Draft Coordinated Public Transit-Human Services

Transportation Plan

November 2024

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Transportation Plan

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1. Introduction and Methodology

To serve the needs of older adults, people with disabilities, and those with low incomes, the 2024 Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) sets regional priorities for transportation investments and initiatives for human services and public transit coordination. Required by the Federal Transit Administration, this plan also serves as the update to the 2018 Coordinated Public Transit-Human Services Transportation Plan.

This Coordinated Plan considers numerous existing or ongoing planning efforts focused on the transportation needs of low-income, older adults, people with disabilities, and other transportation-disadvantaged groups in the Bay Area. Extensive, locally targeted outreach with residents and users of the system, local advisory groups and regional stakeholders who comprise the Coordinated Plan Technical Advisory Committee, helped to identify the transportation gaps that recommendations and projects will be designed to address.

How is this Plan Developed?

The Coordinated Plan provides an opportunity for a diverse range of stakeholders with a common interest in human service and public transportation to convene and collaborate on how best to provide transportation services for these targeted populations. Specifically, stakeholders are called upon to identify service gaps and barriers, strategize on solutions most appropriate to meet these needs based on local circumstances, and prioritize these needs for inclusion in the Coordinated Plan. Stakeholder outreach and participation were a key element to the development of the Coordinated Plan. Guidance issued by the Federal Transit Administration specifically requires this participation, particularly around identifying eligible projects for the federal Enhanced Mobility of Seniors and Individuals with Disabilities Program (FTA Section 5310). Section 5310 remains the only federal funding program with coordinated planning requirements, and FTA recommends that input 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 services
- Other government agencies that administer programs for targeted populations
- Advocacy organizations and community based organizations serving targeted populations
- Elected officials and tribal representatives

This Coordinated Plan is intended both to capture those local stakeholder discussions and establish the framework for potential future planning and coordination activities. Importantly, the Coordinated Plan provides an opportunity for MTC to highlight strategies that can be approached on a regional level and offers potential strategies and priorities for projects that target transportation-disadvantaged populations.

Elements of a Coordinated Plan

The four required elements of a coordinated plan are: (1) an assessment of current transportation services; (2) an assessment of transportation needs; (3) recommendations, activities and/or projects to address the identified transportation needs (as well as ways to improve efficiencies); and (4) implementation priorities based on funding, feasibility, and time, among other criteria. This section describes the steps taken by MTC and its Coordinated Plan Technical Advisory Committee, to develop these elements.

Bay Area Demographic Trends

An updated demographic profile of the Bay Area was prepared using data from the U.S. Census Bureau's American Community Survey and other relevant planning documents to determine the local characteristics of the study area, which helps to document trends in transportation needs for transportation disadvantaged groups.

Regional Transportation Resource Inventory

To assist county- and local-level organizations in improving local mobility, the Coordinated Plan provides an updated summary of Section 5310 projects funded since the last Coordinated Plan, defines mobility management, and describes the range of transportation services that exist in the region. These services include public fixed-route and paratransit services, and transportation services provided or sponsored by jurisdictions, non-profit organizations, and social service agencies. This information was determined through existing resources and reviewed by the Coordinated Plan Technical Advisory Committee. The transportation inventory provides an assessment of the current transportation services in the Bay Area.

Outreach to Stakeholders – Transportation Gaps and Solutions

MTC sought input from residents through various forms of outreach. Input was specifically targeted towards people with low incomes, older adults, and people with disabilities. Together with findings from the demographic analysis, stakeholder input from a survey, meetings, and stakeholder interviews, helps inform the development of a comprehensive list of transportation gaps and a summary of possible solutions.

Projects Eligible for Section 5310 and Other Funding

This plan synthesizes feedback received through the outreach process along with demographic analysis and work done in the 2018 Coordinated Plan to identify specific eligible project types under the Section 5310 program. Federal coordinated planning guidance requires these projects to be included in the Coordinated Plan in order to be eligible for funding. As such, a broad range of projects are identified within this plan that are eligible funding under the Section 5310 program or other funding sources that require or encourage projects to be derived from the Coordinated Plan. Project types include capital and operating projects supporting mobility, improvements to Americans with Disabilities (ADA)-mandated paratransit improvements to paratransit that exceed ADA requirements, demand-responsive services, improvements to public transit service and transit access, mobility management, travel training, pedestrian and bicycle improvements, shared mobility accessibility, and other solutions. A list of project types eligible for funding is included in Appendix E.

Potential Actions for Addressing Mobility Gaps

To leverage the unique opportunity offered by coordinating this planning effort with other efforts, MTC is strategically approaching its regional role to improve mobility for those with low incomes, older adults, and people with disabilities. These recommendations are near-term actions that MTC can encourage, facilitate, or implement. They are informed by the information gathered throughout the Coordinated Plan planning process as well as in coordination with MTC planners working on other plans including MTC's Transit Transformation Action Plan (TAP).[1]

1. MTC Transit Transformation Action Plan, https://mtc.ca.gov/planning/transportation/public-transit/transit-transformation-action-plan (accessed 9/12/2023)

Photo: Karl Nielsen

Implementation Recommendations

After a thorough review of recommendations and actions, the Coordinated Plan lays out next steps for MTC, county transportation authorities, transit agencies, cities and counties, community based organizations, and others to address mobility gaps. Below is a summary of the recommendations presented in Chapter 5, Regional Recommendations and Actions.

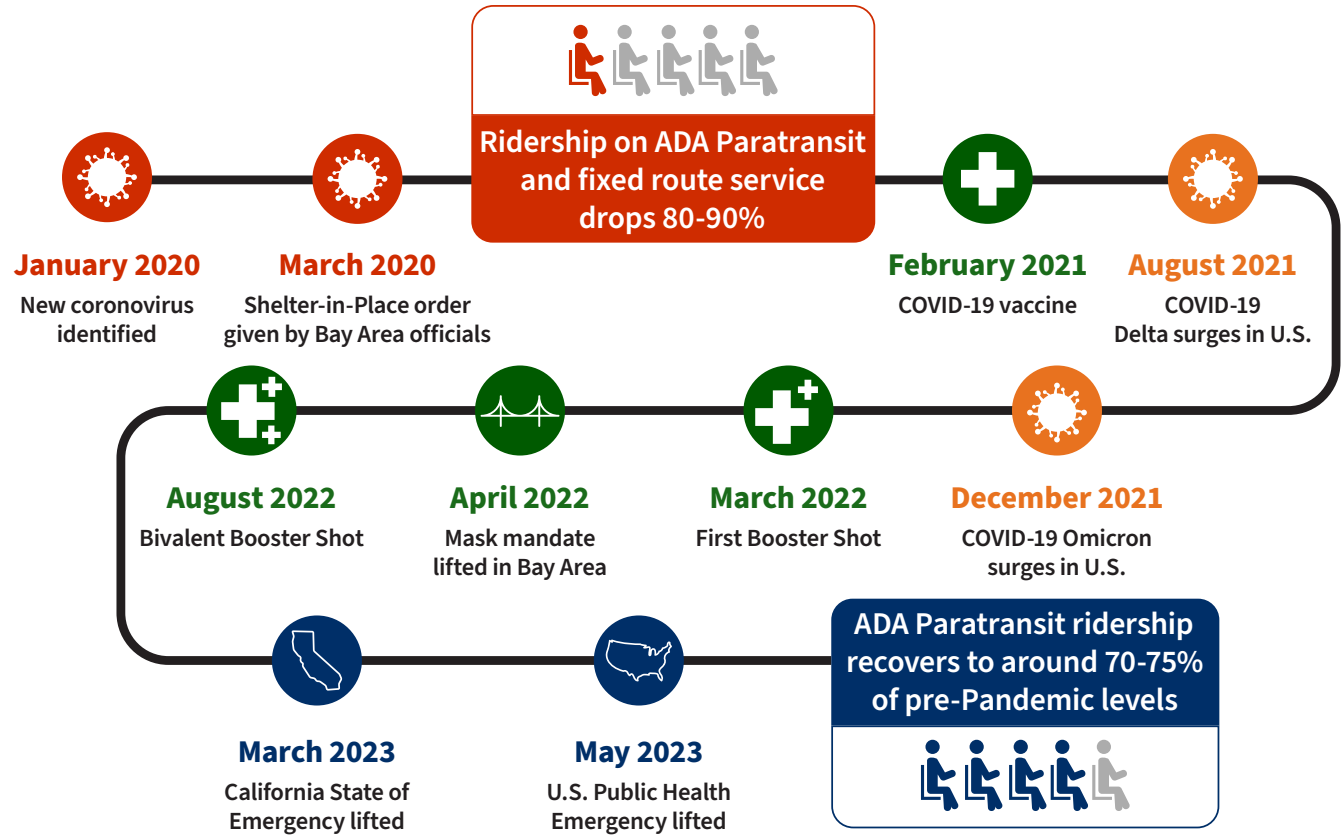
1. **Mobility Management:** Designate a mobility manager in every county
2. **Funding:** Identify sustainable funding for transportation services and mobility management
3. **Transportation Access to Healthcare:** Improve transportation access to healthcare
4. **Improve ADA Paratransit:** Support regional and local efforts to improve ADA paratransit
5. **Share and Future Mobility:** Support the accessibility of shared and future mobility
6. **Equity:** Identify and fill equity gaps
7. **Infrastructure:** Support infrastructure improvements to increase transportation equity and accessibility
8. **Preparedness:** Support comprehensive emergency preparedness

New Developments

COVID-19 Impacts on Transportation in the Bay Area

In January and February of 2020, news sources began reporting on the coronavirus illness. By March, Bay Area officials announced a shelter-in-place mandate to stop the spread of COVID-19. Due to the shelter-in-place directives, people were traveling less, and transit ridership dropped approximately 90% by April. In February 2021, the COVID-19 vaccine became available, leading to a gradual increase in mobility and transit ridership. Ridership has continued to increase after the announcement of the vaccine, with small decreases coinciding with the Delta and Omicron variants (**Figure 1**).

Figure 1. COVID-19 Impact on Transportation and Bay Area Timeline



Transportation providers addressed the pandemic with increased cleaning, protective personal equipment, and mask mandates for riders. Ridership on ADA paratransit and fixed-route transit dropped 80-90%. Community and city-run programs, including on-demand and subsidized taxis, ridehail services, and shuttles saw similar drops. Many transportation providers have seen an increase in trips, but conditions remain difficult to predict.

The Bay Area, with multiple providers across urban, rural, and suburban areas, provided an interesting mix of COVID-19 impacts on transit, paratransit, and related services. Key populations such as older adults, people with disabilities, and low-income communities have been hardest hit by the pandemic. These populations are at the highest risk due to health conditions and workplace exposure yet have been most affected by transit service changes and restrictions, as these populations are more likely to be transit dependent.

Transportation programs offered by non-profit organizations, such as recreational trips or volunteer driver programs were temporarily suspended. Some non-profit services pivoted to grocery or meal delivery and check-in calls, in place of providing trips.

ADA paratransit continued to offer service and followed local health mandates for safety such as masking and social distancing. Most paratransit agencies only transported one passenger at a time. ADA services also provided temporary eligibility certifications or renewals over the phone or by mail.

At least eight Bay Area ADA paratransit systems temporarily shifted to meal delivery to support the community and keep drivers working:

- County Connection (Central Contra Costa Transit Authority)
- East Bay Paratransit
- Livermore Amador Valley Transit Authority (LAVTA) Wheels
- Napa Valley Transportation Authority-Vine Transit
- Santa Rosa City Bus
- SF Muni
- Sonoma County Transit
- WestCAT (Western Contra Costa Transit Authority)

Other temporary ADA paratransit innovations included partnerships with public health departments to provide trips to COVID testing sites, conduct contact tracing, and accessing treatments. Other changes included transportation for unhoused populations; essential healthcare workers; and vaccine trips for free and/or with a fast return.

Under COVID, transportation agencies pushed forward technological innovations such as meeting online and contactless fare payment. Online meetings vastly expanded the numbers of disabled and older public participants in the transportation policymaking process. Many agencies began to work on expanding payment cards options or apps to move beyond tickets and cash.

Safety measures and personal protective equipment were mandated by transit agencies in the region. The Centers for Disease Control and Prevention (CDC) issued an order in February 2021 that required "the wearing of masks by people on public transportation conveyances or on the premises of transportation hubs."[2] Bay Area public transit agencies created the Riding Together: Bay Area Healthy Transit Plan[3] to study efforts and review information to develop guidelines for transit employees and passengers. Though service frequency has fluctuated along with the rise and fall of COVID waves, transit providers have continued to implement sanitation protocols to mitigate risk of transmission.

In April 2022, the federal mask mandate expired, but Bay Area transit agencies continue to strongly encourage the use of face masks. Rates of COVID illness have subsided, and riders are slowly returning to transit and paratransit. Paratransit trips to adult day programs and regional centers have resumed. Agencies are no longer requiring social distancing onboard or guaranteeing solitary paratransit rides.

COVID has permanently changed the delivery and use of public transportation in the Bay Area and proposed strategies must reflect that.

2 Requirement for Persons to Wear Masks While on Conveyances and at Transportation Hubs, https://www.federalregister.gov/documents/2021/02/03/2021-02340/requirement-for-persons-to-wear-masks-while-on-conveyances-and-at-transportation-hubs (accessed 2/15/2024)

3 MTC News Release, https://mtc.ca.gov/news/agencies-team-roll-out-plan-safe-and-healthy-transit-operations (accessed 2/15/2024)

MTC Equity Efforts

Since 2001, MTC has used data from the American Community Survey to identify census tracts that are historically disadvantaged. The designation, originally titled Communities of Concern, was re-branded as MTC's Equity Priority Communities[4] in 2020. Equity Priority Communities are defined using eight demographic variables:

- People of Color
- Low-Income (<200% Federal Poverty Level)
- Limited English Proficiency
- Zero-Vehicle Household
- Seniors 75 Years and Over
- People with Disability
- Single-Parent Families
- Rent-Burdened

Updated every four years, data from 2014-2018 American Community Survey 5-year estimates are used to determine Equity Priority Community designations.[5]

The Equity Priority Communities framework helps MTC make investment decisions that meaningfully address the disparities in access to transportation, housing, and other community services. The framework is used to make decisions about:

- Planning (including Plan Bay Area), the Transportation Improvement Program, and equity analyses;
- Investment of funds, including the Active Transportation Program, OBAG Grants, Community Based Transportation Planning Grants, and the Lifeline Transportation Program; and
- Engagement with the community.

MTC defines equity as "inclusion into a Bay Area where everyone can participate, prosper, and reach their full potential."[6] MTC works to advance equity through strategic investments in underserved communities and targeted policies to support those who have been most impacted by historical and contemporary forms of exclusion and marginalization. This work emerges from the agency recognizing the impact of racism and other forms of structural injustice in limiting opportunity and mobility for some communities, while concentrating power and resources in others.

4 Equity Priority Communities, https://mtc.ca.gov/planning/transportation/access-equity-mobility/equity-priority-communities (accessed 9/13/2023)

5 MTC Plan Bay Area 2050+ Equity Priority Communities, https://bayareametro.github.io/Spatial-Analysis-Mapping-Projects/Project-Documentation/Equity-Priority-Communities/ (accessed 2/15/2024)

6 MTC Equity Platform, https://mtc.ca.gov/about-mtc/what-mtc/equity-platform (accessed 2/15/2024)

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Photo: Drennen Shelton

2. Bay Area Demographics

This chapter presents the existing conditions for the Coordinated Plan's target populations including older adults 65 years and older, people with disabilities, people living in poverty, different racial and ethnic groups, people in households without a vehicle, and veterans. Some of these populations overlap and some counties have higher concentrations of people that fall into one or more of these groups. Identifying the distribution and concentration of these populations across the region informs the development of the Coordinated Plan update.

This analysis uses two data sources: the American Community Survey and MTC Plan Bay Area 2040 and 2050 projections. For current trends, the analysis examines the 2019 American Community Survey estimates along with data from 2010 and 2015. As a note, the U.S. Census Bureau considers the 2020 American Community Survey estimates to be experimental due to poor sampling concerns during the COVID-19 pandemic.[7]

Key Findings

Key findings reflecting the mobility needs of transportation-disadvantaged populations are listed below.

- The percentage of older adults in the Bay Area is increasing. Those 65 and over will represent 23% of the regional population by 2050. Rural counties in the North Bay (Marin, Sonoma, and Napa), which make up three of the four least populated counties, have the highest proportions of individuals who are age 65 and over. Approximately one-third of the population of those counties will be 65 and over by 2050.
- The share of people living with a disability across most of the region is projected to remain relatively constant, with the greatest increase seen in Solano County. Ambulatory difficulty has the highest prevalence at 5.1%, followed by cognitive difficulties at 4.5%, and hearing and vision at 2.9% and 1.8%.
- The proportion of people in the Bay Area living in poverty in the past decade has slightly decreased but is projected to increase regionwide in the coming decades due to increased cost of living.
- The racial and ethnic makeup of the Bay Area has changed slightly over the last decade with an increase in the percent in the region that identify as Asian (5%) and decrease in the percent that identify as White (7%) and Black (1%).
- Nearly one in ten Bay Area households lives in a household with no vehicles.
- San Francisco is the most urban and transit dense of all counties and has the highest percentage of residents in zero vehicle households. It also has one of the highest percentages of people living in poverty and older adults living with a disability.
- The share of adults in the region who are veterans decreased over the past decade. Most veterans in the region are older adults.
- Solano County is one of the most rural counties in the region and has the highest percentage of veterans, people living in poverty, and people with disabilities.
- The observed and projected changes in the geographic distribution of the Plan's target population highlight the importance of proactively examining the presence and quality of transit services and the availability and distribution of programs, services, and funds.

7. U.S. Census, 2021. Census Bureau Releases Experimental 2020 American Community Survey 1-Year Data. https://www.census.gov/newsroom/press-releases/2021/experimental-2020-acs-1-year-data.html (accessed 2/15/2024)

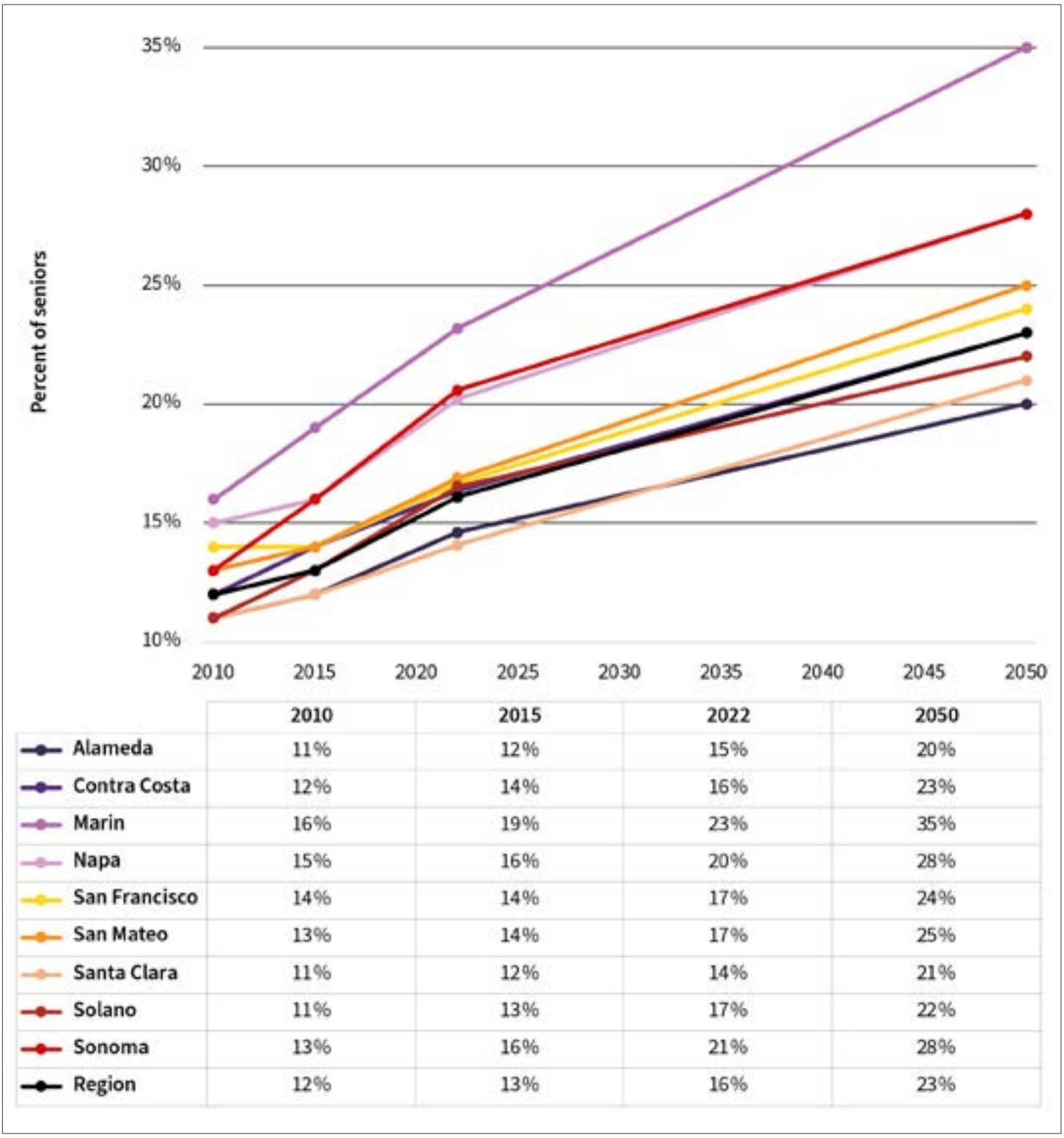
Older Adults

As of 2022, the nine-county Bay Area region had approximately 1,236,411 people who were 65 and over, comprising 16% of the region's population. Marin County is home to the highest percentage of older adults (23%), followed by other counties in the North Bay including Sonoma and Napa (21% and 20% respectively). Santa Clara County is home to the lowest share of older adults (14%).

Since 2010 to 2022, the share of older adults increased from 12% to 16% across the region, with the greatest change seen in Marin and Sonoma counties (an increase of 7% and 8% in both counties, respectively) (**Figure 2**). The distribution of that change varies across the counties, as demonstrated in **Figure 3**. The older adult population has been steadily increasing over the last decade and is anticipated to continue growing steadily over the coming decades. By 2050, a much greater proportion of the region is projected to be 65 or older. Older adults are projected to increase to almost a quarter of the region's population, compared to 16% in 2022. The share of older adults in Marin County is projected to increase substantially, from 23% to 35% between 2022 and 2050; this is significantly higher than the projected share of older adults in other counties, as the next highest share is 28% in both Napa and Sonoma counties. Alameda County is projected to have the lowest share of older adults in 2050 (20%), yet that will still be greater than the average share of older adults across the region in 2022.

Photo: Karl Nielsen

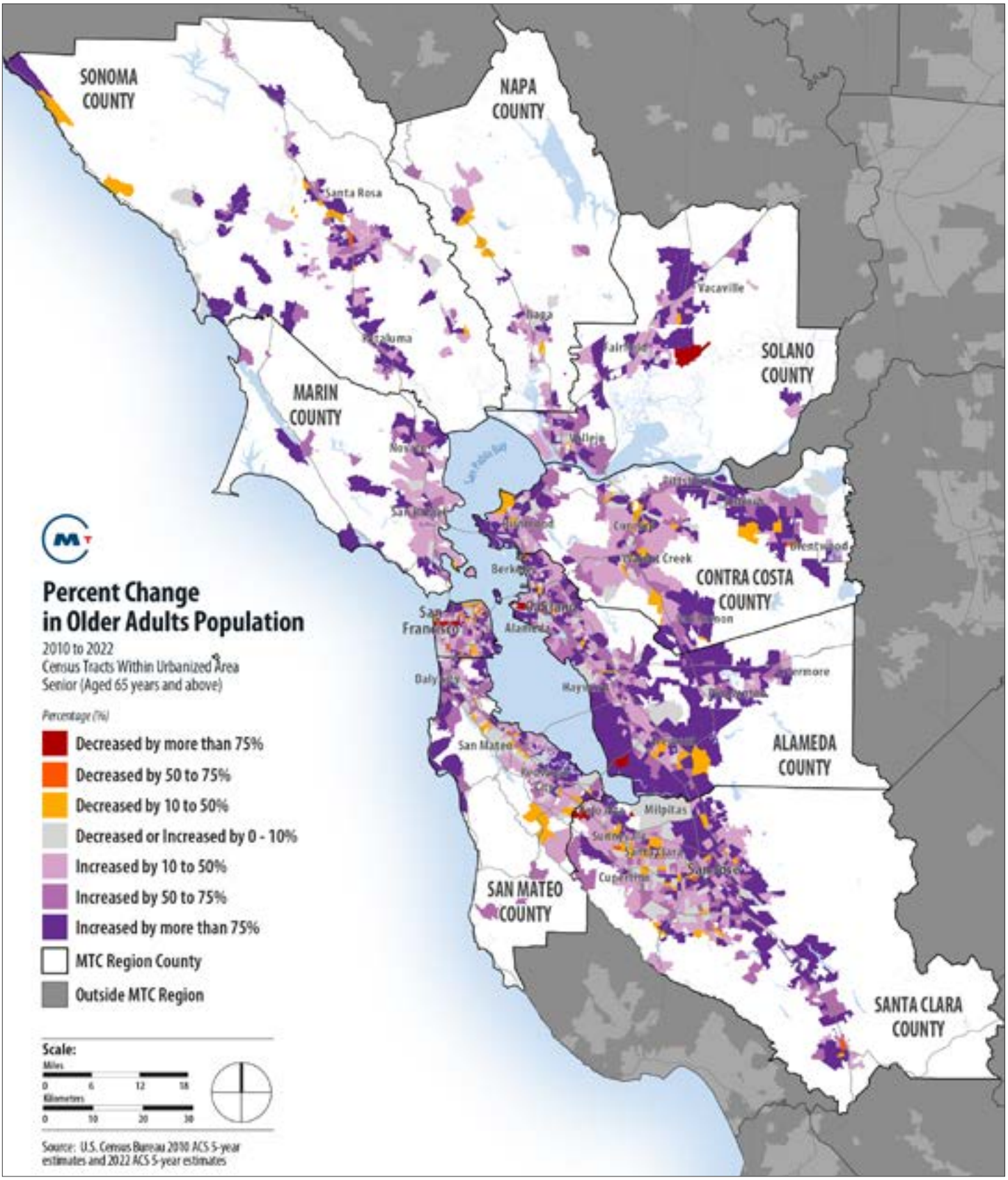
Figure 2. Percent of Population Who Are Older Adults, 2010-2050



	2010	2015	2022	2050
Alameda	11%	12%	15%	20%
Contra Costa	12%	14%	16%	23%
Marin	16%	19%	23%	35%
Napa	15%	16%	20%	28%
San Francisco	14%	14%	17%	24%
San Mateo	13%	14%	17%	25%
Santa Clara	11%	12%	14%	21%
Solano	11%	13%	17%	22%
Sonoma	13%	16%	21%	28%
Region	12%	13%	16%	23%

Source: 2010, 2015, and 2022 data are from U.S. Census Bureau American Community Survey 5-Year Estimates, Table B01001; 2050 data are from MTC/ABAG's Plan Bay Area 2050

Figure 3. Percent Change in Older Adults, 2010-2022

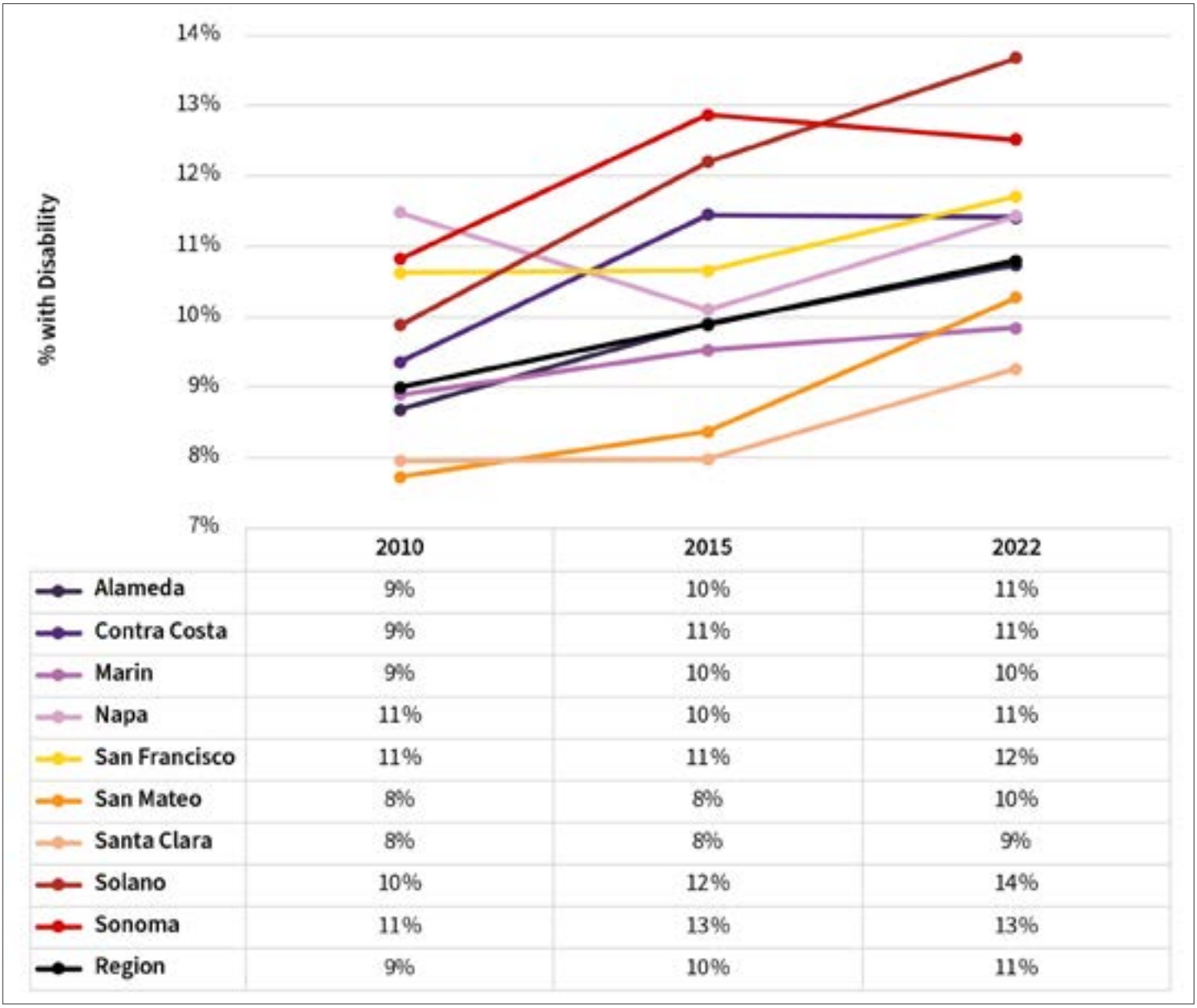


Existing mobility services for older adults likely do not have the capacity to handle this increase in people over 65 years of age. Services for older adults will need to increase at or ahead of the rate at which the population is growing. Mobility will continue to be a challenge for older adults and a larger challenge for transportation planners, as a far greater proportion of the population lose their ability to drive and/or face other related mobility challenges.

People with Disabilities

As of 2022, 11% of the region's population lives with a disability. Solano County has the highest share of people living with disability at 14% followed by Napa County at 13%. The share of people living with a disability across the region has remained relatively constant since 2010, hovering between 9% and 11% regionwide (**Figure 4**). Although county data shows both increases and decreases, they are of less than 2%, and the region shows an increase in disability overall.

Figure 4. Percent of Population with a Disability, 2010-2022



	2010	2015	2022
Alameda	9%	10%	11%
Contra Costa	9%	11%	11%
Marin	9%	10%	10%
Napa	11%	10%	11%
San Francisco	11%	11%	12%
San Mateo	8%	8%	10%
Santa Clara	8%	8%	9%
Solano	10%	12%	14%
Sonoma	11%	13%	13%
Region	9%	10%	11%

Source: 2010, 2015, and 2022 data are from U.S. Census Bureau American Community Survey 1-Year Estimates, Table B18101
Source: 1-Year estimates are used for consistency, as 5-Year estimates are not available for 2010.

