



# Technical Advisory Committee (TAC)

## Accessible Transportation Strategic Plan

Presented by ATS Plan Staff  
August 25, 2020



CONTRA COSTA  
transportation  
authority

**N** NELSON  
NYGAARD

# AGENDA

1 | Introductions

2 | PAC Meeting Update

3 | Public Engagement Update

4 | Next Steps

# **POLICY ADVISORY COMMITTEE UPDATE**

August 10, 2020 Meeting

# Community-Based Transportation Programs



- 1 Arc Contra Costa (Martinez)
- 2 Choice in Aging (Pleasant Hill)
- 3 Centers for Elders Independence (El Sobrante)
- 4 El Cerrito Easy Ride
- 5 Get Around Taxi Program (Concord)
- 6 Go San Ramon!
- 7 Mobility Matters (Countywide)
- 8 Lamorinda Spirit Van
- 9 Pleasant Hill Senior Van Service
- 10 R-Transit (Richmond)
- 11 Rossmoor Dial-a-Bus
- 12 San Pablo Senior Transportation
- 13 Senior Express Van (San Ramon)
- 14 Seniors Around Town (Orinda)
- 15 Walnut Creek Senior's Club Mini-Bus

○ BART

# Medical Facilities



-  Kaiser Permanente
-  John Muir Health
-  Sutter Health
-  La Clinica
-  Contra Costa Regional Medical Center
-  VA Medical Center
-  Dialysis Clinic
-  Major medical facility
-  Clinic or small medical facility
-  BART

# **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
- 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**

Email us at [info@atspcontracosta.com](mailto:info@atspcontracosta.com)

Visit us at  
[atspcontracosta.com](http://atspcontracosta.com)



# PRELIMINARY SURVEY RESULTS

How many people did we hear from?



**993** people completed the survey in **English**



**7** people completed the survey in **Spanish**

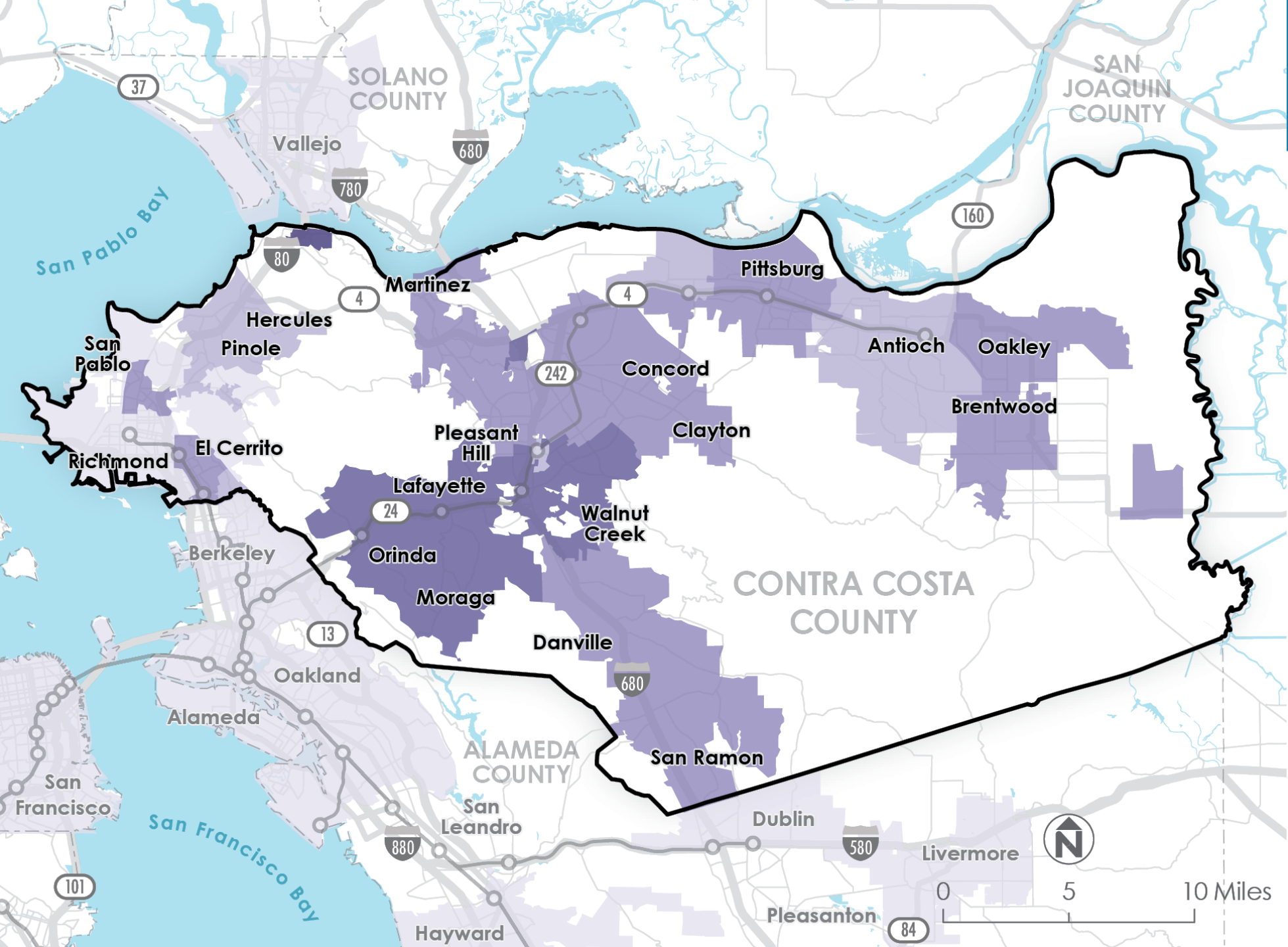
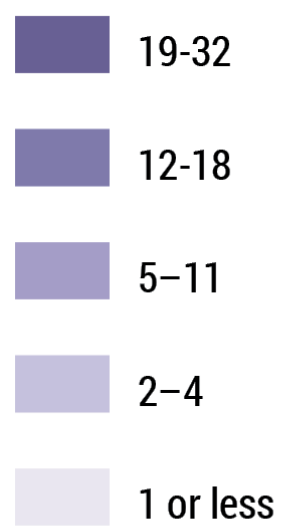


