
Temporal	As a Social Work Intern, I work with the disabled and frail elderly in Alameda County. Some of my clients experienced excessively long waits and rides with paratransit. Additionally, your collaboration with City Planning to develop communities with doctors, pharmacies, grocery shopping and senior housing within the same mall or block would greatly aid the mobility impaired. Locating such communities near BART or a public transit hub would expand the world of the disabled.
Temporal	Destinations to Tracy, Oakland, Walnut Creek take too long.
Temporal	I see the following problems with Alameda County Paratransit:*Operators that schedule the rides only speak English
Other	*Poor customer service, don't have a lot of patience *program is not set up to meet the needs of seniors with dementia *the waiting period to be picked up is too long * it takes about 2 hours to go from Fremont to Oakland and another 2 hours to return---that's too long



Contra Costa County

Total people attending meetings: ~78

- Contra Costa County Public Authority for IHSS, January 16, 2007
- Contra Costa PCC, January 22, 2007
- One comment from the web

Gap Type	Comment
Connections	Connections – timely – more busses waiting for connections when disabled
Connections	Connections are a problem should be able to be picked up and taken to destination - Not go through hub and then ????? to get a 9:30 – I will be picked up @ 8 and I can't get app.'s <usually> until 9
Connections	Connections difficult
Connections	Transportation hub far from home, shuttle service needed
Connections	Transportation hubs too far from home Need shuttle service to connect with med appt's, chores, etc.
Connectivity	¾ mile minimum w/ in 8VC areas
Connectivity	Crossing service area paratransit connections
Connectivity	Difficult to cross county
Connectivity	Gaps in transfers when more than one service involved
Connectivity	Make transfer between service areas/providers easier
Connectivity	Multiple transfers necessary.
Connectivity	Transfers are not synchronized
Connectivity	Transfers can be a problem
Connectivity	Transfers not well timed
Facilities	Convenient bus stops
Facilities	Covered bus stop at San Pablo Ave and 23rd Street West County
Facilities	Handicapped parking issues esp. at medical facilities. Not enough handicapped spaces
Facilities	Innovative use of technology ex.. Smart elevators
Facilities	Lack of infrastructure in East Co.
Facilities	Marsh Drive Bus stop North Concord
Facilities	Need for more fixed route stops
Facilities	No bus stop near Markham Nature area in Concord. – Cowell Rd.
Funding	Fare structure 50Cents one / free/ ./ \$1.50/ \$ 3.50 confusing and out of reach
Funding	Finding a cost effective way to provide public transit in low density areas.
Funding	Funding Need to identify all funding sources (not just public transit \$) and all options now on the street (CBO, Human Services, Volunteer, Non Profit, faith-based)
Funding	Funds to subsidize taxi for cities
Funding	Lack of funding to create a robust public transit system
Funding	Link is too expensive
Funding	Para Transit \$ too expensive
Funding	Para Transit too expensive in Central County



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT–HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Funding	Please take a look at Medicaid brokerage programs, Seattle-King co. has one that covers the State of Washington, I don't believe CA has one.
Funding	Poverty level person have no funds to afford paratransit Affordable car sharing
Funding	Users should be reminded of the cost (full cost to the tax payer)
Information	911 responders do not include significant others – must follow using public transportation
Information	Complicated to understand prices of multiple para transit agencies
Information	For people who go to dialysis without a companion – the driver will go in and push up the patient. This is good.
Information	Hard for blind people to identify houses and bus stops
Information	Lack of knowledge about how much money is being spent by social service agencies and “non transit” organizations on transportation for their clients/program enrollees and how to better utilize these resources
Information	Perception of transportation – educate public transit riders
Information	Seniors who have never used public transportation have real concerns/fears of unknown
Information-S	Need a county wide travel training program with \$
Information-S	Need more travel/mobility training to get more people on busses if they can
Inter-County	Alternatives to 911, especially in East C C
Inter-County	No incentives to cities to include transit in growth plans – too many cul-de-sacs, walled communities, wide arterials, low density housing, lack of mixed use (no sidewalks/bike lanes) discourages pedestrians= transit
Organization	Affordable car-sharing
Organization	Coordinate volunteer programs
Organization	Need a mobility management center
Organization	Need for coordination between systems including smaller programs
Organization	No evaluation plan for emergencies
Organization	Solution: Volunteer driver program
Organization-S	Need a county wide mobility management/brokerage to coordinate resources
Organization-S	One size does not fit all! What about volunteer driver programs. (They need financial and human resources)
Other	Clinic or hospital pick-up of individuals with appointments
Other	Coordinate 911 – doesn't serve all elders in need
Other	Fixed route drivers insensitive to disabled riders; insufficient regulations ensuring policy
Other	Medi-cade Brokerage Program
Other	Safety from crime is an issue in some areas- especially at night
Other	Safety Issues
Other-S	City Planners need to require new developments to include public transportation
PB-ADA	Coordination between paratransit systems
PB-ADA	Why can't operators cross lines w/in region, keep track + reconcile at end of year who owes who what?
Pedestrian access	Bus stops with pedestrian access



METROPOLITAN TRANSPORTATION COMMISSION
 COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE
 APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Pedestrian access	Curb cuts East County
Pedestrian access	Curbs West County
Pedestrian access	Inaccessible bus stops East County, South County
Pedestrian access	Need for countdown signals
Pedestrian access	Need sidewalks and other pedestrian improvements
Pedestrian access	No sidewalks East County
Pedestrian access	Overall issue of barriers to path of travel for wheelchair users.
Pedestrian access	own/subdivision planning, Universal accesses sidewalk design, "garage scape" Houses built without sidewalks, Without building community
Pedestrian access	Pedestrian overpasses, sidewalk barriers and maintenance issues
Pedestrian access	Poor sidewalks
Pedestrian access	Telephone utility poles as barriers, need more curb cuts
Pedestrian access	Traffic issues impacting pedestrians at crossing
Population served	Lack of inclusion of everyone who needs transit = not just E & H What about the low income mom with 3 kids and no car? Why should E&H get better / worse?
Spatial	Bus connection to Manteca from East County
Spatial	difficult in getting to Alta Bates Hospital in Berkeley on public transit – too many transfers
Spatial	East County – "Getting services over the hill
Spatial	Getting Seniors "over the hill" East County
Spatial	Have to transfer from San Pablo to Pinole
Spatial	John Muir Orthopedic Hospital – no bus stop nearby – must use paratransit
Spatial	need to transfer between East County (Pittsburg) and Concord (Central County)
Spatial	Need transportation to Wal Mart in Pittsburg
Spatial	San Ramon Medical Center South Center
Spatial	Severe problem in accessing public transit for Kaiser-Oakland and Richmond and Doctor's in Pinole.
Spatial	Very limited services to the Delta region
Temporal	Busses don't run often enough East County
Temporal	East county needs evening transportation for events
Temporal	Emergency transportation
Temporal	Excessive trip time paratransit (2hours)
Temporal	If trip is too long for any reason it can be difficult for people with disabilities
Temporal	Lack of public bus services evenings-holidays-Sundays
Temporal	Length of time or wait
Temporal	Multi appointment of client is expensive and taxing to client . Need a door to door accommodation that is not costly and also time saving
Temporal	Need 380 and 387 on weekends East County
Temporal	Need bus more often than once an hour
Temporal	Night and weekends Central County
Temporal	Night time events in Antioch and Pittsburg
Temporal	On Demand Taxi for "emergency" needs



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Temporal	On medical appointments – if Dr. doesn't see me in time – the <????> will come + push me up + can't wait for me
Temporal	Richmond often doesn't have same day service available even though it used to
Temporal	To get to AC meeting at Martinex – must take bus + Antioch BART – BART to Concord the bus from concord to Martinez takes 2 hours
Temporal	Transfer times too long
Temporal	We need weekend service We need shuttle service between Dr's office + hospitals
Vehicles	Accessible taxis
Vehicles	Need for wheelchair accessible taxis
Vehicles	Wheel chair tie-downs not always in operation or drivers not knowledgeable to use the tie downs
Comment from the web	In some areas DIAL-A-RIDE used to transport only WITHIN cities, leaving ill seniors sitting at the city boundary, waiting for cabs to complete their journey. Also, the public transportation commuters need to be able to arrive at work promptly. Can realistic schedules be devised? While I live in one county, I work in another; as many public transportation commuters.



Marin County

Total people attending meetings: ~27

- Marin PCC Meeting, February 12, 2007
- Marin Indoor Sports Club (ISC), January 13, 2007
- Comments from the web site with county of “Marin” selected
- Input from the Marin County Transit District

Gap Type	Comment
Connectivity	Bus service to ferries to coordinate with ferry service
Connectivity	Ferry & buses don't always connect time-wise.
Connectivity	Lack of transit to the ferry terminals from all areas of county. Sol: increase accessibility for pedestrians & parking at Ferry Larkspur terminal
Connectivity	More transfers than before – used to be fewer transfers.
Connectivity	Poor bus connections to ferry
Connectivity	SMART with ferry service; weekend service; more frequency of bus routes (1/2 service)
Connectivity	There is no seamless system
Facilities	No place to sit/no protection from elements
Facilities	The attendee has filed a law suit against the Town of Ross because of the lack of curb cuts and ramps.
Facilities-s	Make up one bus stop standard that will be used @ all stops > mirror image of bus stop @ GGB Golden Gate Bridge
Funding	Funding shortfalls: Not enough for fixed route and paratransit. Protection for spillover revenue (state budget)
Funding	Proposition 8 money is not being used properly
Funding-s	*Use unused vehicles to fill “gaps”—problem is insurance.
Funding-s	Auto donation to rides service in exchange for rides for life
Funding-s	Co. could supply fuel for volunteer drivers
Funding-s	Consider funding for a countywide mobility manager who would work to improve the flow of information and problem solving regarding mobility issues.
Funding-s	Coordination among providers to share vehicles/ <u>insurance</u> issues—need policy change (umbrella?)
Funding-s	Cost-reduction strategies (i.e. gas cards co.-insurance)
Funding-s	Develop better service through measure A funds
Funding-s	EJ Grants, CalTrans MTC > TOD to help out Marin Coty not only Canal
Funding-s	Free transit for seniors/disabled during non-peak hours
Funding-s	Fund Intelligent Transportation Systems (ITS) improvements such as automatic vehicle location (AVL) and other technologies that would assist with trip information; trip planning; paratransit reservations, scheduling and dispatch.
Funding-s	Funding for travel training programs for seniors and disabled who can use fixed route transit
Funding-s	Funds to subsidized fares/voucher administration
Funding-s	Gas tax transportation \$ spillover funds – (\$617 million) proposed to be diverted
Funding-s	Hospitals & dialysis centers need to provide transit for patients. Sol> Medicare—bill them!



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT–HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Funding-s	Increase funding for fixed-route transit so that routes can be expanded or added that can serve locations where there are more elderly and disabled riders
Funding-s	Increase funding for paratransit service
Funding-s	Increase funding for paratransit vehicles – lower the local match required
Funding-s	Lrg % of pop that can pay for serv.
Funding-s	Need \$ for gas cards
Funding-s	Need for umbrella insurance policies so existing services can cooperate with each other, share clients, use volunteers
Funding-s	Subsidized taxi fare for ill or disabled people (Novato)
Funding-s	Suggestion: Marin Co. self + insure like SF
Funding-s	Suggestion: talk to Garamendi -MCTD has covered vehicles But too expensive to do all.
Information	Small # programs assisting seniors & disabled & <u>the ones that are available are unknown.</u>
Information	The available <programs that assist seniors and disabled> are unknown.
Information-s	Fund senior driving training to increase driver safety as well as assistance to those who have lost their licenses
Information-s	Improve transit information including visual aids – kiosks and wayfinding signage
Information-s	Information re: shuttles—PR/mktg of transportation services -more targeted mailings
Information-s	Need “targeted mailing” to people who would use the various programs
Information-s	Need <travel> training for seniors & disabled
Information-s	Provide training for taxi drivers about working with seniors and provide monetary incentives for those drivers and owners to participate in taxi programs.
Inter-county	Can't get to MTC meetings in Oakland from Marin County. Driving it's 45 minutes. On the bus, Terra Linda to central SR, the 40 to El Cerrito, then onto BART to Oakland. No straight route.
Inter-county	Whistlestop will take him to MTC, but E. Bay Paratransit will not bring him all the way home. Goes to El Cerrito / del Norte.
Organization	Board or Commission for taxis Marin made up of public not agencies
Organization	Communication gaps between <illegible> paratransit services—especially <S.Rosa> & East Bay
Organization	If Marin CIL is not providing adequate service, people can call CIL in Berkeley and get service.
Organization	Lack of coordination among paratransit services.
Organization	There are four different agencies in Marin – Marin DPW, which oversees the Marin County Transit District (MCTD) and Transportation Authority of Marin (TAM), and then Golden Gate Transit (GGT). All these agencies mean inefficiencies, diversion of funding, and non-transparent planning.
Organization	too many residential facilities w/o ability to fund own transport depend on paratransit. Sol. Need their own vehicles or share vehicles w/other facilities and all resources available
Organization-s	(Seattle, Kings Co.) Use retired PT vehicle - receiving agency provide % age of trips to donor's clients
Organization-s	Allow San Fran, Oakland, Berkeley, etc. taxi co's vie for Marin County permits.
Organization-s	Increase volunteer transportation programs
Other	City of San Rafael prime lead example for county to follow!
Other	Drivers need better training, they drive around lost.



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT–HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Other	Look for a way to offer transportation for developmentally disables on an immediate need basis—sudden illness—no time to arrange days ahead with Whistlestop.
Other	Other: Too many studies, too much <bureaucracy>.
Other	Transit time is still too long for frail <&> chronically ill elderly to use paratransit services.
Other	What happens in xx <times> of emergency
Other-s	Carpool programs for seniors
Other-s	Have a volunteer org. who asks “public” to use their own car(and insurance) and volunteer to transport seniors, etc. for a certain period of time
Other-s	Increased bus stop & more frequent stops (Novato)
Other-s	Jitneys on a micro-business/self-employed basis
Other-s	Long commute times on transit—heavy traffic commute hours—Solution: 1. <buses> on highway shoulder. 2. multimodal transit—rail & trail
PB-ADA	Disabled folks not certifiable
PB-ADA-s	need Community shuttle service for non-drivers (transit-dependent)—for “out-of-range (beyond ¾ miles) seniors, disabled & other non-drivers
PB-ADA-s	Community shuttle service—transit dependent/general purpose addition capacity for ADA and senior paratransit service (beyond ¾ mile, evenings weekends)
PB-ADA-s	Extend Marin County mandated ADA to <u>two</u> miles from fixed route (or more). Just consider a wider profile.
Pedestrian access	<Ped> limits to ASA access on Sidewalks No sidewalks
Pedestrian access	I live in Tam Valley, right off Shoreline Hiway; just up a steep hill @ a blind corner. The hill is too steep for wheelchairs to navigate without zig-zagging. Wheelchairs cannot be seen by drivers turning onto my street. There is no crosswalk at my corner. There is no sidewalk on the north side of Shoreline Hiway. There is not a usable (full-width) path of access from Pine Hill to Tam Junction on the South Side of Shoreline.
Pedestrian access	In Novato, ½ block from City Hall, De Long Ave., north side, the sidewalk ends, then there are 3 utility poles in the dirt. Completely impassible by wheelchairs. <See our photo library for stop# 699 - VT>
Pedestrian access	No sidewalks <limit ADA accessibility>
Pedestrian access	On Civic Center Drive, east on N. San Pedro, several ramps have utility poles placed in the ramps. < See our photos for stop # 599; may be fixed by now >.
Pedestrian access	Sidewalks: not enough funding available. not enough staff to enforce current laws
Pedestrian access	There are no sidewalks in Tam Valley. The bus stop is over 3.4 mile away, so paratransit won’t come up that far.
Pedestrian access-s	Improve pedestrian and disabled accessibility with improvements to sidewalks, walkways, intersections and bus stop improvements.
Spatial	Can’t get to the ferries on fixed-route because there are no workable shuttles to the ferries.
Spatial	Cannot get from S. Marin (Mill Valley) to Marin General as they used to on the old route 211. You have to take the 29 north to San Rafael, then come south. It’s a 2-hour trip.
Spatial	No public transit to get to public meetings.
Spatial	North bay taxi-wheelchair service is good—hope it is inter-county
Spatial	Spatial Gaps: limited ferries—not enough—& lifts break down



METROPOLITAN TRANSPORTATION COMMISSION

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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Spatial	There is no direct fixed-route to College of Marin as there used to be (the old 1)
Spatial-s	Amen to limited shuttle routes—how about partnerships between MTA & various cities/counties. Buses go down major N/S routes, shuttles/jitneys go E/W.
Spatial-s	Community shuttle service for non-senior, non-disabled, people who do not drive (transit <illegible>) (Novato)
Spatial-s	Services should be provided door-to-door, not curb-to-curb. Whistlestop Wheels does this.
Temporal	Additional capacity for ADA and seniors paratransit—increased hours & weekends (Novato)
Temporal	Fixed route transit takes too long. For example, from Terra Linda to Greenbrae is over an hour on the bus on weekends (about 10 minutes by car). It takes too long to get anywhere if you actually have to run your life.
Temporal	Fixed-route used to be usable, is no longer. Whistlestop takes too long.
Temporal	Golden Gate needs to drastically increased hours seven days to Marin General for all people regardless of income level or where they live. (Marin General Hospital)
Temporal	I am the one who broke the barrier against having people using wheelchairs as ushers at various theatres, & the Opera House & Davies Hall in SF. Now, because of limited evening svc of <Golden> Gate Transit <to>, I can no longer take paratransit to see any performance, much less usher!!! What a good example I am!!!
Temporal	Lack of bus service to Marin General Hospital Patients get turned loose when buses are not running No Sunday service
Temporal	Limited ferries
Temporal	Redo local bus times to meet all ferries
Temporal	Temporal Gaps: What emergency transportation services are available (i.e. Louisiana-style problem
Temporal-s	Emergency transportation esp. same day
Temporal-s	Greater frequency & local service more than 1x per hour
Temporal-s	There are no mid-day shuttles on N. San Pedro to get people to central San Rafael transit center. If there was a mid-day shuttle, then all those people in the convalescent homes and senior housing on that street could get paratransit.
Temporal-s	A continuous bus system running 24/7 through out county of Marin
Vehicles	Accessible car-sharing
Vehicles	Gaps <in> Marin. Not enough accessible taxis subsidized! Solution: taxi ordinances to require cab companies to provide accessible taxis
Vehicles	Have insufficient equipment, insufficient tie-downs. Are in bad repair and are "filthy". Drivers wear filthy uniforms. (E. Bay Paratransit)
Vehicles	Not enough accessible taxis; 2 accessible vehicles, 1.5 trained drivers.
Vehicles	Programs assisting seniors & people with disabilities lack "accessible" vehicles.
Vehicles	This project has been "under study" for almost 10 years & no accessible taxi svc has really gotten off the ground
Vehicles-s	Increase accessible taxi services – more funding to purchase vehicles

Comments from the website:



I am a care manager for the Marin MSSP program. All of my clients are elderly, low income and have multiple health problems. For the past approximately two years, I repeatedly have gotten bitter reports from my clients as to the poor service of the Marin Whistlestop Wheels. Common complaints are that they have to ride for very long periods of time while other passengers are picked up or delivered to their destinations, that the van arrives earlier or later than planned, that WW calls at the last minute and changes the time. The most common complaint is that, following the medical appointment, the client may wait up to 2 hours for the WW van to arrive to take them home. Our program often ends up having to pay for taxi rides, which are very expensive, as our clients cannot tolerate the long rides and the long waits for the WW van.