2022 ACS data related to type of disabilities (**Figure 5**), highlights the diverse disabilities and related transportation challenges across different counties and the overall region. It is important to note that many individuals have multiple disabilities, and that the "independent living" and "self-care" factors are presumably overlapping with other factors. Researchers have noted concerns with the six disability-related questions posed by the ACS. Research since 2011 has shown that the "ACS-6" may not measure disability reliably. Specifically, it incorrectly counts people with temporary difficulties and systematically misses or undercounts certain subgroups of people with enduring disabilities.[8]

8. Health Affairs, Comparing Measures Of Functional Difficulty With Self-Identified Disability: Implications For Health Policy, https://www.healthaffairs.org/doi/10.1377/hlthaff.2022.00395 (accessed 2/15/2024)

Figure 5. Type of Disabilities by County, 2022

County	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
Alameda	2.6%	2.0%	4.6%	5.2%	2.4%	4.6%
Contra Costa	3.0%	2.1%	4.5%	5.0%	2.2%	4.6%
Marin	3.0%	1.4%	3.7%	4.1%	1.9%	3.9%
Napa	3.8%	1.3%	4.4%	5.7%	2.5%	4.7%
San Francisco	2.9%	2.1%	4.7%	5.9%	2.7%	5.4%
San Mateo	3.2%	1.6%	4.4%	4.6%	2.3%	4.2%
Santa Clara	2.3%	1.6%	3.8%	4.7%	2.2%	4.1%
Solano	3.5%	2.2%	5.9%	6.2%	3.0%	5.2%
Sonoma	3.5%	1.9%	5.5%	5.2%	2.4%	4.8%
Region	2.9%	1.8%	4.5%	5.1%	2.4%	4.5%

Source: 2010, 2015, and 2022 data are from U.S. Census Bureau American Community Survey 1-Year Estimates, Table S1810.
Source: 1-Year estimates are used for consistency, as 5-Year estimates are not available for 2010

Photo: Karl Nielsen

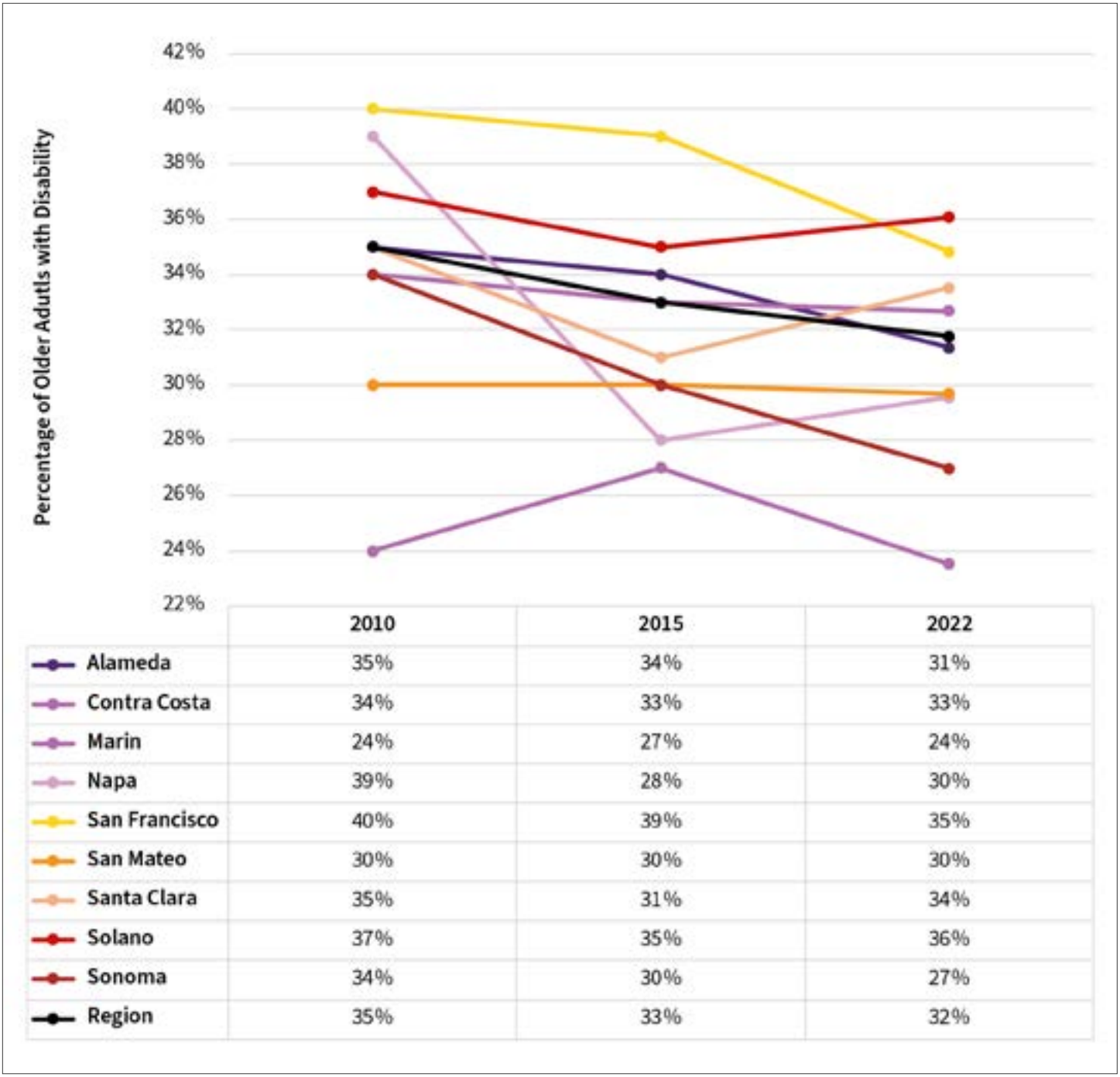
Ambulatory difficulty emerges with the highest prevalence at 5.1%, underscoring mobility challenges often requiring physical accessibility improvements. Additionally, living with cognitive and independent living difficulties follows closely, each at 4.5%. Hearing, vision, and self-care difficulties span from 1.8% to 3% of the total population at the regional level. Sensory difficulties often require physical and programmatic interventions, such as wayfinding, audible announcements, service animal policies, etc.

At the county level, Solano has the highest percentage of individuals facing challenges in vision, cognitive, ambulatory, and self-care difficulties. Napa stands out with the highest percentage of people experiencing hearing difficulties, while San Francisco has the highest percentage of individuals with independent living difficulties. This data may help provide insight for tailored support and intervention strategies in each county.

Older Adults with Disabilities

Between 2010 and 2022, there was a decrease in the percentage of older adults with a disability in the region from 35% to 32% (**Figure 6** and **Figure 7**). Solano County has the highest share of older adults who live with a disability (36%), but the total number of older adults in the county is low compared to other counties. This indicates that even though Solano County has relatively few older residents, it has a higher concentration of disabled older adults who may require assistance with mobility and more specialized transportation programs. In contrast, Marin County has relatively more older residents, but fewer that live with disabilities (24%).

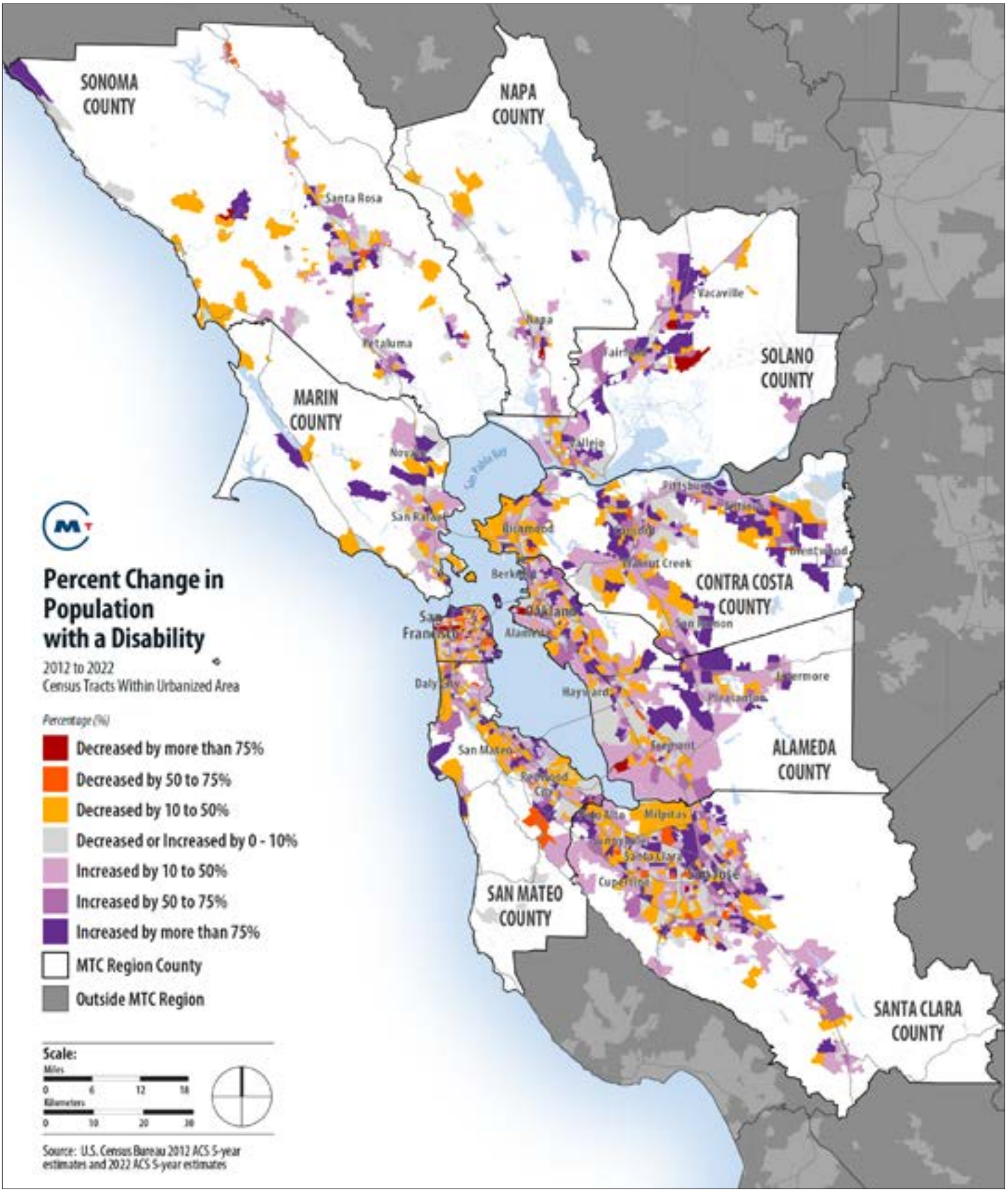
Figure 6. Percent of Older Adults with Disability, 2010-2022



	2010	2015	2022
Alameda	35%	34%	31%
Contra Costa	34%	33%	33%
Marin	24%	27%	24%
Napa	39%	28%	30%
San Francisco	40%	39%	35%
San Mateo	30%	30%	30%
Santa Clara	35%	31%	34%
Solano	37%	35%	36%
Sonoma	34%	30%	27%
Region	35%	33%	32%

Source: 2010, 2015, and 2022 data are from U.S. Census Bureau American Community Survey 1-Year Estimates, Table S1810
Source: 1-Year estimates are used for consistency, as 5-Year estimates are not available for 2010.

Figure 7. Percent Change in People Living with a Disability, 2012-2022

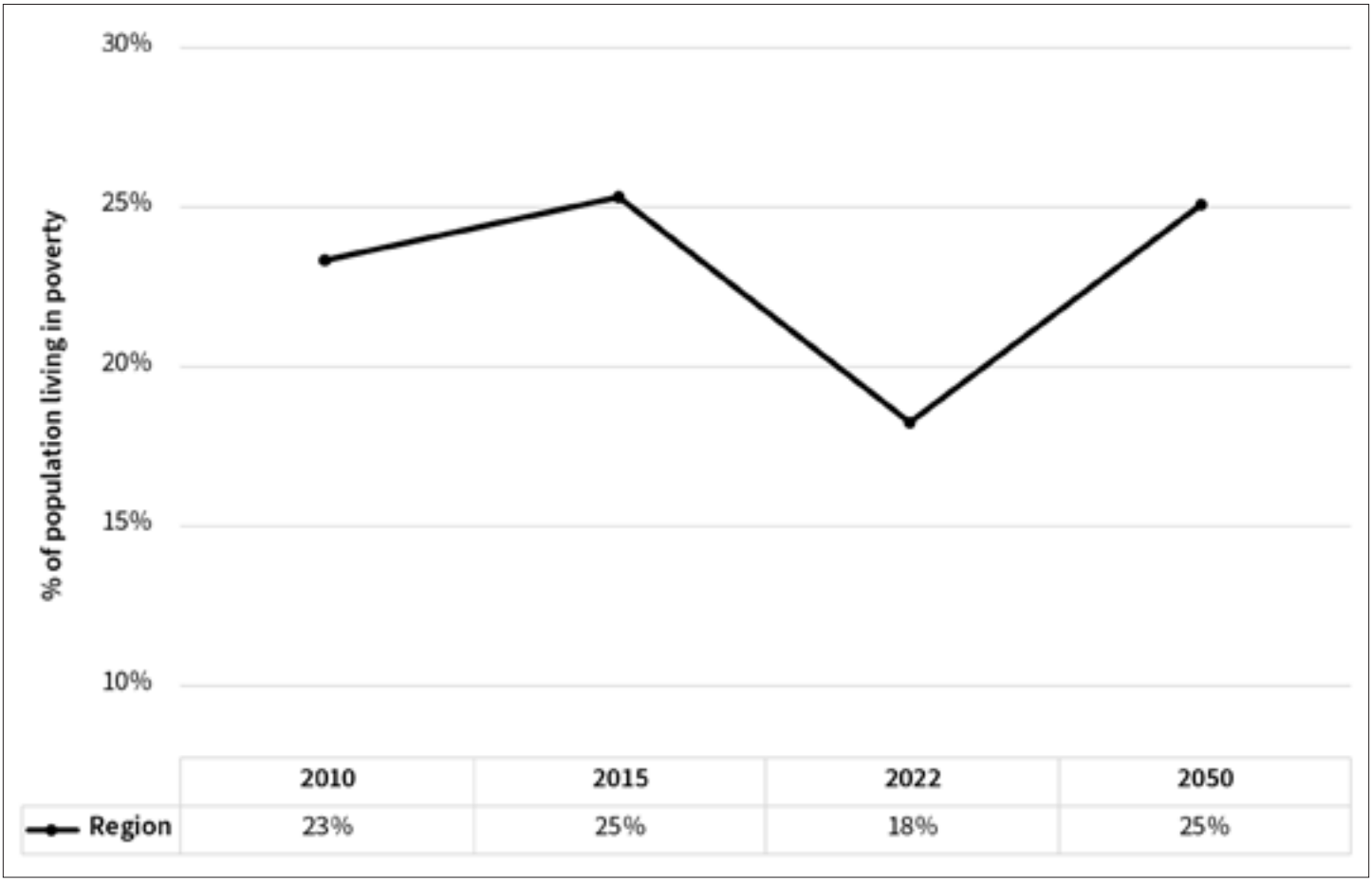


An increase in accessible transportation services will be needed to accommodate those with disabilities, especially in areas where this group is growing and placing more demand on transportation services.

Poverty

Between 2010 to 2022, the Bay Area region saw a slight decline in people whose household income is less than 200% of the federal poverty level. The MTC Plan Bay Area 2050 defines persons with low incomes if they live in a household with incomes less than 200% of the federal poverty level. According to this metric, 18 of every 100 people in the region lived in poverty in 2022 compared to 23 of every 100 people in 2010 (**Figure 8**). However, this dip in regional poverty may have been prompted by COVID pandemic unemployment assistance and other economic impact payments and is expected to be temporary. It is also important to note that the distribution of the population living in poverty across the region varies, and that financial resources are critical in terms of access to transportation and daily resources (**Figure 9** and **Figure 10**).

Figure 8. Percent of Population Living in Poverty, 2010-2050



	2010	2015	2022	2050
Region	23%	25%	18%	25%

Source: 2010, 2015, and 2022 data are from U.S. Census Bureau American Community Survey 5-Year Estimates, Table C17002; 2050 data are from MTC/ABAG's Plan Bay Area 2050

Source: For 2010, 2015, and 2019, "people living in poverty" is defined as people with income less than 200% of federal poverty line; For 2050, "people living in poverty" is defined as less than 50% of area median income. 50% of area median income is higher than 200% of federal poverty line; as a result, the share of "people living in poverty" appears higher than it would if the metric were defined consistently across years.

Figure 9. Percent Change in Population Living in Poverty, 2010-2022

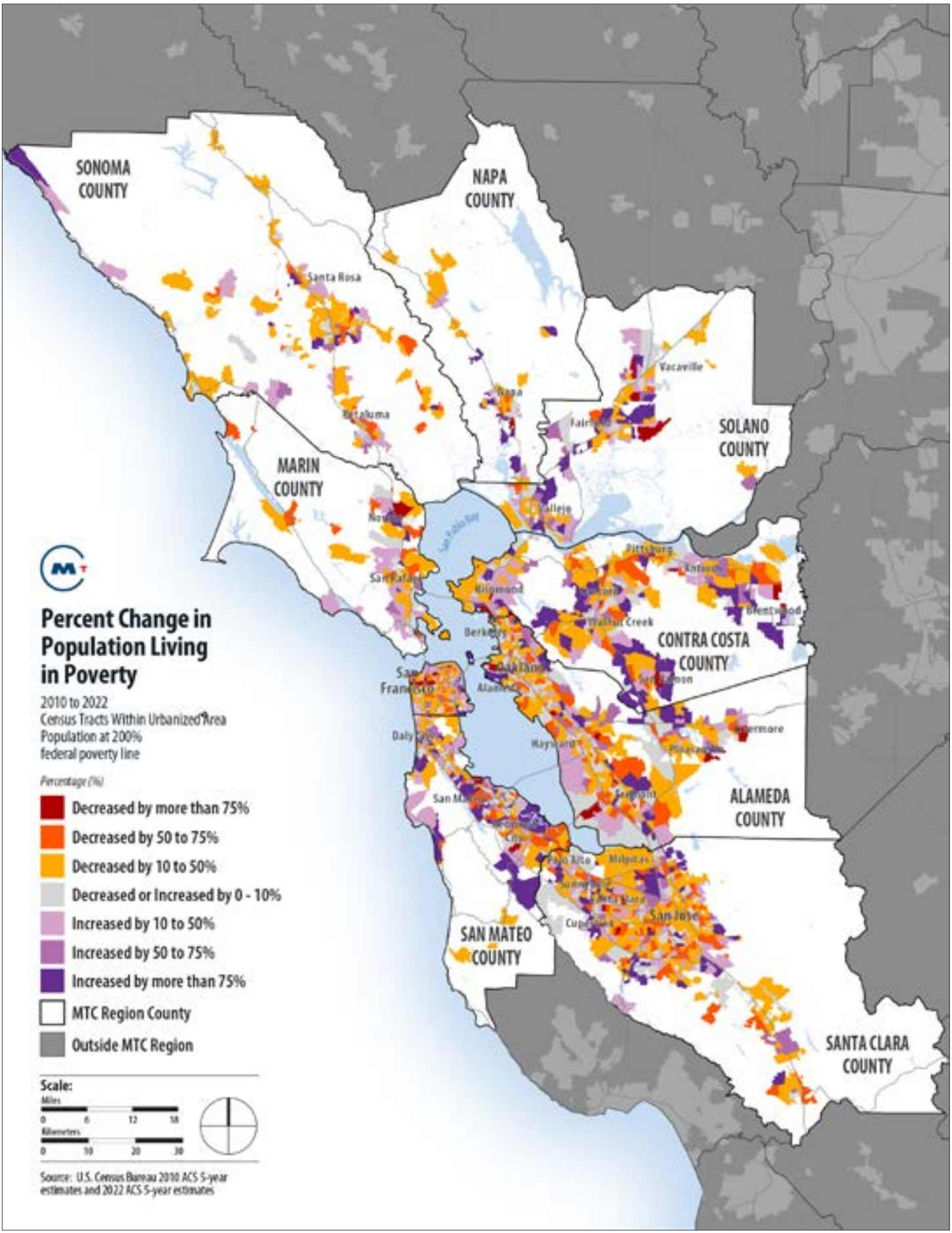
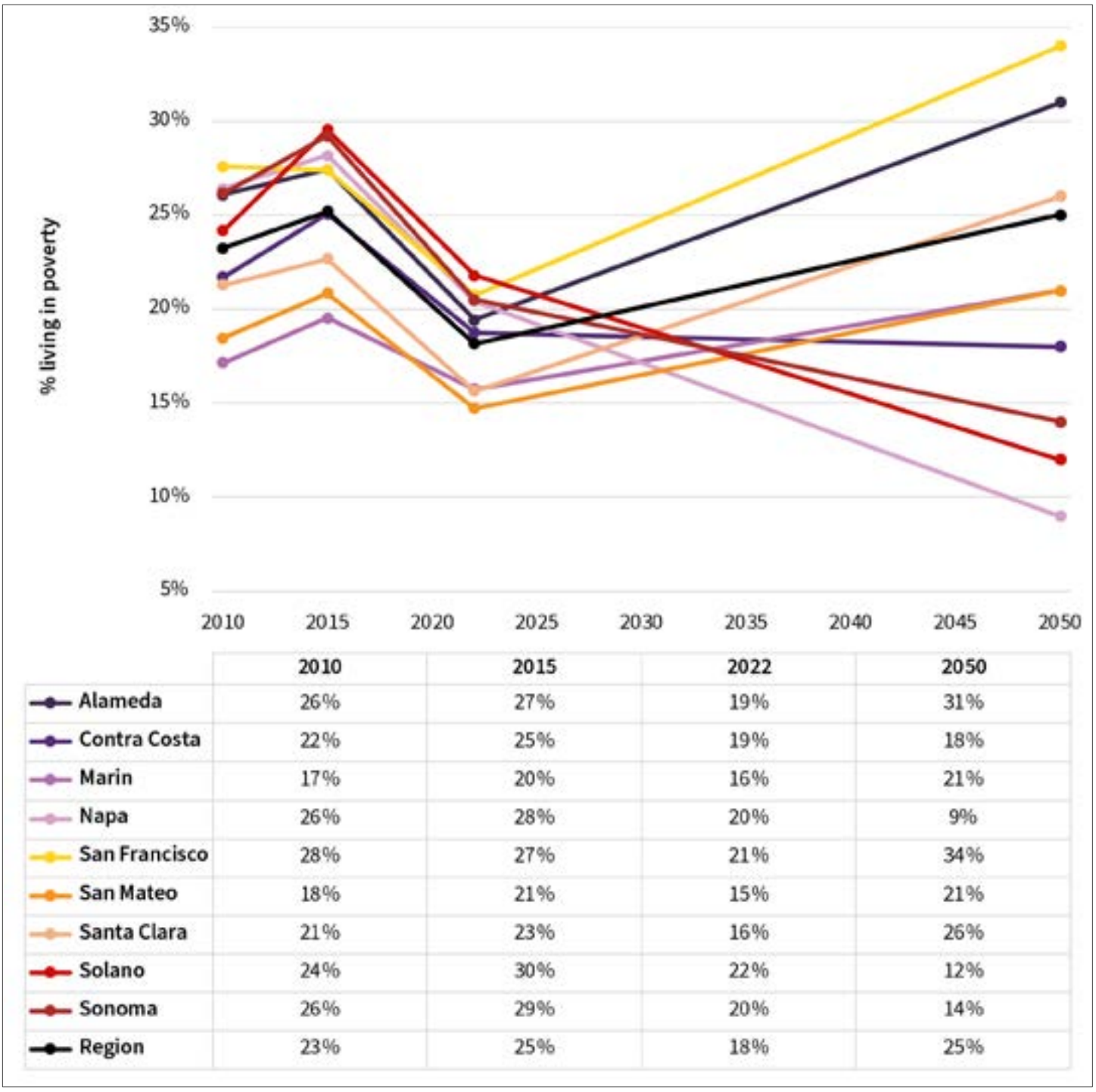


Figure 10. People Living Under 200% Poverty Line



	2010	2015	2022	2050
Alameda	26%	27%	19%	31%
Contra Costa	22%	25%	19%	18%
Marin	17%	20%	16%	21%
Napa	26%	28%	20%	9%
San Francisco	28%	27%	21%	34%
San Mateo	18%	21%	15%	21%
Santa Clara	21%	23%	16%	26%
Solano	24%	30%	22%	12%
Sonoma	26%	29%	20%	14%
Region	23%	25%	18%	25%

Source: 2010, 2015, and 2022 data are from U.S. Census Bureau American Community Survey 5-Year Estimates, Table C17002; 2050 data are from MTC/ABAG's Plan Bay Area 2050

Photo: Courtesy of Non-Profit Housing (NPH)

For historic and current poverty trends, this report examines people whose household income is less than 200% of the federal poverty level. However, 200% of the federal poverty level does not reflect the reality of the high cost of living in the Bay Area. In 2020, 200% of the federal poverty level for a household of four was $52,400.[9] Meanwhile, the area median income (AMI) for the counties in the Bay Area was between $95,400 and $143,100 for households of this same size.[10] While 20% of people are "living in poverty" according to the 200% of federal poverty level definition, many households in the Bay Area whose income is above the federal threshold are likely still struggling to support themselves. According to Plan Bay Area, 28% of households in the region will be living in poverty by 2050.[11]

Across the region, 3.2% of people whose household income is less than 200% of the federal poverty level are older adults. Older adults living in poverty are more likely to encounter obstacles to transportation than other groups.

Race and Ethnicity

More than 60% of the region's population is non-white, with about a quarter of residents who are Hispanic, a quarter of whom are Asian, and the remainder of whom are Black, Native Hawaiian or other Pacific Islander, multiracial, or other races and ethnicities. Santa Clara and Alameda County have the highest share of residents of color (71%), with just about one third of residents who are White. In terms of absolute numbers, Santa Clara County has the highest number of residents of color.

9. Office of the Assistant Secretary for Planning and Evaluation, 2020. 2020 Poverty Guidelines. https://aspe.hhs.gov/topics/poverty-economic-mobility/poverty-guidelines/prior-hhs-poverty-guidelines-federal-register-references/2020-poverty-guidelines (accessed 2/15/2024)
10. California Department of Housing and Community Development, State Income Limits for 2020. https://www.hcd.ca.gov/grants-funding/income-limits/state-and-federal-income-limits/docs/income-limits-2020.pdf (accessed 2/15/2024)
11. Plan Bay Area 2050 Performance Report, https://planbayarea.org/sites/default/files/documents/Plan_Bay_Area_2050_Performance_Report_October_2021.pdf (accessed 2/15/2024)

Marin County is home to the highest share of White residents (69%). The largest share of Black residents live in Solano County (13%), followed by Alameda County (10%). **Figure 11** and **Figure 12** present the breakdown of racial and ethnic population by county in 2022.

Figure 11. Racial and Ethnic Shares by County, 2022

Source: U.S. Census Bureau American Community Survey 2022 5-Year Estimates, Table B03002

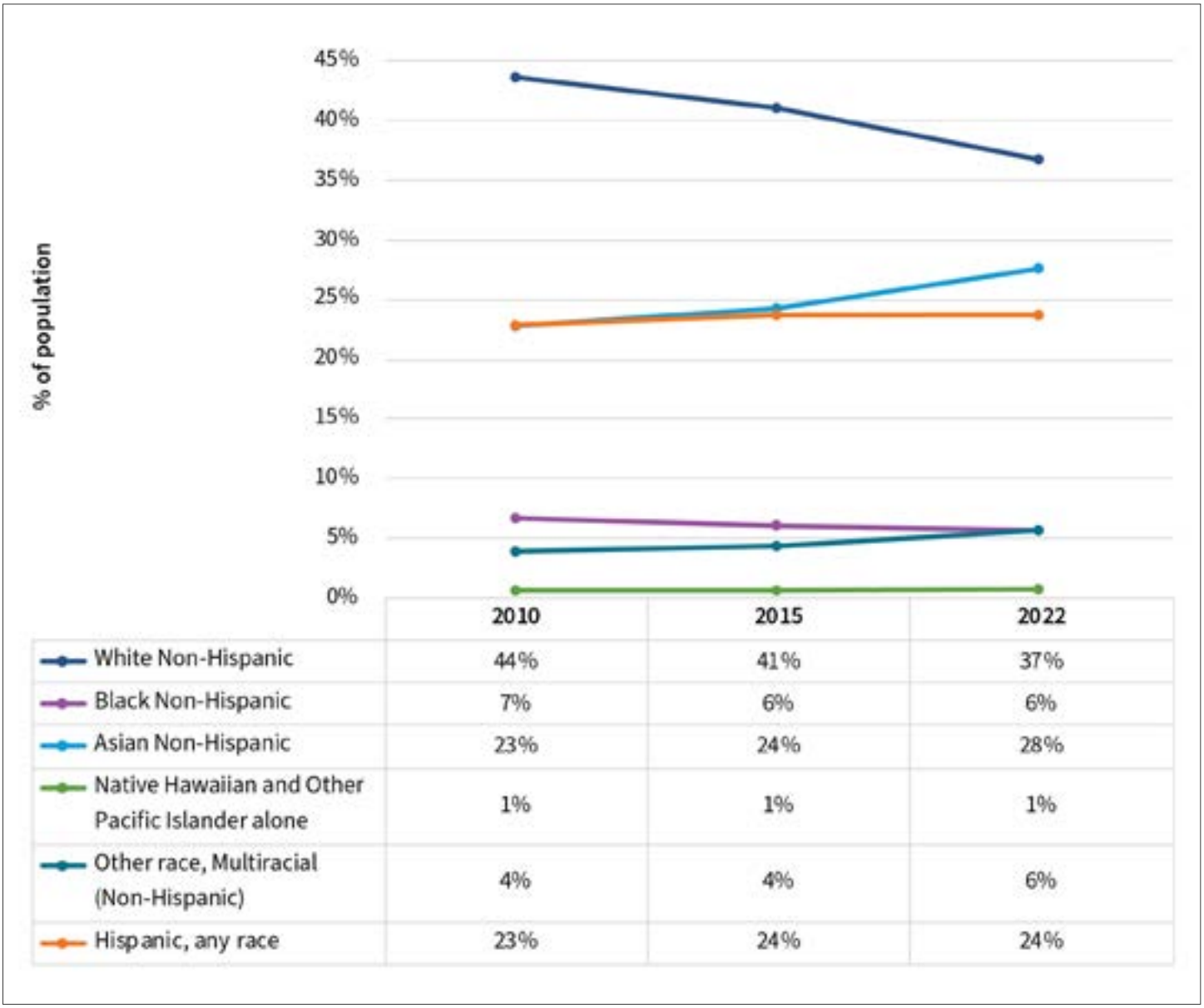
Figure 12. Racial and Ethnic Population by County, 2022

County	White (Non-Hispanic)	Black (Non-Hispanic)	Asian (Non-Hispanic)	Native Hawaiian and Other Pacific Islander alone (Non-Hispanic)	Other race, Multiracial (Non-Hispanic)	Hispanic, any race	Total population
Alameda	487,452	165,390	530,999	12,278	98,101	369,603	1,663,823
Contra Costa	471,751	97,612	209,562	5,405	71,423	306,895	1,162,648
Marin	180,340	5,725	16,170	430	14,677	43,143	260,485
Napa	69,244	2,405	10,866	411	6,276	48,182	137,384
San Francisco	325,900	41,934	294,027	3,010	54,648	131,517	851,036
San Mateo	279,215	16,015	228,200	8,827	41,600	180,393	754,250
Santa Clara	559,111	43,576	742,635	6,496	88,661	476,352	1,916,831
Solano	160,034	58,379	69,009	3,746	33,629	126,198	450,995
Sonoma	297,441	7,012	21,167	1,372	24,830	136,614	488,436
Region	2,830488	438,048	2,122,635	41,975	433,845	1,818,897	7,685,888

Source: U.S. Census Bureau American Community Survey 2022 5-Year Estimates, Table B03002

Since 2010, the racial and ethnic make-up of the region has changed slightly. The largest shifts occurred in the shares of White and Asian populations. The share of White residents decreased from 44% to 37% between 2010 and 2022, while the share of Asian residents increased from 23% to 28%, adding over 400,000 Asian residents to the Bay Area in the last decade. The share of racial and ethnic groups by in the region between 2010 and 2022 can be found in **Figure 13**.

