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**Policy Advisory Council
Equity and Access Subcommittee
12:30 p.m. – 1:00 p.m.**

Wednesday, March 8, 2017

Bay Area MetroCenter
Yerba Buena Conference Room
375 Beale Street, 1st Floor
San Francisco, CA 94105

The Policy Advisory Council advises the Metropolitan Transportation Commission on transportation policies in the San Francisco Bay Area, incorporating diverse perspectives relating to the environment, the economy and social equity.

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Staff Liaison: Pam Grove
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AGENDA

- 1. Welcome**
- 2. New Business[†] (5 minutes)**
Members of the subcommittee may bring up new business for discussion or addition to a future agenda.
- 3. 2017 Update of the Coordinated Public Transit-Human Services Transportation Plan *(20 minutes)**
Staff will provide an update of the region's Coordinated Plan, which establishes funding priorities and coordination strategies to serve seniors, low-income populations, and individuals with disabilities.

- 4. Public Comment on Items Not on the Agenda[†] (5 minutes)**
[†]Note: The subcommittee will not take action on items not listed on today's agenda.

Presented By	Action
Jim Blacksten	Information
Jim Blacksten	Information
Drennen Shelton, MTC Staff	Information and Discussion
Jim Blacksten	Information

Presented
By **Action**

5. Adjourn/Next Meeting: TBD

- * Attachment sent to members, key staff, and others as appropriate. Copies will be available at the meeting.
 - ** Attachment to be distributed at the meeting.
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Note: All items on the agenda are subject to action and/or change by the subcommittee. Actions recommended by staff are subject to change by the subcommittee.

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Note: All items on the agenda are subject to action and/or change by the subcommittee. Actions recommended by staff are subject to change by the subcommittee.

For information or questions regarding this meeting, call Pam Grove at 415.778.6706.

Public Comment: The public is encouraged to comment on agenda items at committee meetings by completing a request-to-speak card (available from staff) and passing it to the committee secretary. Public comment may be limited by any of the procedures set forth in Section 3.09 of MTC's Procedures Manual (Resolution No. 1058, Revised) if, in the chair's judgment, it is necessary to maintain the orderly flow of business.

Meeting Conduct: If this meeting is willfully interrupted or disrupted by one or more persons rendering orderly conduct of the meeting unfeasible, the Chair may order the removal of individuals who are willfully disrupting the meeting. Such individuals may be arrested. If order cannot be restored by such removal, the members of the committee may direct that the meeting room be cleared (except for representatives of the press or other news media not participating in the disturbance), and the session may continue.

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METROPOLITAN
TRANSPORTATION
COMMISSION

Agenda Item 3a
Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105
TEL 415.778.6700
WEB www.mtc.ca.gov

Memorandum

TO: Policy Advisory Council Equity and Access Subcommittee DATE: March 1, 2017
FR: Drennen Shelton, Planner/Analyst W.I. 1311
RE: 2017 Update of the Coordinated Public Transit-Human Services Transportation Plan – Status Report

Background

MTC staff has undertaken an update of the regional Coordinated Public Transit-Human Services Transportation Plan, better known as the “Coordinated Plan,” a federal requirement under the Fixing America's Surface Transportation (FAST) Act. The plan establishes the region’s funding priorities and coordination strategies for seniors, low-income populations, and individuals with disabilities to improve service coordination among public transit and human service transportation providers.

Plan Update

MTC staff convened a Technical Advisory Committee in May 2016 to provide oversight on the plan update (see Attachment A). MTC staff and the project consultant conducted extensive outreach to transportation disadvantaged populations, their advocates, and agencies who serve them in June – November of 2016. This outreach reached a total of 35 agencies, organizations, and working groups from all nine counties of the Bay Area. More than 300 individual comments were captured, and were individually classified as either identifications of existing transportation gaps or suggestions of potential transportation solutions.

