



# Policy Advisory Committee (PAC)

## Accessible Transportation Strategic Plan

2nd Meeting  
Presented by ATS Plan Staff

October 9, 2020



CONTRA COSTA  
transportation  
authority

**N** NELSON  
NYGAARD

# **PUBLIC ENGAGEMENT / OUTREACH UPDATE**

# OUTREACH UPDATE

## Public Engagement

- Presentations pre-COVID
  - Developmental Disabilities Council of Contra Costa County
  - Pleasant Hill Commission on Aging
- Surveys – 1000+
- Flyer/survey emailed and on paper with meal delivery
- Focus groups – 5
- Stakeholder interviews
- Partner websites
- Social media – Instagram, Facebook, Nextdoor, Twitter

Contra Costa Accessible Transportation Strategic Plan

## Let's make transportation convenient for older adults and people with disabilities

If you're an older adult, have a disability, or are a veteran, transportation in Contra Costa County can be challenging. We want to identify ways to make it easier for you to get around the county—whether you're going to an appointment, getting groceries, visiting family, or anything else.

### You can participate from home!

Due to the shelter-in-place we are asking individuals to complete the survey online or participate in a short phone interview. Participants will be entered in a drawing for a \$25 gift card!

Take the survey on-line at [www.surveymonkey.com/r/CCTA\\_Survey2](http://www.surveymonkey.com/r/CCTA_Survey2) or in Spanish at [www.surveymonkey.com/r/CCTA\\_SurveySPN](http://www.surveymonkey.com/r/CCTA_SurveySPN)