**60** people completed the survey in **Mandarin**

**for a total of 1060 respondents!**

# Survey Responses

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



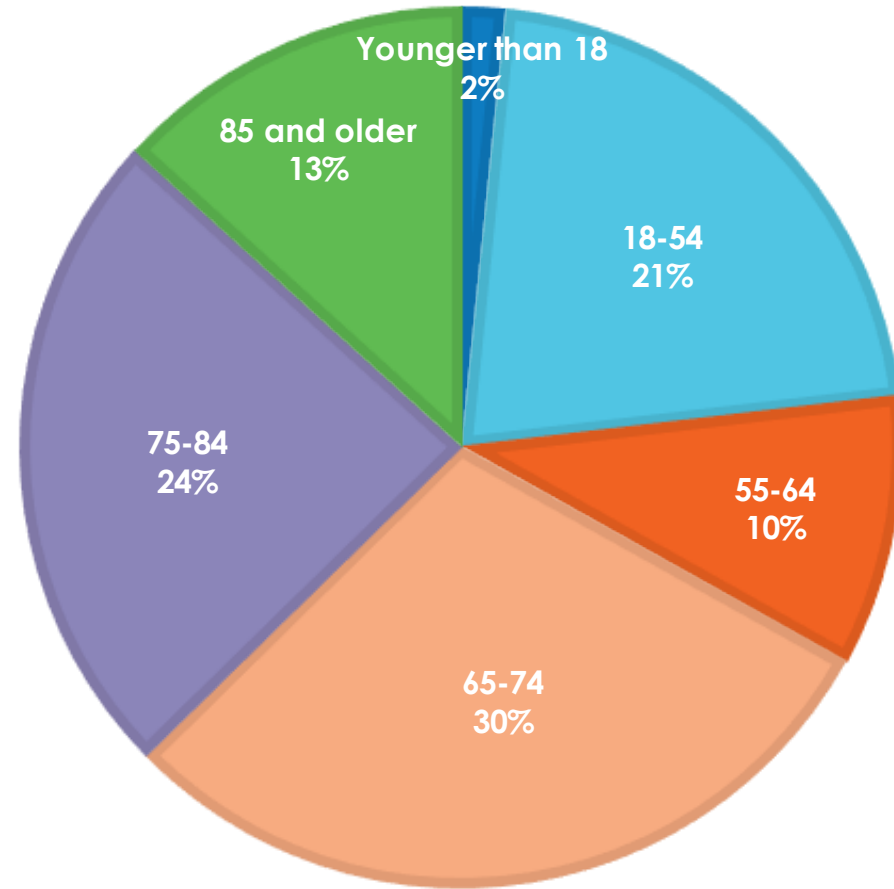
○ BART

# PRELIMINARY SURVEY RESULTS

## Who did we hear from?

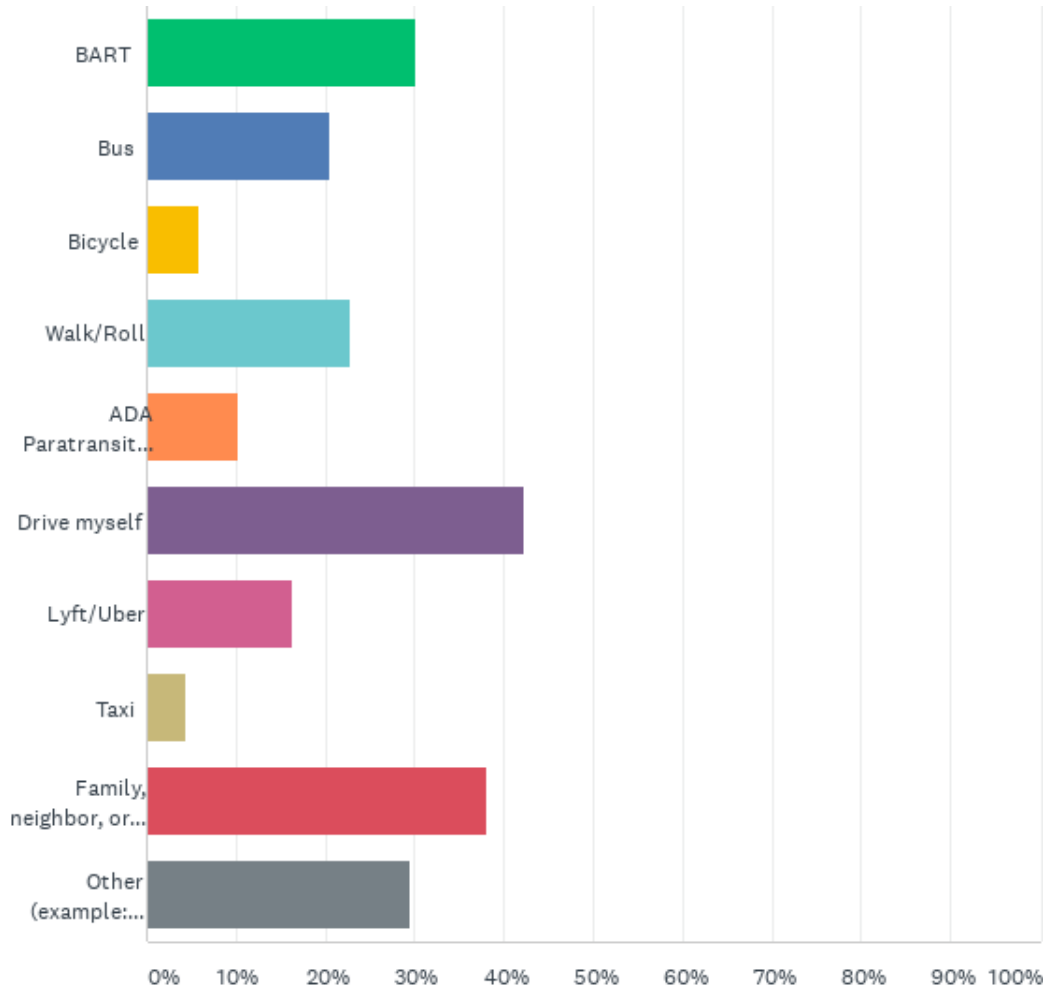
**77%** of respondents were **senior citizens**.

Only **23%** of respondents are certified as **eligible for service based on disability** with East Bay Paratransit, WestCAT Dial-a-Ride, County Connection LINK, Tri Delta Paratransit, or under the Regional Transportation Connection (RTC Clipper) program