Figure 13. Racial and Ethnic Shares in the Bay Area Region, 2010-2022



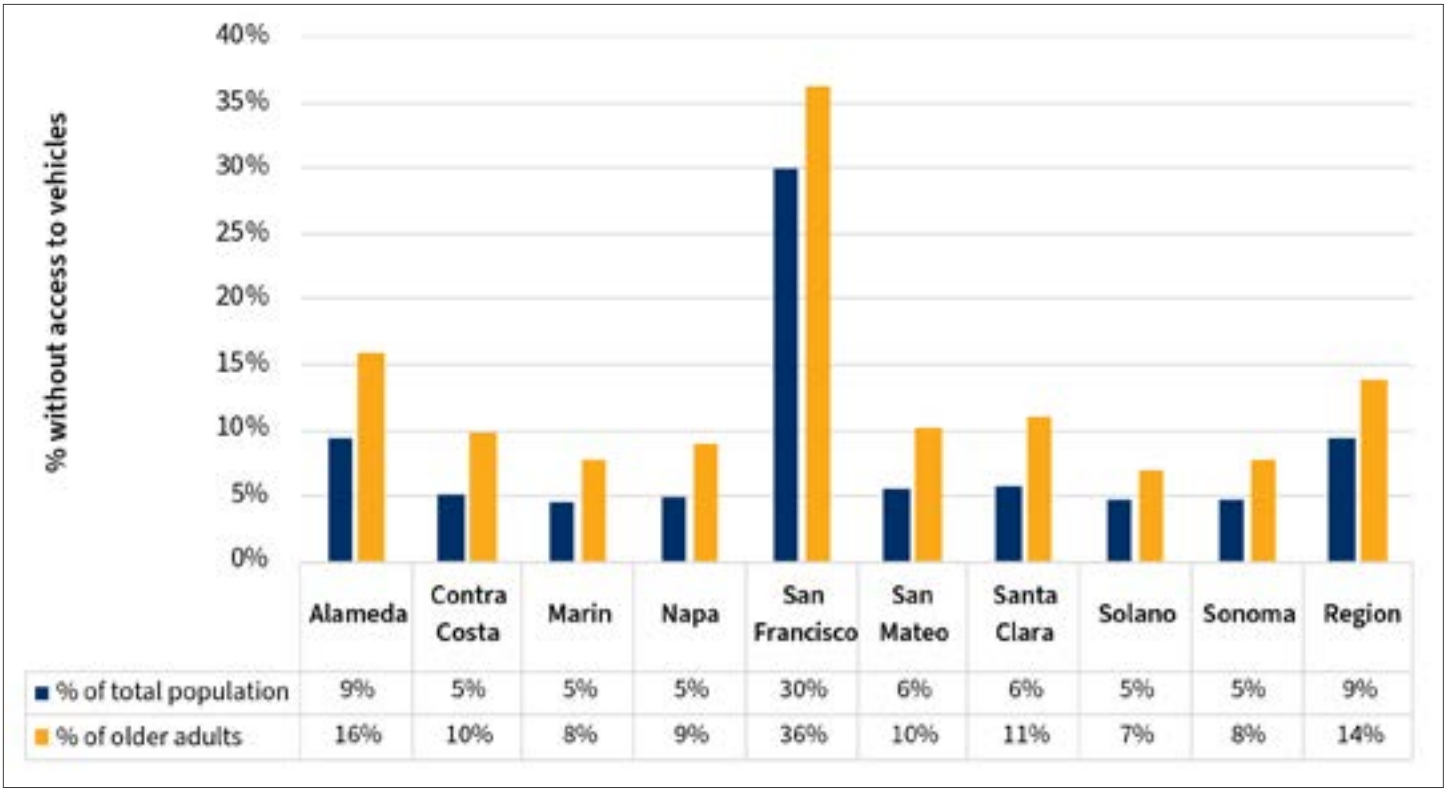
	2010	2015	2022
White Non-Hispanic	44%	41%	37%
Black Non-Hispanic	7%	6%	6%
Asian Non-Hispanic	23%	24%	28%
Native Hawaiian and Other Pacific Islander alone	1%	1%	1%
Other race, Multiracial (Non-Hispanic)	4%	4%	6%
Hispanic, any race	23%	24%	24%

Source: U.S. Census Bureau American Community Survey 2010, 2015, and 2022 5-Year Estimates, Table B03002

Zero Vehicle Households

Almost 9% of Bay Area households lived in households with zero vehicles in the year 2022. Furthermore, 14% of Bay Area households headed by older adults had no vehicles in the household. San Francisco is the major outlier in the region. Thirty-one percent of all households and almost 36% of households with an older adult as the head of the home have zero vehicles (**Figure 14**). As this is the most urban county in the Bay Area with the greatest transit density, San Francisco County residents likely have less need to own a vehicle. However, the hilly terrain may be challenging for older adults and those with disabilities. Alameda County has the second highest share of older adult households with no vehicles (16%). Notably, while counties with less transit density have a smaller percentage of households without a vehicle, the percentage of older adult households without a vehicle in these counties is still approximately 10%.

Figure 14. Percent of Households with Zero Vehicles by Total Population and Older Adults, 2022



	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Region
% of total population	9%	5%	5%	5%	30%	6%	6%	5%	5%	9%
% of older adults	16%	10%	8%	9%	36%	10%	11%	7%	8%	14%

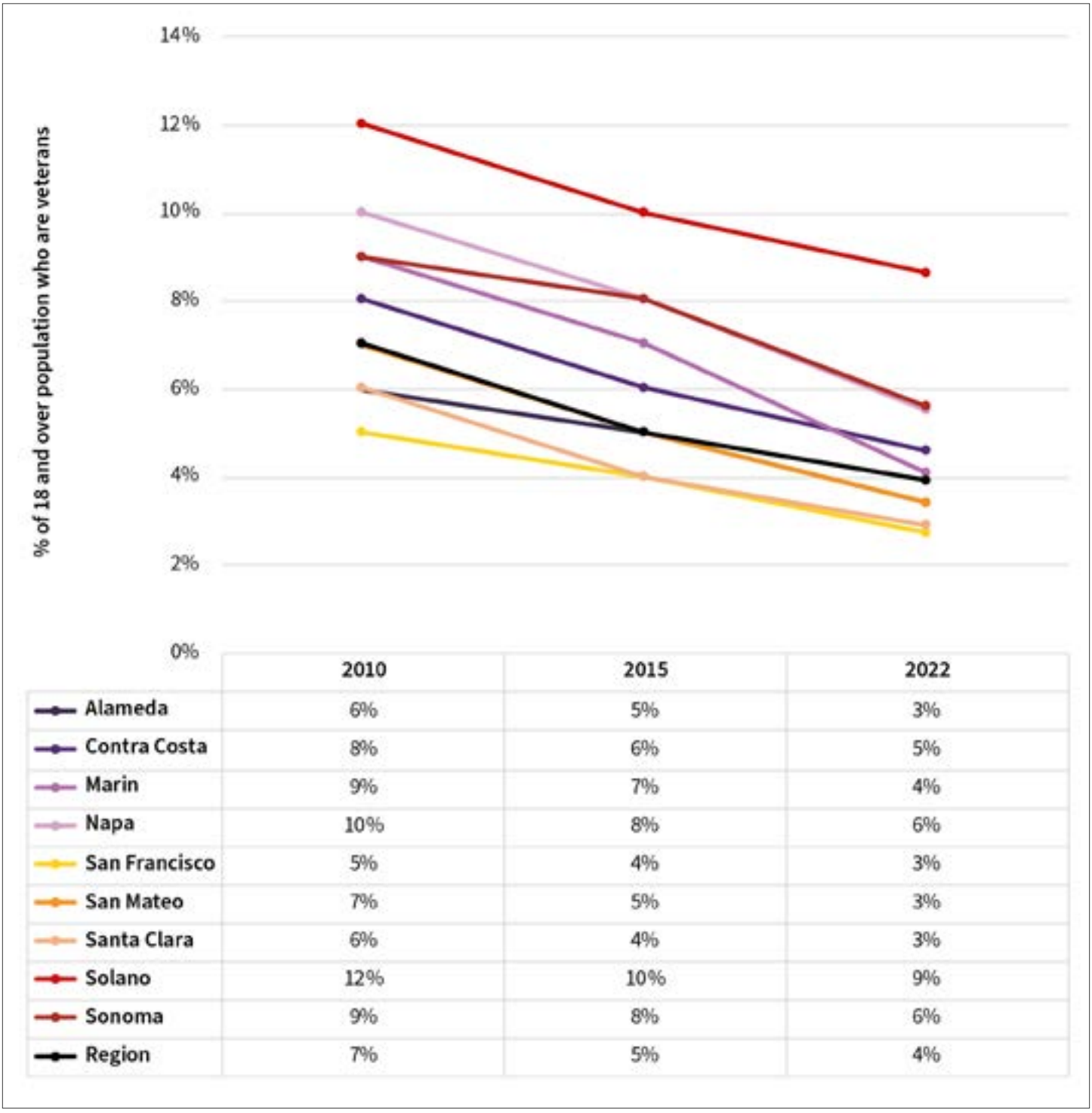
Source: U.S. Census Bureau American Community 2022 Survey 5-Year Estimates, Tables: B25044 and B25045.
Source: B25045 is determined by the age of the householder completing the ACS form, without necessarily implying that every individual in the household shares the same age.

Projections for households without access to a vehicle by county are not available. Access to shared and evolving mobility technologies, such as ridehailing and car sharing services, are becoming more commonplace. It is still unclear the extent to which these developments will impact the target population's access to transportation.

Veterans

As of 2022, there were approximately 238,000 veterans in the nine-county Bay Area region, accounting for about 4% of the total population. The share of adults who are veterans decreased between 2010 and 2022 from 7% to 4%. However, the veteran population has increased in several outlying census tracts in the nine-county region, a consideration when thinking about access to transportation and care (**Figure 15** and **Figure 16**).

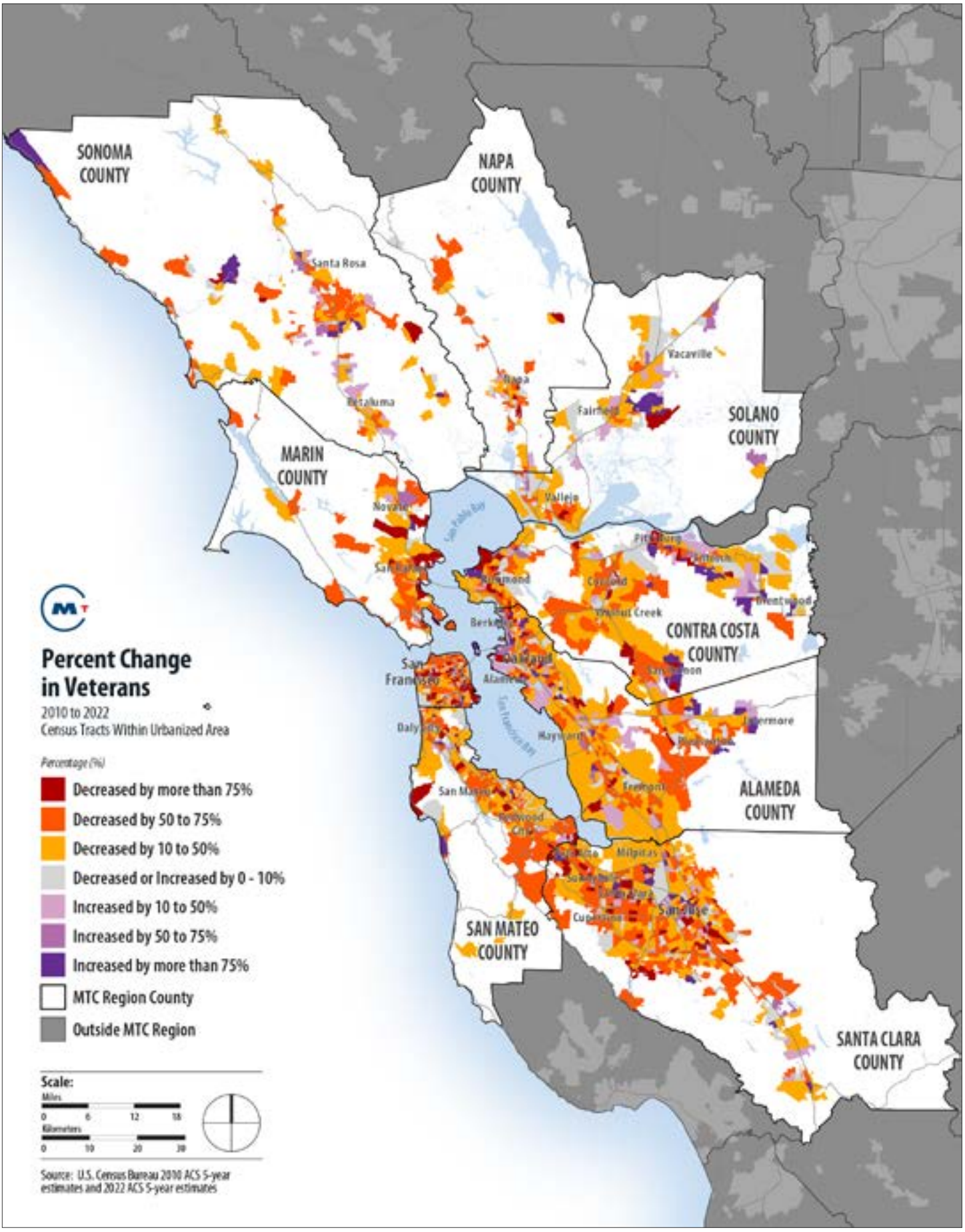
Figure 15. Percent of Population (18 and over) Who are Veterans, 2010-2022



	2010	2015	2022
Alameda	6%	5%	3%
Contra Costa	8%	6%	5%
Marin	9%	7%	4%
Napa	10%	8%	6%
San Francisco	5%	4%	3%
San Mateo	7%	5%	3%
Santa Clara	6%	4%	3%
Solano	12%	10%	9%
Sonoma	9%	8%	6%
Region	7%	5%	4%

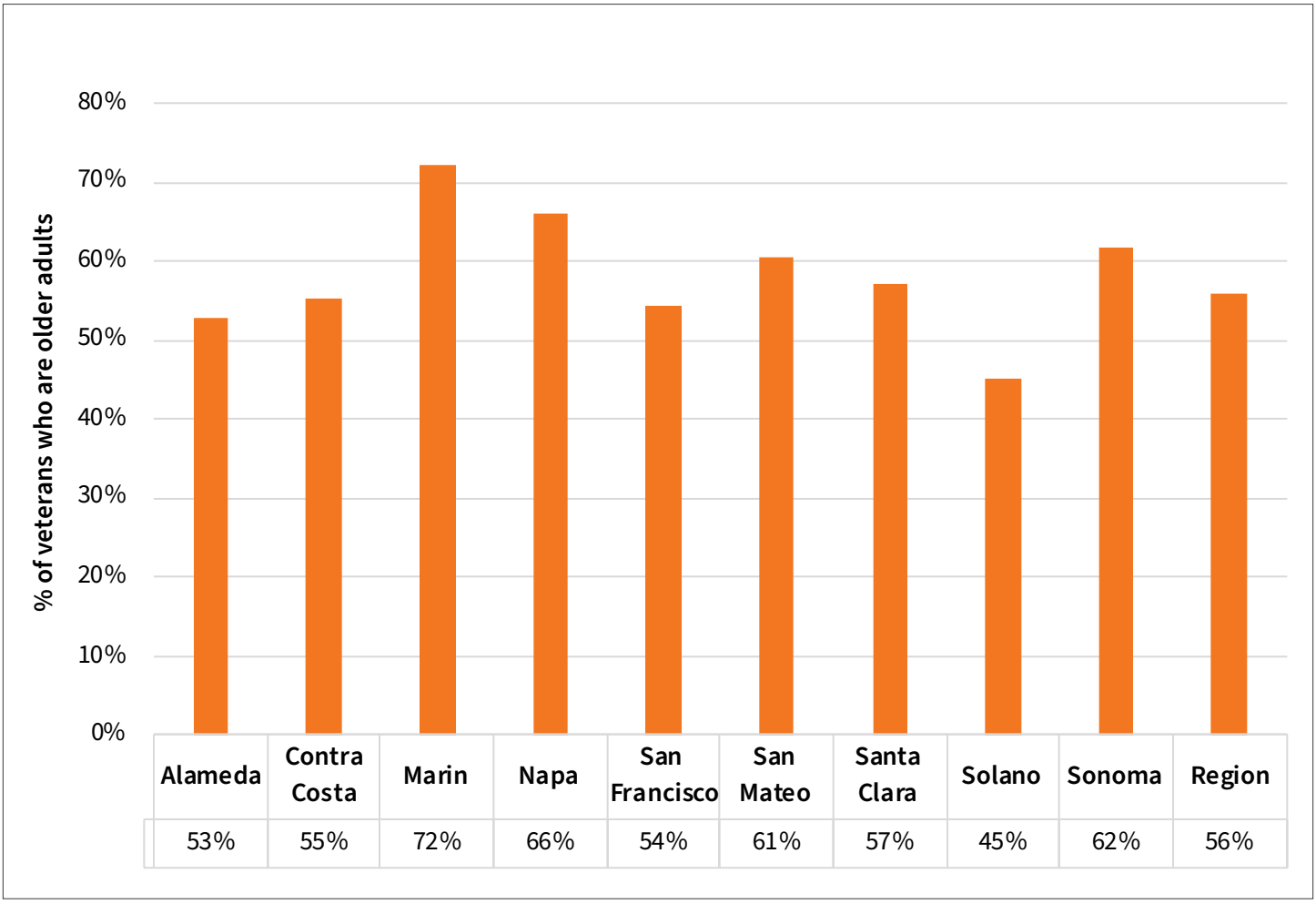
Source: U.S. Census Bureau American Community Survey 2010, 2015, and 2022 5-Year Estimates, Table S2101

Figure 16. Percent Change in Veterans, 2010-2022



Fifty-six percent of veterans are 65 or older (**Figure 17**). Solano County had the highest share of veterans (9%), but the lowest share of veterans who are older adults (45%). The highest share of veterans who are older adults reside in Marin County (72%). It is important to note the overlap in veterans, older adults, and disabled populations when considering transportation mobility and access, and funding opportunities to support these groups.

Figure 17. Percent of Veterans Who are Older Adults, 2022



Source: U.S. Census Bureau American Community 2022 Survey 5-Year Estimates, Table S2101

Challenges with Distribution of Resources

The Bay Area remains a highly diverse region as evidenced by the demographic breakdown of the Plan's target populations across the nine-county region (**Figure 18**). Demographic changes in the percentage and geographic distribution have occurred over the last decade and are projected to continue in coming decades, particularly showing increases in underserved populations. Notably, the population of older adults is expected to grow significantly in the region, with much of that growth anticipated in the more rural counties. Although the proportion of individuals living in poverty has decreased, this trend may shift due to several economic factors, including pandemic-related stimulus payments. The different target populations usually intersect, potentially exacerbating barriers to transportation in most modes.

These shifts in population, and the additional challenges in the region in recent years, highlight the need to proactively examine the availability and equitable distribution of transportation services and funds, and the importance of coordination across agencies.

Figure 18. 2022 Population Breakdown by Target Population

Population	Alameda	Contra Costa	Marin	Napa	San Francisco	San Mateo	Santa Clara	Solano	Sonoma	Region
Total population	**1,663,823**	**1,162,648**	**260,485**	**137,384**	**851,036**	**754,250**	**1,916,831**	**450,995**	**488,436**	**7,685,888**
% Over 65	15%	16%	23%	20%	17%	17%	14%	17%	21%	16%
% With Disability	11%	11%	10%	11%	12%	10%	9%	14%	13%	11%
% Below 200% of poverty level	31%	33%	24%	30%	35%	30%	34%	36%	27%	32%
% Population without vehicle	19%	19%	16%	20%	21%	15%	16%	22%	20%	18%
% Population who are veterans	9%	5%	5%	5%	30%	6%	6%	5%	5%	9%

Photo: Noah Berger

3. Transportation Resources

Regional Transportation Resource Inventory

This section documents existing transportation resources in the Bay Area that target low-income populations, older adults, and people with disabilities, including services provided by public, private, and non-profit agencies providing transportation services (**Figure 19**). These populations are often less likely to have access to an automobile and need to rely on transit, paratransit, and other modes of transportation. Riders are often unaware of the different transportation options available to them or unsure which to use for a particular trip.

In addition to fixed-route transit, riders might use Americans with Disabilities Act-mandated (ADA) paratransit, city-provided paratransit, non-profit transportation services, private providers like taxis and Transportation Network Companies (ridehail companies like Uber and Lyft), or other options. Transportation options that are also available to these groups as well as the general public, but are not described in detail below, include walking/rolling and driving. The detailed inventory is available as Appendix C.

Figure 19. Types of Transportation Resources in the Bay Area

Resource	Short Definition
Fixed-Route Public Transit	Buses, trains, ferries etc. operated by transit agencies that run on regular, pre-determined, pre-scheduled routes, usually with no variation.
ADA Paratransit	The Americans with Disabilities Act (ADA) requires public transit agencies that provide fixed-route service to provide "complementary paratransit" service to people with disabilities who cannot use the fixed-route bus or rail service some or all of the time because of a disability. In general, ADA paratransit service must be provided within 3/4 of a mile of a bus route or rail station, at the same hours and days, for no more than twice the regular fixed-route fare. To qualify for this service, it is usually necessary to submit an application, and may also require supporting documentation, an in-person interview and/or an in-person assessment of the applicant's ability to use fixed-route service.
Community Based Shuttles	Transportation services offered outside of the transit agencies (often by cities, public-sector agencies, or non-profit organizations) that address the unmet transit needs of the community, including the general public and special populations. These shuttles can be fixed-route or offer door-to-door or curb-to-curb service. Sub-categories include jurisdictions, healthcare-related services, and non-profit organizations.
Subsidized On-Demand Services	Programs that provide same-day on-demand rides via taxis or ridehail companies (e.g., Uber/Lyft). Programs are typically administered through a public-sector or non-profit agency that enables qualified people to purchase fares/vouchers for transportation services at a reduced rate. Some organizations offer a concierge function (e.g., GoGo Grandparent) for ridehail companies.
Means-Based Fare Programs	Programs that enable qualified low-income people to ride transit at a reduced rate. Some social service agencies purchase fares/vouchers in bulk for transportation services. Some programs offer reduced fares for other transportation resources in addition to transit.
Volunteer Driver Programs	Generally designed for older adults to offer door-through-door service for individuals who cannot wait outside, may need a stabilizing arm, help with a jacket or carrying groceries, etc. In traditional volunteer driver programs, an organization recruits volunteer drivers and riders apply for the service. When a rider requests a trip, the organization matches the rider and driver and arranges the trip. In the reimbursement model, riders recruit their own drivers, often neighbors and friends, and arrange their own trips and offer the drivers gas reimbursement.

Resource	Short Definition
Mobility Management Services	Mobility management services cover a wide range of activities, such as travel training, coordinated services, trip planning, brokerage, and information and referral. Agencies may be independent non-profit organizations, libraries, faith-based organizations, or government agencies at every level. Travel training includes programs designed to teach people with disabilities, older adults, youth, veterans, and/or low-income populations to travel safely and independently on fixed-route public transportation in their community.
Active Transportation	A way of traveling that is powered by human energy, primarily walking, rolling, or biking.
Private Transportation	Transportation provided by a private for-profit entity in the business of transporting people. These services are often demand-response and initiated and paid for by the rider. Examples are taxis, motor coach services, ridehail companies (e.g., Uber/Lyft and vanpools).

Fixed-Route Public Transit/ADA Paratransit

Fixed-route transit is operated by transit agencies and offers services that run on regular, pre-determined, and pre-scheduled routes, usually with no variation (**Figure 20**). All fixed-route transit providers are legally required as part of the ADA to provide paratransit to complement, or serve in addition to, already available fixed-route transit service.

Aside from driving and walking/rolling, fixed-route transit is the most widely available transportation option available in the Bay Area. Ideally, it should provide a base level of affordable service to access major destinations like school, work, medical appointments, shopping, etc. ADA paratransit is best utilized as a replacement for fixed-route transit only when it is impossible for an individual with a disability to use transit for a trip. Fixed-route transit has significantly more affordable fares and greater flexibility than ADA paratransit. Other transportation resources will often not have the same capacity as fixed-route transit and offer limited rides.

There are multiple fixed-route transit providers in the Bay Area. All are required to provide accessible service on their fixed-route vehicles, and many are required to provide complementary ADA paratransit service. Accessibility features on fixed-route transit include:

- Buses and trains equipped with wheelchair lifts or low floor ramps to allow easy access for people with disabilities.
- Priority seating for those who need it.
- Bus drivers trained to provide assistance in securing wheelchairs in designated spaces.
- Drivers trained to allow passengers time to be seated, and to get on and off the vehicle.
- Announcement of stops at major intersections, transfer points and, at the request of passengers, specific destinations.
- Stations with elevators and/or ramps to boarding platforms for ease of boarding.
- Route and schedule information provided by transit agencies, including the best way to reach a desired destination. This information is available in accessible formats if needed.[12]

For people who, due to their disability, are unable to use the fixed route system some or all the time, ADA paratransit is offered. ADA paratransit is meant to function as a "safety net" and replicate fixed-route transit (commuter rail and bus services are exempt). Paratransit is not meant to meet all of the transportation needs of disabled people. Paratransit services operate in the same area, on the same days, and during the same hours as the public transit operates. Under the ADA, transit agencies are permitted to charge twice the amount of the fixed-route service fare for a paratransit ride.

12. 511 Transit Accessibility, https://511.org/transit/accessibility (accessed 2/15/2024)

Figure 20. Providers of Fixed-Route and ADA Paratransit

Fixed-Route Public Transit Agency	Service Area	ADA Paratransit Provider
AC Transit	Alameda County (Fremont to Albany) and Western Contra Costa County	East Bay Paratransit (in coordination with BART)
ACE Altamont Corridor Express	Rail service between Stockton and San José	The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service
American Canyon Transit	City of American Canyon in Napa County	Shuttles provide door-to-door service in addition to fixed-route; VINE GO Paratransit
BART	Rapid rail transit in Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara counties	East Bay Paratransit (in coordination with AC Transit); other applicable paratransit providers within ¾ mile of stations
Blue & Gold Fleet	Ferry service between San Francisco and locations around the bay, the Alameda/ Oakland Ferry and the Vallejo Baylink Ferry	The ADA does not require that ferry services provide complementary paratransit service
Caltrain	Rail service between San Francisco and San José	The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service
Capitol Corridor	Rail service between Sacramento and San José	The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service
County Connection	Central Contra Costa County	LINK Paratransit
City of Dixon Readi-Ride	"Public dial-a-ride transit system" provides curb to curb transit service within Dixon City Limits	City of Dixon Readi-Ride
Dumbarton Express	Dumbarton Bridge, Union City, Palo Alto	The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service
Fairfield and Suisun Transit (FAST)	Solano County cities of Fairfield and Suisun	DART
Golden Gate Transit	Bus service in Marin, Sonoma, San Francisco, and Contra Costa counties	Marin Access
Golden Gate Ferry	Ferry service between Larkspur, Tiburon, or Sausalito (Marin County) and San Francisco	The ADA does not require that ferry services provide complementary paratransit service
Marin Transit	Marin County	Marin Access
Petaluma Transit	City of Petaluma in Sonoma County	Sonoma County Paratransit
Rio Vista Delta Breeze	City of Rio Vista in Solano County	Rio Vista Delta Breeze Paratransit

Fixed-Route Public Transit Agency	Service Area	ADA Paratransit Provider
SamTrans	San Mateo County	Redi-Wheels and Redi-Coast Paratransit
San Joaquin Rail Service (operated under Amtrak)	Travel throughout California and the San Joaquin Valley	The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service
San Francisco Bay Ferry	Ferry service between: Alameda/Oakland and San Francisco; Alameda/Oakland and South San Francisco; Harbor Bay and San Francisco; and Vallejo and San Francisco.	The ADA does not require that ferry services provide complementary paratransit service
Santa Rosa CityBus	City of Santa Rosa in Sonoma County	Santa Rosa Paratransit
SFMTA	San Francisco City and County	San Francisco Paratransit
SMART	Transportation option for Marin and Sonoma counties.	The ADA does not require that commuter rail and commuter bus services provide complementary paratransit service
Soltrans	Cities of Vallejo, Benicia, and Fairfield in Solano County	SolTrans Paratransit
Sonoma County Transit	Intercity service in Sonoma County and local service in Rohnert Park, Cotati, Guerneville, Sebastopol, Sonoma, and Windsor.	Sonoma County Paratransit
Tri Delta Transit	Eastern Contra Costa County	Tri Delta Transit Paratransit
Union City Transit	City of Union City in Alameda County	Union City Paratransit
Vacaville City Coach	City of Vacaville in Solano County	Vacaville Special Services
Vine	Napa County / Kaiser Vallejo Medical Facility	VINE GO Paratransit
VTA	Santa Clara County	Outreach Paratransit
WestCAT	Cities of Pinole and Hercules in Contra Costa County	WestCAT Dial-a-Ride Paratransit
Wheels	Cities of Dublin, Pleasanton, and Livermore in Alameda County	Wheels Dial-a-Ride Paratransit and Pleasanton Paratransit

Regional Paratransit Map

MTC has created an interactive regional map to show geographic ADA paratransit coverage depending on the day and time searched: https://mtc.maps.arcgis.com/apps/instant/slider/index.html?appid=041990be13a740b99f1697926f088db2 (accessed 2/15/2024)

Community Based Shuttles

A broad range of transportation options are offered. Many of these programs are identified as shuttles. There are several employment-based shuttles in the Bay Area, but some are also important resources for low-income populations, older adults, and people with disabilities. Other shuttles are sponsored by cities, public-sector agencies, or non-profit organizations, and address unmet transit needs of the community. These shuttles can be fixed-route or offer door-to-door or curb-to-curb service.

Funding provided for these transportation services is usually designated for a specific clientele (i.e., veterans, Medicaid eligible persons, older adults attending meal programs, etc.) and cannot easily be co-mingled with other funding sources. For the most part, social service agencies who are providing services are not primarily in the transportation business; rather, transportation is auxiliary and not a core service. Riders are often referred to these programs by an agency they are receiving services from, such as a community center, county human service agency, or regional center.

Services Provided by Jurisdictions

Some cities or communities offer shuttles that are designed to assist people with commuting or shopping. Others are offered to a specific group for a specific purpose, such as group trips for older adults. Some cities or communities offer transportation for older adults and people with disabilities that supplements fixed-route transit or ADA service. Shuttles generally offer the same accessibility options, such as lifts/ramps, as fixed-route transit (**Figure 21**).

Figure 21. Services Provided by Jurisdictions

County	Agency/Program
Alameda	FLEX RIDES Shuttle (San Leandro)
	Get on the Bus! – Albany Senior Center
	City of Alameda Group Trip
	Hayward Operated Paratransit
	West Berkeley Shuttle
	Wheelchair Van Service Ride-On Tri-City
	8-To-Go: Door-to-Door Shuttle Service (Emeryville)
	Emeryville Emery Go-Round
	Hayward Operated Paratransit (The HOP)
	Oakland Paratransit for the Elderly & Disabled (OPED)
Contra Costa	San Pablo Senior & Disabled Transportation
	Lamorinda (Lafayette, Moraga, Orinda) Spirit Van
	Walnut Creek Senior – Mini Bus
	City of Richmond – On Demand Shuttle “Richmond Moves”
	El Cerrito’s Easy Ride Paratransit Service
Marin	Marin Transit’s – Dial-A-Ride

County	Agency/Program
Napa	American Canyon Transit
	Calistoga Shuttle
	St Helena Shuttle
	Yountville Bee Line
San Francisco	Shop-A-Round Shuttle
	Van Gogh Shuttle
San Mateo	Get Around! Senior Rides Program
	Bayshore/Brisbane Senior Shuttle
	East Palo Alto Senior Center – Second Harvest service
Santa Clara	Via-Cupertino
Sonoma	Rohnert Park Senior Center

Services Provided in Relation to Healthcare Services

There are shuttles and transportation services that are offered by non-emergency medical transportation/non-emergency transportation, healthcare, and social service providers (**Figure 22**).

A number of hospitals provide shuttles to nearby transit hubs. Examples in Alameda County include Kaiser Shuttles in Oakland and San Leandro, and Alta Bates/Summit Shuttles in Berkeley and Oakland. The San Francisco VA Medical Center offers several transportation options for eligible veterans and employees. These include the VAMC Transport System, Bauer's/TransMETRO Transportation, and the VA Shuttle to UCSF.[13]

Figure 22. Services Related to Healthcare

County	Agency/Program
All Counties	Wheelcare Express
Alameda, Marin, Santa Clara, San Mateo, San Francisco, Solano, Sonoma	Life Savers Transportation
Alameda, Contra Costa, Santa Clara, San Mateo	One Access Medical Transportation
Alameda	Alta Bates/Summit Shuttles in Berkeley and Oakland
	Easy Does It Emergency
	Kaiser Shuttles/Kaiser Riders
Marin	Roll Wheelchair and gurney services
Marin, Napa, Sonoma, San Francisco Counties	Medi Ride LLC

13. Veterans Administration, https://www.va.gov/san-francisco-health-care/locations/san-francisco-va-medical-center/ (accessed 2/15/2024)

County	Agency/Program
Marin, Napa, Solano, Sonoma	North Bay Transit
San Francisco	Family Tree Medical Transportation
	San Francisco VA Medical Center
San Francisco, Santa Clara	Fun N Go Non-Medical Transport
Santa Clara	Anthem Blue Cross
	Absolute Seniors Solutions – Senior Care Transportation
	Boundless Care, Inc.
	Indian Health Center of Santa Clara Valley
Sonoma	Transport Care

Services Provided by Non-Profit Organizations

Non-profit organizations in the Bay Area also offer a wide variety of programs to fill unmet transportation needs. Additional programs provided by non-profit organizations are included in the Volunteer Driver Program section if their primary function is to provide door-through-door service for individuals (**Figure 23**).