I am a Care Manager with the Jewish Family and Children's Services in Marin County, San Rafael. In my caseload I have many disabled adults, between the ages of 18 and 95, with a variety of disabilities, including walking with a cane or a walker to being wheelchair bound. These clients have many transportation needs, from medical appointments to grocery and other shopping, to therapy appointments and socialization opportunities. They often live far from family members, and the available transportation options are mostly limited to Whistlestop and Drivers on Call. Neither of these services are a viable way for them to get their transportation needs met: Whistlestop often adds between 3 and five hours of waiting/driving time to their appointments, which makes the length of time they have to be out in community too long for them. Along with their outward appearance of disability, there exists a great inner weakness, a loss of physical and mental stamina that renders them homebound, unable to withstand a seven or eight-hour outing. Taxi service is expensive, and for some impossible, both financially and practically, as the taxi will not accommodate an electric wheelchair. Public transportation presents the same difficulties.

What is needed is a service which can provide more rapid transit from their homes to their appointments. This will require a greater number of wheelchair accessible vans than Whistlestop is providing. What is also important to note is that Whistlestop drops the client off at the entrance to their doctor's office, and many cannot open the door, nor do they have the mental capacity to remember where in the building the doctor's office is located.

For these people it is very important that someone accompany them all the way into the office. Then, as the weather may be cold or raining, they should not have to be waiting out of doors for pick-up. Perhaps a vibrator, such as is used in restaurants would be helpful for them to be notified that the bus or van has arrived.

Thank you for helping the disabled and infirm members of our community.

How much will it cost the taxpayers to get Nelson Nygaard to go away, paying them to do something has not worked.

From non accessible meetings, to policy development like the accessible taxi's that is thirty years out of date to hiring Connie Sorter whose work has ensured poverty for thousands of people with disabilities.

The company is for ever studying which means nothing is ever done. We did focus groups independent of public funding years ago and it is still the same, only worse.

The money spent on this could actually be used to help people instead of continuing to ask the disability community to sacrifice its ability to get to work so a few policy leaches can make a living studying how they are going to.

It would not be so sick if Nelson Nygaard led the way in better benefits so we can eat while they make money studying us forever.

We need accessible taxis and a transit system that has reasonable headways so you can actually use it to get somewhere during a day.

Trips on public transit take far too long because of too many transfers, long wait times, attrition of service or no service to some areas.

Same is true of paratransit. They don't serve those which public transit doesn't serve. That locks alot of people living in outlying areas

access to public transit, particularly if they are elderly, poor or disabled or for some other reason cannot drive. Their only choice is to hitch hike out of those outlying areas if their cars break down or they can't call a friend or neighbor or they have to go somewhere and can't drive.

This really needs to be rectified, and soon. We have passed measure A to improve our transit system, and yet I have seen no improvement at all!!! Instead, more cutbacks are occurring and the whole situation is truly outrageous!!



Napa County

Comments from the Napa PCC Meeting, February 7, 2007 (~15 people attending). There were no other meetings in Napa, and no comments from the web.

Gap Type	Comment
Connectivity	Amtrak bus goes to Martinez where he wants to go, but won't take him unless he has a train ticket. Even when he does, not all of the Amtrak buses are wheelchair-accessible.
Connectivity	Connections to Vallejo need to be improved; also connection to the mall in Fairfield.
Facilities	Public (not staff) bathrooms at the bus station
Facilities	Some facilities are not accessible, and the only way a person can access, i.e. Napa Valley College, is with a personal attendant.
Facilities	Street problems need to be addressed to each <u>city</u>
Information	More funds for outreach; mailers with bus routes, maps, info for entire Napa County
Information	Weekend service is available, however, many seniors are not aware or they choose not to use the services on the weekends.
Other	At capacity, especially at peak times.
Other	Community-based programs rely on subscripitive trips for access to their services.
Other	Policy / accessibility that reflects Olmstead decision for keeping people in the community.
PB-ADA	Service lacking in all communities are – non-ADA trips for elderly. Transit-dependent elderly who are <u>not</u> disabled have unmet door-to-door services.
PB-ADA-s	NCTPA is acquiring new software, Trapeze, that will assist in filling gaps
PB-ADA-s	NCTPA is instating a new no-show policy that should free up seats.
Pedestrian access-s	The VINE consumer advisory committee (VCAC) has a subcommittee that has selected many parts of the county that need bus stops and shelters.
Spatial	(and cost) Cost of transportation to the healthcare (Drs and clinics) – special bus
Spatial	Rural counties such as Napa have fixed-route needs between service areas that are not being met.
Spatial-s	Napa <u>City</u> Flex Ride
Temporal	↓ Non-ADA eligible don't have enough service
Temporal	Excess transportation times for communities not located within core service area, due to capacity issues and ↑ growth and congestion
Temporal	Need better transportation for non-ADA's seniors on the paratransit
Temporal-s	Currently NCTPA has an RFP to hire an organization to redo the (fixed-route) schedule.
Vehicles	↓ taxi service for people in wheelchairs
Vehicles	No taxi wheelchair service



San Francisco County

More than 132 people attended two meetings, with additional comments received online.

- San Francisco PCC Meeting, January 17, 2007 (32 people attending)
- San Francisco Senior Action Network February 8, 2007 (approx. 100)
- Comments from cards translated from Chinese
- Comments from the web site with county of “SF” selected

Gap Type	Comment
Connectivity	Connect with BART and other transit comp<an>ies to make schedules work. I.e., get off the BART at 3:15, and the bus left at 3:14.
Connectivity	Create system so that all areas of the city are well covered, especially by cabs
Connectivity	Eliminate transfers from San Francisco Paratransit and Redi-Wheels
Connectivity	Hospital discharges coordination and transporting
Connectivity	Taxi services as safety net for fixed rate users who have great difficulty using fixed rate
Connectivity	Use SF model of collaboration
Connectivity-S	Solution: For admission and discharge, ER's (should) to use non emergency medical transportation. There (are) many companies in SF – use smaller companies they are more efficient and less costly for tax payers
Facilities	Enforcement of taxi stand regulations so cabs can get to curb (get rid of lines)
Facilities	Paratransit vehicles able to use bus stops to board & off-board.
Facilities-S	Audio pedestrian signals and products that are universally designed to include all people and abilities.
Facilities-S	Create mini taxi stops at senior locations
Funding	\$
Funding	A merit pay-incentives for quality service
Funding	Grant process can conflict with sustainability goals
Funding	How to advocate for more \$ in New Freedom (and others)
Funding	Increasing funding must be a priority (Pelosi)
Funding	Need to know cost before measuring community support
Funding-S	Funding incentives to for profit providers of ramp taxi services. Including drivers, medallion holders and companies
Funding-S	Incentive pay for ramp taxi drivers – 5 – 1- per wheelchair pick-up
Funding-S	Incentives/rewards for service providers. Public rating for taxi companies for service to special needs committees
Funding-S	Raising salaries of Paratransit drivers
Information	511 include all bus info!
Information	Education/between social workers & hospital staff for transportation needs when leaving the hospital disabled
Information	The taxi driver should tell the passengers that he was the assigned to service said passenger
Information-S	A lot of people don't know what kinds of special services are available for seniors and handicapped people – more information and publicity should be provided.
Information-S	More outreach and opportunities to provide information regarding problems experienced



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Medical	Assistance with persons of Dialysis from home to destination.
Medical	Availability for hospital discharges
Medical	Gurney service to and from hospital or medical treatment.
Medical	Need transit for hospital discharges
Medical	Pick up from hospitals when you have a procedure and can't go home by yourself by transit.
Medical	Transportation for people going home after an out-patient procedure: Hospitals won't let you go home unless somebody comes to get you. So I have to find somebody with a car to take me home. We need some form of transit for people in that situation.
Operations	Also the bus driver should announce verbally "front section is for seniors". The signs are posted but they choose not to read it. Too many times I see young people are not yielding to the elderly especially to the handicap.
Operations	Fare subsidies for low-income seniors and disabled
Operations	Gaps – Reliability (lack) hinders usage
Operations	Have drivers pull to curb (not 3 ft away) to step onto curb < bus?>
Operations	Have drivers to ask young people to give front seats to older people to sit down, not watch them to try to stand and swing from the strap on the bus.
Operations	Lift caps on taxi scrip programs
Operations	No 14 bus says Daly City on front, but often the sign on bus is changed while in transit to Lowell.
Operations	Problem: When bus stops are of island type (Market "F" Line etc) and are totally taken up with passengers waiting to board. The bus may stop, open th door foe would-be passengers, at beginning of island, close the doors and take off without picking up would-be passengers actually waiting at the end of island.
Operations	Quicker implementation of single fare mechanism Translink
Operations	The only thing I object to is the driver will be talking on the cell phone. And the second thing I don't like is a driver will "visit" with "friend" while driving. Most drivers are very courteous.
Operations	To be fair to most of the bus drivers they do a good job. But too many of them let non-paying persons on the bus. Even those persons on the buses who ride these buses many times know many who get on without paying a fare. These persons are paid to see that persons pay the fare, but need to do a better job.
Operations	Waiver allowing seniors and persons with disabilities to call for taxi service that is accessible and accepts their method of payment.
Operations-S	Muni bus #4 almost empty on California (has #1 already). Use money for other routes that need more service (#33, #43, #44)
Organization	(Out of control fraud) Too much fraud with out of control
Organization	Debit card swipe for cabs
Organization	Enforce Muni ADA regulations lower steps, etc. Also buses have to stop at stop
Organization	Have incentive programs funded to encourage ramp taxis to see benefit in assisting
Organization	Incentivize ramp taxi drivers
Organization	Lion's Center (should not be) taking tickets (away) from seniors
Organization	Sensitivity training for all individuals involved with transportation for people with disabilities and elderly
Organization	Urgent need for taxi service centralized/computerized dispatch accountability/ enforcement for timely pick-up
Organization	Use of catchment area for senior services
Organization-S	Accessible cabs should be able to cross county borders if accessible cabs are not available in that county.



METROPOLITAN TRANSPORTATION COMMISSION

COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN UPDATE

APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Organization-S	Improve communication between transit companies and the passengers
Organization-S	Improve drivers training
Other	Also – Educate your drivers to be polite and caring. If you want less cars downtown pls try and improve the bus service. More buses are better than less. I hate waiting and freezing. I love riding the bus. ☺
Other	Enforcement of ordinances to create a safe and healthy environment around transit shelters.
Other	Get Muni to go to the curb to let people off.
Other	Husband and wife (of) 25 years or more accepted for taxi scrip. One die(s) other has to reapply and start all over new. Reapply – wait for approval, hopefully (at) the time (the spouse) is not thinking of transportation. Should be able to move into slot for taxi scrip and continue using. At this time, they are not thinking of transportation until it's needed again.
Other	Mandatory pick-up of seniors and persons with disabilities <by> taxi operators.
Other	Measures to improve safety at bus stops.
Other	Measures to make transit safer for seniors and persons with disabilities
Other	Muni drivers need more sensitivity training to lower steps for physical handicapped. Especially hard if they stop way out in the street – not at the curb – despite no cars blocking!
Other	Other passengers could report inappropriate behavior of bus drivers
Other	The ability of ramp or sedan taxi to stop, unload and transport disabled passenger without getting ticket while parked in blue zone. Like a special unloading placard (that says) "good for 10 minutes"
Other	Training
Other	Vehicle ticketing in loading zones
Other	We need affordable and reliable paratransit services!
Other-S	Training and election of drivers that are more sensitive to the needs of the seniors/disabled population
Pedestrian access	Cell phone, driving, walking, seniors driving
Pedestrian access	Enforce sidewalk repair problems so people can get to bus stops safely
Pedestrian access	Enforcement of laws regarding parking, bi-cycles and skateboards
Pedestrian access	Enforcement of xwalk laws for pedestrians
Pedestrian access	Implementation of ADA standards for length of ramps for accessibility – otherwise highly dangerous.
Pedestrian access	Improve infrastructure of cross walks and boarding areas (fill potholes)
Pedestrian access	Longer timing of lights to cross street
Pedestrian access	Need for longer crossing times, upgraded signals
Pedestrian access	No turn on red lights, (unsafe for pedestrians)
Pedestrian access	Service staff to help frail and handicapped to door of destination
Pedestrian access	Unfortunately the stopping points for our buses have moved to the middle between two streets rather than at the end of the street – how would you like to climb a hill with a crutch or your walking stick just to get on your bus?
Pedestrian access-S	Longer time limit for pedestrian cross walk light signal
Pedestrian access-S	Transit bulbs to be installed to create better access and continued flow of traffic.
Spatial	(There) May be pockets not adequately served. Maybe less emphasis on big numbers
Spatial	The taxi driver should fetch the passenger in accessible places where passenger cannot walk



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Gap Type	Comment
Spatial	The Third Street Light Rail was originally planned to extend to Chinatown, near Clay Street, but I have heard recently that due to financial consideration, the plan may be aborted. The extension project should go on, it will be beneficial in the long-term, do not be too short-sighted and prejudicial.
Spatial-S	Buses to re-route closer to senior housing / centers.
Spatial-S	Busses should make stop near senior centers and nursing homes.
Temporal	Additional group shopping trips, etc
Temporal	Improve ramped taxi service, to eliminate long waits
Temporal	More taxi service GPS on all cabs
Temporal	Please read and digest. After 9am, the buses are few. I have to wait 45 min for a bus on Sutter and Buchanan to take me downtown or sometimes to the doctor. We need more buses to run 15 min apart. Muni is to serve the public.
Temporal	Save day service for urgent needs
Temporal	Sometimes a bus will show up – and a couple of minutes another bus will show up – poor scheduling – however, I think Muni is the best thing invented since Bubble Gum!
Temporal	They don't stagger their busses. #22 bus runs through with 3 buses. If you miss the last bus then you have to wait more than ½ hour if the next bus will even show up. Sometimes the bus won't even stop if you're the only person there even though the bus is very empty.
Temporal	Transportation increase in East Bay Paratransit
Vehicles	All taxis be accessible
Vehicles	Vans that open on the curb side of the street

Comments from the website:

Gap Type	Comment
Other	I am a social worker at Jewish Family and Children's Services, working with adults under age 60 with disabilities. I would like more information on this study, how we can participate and potentially benefit. Thank you.
PB-ADA Temporal	Paratransit services would be much more useful to seniors and disability if they assisted clients in getting out of their homes; actually coming to the front door and helping them out to the vans, and then assisting them in to their destination. Increasing the reliability of the services is also needed. Too many seniors that I work with are reluctant to use paratransit services because they have had negative experiences: paratransit either not coming to pick them up or being too late. This keeps seniors and those with disabilities isolated in their homes and prevents them from using other services in the community.



San Mateo County

San Mateo PCC Meeting, January 9, 2007; no online comments as of 3/28/07.

Gap Type	Comment
Connections	Poor connections with BART and CalTrain
Facilities	Weather shelters needed
Funding	GGRC goal for people to become independent is not served by transportation resources. Need more resources.
	Lack of use of 5310 money in San Mateo County
	Need more dedicated funding for ADA paratransit
Information	Alternative language needs for seniors (lower priority)
	Communication gap about all services – buses, trains, etc.
	Gap between counties about communication. Don't know about services in other counties – how to transfer
	Improve public awareness
	Need comprehensive Information and referral telephone hot line for assessment and referral to all services for seniors and persons with disabilities (housing, paratransit, etc.)
	Need for customers to understand service parameters (i.e., paratransit ride time)
	Need web site with comprehensive transportation information (public, private, social services, other counties)
Inter-county	Inter-county transportation – length of time
	Need options for inter-county trips for ADA-eligible riders
Organization	Need a countywide non-profit agency to coordinate public and human service transportation. Find and train volunteers, access funding not available to public agencies, and develop volunteer services, including escort services.
	Need more private non-profit based volunteer ride programs to augment fixed route / ADA paratransit and fill gaps
	Problem: School transportation on the Coastsides (Cabrillo School District) is limited. Costs \$300+ per family per year to support school buses.
Other	Higher density along El Camino corridor
PB-ADA	¾ mile limit gap – for example, Redi-Wheels doesn't travel beyond ¾ mile of fixed route. No service for people living beyond ¾ mile, for example, La Honda
Pedestrian access	Curb cuts – need to be highly visible, painted bright colors
	Identify curb cuts – not enough of them, need on both sides of the street
Population served	Also, concerns over those residents who fall between the cracks and are not qualified for paratransit services.
	Chronically ill – unable to drive, need transportation
	Mandatory evaluation after 70 years of age
	Mental Health patients – non-violent – need understanding; meds and condition prevent them from driving!
	Social stigma to using transit – Asian community especially – overcome “pride”
Reservations	(a way to) Communicate with waiting driver – “I'm here and coming”
	Call forwarding
	Longer hours for Redi-Wheels reservations, and more operators



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Gap Type	Comment
	More paratransit reservationists
	Reduce / eliminate "stand-by" Redi-Wheels rides
Spatial	Door-to-door service
	Gap – BART to San José
	Inability to get true door-to-door service within large properties / complexes: - info shared on specific locations within large properties / complexes - charge provider with responsibility
	No transportation provided to work sites. RediWheels is not reliable for work trips, and clients cannot wait independently for Redi-Wheels. Work sites are far-flung (e.g. HOPE in E. Menlo Park).
	RE: new developments – shuttle system within a new complex has to be considered i.e., new Mariner's Island proposal. Developers should consider this before building. <Note: This could refer to service, or to the ability to accommodate larger vehicles as stated in another comment>.
	Shuttle service
Temporal	<u>Gaps:</u> Paratransit demand exceeds capabilities Inconsistent timing for agency routes pick-up and drop-off <u>Solution:</u> purchase call-ahead software Free public transportation for everybody – bus service and paratransit
	Loss of Opportunity Center on Coastsides – less hours, e.g., no evening service
	Medical trips on the same day
	More bus service routes on rural SMC
	More service, more vehicles
	Need same-day reservations (like Outreach) for Redi-Wheels
	Same < level? > of service Coastsides as Bayside
	Same-day service
	Service gaps: - not enough vendors - use of existing vendors exceeds 1.5 hour travel time limit - Redi-Wheels fills the gap sometimes - TT sometimes useful
Vehicles	<Increase> capacity to meet the needs of consumers with larger mobility devices, difficult pick-up locations (access).
	Also, the city should work with SamTrans in obtaining vans and/or shuttle.
	Need more accessible cabs or other private transportation options
	Spec < ify > vehicles to accommodate scooters



Santa Clara County

Santa Clara County outreach meetings:

- Santa Clara PCC (VTA / CTA) Meeting, February 7, 2007 – 20 attendees
- Santa Clara Council on Aging Meeting, February 5, 2007 – 40 attendees
- Comments from the web site with county of “Santa Clara” selected

Gap Type	Comment
Connectivity	Better connections on busses
Connectivity	Better service on outreach connections
Connectivity	Inter-county trips don't work well—should be more user-friendly.
Connectivity	It is very hard to make Paratransit trips to neighboring counties, e.g. to Oakland or to the coast.
Connectivity	Outreach made available for social events, better connections on busses, better response time of Outreach, Trains – no help with baggage – no public bus light rail connection
Facilities	VTA should budget for bus stop improvements, giving priority to stops used by a lot of people with disabilities.
Facilities-s	VTA have a budget for bus-stop shelters place bus shelters (as a priority) at stops for disabled riders & seniors (not done currently, where clear channel, since they are providing)
Funding	Affordability of transit service.
Funding	Affordability: significant barrier to low income seniors is cost of public transit & paratransit services
Funding	Funding requirements should not be so stringent that 5310 recipients are unable to serve their own clientele properly, or so stringent that agencies are discouraged from applying for funding.
Funding	I have heard that other cities in Northern CA have Senior transportation models that work i.e. Roseville but we don't know how these are funded.
Funding	Outreach is very interested but insurance costs are a large impediment
Funding	Same Day Urgent. - Not affordable
Funding	Santa Clara County Board of Supervisors states no funding for Senior transportation. We are trying to encourage them to establish a coalition of Community and business leadership to identify needs and sources of funding
Funding	The expense of providing service is increased by the fact that different funding services have different eligibility requirements, multiple reporting requirements, and multiple audits. These things also make it hard to coordinate.
Funding-s	Dial a Ride: picked up to take you to a bus line or light rail
Funding-s	Outreach asked if the City of San Jose would cover the cost of insurance for volunteer drivers for this project to move forward
Funding-s	Some Sr. Cts. offer limited van transportation to seniors in the neighborhood of a center. Can this service be expanded. A modest investment would go a long way
Funding-s	Use jitney size bus for Los Gatos, Winchester to Wimbledon to Wedgewood to Lora
Information	Access to transportation for non-English speakers
Information	Explosive growth of very low income non-English people with disabilities and Seniors. Language barriers for providing services.
Information	Help for the rapidly growing number of non-English speaking, low-income seniors—includes transportation and assistance with obtaining services of all kinds.