Call us at **857-305-8004**

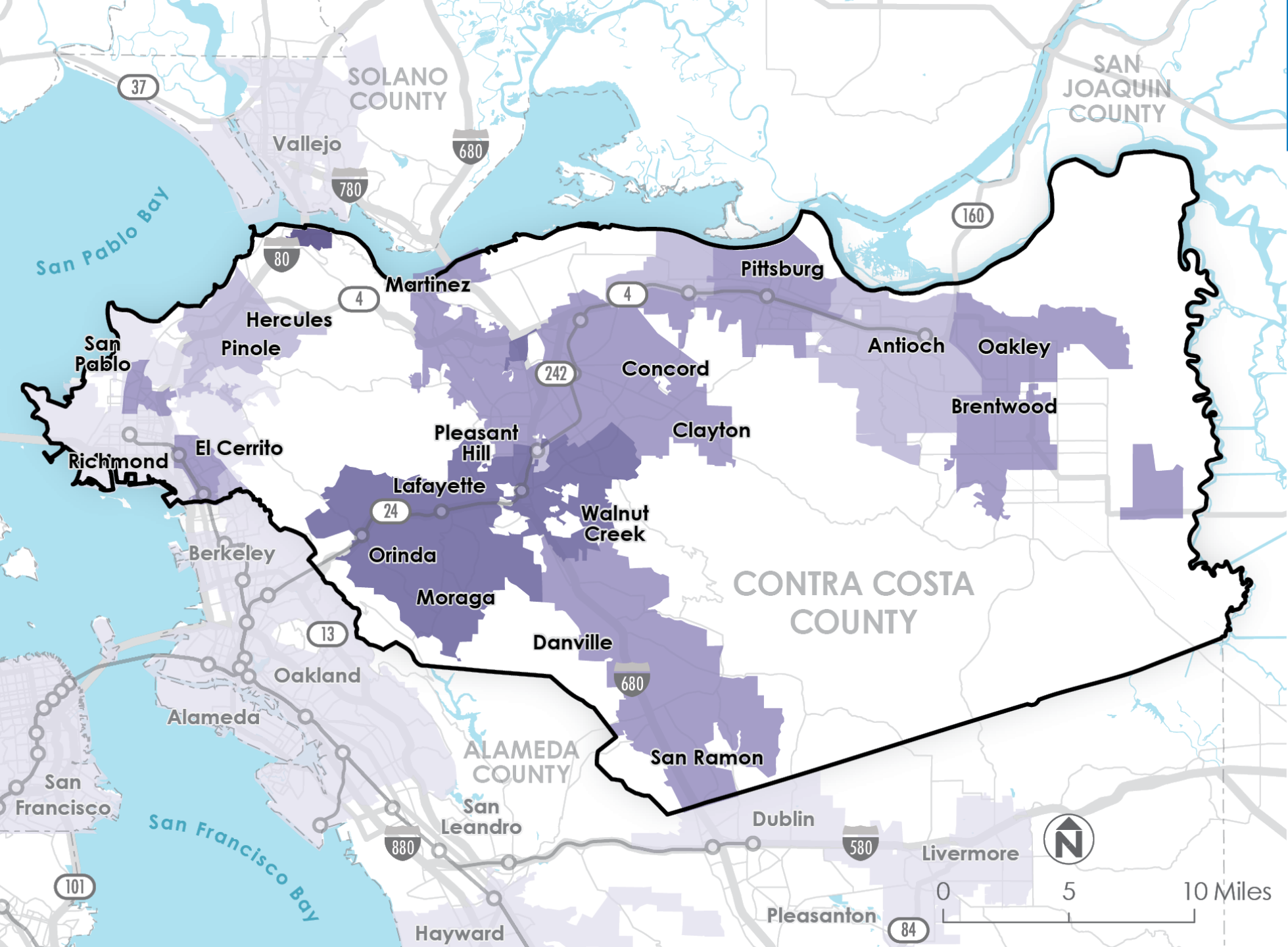
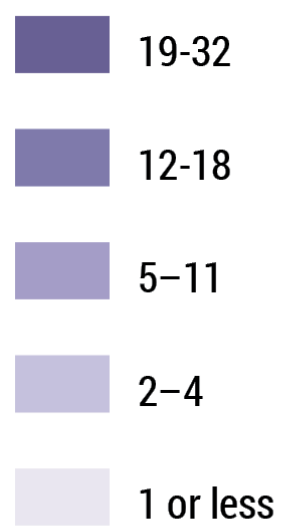
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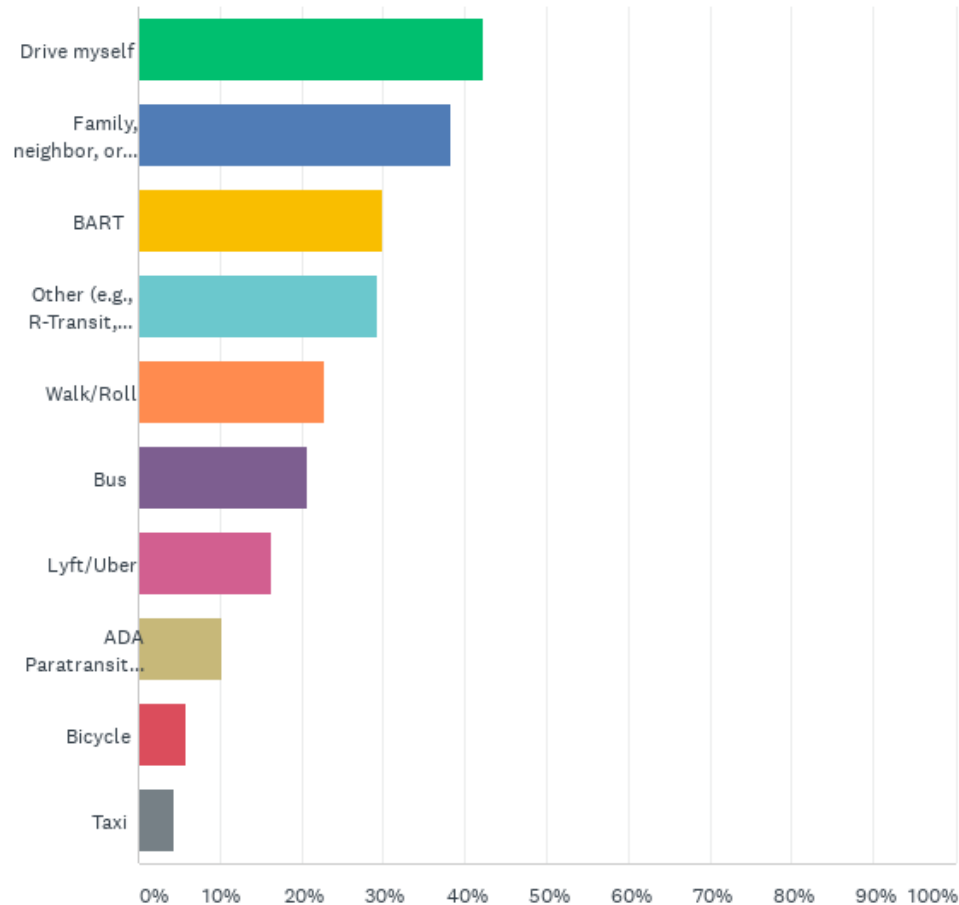
# Survey Responses