Figure 23. Services Provided by Non-Profit Organizations

County	Agency/Program	Information
Alameda	**Alzheimer's Services of the East Bay**	ASEB provides door-to-door transportation through specially trained drivers in lift-equipped vans to individuals with dementia attending a local day program.
	BORP – Group Trip Transportation Pilot Project for Youth and Adults with Disabilities	BORP offers group trip transportation for people with disabilities. Grant funding is from the Alameda County Transportation Commission (Alameda CTC) to conduct a group trip transportation pilot project in Northern Alameda County for children, youth, and adults with disabilities participating in sports and recreation programs.
Contra Costa	**Rossmoor's Dial-a-Bus and Paratransit**	The Rossmoor Bus service operates seven days a week. Dial-A-Bus operates on weekdays, weekends, and holidays. (NOTE: Weekend service has been temporarily suspended due to a staffing shortage.) The Dial-A-Bus will pick you up at your curbside entry.
San Francisco	**Kimochi Transportation Service**	Door-to-door Transportation Services are offered to older adults who find it difficult or are unable to use public transportation. Transportation Services staff drive and escort individuals and groups from their homes to Kimochi program sites. Other transportation, including trips to grocery stores and medical appointments, can be arranged.

County	Agency/Program	Information
San Mateo	**Redwood City Veterans Memorial Senior Center**	Rides to/from the senior center
	Senior Coastsiders	Provides transportation to the Senior Coastside Center Monday through Friday so people may participate in classes, activities, and lunch. Grocery shopping is available once a week.
Santa Clara	**Heart of the Valley Services for Seniors**	Escorted transportation
Sonoma	**Village Network of Petaluma**	Provides rides for those over 50 years and members of the Village Network of Petaluma and provides curb-to-curb, door-to-door, and door-through-door service.
	West County Community Services Shuttle	Prescheduled rides for older adults and people with disabilities from West County into Santa Rosa and around west county. It provides rides to medical appointments, social and shopping activities using an ADA-accessible 11-passenger van with a wheelchair lift. Door-to-door pick up is available.

Subsidized On-Demand Services

Subsidized on-demand programs (**Figure 24**) allow eligible participants to use taxis or ridehail companies (like Uber and Lyft) at a reduced fare by reimbursing a percentage of the fare or by providing a low-cost fare medium, e.g., scrip or vouchers, which can be used to cover a portion of the fare. Most Bay Area counties offer subsidized taxis and/or ridehail companies for older adults and people with disabilities through transit agencies, cities, or counties. Some programs are designated for low-income individuals.

Figure 24. Services Provided by Subsidized On-Demand Programs

County	Agency/Program
All Counties	Gogo Grandparents – Senior Transportation
Alameda	AIM, Alameda for Independent Mobility
	Ride-On Tri-City (within Fremont, Newark, and Union)
	Scholarship program – Hayward
	Taxi Up & Go Program
	Taxi/Lyft/Uber Reimbursement Program – Emeryville
	Berkeley Rides for Seniors and the Disabled (BRSD) – Taxi Scrip Program and High Medical Need Program
	Eden Information and Referral (EIR) – VIP ZIP program
	Taxi program – Albany Paratransit Program

County	Agency/Program
Contra Costa	GoGo Concord
	Walnut Creek Seniors – Membership and Scholarship
	Go San Ramon
	R-Transit with Lyft/RAPID (City of Richmond Lyft subsidy)
	Shared Ride Service – Rossmoor Walnut Creek
Marin	Marin Catch-a-Ride
San Mateo	Pacifica Senior Center Connect-A-Ride (CaR) program
	Little House Transportation
Solano	Reduced Fare Taxi Program – FAST
	Solano Older Adults Medical Trip Concierge Service
	Suisun City Local Taxi Program
	Solano County Intercity Taxi (ITX) Card program
	First Mile/Last Mile Program
	Solano Mobility Local Taxi Card Program (Vallejo/Benicia Only)

Means-based Fare Programs

Means-based fare programs enable qualified individuals to purchase fares/vouchers for transportation services at a reduced rate from providers such as public transit, volunteer programs, or taxis (**Figure 25**).

Fixed-route transit offers reduced fares to older adults 65 and above and people with disabilities. Many transit agencies sell fare products at bulk discounts to social service agencies that serve low-income populations. These organizations determine eligibility and issue the fare products to their clients at their own discretion, free of charge, or at a significant discount. These programs are designed primarily to address immediate needs and depend on the discounts offered by transit agencies and available funds to purchase fare products.

The Clipper START Pilot Program is a regional means-based transit fare discount program within the nine-county San Francisco Bay Area. The program offers low-income Bay Area residents single-ride discounts on 22 transit agencies in the region, including BART. To qualify, residents must be between 19 and 64 years old and have a household income that is 200% of federal poverty level or less before taxes.[14]

14. This amount is responsive to household size.

Figure 25. Services Provided by Subsidized or Discounted Programs

County	Agency/Program	Information
All Counties	**Clipper START**	A fare program for riders with lower incomes. Launched July 15, 2020, the program offers a 50% single-ride fare discount to eligible low-income adults for travel on most of the Bay Area's transit agencies.
	Regional Transit Connection (RTC) Clipper Access Card	Riders under age 65 with qualifying disabilities can apply for a Regional Transportation Connection (RTC) Clipper Access card, which works like a Clipper card. A discount ID Card available to persons with qualifying disabilities can be used as proof of eligibility to receive discount fares on fixed-route, rail, and ferry systems throughout the Bay Area. Cash value or other products can be added to the card. The RTC Program does not apply to paratransit services.
	Senior Clipper Card	Older adults 65 and over can receive reduced fares and access to discounted passes.
Alameda	**Alameda Seniors Free Transit Bus Pass Program**	Qualified City of Alameda residents (older adults and low-income residents) who live in Alameda Point Collaborative, Alameda Housing Authority Properties (Anne B. Diament, Independence Plaza), or are Mastick Senior Center Members, 65 years or older who are enrolled with East Bay Paratransit, who are currently bus riders, or plan to be and meet income eligibility criteria are offered unlimited bus rides for a full year. First come, first served, as funding allows.
Contra Costa	**Low Income Fare Program for Paratransit**	This program started as a partnership between Tri Delta Transit and the Contra Costa Transportation Authority. Extremely low-income Tri Delta Transit registered paratransit ADA passengers can receive up to ten free paratransit rides per month as part of the program. The pilot has been extended in East County and may potentially expand to other parts of the county.
Marin	**Low Income Fare Assistance (LIFA) – Marin Access**	Eligible riders receive $20 of credit per month to use for trips on local paratransit, Pt. Reyes Dial-A-Ride, Dillon Beach Dial-A-Ride, and the base fare for Catch-A-Ride. Eligible riders can opt-in to receive a free pass to use on Marin Transit local bus service.
	SMART Fare Free for Youth and Seniors	Youth ages 0-18 and seniors ages 65+ may ride any SMART train for free.
Napa	**Lifeline Taxi Program – Taxi Script (City of Napa)**	Provides service to supplement the regular VINE bus system for older adults and/or persons with disabilities that have evening trips when the bus is not in service, or on a day when the rider may not feel well enough to take the bus. Eligible City of Napa residents may take a cab ride anywhere in the City of Napa and NVTA will pay up to 50% of the cost of the cab ride.

County	Agency/Program	Information
San Francisco	**Helping Wheels Fund**	SFMTA provides limited assistance with the cost of paratransit fares for travel within the city. To be eligible, paratransit customers must be low-income based on Supplemental Security Income (SSI) or General Assistance (GA) standards, have unexpected financial problems due to unexpected loss of residence or possessions (e.g., due to a fire or theft), have a sudden unexpected medical need requiring many trips, or some other kind of financial or significant need. SFMTA also keeps fares at the same cost as the fixed-route adult fare (and not twice the fixed-route fare as allowed by the ADA).
	Shop-A-Round Taxi	Some applicants may be eligible for Shop-a-Round Taxi service, due to the limited availability of shuttle service in their area. ID cards will be issued, and monthly customers may pre-load the card with funds. For every $6 of funds loaded, applicant will receive $30 in card value (up to a maximum allotment), which can then be used to pay the cost of taxi trips to and from select grocery shopping locations. One can ride at any time by hailing a taxi. Each one-way trip will cost the meter rate of a San Francisco taxicab. Companions or attendants may ride with one at no additional charge. Taxi drivers may, but are not required to, assist riders to/from the entrance of homes or buildings upon request.
San Mateo	**Got Wheels Senior Transportation Program – Peninsula Family**	70 years and older are eligible to apply for membership in Got Wheels! Members are provided up to six one-way rides a month for $5 each one-way ride within the geographic area and San Francisco International Airport. he remainder of the fare is subsidized. Also, service in Daly City, Colma and Brisbane moving forward with nine other cities in the county serving as a major commuter hub.
	SamTrans/Redi-Wheels Paratransit Lifeline Program	To qualify, applicants must submit proof of enrollment in one of the following programs: Supplemental Security Income (SSI), Medi-Cal, or County General Assistance. Currently, the fare assistance rate is $1.75, and the standard rate is $4.25 for each one-way ride.
Santa Clara	**UPLIFT (Universal Pass for Life Improvement from Transportation)**	UPLIFT is a program that provides free transit passes to those who are homeless or may become homeless should they not have access to transportation for work. Some people with disabilities with very low incomes may qualify for UPLIFT transit passes. The UPLIFT program is managed by Santa Clara County and operated by the multiple agencies and organizations who work with the unhoused.
	VTA Transit Assistance Program	VTA provides the County of Santa Clara Social Services Agency passes monthly to be distributed to qualified county residents who are at or below 200% the federal poverty level. The program is administered by the county through their Emergency Assistance Network who determines eligibility and distributes passes to clients and collects a discounted fare per monthly pass.
Sonoma	**Sonoma Fare-Free program**	Free for all riders under Sonoma County Transit's "Fare-Free" program for some of the identified routes. The Sonoma Shuttle's "Fare-Free" program is subsidized by the City of Sonoma and the County of Sonoma.
	SMART Fare Free for Youth and Seniors	Youth ages 0-18 and seniors ages 65+ may ride any SMART train for free.

MTC has a number of means-based programs and pilots in addition to Clipper START, which are summarized in **Figure 26**.

Figure 26. MTC Means-based Programs and Studies

Program	Description	Phase
Clipper START	200% Federal Poverty Level; 50% Discount	Phase 1 - Pilot operational in July 2020 with very low participation. Phase 2 – July 2023; Program includes additional outreach to increase participation and exploring potential strategies to increase participation.
Express Lanes START	I-880 only; 200% Federal Poverty Level; 50% discount for solo drivers and 75% for 2-person carpools (3+ carpools are free)	18-month pilot began March 2023; Discussions are ongoing about income thresholds; Program may expand to other Bay Area Infrastructure Financing Authority corridor.
BATA Payment Plan	200% Federal Poverty Level	Operational July 2023
Bike Share for All	$5 membership; 200% Federal Poverty Level	Operational
Richmond-San Rafael E-Bike Commute Prog.	400% Federal Poverty Level; Discount on e-bike purchase	Operational
Napa Valley Forward TDM/E-Bike Commute	Discount on e-bike purchases	Operational
State Route 37	Equity tolling program	Planning
Next Generation Freeways Study	Various discounts baked into analysis packages (flat rate)	Planning
Senior Rental Assistance Pilot	Support extremely low-income (30% Average Median Income) at risk of homelessness	Design
Housing Preservation Pilot	Preservation Pilot loan terms (self-verification)	Planning
Water Upgrades Saves; Home + Program, Heat Pump Water Heater Mid-Stream		Operational

Volunteer Driver Programs

Volunteer driver programs (**Figure 27**) are generally designed for older adults and can fill key needs that are not met by other transportation services like ADA paratransit. This is because these programs usually offer door-through-door service. These services are therefore ideal for more frail individuals who cannot wait outside, may need a stabilizing arm, help with a jacket or carrying groceries, etc. These programs are also well-suited to certain medical trips, for example when someone needs to stop and pick up a new prescription before going home or go to a facility in another county for specialized treatment.

In traditional volunteer driver programs, an organization recruits volunteer drivers and riders apply for the service. When a rider requests a trip, the organization matches the rider and driver and arranges the trip. In the reimbursement model, riders recruit their own drivers, often neighbors and friends, and arrange their own trips and offer the drivers gas reimbursement.

Participation in these programs can be provided free of charge, on a donation basis, through membership dues, or at a minimal cost, and typically have an eligibility process. Programs are sponsored by non-profit organizations, transit agencies, or cities and counties. Some volunteer driver programs may also have an escort component where volunteers accompany riders on ridehail trips or paratransit services when they are unable to travel in a private vehicle. Some programs may use staff to provide initial rides or to fill gaps when volunteers are unavailable. Volunteer driver programs usually must closely monitor their capacity and face ongoing funding challenges and finding quality volunteers.

Figure 27. Services Provided by Volunteer Driver Programs

County	Agency/Program
Alameda	Ashby Village (Senior/Community center)
	VIP Rides Program – LIFE Eldercare
	Volunteers Assisting Same Day Transportation (VAST) – For Older adults 60 and over living in Dublin, Pleasanton, Livermore, and Sunol
Contra Costa	Pleasant Hill Senior Van (City of Pleasant Hill)
	Richmond Cares, Richmond Gives (RCRG) program
	Rides 4 Veterans – Mobility Matters
	Rides for Seniors – Mobility Matters
	Senior Transportation – Express Van (City of San Ramon)
	Seniors Around Town (SAT) Program – Orinda Association (Lamorinda, Berkeley, and Walnut Creek areas)
Marin, Santa Clara, San Francisco, San Mateo	JFCS Rides (Jewish Family and Children's Services)

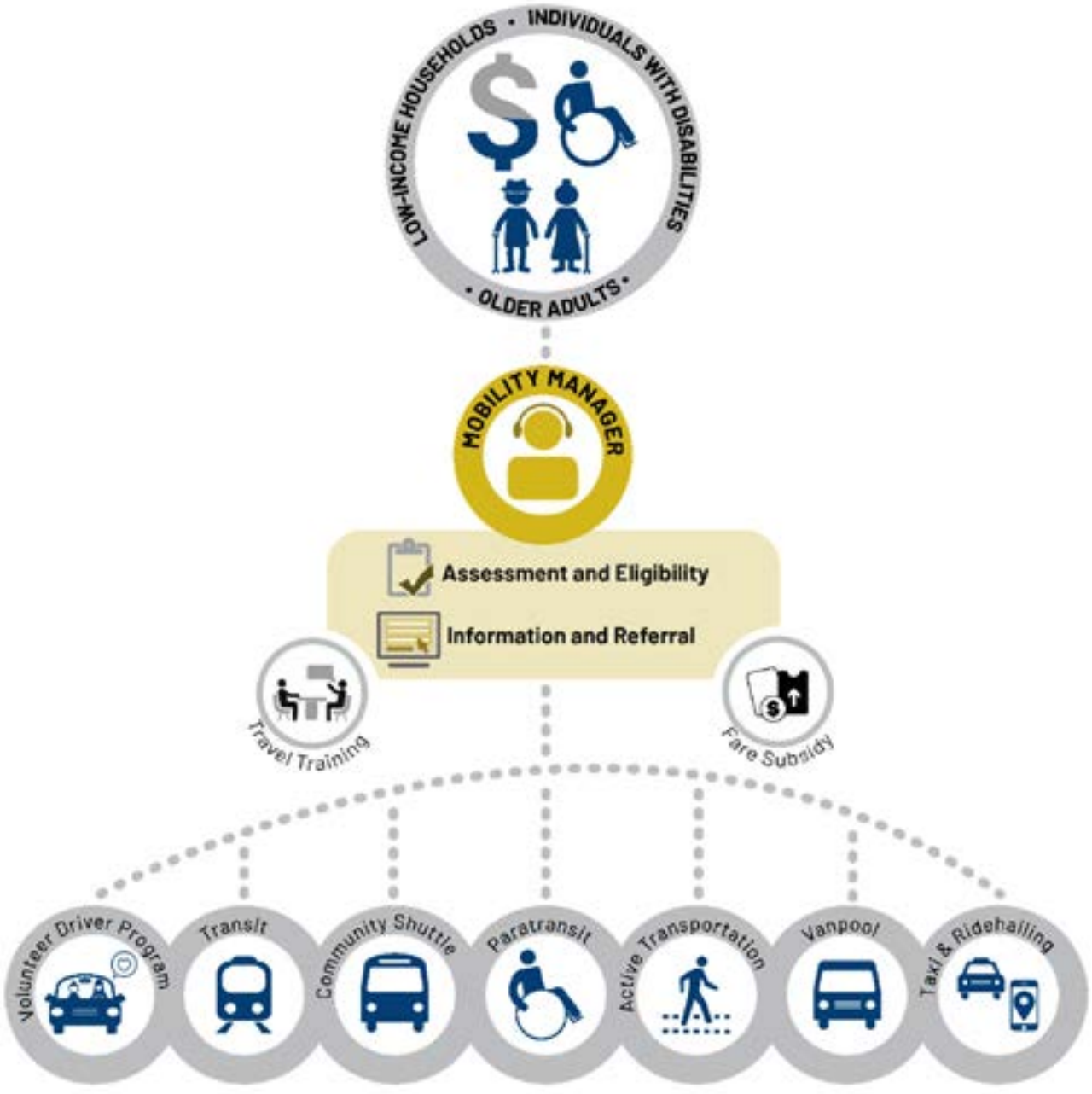
County	Agency/Program
Marin	CARSS – Call A Ride for Sausalito Seniors
	Marin Villages – Volunteer Drivers
	Sausalito Village
	Marin Access STAR and TRIP volunteer driver program
Napa	Molly's Angels (For ambulatory older adults offering free transportation to and from medical appointments for older adults.)
San Francisco	NEXT Village SF
	San Francisco Village
San Mateo	Brisbane Village Helping Hands
	Get Up & Go Program – Peninsula Jewish Community Center (PJCC)
San Mateo, Santa Clara	Avenidas Door to Door Service – Avenidas – Re-Inventing Aging
Santa Clara	El Camino Hospital – Road Runners Program
	OUTREACH Volunteer program
	Reaching Your Destination Easily (RYDE) – West Valley Community Services (WVCS)
Solano	Faith in Action – Ride with Pride Program
	Veteran's Affairs (VA) Medical Shuttle – DAV
Sonoma	Caring Rides: Senior Transportation – Catholic Charities Senior Transportation Program
	DASH (Drivers Assisting Seniors in Healdsburg) Volunteer Driving Program – City of Healdsburg
	iRIDE Petaluma & & iRIDE Rohnert Park – Petaluma People Services Center (PPSC)
	myRide – Vintage House Volunteer Driver Program
	Volunteer Driver Transportation Program – Sebastopol Area Senior Center in collaboration with the Russian River Senior Resource Center

Mobility Management Services

Mobility management services can cover a wide range of activities, such as travel training, coordinated services, trip planning, brokerage, and information and referral. In the Bay Area, the three agreed-upon priorities are information and referral, travel training, and expanded paratransit eligibility.

Mobility management is described as an ideal "entry point" for transportation disadvantaged populations to the range of transportation resources available because of its "one-stop-shop" concept where all transportation information and options are customized and readily available. Although all counties in the Bay Area have some sort of information and referral service, individual mobility management services are not yet standardized across the region or available throughout the Bay Area. The State of California recommends designating a Consolidated Transportation Service Agency (CTSA) in each county to implement mobility management and coordinated transportation services and funding (**Figure 28**). This approach is also recommended in the Bay Area's 2018 Coordinated Public Transit-Human Services Transportation Plan. Currently only Solano County has a designated CTSA.

Figure 28. Mobility Management Flowchart



Information and Referral

Information and Referral (I&R) programs (**Figure 29**) provide information on available community resources and connect individuals with resources that can help them. There is a spectrum of I&R services, ranging from a simple website and database listing resources to a fully customized trip planner and referral service. While most I&R systems function mainly as lists, there are several examples of more fully featured platforms. I&R agencies may be independent non-profit organizations, libraries, faith-based organizations, or government agencies at every level.

Historically, 2-1-1 is the primary free, confidential referral and information helpline and website that connects individuals to health and human services, 24 hours a day, seven days a week.[15] Although all 2-1-1 helplines provide some transportation-related information, it is only provided in a coordinated and in-depth way in Alameda and Sonoma counties.

Another source for information and referral is Inform USA.[16] Inform USA is a non-profit organization that assists government agencies and other non-profits that provide information and referral services to the public.

Information and referral programs are often a key "entry point" for individuals accessing examples of more fully featured platforms transportation services. An information and referral database or list is only useful with a sufficiently large pool of resources.

Figure 29. Mobility Management Information and Referral Services

County	Agency/Program/Publication	Programs
Alameda	**ADRC**	Information and Referral (Designated)
	Eden I&R	Information and Referral 2-1-1
	Access Alameda	Information and Referral
	Ride-On Tri-City	Information and Referral Mobility Management Travel Training
	The CIL	Mobility Management Travel Training
Contra Costa	**Contra Costa Crisis Center**	Information and Referral 2-1-1
	Mobility Matters **Way to Go Contra Costa**	Information and Referral Mobility Management
Marin	**ADRC**	Information and Referral (Designated)
	2-1-1 Bay Area	Information and Referral 2-1-1
	Marin Access	Information and Referral Mobility Management Travel Training

15. Inform USA, https://www.informusa.org/ (accessed 2/15/2024)

16. Aging and Disability Resource Connection, https://aging.ca.gov/Providers_and_Partners/Aging_and_Disability_Resource_Connection/ (accessed 2/15/2024)

County	Agency/Program/Publication	Programs
Napa	**2-1-1 Bay Area**	Information and Referral 2-1-1
	Vine Transit	Travel Training
San Francisco	**ADRC**	Information and Referral (Designated)
	3-1-1	Information and Referral
	SF Paratransit	Information and Referral Mobility Management Travel Training
San Mateo	**ADRC**	Information and Referral (Emerging)
	2-1-1 Bay Area	Information and Referral 2-1-1
	Senior Mobility Guide	Information and Referral Mobility Management Travel Training
Santa Clara	**2-1-1 Santa Clara County**	Information and Referral 2-1-1
	Outreach	Information and Referral Mobility Management
	VTA **Senior Mobility Guide**	Information and Referral
Solano	**ADRC**	Information and Referral (Emerging)
	2-1-1 Bay Area	Information and Referral 2-1-1
	Solano Mobility Call Center	Information and Referral Mobility Management Travel Training
Sonoma	**ADRC**	Information and Referral (Designated)
	Sonoma Access (SCAAA)	Information and Referral
	United Way Wine Country	Information and Referral 2-1-1

Travel Training

Travel training programs are designed to teach people with disabilities, older adults, youth, veterans, and/or low-income populations to travel safely and independently on fixed-route public transportation in their community. The Association of Travel Instruction identifies three different types of travel training.[17]

Transit Orientation

Group or individual activity conducted for the purpose of explaining the transportation systems, options, and services available to address individual transportation needs, maps and schedules for trip planning, fare system, how to use mobility devices while boarding, riding, and exiting, vehicle features, and benefits available.

Familiarization

Individual or small group trip activity of more experienced users to facilitate the use of a new transportation system with a travel trainer to explain features of access and usability.

Travel Training

One-to-one short-term instruction provided to an individual who has previously traveled independently and needs additional training or support to use a different mode of travel, a different route, mode of transit, or travel to a new destination; or one-to-one comprehensive, specially designed instruction in the skills and behaviors necessary for independent travel on public transportation provided to an individual who does not have independent travel concepts or skills to go from point of origin of trip to destination and back.

As noted earlier, fixed-route transit is the most widely available transportation option available in the Bay Area aside from driving and walking/rolling. In many communities it provides a base level of affordable service to access major destinations like school, work, medical appointments, shopping, etc. Travel training can help low-income populations, older adults, and people with disabilities access this transportation resource effectively.

Travel training programs can be sponsored by non-profit organizations, transit agencies, and cities or counties. Travel ambassadors can also give educational presentations, conduct group and one-on-one rider training, organize group trips on transit to interesting destinations, and provide assistance accessing transportation resources online and through phone-based transit apps.

Most travel training programs were suspended during COVID-19 and are beginning to reopen at the time of publication. The Center for Independent Living Community Connections transitioned to virtual training, and offers one-on-one training, wheelchair workshops, and a Coastal Connections Youth Program.[18]

Active Transportation

The Bay Area features a wide range of transportation programs focused on walking/rolling and biking, and more recently including micromobility such as scooters and bikeshare programs (**Figure 30**). Generally, these specific programs have not intersected with the disability community or been targeted to older adults or low-income communities. Since the last Coordinated Plan update in 2018, jurisdictions and providers have implemented pilots and programs helping to open up these modes to new communities.

17. Association of Travel Instruction, https://www.travelinstruction.org (accessed 2/15/2024)
18. CIL Community Connections https://thecil.org/travel-overview/ (accessed 2/15/2024)

Figure 30. Services Provided by Active Transportation Programs

County	Agency/Program	Information
Alameda	**Cycles of Change – Oakland Upcycle**	Formerly known as Bike-Go-Round, Oakland Upcycle connects low-income East Bay residents with free bicycles each year. Participants get everything they need to start using the bicycle as their primary transportation— a lock, helmet, rack and other essentials, a personalized transportation plan, and urban riding training from Oakland Upcycle instructors.
	Oakland – Adaptive Scooter Program	Short-term rentals of seated devices to meet the needs of community members who are not comfortable using 2-wheeled standing scooters. Adaptive devices are designed to be stood or sat upon, depending on the user's needs. Devices are delivered and picked up. Rentals are free and are offered on a first-come, first-serve basis.
	Superpedestrian – LINK Access	LINK Access is an adaptive vehicle program that provides alternative vehicles that accommodate some disabilities. Adaptive vehicles are available on a first come, first served basis. Rentals are available in a "round trip" model, meaning they will deliver and pick up the adaptive vehicle from the same location within local city boundaries or local operating area. They provide a helmet for use if desired. The program is free of charge to participants. The 2 adaptive vehicles include Rio Mobility's Firefly and Electric Tricycle.
San Francisco	**Bay Wheels Adaptive Bike Share**	Riders with differing abilities are able to ride adaptive bikeshare bikes in Golden Gate Park in San Francisco. The program operates out of Golden Gate Park every Sunday at the intersection of JFK and Kezar Drive, 10 a.m. to 4 p.m. when the park is closed to vehicular traffic.
Alameda, Santa Clara	**Veo Access**	Veo Access is an affordable way to use Veo in your city through discounted rates and to provide mobility services to all. To qualify, demonstrate eligibility or participation in any local, state, or federal assistance program.
Alameda, Santa Clara, San Francisco	**Bay Wheels Bike Share Program**	Bay Wheels provides affordable, accessible point-to-point bike sharing to Bay Area cities. Programs for riders with low incomes and the option to pay with cash put the Bay Area's regional bikeshare program within reach for more people.
Marin	**Cycling Without Age**	Volunteers (pilots) sign up for bike rides with older adults as often or as rarely as they want to. It is fare free and wheelchair accessible. It requires advanced reservation.
San Francisco	**Adaptive Bike Share**	SF program offers services operating at both the Bandshell in Golden Gate Park near the museums and at the Great Highway.

County	Agency/Program	Information
San Francisco	**Lime Adaptive Scooters, Lime Able, and Lime Access**	Adaptive vehicles designed for riders that have unique mobility needs. Lime Access provides discounted fares to qualifying riders in the United States, and access to Lime scooters for people without smartphones or credit cards.
	Adaptive e-scooters and e-wheelchairs in City of San Francisco	Bird, in partnership with mobility equipment rental company Scoot around launched a pilot program that provides electric wheelchair and mobility scooter rentals. Users book vehicles through Bird subsidiary Scoot. Although they are intended for disabled riders, the adaptive scooters are available to everyone

Jurisdictions are also implementing general Active Transportation/Complete Street improvements including traffic calming, speed reduction, sidewalk improvements, etc. These improvements are critical to helping individuals access transit.

Private Transportation and Other Services

Private transportation providers have always been an integral partner in the provision of transportation resources for low-income populations, older adults, and people with disabilities. Private transportation providers are for-profit entities in the business of transporting people. As noted earlier, most fixed-route transit agencies contract with private transportation providers to provide ADA paratransit. This is also true of many of the Community Based Shuttles described earlier. Most of the non-emergency medical transportation or non-emergency transportation providers are privately owned. In these instances, riders do not request or access the transportation directly from the private company, but through the agency sponsoring the service.

Other options are more likely to be requested directly by the rider. Taxis have filled gaps in service for transportation-disadvantaged populations for decades. Ridehailing (like Uber and Lyft) now fill many of the same gaps. Other examples of private transportation are motor coach services, shuttles, vanpools, and limousine and sedan services. These private transportation providers can be helpful in making first- and last-mile connections. However, riders can face barriers when trying to use private providers directly. One barrier is affordability, and another is accessibility for mobility devices.

Although private transportation providers are covered by the ADA in terms of access, service, fares, and training, they are not required to use accessible vehicles. Ridehailing companies have provided limited wheelchair accessible service in the Bay Area through UberWAV (wheelchair accessible vehicle) and LyftACCESS.

As noted earlier, some private transportation providers are deeply integrated into existing transportation services in the Bay Area. One such provider is MV Transportation. MV is a national company with corporate headquarters based in Dallas, Texas and satellite support centers located in Vacaville, California and Elk Horn, Iowa. MV is or has been an ADA paratransit provider in all nine Bay Area counties. They also provide a number of the community based shuttles described earlier including the Emeryville Emery Go-Round, Kaiser shuttles, and Alta Bates/Summit shuttles.

Another example of a private transportation provider filling multiple needs is RydeTrans. The same over-arching company provides ADA paratransit services to East Bay Paratransit, accessible charter service through Bell Transit Corporation, and regular and subsidized taxi services through Yellow Cab, Veterans Cab, and St. Mini Cab Corporation.

Other Unique Transportation Services

The Bay Area continues to be a hub of innovation. **Figure 31** lists two unique programs that fill specific unmet needs and could be replicated in other areas in the future.

Figure 31. Other Unique Transportation Services

County	Agency/ Program	Information
Alameda	**FASTER – Emergency Wheelchair Services by Easy Does it**	Fast Accessible Safe Transportation and Emergency Repair (FASTER) covering most of Alameda County. If the wheelchair, scooter, or other mobility device breaks down while you are away from home, the dispatcher will connect you with a FASTER Technician who will attempt to troubleshoot the issue over the phone. If it cannot be resolved, the FASTER Technician will meet you at your location, attempt minor on-site repairs, and get you and your equipment home safely. FASTER is available from 8:30 a.m. to 11:00 p.m., Monday through Friday, and 10:30 a.m. to 11:00 p.m. on weekends.
Napa	**Napa Valley Transportation Authority**	The Napa Valley Transportation Authority's (NVTA) Shared Vehicle program was created expressly for 501(c)(3) organizations that serve the elderly and people with disabilities. To qualifty for this program, you must be a non-profit, public, or 501(c)(3) organization that provides services for the elderly or people with disabilities. NVTA provides the vehicle and driver training.
Solano	**Vehicle Share Program**	Solano Transportation Authority purchased two wheelchair accessible vans for the Vehicle Share Program. This program allows the vehicles to be shared amongst multiple non-profits organizations that provide services for older adults and people with disabilities in Solano County.

Photo: Noah Berger

Challenges with Inventories

Many organizations within the Bay Area have sought to assemble comprehensive transportation inventories. It is an essential first step to establishing effective information and referral and mobility management. There are challenges in appropriately housing and updating inventories. Ideally the identification of one mobility manager per county, along with technological innovations will lead to a regional inventory that can significantly improve coordination of transportation for low-income communities, older adults, and people with disabilities.

Transportation Funding Resources

Federal Funding Resources

Federal Coordinating Council on Access and Mobility

Executive Order 13330 created the Coordinating Council on Access and Mobility (CCAM) in 2004 to increase the accessibility, availability, and effectiveness of transportation services for low-income individuals, older adults, and people with disabilities. The Executive Order instructs 11 CCAM federal agencies to deliver the most appropriate, cost-effective transportation services within the constraints of available funding. To promote increased State and local cost sharing, the CCAM Cost-Sharing Policy Statement includes essential transportation cost-sharing information. CCAM agencies agree that Federal grantees should coordinate their transportation resources whenever possible, including by splitting costs for mutually advantageous transportation services.

CCAM includes the Section 5307 Urbanized Area Formula Program. In small, urbanized areas with populations greater than 50,000 but less than 200,000, Section 5307 provides funding for capital assistance, planning assistance, and operating assistance for public transportation. In large, urbanized areas with a population over 200,000, Section 5307 also provides funding for capital improvements and planning assistance for public transportation. In FY 2024, approximately $317 million were distributed in the Bay Area.[19]

Napa, Vacaville, Fairfield, Soltrans, and Santa Rosa use 5307 funding for operating assistance, and most Bay Area operators utilize the optional ADA Set Aside section of 5307 funding for paratransit operating expenses. MTC sets aside 10% of Section 5307 for ADA paratransit services. Additionally, MTC opts to set aside Section 5307 for initiatives that address the mobility and accessibility needs of Equity Priority Communities[20] throughout the Bay Area.

CCAM also includes Section 5311 Formula Grants for Rural Areas, which provides funding for public transit in non-urbanized areas with a population of less than 50,000. In 2005, the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) established a new Tribal Transit Program as a takedown from Section 5311 which CCAM also considers. In rural areas, 83.15% of funds are distributed based on land area and population and 16.85% of funds are distributed based on land area, revenue-vehicle miles, and low-income individuals. Nationally in FY20, 5311 Formula Grants for Rural Areas provided $605 million, and the Tribal Program sub-program provided $35 million.[21] In FY22, LAVTA, Marin, Napa, SamTrans, VTA, Dixon, Rio Vista all used 5311 funding for operating assistance including paratransit.

