



## 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.<sup>1</sup>

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

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<sup>1</sup> 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



# 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 Coastside 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.

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