Number of survey respondents per 10,000 residents, by home city



# SURVEY RESULTS

## Which modes of transportation did people report they typically use?

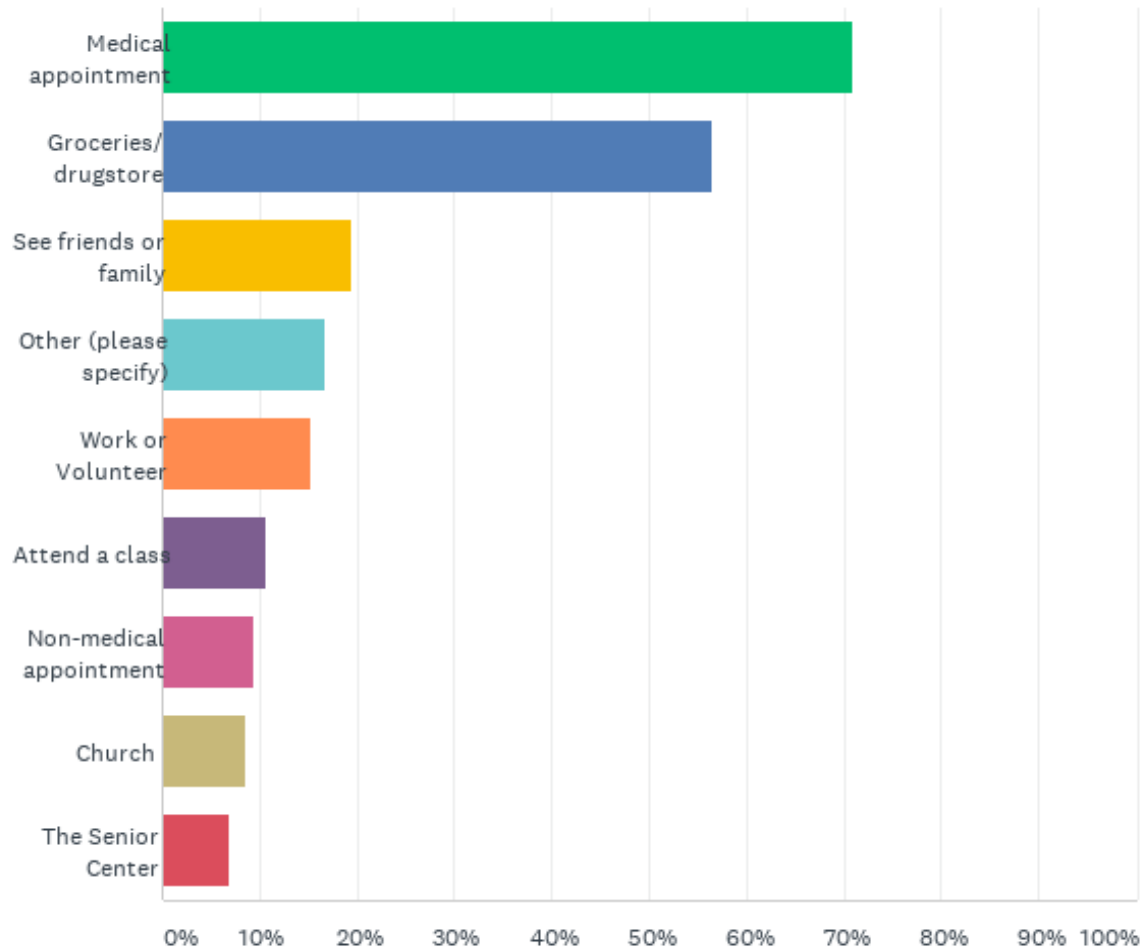


The most used forms of transportation are **driving oneself (42%)**, **being driven by a family member, neighbor or paid helper (38%)**, **BART (30%)** and **walking/rolling (23%)**.