Infrastructure Investment and Jobs Act (IIJA)

The Infrastructure Investment and Jobs Act (IIJA), passed in November 2021, provides approximately $1.2 trillion over 5 years from fiscal year (FY) 2022 through FY 2026, including $91.2 billion in transit investments for the U.S. DOT and its subsidiary agencies, including the Federal Transit Administration (FTA) and the Federal Highway Administration (FHWA). According to federal law, funds from the Federal-Aid Highway Program that were allocated for public transportation projects might be flexibly used (or transferred) for such projects and managed by the FTA. Flexing funding from federal highway projects to the federal transit program facilitates federal investments at the local level for initiatives that promote access, especially for underserved populations.[22]

19. https://www.transit.dot.gov/funding/apportionments/table-3-fy-2023-section-5307-and-5340-urbanized-area-formula-appropriations (accessed 5/15/2024))
20. Equity Priority Communities were formerly known as "Communities of Concern" and are census tracts with a disproportionately high percentage of underserved groups, such as low-income households, people with a disability, zero vehicle households, and people of color.
21. Fact Sheet: Formula Grants for Rural Areas Chapter 53 Section 5311, https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/funding/grants/40621/5311-rural-program-fact-sheet-fast.pdf (accessed 2/15/2024)
22. Flexible Funding for Transit and Highway Improvements, https://www.transit.dot.gov/funding/grants/grant-programs/flexible-funding-transit-and-highway-improvements (accessed 2/15/2024)

As part of the IIJA, the FTA's 5337 State of Good Repair and Rail Vehicle Replacement Program and 5339 Buses and Bus Facilities Grants Program were enhanced, further increasing transportation funding opportunities for older adults and people with disabilities. Section 5337 funds support maintenance, replacement, and rehabilitation of capital assets including elevators that improve transit station accessibility, while Section 5339 funds can be used to purchase accessible transit vehicles.

Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities

The Section 5310 Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities Program provides a mix of capital and operating grants to private non-profit corporations and public agencies to provide safe, efficient, and coordinated transportation services for seniors and individuals with disabilities for whom public transportation is otherwise unavailable, insufficient, or inappropriate.[23] Projects must be included in the region's Coordinated Plan to receive consideration for Section 5310 funding (**Figure 32**). Caltrans allowed MTC to make the funding decisions for the FY15, 16, and 17 funding cycle. Decisions were made by a Bay Area panel of stakeholders who were familiar with the local transportation gaps and priorities. Caltrans discontinued this practice and since then, Caltrans has made all funding decisions for the Bay Area using statewide criteria that does not include local project priorities or consider geographic equity within the region.

Figure 32. Section 5310 Funding by Project Type (2015-2021)

Project Type	FY15, 16 and 17	FY18 and 19	FY20 and 21
Equipment	0%	1%	2%
Mobility management	48%	27%	24%
Operating	28%	34%	37%
Vehicle expansion	4%	12%	3%
Vehicle replacement	20%	27%	34%
Total	**$13,854,498**	**$9,902,730**	**$10,517,903**

Under Caltrans decision-making, Section 5310 funding has shifted from mobility management projects and towards operating support and the purchase of vehicles. Mobility management funding has decreased each funding cycle, while funding for operational support, equipment, and vehicle replacement has steadily increased. Only vehicle expansion has not maintained a linear trend throughout the funding cycles, peaking at 12% in 2018-2019 before falling to 3% in 2020-2021.

23. Enhanced Mobility of Seniors & Individuals with Disabilities - Section 5310, https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310 (accessed 2/15/2024)

State Funding Resources

Transportation Development Act (TDA) and State Transit Assistance (STA)

In 1971, the California Legislature passed the Mills-Alquist-Deddeh Act (SB 325) to enhance the state's current public transportation options and promote regional transportation cooperation. The Transportation Development Act (TDA) allocates funding for both transit-related and non-transit-related goals that follow regional transportation plans.

The Local Transportation Fund (LTF) and the State Transit Assistance (STA) fund were both established by TDA as funding sources. Counties with a population of less than 500,000 may also use the LTF for local street and road building and maintenance. STA funding is only permitted for mass transit and transportation planning.

The Local Transportation Fund (LTF) is made up of a ¼ cent of the general sales tax collected statewide. The general sales tax revenues are provided to each county's LTF by the State Board of Equalization based on the amount of sales tax collected in each county. The LTF funds are then distributed among the counties based on population.

After appropriation from the state legislature, the State Controller's Office (SCO) is granted the STA funding for distribution. The SCO uses a formula to allocate STA funding to planning agencies and other chosen agencies. According to state law, half of STA funds must be distributed based on population, while the other half must be distributed based on transit operator revenue from the previous fiscal year.[24]

Transportation Development Act, Local Transportation Fund Article 3

The Transportation Development Act's (TDA's) Article 3 provides annual funding for projects involving bicycles and pedestrians. MTC permits counties to use 2% of the Transit Development Act (TDA) funds that they have accrued for TDA 3 projects in their jurisdictions. Per MTC guidelines, each county is free to choose how to allocate funds within the county. Some counties choose projects through a competitive process, while others allocate the money to jurisdictions based on population. The City or County Bicycle Advisory Committee must review each project and each county organizes a unified annual request for countywide projects to be funded. MTC evaluates applications and distributes funding to qualified projects.[25] Project sponsors must seek reimbursement by following MTC Resolution 4108.[26]

Transportation Development Act, Local Transportation Fund Article 4.5

PUC Section 99233.7 mandates that funds be set aside in specific counties for community transit and paratransit. Currently, this set aside is reserved for five counties: Alameda, Contra Costa, San Francisco, San Mateo, and Santa Clara. Claims under Article 4.5 may be made for community transit services, including those provided to people with disabilities who cannot use fixed-route transit.

24. Transportation Development Act, https://dot.ca.gov/programs/rail-and-mass-transportation/transportation-development-act (accessed 2/15/2024)
25. Bicycle & Pedestrian Funds (TDA 3), https://mtc.ca.gov/funding/regional-funding/tda-sta/bicycle-pedestrian-funds-tda-3#:~:text=Transportation%20Development%20Act%20Article%203,for%20bicycle%20and%20pedestrian%20projects. (accessed 2/15/2024)
26. Resolution 4108: TDA Article 3 (Bicycle and Pedestrian) Policies and Procedures, https://mtc.ca.gov/digital-library/13881-mtc-resolution-4108-tda-article-3-bicycle-and-pedestrian-policies-and-procedures (accessed 2/15/2024)

SB 1376: TNC Access for All Act

Approved in 2018, Senate Bill No. 1376: Transportation Networking Company (TNC) Access For All Act required the California Public Utilities Commission (CPUC) to establish a program related to accessibility for people with disabilities as part of its regulation of ridehailing companies like Uber and Lyft. [27] Beginning in July 2019, the CPUC mandated ridehailing companies to collect a $0.10 fee on each completed trip. The fees are to be used to support the development and expansion of on-demand wheelchair accessible service. Fees not used for this purpose are remitted to the CPUC and will be distributed on a competitive basis to establish on-demand transportation programs or partnerships to meet the needs of people with disabilities.[28]

Metropolitan Planning Organizations, like MTC, and county transportation authorities were invited to act as Access Fund Administrators. At present time, MTC has declined the role because of a lack of staffing resources, and only two Bay Area county transportation authorities have accepted the role: Contra Costa Transportation Authority and Solano Transportation Authority. Both counties are in the early stages of determining how to allocate. Metropolitan Planning Organizations and county transportation authorities have the opportunity to act as Access Fund Administrators annually. Additionally, transit operators may be offered the opportunity to act as Access Fund Administrators. The CPUC will appoint a Statewide Access Fund Administrator to administer the fund in areas where no party has accepted the role. This is expected to take place in 2024. The amount of funds available for each geographic area, as of June 30, 2023, are provided in the following table (**Figure 33**).

Figure 33. TNC Access for All Funding by County for 2024-25

County	Estimated Available Funds
Alameda	$2,825,014
Contra Costa	$434,226
Marin	$274,800
Napa	$200,898
San Francisco	$1,713,063
San Mateo	$2,150,419
Santa Clara	$3,663,138
Solano	$94,210
Sonoma	$373,222
Total	$11,728,990

In April 2022, the CPUC released the TNC Access For All Annual Benchmark Report. The report presents an analysis of wheelchair accessible vehicle performance data submitted by ridehail companies from 2019 to 2021. The CPUC found that the percentage of completed trips increased from 20 to 60% during the study period. Wheelchair accessible vehicle response times were within the required benchmarks, though passengers using wheelchairs experience longer wait times than passengers not using wheelchairs. Per-trip costs remain high, although it is speculated that increased ridership and decreasing expenditures could lead to greater cost efficiency.

27. California Legislature, SB 1376, https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201720180SB1376 (accessed 2/15/2024
28. California Public Utilities Commission, https://www.cpuc.ca.gov/tncaccess/ (accessed 2/15/2024)

California's Active Transportation Program

In 2013, Governor Brown created the Active Transportation Program (ATP), which consolidated other existing federal and state active transportation funding programs to support infrastructure and non- infrastructure projects. The purpose of the ATP is to increase biking and walking trips, increase safety and mobility for non-motorized users, enhance air quality and public health, and ensure disadvantaged communities fully share the benefits of the program. Each year, the program allocates 50% of its funds to projects on a competitive basis, 40% to regional agencies, and 10% specifically to rural areas. Exact funding amounts fluctuate from cycle to cycle.

Affordable Housing and Sustainable Communities Program

The Affordable Housing and Sustainable Communities Program (AHSC) provides funding for connected transportation improvements and the construction of affordable housing. By ensuring that housing, employment, and important destinations are reachable by walking, biking, and public transportation, AHSC makes it easier for Californians to drive less. Every project must include affordable housing, exist within proximity to a transit stop, have at least one project that enhances the infrastructure for bikes, pedestrians, or transit access, and provide residents of the affordable housing with free or reduced-price transit passes. Nearly 50% of all program expenses must go toward initiatives within and benefiting Disadvantaged Communities.

While affordable housing developers are the main candidates, cities, transit systems, and park districts are all eligible to apply as co-applicants or sub-recipients for project components. A wide range of transportation initiatives can be supported, including bike lane construction, sidewalk widening, transit stops renovation, and the acquisition of additional transit vehicles to increase fleet size and improve service delivery.[29]

AHSC is supported by the Cap-and-Trade Program of the California Air Resource Board, which imposes a statewide cap on the sources that account for 85% of California's greenhouse gas emissions and creates the price signal required to encourage long-term investment in cleaner fuels and more effective energy use.[30]

Mobility Hubs in Affordable Housing Pilot

Through the Mobility Hubs in Affordable Housing Pilot, three low-income Bay Area communities in Oakland, Richmond, and San José have access to electric vehicle car sharing and other transport choices. This pilot is possible because of a partnership between MTC and TransForm, a non-profit group that advocates for walkable neighborhoods with ample transportation options to combat climate change.[31] The Mobility Hubs in Affordable Housing Pilot is funded by the California Air Resources Board via the Greenhouse Gas Reduction Fund.[32]

California Department of Aging Local Aging and Disability Action Plan Grant Program

The California Department of Aging provided grants to communities to plan and develop local age- and disability-friendly action plans aimed at improving the livability of a community and addressing current and future needs of older adults and people with disabilities. Appropriate transportation options were an essential component of age- and disability-friendly communities. While cities and counties were the main candidates, transit agencies and county transportation authorities could partner on these grant opportunities. This grant program is now closed.

29. Affordable Housing and Sustainable Communities, https://sgc.ca.gov/grant-programs/ahsc/ (accessed 2/15/2024)
30. ARB Emissions Trading Program, https://ww2.arb.ca.gov/sites/default/files/cap-and-trade/guidance/cap_trade_overview.pdf (accessed 2/15/2024)
31. TransForm, https://www.transformca.org/ (accessed 2/15/2024)
32. Mobility Hubs in Affordable Housing, https://mtc.ca.gov/planning/transportation/access-equity-mobility/mobility-hubs-affordable-housing (accessed 2/15/2024)

Regional Funding Resources

One Bay Area Grant Program (OBAG)

The One Bay Area Grant (OBAG) program guides how MTC distributes federal transportation funding from the Federal Highway Administration to projects and programs that improve safety, spur economic development and help the Bay Area meet climate change and air quality improvement goals.

The OBAG program is divided into a Regional Program, managed by MTC, and a County and Local Program, managed by MTC in partnership with the nine Bay Area County Transportation Agencies. MTC, in cooperation with partners around the region and other interested stakeholders, will develop a program of projects to be funded in the Regional Program. Similarly, MTC works through county-based efforts when considering nominated project lists from county transportation agencies for the County and Local Program.

The regional program includes $375 million in funding for four years. Funds are targeted to address critical climate and focused growth goals of Plan Bay Area 2050, and used to coordinate and deploy strategies that are best suited for regional implementation, such as:

- Climate Initiatives
- Transformational Transit Action Plan near-term investments
- Near-term multimodal operational improvements, such as Bay Bridge Forward
- Priority Development Areas (PDAs), Priority Conservation Areas (PCAs), and other new growth geographies planning and implementation
- Complete Streets Policy and Regional Active Transportation Plan
- Regional Safety/Vision Zero Policy
- Pavement Management Program

The County and Local Program includes $383 million in funding over four years. In response to MTC's regional call for projects in May 2022, County Transportation Agencies conducted countywide outreach and initial project prioritization and submitted a project nomination list for consideration by MTC. The list of prioritized projects included a wide range of project types and projects in priority development areas.

Community Action Resource and Empowerment (CARE) Program

The Community Action Resource and Empowerment (CARE) Program is MTC's funding program to develop equity-based partnerships and provide resources to support Equity Priority Communities and other neighborhoods in the region.

CARE is funded by one-time state Regional Early Action Program (REAP 2.0) and One Bay Area Grant (Cycle 3) funds. The program will provide $21 million in funding to support programs advancing transportation equity beginning in 2024.

Regional Mobility Hubs Program

MTC organizes, finances, and offers technical support for mobility hubs to support first- and last-mile connections by giving users access to a variety of transportation options.Plan Bay Area 2040's Climate Initiative Strategy includes the Regional Mobility Hubs Program. The main objective is to reduce vehicle miles traveled to lower greenhouse gas emissions. The initiative helps achieve key regional and Plan Bay Area objectives, such as expanding transit access and connectivity, concentrating growth, boosting transit-oriented development, and creating practical transportation options across the Bay Area.[33]

The Regional Mobility Hubs Program is funded by One Bay Area Grant (Cycle 3), which allocates federal transportation funding from the FHWA to initiatives and programs that support the Bay Area's efforts to improve air quality and combat climate change. In addition, the mobility hub program receives funding from the Congestion Mitigation and Air Quality (CMAQ) Improvement Program.[34]

33. Mobility Hub Implementation Playbook, https://mtc.ca.gov/sites/default/files/Intro_MTC%20Mobility%20Hub%20Implementation%20Playbook_4-30-21.pdf (accessed 2/15/2024)
34. Federal Programs Directory: Congestion Mitigation and Air Quality (CMAQ) Improvement Program, https://www.transportation.gov/sustainability/climate/federal-programs-directory-congestion-mitigation-and-air-quality-cmaq (accessed 2/15/2024)

Local Funding Resources

Ballot Measures

With only a modest increase in Section 5310 funding and no new federal transportation funding sources exclusively dedicated for older adults and people with disabilities between 2018 and 2021, many stakeholders continued to look to local transportation ballot measures to provide funding for services for these under-served populations. Transportation funding has had mixed success at the ballot box since the 2018 Coordinated Plan update.

In 2018, Regional Measure 3 (RM3), requiring bridge toll increases, passed. RM3 was later challenged in court and funds were frozen, but the challenges were dismissed by the State Supreme Court in late January 2023. The Measure funds new BART cars, the extension of BART to Silicon Valley, new high-occupancy vehicle lanes in Marin and Sonoma, improvements to State Route 37 serving Solano, Marin, Napa, and Sonoma counties, more frequent and expanded ferry service, improvements to the Interstate 80/680/State Route 12 interchange, and the extension of Caltrain to downtown San Francisco. Stakeholders and advocates for older adults, people with disabilities, and low-income populations expressed disappointment at not being involved in planning discussions.

In 2020, an initiative called Faster Bay Area, led by Silicon Valley Leadership Group, the Bay Area Council, and SPUR, was put on hold due to COVID. The $100 billion "mega measure" would have created a "world-class, seamless, integrated transit system" across the entire Bay Area by asking voters to approve a one-cent sales tax increase and would have been on the ballot in November 2020.

Other recent election results include:

- **2018** – Measure AA transportation sales tax passed in Marin County and Measure W transportation sales tax passed in Marin and San Mateo County.
- **2019** – Measure B transportation sales tax passed in Santa Clara County in 2016 but was suspended until 2019 due to legal action. The funds are now available.
- **2019** – Prop D, a tax on ride-share businesses to fund public transportation, as well as pedestrian and bicycle infrastructure, passed in San Francisco.
- **2020** – Transportation sales tax measures passed in the City of Berkeley, Sonoma County, and for Caltrain (Peninsula Corridor Joint Powers Board District). However, other transportation-related sales tax measures failed in Contra Costa County and in the North Bay for Sonoma-Marin Area Rail Transit.
- **2022** – Prop L, a sales tax, passed in San Francisco and provides 11% of the total revenue for paratransit.

Local Transportation Sales Taxes

Highways, municipal streets, roads, and the Bay Area's transportation system are supported and funded by state excise taxes on retail sales as well as taxes on gasoline and diesel fuel. Eight of the nine counties in the Bay Area and voters throughout California have approved sales tax initiatives in support of transportation spending. These areas are frequently called "self-help" counties. Voters must approve local sales tax initiatives by a two-thirds majority.[35] The Self-Help Counties Coalition (SHCC) is a group of 25 local county transportation organizations that distributes transportation sales tax proposals in all of California that have received super majority voter approval.[36] **Figure 34** includes the eight Bay Area counties that have approved transportation taxes. Solano County is the only county without an approved transportation tax. Many counties have multiple sales tax measures that contribute different percentages to transportation and transit funding. For more information on these measures, please consult the transportation authorities listed below.

Figure 34. Bay Area Transportation Authorities Overseeing Sales Taxes

County	Transportation Authority Overseeing Sales Tax
Alameda	Alameda County Transportation Commission
Contra Costa	Contra Costa Transportation Authority
Marin	Transportation Authority of Marin
Napa	Napa Valley Transportation Authority
San Francisco	San Francisco County Transportation Authority
San Mateo	San Mateo County Transportation Authority
Santa Clara	Santa Clara Valley Transportation Authority
Sonoma	Sonoma County Transportation Authority

35. Sales Tax & Gas Tax Funding, https://mtc.ca.gov/funding/state-funding/sales-tax-gas-tax-funding (accessed 2/15/2024)

36. Self Help Counties Coalition, http://selfhelpcounties.org/ (accessed 2/15/2024)

Photo: Photo: Joey Kotfica

4. Outreach and Stakeholder Gap Identification

Needs Assessment

For this Coordinated Plan update, a needs assessment was conducted with members of transportation challenged communities to better understand their experiences and improve accessibility. The assessment spanned the nine-county San Francisco Bay Area. A number of methods were used to gather information: a community survey, multiple stakeholder interviews, public meetings, and a review of public input. The needs assessment sought to understand how transportation challenged communities travel, where they go, where they would like to go, how they get there, and the different types of challenges they face. We also asked for their thoughts on improving transportation. Methodology details, an analysis of key findings, and common trends are included in this chapter and in Appendices F and G.

Summary of Gaps

Access and Connectivity Gaps

- **Areas of our region that are either difficult or impossible to reach by public transportation - spatial disparities -** remain a significant issue in the region, with a lack of connectivity within and between suburban and rural areas being a top concern. This is compounded by demographic trends such as an increasing proportion of older adults, people living in poverty, and those without access to a vehicle. Access issues are also prevalent, with half of respondents reporting difficulty reaching desired destinations due to unreliable transportation, and three out of four respondents with disabilities, low incomes, or without vehicles reporting access issues. These trends are projected to continue.
- **Points in time that lack service - temporal gaps -** also constrain the mobility of low wage workers and those whose medical appointments are scheduled early in the morning, prior to available public transit services.

The desire to add more routes to the network and expand the time of service often arises from the necessity to improve accessibility and connectivity. Doing so could help ensure access to employment and essential services, reduce travel times, increase ridership, and make travel more convenient for the transit dependent.

- **Healthcare Access** comments were focused on three main categories: transportation for dialysis patients, traveling to medical facilities in hard-to-reach areas, and the lack of affordable non-emergency medical transportation options. These needs are particularly challenging in suburban or rural areas with high aging populations and limited fixed-route transit services. Through community outreach, we identified access to healthcare and medical trips as critical.
- I**nformation Access** continues to be a challenge. Stakeholders highlighted the need for available and reliable information that is ADA accessible, from bus timetables to cancelation notices, elevator issues, and route changes. Others have noted that transportation information is not always published in languages other than English, as required by Title VI. Additionally, digital accessibility can be a barrier as our transportation agencies work to comply with Section 508 of the Rehabilitation Act of 1973 and other web content accessibility requirements.

Coordination

- **Subregional Level** community engagement suggests a need for better subregional transportation coordination, particularly regarding access to healthcare and essential services. There are concerns about the lack of intercity service, inadequate frequency and coverage of fixed-route transit, and the difficulty of making connections between different modes of transportation. Paratransit services are also seen as not being adequately responsive, with issues such as a lack of communication when a pickup time is delayed. Some suggestions for improvement include further exploration of the commingling of paratransit and Medi-Cal-funded trips to healthcare, further support of volunteer driver programs, and making better use of ridehail trips (like Uber and Lyft) to healthcare appointments. There is also a desire for more personalized services such as Dial-a-Ride and small group transportation on small buses.

- **At the County Level** consider coordinating fares, wait times, and locations for same-trip paratransit rides crossing county lines for health services. There is a need for county-level "one-stop shop" mobility management sources to coordinate between different agencies and between counties.
- **Funding** comments received included that funding boundaries do not necessarily align with transportation needs, which could restrict the areas served. Transportation funding is particularly limited in counties without local sales taxes, especially for services beyond ADA requirements. Limited funding makes it difficult for agencies to provide consistent and long-term support for older adults, individuals with disabilities, and low-income communities with limited transportation options. There is a pressing need for more comprehensive and sustainable funding solutions. These could include exploring alternative funding sources, advocating for policy changes at the state and federal level to increase transportation funding, or implementing innovative solutions such as public-private partnerships.

Community Outreach

Older adults, people with disabilities, people with low incomes, people of color, and veterans within the nine-county San Francisco Bay Area were invited to participate in a survey about their transportation needs. A total of 717 people completed the survey online between April 14 and May 31, 2022 (**Figure 35**). The survey was offered in English, Spanish, and Cantonese. Surveys were promoted via MTC's mailing list, social media, paid advertising, partner organizations and community based organizations. Outreach to community based organizations helped to target transportation-challenged communities.

The survey sample was derived using a convenience approach, as opposed to a random approach to solicit public input, meaning responses came from participates who answered the survey, as opposed to a a random sampling of the population. Therefore, findings may not represent the opinions of a broader population. Much of the sample resided in San Francisco, Alameda, and Sonoma County. The sample had high rates of people with low incomes (below 200% of the Federal Poverty Level), older adults (age 65+), people with disabilities, and people without vehicle access. The sample had low rates of participation from Solano and Santa Clara County residents, people of color (particularly Latinos and Asians), and limited English speakers.

Figure 35. Survey Responses by County

County	Count	Percent
Alameda	135	18.8%
Contra Costa	78	10.9%
Marin	32	4.5%
Napa	25	3.5%
San Francisco	162	22.6%
San Mateo	53	7.4%
Santa Clara	78	10.9%
Solano	17	2.4%
Sonoma	116	16.2%
Refused/Other	21	2.9%
Total	**717**	**100.0%**

Respondents were asked about the modes of transportation they use most frequently, where they frequently travel, transportation obstacles, and transportation improvements. Half of participants reported that they could not easily get to most places they want or need using the transportation options they have access to. Additional comments from community members in public meetings helped gather useful feedback and concern of community members that could be used to improve accessibility. In total, comments came from 15 public meetings for groups such as Paratransit Coordinating Councils, the Regional Mobility Management Group, a committee for transportation mobility and accessibility, the region's Blue Ribbon Transit Recovery Task Force, and a community focus group.

Stakeholder interviews were conducted with community leaders from organizations whose members regularly face transportation challenges. They provided instances of specific use cases, with challenges as well as solutions that may be particularly helpful for their communities. Interviews with the following four individuals are described throughout the chapter:

- **Mary-Lim Lampe, Executive Director of Genesis,** a grassroots organization based in Alameda County, serving youth, elders, and people with disabilities, primarily in Black, Indigenous, and People of Color (BIPOC) communities.
- **Dang Pham of the Vietnamese American Service Center,** a county facility providing health and human services in a culturally competent and language-accessible manner.
- **Frank Welte, Specialist at SF LightHouse for the Blind,** an organization promoting independence, equality, and self-reliance of those who are blind or have low vision.
- **Ian Griffiths, Co-Founder and Policy Director of Seamless Bay Area,** a non-profit organization advocating for unified and equitable public transit.

Key Themes and Takeaways

What modes do people regularly use to get around?

Survey participants were asked what modes of transport they regularly used (at least 2-3 times a month) providing options like driving, walking, taking fixed-route and/or paratransit, getting a ride from someone else, using ridehail services like Lyft or Uber, etc. Overall, 71% of respondents owned or had access to a car. Most reported regularly walking (71%) or driving themselves (65%). Nearly half (40%) regularly took fixed-route (bus and light rail). Only 7% used ADA paratransit regularly.

- While **older adults walked** or drove more than other modes, they walked, biked, and took fixed-route at lower rates than younger people.
- Most **people with disabilities** regularly walked, got a ride, or took fixed-route. They got a ride, took the bus, used paratransit, and used ridehail at greater rates than those without a disability. Likewise, they walked, biked, drove themselves, and took BART at lower rates than those without disabilities.
- **People with low incomes** received rides from family and friends and used paratransit (if eligible for services) at greater rates than populations above the poverty level. People with lower incomes also drove themselves, used ridehail, walked, and biked at lower rates than people above poverty level.
- **People without vehicles** regularly walked or took fixed-route. Compared to those with a vehicle, these individuals got a ride, took fixed-route, used paratransit (if eligible for services), and used ridehail at greater rates.
- **Veterans** drove or walked at greater rates than non-veterans. Likewise, they took fixed-route at lower rates than non-veterans.

Photo: Photo: Hasain Rasheed/SFMTA Photographer

Where are people going?

Survey respondents were asked how often they went to different types of places such as medical appointments; grocery store, drug store, or other essential shops; non-medical appointments; visits with friends or family; place of worship; recreation places such as fitness centers, trails, or parks; restaurants; and concerts, sports events, or other entertainment. Respondents could indicate if they went rarely or never, once a month or less, a few times a month, a few times a week, or nearly every day.

Overall, 60% of respondents reported going to the grocery store, drug store, or other essential shops frequently (at least a few times a week). Next, 44% reported going to work or school, 37% to fitness centers, trails, or parks, 33% reported visiting friends or family, and 22% reported going to restaurants a few times a week or more.

Do people report access issues?

More than half (56%) of respondents agreed when asked “are there other places you would like to go, but find it hard due to lack of reliable transportation?” This was greatest among **people with disabilities** (75%), **people with low incomes** (75%), and **people without vehicles** (75%).

Where are people struggling to go?

We asked people how often the lack of reliable transportation prevented them from making different types of trips such as medical appointments, essential trips, meeting friends or family, going for recreational activities or events.

Approximately half the respondents reported frequent challenges getting to many places:

- Visits with friends or family
- Concerts, sports events, or other entertainment
- Non-medical appointments
- Restaurants
- Fitness centers, trails, or parks
- Grocery stores, drugstores, or other essential shops

Other locations that respondents reported challenges traveling to include:

- Medical appointments (43%)
- Senior and community centers (27%)
- Work or school (27%)
- Places of worship (19%)

Where would people like to go?

When asked where they would like to go in an open-ended format, respondents noted locations in San Francisco (17%) and across the greater Bay Area into other counties (37%). They also noted their desire to visit a variety of leisure destinations, including parks and gardens (24%), entertainment (18%), and shopping and dining (12%). These trends were similar across groups, though older adults, people with low incomes, and veterans indicated a greater desire to travel to entertainment (e.g., museums, concerts, sports events).

What barriers do people face?

We asked people to indicate three challenges they commonly face with transportation services in the Bay Area from a pre-determined list. Nearly all respondents (95%) experienced one or more forms of transportation barriers in the Bay Area. About two-thirds (59%) selected "it takes too long to get where I want or need" and 41% selected "I can't go *when* I want or need to (ex: evenings, weekends, same day)." A third (35%) selected "I can't go *where* I want or need to."

What support services could people use?

When asked if they need greater access to or support with different activities (e.g., as same-day trips, wheelchair accessible trips, frequent trips), many respondents reported a need for greater support with evening or weekend trips (38%) and same-day trips (36%). About a fifth (19%) needed help with making frequent trips (daily or 3-4 times a week) and out-of-area medical trips (18%). Fewer reported need for support with wheelchair accessible trips (7%) and entering and exiting their home/destination (5%).

What improvements would people make to transportation?

Respondents were asked "If you could improve one thing about transportation in your area, what would you do?" in an open-ended format. Their top responses included: increasing fixed-route transit service coverage (45%), improving coordination among services (24%), increasing affordability (particularly for on-demand services; 22%), and increasing fixed-route transit frequency (22%). Increasing accessibility (14%), fixed-route transit reliability (13%), and fixed-route transit travel times (13%) were also commonly cited improvements.

Community Input Opportunities

Figure 36 lists all outreach activities, some via email, completed by the Coordinated Plan team. Organizations from all nine counties of the Bay Area provided input, captured in individual comments.

Figure 36. Community Engagement and Outreach Activities

Organization	Counties Served	Type (Consumer, Provider, Advocate)	Date	Attendees / Representative
Alameda County Transportation Commission	**Alameda**	Consumer and Provider	N/A	N/A
Alameda Paratransit Advisory and Planning Committee (PAPCO) and Paratransit Technical Advisory Committee (ParaTAC)	**Alameda**	Consumer and Provider	10/25/2021	15
AC Transit Accessibility Advisory Committee	**Alameda, Contra Costa**	Consumer	N/A	N/A
East Bay Paratransit Service Review Advisory Committee	**Alameda, Contra Costa**	Consumer	N/A	N/A
Contra Costa County Employment and Human Services	**Contra Costa**	Provider	N/A	N/A
Contra Costa PCC	**Contra Costa**	Consumer	9/21/2020	21
Contra Costa Transportation Authority	**Contra Costa**	Provider	N/A	N/A
Downtown Martinez Community-Based Transportation Plan	**Contra Costa**	Consumer and Provider	N/A	N/A
Senior Mobility Action Committee, Contra Costa County	**Contra Costa**	Consumer and Provider	N/A	N/A
West Contra Costa Regional Mobility Working Group	**Contra Costa**	Consumer and Provider	N/A	N/A
Western Contra Costa Transportation Advisory Committee	**Contra Costa**	Provider	N/A	N/A
Marin PCC	**Marin**	Consumer	10/18/2021	10
Transportation Authority of Marin	**Marin**	Provider	N/A	N/A
Napa PCC	**Napa**	Consumer	9/3/2020	17
Napa Valley Transportation Authority	**Napa**	Provider	N/A	N/A
San Francisco County Transportation Authority	**San Francisco**	Provider	N/A	N/A
San Francisco PCC	**San Francisco**	Consumer	10/6/2021	26

Organization	Counties Served	Type (Consumer, Provider, Advocate)	Date	Attendees / Representative
City/County Association of Governments for San Mateo County	**San Mateo**	Provider	N/A	N/A
Peninsula Family Service	**San Mateo**	Provider	N/A	N/A
San Mateo County Health System	**San Mateo**	Consumer	N/A	N/A
San Mateo County Paratransit Coordinating Council (PCC)	**San Mateo**	Consumer	10/21/2021	16
HomeFirst	**Santa Clara**	Provider	N/A	N/A
VTA Committee for Transit Accessibility	**Santa Clara**	Consumer	7/8/2021	18
Solano PCC	**Solano**	Consumer	7/16/2020	23
Solano Transportation Authority	**Solano**	Provider	N/A	N/A
North Bay Organizing Project	**Sonoma**	Advocate	N/A	N/A
Sonoma Access Coordinated Transportation Services (SACTS) Committee	**Sonoma**	Consumer and Provider	1/9/2020	17
Sonoma County Connected Communities Transportation Focus Group	**Sonoma**	Consumer and Provider	N/A	N/A
Sonoma County Transportation Authority	**Sonoma**	Provider	N/A	N/A
Sonoma PCC	**Sonoma**	Consumer	9/21/2021	13
Bay Area Partnership Accessibility Committee	**Regional**	Provider	N/A	N/A
Blue Ribbon Transit Recovery Task Force	**Regional**	Provider	6/28/2021	N/A
Cycles of Change	**Regional**	Advocate	N/A	N/A
MTC Policy Advisory Council Equity and Access Committee	**Regional**	Consumer	N/A	N/A
Regional Mobility Management Group	**Regional**	Provider	10/12/2021	15
San Francisco Planning and Urban Research (SPUR)	**Regional**	Advocate	N/A	N/A
TransForm	**Regional**	Advocate	N/A	N/A

Photo: Noah Berger

5. Regional Recommendations and Actions

The purpose of this section is to provide recommendations for action to improve the Bay Area's transportation landscape in the near-term. Each numbered high-level recommendation has a brief description, example case studies and a table of specific actions related to the recommendation. Each action includes an agency lead and timeline. Potential agency leads include MTC, county transportation authorities, transit agencies, cities, counties, and community based organizations. In actions where MTC is not named, the role should be to help agencies move toward implementation—for example, getting programs implemented by providing funding, technical assistance, and removing bureaucratic roadblocks.