# PRELIMINARY SURVEY RESULTS

## Which modes of transportation do you usually use?

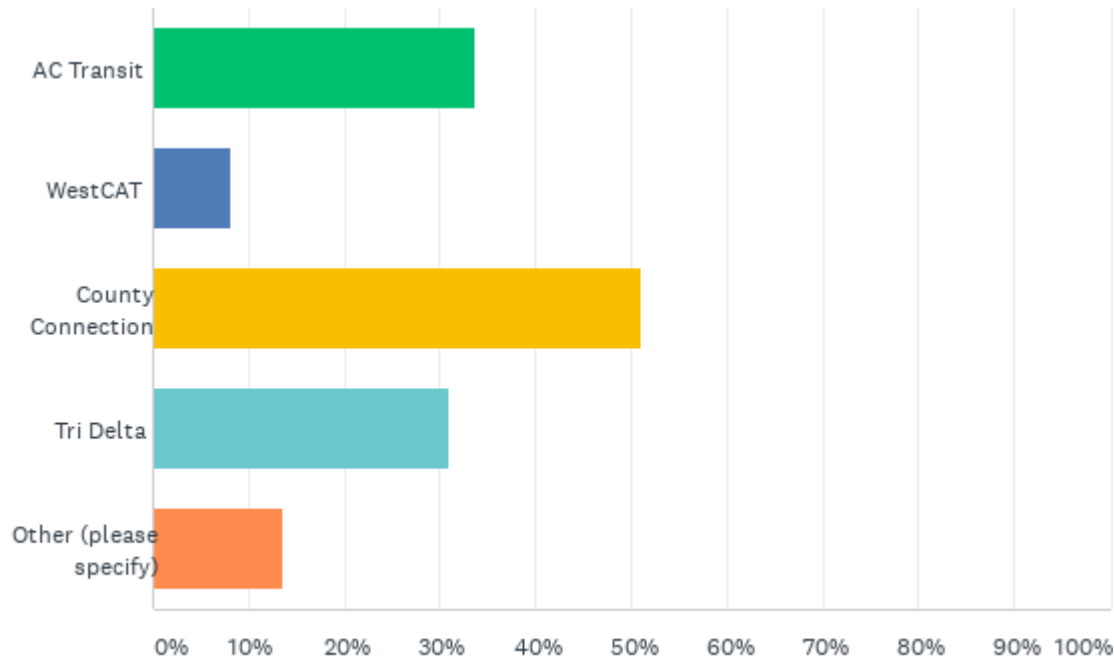


The most used forms of transportation are **driving oneself (42%)**, **being driven by a family member, neighbor or paid helper (38%)**, **BART (30%)** and **walking/rolling (23%)**.

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

# PRELIMINARY SURVEY RESULTS

## Bus Users

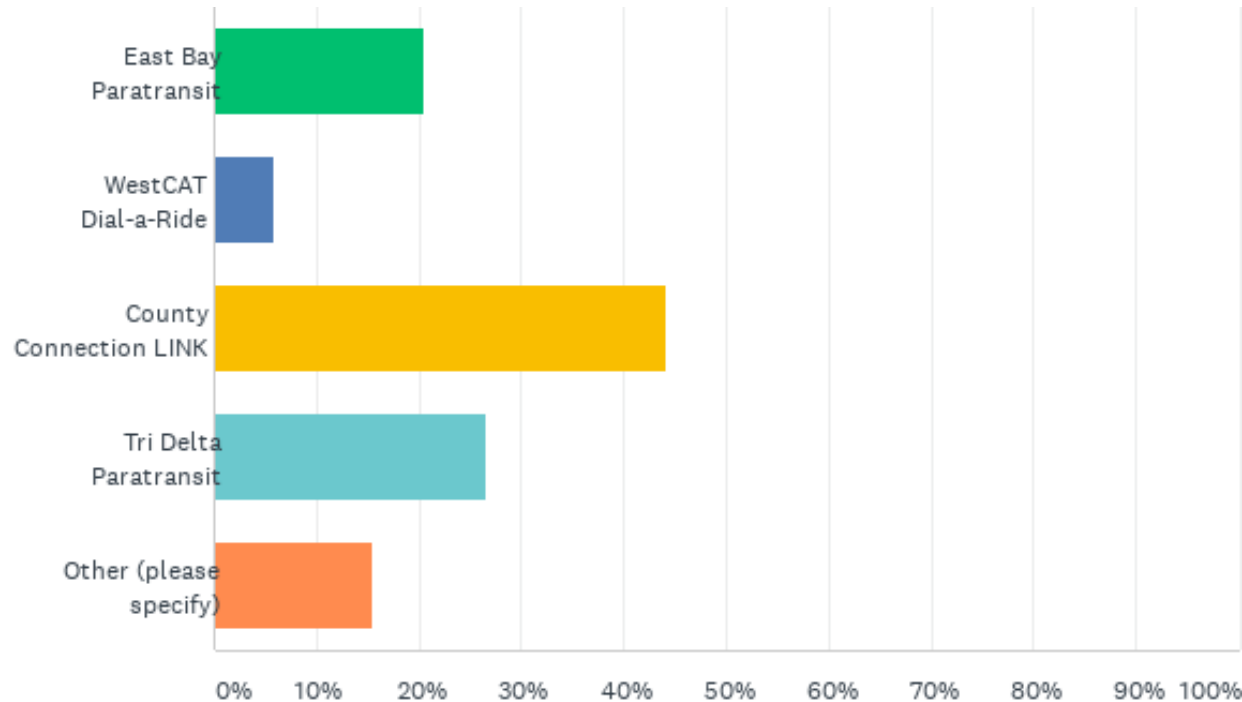


**51%** of bus users use **County Connection** and **37%** use **AC Transit**, making these the most popular bus services.