29% of respondents also rely on other forms of getting around, including **Mobility Matters volunteer program** and **Lamorinda Spirit Van**.

# SURVEY RESULTS

## Where did people report going?

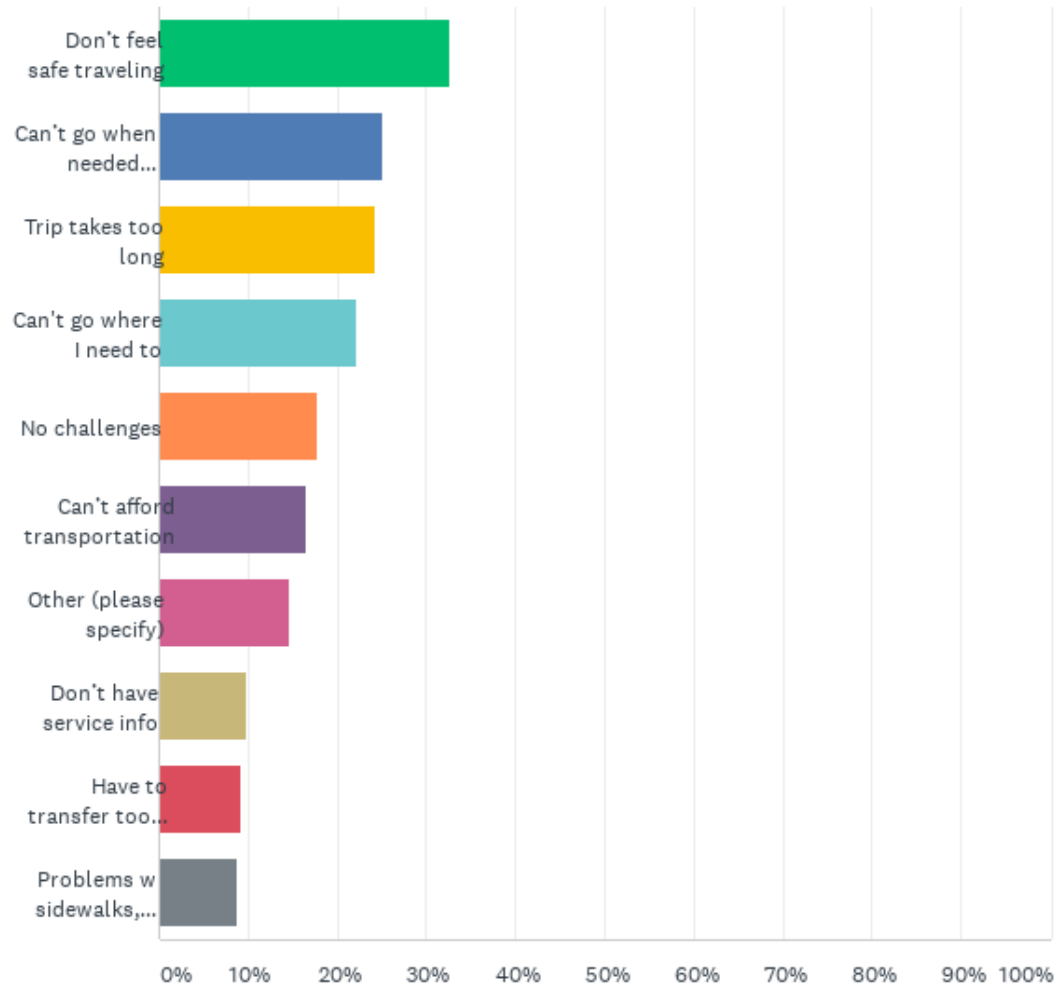


The most common places people want to get to are **medical appointments, grocery stores and drugstores.**

However, 46% of respondents also report that **medical appointments** are the **most difficult** to get to, followed by the homes of **friends and family** (24%) and **grocery stores/drugstores** (24%).