The draft Coordinated Plan will include the following information:

- Demographic summary of seniors, people with disabilities, those living in poverty and/or without access to a vehicle, and veterans in the region
- Transportation Resource Inventory of existing funding and transportation services in the Bay Area for these groups, including transportation services provided by public, private, and non-profit agencies
- Transportation Gaps experienced by transportation disadvantaged populations
- Strategies to Address Mobility Gaps – recommended initiatives that MTC, county congestion management agencies, transit operators and other transportation providers should implement, in order to address mobility gaps experienced by transportation disadvantaged populations

Some key findings from the demographics summary include:

- In 2014, people who were 65 and older made up about 12% of the regional population. By 2040, the senior population will increase to 22%.
- Today, 17% of the region’s population lives in poverty. Poverty has risen faster in suburban than urban areas. Low-income populations have less access to public transit and public services.

Recommendation Strategies to Address Mobility Gaps

The Strategies below are initiatives to be implemented by MTC and our partners. Those recommended strategies include:

- **Developing a Regional Mobility Management Program** that will establish an MTC funded county-based mobility management program, including three basic components: countywide travel training programs, enhanced ADA-paratransit certification, and the coordination of information and referrals by a mobility manager
- **Reducing the Cost of Providing ADA-Paratransit** by increasing the use of enhanced in-person eligibility assessments completed by trained professionals to provide conditional eligibility; piloting trip screening scheduling software; assisting ADA-trip providers in obtaining Medi-Cal reimbursement for eligible trips
- **Piloting Means-Based Transit Fares** as recommended by the Regional Means-Based Transit Fare Pricing Study. Based on the study evaluation, two preferred scenarios emerged as the optimal choices for implementing: a discounted fare program or cash on Clipper subsidy
- **Increasing Suburban Mobility Options** by providing minimum data sharing requirements and technical assistance in public-private partnerships; expanding and prioritizing funding for low-income vehicle access programs and non-ADA same day trip programs using taxis and ridehailing companies; and integrating available mobility options in one-click/one-call systems
- **Advocating for the Accessibility of Shared-use Mobility and Future Mobility Solutions** by subsidizing equity aspects of new programs; and prioritizing and funding the purchase of wheelchair accessible vehicles, and accessible bikeshare pilots

Implementing Regional Mobility Management

As discussed above, implementing a county-based Regional Mobility Management Program is among the key recommended strategies. The recommendation to implement mobility management, which was included in the two previous Coordinated Plans, is based on an assessment of existing mobility management activities in each county and the costs and fund sources of providing these services. Mobility management emphasizes coordination of various transportation services to cost-effectively meet the travel needs of a growing number of transportation-disadvantaged populations such as people with disabilities and seniors. For more information, see attachment B, Implementing Mobility Management.

Next Steps

Staff will convene the Technical Advisory Committee in late March to review the draft plan and recommendations. Staff anticipates releasing the draft plan in spring 2017, along with Plan Bay Area 2040. Following a period of public review, staff will ask the Commission to adopt the 2017 Coordinated Public Transit-Human Services Transportation Plan. At that time, staff will include for your consideration, specific suggestions to implement priority recommendations from the Coordinated Plan. The proposed actions are expected to include an approach to expand county-based mobility management activities.

Attachments:

- Attachment A: Technical Advisory Committee, 2017 Coordinated Plan Update
- Attachment B: Implementing Mobility Management

2017 Coordinated Public Transit-Human Services Transportation Plan
Technical Advisory Committee

Annette Williams
Accessible Services Program
San Francisco Municipal Transportation Agency

Debbie Toth
Chief Executive Officer
Choice in Aging

Jon Gaffney
ADA Compliance and Program Manager
Golden Gate Transit

Katherine Heatley
Executive Director
Outreach and Escort, Inc.

Liz Niedziela
Transit Program Manager
Solano Transportation Authority

Melissa Reggiardo
Planner
SamTrans

Shawn Fong
Program Manager of Mobility and Transportation Services
City of Fremont

Tracy Repp
Program Development Manager
Sonoma County Human Services Area Agency on Aging



implementing mobility management

Mobility management refers to an approach that emphasizes coordination of various transportation services to better meet the travel needs of a growing number of transportation-disadvantaged populations such as low-income households, people with disabilities and seniors.

The mobility management model provides a customized menu of options to the individual, affording them flexibility, independence and a more seamless transportation experience. In comparison, the traditional model requires the individual to figure out the various transportation options themselves, which often leads to an over-reliance on paratransit service.