**88%** of bus users report having **satisfactory or excellent bus-riding experiences** and interactions with drivers.

# PRELIMINARY SURVEY RESULTS

## Paratransit Users

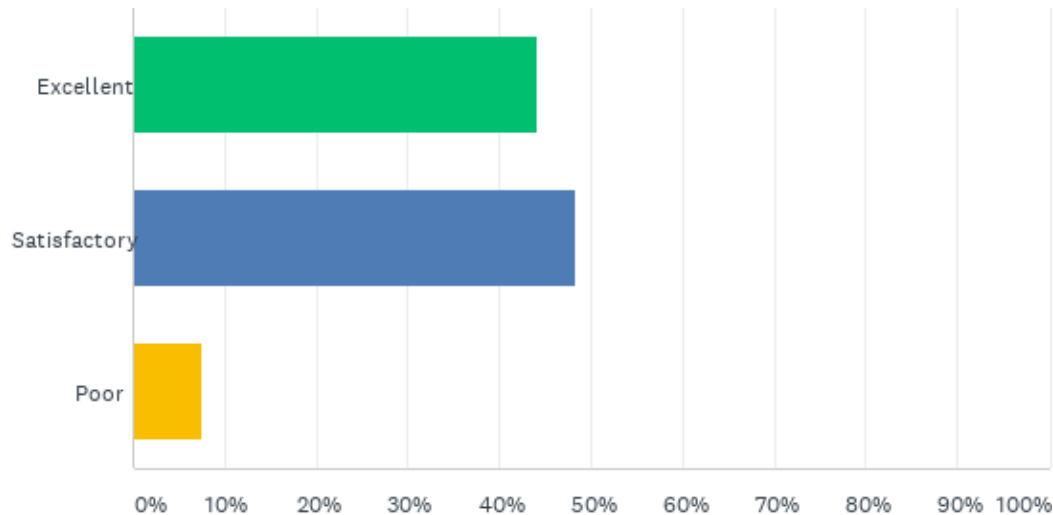


**44%** of paratransit riders use **County Connection LINK** and **26%** use **Tri Delta Paratransit**, making these the most popular bus services.