# SURVEY RESULTS

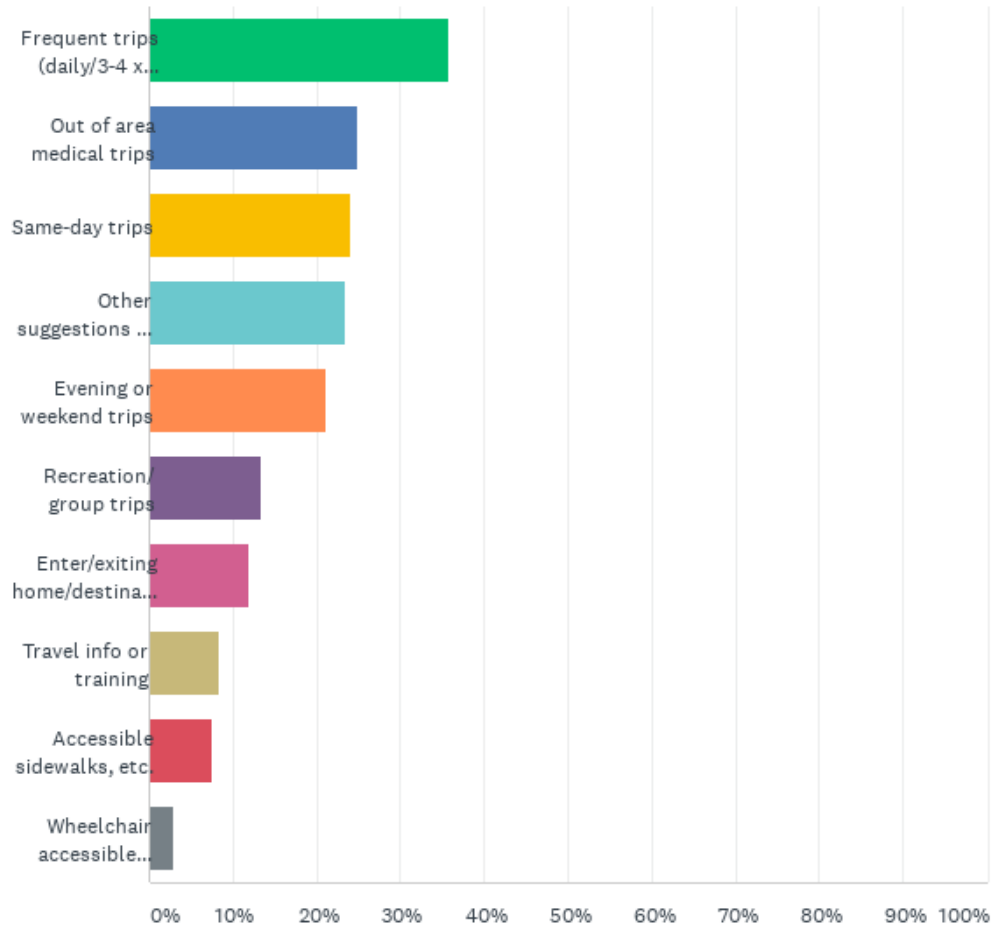
## What transportation challenges do people report facing?



While respondents face a variety of challenges with existing transportation services in Contra Costa County, many of them report **feeling unsafe while traveling (32%)**.

# SURVEY RESULTS

## What transportation services do people report needing?



Respondents want **more frequent trips** and trips at different times of the week, including **evenings and weekends**.

**Out-of-area medical trips** are another common transportation service respondents need that they do not currently receive.