The coordination and customization is done by a mobility manager, who not only assesses the individual's specific travel needs, but also serves as an information clearinghouse for transportation service providers – who range from fixed-route public transit agencies to volunteer drivers, taxi companies, public ADA-paratransit agencies, social service agencies, community-based organizations, local jurisdictions and faith-based organizations.

Mobility management is not a cost-cutting strategy. But adopting this model may result in significant savings for transit providers and social service agencies, as an outcome. Mobility management ensures better access to services for transportation-disadvantaged populations while also managing scarce paratransit resources for those who really need it.

Mobility management leads to better outcomes such as:

- More convenient travel options for an individual with a disability who otherwise would rely almost entirely on ADA-paratransit service;
- Training for a senior on using an existing public transit system, before he or she loses the ability to drive;
- More non-traditional travel options, such as a free flexible-route community shuttle for a low-income individual to bridge the last mile to an existing fixed-route transit station; and
- A focus on the travel needs rather than any one particular mode of transportation, such as paratransit.

Mobility management is considered a national best practice and has broad support among a diverse range of stakeholders and partners in the Bay Area, including, transit agencies, county congestion management agencies, social service providers and users. While some counties in the Bay Area have made substantial progress, no county has thus far developed and implemented a comprehensive mobility management program.



In California, one mechanism for promoting the concept of mobility management is through the designation of Consolidated Transportation Service Agencies (CTSA). CTSA's identify and consolidate all available funds and maximize the services of all public and private transportation providers on behalf of transportation-disadvantaged persons. MTC's Coordinated Public Transit—Human Services Transportation Plan identifies the need to strengthen mobility management in the Bay Area by identifying mobility managers and CTSA's for each county.

Greater Mobility for Riders

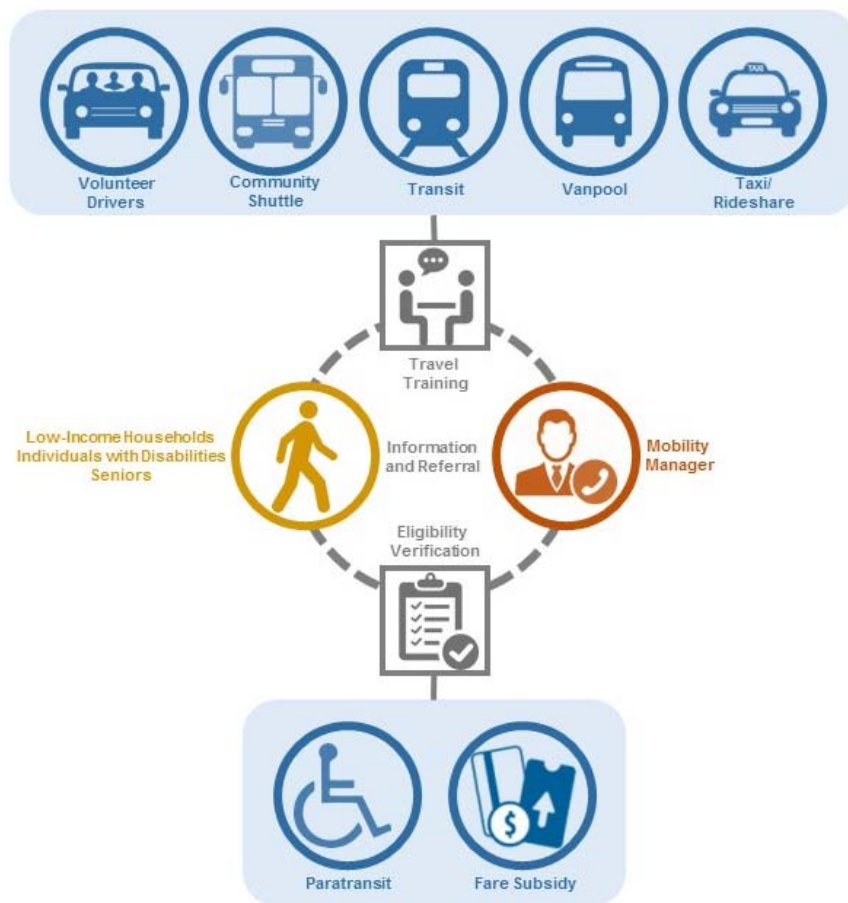
Through mobility management, high-need customers are able to access a wider range of affordable and flexible travel modes. The overall result is greater mobility for riders, especially since this model incorporates non-traditional forms of transportation services including, carpooling/vanpooling, volunteer driver programs, travel vouchers, and real-time demand response services that include taxis and other providers.