These recommendations were presented to stakeholders for prioritization in Phase 2 of outreach. Recommendations were further refined after this input for the Draft Final Plan.

1. Mobility Management

Designate a Mobility Manager in every county.

The 2018 Coordinated Plan update defined mobility management as follows:

> *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.*

The first recommendation listed in the 2018 Coordinated Plan update was to establish countywide mobility management. Although progress has been made in this area, some counties still have not formally designated a countywide provider for mobility management. Given this, MTC's Transit Transformation Action Plan (TAP) includes Action 21, stating the need to "Designate a Mobility Manager to coordinate rides and function as a go-between for transit agencies in each county, serving people with disabilities, older adults and people with low incomes." The designation process will reflect the differences between counties in organization, programs, and stakeholders. This recommendation should also be supported by Recommendation 2 to identify sustainable funding for mobility management activities, which is critical to the success of mobility management.

Case Studies

Case Study: Solano Mobility

Sponsored by the Solano Transportation Authority, the Solano Mobility Call Center provides information to callers to help them navigate public transportation, use ridehail programs, and plan pedestrian and bike trips. The Call Center provides live, personalized assistance to older adults, people with disabilities, low-income residents, transit-dependent individuals, and commuters. They have expertise across a broad range of transportation options, including bus, rail, ferry, shared ride, airporters, taxis, paratransit, private and non-profit transportation, and bikes. Both the Call Center and website (solanomobility.org), consolidate a wide range of resources related not only to transportation, but to other kinds of assistance available through human services agencies, non-profits, and the private sector.

- **Program Funding:** Section 5310, State Transit Assistance Funds (STAF) and Federal Highway Administration One Bay Area Grant (Cycle 3) funds
- **Program Costs:** The proposed budget in FY 20/21 included $128,945 for CTSA/Mobility Management Program and $307,046 for One Stop Transportation Call Center Program

Case Study: Denver Regional Mobility and Access Council Information and Assistance Center

Denver Regional Mobility & Access Council (DRMAC), the Regional Coordinating Council for the greater Denver metro area, manages the Informational & Assistance (I&A) Center, which is the "go-to" transportation resource for nine counties in the region. Individuals can contact the I&A Center to receive live consultation regarding all transportation options across the region, instead of having to navigate multiple agencies in search of a ride. In addition to the I&A Center, DRMAC produces a regional "Getting There" guide which contains information about paratransit, public/private transportation, ridehail options, and volunteer transportation. To promote language access, the guide and corresponding phone app have been translated to Spanish, Arabic, Russian, and Somali.

- **Program Funding:** Federal funds through the State DOT and donations

Case Study: Alameda County Paratransit Advisory and Planning Committee

The Paratransit Advisory and Planning Committee (PAPCO) provides recommendations to the Alameda County Transportation Commission with support from the Paratransit Technical Advisory Committee. PAPCO hosts an annual workshop for regional partners to share information and collaborate on topics such as transportation to vaccine appointments, emerging mobilities, and mobility management. PAPCO is unique from other coordinating councils since its membership is made up fully by consumers and offers compensation for its members' time.

Case Study: Marin Paratransit Coordinating Council (PCC)

The Marin PCC is an advisory council that provides feedback on the local and regional paratransit service provided by Marin Access. Among the responsibilities of Marin PCC, members review funding recommendations and expenditures, including funds from the Transportation Development Act (TDA). TDA funds, a cornerstone of state transit funding, allow each county to establish a quarter-cent sales tax to finance a variety of transportation projects including special transit services for riders with disabilities. When MTC passed Resolution 1209 in December 1982, it required that transit agencies receiving TDA Article 4.5 and TDA Article 8 funding must participate in PCCs and that those PCCs should develop spending priorities for those two funding sources. While these rules are established by MTC resolution, in practice only some regional PCCs follow them.

Action	Lead	Timeline
Meet with agencies, organizations, and interested parties in each county to discuss the current status of mobility management and find consensus on which entity should lead mobility management functions (TAP Action 21)	MTC	12 months
Monitor countywide transportation services through Paratransit Coordinating Councils	MTC/Transit Agencies/ County Transportation Authorities/County Mobility Managers	Ongoing
Investigate becoming a Consolidated Transportation Service Agency (CTSA)	County Mobility Managers	Ongoing

2. Funding

Identify sustainable funding for transportation services and mobility management.

Transportation services for older adults, people with disabilities, and low-income communities remain a patchwork partially because the funding to support the services is also a patchwork. Agencies currently rely on a variety of funding sources, none of which are consistent or sustainable:

- The Section 5310 program has an onerous application and grants management process, and not guaranteed for sustainable services. MTC's priority is a balance of mobility management, operations, and vehicle replacement projects. Generally, Caltrans funding awards do not reflect the priorities of the region, and do not support a county-based coordinated application approach that prioritizes local goals and fills the most urgent gaps. MTC continues to advocate for a joint MPO/Caltrans decision-making approach to funding decisions that will take into account local conditions and priorities.
- Agencies that obtain designation as a CTSA are eligible for State Transportation Development Act (TDA) funding and receive funding in other parts of California, but not in the Bay Area.
- Although SB 1376, the TNC Access for All (AFA) Act, was passed in 2018, the funding remains unavailable to most counties simply because there is not a fund administrator to oversee the program. Three counties in the Bay Area have opted to become fund administrators (Contra Costa, San Francisco, and Solano) but the rest of the counties are waiting for the California Public Utilities Commission to appoint a statewide fund administrator.
- Regional fund sources, such as the One Bay Area Grant Program (OBAG), do not currently set aside a portion of funding for accessible transportation or funds that are consistently committed through policy.
- On a local level, most counties in the Bay Area have a transportation sales tax, but not all have succeeded in passing or reauthorizing them. Also, different counties have different approaches to what proportion of that funding should be assigned to transportation for older adults, people with disabilities, and low-income riders.

A funding source needs to be identified or developed for mobility management activities (Recommendation 1) that does not detract from funding for existing services, such as transit.

Case Studies

Case Study: Past Cycles of Coordinated Approach to Section 5310 Funding in Contra Costa County

In two previous cycles, Contra Costa County met to discuss county priorities and funding needs weighed against available funding. These meetings resulted in extraordinary cooperation amongst potential funding recipients instead of competing against one another. During one cycle, one community based organization took the lead in submitting one application with all the funding needs. In the other cycle, each agency applied for the agreed upon amount. A coordinated approach saves time, administrative burden, and takes a local approach to determining funding priorities.

Case Study: Assembly Bill 540 – Senior and Disabled Transportation

In February 2023, Assemblymember Buffy Wicks introduced AB 540 to re-empower Consolidated Transportation Service Agencies (CTSAs) by establishing a CTSA in every California county. In California, CTSAs are the main tool to solve the issue of inefficient and duplicative transportation programs serving transportation disadvantaged populations and to better coordinate social service transportation with existing public transit. The bill would expand the authority of CTSAs to facilitate integrating the needs of older adults and people with disabilities into public policy and investment processes like capital improvement programs, general plan development, and transit stop access plans. AB 540 would also rely on local Coordinated Public Transit-Human Services Transportations Plans to ensure that investments are adequate and appropriate for local conditions. The bill would also provide provides an ongoing funding source, a transportation improvement fee of $10.00 per vehicle, with the revenues being provided to designated CTSAs. AB 540 was withdrawn from committee by the author and backers are planning to regroup and resubmit.

Action	Lead	Timeline
Research other sources of funding, such as sales taxes sponsored by a county or a non-profit organization instead of the transportation authority, or other sources of tax funds such as vehicle registration fees or property taxes	County Transportation Authorities/County Mobility Managers	Ongoing
Advocate for committed sustainable funding for transportation services for older adults, people with disabilities, and low-income communities in regional and statewide funding efforts	MTC/Transit Agencies/ County Transportation Authorities	Ongoing
Become a TNC Access for All Access Fund Administrator and/or provide guidance to counties and transit agencies on how to do so, or how to allocate funding	MTC	12-24 months
Develop Bay Area strategies and policies for sustainable funding, e.g., for CTSAs, TNC Access for All funds, countywide Section 5310 application coordination, funding set asides for OBAG, etc.	MTC/Transit Agencies/ County Transportation Authorities/County Mobility Managers	24 months

3. Transportation Access to Healthcare

Improve transportation access to healthcare.

Community outreach for this plan identified access to healthcare and medical trips as a continued critical need for the populations included in this plan. Some specific recommendations for this area include further exploration of commingling of paratransit and Medi-Cal funded trips to health care, further support of volunteer driver programs, and making better use of ridehail (like Uber and Lyft) trips to healthcare appointments — such as providing escorts. Different geographies require different approaches, for instance some rural areas do not have ridehail service available.

ADA paratransit is often utilized by individuals and medical organizations for trips to medical appointments because paratransit fares are lower than the cost of non-emergency medical transportation. Most transit providers are unable to obtain MediCal reimbursement for eligible trips due to obstacles "commingling" these trips with other paratransit trips. Assembly Bill 719 introduced and vetoed by the Governor in 2023[38] and Assembly Bill 2043 introduced and held under submission in 2024[39] are examples of legislative attempts to address this challenge. These bills would have required the Department of Health Care Services to require managed care plans to contract with public transit operators for the purpose of establishing reimbursement rates for nonmedical and nonemergency medical transportation trips provided by a public transit operator. Further, this legislation would have required the rates reimbursed by the managed care plan to the public transit operator to be based on the department's fee-for-service rates for nonmedical and nonemergency medical transportation service.

Volunteer driver programs can be extremely helpful in providing healthcare related trips for low-income populations, older adults, and people with disabilities, particularly if they provide door-through-door service. Traditional volunteer driver program models are where an organization will recruit drivers and assign trips. However, organizations are also using the reimbursement model, where the traveler identifies the volunteer (which could be family or friend) and mileage-based reimbursement is provided by the agency to the volunteer. These programs are generally easier to administer and address the difficulty in finding insurance companies willing to write policies for traditional volunteer driver programs.

Ridehail services can also provide increased access to healthcare trips, particularly when trips can be scheduled and/or subsidized by healthcare providers, caregivers, etc. Volunteers can also assist individuals on these critical trips through an escorted program, without needing to use their private vehicle. A concierge option can also be implemented to schedule these trips.

38. Office of the Governor veto letter, https://www.gov.ca.gov/wp-content/uploads/2023/10/AB-719-Veto.pdf (accessed 10/26/2023)

39. AB-2043 Medi-Cal: nonmedical and nonemergency medical transportation. https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB2043 (accessed 4/18/2024)

Photo: Kazuma Seki

Case Studies

Case Study: Independent Living Partnership's TRIP Volunteer Driver Program

Started in 1993, the Independent Living Partnership (ILP) TRIP volunteer driver program in Riverside County provides over 10,000 trips per month to older adults and people with disabilities.[40] TRIP was originally a collaborative partnership between ILP, the local Area Agency on Aging, and the Riverside County Transportation Commission. Riders generally recruit their own volunteer drivers and schedule directly with them, which lowers coordination costs for the TRIP program. Riders submit a mileage reimbursement request to TRIP and receive payments directly which they distribute to their volunteer drivers. The minimum insurance needed for a TRIP model service program are commercial liability insurance and non-owned auto coverage.

- **Cost for riders:** Free
- **Average cost of an individual one-way trip:** $5.89
- **Program operation cost in October 2022:** $72,927
- **Program Funding:** TRIP receives funds from the Riverside County Transportation Commission, the Riverside County Office on Aging, federal transportation grants, foundations, and cities

Case Study: Drivers Assisting Seniors in Healdsburg (DASH) and Assisted Rides

The City of Healdsburg launched its DASH program in 2019, a volunteer driver program which offers rides to medical appointments, shopping, or social activities for residents aged 60 and older. The program uses Assisted Rides, a scheduling and data management software to match drivers with riders.[41] Unlike traditional volunteer programs in which drivers use their personal vehicles, the city owns three electric vehicles for volunteers to drive. These city-owned and maintained vehicles are key to the program's success in recruiting and retaining volunteers, especially during periods of rising gas prices. The program is funded by the city's Transient Occupancy Tax (TOT) and a Caltrans grant administered through Sonoma County, which together cover the cost of the vehicles, a paid ride coordinator, insurance, vehicle maintenance, and the Assisted Rides scheduling software.[42]

40. Independent Living Partnership Riverside TRIP History https://ilpconnect.org/trip-riverside/history/ (accessed 2/15/2024)
41. Assisted Rides website, https://assistedrides.com/ (accessed 2/15/2024)
42. City of Healdsburg, DASH Volunteer Driving Program, https://www.ci.healdsburg.ca.us/904/DASH-Volunteer-Driving-Program (accessed 2/15/2024)

Case Study: Solano Older Adults Medical Trips Concierge Services with GoGoGrandparent

The Solano County Older Adults Medical Trip Concierge Service Program works in partnership with GoGoGrandparent, a concierge service that connects riders who use flip phones, landlines, or smartphones to a Lyft or Uber driver.[43] Through its use of GoGoGuardian technology, the program arranges rides for users without requiring them to speak with an operator. Since drivers are not trained to help people who require physical assistance into cars, GoGoGrandparent asks that riders be able to enter and exit vehicles independently. Rides scheduled through the Solano Older Adults Medical Trips Concierge Service are subsidized by 60-80% for older adults and low-income individuals. (Note: This program is offered through Solano Mobility, described in the Mobility Management section above.)

Case Study: Rides2Wellness in Ada County, ID[44]

Valley Regional Transit (VRT) partners with three regional medical systems to provide free rides for participants who are not eligible for Medicaid transportation. The program, called Rides2Wellness, launched in 2016 using grant funds from St. Luke's Medical Group and matching funds from FTA. To get assistance, participants must have an appointment at a participating clinic and pre-arrange rides at least two days in advance.

- **Service Hours:** Monday-Friday, 7am-6pm
- **Cost for Riders:** None
- **Eligibility:** Riders must not be eligible for Medicaid transportation; live in Boise, Meridian, Garden City, Eagle, or Star; have an appointment at a participating clinic; and have no other means of transportation to get to their appointment
- **Program Funding:** Grant funds from participating hospitals and clinics with matching funds from FTA

Action	Lead	Timeline
Support legislation that allows ADA paratransit providers to obtain Medi-Cal reimbursement for eligible trips, e.g., Assembly Bill 2043[45]	MTC/Transit Agencies/ County Transportation Authorities	12-36 months
Pilot a regional medical trip door-through-door volunteer driver program using the reimbursement model	County Transportation Authorities/County Mobility Managers/ Community Based Organizations	12-36 months
Provide more ridehail medical trip programs	County Transportation Authorities/County Mobility Managers/ Community Based Organizations	Ongoing

43. GoGo, https://gogograndparent.com/ (accessed 2/15/2024)

44. Valley Regional Transit, Rides2Wellness Ada County, https://www.valleyregionaltransit.org/services/rides2wellness (accessed 2/15/2024)

45. AB-2043 Medi-Cal: nonmedical and nonemergency medical transportation. https://leginfo.legislature.ca.gov/faces/billNavClient.xhtml?bill_id=202320240AB2043 (accessed 4/18/2024)

Photo: Heather Moran/ SFMTA Photographer

4. Improve ADA Paratransit

Support regional and local efforts to improve ADA paratransit.

ADA paratransit remains the largest source of rides for many people with disabilities and some older adults in the Bay Area. The multiple transit agencies responsible for providing ADA paratransit in the Bay Area face high costs in providing these trips. Riders, often without other options, also face high costs, in the form of long travel times, the lack of spontaneous travel options, and high fares compared to fixed-route transit. Improving paratransit has long been a goal in the region, but little has been done to expand public transit options for people with disabilities. Paratransit has not kept pace with improvements seen with other transportation services and has remained largely unchanged since its inception in the 1990's. Paratransit is now a main focus of the region's Transit Transformation Action Plan (TAP).

Aspects of TAP actions 23 and 25 focus on reducing paratransit costs by enabling paratransit fare payments through Clipper (reducing cost to deal with cash and the printing, selling and mailing of tickets), standardizing ADA paratransit eligibility to improve accuracy of assessments (thereby potentially reducing costs and safeguarding the service for those who truly need it), and increasing other forms of transportation, including fixed-route transit for paratransit riders (providing more and possibly less expensive travel options during the paratransit eligibility process). The TAP also goes further towards improving services for ADA paratransit riders. TAP actions 21, 22, and 24 focus on creating mobility management to better coordinate services for disabled people, pilot options to eliminate transfers between agencies for riders taking regional trips, propose changes to ADA paratransit, and develop new services beyond the ADA to better serve the travel needs of disabled riders.

In September 2023, the Federal Transit Administration issued a guidance letter[46] to support the use of federal transportation funds for the development of a more equitable public transit system for people with disabilities. The letter urged public transit agencies to provide more flexible paratransit services that include same day service, providing intermediate stops, and to use technology to provide more real-time service, particularly for return trips from medical appointments or stops at pharmacies.

MTC and its partners across the region have been and will continue to work on these issues over the coming years. Items likely to be grappled with during this planning effort are proposals to maintain core hours and areas of paratransit service, reducing paratransit fares, providing free fares on fixed-route, ensuring Clipper payment is available to paratransit riders, developing same-day paratransit service, transitioning ownership to MTC and upgrading the paratransit regional eligibility database, and developing new methods of delivering cross jurisdictional trips.

46. FTA Dear Colleague Letter, www.transit.dot.gov/sites/fta.dot.gov/files/2023-09/Dear-Colleague-Letter-FTA-Highlights-Grant-Programs-that-Support-Real-time-ADA-Paratransit-Service.pdf (accessed 9/15/2023)

Photo: MTC Archive

Case Studies

Case Study: Access in Los Angeles County

Access is a curb-to-curb, shared-ride paratransit service that is available for county residents who live within ¾ mile of fixed-route bus or rail service in Los Angeles County. Its service area covers almost all 88 jurisdictions in the county and extends to surrounding San Bernardino, Orange, and Ventura counties. Except for trips to and from Santa Clarita or the Antelope Valley, riders can stay in the same vehicle with no need to transfer. Access enters and administers federally funded regional contracts with independent, private transit providers to staff positions including drivers, customer service representatives, and dispatchers.

- **Service Hours:** 4:00 am-12:00 am, 7 days a week
- **Cost for Riders:** $2.00-$3.50 for one-way trip
- **Eligibility:** An in-person evaluation to determine a person's ability to use accessible buses and trains in the county. Eligibility is not solely based on disability, age, or medical diagnosis.
- **Program Funding**: Los Angeles County MTA funds, Section 5310, Section 5312, passenger revenues
- **Program Costs:** In FY 2020/21, the cost per trip was $75.96, cost per passenger was $60.90, and the cost per Contract Revenue Mile was $7.33. The total operating and capital expenses budgeted for FY 2022/23 is $251,874,890.

Case Study: Regional Paratransit Trip Booking Pilot Project

MTC, AC Transit, BART, and the Santa Clara Valley Transportation Authority have partnered together to pilot a demonstration project to streamline communication between transit agencies when booking paratransit trips that cross jurisdictional boundaries and require a transfer. The pilot will create a backend software platform for transit agencies and will facilitate the discovery of paratransit service information through the 511 system. This project will improve the experience and efficiencies for transit agencies and also increase available data about cross-jurisdictional paratransit trips. The pilot is underway and will conclude in 2025.

Case Study: Contra Costa One-Seat Ride Pilot

The Contra Costa OSR is piloted by County Connection, Tri-Delta Transit, LAVTA Wheels, and WestCAT. After a lengthy period of development and planning, the OSR pilot operation start date was accelerated amid concern about the spread of COVID-19 and began in November 2020.[47] The pilot provides approximately 700 one-way trips per month. The program has some operational disadvantages and inefficiencies related to deadhead costs (traveling without a passenger) and demand response, but these issues, as well as results from the pilot, are still being evaluated.

- **Service Hours:** Same as the ADA paratransit service in each area
- **Cost for Riders:** Paratransit fare of trip origin
- **Eligibility: Must** be currently certified eligible with participating agencies' paratransit programs
- **Program Funding:** Transit operating funds; potentially Measure X in the future, which levies a ½ cent sales tax in Contra Costa County[48]
- **Program Costs:** Estimated operating expense in 2021 was $32,000. Estimated operating expense in 2022 was $50,000.[49]

Case study: Tri Delta Transit's Means-Based Paratransit Fare Program

The East County Means-Based Paratransit Fare Program was a partnership between Tri Delta Transit, the Contra Costa Transportation Authority, and the Contra Costa Crisis Center. Extremely low-income Tri Delta Transit registered paratransit ADA passengers can receive up to ten free paratransit rides per month as part of the program.

- **Service hours:** Same as Tri Delta Transit's ADA paratransit service
- **Cost for Riders:** None
- **Eligibility:** Must be a current registered Tri Delta Transit ADA paratransit rider and meet the household income eligible of less than 30% of area median income
- **Funding:** Measure X, which levies a 1/2 cent sales tax in Contra Costa County
- **Program Costs:** $100,000 in Measure X funding

Action	Lead	Timeline
Implement listening sessions and other engagement strategies to identify key paratransit challenges and recommend improvements (TAP Action 24)	MTC/Transit Agencies	12-24 months
Implement a more standard approach to determining paratransit eligibility around the region (TAP Action 25)	MTC/Transit Agencies	24 months
Fund one seat paratransit ride pilots and develop cost sharing policies for paratransit trips that require multiple transit agencies (TAP Action 22)	MTC/Transit Agencies	24 months
Enable riders to pay for paratransit rides with Clipper (TAP Action 23)	MTC/Transit Agencies	12-36 months
Continue to support the Regional Paratransit Trip Booking Pilot Project to increase efficiencies for cross-jurisdictional paratransit rides	MTC/Transit Agencies	24 months
Transition the Regional Eligibility Database (RED) ownership to MTC and upgrade/modernize the database	MTC/Transit Agencies	24-36 months

47. County Connection Board Report, https://countyconnection.com/wp-content/uploads/2020/12/8.-One-Seat-Ride-Update.pdf (accessed 2/15/2024)

48. Measure X Program Allocation Summary, https://www.contracosta.ca.gov/DocumentCenter/View/74239/Measure-X-Recommendation-Summary-Chart- (accessed 2/15/2024)

49. County Connection Fiscal Year 2022 Proposed Budget and Forecast Update, https://countyconnection.com/wp-content/uploads/2021/06/FY-2022-Budget.pdf (accessed 2/15/2024)

5. Shared and Future Mobility

Support the accessibility of shared and future mobility.

The Bay Area continues to be the birthplace or proving ground of a number of innovative transportation options including new ridehail options, micromobility, and autonomous vehicles. However, ensuring these new modal options are accessible and inclusive to older adults, people with disabilities, and low-income communities remains a challenge.

Autonomous vehicles are a newer modal option for older adults, people with disabilities, and low-income communities. Ongoing challenges include safety and accessibility concerns – currently, neither the federal government nor any state requires autonomous vehicles to be accessible for people with disabilities. In San Francisco, test autonomous vehicles often pick up and drop off passengers in travel lanes, a safety issue and accessibility issue for older adults and people with disabilities who may need curb-to-curb or door-to-door service. Autonomous vehicles in San Francisco have also hindered first responders responding to emergencies and have seen increased crash rates. Citing safety reasons, the California Department of Motor Vehicles has suspended one autonomous vehicle company.[50] Shared autonomous ride programs can also cost more per ride than traditional paratransit rides and have similar ongoing challenges to ridehail trips. Ongoing challenges with ridehailing include very limited access to wheelchair accessible vehicles, and a need for concierge programs for individuals without smartphones or without the tech savvy to use the applications.

Ongoing challenges with micromobility include accessibility and safety. Traditional types of micromobility include bikeshare and scootershare, both of which are often inaccessible or unsafe for older adults and people with disabilities, or in rural or low-income areas. There are several examples of equity-focused pilots that have focused on expanding access to micromobility for low-income riders, but few micromobility companies have created accessible devices. Some cities are piloting adaptive bikeshare and scootershare, like San Francisco, which piloted an adaptive bike-share program and an adaptive scooter pilot program. These scooters often include a seat of some kind, so riders do not have to stand. Beyond the accessibility of devices, concerns have been raised about riders riding and parking on sidewalks and blocking sidewalks for older adults and people with disabilities.

Case Studies

Expert Recommendations: Consortium for Citizens with Disabilities

The Consortium for Constituents with Disabilities (CCD) is a coalition of national organizations working together to advocate for public policy that ensures self-determination, independence, empowerment, integration, and inclusion of people with disabilities in all aspects of society. In recognition of the potential for autonomous vehicles to drastically improve access for people with disabilities, CCD's Transportation Task Force released a set of policy recommendations in March 2020. Recommendations include:

- Prohibit discrimination based on disability status in licensing and insurance processes.
- Establish an autonomous vehicle advisory committee with an accessibility subcommittee that includes cross-disability representation.
- Incentivize and prioritize research, testing, and deployment of accessible passenger autonomous vehicles.

Case Study: Toronto Uber Wheelchair Accessible vehicles

Regulatory environments for wheelchair accessible vehicles in ridehailing fleets vary by location. In Toronto, ridehail company regulations for wheelchair accessibility is stricter with higher and more equitable standards when compared to other large North American cities. Toronto requires ridehailing companies to provide all customers with the option to request a wheelchair accessible ride and for wait times for wheelchair accessible rides to be comparable to the average wait time for non-accessible taxicab services in the city. Additionally, drivers of wheelchair accessible vehicles are required to complete a training program and comply with vehicle inspections every six months.

50. DMV Statement on Cruise LLC Suspension, https://www.dmv.ca.gov/portal/news-and-media/dmv-statement-on-cruise-llc-suspension/ (accessed 10/25/2023)

Case Study: Waymo Testing in San Francisco

Autonomous vehicle manufacturers Waymo and Cruse have extensive testing programs within San Francisco. Waymo has included wheelchair users and accessible vehicles as part of its "Waymo One Trusted Tester" program, a research program for select Waymo employees to test autonomous ridehailing and give feedback on the latest technology. Waymo provides an equivalent level of service for accessible vehicles as it does its autonomous vehicle sedans. Cruise, another autonomous vehicle company testing in San Francisco, is developing a wheelchair-accessible autonomous vehicle but the vehicle has not been deployed for testing yet. Cruise has provided fare-free rides as part of a pilot program since 2022. In August 2023, the California Public Utilities Commission voted to allow Waymo and Cruise to begin 24/7 commercial operations, including fare charges, immediately.[51] And while the California DMV suspended Cruise's autonomous vehicle deployment and driverless testing permits,[52] Waymo continues to operate.

Case Study: SFMTA and Lyft Adaptive Bikeshare Program

San Francisco's Adaptive Cycling Program is a partnership between SFMTA, San Francisco Recreation and Parks, and the Bay Area Outreach and Recreation Program. In the free program, people with disabilities can reserve an adaptive bicycle in Golden Gate Park on Saturdays from October to April. Bay Area Outreach and Recreation Program staff fit participants to adaptive bikes and help transfer them from their mobility device when necessary. In the 2021 pilot, seventy-eight percent of participants were new adaptive bikeshare riders, and the vast majority of participants surveyed (94%) said they would like to use bikeshare again. The program was popular across age groups: participants had an average age of 38, ranging from 14 to 82 years old.[53]

Case Study: SFMTA Adaptive Scooter Share Program

As part of the Powered Scooter Share Permit Program, SFMTA requires that adaptive devices must comprise at least 5% of the on-street scooter fleet of any provider who has a permit to operate in San Francisco. Current permit holders Lime and Spin each offer adaptive scooters with seats to provide more comfort and stability. These scooters can be rented through the app like other scooters. Spin and Lime also provide additional adaptive devices free of charge through SFMTA's Complementary Adaptive Program.

Action	Lead	Timeline
Leverage TNC Access for All Act funding to provide accessible on-demand trips	MTC/County Transportation Authorities/ County Mobility Managers	12-24 months
Partner with private companies on pilots for programs such as bikeshare, carshare, and autonomous vehicles that include or focus on older adults, people with disabilities, and low-income communities	MTC/County Transportation Authorities/Community Based Organizations	Ongoing
Model recommendations similar to those from the Consortium for Citizens with Disabilities for accessibility of new technologies and modes	MTC	Ongoing

51. California Public Utilities Commission news release, https://www.cpuc.ca.gov/news-and-updates/all-news/cpuc-approves-permits-for-cruise-and-waymo-to-charge-fares-for-passenger-service-in-sf-2023 (accessed 9/16/2023)

52. DMV Statement on Cruise LLC Suspension https://www.dmv.ca.gov/portal/news-and-media/dmv-statement-on-cruise-llc-suspension/ (accessed 10/25/2023)

53. SFMTA Adaptive Bikeshare Program, https://www.sfmta.com/blog/permanent-adaptive-cycling-program-unveiled-golden-gate-park (accessed 2/15/2024)

6. Equity

Identify and fill equity gaps.

Communities of color, and other underrepresented groups, have a substantial overlap with the populations identified for this Plan – older adults, people with disabilities, and low-income communities. This intersectionality cannot be ignored and should be addressed first by rigorous and thorough data collection and analysis of all programs and populations served. The Demographic Profile completed for this Coordinated Plan update notes the following:

- The proportion of people in the Bay Area living in poverty in the past decade has slightly decreased but is projected to increase regionwide in the coming decades due to increased cost of living.
- The racial and ethnic makeup of the Bay Area has changed slightly over the last decade with an increase in the percent in the region that identify as Asian and a decrease in the percent that identify as white.
- Nearly one in ten Bay Area households does not have access to a vehicle.
- About 60% of the region's population is non-white, with about a quarter of residents who are Hispanic, a quarter of whom are Asian, and the remainder of whom are Black, Native Hawaiian or other Pacific Islander, multiracial, or other races and ethnicities.

Programs need to be evaluated throughout their operation to determine if their reach into the community matches the demographics of that community. If it is found that a community is underserved, or services are disproportionate to the demographic make-up or distribution within the community, program administrators should employ recommendations to increase outreach to underrepresented communities. MTC models some of this through equity analyses of funding but needs to demonstrate equity evaluations throughout entire processes and require the same from all organizations that receive funding.

In addition to the recommendations listed elsewhere, communities of color can benefit from a number of recommendations developed for low-income communities.

Case Studies

Case Study: Universal Basic Mobility (UBM) Pilot in Oakland

From November 2021 to November 2022, the City of Oakland offered 500 participants restricted prepaid debit cards with which they could purchase trips or passes on public transit, bikeshare, and e-scooters. The goal of the pilot was to assess whether UBM would (1) increase transit use, walking, biking, and shared mobility trips and (2) reduce single-occupancy vehicle trips near the city's bus rapid transit corridor. Each debit card was loaded with $300 (through 2 disbursements of $150) and distributed through the mail. Data from the program's evaluation showed it was successful in reaching low-income participants who identify as Hispanic/Latino or Black/African American. A mid-program survey found that participants rode transit more and drove less often for their commute than they did previously, measuring a 6% reduction in commutes by car. Another 23% of participants reported driving alone less frequently. The city sees potential for long-term implementation of a similar program and is exploring ways to fund future UBM efforts.

- **Restrictions:** Cards were limited to specific merchants, including AC Transit, Clipper®, BART, Amtrak, BayWheels, LINK, Lime, Veo, and WETA Ferry
- **Program Funding:** Alameda County Transportation Commission grant and local match from City of Oakland

Case Study: Government Alliance on Race & Equity (GARE) Racial Equity Toolkit

GARE is a national network of governments working to achieve racial equity and advance opportunities for all. Its Racial Equity Toolkit guides government agencies to consider racial equity in decisions, including policies, practices, programs, and budgets, by asking a specific set of questions about an agency's decision-making process. It then articulates strategies around racial equity, implicit and explicit bias, and individual, institutional, and structural racism.

Case Study: San Francisco School Access Plan

The school commute in San Francisco is difficult for students and caregivers, especially for young students and their families. Like many cities around the country, yellow school bus service in San Francisco is limited. Most parents and caregivers must arrange their own transportation to school and aftercare programs. The San Francisco County Transportation Authority's 2016 Child Transportation Survey found that caregivers are interested in alternatives to their current transportation options and that parents across all areas of the city and all demographic groups strongly believe the City should help improve school commutes. At the direction of former SFCTA Commissioner Gordon Mar, the SFCTA developed the San Francisco School Access Plan to recommend strategies that the City and County of San Francisco can pursue to improve sustainable transportation options for kindergarten through 5th grade students. The Plan complements San Francisco's existing Safe Routes to Schools Program by focusing on caregivers and students who have trips to school and aftercare activities which are longer than a young child could reasonably walk or bike. The plan was funded through a Caltrans Sustainable Communities Planning Grant with matching local funds from former Commissioner Mar's office.