- UCSF
- Stanford
- Vallejo Kaiser
- Summit
- Eden
- Pleasanton

# WHAT WE HEARD FROM FOCUS GROUPS

## During the COVID-19 pandemic

- Most BART/Lyft/Uber riders **not currently using these services**
- Bus **back door boarding** challenging for disabled persons and seniors
- Lyft/Uber is **expensive**, especially since pooling is no allowed during the pandemic
- Paratransit services often limited to **shopping trips**
- Bus tracking apps **not accurate**, especially since buses may skip stops due to **limited capacity constraints** (to maintain social distancing on board)

# WHAT WE HEARD FROM FOCUS GROUPS

## During and before the COVID-19 pandemic

- Transportation services across the County **fragmented**
- **Too many transfers** to get to County Medical Center in Martinez
- BART feels **unsafe and unclean**
- BART more **commonly used to get to regular/familiar places**; paratransit more commonly used for other trips
- **Dog shaming** in Lyft/Uber is a common experience

# WHAT WE HEARD FROM FOCUS GROUPS

## During and before the COVID-19 pandemic (continued)

- **Announcements** on buses/BART are lacking, do not work consistently, and/or are not loud enough
- It can be **difficult to communicate** with Uber/Lyft drivers, so taking transit can be a better option
- Would like improved **access to information** about non-driving options
- Bus experience is very much dependent on how the **driver responds to the passenger**
- Request to add **paratransit trip** types (e.g., shopping centers, parks)
- Lack of **benches** at bus stops

# WHAT WE HEARD FROM STAKEHOLDER INTERVIEWS

- Some veterans don't qualify for VA care if don't meet certain criteria
- A key need is non-authorized non-medical trips
- The VA's transportation programs limited to VA medical facilities
- VA transportation programs only operate during working hours
- Transferring between services for regional or longer trips big problem
- Some limitations also apply to transferring between services for regional or longer trips
- Wait times on paratransit are particularly a problem for regional transfer trips
- The general public doesn't understand what role paratransit is meant to play, no matter how much outreach conducted by staff

## STAKEHOLDER INTERVIEWS (CONTINUED)

- Due to the limitations of fixed route service in many areas and times of day, some people who aren't paratransit eligible don't have viable options
- For EBP the peak travel hours are the biggest challenge, mainly due to Regional Center trips
- OES needs to be strongly tied to local transp. and social service providers
- OES has good communication with general transportation providers, problem is more with the private and non-profit providers
- Problem for wheelchair users from east county, often delayed access to programs by months because of lack of transportation
- Long ride times a particular problem for paratransit riders because of medication needs (e.g. seizures)

# PHASE TWO

## Public Engagement

- Give stakeholders an opportunity to review and comment on potential scenarios
- Share recommendations with distribution list (surveys, webform, focus group participants)
- Telephone Townhalls



# COORDINATION ORGANIZATION STRUCTURES

# OVERVIEW AND DISCUSSION OF COORDINATION ORGANIZATION STRUCTURES AND POTENTIAL STRATEGIES

- Regional Transit Authorities
  - Independent authorities – include representation from government and transit spheres, including the state legislature, counties, municipalities, educational institutions, or private transit providers
  - Can potentially develop dedicated funding sources
  - Requires enabling legislation
  - Changes to fixed-route transit guaranteed to affect ADA-mandated paratransit
- Not-for-Profit Organizations
  - Can play several roles, can receive private funding (donations, foundation funding/grants, etc.), FTA 5310 funds or various discretionary funds and provide transportation services including travel training, information and referral, group trips, volunteer driver programs, etc.
- Consolidated Transportation Service Agency (CTSA)

# OVERVIEW AND DISCUSSION OF COORDINATION ORGANIZATION STRUCTURES AND POTENTIAL STRATEGIES

- One-call/one-click; information & referral (I&R)/mobility management center
  - Connect people with all of the available transportation services in their area
  - Different levels of connectivity to transportation programs
- Supplement ADA-mandated Paratransit
  - Same-day trip programs (including wheelchair-accessible service), allows users to travel without needing to reserve a day in advance
  - Improve connectivity between paratransit programs/eliminate transfer trips, one-seat rides
    - Cost Sharing – to eliminate transfers (e.g. no-transfer inter-area service for medical trips) public agencies could set up agreements to assume accounting, cost-allocation, and reporting
  - Service beyond designated service areas and hours
  - Administer ADA-mandated paratransit separate from fixed-route transit – Los Angeles County CTSA administers paratransit for 45 public fixed route operators (i.e., bus and rail)