**89%** of users report having **satisfactory or excellent ADA paratransit experiences** and interactions with drivers.

# PRELIMINARY SURVEY RESULTS

## Lyft/Uber Users

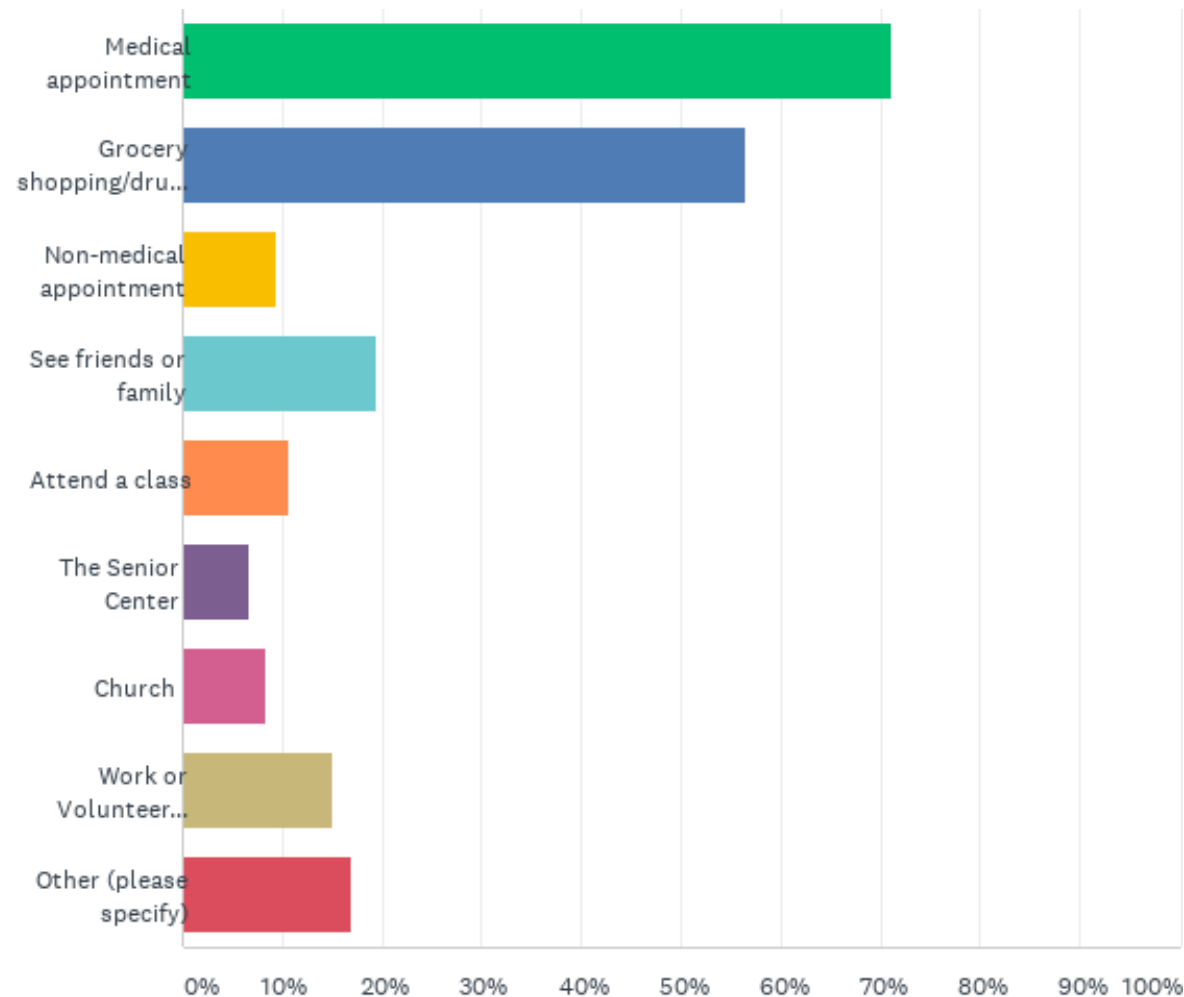


**16%** of respondents usually use Lyft or Uber to get around, which is more than people use ADA paratransit (10%).

**92%** of users report having **satisfactory or excellent Lyft/Uber riding experiences** and interactions with drivers.

# PRELIMINARY SURVEY RESULTS

## Where are people 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%).

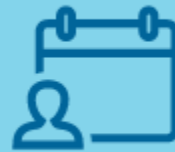
# PRELIMINARY SURVEY RESULTS

## Where are people going?

Respondents also frequent the following destinations:



Post Office



Non-medical  
appointments



Day Programs



Library



Parks



Museums, Movies,  
Leisure

# PRELIMINARY SURVEY RESULTS

## Where can't people get to?

47% of respondents said that there are places they would like to go to but are **unable to get to** due to **lack of convenient transportation**.