Research Based Recommendations: Census Transportation Planning Products (CTPP) Brief: Commuting in America for People with Disabilities[54]

This study used three publicly available national datasets: the American Community Survey, National Household Transportation Survey, and the American Time Use Survey to identify key trends and factors that differentiate travel behavior between people with disabilities and people without disabilities. Key findings include:

- Public transportation use by people with disabilities has declined over time.
- Most people with disabilities use a personal vehicle for transportation, regardless of disability status.
- People with disabilities report lower internet use and access and lower computer and smartphone ownership than people without disabilities. Such technologies can lower barriers that people with disabilities encounter when traveling.

Equity and Rider-Centered Performance: KPIs for public transport: The shift from asset-focused to rider-oriented approaches[55]

Transportation agencies and organizations tend to evaluate success through key performance indicators (KPIs) based on how well vehicles are performing, for instance, percentage of on-time performance and time frequency (vehicle headways). These KPIs are important, but do not tell the entire story of how well a transportation service is working for the riders of the service. Agencies and organizations should also include rider focused KPIs such as average transit journey compared to other modes for the same trip, average wait time for transfers, and the percentage of riders arriving within the set scheduled time. Including equity and rider-focused KPIs will provide a fuller picture of how service is performing and will incentive service planning around passenger experience.

54. McKernan, G., Dicianno, B.E., et al., CTPP Issue Brief: Commuting in America for People with Disabilities.

55. Caltrans Mobility Newsletter Research & Reporting from California, the U.S., and Around The World, October 17, 2023, https://caltransitdashboard.net/wp-content/uploads/2024/06/Caltrans-Mobility-Newsletter-October-17th-2023-Deep-Dive.pdf (accessed 10/20/2023)

Action	Lead	Timeline
Implement equity-focused pilots, including better promotion of Clipper START and leverage of other means-based , such as, low-income car share pilots, low-income vehicle loan programs, access to inclusive banking, school access programs, and other programs to improve access to jobs	MTC/Transit Agencies/County Transportation Authorities/ County Mobility Managers/Cities and Counties/ Community Based Organizations	12-24 months
Continue to use MTC's Equity Platform to prioritize investments and embed equity across decision-making, project design, community engagement, delivery, and evaluation	MTC	Ongoing
Study changes and standardization to income thresholds to increase access for low-income populations for MTC means-based programs	MTC	12-24 months
Create Equity KPIs (e.g., percent of riders picked up or dropped off, or paratransit wait times, in an Equity Priority Community) and require disaggregation and cross-tabulation of data	MTC/Transit Agencies/County Transportation Authorities/ County Mobility Managers/Cities and Counties/ Community Based Organizations	12-24 months

7. Infrastructure

Support infrastructure improvements to increase transportation equity and accessibility.

The Americans with Disabilities Act (ADA) was signed into law in 1990, and its requirements address a range of situations for public agencies. It is commonly understood among consumers that that the ADA should be the entry point for accessibility policies, and not the end ("a floor, not a ceiling"). This is less understood at public agencies. In recognition of this, MTC, cities, counties, transit agencies, and county transportation authorities should ensure that projects, policies, and assistance provided helps their residents and customers navigate the Bay Area as independently as possible.

For years Bay Area communities have adopted Complete Streets Plans, which are an acknowledgement that transportation programs cannot exist separately from the physical spaces that they occupy. In recent years, MTC required jurisdictions to adopt Complete Streets Plans to be eligible for certain categories of funding.

The Department of Justice is beginning to take on a bigger role in enforcement of the ADA, and one part of that is an increased look at ADA Transition Plans, which are meant to provide public agencies with a "punch list" of accessibility improvements that need to be made. Updated ADA Transition Plans can be used as a condition of funding for transit and infrastructure programs. For instance, one of the greatest challenges for people with disabilities using transit is encountering bus stops that technically meet ADA guidelines, but in practice are not accessible because there is a lack of sidewalks, curb cuts, seating, etc. Bus stops and the surrounding infrastructure can be owned by a variety of institutions, including cities, counties, Caltrans, transit agencies, and private industry, which has led to variability and inconsistency in design and accessibility. Bus stops may lack shelter, seats, information, and even sidewalks and curb ramps to lead to them. Public agencies in the Bay Area should begin prioritizing projects listed in updated ADA Transition Plans.

Many accessibility improvements are needed to allow people with disabilities and others to travel more independently throughout our region. These things include providing real-time availability of accessible spaces on buses, the ability to plan and book paratransit trips through web and smartphone apps, and the use of wayfinding apps for riders with disabilities.

Case Studies

Case Study: USDOT Safe Streets for All

USDOT has announced the availability of one billion dollars in funding in the current fiscal year in the Safe Streets for All program. The program assumes implementation of "Complete Streets" principles, which means that projects would include "sidewalks, curb ramps, bike lanes (or wide paved shoulders), special bus lanes, accessible public transportation stops, safe and accommodating crossing options, median islands, pedestrian signals, curb extensions, narrower travel lanes, and roundabouts." The funding announcement was published in the May 24, 2022, issue of the Federal Register.

Case Study: Fort Collins, CO ADA Bus Stops Upgrade Program

Fort Collins, Colorado's Bus Stop Improvements Program provides funding to make Transfort, the local transit service, bus stops ADA compliant. Transfort's accompanying Bus Stop Design Standards and Guidelines were adopted in 2015 and serve as the guiding document for establishing ADA bus stops and accessible connections. The program is funded through FTA and local Community Capital Improvement program funds. Transfort plans to upgrade 90 stops in 2023 and 2024. The goal is for all Transfort bus stops to be ADA compliant by 2026.

Research-Based Recommendation: Federal Circular FTA C 4710.1 Americans with Disabilities Act (ADA)

FTA Circular 4710.1 provides guidance to transit agencies for complying with the ADA and implementing accessibility. These regulations provide information on service, vehicle, and facility accessibility.

Research-Based Recommendation: Code of Federal Regulations, Title 49, Subtitle A, Part 38 Americans with Disabilities Act Accessibility Specifications for Transportation Vehicles

Title 49, Subtitle A, Part 38 of the Code of Federal Regulations includes ADA accessibility specifications for transportation vehicles. These regulations can be resources for transit agencies to use as starting points for implementing accessibility. Part 38 includes general regulations; buses, vans, and systems; rapid rail vehicles and systems; light rail vehicles and systems; commuter rail cars and systems; intercity rail cars and systems; over-the-road buses and systems; and other vehicles and systems.

Action	Lead	Timeline
Explore the possibility of a consistently administered and funded bus stop accessibility program and streetscape accessibility data that provides accurate accessibility information to the public	MTC/Transit Agencies/County Transportation Authorities/Cities and Counties	24 months
Partner with and compensate local centers for independent living, and other expert stakeholders, to provide disability and other training to project managers, transit staff, and planners for transportation planning and policy development	MTC/Transit Agencies/County Transportation Authorities/Cities and Counties	Ongoing
Begin creating transportation accessibility standards for the region that include best practices and pilots for testing new technologies that improve accessibility	MTC	24 months
Pilot web and smartphone apps for riders with disabilities and assist transit agencies with providing real-time wheelchair space availability on buses through 511	MTC/Transit Agencies	24 months
Notify jurisdictions to update ADA Transition Plans and add requirements related to them for funding	MTC/County Transportation Authorities	24 months

8. Preparedness

Support comprehensive emergency preparedness.

The Bay Area Urban Areas Security Initiatives (UASI) and other agencies have long planned for earthquakes, wildfires, and other California-based emergencies. COVID and the recent winter floods are examples of emergencies that the Bay Area must continue to prepare flexible responses for. These plans must include the unique needs of older adults, people with disabilities, and low-income communities.

Case Studies

Case Study: East Bay Paratransit's Emergency Action Guide

East Bay Paratransit created the Emergency Action Guide to share emergency protocols with their riders, their caregivers, and families. All paratransit vehicles have emergency kits, water, and supplies. In the event of an emergency, the central office acts as an Emergency Control Center. The colorful, compelling guide is a resource for riders and family members in the event of an emergency.

Case Study: Bay Area Urban Areas Security Initiative

The federally-funded Bay Area Urban Areas Security Initiative (UASI) is made up of twelve counties working to sustain and improve regional capacity to prevent, protect against, mitigate, respond to, and recover from catastrophic disasters. In 2019, a working group of MTC and Bay Area transit agencies, collaborated with UASI to discuss local paratransit's capacity to respond and coordinate in case of emergency. The discussions produced a summary of improvement recommendations for paratransit providers, including:

- Transit agencies need ongoing emergency preparedness education.
- Transit agencies need to have an emergency operations plan that includes paratransit. Plans between districts and their jurisdictions should be consistent and updated routinely.
- Transit agencies must incorporate their paratransit service contracts into their emergency plans. Contracted paratransit staff and drivers do not fall under California Disaster Service Worker designation so transit agencies should incorporate emergency roles and responsibilities into service contracts.

Research Based Recommendations: Integrated Evacuation Planning for Jurisdictions and Individuals with Access and Functional Needs

CAL OES (California Office of Emergency Services) issued "Integrated Evacuation Planning for Jurisdictions and Individuals with Access and Functional Needs." Emergency managers and individuals with access and functional needs (AFN) continue to face challenges associated with developing integrated, accessible evacuation plans. The guide is designed to empower local jurisdictions and individuals with access and functional needs with information to develop comprehensive, inclusive emergency evacuation plans that benefit the whole community. Cal OES developed the guide in partnership with community stakeholders, local jurisdictions, community based organizations, and subject matter experts. It provides a scalable, forward leaning, and comprehensive approach that highlights inclusive practices and procedures jurisdictions and individuals should implement for successful evacuation operations before, during, and after emergencies.

Action	Lead	Timeline
Work with counties and appropriate regional, state, and federal agencies to ensure that their emergency plans include vulnerable populations, and confirm that these plans are consistent with internal plans	Transit Agencies/ County Transportation Authorities	Ongoing
Amend current paratransit contracts to include Disaster Service Worker duties as a requirement for privately contracted paratransit drivers and essential staff, and include these requirements in future paratransit contracts	Transit Agencies	12 to 36 months

Implementation

The purpose of this section is to provide an overview of implementation for the actions in the Coordinated Plan update, organized by priority and timeline (**Figure 37**). Each Action also includes a high-level cost estimate.

Figure 37. Implementation Overview (Blue columns denotes Recommendation Lead)

Action	Recommendations
Meet with agencies, organizations, and interested parties in each County to discuss the current status of mobility management and find consensus on which entity should lead mobility management functions (TAP Action 21)	**Mobility Management**
Investigate becoming a Consolidated Transportation Service Agency (CTSA)	**Mobility Management**
Monitor countywide transportation services through Paratransit Coordinating Councils	**Mobility Management**
Advocate for committed sustainable funding for transportation services for older adults, people with disabilities, and low-income communities in regional and statewide funding efforts	**Funding**
Research other sources of funding, such as sales taxes sponsored by a county or a non-profit organization instead of the transportation authority, or other sources of tax funds such as vehicle registration fees or property taxes	**Funding**
Become an SB 1376 AFA fund administrator and/or provide guidance to counties and transit agencies on how to do so, or how to allocate funding	**Funding**
Develop Bay Area strategies and policies for sustainable funding, e.g., TDA practices for CTSAs, SB 1376 Access for All funds, countywide Section 5310 application coordination, cutouts for OBAG, etc.	**Funding**
Support legislation that allows ADA paratransit providers to obtain Medi-Cal reimbursement for eligible trips, e.g., Assembly Bill 2043	**Healthcare Access**
Provide more ridehail medical trip programs	**Healthcare Access**
Pilot a regional medical trip door-through-door volunteer driver program using the reimbursement model	**Healthcare Access**
Implement listening sessions and other engagement strategies to identify key paratransit challenges and recommend improvements (TAP Action 24)	**Improve ADA Paratransit**
Implement a more standard approach to determining paratransit eligibility around the region (TAP Action 25)	**Improve ADA Paratransit**
Fund one seat paratransit ride pilots and develop cost sharing policies for paratransit trips that require multiple transit agencies (TAP Action 22)	**Improve ADA Paratransit**
Enable riders to pay for paratransit rides with Clipper (TAP Action 23)	**Improve ADA Paratransit**
Transition the Regional Eligibility Database (RED) ownership to MTC and upgrade/ modernize the database	**Improve ADA Paratransit**

MTC	Transit Agencies	County Transportation Authorities	County Mobility Managers	Cities and Counties	Community Based Organizations	Priority	Timeline	Cost
Lead						High	12 months	Low
Lead			Lead			Medium	Ongoing	Medium
Lead	Lead	Lead				blank	Ongoing	Low
Lead						High	Ongoing	Low
blank		Lead	Lead			Medium	Ongoing	Low
Lead						Medium	12-24 months	Medium
Lead		Lead	Lead			Low	24 months	Medium
Lead	Lead	Lead				High	12-36 months	Low
blank	blank	Lead			Lead	Medium	Ongoing	High
			Lead		Lead	Medium	12-36 months	High
Lead	Lead					High	12-24 months	Low
Lead	Lead					High	24 months	Medium
Lead						Medium	24 months	High
Lead	Lead					Low	12-36 months	High
Lead	Lead					Low	24-36 months	High

Action	Recommendations
Continue to support the Regional Paratransit Trip Booking Pilot Project to increase efficiencies for cross-jurisdictional paratransit rides	**Improve ADA Paratransit**
Partner with private companies on pilots for programs such as bike share, carshare, and autonomous vehicles that include or focus on older adults, people with disabilities, and low-income communities	**Shared and Future Mobility**
Leverage SB 1376, Access for All Act funding to provide accessible on-demand trips	**Shared and Future Mobility**
Model recommendations similar to those from the Consortium for Citizens with Disabilities for accessibility of new technologies and modes	**Shared and Future Mobility**
Implement equity-focused pilots, including better promotion of Clipper START and leverage of other means-based programs, low-income car share pilots, vehicle loan programs, access to inclusive banking, school access programs, and other programs to improve access to jobs	**Equity**
Study changes and standardization to income thresholds to increase access for low-income populations for MTC means-based programs	**Equity**
Continue to use MTC's Equity Platform to prioritize investments and embed equity across decision-making, project design, community engagement, delivery, and evaluation	**Equity**
Create Equity KPIs (e.g. percent of riders picked up or dropped off, or paratransit wait times, in an equity priority community) and require disaggregation and cross-tabulation of data	**Equity**
Explore the possibility of a consistently administered and funded bus stop improvement program and streetscape accessibility data that provides accurate accessibility information to the public	**Infrastructure**
Notify jurisdictions to update ADA Transition Plans and add requirements related to them for funding	**Infrastructure**
Begin creating transportation accessibility standards for the region that include best practices and pilots for testing new technologies that improve accessibility	**Infrastructure**
Partner with and compensate local centers for independent living, and other expert stakeholders, to provide disability and other training to project managers, transit staff, and planners for transportation planning and policy development	**Infrastructure**
Work with counties and appropriate regional, state, and federal agencies to ensure that their emergency plans include vulnerable populations, and confirm that these plans are consistent with internal plans	**Preparedness**
Amend current paratransit contracts to include Disaster Service Workers (DSW) duties as a requirement for privately contracted paratransit drivers and essential staff and include these requirements in future paratransit contracts	**Preparedness**

MTC	Transit Agencies	County Transportation Authorities	County Mobility Managers	Cities and Counties	Community Based Organizations	Priority	Timeline	Cost
Lead	Lead					Low	24 months	Medium
		Lead			Lead	High	Ongoing	Medium
Lead		Lead				High	12-24 months	Medium
Lead						Medium	Ongoing	Medium
Lead	Lead	Lead			Lead	High	12-24 months	High
Lead						High	12-24 months	Medium
Lead						Medium	Ongoing	Medium
Lead	Lead	Lead			Lead	Medium	12-24 months	Medium
Lead	Lead	Lead			Lead	High	24 months	High
Lead	blank	Lead				High	24 months	Low
Lead						High	24 months	Medium
Lead	Lead	Lead		Lead		Medium	Ongoing	Medium
	Lead	Lead				High	Ongoing	Low
	Lead					High	12-36 months	Medium

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APPENDIX A: Coordination Strategies in the 2018 Coordinated Plan and Service Assessments

Introduction

The most recent Coordinated Public Transit–Human Services Transportation Plan (Coordinated Plan) for the Bay Area was last updated in 2018. The Coordinated Plan is a federally required document, and all transportation projects eligible for funding through the Federal Transit Administration's (FTA) Section 5310, Enhanced Mobility of Seniors and Individuals with Disabilities Program must be included in a locally developed Coordinated Plan.

In the Bay Area, the plan is completed by the Metropolitan Planning Commission (MTC) and serves as a blueprint for implementing a range of strategies to improve services for transportation disadvantaged populations. The FTA states that the plan should be "developed and approved through a process that included participation by older adults, individuals with disabilities, representatives of public, private, and non-profit transportation and human service providers, and other members of the public" and "identifies the transportation needs of individuals with disabilities, older adults, and low-income populations, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation."[56]

To complete this plan update, strategies, and outcomes from the 2018 plan were reviewed. Changes that occurred in the region's transportation landscape since the last update that have or may impact public transit-human services coordinated planning were also reviewed. The changes addressed include new or revised relevant planning documents, changes in funding through legislation and ballot measures, COVID-19 impacts, and MTC equity-related efforts.

56. Department of Transportation, Federal Transit Administration, FTA C 9070.1G Enhanced Mobility of Seniors and Individuals with Disabilities Program Guidance and Application Instructions. July 7, 2014.

Coordination Strategies Proposed in 2018 Plan Update

Strategies presented in the 2018 plan focused on big picture initiatives that MTC and local partners could implement or facilitate (**Figure A.1**).

Figure A.1. 2018 Plan Update Coordination Strategies

Coordination Strategy	Description
Implement County-Based Mobility Management	**Develop County-Based Mobility Management Across the Region** that will direct passengers to all available transportation options and increase efficiency through coordination. A county-based mobility management program should include in-person eligibility assessments, travel training, and information and referral services.
Improve Paratransit	**Address Access to Healthcare** by supporting cost sharing agreements between transportation providers and healthcare clinics, and by exploring Medi-Cal cost recovery programs for public and private providers in the Bay Area. **Reduce the Cost of Providing ADA Paratransit.** Implementation of mobility management strategies will help address paratransit per-rider costs, including in-person eligibility assessments and software upgrades to allow for trip screening or Interactive Voice Response systems. **Make it Easier for Customers to Pay** by exploring potential solutions with Clipper 2.0
Provide Mobility Solutions to Suburban Areas	**Increase Suburban Mobility Options.** MTC can provide guidance on public-private partnerships, increasing the availability of subsidized same day trip programs, increasing the functionality of information and referral systems such as "one-call/one-click" solutions, and subsidizing low-income carshare pilots or vehicle loan programs.
Regional Means-Based Transit Fare Program	**Means-Based Fare Program.** To make transit more affordable for low-income people, MTC and partners should implement a financially viable and administratively feasible program.
Shared and Future Mobility	**Advocate for the Accessibility of Shared Mobility Solutions and Autonomous Vehicles.** MTC and partners ensure equity and accessibility of bikeshare, carshare, ridehailing, and other new mobility options by issuing policy guidance and technical assistance for agencies and non-profits entering partnerships.
Improve Mobility for Veterans	**Support Veterans'-Specific Mobility Services.** Serve localized and long-distance medical trips for veterans and create opportunities for veterans to advise MTC on mobility needs.

New developments are summarized below. A detailed list of programs is available in the Inventory and Appendix.

Implement County-Based Mobility Management

Mobility Management Across will direct passengers to all available transportation options and increase efficiency through coordination. A county-based mobility management program should include in-person eligibility assessments, travel training, and information and referral services.

As Bay Area stakeholders have learned about Mobility Management, an ongoing question has remained: who should take the lead as the mobility manager? Transit agencies, county transportation authorities, sales tax authorities, and non-profits are all eligible to lead mobility management programs. With twenty-seven transit agencies, many of which cross county borders or serve a small portion of the county, and countless non-profit agencies, a regional approach would be challenging given this fragmentation and the very large size of the Bay Area. County transportation planning, funding, and policy is not implemented uniformly throughout the region. The 2018 plan recommended implementing Mobility Management on a county-wide level as the best approach.

There have been some efforts toward county-wide Mobility Management in most counties.

- Alameda County: **The Alameda County Transportation Commission (ACTC)** continues to host AccessAlameda.org. The county's 2-1-1 provider, Eden Information and Referral received a Section 5310 grant to hire a Mobility Manager.[57] ACTC also provides funding for transportation projects and programs targeted towards older adults and people with disabilities through its Paratransit Discretionary Grant Program.
- Contra Costa County: C**ontra Costa Transportation Authority (CCTA) and the County** completed and adopted an Accessible Transportation Strategic Plan, which recommended creation of a Task Force and eventually a Coordinating Entity to serve as a mobility manager.[58] CCTA also provides funding for transportation projects and programs targeted towards older adults and people with disabilities through its Measure J program.
- Marin County: **Marin Transit** has continued to support the Marin Mobility Consortium, whose purpose is to plan and take action to improve and expand transportation options for Marin's older, disabled, and low-income residents.[59] Marin Transit also hosts the Marin Mobility Consortium, which plans for and advocates to improve transportation options for older adults, people with disabilities, and low-income residents.
- Napa County: **The Napa Valley Transportation Authority** has been in discussions with the County and several organizations that serve older adults and people with disabilities regarding gaps in transportation services. In November 2022, NVTA launched a countywide Accessible Transportation Needs Assessment to identify and analyze all existing services and programs countywide, evaluate gaps in marketing and communications strategies for services, and develop transportation alternatives and programs with a feasibility assessment. The plan is expected to be completed in August 2023.
- San Francisco: **SFMTA** opened a Mobility Management Center within the San Francisco Paratransit Office. Older adults and people with disabilities can take advantage of this service, which acts as an information and referral center to make travel decisions.[60]
- San Mateo County: **San Mateo County** continues to offer PeninsulaRides.com which provides information about transportation options to people with mobility challenges for travel in and beyond San Mateo County.[61] SamTrans continues to offer travel training to older adults and people with disabilities.
- Santa Clara County: **Santa Clara County** completed and adopted a Transportation Needs Assessment of several vulnerable communities including individuals with serious mental illnesses and/or medical conditions accessing County services; and older adults and people with disabilities. The first two strategies identified were: work with MTC to designate the County as (or identify a contractor to be designated as) a Consolidated Transportation Service Agency and create a Mobility Manager position to oversee countywide transportation services and programs. Separately, Santa Clara Valley Transportation Authority is working on a Mobility Assistance Program which will include some coordination and information and referral component for older adults, people with disabilities, and low-income communities.[62]
- Solano County: **The Solano Transportation Authority,** the designated Consolidated Transportation Services Agency for the county, continues to provide the Solano Mobility website (SolanoMobility.org) and Call Center, which provides guidance and information regarding mobility and transportation options in the county.[63]
- Sonoma County: **The Sonoma County Area Agency on Aging** maintains the Sonoma Access website (sonomaseniorsaccess.org) and developed and adopted the Sonoma County Connected Communities

57. Alameda County Transportation Commission, Access Alameda website: https://accessalameda.org/
58. Contra Costa County Transportation Authority, Accessible Transportation Strategic Plan, 2021: https://ccta.net/wp-content/uploads/2021/05/d212e7_17065ead5e7a4124bf45a8401ff0e23a.pdf
59. Marin Transit, Marin Mobility Consortium website: https://marintransit.org/meetings-events/2022/marin-mobility-consortium-0
60. San Francisco Municipal Transportation Agency, Mobility Management Center: https://www.sfmta.com/getting-around/accessibility/contact-mobility-management-center
61. San Mateo County, Peninsula Rides: http://www.peninsularides.com/
62. Santa Clara County assessment on the transportation needs of clients in accessing County services: http://sccgov.iqm2.com/Citizens/Detail_LegiFile.aspx?Frame=SplitView&MeetingID=12205&MediaPosition=&ID=101182&CssClass= (accessed 9/16/2024)
63. Solano Transportation Authority, Solano Mobility: https://www.solanomobility.org/

Transportation Study, a comprehensive needs assessment and Action Plan to identify strategies for transportation service delivery that serves older adults and individuals with disabilities, prioritizing low-income and geographically isolated individuals.[64]

Improve Paratransit Services

Improving paratransit services should include addressing access to healthcare, reducing the cost of providing ADA paratransit, and make it easier for customers to pay.

Bay Area transit agencies did not have significant regional paratransit improvements planned prior to 2020. Changes were made during COVID and some may continue. Regarding access to healthcare transportation, there have not been notable increases in cost-sharing or access to Medi-Cal cost recovery, but there was an increase in communication between transportation providers, public health, and health providers during COVID.

MTC expects to have the Next Generation Clipper system on ADA-paratransit systems by 2025. MTC has assumed administration of the Regional Transit Connection (RTC) Clipper Access program (to be renamed RTC Clipper Access) and program authority has migrated from the Bay Area Partnership Accessibility Committee (BAPAC), a working group of transit agencies to the Clipper Executive Board the policy oversight body for the Clipper fare payment system. MTC has improved security of the RTC Clipper Access program and will be working with the BAPAC to advise the Clipper Executive Board on more changes to improve the program for users.

There have been some advances in payment options, especially when COVID made contactless payment more attractive. East Bay Paratransit is piloting an app-based payment option. Marin Transit also provides a customer purse for contactless payment for paratransit and other programs. SFMTA currently provides MuniMobile, a ticketing app that works for paratransit riders (in addition to other services, such as buses and cable cars). Although not for ADA-paratransit, three providers – LAVTA, Muni, and Solano – have debit card taxi programs.

Some agencies have been looking at improvements to paratransit trips through the provision of regional trips. There are several existing regional trip agreements, for example between East Bay Paratransit (EBP, the ADA paratransit provider for AC Transit and BART) and SFMTA to take EBP riders in and out of San Francisco. Both Contra Costa and Sonoma County have started to pilot new programs to eliminate the need for transfers by providing “one-seat rides”, or a trip without a transfer into or through a neighboring service area.

Provide Mobility Solutions to Suburban Areas

MTC can provide guidance on public-private partnerships, increasing the availability of subsidized same day trip programs, increasing the functionality of information and referral systems such as “one-call/one-click” solutions, and subsidizing low-income carshare pilots or vehicle loan programs.

Although focused on ADA paratransit, one-seat ride programs are particularly helpful to suburban riders who need to access services far away, such as regional hospitals. As noted, pilot programs are currently being offered by some ADA paratransit providers in Alameda and Contra Costa Counties, and in Sonoma County.

The last few years have seen an increase in partnerships with TNCs to fill transit gaps. Programs have been sponsored by cities and transit agencies. Programs have been both concierge-based (e.g. GoGo Grandparent) and smart phone app based.

Marin Transit partnered with ridehailing company, Via, to launch Marin Transit Connect, an on-demand microtransit service in 2018. Through this pilot program, individuals in northern San Rafael can request rides on accessible, seven-passenger vans any weekday from 7am to 7pm. In February 2020, the service area expanded to downtown San Rafael. In a more urbanized area, the City of Richmond introduced Richmond Moves, a low-cost, on-demand public shuttle provided by Via.[65] This program was canceled in July 2023.

64. Sonoma County Area Agency on Aging. Sonoma Access: https://www.sonomaseniorsaccess.org/

65. Richmond Moves: https://www.ci.richmond.ca.us/4199/On-Demand-Shuttle

Regional Means-Based Transit Fare Program

To make transit more affordable for low-income people, MTC and partners should implement a financially viable and administratively feasible program.

The Clipper START pilot program was launched in 2020 and provides discounted rides to low-income adults on twenty-one Bay Area transit agencies. To qualify, individuals must be a resident of the San Francisco Bay Area, be 19-64 years old, not have an RTC Clipper Card for people with disabilities (youth, older adults, and people with disabilities have different discount cards) and have a household income of 200% of the federal poverty level or less. The pilot will end in June 2023. Participants receive a 50% discount on all participating transit services.[66]

Shared and Future Mobility

Support Veterans'-Specific Mobility Services. Serve localized and long-distance medical trips for veterans and create opportunities for veterans to advise MTC on mobility needs.

Oakland and San Francisco were the first cities in the Bay Area to offer "Adaptive Bikeshare," bikeshare programs with different types of cycling devices for individuals with disabilities. In partnership with Lyft, MTC, and BORP (Bay Area Outreach and Recreation Program), these programs operate on a walk-up basis (with reservations requested via email). BORP assists in selecting appropriate bikes, necessary adjustments, and training for the equipment. However, due to the COVID pandemic, this adaptive bikeshare effort was paused. Both Oakland and San Francisco offer their programs for free to people with disabilities.

Supported through MTC's IDEA program, VTA has been working on an Accessible Automated Vehicle Demonstration, supported by the Veterans Administration Palo Alto Health Care System (VAPAHCS), Prospect Silicon Valley, Local Motors, and other partners. A pilot project is in the works that tests self-driving technology and automated passenger management solutions to serve a new transit route between the Palo Alto Transit Center and the VA Hospital (scheduled to start in mid-2024).[67]

The TNC partnerships noted earlier are also examples of future mobility.

Improve Mobility for Veterans

New veteran-focused programs have been slow to implement but ideally, veterans benefit from other new transportation programs.

One recent program, Rides 4 Veterans, offered through Mobility Matters in Contra Costa County, provides free, one-on-one, door-through-door rides provided by screened and trained volunteer drivers, many of whom are veterans. These rides are primarily for medical care, dental appointments, and basic necessities like grocery shopping for qualified veterans of any age.

66. Metropolitan Transportation Commission, Clipper START: https://mtc.ca.gov/planning/transportation/access-equity-mobility/clipperr-startsm

67. Valley Transportation Authority: https://www.vta.org/blog/what-might-autonomous-public-transit-look

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APPENDIX B: Related Planning Documents and Relevant Policy and Funding Initiatives

Relevant Bay Area Plans

Regional plans created since the last Coordinated Plan update include *MTC's Plan Bay Area 2050, the Equity Analysis Report for Plan Bay Area 2050, and MTC's Blue Ribbon Transit Recovery Task Force Bay Area Transit Transformation Action Plan.*

Draft Plan Bay Area 2050 and Equity Analysis Report (October 2021)

Plan Bay Area 2050 is the Bay Area's long-range plan covering the four interrelated elements of housing, the economy, transportation, and the environment. The 35 strategies in Plan Bay Area are meant to advance equity, with particular attention paid to the needs of people living in Equity Priority Communities.[68] Most of the Plan Bay Area 2050's investments are directed at Equity Priority Communities or other underserved communities, including affordable housing production and preservation, universal basic income to support residents' essential needs, investments in means-based transit fare discounts such as Clipper START, and subsidies to protect homes and businesses from natural hazards.

The Equity Analysis Report for the Draft Plan Bay Area 2050 reflects on the equity lens approach used in the planning process. The report summarizes all the equity-focused components that are weaved into the 35 strategies, identifies the share of planned investments that directly benefit households with low incomes and analyzes forecasted outcomes of the plan and its impact on existing disparities in the region.

The Equity Analysis measures disparities in the region and is organized by Plan Bay Area's five guiding principles – affordability, connectedness, diverse, healthy, and vibrant – with the goal of determining whether the plan meaningfully decreases those disparities. The plan is forecasted to lower most of the identified disparities in most of the five guiding principles, while also acknowledging that some disparities will persist. To advance equitable outcomes with the plan, the recently adopted MTC Equity Platform provides a framework to help focus on delivering on the plan through advocacy and legislation, new, existing, or restructured initiatives and further planning and research.

Transit Transformation Action Plan (July 2021)

Following the April 2020 release of federal emergency funds for public transit, MTC formed a 32-member Blue Ribbon Transit Recovery Task Force tasked with guiding MTC's regional response to COVID impacts to public transit. The Task Force approved a Bay Area Transit Transformation Action Plan that includes 27 specific near-term actions that will help to reshape the region's transit system into a more connected, efficient, and user-focused network. Five of these actions are related to elements of the Coordinated Plan:

1. Designate a mobility manager to coordinate rides and serve as a liaison between transit agencies in each county
2. Fund more pilot projects for one-seat paratransit rides and develop cost-sharing policies for paratransit trips that cross jurisdictions
3. Identify the next steps for full integration of ADA paratransit services with the Clipper fare payment system.
4. Identify key paratransit challenges and recommend reforms
5. Adopt standardized eligibility practices for programs that benefit people with disabilities, including paratransit and Clipper RTC for full integration of ADA paratransit services with the Clipper fare-payment system

These actions are being addressed through MTC's Regional Network Management work between 2022-2026.

68. Metropolitan Transportation Commission, Equity Priority Communities: https://mtc.ca.gov/planning/transportation/access-equity-mobility/equity-priority-communities

Bay Area UASI Paratransit Critical Transportation Project (2019)

In 2019 the Bay Area Partnership Accessibility Committee, a working group of transit agencies, collaborated with the Bay Area Urban Areas Security Initiative (UASI) on a Paratransit Critical Transportation Project. The Bay Area UASI is a federally funded program that has been working on a multi-year emergency preparedness project for the Bay Area. In 2019, UASI focused on Critical Transportation needs and Paratransit Critical Transportation.