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Information	We did not see a report on the trial project or "taxi tickets" that was initiated 6 months ago.
Information	White House Conference on Aging. California delegation made transportation #1 we need to work both together we need to work on providing transportation for those seniors that have decided to give up their keys and not drive anymore and still want to remain active in the community and not become isolated
Information-s	Call-Out service for paratransit whereby an automated phonecall is generated to alert disabled/senior riders that their ride is <u>X</u> # of minutes away from picking them up.
Information-s	Would like "call outs" alerting Paratransit riders when their vehicle is coming.
Organization	Create a priority, Implementation of any plan, can a prestigious committee be organized to coordinate the above suggestions, seniors without drivers licenses
Organization	Issue of liability for volunteer driver serving frail elderly – have to cover volunteers?
Organization	There needs to be statewide coordinating council and organized legislative advocacy by MTC and others to obtain dedicated funding for transportation for seniors and people with disabilities. (Katie Heatley promised to send e-mail with more on this and other issues.)
Organization	VTA policy requiring mandatory tie-downs means that courtesy stops delay buses.
Organization-s	Catholic Charities provides transportation to medical appointments and grocery shopping in So. County (Gilroy), volunteer driver remains with client – not available for personal trips, i.e. beauty appts. Limited number of trips per month.
Organization-s	Coordination countywide of projects like "road runners" for hospital Srs can get trans to Dr. appt and left hanging to get home - need a one hour window
Organization-s	More use of volunteer drivers – assigned to 1 or 2 seniors to take shopping or physician etc.
Organization-s	Please do not limit solutions to bus/transit Suggest that you look at alternatives i.e. volunteer drivers
Organization-s	Seniors who give up their drivers' license need help. Best bet are volunteer drivers organized by neighborhood Help is needed primarily with liability issues
Organization-s	the City of San Jose Dr. Citizens Commission has explored with VTA & Outreach a volunteer driver program
Organization-s	Use volunteer-driver, demand-response service to take senior home from shopping because of difficulties carrying groceries.
Other	All of the gaps identified for the City of Gilroy are applicable to the City of San Jose as well as the rest of Santa Clara County. They seem to come directly from the survey addressed in "Community for a Lifetime", the ten-year strategic plan for seniors in the City of Dan Jose and the County as a whole.
Other	Bus drivers don't call out stops.
Other	Continuation of door-to-door service for paratransit permanently.
Other	Coordination requirements need to make allowance for user groups that it may be problematic to mix, for example teens with severe emotional issues who are being taken to jobs.
Other	Fulfill mandate to transport srs who can't drive or shouldn't drive, but don't yet qualify for paratransit
Other	Implementation - ASAP
Other	It appears that any rural residing person has problems with transportation – I think Gilroy should collect the support to provide trans- and ask the County to set standard
Other	Outreach for social events
Other	The items listed for Gilroy are true for most other areas as well.



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Other	VTA and Outreach <ol style="list-style-type: none"> 1. too costly for seniors 2. language barriers 3. timeliness of Outreach 4. Lack of assistance for seniors, wheelchairs and other on VTA 5. Safety – restraining belts for wheelchairs 6. problem with connections, transportation, to Valley Medical Hospital in San Jose
PB-ADA	Continue door-to-door Paratransit.
PB-ADA	Cooperative agreement to bring people from home to medical-facilities. Medical transportation that exceeds ADA.
PB-ADA	Dialysis patients may miss their Paratransit ride home because they have not been released by the center due to continued bleeding.
PB-ADA	Door to door service.
PB-ADA	Getting home from medical facilities is a problem if you don't have someone to accompany and wait with you, since Outreach only goes to the lobby door to pick up.
PB-ADA	Paratransit doesn't make connection to BART.
Pedestrian access	Crossing lights are not long enough for people with disabilities.
Pedestrian access	Gilroy's safety commission should be contacted regarding unsafe pedestrian issues.
Pedestrian access	Lack of curb cuts and <crowns>on roads are barriers to wheelchair users and visually disabled.
Pedestrian access	People who use wheelchairs and with visual impairments need to use Outreach because of sidewalk barriers—e.g. trees, cobblestones, and bricks in Palo Alto.
Pedestrian access	Problem with the location of bus stops serving senior centers in the City of San Jose i.e., Northside Community Center. North 6 th street in San Jose has a low-income senior facility co-located. When the center was remodeled, the bus stop was moved but now that the center has been re-opened, the bus stop is now too remote. Seniors are unable to shop for groceries or fill prescriptions as they are unable to walk to the nearest public transit. VTA is reluctant to return the bus stop to the front of the center because they are not convinced that he ridership from this stop would make it worth the effort. The senior residents brought this issue to the City of San Jose Senior Commission last year and it has still not been resolved. Due to the lack of funding, the senior transportation Pilot Program through Outreach has been unable to serve these needy people.
Pedestrian access	Saratoga Shopping Center has no paths for people in wheelchairs.
Pedestrian access	Sidewalk improvements in San Jose
Pedestrian access	Sidewalks near emergency exits, for example from movie theaters, are sometimes not accessible (lack curb cuts).
Pedestrian access	There are no provisions for people who use wheelchairs to get around in some shopping centers.
Pedestrian access-s	Lengthen time on signal lights to allow slower people to cross safely. Also show seconds
Pedestrian access-s	Review programs to assure pedestrian signal lights/timers give adequate time for each intersection
Pedestrian access-s	Yellow lights/& crossing times must be longer
Population served	All seniors do not qualify for paratransit yet have similar transportation needs. Must also have demand-response system for seniors



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Gap Type	Comment
Population served	Many frail seniors need escorted assistance
Population served	Many seniors have asked for escorted transportation that includes help shopping, etc.
Population served	Most seniors do not use fixed-route public transit. There needs to be transit solutions beyond fixed-route solutions; for example, demand-response, volunteer driver, etc
Population served	Riders for non-disabled seniors who have voluntarily surrendered their driving license
Population served	Transportation needs of seniors who are not disabled but have given up their drivers licenses
Population served	Transportation to senior centers especially if you do not qualify for Outreach
Population served	People who do not qualify for Outreach – something to cover the gap – all senior coverage
Population served-s	City of San Jose Sr. Citizens Commission is exploring Paratransit for Seniors who are not disabled but should no longer be driving. We do not want them to be deprived of socialization and doctor visits. We have explored a volunteer driver program that originated in Portland Maine that has been implemented there and also in Charleston, Orlando & Santa Monica, CA. The State of California is looking to implement this program Statewide.
Spatial	County to county transportation for IHSS workers and for seniors and disabled who need resources (medical, day health, day care, shopping, whatever in other county
Spatial	Courtesy stops closer to riders' destination.
Spatial	Door to door service to include the companion (included in the fare)
Spatial	Getting to activities and events
Spatial	Gilroy certainly needs help. But the < > outline omits numerous major population centers, such as East San Jose. We need to be sensitive to the < > Filipino and Chinese elders
Spatial	More "courtesy stops" on fixed-route (i.e. not at bus stops for convenience of wheelchair users).
Spatial	Near grocery store – mail boxes
Spatial	Not just South County – although south county has some dire needs and should be addressed – the entire county has need for all of the service gaps – costs need to be adjusted for all – coordinated services must be appropriate for all
Spatial	Outreach survey of seniors found that 90% need demand responsive transportation to medical appointments because they cannot rely on fixed-route transit to get them there on time (but transit works okay for the trip home since it is not as time critical). Also 85% need a ride home from grocery shopping, including help with packages.
Spatial	Paratransit goes where fixed routes does not go.
Spatial	Transportation to church/temple/etc.
Spatial	What does it mean for transportation between senior centers?
Spatial-s	Easier courtesy stops where a senior or disabled person can request a stop (drivers refuse) between two designated bus stops.
Temporal	Better arrangement for return trips from doctors—it's hard to predict when you'll be ready to return.
Temporal	Cut backs in fixed-route service are a problem. Can take a bus to go to some places, but by the time one returns home, the bus is no longer running.
Temporal	Decrease the length of ride time for Paratransit.
Temporal	Emergency service – cannot predict ahead for service
Temporal	Increased paratransit capacity to allow for more subscription service on paratransit.
Temporal	Issues of doctors' appointment pick-up time is hard to establish. How can we handle, we need clarification.



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Gap Type	Comment
Temporal	Same day affordable medical/dental appts very important!
Temporal	Same day urgent trips are a problem for agencies – maybe discounts on taxi service would help
Temporal	Timeliness of service: seniors can not depend on fixed-route to get them there in time. Alternate solution, demand-response, to get them more reliably on time.
Temporal	Transportation for urgent medical appointments.
Temporal	Would like shorter ride times on Paratransit (i.e. shorter than allowed under ADA).
Temporal-s	A service to help people who are stranded because the last bus of the evening never arrives.
Temporal-s	Emergency service to take wheelchair users home if their chairs have broken down or they have been in an accident.
Vehicle	Designate a place on buses for small shopping cart.
Vehicle	Mandatory tie-down.
Vehicles	Ability to get on and off busses, with walker
Vehicles	Area (dedicated) on bus for small shopping carts, stroller, etc. so they could be stored out of aisle and not in the wheelchair seating area.
Vehicles	Focus on light rail not necessarily helpful as fixed routes don't travel where riders need to go quickly or efficiently – why not smaller busses running more frequently
Vehicles	Hard to get on and off trains for disabled



Solano County

Solano County outreach meetings - total people attending meetings: approximately 60

- Solano County Senior Coalition, February 2, 2007 – 40 attendees
- Solano Family Resource Network, February 5, 2007 – 6 attendees
- Solano County PCC, March 16, 2007 – 15 attendees (approx.)

Gap Type	Comment
Connectivity	Coordination
Connectivity	Cost – multiple fares between systems
Connectivity	No Connectors between cities
Connectivity	Rio Vista only has service to Fairfield (County seat)1 day a week
Connectivity	Trilogy in Rio Vista – no shuttle service or access to health care, no shopping service
Connectivity	Need for connections from N.E. county to Sacramento County for medical trips
Connectivity	Paratransit between Dixon and Benicia needs to be improved – more.
Connectivity	Connections are difficult
Facilities	Fear of violence
Facilities	Inadequate lighting
Facilities	No cover or protection for long waits
Facilities	Access – doors at Fairfield Transportation Center
Facilities	Accessible covered waiting stops with technology
Funding	Multiple fares between cities
Funding	Taxi from Rio Vista to Fairfield is \$50.00 one way
Funding	Transportation vouchers very limited
Funding-s	Benicia Community Action Council provides gas cards for emergency transportation (one time per year). Senior volunteer drivers; however, very limited eligibility
Funding-s	Change Federal criteria for medical facilities to be able to use funds to provide transportation
Funding-s	Having a voucher system for skilled nursing facilities, Sr. Housing, Assisted Living Sr. organizations to be used at the discretion of the staff for transport
Funding-s	Partnership Health Plan offers MediCare HMO plan for low-income seniors & disabled. 6,300 eligible in Solano County. No cost, no premiums, co-pays or deductibles. Covers transportation to medical appointments/routine 20 one way trips/yr. – arranged through their transportation department. Taxi or paratransit as needed. No restriction on cost or length of trips
Funding-s	There needs to be a universal voucher that seniors and disabled people can use on multiple systems and the systems figure out who pays for the trips.
Funding-s	Transportation vouchers
Funding-s	Universal Solano County Transportation pass (like SF)
Funding-s	Use a voucher system to allow existing transportation groups for seniors
Funding-s	Use medical funding to pay for taxis
Funding-s	Use of ambulance - use existing “for profit” transportation for “non profit” for a lesser fee Better coordination of services
Funding-s	Voucher program where sr. can pay friend or neighbor to transport
Information	Communication is needed between providers so senior can be directed to correct provider
Information	Need to recruit help from various service providers in getting info re: appts (ambulance drivers, ER workers)



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Information	No bus schedules in Spanish
Information	First Aid center, policy booth, emergency call at transfer centers.
Information-s	Explore why seniors don't access the transportation services that do exist
Information-s	More outreach and transportation options
Information-s	Need for someone to identify and work with those in need to fill applications to receive transportation services
Information-s	Need help with paratransit applications
Information-s	Orientation of new immigrants
Information-s	Post available transportation to a particular medical site so people can make appts. At the same time
Inter-county	Inter-county transit- have to wait in Napa > not realistic for frail seniors
Organization	Funding silo's – can't commingle funds
Organization	Rio Vista –Dixon shuttle is under used
Organization	Vallejo transportation bus drivers don't pick up passengers in wheelchairs because it puts them behind schedule and they are penalized
Organization	Advancement of elderly driver process and programs
Organization	Need for conversation, coordination, and communication between MTC and other adjacent regions
Organization	Multiple systems confusing (paratransit and fixed route) – fewer systems so that it is less confusing for consumers
Organization	Vision impaired – know what bus stops @ stop. Do drivers announce stop. Braille at consistent place.
Organization-s	Support and expand existing transportation services – esp. the volunteer driving programs (faith in Action, Yara in Dixon, Fairfield Volunteer program)
Other	My recent experience with V.V.'s Ride with Pride. I needed a driver 3 times a week to take me from home to physical therapy at 770 Mason a 7 min. trip I need a driver to pick up 1:45 pm and a return at 2:15 pm on Mon. Wed. and Fri. for a three week period. But I was never able to arrange this even though I offered to pay for the service
Other	Need more options for accompaniment during health visits as well as to and fro.
Other	Highway 12 improvement
Other	I-80 <and I-680> bridge approach
Other	All items on preliminary list are pertinent
Other-s	Companion to travel with them
Pedestrian access	Cross walk light is too short for people w/ wheelchairs to get across the street
Reservations	In Vallejo the paratransit application process takes up to 6 weeks- we need somehow to have an application same day approval for those people in skilled nursing facilities to go out to doctors appointments or a voucher program for anyone in a skilled nursing facility
Reservations	Paratransit so full that srs. have to make appts a week + ahead and have to wait for hours at a time
Spatial	Agree with all those identified on the preliminary list
Spatial	Assistance with ambulating door to door – not just on or off the vehicle
Spatial	Issues of how long you have to wait to get paratransit ride home. Sometimes hours
Spatial	Lack of transportation for out of county services, esp. medical/health services + esp in Dixon and Rio vista
Spatial	Need for door to door service
Spatial	Flag stop <increase> in all cities
Spatial	Concern must be focused also on individuals with different levels of disability accessing place of work, industrial parks
Spatial	Dixon services



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Spatial-s	More door to door, 1 on 1, flexible schedules
Spatial-s	More door-to-door services, not only for paratransit
Spatial-s	Rio Vista and Dixon need shuttles to county services
Spatial-s	Trilogy shuttle service/ require Senior housing to provide shuttles
Spatial-s	Vallejo – Runabout transportation for seniors and disabled, some paratransit with lifts
Temporal	Buses don't start early enough (courts, medical appointments), or continue late enough (evening services, work)
Temporal	From Rio Vista or Vacaville you only have a 3 hour span of availability (11AM – 2pm) for appointments in Fairfield. If the court or county office is behind schedule you are stranded. If you don't show up for court you may be arrested.
Temporal	Long turnaround waiting to be picked up
Temporal	Secondary transportation – people go to doctor but have no ride to do other errands during the wait for the original transportation to return
Temporal	Vallejo paratransit – you must call one week in advance. This doesn't work when you need same day or same week transportation
Temporal	Weekend Service Gaps – weekend mobility improvements thru more fixed route, paratransit, or taxi services
Temporal	Workplace set-up, i.e. shifts, weekend jobs, to coincide with the schedule of city bus, paratransit, etc.
Temporal	Need better transportation on Sundays in Benecia.
Temporal	Buses do not run often enough or long enough (early/late).
Temporal	Simplify fixed route schedules
Temporal-s	Have medical providers try to schedule block appointment for a group of seniors from Dixon or Rio Vista – coordinate the health trips
Vehicles	Getting from Solano County to Bay Area is a lengthy process, Train from Davis to Richmond/BART is great except trying to climb up to train from street is very steep. While Amtrak does have handicap access there is seldom anyone there to assist seniors/disabled to board and it takes about 3 hours to get from Davis to Oakland
Vehicles	Need more medical vans and wheelchair vans
Vehicles	There is not a very good taxi service – it is expensive
Vehicles	Internal design of buses for people with disabilities and seniors (VanHool – no)
Vehicles	Appropriate size of vehicles for times when fewer people ride
Vehicles	More subsidized taxi – ADA taxis



Sonoma County

This document consolidates and summarizes public comment from Sonoma County outreach meetings.