# ORGANIZATION STRUCTURES (CONTINUED)

## Consolidated Transportation Service Agency (CTSA)

- A **designation**, provided for under the California Transportation Development Act (TDA) to promote service coordination
  - “by promoting the consolidation of social service transportation services” – procurement, training, dispatch, maintenance, administration
- The Metropolitan Transportation Commission (MTC) can designate an agency as a CTSA (Resolution 4097)
- Designee can be an existing agency, new agency (joint powers), or a non-profit organization
  - Countywide or by a smaller area (e.g. by planning area)
- May give preferential access to certain funds, such as Federal Section 5310
- Can apply for maximum 5% of local jurisdiction’s TDA funds

# ORGANIZATION STRUCTURES (CONTINUED)

## Consolidated Transportation Service Agency (CTSA)

- MTC is looking for:
  - Consistency with Coordinated Public Transit-Human Services Transportation Plan
  - Mobility management capability
  - Past designations and performance
  - Scale of geography
  - Was there a stakeholder-involved process in determining applicant?
  - Institutional relationships and support, financial and in-kind, and evidence of coordination efforts with public and private transportation, and human service providers

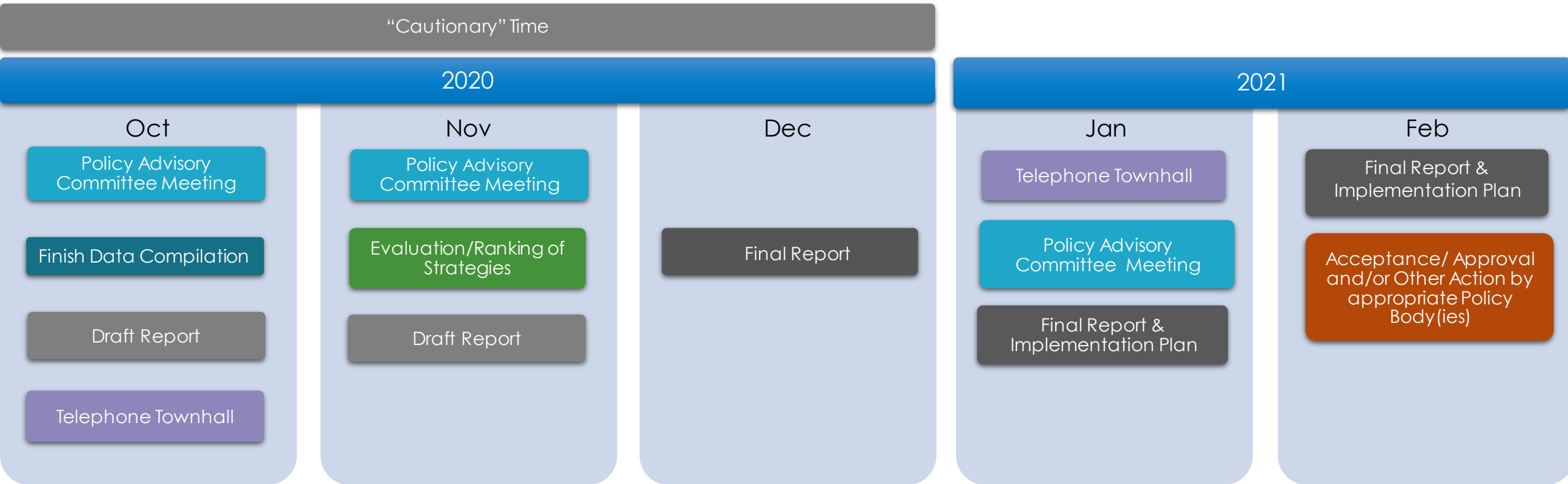
# POTENTIAL CRITERIA FOR EVALUATION

# EVALUATION CRITERIA

- Community
  - Level of community support, serves greatest need, serves needs of diverse community, accepted by target population
- Transportation Benefits
  - Number of beneficiaries, number of problems solved, measurable solutions
- Financial
  - Overall cost, cost per beneficiary, funding availability and sustainability (operating and capital)
- Implementation
  - Implementation time-frame, staging, and coordination

## **FUTURE AGENDA ITEMS**

# PROJECT SCHEDULE



# THANK YOU!



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