Cost-Efficiency and Savings

For transit agencies who participate in mobility management programs, efficiencies from coordinated services results in significant operating savings. For example, the Regional Transportation District in Denver saved nearly \$700,000 in 2006 in its vanpool program and \$1.5 million in taxi subsidies; SMART in Southeastern Michigan saved \$2.7 million annually in its community transportation program; and Portland's TriMet saved nearly \$2 million. Improved service also resulted in additional riders and more satisfied customers.

The Mobility Management Model

1. The mode of travel is less important. A mobility manager acts as a service coordinator who seeks the most effective means to meet an individual's needs.
2. Flexibility, independence and convenience for the individual takes priority. A mobility manager provides a menu of options to an individual, who then selects what works best for him or her for a particular trip.
3. Coordination among service providers to improve efficiencies and effectiveness is critical. The mobility manager provides a one-stop travel information and trip planning system, but the information comes from service providers.
4. Cost-savings is a result of coordination and not the primary goal of mobility management. For example, a streamlined eligibility and certification process across multiple service providers reduces costs while providing better service to an individual.



“Mobility management requires coordination on the back end among multiple transportation service providers to ensure that on the front end the rider is paired with a travel mode that best meets her needs and provides her the most flexibility in scheduling a trip. In many regions where mobility management has been successfully implemented, this travel mode is often more cost-effective, which enables the provider to offer the service to a larger pool of riders who need it.”

– American Public Transportation Association (APTA)

Growing Regional Needs

Low-income households, seniors and people with disabilities stand to benefit most from mobility management programs. In the Bay Area, all three populations are projected to grow rapidly in the next few decades. Between 2010 and 2040, the senior population (age 65 and over) is projected to grow by **240%** from 885,000 to 2,118,000, and the share of seniors is projected to grow from 12% of the total population to 22%.

Mobility Management at Tri-Met, Portland, OR

Ride Connection, a non-profit community organization operating in collaboration with TriMet, has helped the agency trim its ADA paratransit costs by nearly \$2 million. Ride Connection provides administrative functions and volunteers as well as paid drivers, but actual trips are delivered by their collaborative partners, community agencies that provide rides for persons with disabilities and seniors without alternative transportation. These agencies provide high-quality, personal services tailored to each individual community. Another important feature: Ride Connection's non-profit status allows them to obtain funding from foundations, corporations and individuals not available to public agencies.

Source: American Public Transportation Association; <http://www.apta.com/resources/hottopics/mobility/>
Image source: <https://segd.org/trimet-transit-system-signage>



Between 2010 and 2040, the number of low-income households (earning less than \$30,000 in 1999 dollars) is also projected to grow, by **34%** from 699,000 to 937,000. While transportation-disadvantaged populations in the Bay Area are projected to grow over the next 25 years, there is currently no additional funding allocated at the federal or state level for mobility management programs, including paratransit service.

Chart: the senior population in the Bay Area will more than double between 2010 and 2040 (ABAG Projections)