Total people attending meetings: ~35 at AAA and ~35 at PCC.

- Sonoma Paratransit Coordinating Committee – January 16, 2007
- Sonoma County Area Agency on Aging – February 21, 2007
- Comments from the web site with county of “Sonoma” selected
- A letter submitted to the Sonoma AAA

Gap Type	Comment
Connections	Coordinated paratransit: 1. hours 2. Ride prices coordinated 3. Hand-to-hand transfers, free fares Coordinate churches for rides to services Consolidate holiday services Centralized reservation services for connections (Frontier Rides)
Connections	Transfer policy – paratransit: City / county schedules and policies are inconsistent. It's easy to get stuck. Either have a “hand-off” rule, or abolish transfers.
Facilities	(Silverman) Benches and shelters (from weather) at bus stops – seniors <u>cannot</u> (in most cases) stand for any length of time.
Facilities	< Road conditions > Health and safety of paratransit drivers – we need accessible roads – they are dangerous in West County. – too narrow - too steep - winter is a big concern - gap is in road infrastructure.
Facilities	Bathrooms
Facilities	Bus stop on opposite side (Santa Rosa Ave.) <i>This was described as “the situation on Santa Rosa Avenue – where you could go but you couldn’t come back.”</i>
Facilities	Bus stops have problems themselves
Facilities	Bus stops need SHADE (trees preferred)
Facilities	Bus stops need to <u>face</u> buses to see them coming
Facilities	Buses: shelters are few and far between.
Facilities	Facility (fixed bus stops) <i>may be referring to bathrooms</i>
Facilities	No benches or shelters
Facilities	Rest rooms when you get <u>off</u> the bus? (Not coin operated. These must be clean and safe and someone <u>there</u> to keep it clean.)
Facilities	Restroom availability
Facilities	Restrooms at bus stops – rest stops?
Facilities	Seats at bus stops should be positioned to allow person waiting to see sign on upcoming bus
Facilities	Seats at bus stops are uncomfortable (bumps, rocks)
Facilities	Security
Facilities	Shelters – are inconvenient, many don’t meet ADA
Facilities	Stones hurt on benches; cement benches are slanted horizontally
Facilities	Wheelchair accessibility
Facilities-s	Bus provide printed list of restrooms available for each stop. Probably need map for available restrooms.
Facilities-s	Bus provides printed list of available restrooms at various stops; provide directions to available restrooms



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Facilities-s	Food/coffee
Facilities-s	More restrooms at bus stops
Facilities-s	More seating to WAIT for a bus
Facilities-s	More shelters at bus stops
Funding	Federal funds available for capital but much less for operating.
Funding	Funding
Funding	Money gap – not enough to address all of the issues.
Funding-s	\$10 per gallon gasoline
Funding-s	I am a student at both Sonoma State University and Santa Rosa Junior College. I would like fees to be used for public transportation as available and grant reinstated with Sonoma State University.
Funding-s	Increase the cost of driving to subsidize public transportation
Funding-s	More \$ to volunteer transportation programs. →Inc leverage → quick solution
Funding-s	Triage to use \$ for one limited urban area
Information	Commitment to independence – independence to dependence
Information	Lack of education re: using the bus.
Information	Lack of information how transportation agencies differ and/or interact together. If elders can't know how to use the system how can we indoctrinate them to the "new and better" bus system of Sonoma County?
Information	Language barriers
Information	Networking <? Computer?>
Information	Psychological <transition from> independence to dependence
Information	Psychological gap – transition
Information	Psychological transition
Information	Seniors feel trapped – they can't drive at night or at all. They don't understand the complicated bus system and fear the transit mall. They don't understand how to get to medical appointments.
Information	Stop announcements by drivers difficult to understand for senior riders
Information	Too many transportation jurisdictions
Information	Transition program?
Information	Transition to dependence
Information	Transportation counselor at the DMV
Information –s	Need for transit education for seniors as soon as they learn they are losing their driver's license.
Information-s	(Silverman) W/ new regulations re. seniors from DMV – there will be <u>more</u> seniors who will not be driving – <u>must</u> have some program(s) in place such as those written up on website for Beverly Foundation.
Information-s	1(800) centralized number – too much fragmentation
Information-s	Better training of drivers / public in behavior management
Information-s	Coordinated agency training on how to use the bus system.
Information-s	Coordinated effort with DMV to educate elderly about transit when their licenses are not renewed.
Information-s	DMV needs to assist and encourage senior drivers to use public transit and provide information about training programs, schedules, etc.
Information-s	DMV transit counseling and planning for loss of keys
Information-s	DMV transportation counselor when licenses are turned in



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Gap Type	Comment
Information-s	Driver patience / people willing to deal with developmentally disabled
Information-s	Elderly need coordination and education on transit
Information-s	Governmental education
Information-s	Improve mobility / buddy system to get seniors/disabled more comfortable with transit.
Information-s	User-friendly coordinated one-stop directory of services/areas of coverage
Information-s	Ways of keeping people driving safely longer
Information-s	Why are seniors not using the bus? Need to address this issue. Engage DMV to counsel seniors re: public transportation. Have this take place when a senior's driver's license is revoked. Encourage a "bus buddy" system. Who is funding it?
Inter-County	Lack of connectivity between public transit systems in 9 Bay Area counties.
Organization	Flexibility and trust at the local level
Organization	Liability fears
Organization	Little or no coordination among schedule of various bus agencies, including paratransit
Organization	Need for funded volunteer driver program in rural areas
Organization-s	(Silverman) Important – look at Beverly Foundation and ITN websites
Organization-s	(Silverman) very important to have a <u>volunteer system</u> of transportation (a la ITN and Beverly Foundation) with volunteer drivers that are available 24/7
Organization-s	"good Samaritan law" to protect volunteers who drive
Organization-s	"ITN" from Portland Maine is another program but costs \$125K to get off the ground and rides for seniors cost \$5 - \$8.
Organization-s	Buddy system
Organization-s	Bus driver buddy < not sure what this means >
Organization-s	Centralized county-wide paratransit One stop shop for seniors Transit hub ↓ funded - Transit Coordinators – coordinate volunteer wheels, city bus system, etc. to include <u>bilingual</u>
Organization-s	Collaboration / central
Organization-s	Coordination between City and County transportation
Organization-s	County of Sonoma "Transportation Case Manager"
Organization-s	Debit card < Translink or similar>
Organization-s	Debit card for fare, rather than needing exact change
Organization-s	Develop list (models) for covering insurance for volunteer drivers including use of community health center in the county for insurance coverage.
Organization-s	Develop statewide insurance pool that addresses the need to have low cost insurance for volunteers, taxi vehicles, and drivers, transit, social service agencies. Mechanics can work on other agency vehicles so vehicles can be shared, rides can be assigned to taxis, volunteers can drive those who need it.
Organization-s	Expand Volunteer Wheels – make it easier to use (currently 5 – not 4, not 6 – day)
Organization-s	Family and friends incentives – parking vouchers
Organization-s	Family transport incentives
Organization-s	Liability for volunteer drivers (good Samaritan law)



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APPENDIX E. PUBLIC COMMENTS

Gap Type	Comment
Organization-s	Pool of available drivers for cost.
Organization-s	Pool resources – Transportation District – eliminate duplication of services
Organization-s	Standardize fares
Organization-s	Use the model of the Beverly Foundation (Helen Kirschner). Located in Pasadena, an <i>excellent</i> method of senior transportation, for use in small/rural areas as well as large cities (Portland). See web site: www.beverlyfoundation.org . A first-rate site for info on senior transportation rides for seniors, \$0 - \$2. (Silverman)
Organization-s	Volunteer driver program
Organization-s	Volunteer drivers – liability issues – legislation
Organization-s	Volunteer Wheels gap and vehicles owned – good Samaritan law
Organization-s	Volunteers
Organization-s	We live in the country. We age. Then we want the convenience of living in the city. There is not enough money to bring transportation to everyone that wants it. So you either bring the seniors into the city or find and coordinate volunteers to move the seniors back and forth. Perhaps there could be some funds available to purchase small, efficient and easy to access vehicles that could be used by the volunteers to transport seniors. Drivers should be certified and provided with liability waivers.
Other	<paratransit is a > Compliance program, not a service program
Other	Availability
Other	Compliance vs. service
Other	Compliance vs. Service
Other	Enforcement of bus rules – rowdy kids using handicapped seats
Other	Intent of the law vs. regulation
Other	Isolation breeds addiction < <i>this person spoke about how when seniors are unable to get out, they start to self-medicate with alcohol and prescription medications, making mobility an important component in psychological health</i> >
Other	Moms with children are as limited as seniors in getting bus service.
Other	Need for independence
Other	Prevent isolation
Other	Priorities: Should look at Sonoma County AAA priority population in area plan. Rural isolated. Minority low income. May be others.
Other	Seniors need a transportation system for low-income individuals
Other-s	Local drivers to pick up people at bus stops – signs at stops with “Downtown Santa Rosa – Oakmont”, etc. opportunity for drivers to pick up riders going to those destinations.
Other-s	Stop giving free days to only able-bodied people, such as Spare the Air < days >, and making paratransit pay. This is <u>discrimination</u> .
PB-ADA	(Silverman) paratransit covers some seniors with medical problems – does <u>not</u> cover seniors w/o medical problems
PB-ADA	¾ mile limit
PB-ADA	¾ mile re-visited – more need for service in rural areas
PB-ADA	Extend beyond ADA minimum requirements, even < if > it means ST Clara and San Mateo fare
PB-ADA	GAP: Outside ¾ mile folks – how can we get them in?
PB-ADA	Gaps on transportation: no service beyond ¾ mile
PB-ADA	Service beyond ¾ mile or comparable hours



Gap Type	Comment
Pedestrian access	Cross walks from bus stops
Pedestrian access	Crosswalks too dangerous on Santa Rosa Ave.
Pedestrian access	Dangerous crosswalks
Pedestrian access	Inc. walkability for seniors
Pedestrian access	Lack of safety for pedestrians and bicycles, which is a viable form of transportation for seniors/disabled. Only 1% of Federal transportation \$\$ are spent on peds and bicycles.
Pedestrian access	Sidewalks are not uniform – should be standardized
Pedestrian access	To have a person walk ¾ mile location in unincorporated areas - no sidewalks.
Pedestrian access -s	Yellow flashing lights – island in the middle
Population served	Seniors are 1/5 of population in Santa Rosa 33,000 – to double by 2020. Highest priorities: 1) greatest numbers, 2) most vulnerable
Reservations	Lack of accessible transportation for health care visits for seniors and disabled. Caregivers and community-based services are trying to fill the burden of the transportation gaps.
Reservations	Problem scheduling ride.
Reservations	Schedule pick up times. Areas < that > vehicles travel too.
Reservations	Urgent medical appt. for persons with major medical problems and/or psych appts (prescription)
Reservations-s	Having a van or minibus that would go daily to the city SR < Santa Rosa > to bring pts. to the different hospitals with a return trip later in the day. Could make several drop-offs and pick-ups.
Spatial	(Bob Silverman, OATS 570-2121) distance to bus stop for seniors (ages 70-96) in SR Mobile home parks – can be up to ½ mi. how to these people get to public transit? Must depend on friends.
Spatial	Difficulty in getting to and from public transportation sites. Many of our clients suffer from physical disabilities that preclude walking more than a few steps or cognitive disorders that make navigating or remembering time schedules impossible.
Spatial	Geography, density of population, urban design – cities designed for <u>autos</u> , not <u>people</u>
Spatial	Healthy non-driving seniors need transportation to non-medical appt and social events
Spatial	Lack door-to-door services
Spatial	Lack of coordination of existing resources/systems (e.g., senior centers). Use centers as hubs → San Mateo model
Spatial	Lack of door-to-door service
Spatial	Lack of rural transit and paratransit, esp. elderly
Spatial	Lack of service from the Guerneville / West County areas into Santa Rosa, where the majority of providers are located.
Spatial	Need for assistance getting from the house to the vehicle and from the vehicle into the appointment location. Many of our clients do utilize the paratransit services available but still require assistance in this manner.
Spatial	No other options beside road vehicles (e.g., rail, streetcars) – urban design



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Gap Type	Comment
Spatial	Outside city limits county transit not available and too far from transit route to be eligible for paratransit. Would like to see paratransit eligibility expand beyond ¼ of a mile from transit routes. To have a person walk ¾ mile location in unincorporated areas - no sidewalks.
Spatial	Paratransit – lack of service in west (Sonoma) County
Spatial	Population outside the regular (#24) bus line.
Spatial	Seniors unable to make it to bus stops (Distance)
Spatial-s	Circulating bus from Sr housing / mobile home communities
Spatial-s	Circulator buses to subsidized senior housing
Spatial-s	Door-to-door service
Spatial-s	Door-to-door transportation
Spatial-s	Need increased number of “personal drivers” and “Circulator routes” to: mobile home communities, assisted living communities, subsidized senior living complexes.
Spatial-s	Non-fixed routes
Spatial-s	People can't get to bus stop, ½ mile Solution – golf carts in mobile <home> parks
Spatial-s	San Mateo senior center model – use as hubs
Spatial-s	Senior centers as bus hub for seniors
Spatial-s	Senior centers as transportation hubs
Spatial-s	Unify transportation hub for ride coordination
Temporal	Extensive amount of traveling and waiting time required.
Temporal	Lack of late night service to accommodate social events or support groups that meet in the evenings.
Temporal	Lack of service early in the morning or late in the evening to be able to get to 8:00 AM, or home from 6:00 PM, appointments.
Temporal	Lack of service in evening, weekends, and holidays
Temporal	Rhonert Park – Cotati weekends stops at 5pm (hinders social No more student subsidy for Sonoma State College. < lot > of mature students and its <fragile> at JC's; needs to be institutionalized
Temporal	Routes circle and take too long. Not frequent enough service. It's easier to get to the Bay Area than to local destinations on holidays. Need evening and weekend service.
Temporal	Scheduling – can get a bus outgoing, but not home
Temporal	Sunday bus schedule in Santa Rosa begins at 10:00am and church services at 9:30. Would like to see bus start earlier.
Temporal	Transportation on Sunday to church from 8am to noon. Suggest agencies to work with, drivers to hire or buses to travel before 10am.
Temporal	Tricycle – may get ride 1-way but not back. Leaves client stranded, often in the evening.
Temporal	Waiting time
Temporal	Waiting time for transportation
Temporal-s	Buses stop running too early. Buses are not running on national holidays. Extend services of public transportation for evening hours and holidays.
Temporal-s	More nighttime transportation
Vehicle	Some people lose the ability to sit for extended periods of time. They need to be able to get up and walk around. They want to be able to go to the Bay Area, Sacramento, Stockton, even to LA and San Diego on public transit.



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Gap Type	Comment
Vehicles	2 wheelchair limits on most buses
Vehicles	2-wheelchair slots (<i>there are only 2 per bus</i>)
Vehicles	<u>Basic problem – West Sonoma County NO TAXI SERVICE</u> that is economically viable for the company <u>and economically affordable for our seniors, NON_DRIVING FOR WHATEVER REASON.</u>
Vehicles	Group trips for w/c users needed (more than 2 w/c positions).
Vehicles	High cost of taxis: \$25 Sebastopol to Santa Rosa each way by cab, \$50 Guerneville to Santa Rosa
Vehicles	Love DMV and taxi chits idea
Vehicles	Luggage on paratransit? Region-wide policy needs to be developed
Vehicles	No taxi service in <Sels - maybe Sebastopol?> - have to pay for them to come from Santa Rosa.
Vehicles	Not enough w/chair spots on public transportation buses
Vehicles	Not enough wheelchair spots on public transportation
Vehicles	Travel needs (i.e. luggage) for paratransit users. Different regional policies.
Vehicles	Wheelchairs – only 1 or 2 spots on the bus
Vehicles-s	Accessible taxis – AC Taxi – Kevin Crowe
Vehicles-s	Bridging the drop-off points using "jitney" type service. Door-to-door issue.
Vehicles-s	Commercial taxi at reduced rate
Vehicles-s	Gitneys
Vehicles-s	Jitneys of the past to run people to bus stops
Vehicles-s	More wheelchair slots
Vehicles-s	More wheelchair slots on buses
Vehicles-s	More wheelchair spots on public transportation
Vehicles-s	Possible grants or other regular funding to support a <u>commercial taxi service</u>
Vehicles-s	Subsidize liability insurance bonds for local taxis
Vehicles-s	Taxi discount
Vehicles-s	Taxi to get people to central location
Vehicles-s	Taxi vouchers and expand taxi service
Vehicles-s	Use of jitneys to take people to bus stops



Appendix F. Transportation Gaps by County

Gap Analysis

The studies listed in Appendix B, Literature Review, were reviewed to develop a preliminary list of gaps in service for low-income, senior, and disabled populations. This summary will be supplemented by information during outreach with stakeholders and system users. **Note that gaps identified in these studies have not been independently verified, and though the studies reviewed are relatively recent, some are several years old (as early as 2000) and conditions may have changed since they were published.**

Types of Service Gaps

- Gaps were classified according to the follow categories:
- **Spatial gaps** – Are there origins, destinations, or larger areas not served by transit and/or paratransit?
- **Temporal Gaps**
- **Hours of operation** – Is transportation via transit necessary or highly desirable outside of current service hours / days of week?
- **Frequency** – Is more frequent transit service needed to make certain types of trips?
- **Connectivity** – Is there difficulty transferring between transit or paratransit services?
- **Paratransit beyond ADA requirements** – Are there needs for paratransit service beyond the ADA-mandated level of service?
- **Knowledge and information** – What difficulties are there obtaining information about services offered, routes and schedules, or arranging trips? This would include telephone-based services, websites on the internet and signage and maps, including information at transfer centers.
- **Pedestrian access to destinations and transit** – Are amenities missing that prevent or hinder people from traveling to and from transit stops, such as missing or damaged sidewalks, lack of curb ramps, etc.?
- **Other** – Are there other gaps in transit or paratransit service beyond the categories listed above?

Gaps in the Bay Area

Spatial gaps

- In some counties, public transit and paratransit services are limited or not available in outlying suburbs and rural areas

Temporal Gaps



Hours of operation

- Transit service is often limited during off-peak periods when many seniors and disabled prefer to travel.
- More frequent service is needed to avoid transfers and/or long waits and travel times.

Connectivity

- Many trips require transfers between operators, which can be confusing to plan and difficult to complete.
- Centralization of medical services is increasing the need for multi-operator trips.
- Because supplemental services are often run by cities and community organizations, they are often not coordinated, have limited service available, and may be limited to travel within a city, or available only to a specific clientele.