Friends/Family



Shopping/Mall



Church



BART Stations



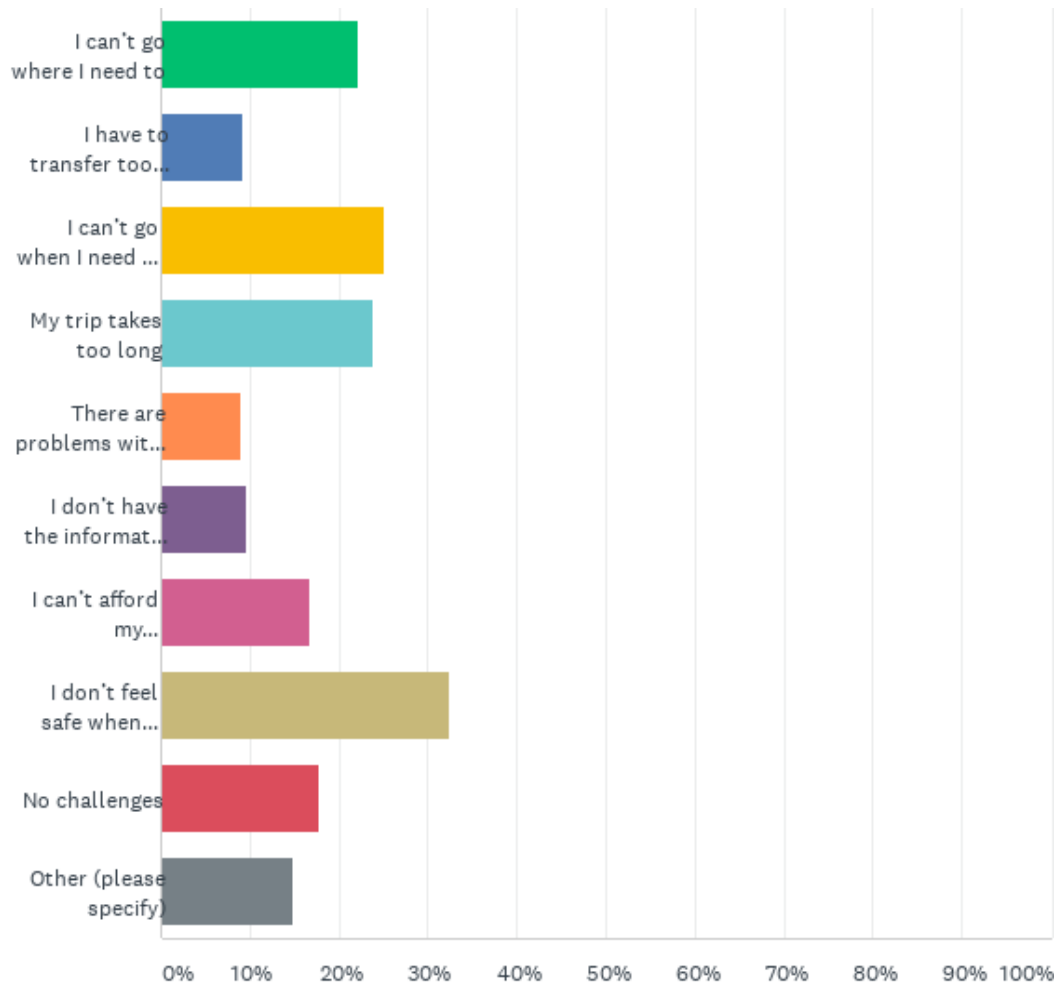
Parks



Hospitals

# PRELIMINARY SURVEY RESULTS


## What transportation challenges do people face?



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