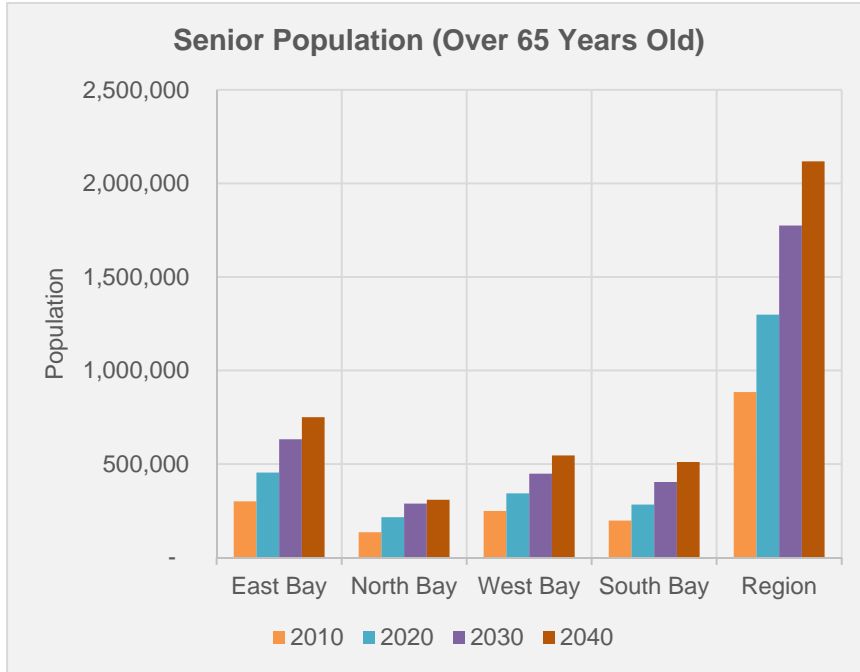
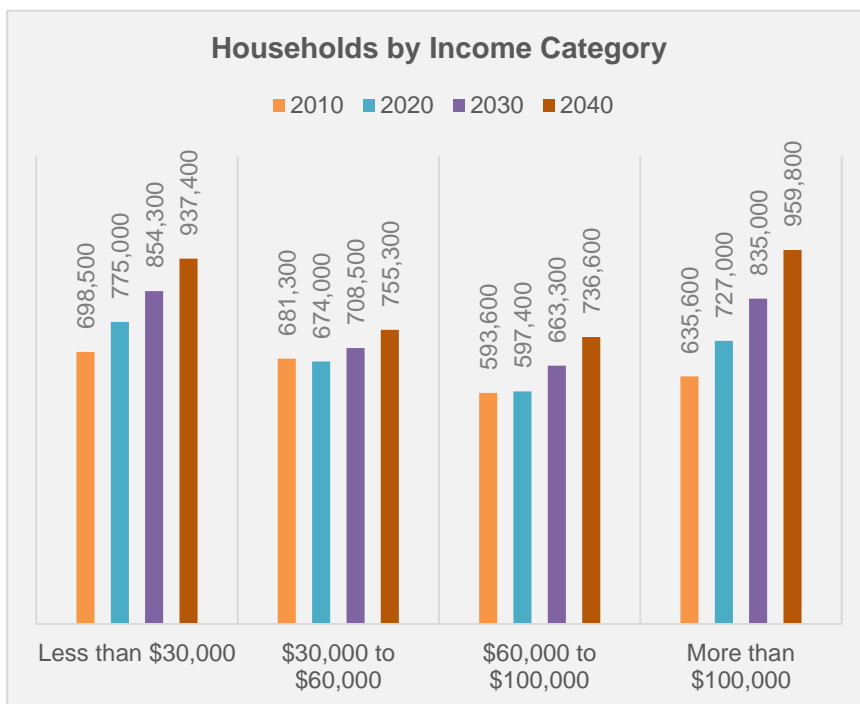


Chart: the number of low-income households in the Bay Area will increase by 34% between 2010 and 2040 (ABAG Projection)



Mobility Management at the Regional Transportation District Denver, CO

With a service area of more than 2.5 million people located in 2,327 square miles, Denver's Regional Transportation District (RTD) has created mobility management services that are "closer to the customer" and more cost-effective than typical services.

Enthusiastically embraced by the public, two of these programs—the vanpool program and the access-a-Cab program that provides an alternative to some ADA paratransit services—are saving RTD over \$2 million per year while providing access to increased numbers of people.

RTD's other mobility management programs include call-n-ride, bike-n-ride and guaranteed ride home. Programs under development include additional taxi services, car sharing, feeder bus services to light rail, and transit-oriented land use developments.

Source: American Public Transportation Association