Paratransit beyond ADA Requirements

- Many users of paratransit cannot travel independently on paratransit. Without personalized assistance, paratransit may not be usable by persons who are particularly frail or subject to confusion.
- Limitations on subscription travel can require frequent reservations, which can be difficult for some users.

Knowledge/Information

- Information on the full range of alternative modes, including transit, paratransit, and community-based services, can be difficult to find or confusing, especially when seniors initially realize that they need alternatives.
- Seniors' and disabled individuals' ability or willingness to use transit may be limited by inconsistent announcement of stops and confusing presentation of information (e.g. rolling destination signs, wrapped buses).

Pedestrian access to destinations and transit

- Additional amenities, such as shelters, benches, and lighting are needed.
- In some places, access to the transit system is difficult because of barriers (e.g., lack of curb cuts, inaccessible stops).
- Even on accessible vehicles, accessibility features such as lifts, wheelchair securements, etc. don't always accommodate persons with disabilities, or do not accommodate larger wheelchairs.

Other

- Despite reduced fares on transit, some low-income seniors and people with disabilities have difficulty affording transportation.
- Some persons need training or assistance in using fixed route transit.
- Small, federally funded agencies and volunteers that provide rides are limited by concerns about liability, rules about drug testing and allowable tax deductions, and difficulty recruiting volunteers.



- There is a need for a range of alternatives to be developed and coordinated through DMV, public transit agencies, and senior centers to help people transition from driving to other transportation options
- There is a need for integrated planning between programs serving persons with disabilities or older adults and transportation services.

Gaps in Alameda County

Spatial gaps

- Cherryland (an area with a high concentration of board-and-care facilities housing seniors and people with disabilities) has a spatial gap in terms of transit service.
- Residents of West Oakland need better transportation to medical appointments and grocery stores because neighborhood-based services aren't available.
- Residents of the East Bay hills lack reliable transportation options—recent service cuts by AC Transit have eliminated some service in this area, which also has restricted availability of paratransit services.
- Some medical facilities (dialysis centers) are not accessible by public transit/paratransit.
- BART is generally considered to provide high quality of service, but serves a limited geographic area, and it is often difficult (and costly) to get to BART or get from BART to final destinations. BART is perceived to be the primary regional transit system, but it does not serve many communities, including the cities of Emeryville and Alameda. BART stations should be recognized as hubs, not just destinations, with increased efforts to provide easier and less costly transfers to local transit at both origins and destinations.
- Bus routes and stop locations should be improved, especially in Alameda Point and near the Alameda Hospital, and in West Berkeley.

Temporal Gaps

Frequency

- Older adults in West Oakland would like more frequent daytime bus service.
- There is a lack of transit coverage with reasonable frequency in some East Oakland locations.

Hours

- Residents of West Oakland, East Oakland, and Alameda, including older adults, would like more bus service on weekends, at night and early in the morning.

Paratransit beyond ADA Requirements

- Countywide, on-demand and same day service for medical return trips is the top priority for improvement.
- Need additional capacity on city-based paratransit for non-medical trips, such as group and weekend trips (Central and South County).
- Paratransit riders sometimes need additional assistance such as help carrying groceries inside house.

Connectivity



- Paratransit service is difficult between cities. Passengers indicated that it is particularly difficult to arrange transportation between counties, not knowing who to call, and often finding that significant advance notice (up to 2 weeks, in some cases) is necessary to schedule a trip.
- Most trips on AC Transit require at least one transfer. Residents of East Oakland are more likely to require transfers to complete their trips than the systemwide average.
- Berkeley residents need better intermodal connectivity.

Pedestrian access to destinations and transit

- Better facilities are needed for walking and wheelchair travel (sidewalks, street lighting, trees, stop signs, signals, etc.).
- Sidewalks are lacking in Cherryland (the ADA limits AC Transit’s ability to drop off passengers where it is not safe for them to walk) and some areas of Alameda.
- Some senior riders have reported that the new AC Transit buses are more difficult to board.
- Safety at bus stops is a concern for residents, such as in East Oakland and in South and West Berkeley.

Knowledge/Information

- Need for improved consumer information about paratransit and other transportation options, including information in different languages (North, South, East County).
- As noted above, passengers reported that it is particularly difficult to arrange trips between counties, with multiple phone calls necessary and not enough communication and coordination between service providers in different counties.

Other

- Older adults in West Oakland need (1) more special services (taxi, van, shuttle, paratransit) for seniors & the disabled; and (2) neighborhood shuttle service that takes residents and workers to West Oakland destinations (grocery shopping, BART, etc.) and to downtown, Emeryville and Jack London Square.
- There is a lack of accessible taxis, particularly in Central County.
- Older adults in West Oakland would like less expensive BART and bus tickets/passes.
- Need for improved mobility for ambulatory and non-ambulatory consumers, such as through travel escorts (North, South and East County).
- Need for home access improvements (North county).
- Personal safety is a concern with public transportation and ADA paratransit (including safe waiting places for paratransit riders at destinations). Seniors and disabled riders feel that their safety is especially threatened because drivers are hesitant to enforce priority seating for them on buses with passengers who are unruly or threatening.
- The cost of both transit (bus/BART) and paratransit is problematic for low-income riders.
- Seniors and disabled passengers reported being ridiculed by drivers and passengers, and even passed up by drivers, because they are slow to get on and off the bus.
- East Bay Paratransit is highly valued and much appreciated. Passengers generally feel it is affordable, but many of them have also reported frustrating negative experiences with service,



including not being picked up (or being picked up much later than expected), and being able to get to appointments but not being able to get home.

- Seniors and disabled passengers indicated that emergency or other short-notice trips are the most difficult to arrange, due to advance notice requirements and limited ability to make last minute adjustments to schedules.
- There are gaps in bikeways, especially in Oakland; some neighborhoods lack connections to existing bikeways.

Gaps in Contra Costa County

Spatial gaps

- Residents expressed a need for service beyond the three-quarter mile limit of existing ADA Paratransit service areas. There is a small but growing ADA-eligible population residing outside the service area and the senior population outside the service area is growing at a faster rate than within the service area.
- CCCTA has limited service to outlying areas of its service area .
- Some medical facilities (dialysis centers) are not accessible by public transit/paratransit.
- Local shopping and medical destinations are difficult to access for Bay Point residents. Downtown Martinez residents have difficulty accessing such destinations, are not well served from Downtown Martinez by existing transit services.

Temporal gaps

- Hours – There is a need for evening service to the Concord Senior Center.
- Transit service is infrequent, especially in evenings and on weekends

Connectivity

- The distances from seniors’ homes to transportation hubs is too far.
- There is a lack of direct service between communities, requiring indirect routing and numerous transfers.
- Six medical centers were identified as being frequent destinations for Concord seniors, and needing better direct transportation:
 1. County Hospital in Martinez – the main hospital for lower-income people or those with limited health insurance
 2. Mt. Diablo Hospital in Concord
 3. John Muir Medical Center on Ygnacio Valley Road – the main trauma center for the area
 4. Shadelands, a Kaiser Facility in Walnut Creek
 5. Kaiser Facility in Martinez
 6. Rossmoor Clinic for the elderly, in Walnut Creek.
 7. Four separate bus systems (transit districts) make coordination difficult, which makes it difficult for persons to use public transportation.

Pedestrian access to destinations and transit

- Need better facilities for walking and wheelchair travel (stop signs, signals, etc.).
- Major arterial streets are difficult to cross.



Knowledge/Information

- Seniors and/or people with disabilities do not know about the full range of transportation options available to them.
- Spanish-speaking residents identified language barriers related to the following:
 - 1 Getting a driver’s license
 - 2 Getting transit information or publicity about LINK paratransit service and other specialized transportation options
 - 3 Awareness about discount fares such as free fare hours for seniors on CCTA
- Non-English speakers and non-verbal riders have difficulties using LINK paratransit service

Paratransit beyond ADA Requirements

- Not all seniors or persons with disabilities are eligible for ADA paratransit service, but still have limited mobility and need transportation.
- Paratransit riders sometimes need additional assistance such as help carrying groceries inside the house.

Other

- Personal safety is a concern with public transportation and ADA paratransit (including safe waiting places for paratransit riders at destinations).
- The cost of paratransit is problematic for low-income riders.

Gaps in Marin County

Spatial gaps

- Access to and from West Marin (including communities such as Bolinas and Point Reyes Station) is difficult, with limited or no public transit available.
- It is difficult for residents of Marin City and the Canal neighborhood in San Rafael to take transit to grocery and other shopping destinations, as well as medical facilities, including Kaiser Terra Linda and Marin General.
- There is limited transit access to ferries from within Marin, to be able to take advantage of this regional transportation connection.
- Service is lacking within Marin City, despite availability of transit to destinations elsewhere in the county and region via the Marin City Transit Hub.

Temporal gaps

- Weekend service is very limited or not available in some areas of Marin County.

Paratransit beyond ADA requirements

- A key challenge in Marin County is maintaining service mandated by the ADA, with increasing demand for this service, while still providing at least a safety net of services to those outside of the ADA service area.
- A number of senior housing facilities are located outside of the ADA mandated paratransit service area.

Pedestrian access to destinations and transit



- Sidewalks in the Canal neighborhood in San Rafael have accessibility issues. Sidewalks are too narrow, and limited right-of-way is further blocked by vegetation, utility poles and fire hydrants (specific instances include Front, Medway, Belvedere, and Novato Streets).
- Many intersections are missing curb ramps.
- Cars are often parked across the sidewalk blocking the pedestrian right-of-way
- ADA accessibility needs to be improved for bus stops.

Other

- There is a need for more ADA accessible taxis.

Gaps in Napa County

Spatial gaps

- Service is insufficient in and between American Canyon and other communities not located within the core service area (City of Napa).
- Medical centers are far from low-income and senior populations and the trend is toward more regional facilities, which can require a trip across service boundaries.

Temporal gaps

- Hours - weekend service is very limited or not available within Napa County.

Connectivity

- Connections with other transit services are limited; more frequent service is needed especially within Vallejo, where connections to other parts of the region can be made.
- Too often transfers between multiple systems (even for short trips) are necessary for ADA paratransit service.

Paratransit beyond ADA requirements

- More flexible paratransit scheduling is needed.

Pedestrian access to destinations and transit

- Transportation services and local streets are not designed to accommodate seniors or persons with disabilities. Sidewalks are in poor condition and there are no benches or other places to sit and rest.

Knowledge and information

- Seniors and/or people with disabilities do not know about the full range of transportation options available to them.

Other

- Low-income seniors and persons with disabilities need strategies to offset the cost of transportation to healthcare and grocery stores.

Gaps in San Francisco County

Temporal Gaps

- Service is infrequent and unreliable in some neighborhoods.

Connectivity

- Improved connectivity and fare integration is needed to transfer to regional transit and paratransit transportation services.



Paratransit beyond ADA Requirements

- Support is needed for escorted trips for especially frail people who need a travel companion.
- Increased coordination between transit and paratransit services is needed.
- Patients traveling to and from hospitals lack affordable transportation service (other than ambulances).
- Residents in residential care facilities do not have transportation services.
- With capping of the taxi scrip program, same-day service is not available for many paratransit consumers.

Pedestrian access to destinations and transit

- Pedestrian safety is a key issue in San Francisco, especially where there are complex intersections, as in the Mission-Geneva corridors. Speed of through-traffic is also an issue in neighborhoods that are proximate to freeways and/or with many pedestrians, such as South of Market and the Tenderloin.
- Some neighborhoods have long blocks requiring mid-block crossings.
- Transfers sometimes result in passengers running across streets to catch buses.

Knowledge and Information

- Seniors and people with disabilities are not aware of existing transportation services - there is a need for more education / transit training

Access to Destinations and Transit

- Longer crossing times, upgraded signals and more visible crosswalks are needed, and increased driver education, awareness and sensitivity to pedestrian safety is also necessary.
- Senior centers are not always accessible; difficult to find space to locate facilities close to transit, and locations that are close to transit can be on busy, hard-to-cross streets.
- Pedestrian safety needs to be addressed at light rail crossings
- Safety also needs to be increased at bus stops.

Other

- Transit is unaffordable to very low-income residents.
- On-street parking supplies are not well managed in the Bayview-Hunters Point neighborhood, and automobile and truck traffic negatively impact residential streets.
- Taxis are rare in Bayview-Hunter's Point, and there are not car-sharing pods located in the neighborhood.
- Although transit service is more extensive than in other counties, there is a need for smoother, more reliable transfers.
- People need help getting up and down steps of homes and apartment buildings.
- There is a need for neighborhood taxi stands and taxi stands that are more accessible to destinations. Curb space can be unavailable for taxi/van drivers assisting passengers from the vehicle to their destination; they are not allowed to park in a blue zone.
- There is a need to develop an inter-county plan to handle emergency situations, such as when a fixed route customer's mobility device breaks down in a county other than their own, and one time emergency paratransit services are required to return home.
- There is a lack of paratransit service to SFO.



Gaps in San Mateo County

Spatial gaps

- There are relatively high concentrations of older people in areas that are difficult to serve with transit and are far from services and shopping. These neighborhoods include:
 - Areas west of I-280 in the Northern part of the county
 - Foster City
 - West Menlo park
 - Low density “hills” areas
- Only six cities (Brisbane, Daly City, Millbrae, Foster City, Menlo Park, and East Palo Alto) have community transit services to address the local needs of seniors and people with disabilities that are not met by SamTrans, Caltrain, or BART.
- Transit and paratransit services are very limited in the Coastsides area of west county.
- Getting to shopping, grocery, and medical appointments is costly and time-consuming on transit.
- Better access is needed to the College of San Mateo.

Temporal Gaps

- Service is infrequent or not available when some transit users need to travel – evenings, weekends, etc.

Pedestrian connections and amenities

- In many areas, poor pedestrian amenities make it difficult to walk (or go by wheelchair) to local stores and services. These conditions include missing sidewalks, poorly maintained sidewalks, a lack of curb ramps and medians, confusing intersections, fast-moving traffic, and short crossing times for wide streets, etc.
- Poor pedestrian amenities also make it difficult to access bus stops.
- Bus stops lack amenities such as lighting, benches. Residents don't feel safe waiting at bus stops.
- Crossing El Camino Real as a pedestrian is dangerous.

Paratransit service that exceeds ADA requirements

- Some seniors and people with disabilities who live in areas with limited bus and rail service and do not drive are not eligible for ADA Paratransit (Redi-Wheels).
- Some people with disabilities need personalized assistance (escort service) that is not available on Redi-Wheels.
- Residents of the county's 26 Skilled Nursing Facilities have a limited level of mobility and need a higher level of service than is provided through existing ADA paratransit service.
- Sometimes people with disabilities need transportation service on shorter notice than is currently available. Sometimes people have urgent needs for services before the ADA eligibility process can be completed (e.g. for hospital discharges).
- Improved regional transportation services are needed, to San Francisco, Santa Clara County and beyond.

Knowledge and information

- Lack of information and language barriers make it difficult to use existing public transit services.



- Comprehensive information about alternatives to driving is not easily available for seniors and people with disabilities.

Other:

- There is limited assistance for seniors transitioning from driving to transit.
- Lack of school bus service makes it hard for low-income parents to access schools outside their immediate neighborhoods, or drop children off at multiple schools.
- People ride bicycles on the sidewalk because riding in the street is perceived as dangerous.
- No free bus transfers; many trips require more than one bus and are thus costly. Transit is also expensive for families with children.

Gaps in Santa Clara County

Spatial gaps

- South County has limited transit service.
- Seniors in Gilroy would like more service within local neighborhoods.
- Seniors in Gilroy would like improved connections to housing and shopping.
- Persons living in the hills are especially isolated, far from transportation services.

Temporal gaps

- Public transit is infrequent.
- Public transit hours of service are too limited.

Connectivity

- Countywide, there is a lack of coordination between bus and light rail schedules
- There is also opportunity for increased coordination among senior centers in the provision of transportation services.
- County to county transit services and connections could be improved.

Paratransit beyond ADA Requirements

- There is a need for escorted transportation (paratransit) for seniors, including those without disabilities.
- Growing concern is seniors who are unable to use VTA or Outreach due to confusion, frailty, or language barriers for non-English speakers.

Pedestrian access to destinations and transit

- Seniors in Gilroy would like improved pedestrian facilities.
- Walking and travel by wheelchair can be difficult/dangerous on busy streets; crossing times are too short.
- Amenities at bus stops are lacking.
- Safety is a concern, both at bus stops and for pedestrians at intersections.

Knowledge and information

- Language barriers make it difficult for non-English speakers, including seniors, to get to where they want to go.



Other

- Seniors in Gilroy would like more agency-provided rides to services, discounts on taxi services, a community helper/escort program and volunteer driver programs.
- Seniors are often unable to use VTA or Outreach due to confusion, frailty, or language barriers for non-English speakers.
- Physical assistance is needed for seniors to be able to board public transit.
- Outreach (paratransit) is too costly for many seniors.
- Same day urgent trips are not affordable.
- Liability issues for volunteer drivers serving frail elderly must be addressed to make these services more viable and cost-effective.
- Transit is unaffordable to some low-income users.
- Auto ownership is unaffordable to low-income individuals and families.
- Customer service quality on transit needs improvement.

Gaps in Solano County

Spatial gaps

- More local transit to key locations is needed, especially medical, grocery, other shopping, Fairfield’s industrial center, Travis Air Force Base, and other residential communities
- Trips to obtain health care are the biggest challenge for the County’s senior and disabled residents.
- Transportation for urgent same-day medical trips is a high priority.
- Dixon residents are concerned about paratransit service for health-care related trips for non-disabled riders (especially non-disabled seniors).
- Medical transportation is difficult for residents of Benicia, Dixon, Rio Vista and Vacaville. Transportation to medical facilities is particularly difficult in the following locations:
 1. Dixon residents need improved access to medical services in Yolo County, including paratransit service to medical appointments in Davis.
 2. Rio Vista residents must travel outside Rio Vista to medical appointments, which can be difficult.
 3. Vacaville residents are in close proximity to Kaiser, but there are poor transit connections to the facility.
- It is difficult to use transit to travel from outside Fairfield to the Fairfield Senior Center.
- Rio Vista’s senior and disabled residents would like additional transit service to Fairfield (on a day other than just Friday) and to the Pittsburg/Bay Point BART station.
- A shopping shuttle is a high priority for senior and disabled county residents.
- Extra bus stop needed at business center in Cordelia
- Cordelia underserved by transit
- Improve Red Top Road Park-and-Ride
- Direct bus to San Francisco needed.
- Concern about transit for seniors in Green Valley



- There is no transit service onto Mare Island and low-income residents are not able to access Touro University, the Vallejo School District offices, and social services providers located there.
- The new Solano Community College campus in Vallejo is not conveniently served by transit, and parking is at capacity.
- Lack of good transportation for elderly
- Lack of bus stops on bus lines, bus stops too far apart
- Increase capacity for bikes on buses.
- No direct service from Vacaville to Vallejo

Temporal gaps

- Hours – Additional transit and paratransit services are needed earlier and later during the day, and on weekends, especially Sunday.
- Route 20 could run later to match route 90
- Expand Capital Corridor schedule
- Extend hours of current FAST schedule extended to at least 10 PM
- Need for Sunday Service
- Recent transit service cuts have significantly reduced the mobility of the low-income, transit-dependent population in Vallejo.
- Schedules are not always reliable (poor on-time performance).