# PRELIMINARY SURVEY RESULTS

Safety is a major concern.



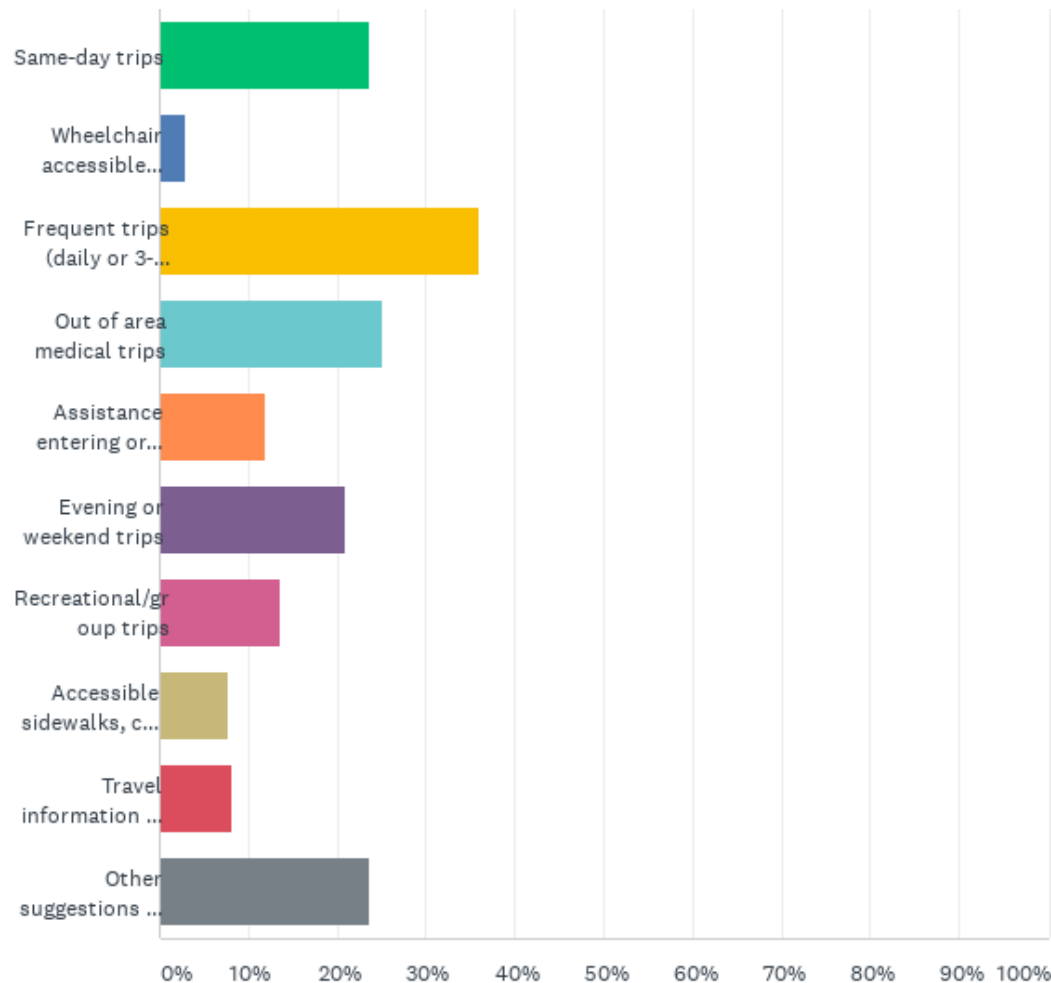
“BART must have evening parking for women, seniors, and disabled so we can get home safely at night.”