Frequency

- Buses do not run frequently enough (on weekdays or weekends)

Connectivity

- Travel times and transfers make service inconvenient
- Connections are difficult
- Need to use multiple systems (even for short trips) on ADA paratransit

Paratransit beyond ADA Requirements

- Increase geographic coverage, hours of availability, and trip purpose flexibility for the Senior Volunteer Driver Program (e.g. to Travis AFB, Rancho Solano, or other locations)
- Match medical office hours in paratransit operating schedules
- More wheelchair-accessible taxis are needed.
- Keep Fairfield Taxi Program
- Taxi scrip in Vallejo often runs out mid-month.
- Low-income seniors need transportation beyond that which is provided by public transit agencies.
- Low-income seniors desire escort service earlier, later and more frequently than is currently available. Those that are disabled, especially with mental impairments, may not qualify for paratransit, but nonetheless prefer not to use public transit.
- Low-income seniors desire escort service earlier, later and more frequently than is currently available. Those that are disabled, especially with mental impairments, may not qualify for paratransit, but nonetheless prefer not to use public transit.

Pedestrian access to destinations and transit



- More curb cuts at stops/stations
- Difficult to walk to and/or wait at stops
- Desire for safer pedestrian crossings
- More and better-designed transit facilities are needed (more shelters and benches, signage, better lighting at nighttime), especially near senior centers, and for parents traveling with children.
- More conveniently located and more easily accessible bus stops are needed.
- Additional bus stops are needed, including at the Solano Athletic Club, Senior apartments on Dover Avenue in Fairfield, and near other residential areas.
- Significant gaps exist in the path network in Vallejo. Paths don't connect to each other, and crossings of major roadways (e.g. Peabody, Alamo, and Nut Tree) are unclear and not direct.
- Cul-de-sac developments increase the distance a pedestrian must travel to access a bus stop. Pedestrian cut-throughs are limited
- Sidewalks are provided only on one side of some major roadways.
- Signal or stop-controlled crossing opportunities are limited along major roadways.
- Major intersections pose challenges to bicyclists/pedestrians, including long crossing distances, uncontrolled free right-turn movements, and inconsistent and occasionally improper treatment for bicycle lanes and right turn only lanes.
- Bike racks are not provided as a standard item at transit stops.
- Bike lockers are rented to an individual, who receives a key for a particular locker, limiting the usefulness of the locker. Bicyclists must provide a credit card to rent a locker, which excludes people who do not have a credit card, including some low-income people.

Knowledge and information

- Seniors and/or people with disabilities do not know about the full range of transportation options available to them.
- Improve “user interface” for DART paratransit.
- Provide a confirmation number to allow passengers to better manage their paratransit trips.
- More information is needed on the bus system.
- More information is needed on transit vehicles (such as stop announcements).
- Would like to see one pass in use, not multiple passes.
- Need to create a regional code of bus etiquette.
- Drivers need more training to be sensitive to needs of passengers.
- Better signage for bus system.
- Low-income residents need help understanding and feeling comfortable using transit.
- Low-income residents who don't speak English consider that a significant barrier to transit, particularly Spanish speakers.

Other

- The cost of transit is a hardship for the low-income population in Vallejo.
- Driver and dispatcher sensitivity training, and more assistance from drivers, are needed.



- Re-organization of Intercity Paratransit now requires additional fares for transfers, creating a financial burden.

Gaps in Sonoma County

Spatial gaps

- The large size of the county makes it difficult to provide transit service.
- There is limited or no public transportation in some of the rural areas of Sonoma County, including especially West County. Many seniors in West County (including Guerneville, Sebastopol, Forestville and remote coastal communities such as Sea Ranch and Cazadero) are physically isolated from needed services. Many are on fixed incomes and cannot afford to relocate and winters are particularly difficult periods of isolation due to power outages and flooding.
- Sonoma County's natural boundaries present unique challenges for service delivery. Santa Rosa, as the urban center of the county, provides many health and social services, but access to these services from outlying areas can be difficult.
- There is a need for increased bus service directly into neighborhoods so that people don't have to walk as far to catch a bus.

Temporal Gaps

- Hours of operation - increased weekend, evening and holiday bus service is needed.

Paratransit beyond ADA requirements

- It is difficult to make last minute reservations for paratransit service.

Pedestrian access to destinations and transit

- Not possible for some persons to walk the distance to public transit stops.
- Benches are needed at bus stops to sit on and wait.

Knowledge and information

- There is the perception among some people that it is too difficult to navigate the bus system

Other

- There is a need for more volunteer drivers and improved service, especially to serve areas outside of the current service area.



Appendix G. Veterans' Transportation Needs

This section describes the transportation needs that veterans and their family members may present, discusses veterans-specific transportation programs, and describes two relevant new federal initiatives to support veterans' transportation needs. Resources valuable to those working to improve the mobility of veterans are also included. This section aims to introduce those involved in coordinated transportation to key target groups among veterans and military service members and to suggest coordinated responses. It is structured as followed to address these questions:

- **Introduction:** Why is veterans' transportation an important issue nationally and in the Bay Area?
- **Veterans and Services in the Bay Area:** Who and where are the Bay Area's veterans? Where are services located that they access frequently?
- **Mobility Needs of Veterans and Their Families:** What are the key transportation barriers and gaps faced by veterans and their families?
- **Transportation Services Available through the Department of Veterans Affairs:** What are the four key VA transportation program types and structures that many veterans rely on to access VA services?
- **FTA Veterans Transportation and Community Living Initiative (VTCLI):** What are the key objectives and activities funded under this new federal interagency initiative?
- **Bay Area DAV Program:** What is an example of how VA transportation works in the Bay Area?
- **Translating Veterans' Mobility Needs Into Solutions and Coordination Strategies:** How do veterans' transportation needs, and the transportation services provided to them through the VA and other programs, relate to broader transportation issues, solutions, and strategies identified in the Bay Area's Coordinated Plan update?
- **Resources:** Where can interested parties go to learn more about serving veterans' transportation needs?

Introduction

Americans are returning from two wars in the Middle East where 2.3 million persons served in the U.S. military in Iraq or Afghanistan.¹ Taken together with their family members, this group is estimated at 1% of the U.S. population.² At the same time, the oldest veterans from the World War II era in their 80s and 90s are rapidly diminishing in numbers and the Korean and Vietnam era veterans are entering their 60s

¹ Iraq & Afghanistan Veterans of America <http://iava.org/iava-in-washington/issue-reports>

² National Military Family Association. *Finding Common Ground – A Toolkit for Communities Supporting Military Families*, 2011.



or are older, and now represent four in ten veterans. Nationally, the U.S. Census Bureau reports that in 2010 there were 21.8 million military veterans, over 9% of the adult U.S. population over age 18.^{3,4}

These individuals have a range of transportation concerns. In response, the U.S. Department of Veterans Affairs (VA) has built transportation programs that address some of these needs, particularly those focused on medical and health-related trips to VA facilities. Other trip needs exist, with some already being met by existing public transportation, via the same services offered to the general public. In response to growing awareness of the complexity of veterans' mobility issues, the U.S. Department of Transportation, and in particular the Federal Transit Administration, is now working more closely with the U.S. Departments of Defense and Veterans Affairs regarding transportation matters.

Veterans and Services in the Bay Area

The Bay Area Veteran Population

The nine-county Bay Area was home to almost 375,000 veterans by 2010, according to the American Community Survey. Table G-1 shows the populations by county and the proportions of each county's adult population who are veterans. Santa Clara and Alameda Counties have the largest numbers of veterans, over 70,000 each, followed most closely by Contra Costa County, with nearly 64,000.

Table G-1: Bay Area Veteran Population by County, 2006–2010

County	Population 18 Years of Age & Over			Population 18 Years of Age & Over		
	Total	Veterans	Percent	Total	Non-Veterans	Percent
Alameda	1,137,305	70,376	6.2%	1,137,305	1,066,929	93.8%
Contra Costa	765,585	63,557	8.3%	765,585	702,028	91.7%
Marin	196,952	16,783	8.5%	196,952	180,169	91.5%
Napa	102,667	10,214	9.9%	102,667	92,453	90.1%
San Francisco	682,420	33,078	4.8%	682,420	649,342	95.2%
San Mateo	546,943	36,246	6.6%	546,943	510,697	93.4%
Sonoma	366,919	33,302	9.1%	366,919	333,617	90.9%
Santa Clara	1,317,224	74,371	5.6%	1,317,224	1,242,853	94.4%
Solano	302,312	36,883	12.2%	302,312	265,429	87.8%
Bay Area Total	5,418,327	374,810	6.9%	5,418,327	5,043,517	93.1%

Source: ACS 2006-2010 5Yr Estimates by Census Tract (S2101) by GISWS

Figure G-1 shows the relative concentrations of veterans within each county's population age 18 and older compared to both national and regional averages. Solano County has the highest concentration of

³ U.S. American Community Survey, 2010, 1 Year Estimate

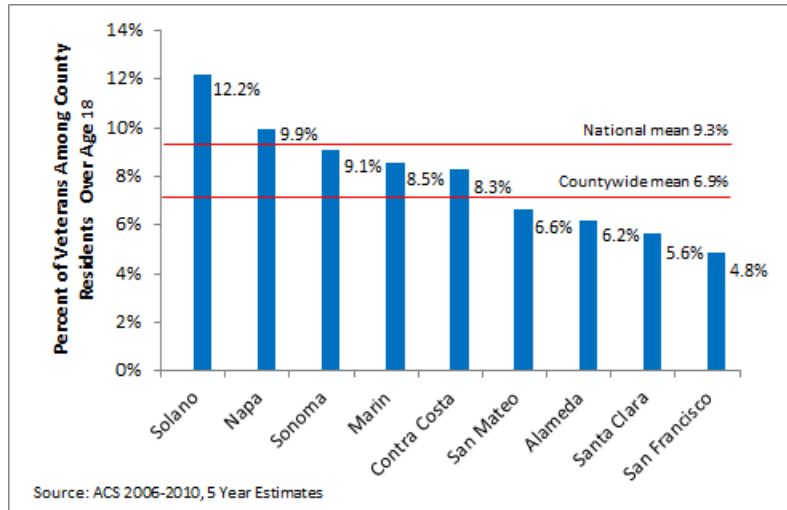
http://factfinder2.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=ACS_10_1YR_B21002&prodType=table

⁴ The U.S. Census defines veterans as persons who have served (even for a short time) but are not currently serving on active duty into the U.S. Army, Air Force, Marine Corp, or Coast Guard or who served in the U.S. Merchant Marines in WWII. Those in the National Guard or Reserves are only counted as veterans if they were ever called up for active duty, not counting the 4-6 months initial training or year summer camps.



veterans at over 12% and Napa County nearly 10%, which are above both the regional and national averages. Sonoma, Marin, and Contra Costa Counties all have proportions above the regional average of about 7%. San Francisco has the lowest share of residents who are veterans at just over 4%.

Figure G-1: Veterans as Proportion of County Population Age 18 and Older



Veterans' Health Care Facilities in the Bay Area

Figure G-2 both shows the relative density of veteran populations by census tract overlaid with the VA health care facilities that are available to Bay Area veterans as well as those traveling from more distant locations. Most health care services available to eligible veterans are provided at these facilities. While veterans have travel needs beyond those which are medically-related, these regional facilities tend to generate a good share of the trips veterans need and hence the mobility challenges many veterans confront.

Table G-2 (see page G-5) identifies the types and locations of Bay Area VA facilities. There are four VA Medical Center locations within the nine-county region, located in San Francisco, Palo Alto, Menlo Park, and Livermore. These large, multiple-service hospitals are served by four community-based outpatient clinics and six general outpatient clinics, with locations in every Bay Area county except Napa and Marin. Additionally, there are Veterans Centers located in six of the region's nine counties, which provide services oriented to helping veterans understand and secure their benefits.

Figure G-2: Concentrations of Bay Area Veterans and Key VA Services

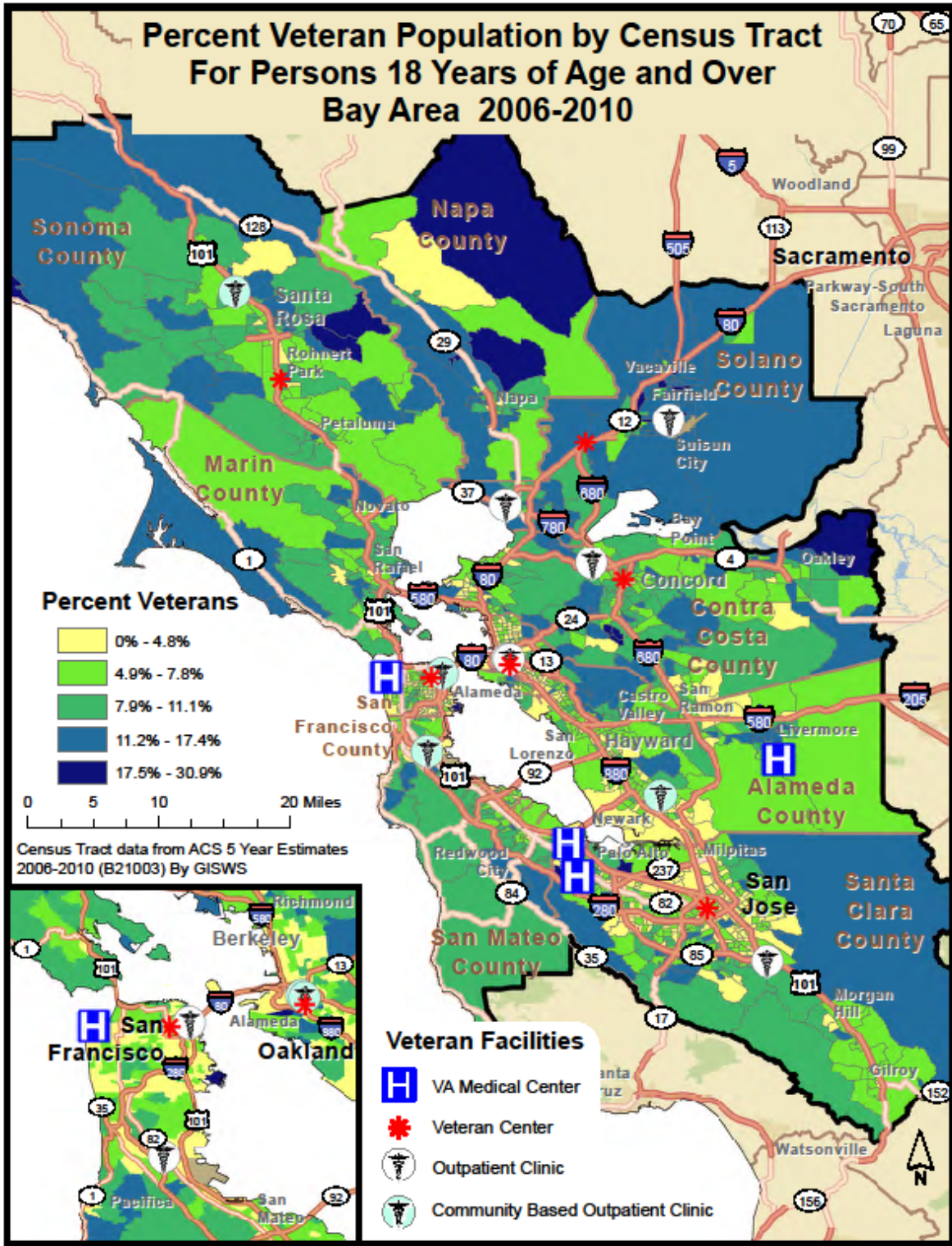




Table G-2: Bay Area Veterans' Facilities

County	VA Medical Center	Outpatient Clinic	Community Based Outpatient Clinic	Vet Center
ALAMEDA COUNTY				
	Livermore Division (part of VA Palo Alto HCS) 4951 Arroyo Road Livermore, CA 94550	Oakland Outpatient Clinic 2221 Martin Luther King Jr. Way Oakland, CA 94612 Oakland Behavioral Health Clinic 525 21st Street Oakland, CA 94612	Fremont Clinic 39199 Liberty Street Fremont, CA 94538	Oakland Vet Center 1504 Franklin St. Suite 200 Oakland, CA 94612
CONTRA COSTA COUNTY				
		Martinez Outpatient Clinic and Community Living Center 150 Muir Road Martinez, CA 94553		Concord Vet Center 1333 Willow Pass Road, Suite 106 Concord, CA 94520-7931
SAN FRANCISCO COUNTY				
	San Francisco VA Medical Center 4150 Clement Street San Francisco, CA 94121		SFVA Downtown Clinic 401 3rd Street San Francisco, CA 94107	San Francisco Vet Center 505 Polk Street San Francisco, CA 94102
SAN MATEO COUNTY				
	Menlo Park Division (part of VA Palo Alto HCS) 795 Willow Road Menlo Park, CA 94025		San Bruno VA Outpatient 1001 Sneath Lane, Suite 300 San Bruno, CA 94066	
SANTA CLARA COUNTY				
	VA Palo Alto Health Care System 3801 Miranda Avenue Palo Alto, CA 94304	San Jose Clinic 80 Great Oaks Boulevard San Jose, CA 95119		San Jose Vet Center 278 North 2nd St. San Jose, CA 95112
SOLANO COUNTY				
		Fairfield Outpatient Clinic 103 Bodin Circle Travis Air Force Base Fairfield, CA 94535 Mare Island Outpatient Clinic 201 Walnut Avenue Vallejo, CA 94592		4B RCS Pacific Western Regional Office 420 Executive Court North Suite A Fairfield, CA 94534
SONOMA COUNTY				
			Santa Rosa VA Outpatient Clinic 3841 Brickway Blvd. Santa Rosa, CA 95403	Northbay Vet Center (Rohnert Park, CA) 6225 State Farm Drive, Suite 101 Rohnert Park, CA 94928

Mobility Needs of Veterans and Their Families

With a growing awareness that veterans and their family members have significant mobility concerns, several studies and initiatives have been undertaken to better understand these needs, including a research digest, a new toolkit, and an FTA-sponsored national on-line dialogue.

The 2011 *Research Results Digest 99: Improving Mobility for Veterans* was prepared under the auspices of the Transit Cooperative Research Program (TCRP).⁵ Digest 99 presents a number of facts about

⁵ *Research Results Digest 99: Improving Mobility for Veterans*. J. Burkhardt, J. Rubino, J. Yum; Washington DC, April 2011. http://onlinepubs.trb.org/onlinepubs/tcrp/tcrp_rrd_99.pdf



veterans of value to non-military community members, summarizes national transportation policy related to veterans, and describes various types of transportation available to veterans.

Veterans' mobility challenges that the *Research Results Digest 99* highlights include:

- Difficulty accessing Veterans Administration Medical Centers (VAMCs), specifically related to:
 - Long-distances of trips
 - Parking difficulties at the VAMCs
- Growth in the volume of transportation demand by veterans due to:
 - Advanced age of WWII veterans and the aging of Korea- and Vietnam-era vets;
 - Return of veterans from the Iraq and Afghanistan theaters, with significant service-connected disability ratings for many of these individuals;
 - Increased need for transporting frail elderly vets and younger vets with traumatic brain injuries;
 - Inclination of veterans to move to rural and non-urbanized areas upon returning home.
- Some identified connection between missed medical appointments and higher rates of suicide, depression, poor health care access, and poor overall health status.
- Family members' needs exist but are not well understood, possibly with trip patterns and needs that could be better met.







A second resource document to better illuminate both transportation needs of the military community and potential responses is the technical assistance resource *A Guide to Serving Your Military Community*.⁶ Released in March 2012, this is a product of the federal Coordinating Council on Access and Mobility (CCAM) and its development was supported by the U.S. Departments of Defense, Health and Human Services, Transportation, and Veterans Affairs, as part of the interagency Veterans Transportation and Community Living Initiative (VTCLI).

Figure G-3 identifies the six military communities that this Guidebook considers. Three active duty communities and three veteran communities' characteristics and needs are presented:

- Active-Duty Military, including:
 - Wounded service members
 - Wounded warrior families
 - Other service families
- Veterans, including:
 - Veterans with disabilities
 - Low-income/homeless veterans
 - Student veterans

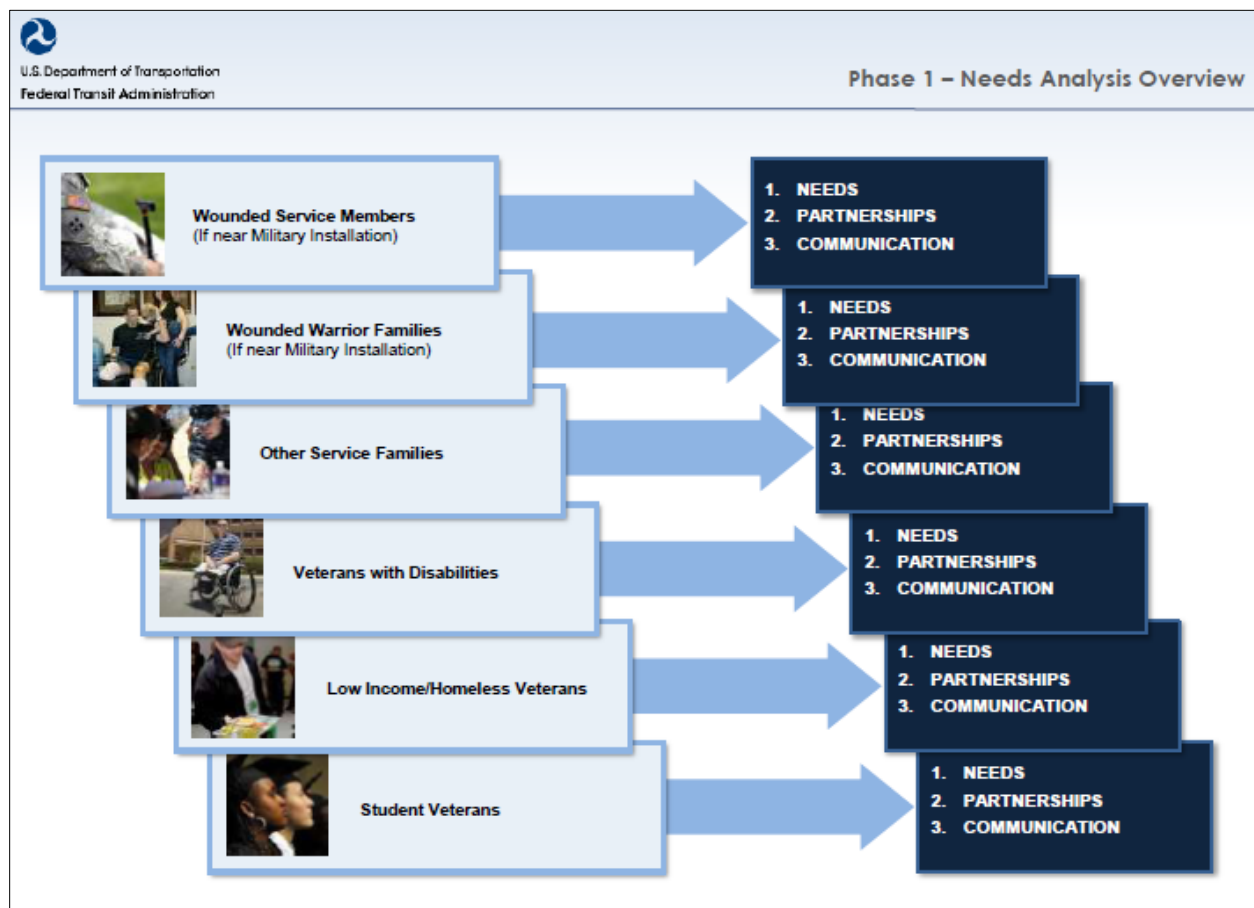
⁶ <http://www.fta.dot.gov/documents/VTCLI - A Guide to Serving Your Military Community 2012-03-07.pdf>

Figure G-3: Excerpt from VTCLI Guidebook on Military Communities and Mobility Needs

United States Department of Transportation		Military Community Transportation Matrix	
	Population	Needs	Research/Delivery Partners
ACTIVE DUTY	 Wounded Service Members (If near Military Installation)	<ul style="list-style-type: none"> • Healthcare • Education • Internships • Job Search 	<ul style="list-style-type: none"> • Army Wounded Warrior Program • Marine Wounded Warrior Regiment • Air Force Warrior and Survivor Care • Navy Safe Harbor • US Special Operations Command Care Coalition
	 Wounded Warrior Families (If near Military Installation)	<ul style="list-style-type: none"> • Healthcare (often need to attend visits- especially for TBI/PTSD patients) • Schools / Childcare • Job Search 	<ul style="list-style-type: none"> • Army Wounded Warrior Program • Marine Wounded Warrior Regiment • Air Force Warrior and Survivor Care • Navy Safe Harbor • US Special Operations Command Care Coalition • Fisher House
	 Other Service Families	<ul style="list-style-type: none"> • Spouse Education • Spouse Employment • Childcare/Child Sports (especially during deployments) • Activities of Daily Living 	<ul style="list-style-type: none"> • Military Installation • Local Yellow Ribbon Program Coordinator • Local Blue Star Families Chapter • Local Operation Homefront Chapter
VETERANS	 Veterans with Disabilities	<ul style="list-style-type: none"> • Healthcare • Education • Internships • Job Search • Activities of Daily Living 	<ul style="list-style-type: none"> • VSO (American Legion, VFW, DAV) • DVOPs, LVERs • Easter Seals
	 Low Income/Homeless Veterans	<ul style="list-style-type: none"> • Healthcare • Education • Job Search & Employment 	<ul style="list-style-type: none"> • Local homeless shelters, community-based programs • VA • Goodwill
	 Student Veterans	<ul style="list-style-type: none"> • Education • Employment • Activities of Daily Living 	<ul style="list-style-type: none"> • Student Veterans of America • Other University-based Veteran Organizations

The Guide identifies the types of trips that members of each community may need and discusses some of the challenges and problems that are faced by the members within each group. It goes on to suggest potential partnerships that could be sought, potentially between transit members and those already working with various military persons or veterans. The Guide sets forth strategies and useful tools for communicating with each group. Its appendices include specific contact persons within geographic regions of the country associated with particular Department of Defense or Veterans Affairs programs. Figure G-4 reiterates the structure of the Guide, in its focus on subgroups of active-duty or veteran individuals.

Figure G-4: Excerpt for VTCLI Guidebook: Needs Analysis Overview





A third recent resource is the *Easter Seals National Online Dialogue on Veterans' Transportation*⁷, which was a month-long event conducted during May and June 2012 and sponsored by the Federal Coordinating Council on Access and Mobility and the Department of Defense. This online conversation was called *Strengthening Transportation Choices So We Can Serve Those How Have Served Our Country*. Organizers estimated that more than 2,000 participants generated more than 1,000 ideas, using online technology to create an exchange among persons in many different organizations and areas of the country.

Participants in the online dialogue “voted” on ideas proposed over the course of the month. Among the 459 voting participants, they averaged 2.3 “actions” each which is a ratio similar to earlier online dialogues, notably the 2010 United We Ride Coordination Dialogue. The number of votes for each idea, an average of 9.7, suggested the level of interest. This measure was up 70% from the 5.5 and 5.7 of two previous Easter Seals online dialogues.

The top seven ideas for how to improve transportation services to assist veterans were:

- Increase operational funding (51 votes)
- Centralize transportation options via smartphones (41 votes)
- Create half-fares for veterans (35 votes)
- Improve rural transportation for veterans (33 votes)
- Add transit benefits for the VA SmartCard (27 votes)
- Form partnerships to improve/enhance veterans transportation (25 votes)
- Encourage VA Hospitals to collaborate with public transit (23 votes)

The Project Action organization reports that information generated through this effort demonstrates the utility of social media identifying pressing needs so that these can be better addressed, in this case the mobility needs of individuals who have served in this country's military.

Transportation Services Available through the Department of Veterans Affairs

The VA system administers three general-benefit programs available to eligible veterans: health services, education benefits (GI Bill), and cemetery services. This section describes the transportation programs which the Department of Veterans Affairs (VA) currently provides to veterans who are using VA health care benefits and require transportation help.

As reported in TCRP's Digest 99: *Improving Mobility for Veterans*, there a travel benefit has available to eligible veterans since 1958. This program recognizes that many veterans drive themselves to the VA

⁷ Update -- The Official Newsletter of Easter Seals Project Action: *Accessible Community Transportation in Our Nation*. Summer 2012, Vol. 24, No.1 www.projectaction.org



Medical Centers (VAMCs) or to community-based outpatient clinics. Federal government support has provided a mileage reimbursement program for those who can drive themselves and for a lift-equipped special transportation service for others who cannot.

In 1987, there was recognition that the Veterans Administration was not keeping up with transportation demand and the Disabled American Veterans(DAV) transportation service was initiated. Using donated vans and volunteer drivers, the DAV has greatly expanded transportation options available to veterans. These three programs, and a fourth, newly initiated Veterans Transportation Service (VTS), are further described here.

The VA Beneficiary Travel Program

For veterans who can drive themselves and meet certain VA eligibility criteria, individuals can be reimbursed for their trips to and from a VA Medical Center or other VA-affiliated facility.

Reimbursement may be made for mileage, lodging, or meals for the veteran. Reimbursements are handled by the Beneficiary Travel Office within each VA, paid in arrears upon approval of requests for beneficiary travel made within 30 days of the trip. The current mileage rate is \$0.415 cents per mile. In most cases, mileage is paid after a deduction of \$3.00 per one-way trip or up to a maximum of \$18 per six one-way trips taken in a month.

Eligibility for such reimbursement includes five general categories⁸:

- A veteran traveling to or from the VA facility or VA-authorized health care facility in treatment or care for a “service-connected” disability.
- A veteran with a “service-connected” disability rated at 30% or more who travels to or from a VA facility or VA-authorized health care facility for examination, treatment, or care for any condition.
- A veteran who travels to a VA facility or a VA-authorized health care facility for a scheduled compensation or pension examination.
- A veteran receiving pension under 38 USC §1521 who travels to or from a VA facility or a VA-authorized health care facility for examination, treatment or care.
- A veteran whose annual income (as determined under 38 USC §1503) does not exceed the maximum annual rate of pension that the veteran would receive (under 38 USC §1521) if the veteran was eligible for pension and travels to or from a VA facility or VA-authorized health care facility for examination, treatment or care.

The VA Special Mode Transportation Program

The Special Mode Transportation Program is provided by the VA to a limited number of veterans, usually those with close to a 100% service-connected disability. Special mode transportation will bring veterans

⁸ Dept. of Veterans Affairs, Veterans Health Administration, VHA Handbook 1601B.05. Beneficiary Travel. July 24, 2010, Washington DC



from their homes to the VA medical centers and often involves lift-equipped vehicles, including ambulance type vehicles that can provide gurney transport. Some VAMCs provide this transportation with their own vehicles and paid drivers. Some utilize contracts or other arrangements, often with local taxi companies. Many VAMCs use both methods of transportation. Special Mode transportation is highly controlled through internal authorization processes, through the VA's Travel Office and typically involves a physician or clinician authorization that this type of transportation is needed. This has been an area of growing expense in many VAMCs.

Disabled American Veterans Transportation (DAV)

A long-standing transportation program of the Veterans Administration is the Disabled American Veterans (DAV) transportation service. This voluntary program was started in the late 1980s as it became increasingly clear that veterans had significant transportation needs that could not be met through the VA's Travel Benefit mileage reimbursement program or the more limited Special Mode transportation program. The DAV is a national organization with a state-level entity in each state and local DAVs operating within the geographic service area of each VAMC. These local DAVs each have a Memorandum of Understanding (MOU) with their respective medical center. The MOUs provide authorization for transportation provision to veterans, to and from the VA facility on weekdays and for medical treatments or appointments.

Vehicles operated by the DAV are often donated vehicles but some are provided by the VAMC. Usually the VAMC provides for vehicle maintenance and fuel. The vast majority of DAV vehicles are not lift-equipped, so only ambulatory riders or those who can transfer from a wheelchair can be provided with DAV transportation. These vehicles generally attempt to provide service throughout the full service area covered by the VAMC but are, of course, limited spatially and temporally.

The DAV-VAMC MOUs also provide for the hiring of a full-time DAV staffer, called a DAV Hospital Services Coordinator. This individual usually has an office within the medical center and receives and schedules trip requests. This individual is generally responsible for the local program's service design—where to locate vehicles, when and where to operate them, and how best to schedule riders onto the available vehicles. The Hospital Services Coordinator determines which trip requests he or she can serve and assigns those to the appropriate DAV vehicle and driver, anywhere from one to two weeks before the trip is needed. Most trip scheduling is done manually.

DAV drivers are all volunteers. They are usually themselves veterans and many have held their driving positions for a long time. Drivers in some DAVs take the vehicles home or may leave them "garaged" at a safe location or at the VAMC. Policies vary considerably. The DAV Hospital Services Coordinator is usually responsible for recruiting volunteers, although many find their own way to DAV offices.



The DAV programs do not have rider eligibility criteria other than that the individual must be a veteran traveling to or from the VA for services. The spouse or personal care attendant of a veteran can ride along, but only if the veteran is traveling.

Veterans Transportation Services Program (VTS)

A new transportation program has been initiated by the Dept. of Veterans Affairs, in response to increased demand for transportation assistance and in order to introduce some additional elements to the VA's transportation network. The VTS program began as a pilot in just four VAMCs and is expanding nationally in a several phased effort. This program is intended to compliment and extend the existing transportation programs, introducing several coordination tools. Specifically, the VTS programs provide funding to the VAMC for:

- Lift-equipped vehicles – usually between three and four
- Route Match software to assist with trip scheduling
- One full-time, paid Mobility Manager position

The VTS, like the DAV, utilizes volunteer drivers and seeks to recruit and identify these volunteers through each VA's volunteer services department. A general culture of volunteerism is supported within the veteran community, both by the veteran service organizations (called VSOs) and by consistent invitations to volunteer that travel through veterans' communication pathways.

The Mobility Manager position that is associated with these new VTS programs has conceptually both an internal and external focus. It is expected that the Mobility Manager will be able to coordinate transportation requests and resources, aided by the Route Match software, for the VA's Travel Office programs and for the DAV. That is the internal coordination that is anticipated. Some external coordination is also hoped for at the national level, expecting that these new VA mobility managers will develop partnerships with local public transportation programs to help grow mobility choices for veterans.

These VTS programs are starting up slowly around the country. Many VAMCs with a VTS program are utilizing the vehicles but are still making decisions about the Mobility manager position and the utilization of the Route Match software. Choices include which hospital department in which to locate this individual and whom to train in Route Match scheduling software. As of this writing, the VAMCs in the nine-county Bay Area do not have a VTS program authorized. However, anticipating the successful expansion of this program, it is very likely that one or more Bay Area VAMCs will secure a VTS program in the future.



FTA Veterans Transportation and Community Living Initiative (VTCLI)

The Federal Transit Administration (FTA) during 2011 and 2012 released two funding rounds of its Veterans Transportation and Community Living Initiative program (VTCLI). Of projects funded in the first round, two were awarded in California, one to Los Angeles Metro and one in to a 2-1-1 partnership between public transit and Loma Linda VA Medical Center in San Bernardino and Riverside Counties. Two additional California awards were made in the second round: one to Santa Clara County and Outreach, and a second to a San Diego partnership.⁹

The VTCLI programs described in the FTA Notices of Funding Availability (NOFAs) focused on One-Call/One-Click coordination strategies. The concept, although its implementation is in many forms, works from a twofold premise:

- 1) **Improved communication** about available transportation services will improve the mobility of veterans and their family members; and
- 2) **Improved coordination** between and among transportation programs serving veterans will grow the number and scale of available transportation and increase the number of trips provided to veterans.

Many VTCLI projects are developing trip-planning capabilities that can be used as applications for mobile phones. These projects are growing the database of resources that are veteran-specific. Some are providing trip-booking capabilities. Some are also seeking to connect veterans with a range of services, through the transportation query capability developed through the One Call/ One Click capability.

Lead organizations for VTCLI projects vary around the country. They are often, but not exclusively, public transit providers. They may also be metropolitan planning organizations, 2-1-1 entities, independent living centers, or other community-based non-profit organizations. All of these projects represent a range of partnerships, in part because the NOFA required that but also because of the nature of the problem—effective coordination between public transportation and veterans' services programs must involve a wide range of partnerships. These may include: veterans services organizations of veterans themselves or organizations of family members; county mental health or aging services departments; homeless services coalitions; employment organizations, and services to low-income populations, to name just a few.

As the VTCLI projects are still very new, specific outcomes have yet to be demonstrated. It is hoped, however, that these initiatives will help to forge stronger partnerships between the Veterans service systems and public transportation programs in communities large and small and ensures more trips to veterans, to active military service personnel, and to family members of both groups.

⁹ For details on all projects awarded nationwide, see http://www.fta.dot.gov/grants/13094_13528.html.



Bay Area DAV Program

The San Francisco VA Medical Center (SFVAMC) is served by both the Disabled American Veterans (DAV) transport network and the Volunteer Transportation Network. Working in concert, these programs provide weekday transportation to and from the San Francisco VAMC.

As the SFVAMC includes facilities beyond the Bay Area including Eureka, Clearlake, and Ukiah, patients need to travel in these remote regions to VA Clinics and from these locations the Medical Center in San Francisco.