“Currently there are too many unreported or under-reported injuries to disabled and elderly riders using local/county paratransit services.”

# PRELIMINARY SURVEY RESULTS

## What transportation services do people need?



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

- Majority of people who used BART/Lyft/Uber are **not currently using these services**
- Bus systems are requiring **back door boarding**; this is challenging for disabled persons and seniors
- Lyft/Uber is **expensive**, especially since pooling is no allowed during the pandemic
- Paratransit is offering services for **shopping trips**
- Bus tracking apps are **not accurate**, especially since buses may skip stops due to **limited capacity constraints** (to maintain social distancing on board)

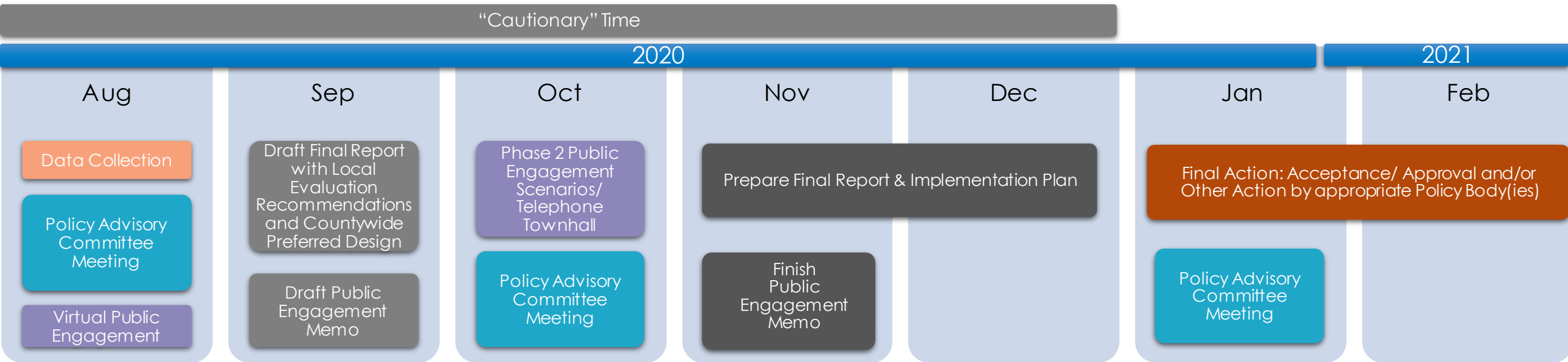
# WHAT WE HEARD FROM FOCUS GROUPS

## During and before the COVID-19 pandemic

- Transportation services across the County are **fragmented**
- 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
- **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 stop** types (e.g., shopping centers, parks)
- Lack of **benches** at bus stops

**NEXT STEPS**

# PROJECT SCHEDULE



# PHASE TWO

## Public Engagement

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



# THANK YOU!



Naomi Armenta  
Richard Weiner

510.506.7586

510.506.7588

[narmenta@nelsonnygaard.com](mailto:narmenta@nelsonnygaard.com)

[rweiner@nelsonnygaard.com](mailto:rweiner@nelsonnygaard.com)