The DAV program operates four shuttles services that provide service to the SFVAMC. Shuttles run once per day and leave from pick-up locations in Fort Bragg, Ukiah, Clearlake, and Santa Rosa. Each shuttle operates Monday through Friday and makes several stops before arriving at the SF Medical Center. After the last rider has completed his or her appointment, the shuttles return to their point of origin. Reservations are required a week in advance.

The DAV program operates seven vehicles, none of which are lift-equipped. Although most trip requests can be met, the vans are occasionally at capacity and cannot accept additional riders. This program is sustained by volunteers who serve as drivers. Staff notes that one of the biggest needs is for more volunteers. Other needs include requests for more stops and additional vans.

Translating Veterans' Mobility Needs Into Solutions and Coordination Strategies

To some extent, responding to the mobility requirements of veterans is individualized. Transit properties, human service organizations, and communities will seek solutions that are locally feasible and meaningfully address needs. Potential strategies by which to do so are suggested here, presented in Table G-3 and organized by the *trip purpose* of a veteran, military service member, or family member of active-duty personnel or of a veteran.



Table G-3: Veteran and Military Community Member Trip Requirements and Responding Strategies

Trip Purpose	Characteristics or Requirements	Strategies	Possible Providers
Medical to VA Medical Center (VAMC) – advance apt.	<ul style="list-style-type: none"> ○ Ability to plan ahead ○ Trip may be long-distance ○ Return trip time uncertain ○ Some veterans miss the DAV returning vehicle when appointments run long. 	<ul style="list-style-type: none"> ▪ Use existing VA-provided/ affiliated services ▪ Use public transit, with transfers ▪ Use destination-oriented trip planners to locate transit service ▪ Review fixed-route service to identify opportunities for improving speed of travel or pedestrian/ bus stop improvements. ▪ Develop specialized shuttles for long-distance trips ▪ Coordinate with other specialized transportation traveling to or near VAMC ▪ Develop mileage reimbursement programs for rider to locate volunteer ▪ One-Call/One-Click information tools 	<ul style="list-style-type: none"> ▪ DAV, VA Special Mode or VTS/ VTN services ▪ Public transit fixed route ▪ Public transit ADA service ▪ Taxi cab ▪ Specialized shuttles ▪ Volunteer services
	Medical to VAMC – next day or same day		
Medical to VA Outpatient Clinic or Community Based Clinic	<ul style="list-style-type: none"> ○ May be immediate need or advance appointment. ○ Trip distance shorter but still possibly regional. 	<ul style="list-style-type: none"> ▪ Use local public transportation resources ▪ Use destination-oriented trip planners to locate transit service. ▪ One-Call/One-Click information tools 	
Family members to VAMCs	<ul style="list-style-type: none"> ○ Care provider / family with no ride home from VAMC 	<ul style="list-style-type: none"> ▪ Develop voluntary transportation programs to address unique family member issues/ concerns ▪ One-Call/One-Click information tools 	
Education trips to local community college/university – For veteran and family members	<ul style="list-style-type: none"> ○ Early and late classes that could fall outside fixed-route transit operating day ○ Sometimes Saturday classes 	<ul style="list-style-type: none"> ▪ Review fixed-route operating hours and consider adjustments ▪ Develop destination-oriented transit information to help identify route and timing options ▪ Explore transit pass options for enrolled students ▪ One-Call/One-Click information tools 	
		<ul style="list-style-type: none"> ▪ Public transit fixed route 	



Trip Purpose	Characteristics or Requirements	Strategies	Possible Providers
Education trips to local community college/university -- For veteran with a significant disability	<ul style="list-style-type: none"> ○ Lift or door-to-door service requirements ○ Subscription-type, standing order trip 	<ul style="list-style-type: none"> ▪ Introduction to use of ADA complementary paratransit service ▪ Development of specialized shuttles where groups of such veterans can be identified ▪ One-Call/One-Click information tools 	<ul style="list-style-type: none"> ▪ Public transit ADA service ▪ New Freedom-type specialized shuttles
Work-seeking training and interview trips --For veteran --for veteran with a significant disability --For veterans family members	<ul style="list-style-type: none"> ○ Time sensitive trips ○ May have limited ability to plan ahead. 	<ul style="list-style-type: none"> ▪ Review fixed-route service connections between veterans housing facilities, which do exist in some communities. ▪ Travel training introduction to job coaches and other gatekeeper personnel assisting veterans who are job-seeking. ▪ One-Call/One-Click information tools 	<ul style="list-style-type: none"> ▪ Public transit fixed route ▪ Public transit ADA service ▪ Travel trainers
Day care trips for dependent children of veterans and active duty military members	<ul style="list-style-type: none"> ○ May require trip-chaining or long dwell-time while parent checks in or picks up the child 	<ul style="list-style-type: none"> ▪ Specialized shuttles that can linger, can address group trip and standing order requirements within a given service area ▪ One-Call/One-Click information tools 	<ul style="list-style-type: none"> ▪ Specialized shuttles funded by JARC or New Freedom (when parents may be disabled).



Integrating Veterans’ Needs with the Coordinated Plan’s Overarching Strategies

Table G-3 supports a veteran-oriented focus to the solutions included in the Coordinated Plan Update. Key veterans’ needs as they relate to the proposed regional coordination strategies described in Chapter 8 of the Plan include:

1. Strengthen Mobility Management

A. Identify and designate Consolidated Transportation Service Agencies (CTSAs) to facilitate subregional mobility management and transportation coordination efforts:

- CTSAs are encouraged to consider VAMCs as key stakeholders, including the DAV programs and the Travel Office units, their outpatient network and possibly veterans service organizations.
- Outreach efforts should seek to inform and involve these key stakeholders about transportation initiatives that could impact veterans.
- Mobility management techniques of various types are likely to be of value to veterans and to their family members, particularly information-based tools such as the One-Call/One-Click initiatives and travel training.

B. Provide information and manage demand across a family of transportation services

- Veterans, their family members and active duty personnel clearly need access to the full array of transportation services that exist, ranging from rail to fixed-route transit, and deviated fixed-route, including ADA complementary paratransit and various targeted or highly specialized services. Given the diverse mobility needs of the military community, the full family of services – and no single service – is critically important.

C. Coordinate advocacy with human service agencies to identify resources to sustain ongoing coordination activities

- Veterans’ stakeholders should be invited into the planning process, to develop opportunities for increased coordination.

2. Promote walkable communities, complete streets, and integration of transportation and land use decisions

- Veterans and their family members and active-duty military living in the community are also members of the general public and as such will benefit from improved walkability of their neighborhoods, complete streets accommodating travelers of all kinds, and better connections and transit-oriented development that more tightly links housing and transit.



Resources

National Resources Center for Human Service Transportation Coordination [NRC]

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2693&z=62>

A program of Community Transportation Association of America (CTAA), the NRC offers numerous tools and resources for coordination and mobility management, as well as a resource library on veterans' transportation. Items include:

- Veterans Transportation and Community Living Initiative, Military Community Transportation Needs Overview (discussed previously)
- VTCLI webinar and presentation
- NRC Report: Transportation for America's Veterans and Their Families
- Links to the VA Veterans Transportation Services; Operation Second Chance;

TRIP – Transportation Reimbursement and Information Program

<http://www.triptrans.org>

A nationally acclaimed volunteer driver program, Riverside County's TRIP has been operated by The Independent Living Partnership [ILP] since 1993. TRIP's model is unique in that participants recruit their own volunteers, making it low-cost, low-risk, and easy to start—in diverse regions and for multiple populations. The Riverside County program is focused on older adults and individuals with disabilities, but is expanding to include in low-income residents in the rural North Shore region of the Salton Sea and other special needs groups that are likely to include veterans.

Through the Riverside County Office on Aging's HelpLink, TRIP provides information about public transportation, including: discussing transportation needs with callers and making referrals to appropriate providers.

TRIP has produced an array of tools to assist with the development of volunteer driver programs, available on its website: www.triptrans.org. A new monthly webinar was recently developed to set-up dialogue and exchange among organizations starting-up or running TRIP-model programs. TRIP's Executive Director may be contacted at executivedirector@livingpartnership.org

Forthcoming Resources

Two significant resources documents are in production as of this writing, with release anticipated sometime during 2013.

1. **Easter Seals Project Action** is developing a toolkit to help grow veterans' transportation resources. The Project Action website (<http://www.projectaction.org/>) will provide information about this when it becomes available.



2. The Transit Cooperative Research Program [TCRP] (Project B-42) is actively researching and preparing the national ***the Community Toolbox for Improving Options and Coordination of Transportation for Military Service Members, Veterans and their Families***. This resource will likely be published late in 2013 or early 2014. The Transportation Research Board Transit Cooperative Research Program will have information about this when it becomes available. See <http://www.tcrponline.org/>.



Appendix H. Solution Implementation Notes

Table H-1: Mobility Management, Travel Training, and Transportation Coordination Activities

Proposed Solution	Gaps Addressed	Implementation Issues
Travel training and promotion to seniors and/or people with disabilities	Fear of using transit, lack of knowledge and familiarity with transit options	Feasible
Enhanced local information and referral systems, including One Call/One Click centers, comprehensive mobility guides	Lack of comprehensive mobility information that includes resources other than conventional transit and ADA paratransit.	Information needs to be updated and verified frequently
Human service transportation coordination (e.g. cost sharing arrangements, joint procurements, joint maintenance, vehicle sharing)	Insurance, audit and report issues for small agencies, uncoordinated service, uncoordinated information, underutilized equipment.	Effective implementation will vary based on local structures.
Enhanced regional information (using 511 or other means) about public transportation for paratransit users, people with disabilities, and speakers of languages other than English	Lack of live information for multi-operator trips. Very limited information in other languages.	Cost. Need to identify an appropriate agency or agencies
Targeted marketing and “buddy” programs where experienced transit riders accompany and support new riders	Fear of using transit, lack of knowledge and familiarity with transit options	Feasible



Table H-2: Additions or Improvements to Paratransit that exceed ADA Requirements, and Demand-Responsive Services Other Than ADA Paratransit

Proposed Solution	Gaps Addressed	Implementation Issues
Volunteer driver programs, including training and recruitment of drivers	Need for assistance, help carrying packages, intermediate stops such as waiting for a rider at a pharmacy or bank, shorter travel times.	Working well in some areas, but others have difficulty recruiting volunteers. Need to address insurance issues.
Help for community organizations to expand service	Lack of alternative services, financial difficulties of community organizations, insufficient vehicles, insurance issues.	Depends on community organizations with capacity and interest to provide service. Should be coordinated with ADA paratransit.
Intelligent Transportation Systems (ITS) improvements	Service quality issues, problems waiting for vehicle arrivals, limited booking hours. Inability to co-mingle passengers on the same vehicle	Details about uses of technology and related customer policies need to be resolved by each operator. Development and application of cost-allocation software
Taxi discount and voucher programs, including the possibility of purchase of a guaranteed level of taxi service by transit agencies	Same-day service, service pending ADA eligibility, service when ADA paratransit does not operate, travel times, travel needs of non-ADA people.	Depends on availability of quality taxi service; lack of accessible taxicabs.
Sharing of provider training and methods	Inconsistent quality regarding passenger assistance, transfers, etc.	Need to address issues of contractor proprietary information, different policies and equipment among systems, impact on contractor operations.
Non-emergency medical transportation for Medi-Cal patients and non-ADA eligible seniors and people with disabilities	Lack of appropriate, affordable service, especially for dialysis trips.	If implemented by a transit operator, may require separation from ADA paratransit and resolution of issues concerning use of Federally funded equipment, competition with private sector.
Premium services on ADA paratransit.	Could address a variety of gaps depending on service offered, from limited service area to limited hours of operation to	Operators may need to collect premium fares to offset higher costs of providing service beyond ADA requirements



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Proposed Solution	Gaps Addressed	Implementation Issues
Feeder service connecting to fixed-route transit	Excessive trip times for certain trips if offered as an optional service (distinct from a required mode as permitted by ADA for some customers and trips).	Need to address trip planning and coordination with transit schedules, especially for transfers from fixed-route to paratransit.
Transfer assistance to help with multi-operator paratransit trips and transfers between paratransit and fixed-route service	Coordination problems making inter-operator trips	Limited number of locations with sufficient volume; cost of staffing. May require cost sharing agreements between operators.
Demand-responsive group shopping service	Non-ADA eligible people who cannot use transit if they need to carry packages.	Good models exist.
Incentives or assistance for wheelchair-accessible taxicabs	Lack of taxi service accessible to wheelchair users.	Requires cooperation of taxi companies, drivers, and cities that regulate taxis. Possible use of New Freedom or other funds for accessible taxi subsidies.
Incentives or assistance to improve the quality of taxi service	Service issues limit usefulness of taxis for older people and people with disabilities.	Few models to follow. Needs cooperation of taxi companies, drivers, and cities that regulate taxis. May require financial incentives.
Escorted travel on paratransit	Need for assistance by some riders who have no attendants. Also some return trip issues, picking up at large complexes.	Need to recruit, train, and retain staff and/or volunteers to perform this function.
Improved performance and service quality measurement with rider participation	Gaps or limits of service quality measurement by contractors.	Requires training and monitoring to ensure objectivity.



Table H-3: Additions or Improvements to Public Transit Services and Transit Access

Proposed Solution	Gaps Addressed	Implementation Issues
Pedestrian infrastructure improvements	Limited access due to sidewalk condition, crossings, curb cuts, lack of bus bulbouts, lighting, sidewalk extensions, waiting areas, etc.	Implementation depends on cooperation of cities. Some transit agencies have ceded control of bus stop amenities to others. Cost.
Pedestrian safety planning, especially for low-cost, high-impact solutions	Short crossing times and right turn on red limit access in some locations. Infrastructure improvements and law enforcement need targeting.	Requires cooperation of cities, counties and police.
Transit information in accessible formats, including real-time information	Hard-to-read, confusing schedules; lack of alternatives for deaf, and blind or low-vision riders. Lack of user-friendly real-time information	Need to establish solutions locally in the absence of clear standards.
Restoration of fixed-route transit services that have recently been cut	Limited or no existing public transit services in some areas, nights and evenings, and on weekends. Long waits for transit and inconvenient transfers.	Feasible, but need to address cost and productivity. Eligible for JARC but not New Freedom funding.
Expanded fixed route transit services	Limited or no existing public transit services in some areas, nights and evenings, and on weekends.	Feasible, but need to address cost and productivity.
Better connections between transit systems	Issues with physical access, schedule coordination, multi-operator trips to important destinations.	Feasible to address physical issues, but may require multi-agency cooperation, including cities. Schedule coordination can be difficult.
Increase awareness of wheelchair securement issues among transit and paratransit riders	Mobility devices that cannot be safely secured, while safe alternatives exist.	Resistance due to price, lack of standards, insurance limitations.
Transit safety education	Fear of crime on transit	Needs cooperation of police, transit security personnel, curriculum development.



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Proposed Solution	Gaps Addressed	Implementation Issues
Senior-friendly shuttles, jitneys, or circulators	Difficulty using transit for local trips, trips with packages, shopping carts, etc. Stops that are far from facilities or with long walks to the door.	Funding, and ensuring services are accessible for persons with disabilities.
Targeted transit route and stop adjustments	Lack of stops and routes that are convenient to destinations important to seniors and people with disabilities.	Feasible, but each will need to be examined for operational impact.
Provide additional bus pass vendor outlets	Numerous fare instruments are difficult to obtain or use	Feasible but further study would be needed to target new locations
Additional wheelchair spaces on transit vehicles	Long waits if all wheelchair spaces are taken.	Depends on equipment and routes. Equipment is not always assigned to specific routes. Space may also be lacking for other passengers.
Additional driver training on accessibility issues and features	Issues with securement and passing-up wheelchair users at bus stops with no explanation.	Could be contract issues at some operators. Securement issues often involve inherently difficult to secure mobility devices.
Targeted law enforcement to improve pedestrian safety near transit stops	Traffic and parking violations near stops, which create dangerous conditions and limit access to transit.	Requires cooperation of cities, counties and police.
Courtesy or flag stops for people with disabilities	Long distances between stops.	Feasibility will vary by type of area, availability of safe stopping locations.



Table H-4: Solutions to Address Affordability Barriers

Proposed Solution	Gaps Addressed	Implementation Issues
Bicycle assistance and safety training	Affordability of car ownership, “last mile” access to fixed-route transit and pedestrian safety issues	Not currently eligible for 5310/New Freedom funding
Auto loan programs for low-income families/individuals	Affordability of car ownership, lack of access to fixed-route transit	Need to establish eligibility/screening criteria. Not eligible for 5310/New Freedom funding
Offer or expand car sharing for low-income families/individuals	Affordability of car ownership	Not eligible for 5310/New Freedom funding
Discounted transit fares or other subsidies beyond those already provided for seniors and people with disabilities	Affordability of some long trips, multi-operator trips.	Need to resolve eligibility, consistency among operators, impact on ADA eligibility process. Cost.
Discounted transit fares for low-income youth or adults	Affordability of service for people with limited incomes, especially long trips to work or school	Would require new eligibility determination framework(s) to be implemented, but some models exist in the region. Cost and funding eligibility issues.
Discounted paratransit fares	Affordability of service for people with limited incomes, high medical expenses, need for frequent trips.	Could be oversubscribed. Cost.

Table H-5: Other Solutions

Proposed Solution	Gaps Addressed	Implementation Issues
Training for older drivers	Limited knowledge of alternatives among long-time drivers; need for help planning for driving retirement.	It may be hard to add material about mobility options to nationally established driver training curricula.
Partnership with the DMV to assist people who have just lost their licenses	Limited knowledge of alternatives among long-time drivers; need for help planning for driving retirement.	Requires cooperation with DMV and funding.
Funding for the development of emergency planning and evacuation training programs	Lack of specifically designated funds for emergency planning and evacuation of people with disabilities	Cost



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Proposed Solution	Gaps Addressed	Implementation Issues
Funding for specific technological improvements such as cell phones with GPS devices	Current funding parameters do not accommodate technology that could be useful for improved service delivery, to address problems such as locating riders at large complexes	Federal and State contracting procedures may take long time to change.
Increased funding flexibility to allow for more energy efficient vehicle purchases, for example as part of the 5310 program	Current Federal and State contracts provide limited range of vehicles for volume purchasing at discounted rates	Federal and State contracting procedures may take long time to change.
Funding assistance for items such as fuel purchases	Lack of funding to specifically address fluctuations in fuel prices and alternative fuel solutions	Cost.
Wheelchair breakdown service	No service is available in most areas, or is extremely expensive. Lack of such service may limit willingness to use transit.	Responsible entity will vary in each area.
Localized mobility device-sharing programs	Difficulty or uncertainty for walkers accessing pedestrianized business districts and shopping centers where loaner wheelchairs or scooters are not otherwise made available	No such programs currently exist, but have been implemented overseas (such as Shopmobility UK).