The project consisted of meetings and workshops on topics such as roles and responsibilities, toolkit development and review, and a tabletop exercise that included mock emergencies.

Several products and services were prepared through this process for the use of local transportation providers:

- Paratransit Emergency Preparedness Toolkit
- Emergency Operations Center Reference Guide for Bay Area Paratransit Operators
- Communications System Assessment White Paper
- Video training for paratransit drivers

It is unclear which providers have utilized these materials or updated policies/practices as a result, particularly through COVID. But it was widely acknowledged that this project was valuable because it connected transit and paratransit to county emergency response efforts that were critical in delivering services through the COVID shelter-in-place.

County-wide Plans Reviewed

Several county-wide plans throughout the Bay Area were reviewed for common themes and elements relating to older adults, people with disabilities, and low-income populations (**Figure B.1**).

Figure B.1. County-wide Plans Reviewed

County	Plans Reviewed
Alameda	Alameda County 2020 Countywide Transportation Plan (2020) Alameda Countywide Active Transportation Plan (2022)
Contra Costa	Contra Costa 2017 Countywide Transportation Plan (2017) Contra Costa Countywide Bicycle and Pedestrian Plan (2018)
Marin	Marin Access Strategic Analysis and Recommendations (2016)
Napa	Advancing Mobility 2045 (2021) Napa Countywide Pedestrian Plan (2016) Napa Countywide Bicycle Plan (2019)
San Francisco	San Francisco Transportation Plan 2040 Update (2017) San Francisco Transportation Plan 2050 Update (2022) SFMTA 2013-2018 Strategic Plan (2017)
San Mateo	Mobility Plan for Older Adults and People with Disabilities (2018) San Mateo Countywide Transportation 2040 (2017) 2021 C/CAG San Mateo County Comprehensive Bicycle and Pedestrian Plan (2021) Bus Stop Improvement Plan (Draft begun in 2022)
Solano	Solano Comprehensive Transportation Plan (2020) Solano Mobility Study for Older Adults and People with Disabilities (2019)
Sonoma	Moving Forward 2050 (2021) Transit Integration and Efficiency Study (2019) Sonoma Connected Communities (2021)
Santa Clara	VTP 2040 – The Long-Range Transportation Plan for Santa Clara County (2022) Santa Clara Countywide Bike Plan Update (2018)

Although most plans focus on each County's needs and goals, a few items were commonly mentioned throughout various documents. These include:

- The importance of reducing reliance on single-occupancy vehicles.
- The importance of utilizing new technologies to improve transportation.
- The need to improve the public transportation system overall (including equitable access to transit).
- Recognition that aging populations are increasing and will require more public transit or other appropriate services. Proactively recognizing their needs, as well as those of individuals with disabilities, is critical.
- Ensuring that bikeways and walkways are improved for individuals of all ages and abilities including increasing their reach and safety.

Although many plans shared common characteristics and priorities, some unique strategies or critical needs are highlighted by specific documents. For example:

- **The Marin Access Strategic Analysis and Recommendations** proposes to refocus their grant program to achieve sustainable transportation services.
- **Napa's Advancing Mobility 2045** includes performance metrics to address transit access within Equity Priority Communities in the County.
- **The San Francisco Transportation Plan 2040 Update** notes the impact of TNCs on the existing transportation network.
- **The San Mateo Countywide Transportation Plan for 2040** proposes providing easy to understand train and bus service information at transit stations and stops, aiming to reduce customer anxiety.
- **The Solano Comprehensive Transportation Plan** identifies a Transit and Rideshare element, covering intercity buses, passenger rail, passenger ferry, ridesharing, and specialized transportation services and programs for older adults, people with disabilities, and low-income residents.
- **Moving Forward 2050 (Sonoma County)** calls out the negative effects that the COVID-19 pandemic has had on transit ridership and highlights the need to perform long-term planning to achieve recovery.
- **The Solano County Mobility Study** identified the common challenges that exist in all cities throughout the county: traveling to medical appointments and traveling to daily activities and traveling with disabilities.
- **The Sonoma County Transit Integration and Efficiency Study** identifies the need for a more integrated system of transit and recommends the establishment of a joint paratransit program.
- **Sonoma Connected Communities** identifies service coverage gaps and affordability as primary needs for older adults in the county.

Relevant Policy and Funding Initiatives

ADA Transition Plans

Title II of The Americans with Disabilities Act (ADA) of 1990 specifically addresses the subject of making public transportation accessible to people with disabilities. As a necessary step to providing accessibility under the ADA, state and local government, public entities and agencies are required to perform self-evaluations of their current facilities, relative to the accessibility requirements of the ADA. The agencies are then required to develop a program access plan, commonly known as ADA transition plans, to address any access deficiencies. A transition plan identifies existing programs, services, facilities, policies, and procedures that require changes, and outlines the steps necessary to become accessible.

A transition plan must:

- Identify physical obstacles that limit accessibility
- Provide an opportunity for the public to participate in developing the plan
- Describe how the facilities will be made accessible
- Include a schedule to achieve compliance
- List the official responsible for implementing the plan

The 1990 regulations required entities update their transition plans periodically until accessibility barriers were removed. A 2010 update to the ADA regulation encourages public entities to conduct new self-evaluations or develop new transition plans.

For more information, see:

- **ADA Transition Plans StoryMap (2023):** https://maps.dot.gov/portal/apps/storymaps/stories/c0cbd4f9f7024f27a02a726ccd1da112
- **ADA Title II Primer (2020):** https://www.ada.gov/resources/title-ii-primer/
- **ADA Title II Action Guide for State and Local Governments (2017):** https://www.adaactionguide.org/
- **ADA Best Practices Tool Kit for State and Local Governments (Archived) (2007):** https://archive.ada.gov/pcatoolkit/toolkitmain.htm
- **Ohio DOT ADA Transition Plan Template (2020):** https://www.transportation.ohio.gov/static/Programs/LocalPrograms/LTAP/ada/ADA_Transition_Plan_Template_with_Instructions_and_Discussion.pdf
- **Ohio DOT ADA Transition Plan Resources (2020):** https://www.transportation.ohio.gov/programs/ltap/technical-assistance/ada-transition

Complete Streets Policies

Complete Streets is an approach to planning, designing, and building streets that enables safe access for all users, including pedestrians, bicyclists, motorists, and transit riders of all ages and abilities. This approach also emphasizes the needs of those who have experienced systemic underinvestment, or those whose needs have not been met through a traditional transportation approach, such as older adults, people living with disabilities, people who don't have access to vehicles, and Black, Native, Hispanic, or Latino communities.

Complete Streets policies aim to improve "incomplete streets" – streets that spans a spectrum from uncomfortable to downright deadly for those not using a car. These streets are the result of a process that fails to consider the needs of all people and outdated measures of what makes a street successful.

Smart Growth America and the National Complete Streets Coalition created a Complete Streets Policy Framework, which represents the current best practices for creating a strong complete streets policy that can be implemented at any level. The framework identifies the elements of a comprehensive Complete Streets policy to help communities develop and implement policies and practices that ensure streets are safe for people of all ages and abilities, balance the needs of different modes, and support local land uses, economies, cultures, and natural environments.

An ideal Complete Streets policy:

1. Establishes commitment and vision:

   How and why does the community want to complete its streets? This specifies a clear statement of intent to create a complete, connected network and consider the needs of all users.

2. Prioritizes underinvested and underserved communities:

   Requires jurisdictions to define who are their most underinvested and underserved communities and prioritize them throughout.

3. Applies to all projects and phases:

   Instead of a limited set of projects, it applies to all new projects, retrofit or reconstruction projects, maintenance projects, and ongoing operations.

4. Allows only clear exceptions:

   Any exceptions must be specific, with a clear procedure that requires high-level approval and public notice prior to exceptions being granted.

5. Mandates coordination

   Requires private developers to comply, and interagency coordination between government departments and partner agencies.

6. Adopts excellent design guidance

   Directs agencies to use the latest and best design criteria and guidelines and sets a time frame for implementing this guidance.

7. Requires proactive land-use planning

   Considers every project's greater context, as well as the surrounding community's current and expected land-use and transportation needs.

8. Measures progress

   Establishes specific performance measures that match the goals of the broader vision, incorporate equity considerations, and are regularly reported to the public.

9. Sets criteria for choosing projects

   Creates or updates the criteria for choosing transportation projects so that Complete Streets projects are prioritized.

10. Creates a plan for implementation

    A formal commitment to the Complete Streets approach is only the beginning. It must include specific steps for implementing the policy in ways that will make a measurable impact on what gets built and where.

For California cities, Caltrans released a new **Director's Policy on Complete Streets (DP-37)** (https://dot.ca.gov/-/media/dot-media/programs/esta/documents/complete-streets/dp-37-complete-streets-a11y.pdf) now requires all new projects funded or overseen by Caltrans to complete streets features that provide safe and accessible options for people walking, biking, and riding transit or passenger rail. Complete streets offer several benefits, including enhancing safety and creating more sustainable transportation options to decrease dependence on driving and to improve public health by encouraging active transportation like walking and biking.

In March 2022, MTC adopted a new Complete Streets Policy. The goal of the policy is to make sure that people who are biking, walking, rolling, and taking transit are safely accommodated within the transportation network. The Complete Streets Policy requires that projects funded with regional funds must implement local Complete Streets plans and implement All Ages and Abilities design guidelines on the Active Transportation Network. MTC provides funding, toolkits, webinars, and other resources to help cities create Complete Streets.

For more information, see:

- **Caltrans Directors Policy on Complete Streets:** https://dot.ca.gov/-/media/dot-media/programs/esta/documents/complete-streets/dp-37-complete-streets-a11y.pdf
- **MTC Complete Streets Policy:** https://mtc.ca.gov/sites/default/files/documents/2022-05/Resolution-4493_approved.pdf
- **MTC Complete Streets Resources:** https://mtc.ca.gov/planning/transportation/complete-streets
- **Complete Streets Policy Framework:** https://smartgrowthamerica.org/wp-content/uploads/2018/02/Complete-Streets-Policy-Framework.pdf
- **Adopting a Strong Complete Streets Policy:** https://smartgrowthamerica.org/program/national-complete-streets-coalition/policy-atlas/policy-development/
- **Best Complete Streets Policies 2023:** https://smartgrowthamerica.org/best-complete-streets/

One Bay Area Grant (OBAG) Program

The One Bay Area Grant (OBAG) program guides how MTC distributes federal transportation funding from the Federal Highway Administration to projects and programs that improve safety, spur economic development and help the Bay Area meet climate change and air quality improvement goals.

The OBAG program is divided into a Regional Program, managed by MTC, and a County and Local Program, managed by MTC in partnership with the nine Bay Area County Transportation Agencies. MTC, in cooperation with partners around the region and other interested stakeholders, will develop a program of projects to be funded in the Regional Program. Similarly, MTC works through county-based efforts when considering nominated project lists from county transportation agencies for the County and Local Program.

The regional program includes $375 million in funding for four years. Funds are targeted to address critical climate and focused growth goals of Plan Bay Area 2050, and used to coordinate and deploy strategies that are best suited for regional implementation, such as:

- Climate Initiatives
- Transformational Transit Action Plan near-term investments
- Near-term multimodal operational improvements, such as Bay Bridge Forward
- Priority Development Areas (PDAs), Priority Conservation Areas (PCAs), and other new growth geographies planning and implementation
- Complete Streets Policy and Regional Active Transportation Plan
- Regional Safety/Vision Zero Policy
- Pavement Management Program

The County and Local Program includes $383 million in funding over four years. In response to MTC's regional call for projects in May 2022, County Transportation Agencies conducted countywide outreach and initial project prioritization and submitted a project nomination list for consideration by MTC. The list of prioritized projects included a wide range of project types and projects in priority development areas.

For more information, see:

- **MTC Resolution 4505:** https://mtc.ca.gov/sites/default/files/documents/2023-08/RES-4505_approved.pdf
- **One Bay Area Grant 3:** https://mtc.ca.gov/funding/federal-funding/federal-highway-administration-grants/one-bay-area-grant-obag-3

Public Right of Way Accessibility Guidelines

The U.S. Access Board, an independent federal agency that promotes equality for people with disabilities through leadership in accessible design and the development of accessibility guidelines and standards, published new guidelines in 2023 under the Americans with Disabilities Act (ADA) and the Architectural Barriers Act (ABA) that address access to sidewalks and streets, crosswalks, curb ramps, pedestrian signals, on-street parking, and other components of public right-of-way. These guidelines also review shared use paths, which are designed primarily for use by bicyclists and pedestrians for transportation and recreation purposes.

For more information, see:

- **PROWAG Published Rule:** https://www.federalregister.gov/documents/2023/08/08/2023-16149/accessibility-guidelines-for-pedestrian-facilities-in-the-public-right-of-way

Senate Bill 1376: TNC: Accessibility for Persons with Disabilities Program

In 2018, the Governor signed into state law **Senate Bill (SB) 1376: TNC Access for All Act** (https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201720180SB1376). Pursuant to SB 1376, the California Public Utilities Commission must establish a program relating to accessibility for persons with disabilities as part of its regulation of TNCs. Implementation of SB 1376 occurs in **CPUC Rulemaking 19-02-012** (https://apps.cpuc.ca.gov/apex/f?p=401:56:0::NO:RP%2C57%2CRIR:P5_PROCEEDING_SELECT:R1902012).

The Commission is conducting workshops throughout the State to engage the public to determine community WAV demand and supply; develop and provide recommendations regarding specified topics for programs for on-demand services and partnerships; and discuss all other topics related to the successful implementation of the TNC Access for All Act.

For more information, see:

- **SB 1376 Full Text:** https://leginfo.legislature.ca.gov/faces/billTextClient.xhtml?bill_id=201720180SB1376
- **CPUC TNC Accessibility for Persons with Disabilities:** https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch/transportation-network-companies/tnc-accessibility-for-persons-with-disabilities-program
- C**PUC Access Advice Letter Status:** https://www.cpuc.ca.gov/regulatory-services/licensing/transportation-licensing-and-analysis-branch/transportation-network-companies/tnc-access-for-all-program/tnc---access-advice-letter-status

Active Transportation

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	Cycles of Change - Oakland Upcycle	Formerly known as Bike-Go-Round, Oakland Upcycle connects low-income East Bay residents with free bicycles each year. Participants get everything they need to start using the bicycle as their primary transportation— a lock, helmet, rack and other essentials, a personalized transportation plan, and urban riding training from Oakland Upcycle instructors.	Cycles of Change - Non Profit	Low-Income	NA	Oakland	https://cyclesofchange.org/	
Alameda	Oakland - Adaptive Scooter Program	Spin is offering short-term rentals of seated devices to meet the needs of community members who are not comfortable using Spin's 2-wheeled standing scooters. Spin's adaptive devices are designed to be stood or sat upon, depending on the user's needs. They will deliver adaptive devices to users or will deliver/pick up adaptive devices directly to/from users Monday - Friday, between the hours of 9AM-1PM PT. Spin's adaptive scooter rentals are FREE and are offered on a first-come, first-serve basis.	SPIN	People with disabilities	NA	Service areas in Oakland - Spin's adaptive scooters can be rented 5 days per week (Monday - Friday), from 9AM-1PM PT for delivery. All devices must be returned by 1PM PT.	https://www.oaklandca.gov/topics/e-scooters	
Alameda	Superpedestrian - LINK Access	LINK Access is an adaptive vehicle program that provides alternative vehicles that accommodate some disabilities. Adaptive vehicles are available on a first come, first served basis. Access to these vehicles is during daylight hours only, from approximately 9am to 6pm. Rentals are available in a "round trip" model, meaning they will deliver and pick up the adaptive vehicle from the same location within local city boundaries or local operating area. They provide a helmet for use, if desired. Program is free of charge to participants. The 2 adaptive vehicles include Rio Mobility's Firefly and Electric Tricycle.	Superpedestrian	People with disabilities	NA	Service areas in Oakland	https://superpedestrian.com/accessibility	
Alameda, Santa Clara	Veo Access	Veo Access is an affordable way to use Veo in your city through discounted rates and to provide mobility services to all.	Veo	To qualify, demonstrate eligibility or participation in any local, state, or federal assistance program. You will need to enter name, phone number, email, photo ID, and proof of low-income status* (e.g. EBT card, discounted utility bill, or any other state or federally-run assistance program document).	NA		https://www.veoride.com/veo-access/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda, Santa Clara, San Francisco	Bay Wheels Bike Share Program	Bay Wheels provides affordable, accessible point-to-point bike sharing to Bay Area cities. Programs for riders with low incomes and the option to pay with cash (instead of cards) put the Bay Area's regional bike share program within reach for more people.	MTC	Bay Wheels provides affordable, accessible point-to-point bike sharing to Bay Area cities. Programs for riders with low incomes and the option to pay with cash (instead of cards) put the Bay Area's regional bike share program within reach for more people.	NA	Berkeley, Emeryville, Oakland, San José and San Francisco	https://mtc.ca.gov/operations/traveler-services/bay-wheels-bike-share-program	
Marin	Cycling Without Age	Volunteers (pilots) sign up for bike rides with the elderly as often or as rarely as they want to. At present (September 2017) more than 450 chapters around the world offer Cycling Without Age from well over 1,500 trishaws – and the numbers are still growing. More than 10,000 pilots ensure that the elderly get out of their nursing homes, out on bikes to enjoy the fresh air and the community around them. Fare/Fee: Free Wheelchair Accessible: Yes Advanced Reservations: Required.	Cycling Without Age	Majorly older adults	NA	Marin	https://www.facebook.com/cyclingwithoutagemarin/	
San Francisco	Adaptive Bike Share	SF program offers services permanent seasonally and is operating at both the Bandshell in Golden Gate Park near the museums and at the Great Highway.	In collaboration with BORP, Lyft, SFMTA, and MTC	People with disabilities	NA		https://www.borp.org/programs/cycling/ https://www.lyft.com/bikes/bay-wheels/adaptive-bike-share	
San Francisco	BIRD: Adaptive e-scooters and e-wheelchairs in City of San Francisco	Bird, in partnership with mobility equipment rental company Scootaround launched a pilot program that provides electric wheelchair and mobility scooter rentals. Users book vehicles through Bird subsidiary Scoot.	Bird	Although they are intended for disabled riders, the adaptive scooters are available to everyone.	NA	City of San Francisco (and probably after pilot to other nearby cities)	https://nextcity.org/urbanist-news/san-francisco-e-scooter-that-accommodates-people-with-disabilites https://www.bird.co/community/	
San Francisco	Lime Adaptive Scooters, Lime Able, and Lime Access	Adaptive vehicles designed for riders that have unique mobility needs. Lime Access provides discounted fares to qualifying riders in the United States, and access to Lime scooters for people without smartphones or credit cards.	Lime	Majorly people with disabilities and low-income; To qualify, an individual must demonstrate participation in an eligible local, state, or federal public benefits program.	NA		https://v1.li.me/en/community-impact	
San Francisco	SPIN	Spin offers short-term rentals of seated devices to meet the needs of community members who are not comfortable using Spin's 2-wheeled standing scooters. Spin's adaptive devices are designed to be stood or sat upon, depending on the user's needs. The adaptive scooter rentals are free and are offered on a first-come, first-serve basis.	SPIN	People with disabilities	NA		https://www.spin.app/city/san-francisco	Private

Community Based: Medical/Non-medical/Emergency / Non-emergency transportation Active Transportation

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda, Contra Costa, Marin, Napa, Santa Clara, San Francisco, San Mateo, Solano, Sonoma	Wheelcare Express	Wheelchair Express is a non-emergency transportation service provider for the elderly, infirm, or people with disabilities.	Wheelchair Express	Older adults and People with Disabilities	On-Demand	Marin, Napa, Solano, San Francisco, San Mateo, Alameda, Contra Costa, and parts of Santa Clara Counties, Sonoma	https://wheelcareexpress.com/	
Alameda, Contra Costa, Santa Clara, San Mateo	One Access Medical Transportation	One Access Medical Transportation, is a non-emergency medical transportation company serving the San Francisco Bay Area local communities. Services are designed for individuals with either physical or mental mobility limitations and to those lacking means of reliable, accessible transportation. Specialize in passengers who are ambulatory, wheelchair, or gurney (stretcher) bound.	One Access Medical Transportation	People with disability	On-Demand	San Francisco Bay area local communities	https://www.oneaccesstrans.com/	
Alameda, Marin, Santa Clara, San Mateo, San Francisco, Solano, Sonoma	MTM	Provides transportation for: Medicare transportation and Medicaid transportation programs Managed Care Organizations (MCOs) State and county governments Departments of aging Hospitals and health systems County Health and Human Service Departments					https://www.mtm-inc.net/healthcare/nemt/manages	
Alameda, Marin, Santa Clara, San Mateo, San Francisco, Solano, Sonoma	Life Savers Transportation	Provide transport service for those who are in need of assistance whether it is medical or non-medical to their designated appointments. Provides wheelchair transportation services to the elderly and the disabled. In addition to our wheelchair transportation, the company also provides with gurney transportation as well, that way you are accommodated with the most proper transportation available.	Life Savers Transportation	Older Adults and people with disabilities	On-Demand	Multiple locations across the Bay Area	https://lifesaversmedic.com/	
Alameda, San Mateo, Contra Costa, San Francisco	Onward	Door-Through-Door Assistance providing rude share alternative for seniors, disabled adults, and low acuity patients in need of minor physical assistance. Covers facilities: Hospitals and Health Systems, Community Health Programs, and Independent and Assisted Living.	Onward	blank	Flexible Scheduling	Services cost $45 per hour $2.50 per mile (No discount at the moment)	https://www.onwardrides.com/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	Easy Does It Emergency (Berkeley)	In Berkeley, Easy Does It Emergency Services provides assistance to seniors and people with disabilities living independently and offers both accessible Emergency Transportation and On Demand Transportation.	Easy Does It Emergency	Older Adults and people with Disabilities	On-Demand	Berkeley	https://easydoesitservices.org/	
Marin, Napa, Solano, Sonoma	NorthBay Transit group	Northbay Transit Group is a medical transport service available to citizens in the Bay Area. They are available 24 hours 7 day a week and have a fleet of wheelchair vans.		Older Adults and people with Disabilities	Scheduled		https://publichealth.networkofcare.org/solano/services/agency?pid=NorthbayTransitGroup_1_49_1	
Marin	Roll Wheelchair and gurney services	Roll is a for-profit company that caters to ambulatory and wheelchair patients that require assistance to and from appointments, events or just hire for the day out to visit family.	Roll	People with disabilities	On-Demand	San Rafael	http://www.rollwheelchair.com/	
Marin, Napa, Sonoma, San Francisco	Medi Ride LLC	Medi Ride is a non-emergency medical transportation provider that provides service for ambulatory and wheelchair customers who require assistance to and from any and all medical appointments.Fare/Fee: Depends on trip distance and durationWheelchair Accessible: YesAdvanced Reservations: YesAssistance: Door-to-door.	Medi Ride LLC	People with disabilities	On-Demand		https://www.care.com/b/l/medi-ride-llc/novato-ca	
Napa, Solano, Sonoma	R&D Transportation	They provide transportation to regional center clients ad schools in Sonoma, Napa and Solano County. If the person is a client of the regional center (has a developmental disability) the services are covered by the regional center.					https://rdtsi.com/	
San Francisco	Familytree Medical Transportation	Familytree Medical Transport provides safe and affordable non-emergency medical transportation to hospitals, nursing homes, and private citizens all around the San Francisco Bay Area.		For all but provides service for older adults and people with disability			https://npidb.org/organizations/transportation_services/non-emergency-medical-transport-van_343900000x/1982979415.aspx	
San Francisco	San Francisco VA Medical Center	Offers several transportation options for eligible veterans and employees. These include the VAMC Transport System, Bauer's/TransMETRO Transportation, and the VA Shuttle to UCSF. VTS provides qualifying Veterans with free transportation services to and/or from participating VA medical centers (VAMCs) in a multi-passenger van.	VA San Francisco Health Care	Veterans	Scheduled		https://www.va.gov/healthbenefits/vtp/	
San Francisco, Santa Clara	Fun N Go Non Medical Transport	Offers non-emergency medical transportation to meet traveling needs to and from hospitals, urgent care centers, clinics, nursing homes, long-term care facilities and other destinations in the healthcare network. Transportation Services include: wheelchair transportation, gurney transportation, ambulatory transport, flat rate private pay, rides to doctor appointments, hospital discharge transportation, one way and round trip medical transport, nursing homes and facilities.	Fun N Go	Older Adults and people with disabilities	On-Demand	Palo Alto, Los Gatos, Mountain View, Santa Clara County, San Francisco	https://www.funandgotransport.com/pages/service-areas	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Santa Clara	Anthem Blue Cross	Anthem Blue Cross offers Medical patients transportation to health related resources including parks. You can use nonemergency medical transportation (NEMT) when you physically or medically are not able to get to your appointment by car, bus, train or taxi.Before getting NEMT, you need to request the service through your doctor. NEMT includes: Ambulance, Wheelchair van and Litter van.	Anthem Blue Cross				https://mss.anthem.com/california-medicaid/benefits/medi-cal-plan-benefits/transportation.html	
Santa Clara	Absolute Seniors Solutions - Senior Care Transportation	Rides for seniors for any occasion. Services include:- All our drivers have clean DMV records and are fully insured, Discounts available for weekly and monthly recurring trips, Senior shuttle service, Ambulatory service, Gurney and wheelchair transportation services, One way or round-trip medical transport.	Absolute Seniors Solutions - Senior Care Transportation	Older Adults	On-Demand: Reservation/ Request	San José	https://abseniorsolutions.com/	
Santa Clara	Boundless Care, Inc.	Boundless Care, Inc. is dedicated to providing reliable transportation at affordable and negotiable rates 24 hours a day and 7 days a week for people in need of transit to and from inpatient/outpatient services, physician appointments, dialysis appointments, chemotherapy sessions, and certain recreational activities.	Boundless care inc.	Older Adults	On-Demand		https://www.boundlesscare.org/	
Santa Clara	Indian Health Center of Santa Clara Valley	Transportation is available for IHC members that have transportation barriers. It is arranged by your care team, If there is difficulty arriving to the appointments because of transportation, the provider can request IHC transportation for you.It is available for IHC pediatric patients. If the child requires a car seat it must be provided by the family. Children must be accompanied by a parent or guardian. Transportation services are available for the following appointment types: IHC Medical Appointments, IHC Dental Appointments, IHC Nutrition Appointments, IHC Counseling Appointments, Non-IHC Specialty Appointments, IHC Events.	Indian Health Center of Santa Clara Valley	IHC Members	Scheduled transportation services are available Monday through Friday for appointments that are between 9:00 am to 3:00 pm.		https://www.indianhealthcenter.org	
Sonoma	North Bay Med Transportation						replace with https://www.northbaymedtransport.com/	
Sonoma	Transport Care	Non-emergency medical transportation. Provides wheelchair and gurney transportation for a fee for seniors.	Sonoma Access	Older Adults		Sonoma	https://www.sonomaseniorsaccess.org/provider/transport-care/	

Community Based - NGO/Community Shuttles

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	Alzheimer's Services of the East Bay	ASEB provides door-to-door transportation through specially trained drivers in lift equipped vans to individuals with dementia attending a local day program.	Alzheimer's Services of the East Bay	People with disabilities			https://aseb.org/	
Alameda	BORP - Group Trip Transportation Pilot Project for Youth and Adults with Disabilities	BORP is able to fill the gap in public transportation by offering group trip transportation for people with disabilities. Grant from the Alameda County Transportation Commission (Alameda CTC) to conduct a group trip transportation pilot project in Northern Alameda County for children, youth, and adults with disabilities participating in sports and recreation programs.		Youth and Adults with Disabilities			https://www.borp.org/	Non-Profit
Contra Costa	Rossmoor's Dial-a-Bus and Paratransit	The Rossmoor Bus service operates seven days a week. Dial-A-Bus operates on weekdays, weekends and holidays. (NOTE: Weekend service has been temporarily suspended due to a staffing shortage.) The Dial-A-Bus will pick you up at your curbside entry.	Rossmoor Walnut Creek		At least one hour in advance to request a ride	Rossmoor Walnut Creek - The Dial-A-Bus service areas include destinations in the Rossmoor Community, Rossmoor Shopping Center, medical centers and scheduled trips to our downtown service area at specific times.	https://rossmoor.com/residents/transportation/	
San Francisco	Kimochi Transportation Service	Door-to-door Transportation Services are offered to seniors who find it difficult or are unable to use public transportation. Transportation Services staff drive and escort individuals and groups from their homes to Kimochi program sites. Other transportation, including trips to grocery stores and medical appointments, can be arranged.	Kimochi	Individuals unable to independently use public fixed-route service (i.e. MUNI), individuals temporarily unable to independently use public fixed-route service, or individuals who are paratransit eligibility based on completion of an application form.		The general service area is San Francisco's Japantown, Western Addition, Richmond and Sunset districts.	https://www.kimochi-inc.org/transportation	
San Mateo	Redwood City Veterans Memorial Senior Center	To and from senior center	Veterans Memorial Senior Center	Must be a Redwood City resident and attend the Veterans Memorial Senior Center	Request a ride	Redwood City	https://www.redwoodcity.org/departments/parks-recreation-and-community-services/seniors	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
San Mateo	Senior Coastsiders	Senior Coastsiders provides transportation to the Center Monday through Friday so people may participate in the classes, activities, and lunch. Grocery shopping is available once a week.	Senior Coastsiders; Services provided at Senior Coastsiders are partially funded by San Mateo County Area Agency on Aging.	Older Adults	Request a ride		https://www.seniorcoastsiders.org/transportation	
Santa Clara	Heart of the Valley Services for Seniors	Escorted transportation for appointments, errands, and shopping.	Heart of the Valley Services for Seniors	serve adults 65 years of age or older who reside in West Santa Clara County, depending on your zip code			https://www.servicesforseniors.org/	
Sonoma	West County Community Services Shuttle	Prescheduled rides for older adults and people with disabilities from West County into Santa Rosa and around west county. The West County Community Services shuttle provides rides to medical appointments, social and shopping activities using an ADA accessible 11 passenger van with a wheelchair lift. Door to Door pick up is available.	West County Community Services	Elderly People, People with Disabilities	Curb to curb (pick-up and drop-off at curb), Preschedules and Door-to-Door	Santa Rosa City Bus, Sonoma County Transit	https://www.westcountyservices.org/mobility/	

Community Based (By Jurisdiction) - Ridesharing/Senior Center or Shuttle services operated by cities or counties

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	FLEX RIDES Shuttle	FLEX Shuttle is a fixed-route service that consists of a series of shuttle stops at popular locations throughout the City of San Leandro and offers unlimited rides to FLEX Members. There are two shuttle buses: North Route and South Route. Each route runs separately around the North and South sections of San Leandro. Riders can transfer between the North and South routes at the San Leandro Senior Community Center stop. There is no additional cost to ride the FLEX Shuttle and can be used as frequently as needed.	City of San Leandro	Seniors over the age of 50 and people with disabilities who reside within San Leandro city limits through the FLEX RIDES program.	Fixed-route	City of San Leandro	https://www.sanleandro.org/496/Paratransit-Services	
Alameda	Get on the Bus! - Albany Senior Center	The Albany Senior Center has acquired a new shuttle bus with GAP grant from the Alameda County Transportation Commission. The new shuttle expands and enhances programs that keep Albany's seniors active and engaged.	City of Albany	Older adults			https://www.albanyca.org/recreation/senior-center/senior-services/transportation-services	
Alameda	Group Trip	City of Alameda: For the monthly group trips, participants must be 50 years of age or older. For the Leisure Club group trips, participants must be 18 years or older with special needs.Available to Albany residents 50 years or older. Seniors participating in City of Berkeley senior centers are eligible.All members of the Emeryville Senior Center are eligible. Membership to the Emeryville Senior Center is open to anyone over 50 years old (Emeryville residence not required).City of Fremont: Organizations serving seniors and/ or persons with disabilities are eligible for group transportation.Hayward: Pre-scheduled, accessible trips for a minimum group of four are available to qualified residents. Group trips are primarily available through senior housing complexes, skilled nursing facilities, and community organizations serving seniors and individuals with disabilities.City of Pleasanton: Pleasanton and Sunol residents who are 70 or older OR 18 or older and ADA-certified.	City of Alameda, Albany, Berkeley, Fremont, Hayward, Pleasanton and Emeryville Senior Center	Older adult and people with disabilities - criteria may differ as per the city/region.			https://www.alamedaca.gov/Departments/Planning-Building-and-Transportation/Transportation/Paratransit	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	Hayward Operated Paratransit	The Hayward Operated Paratransit (HOP) Program complements and supplements the East Bay Paratransit service when it is unable to provide service.	City of Hayward	Be a resident of the City of Hayward, Castro Valley, San Lorenzo, Unincorporated San Leandro, Ashland or CherrylandBe at least seventy (70) years old, orBe at least eighteen (18) years old; and be unable to drive or use other public transportation (such as the bus or BART) independently due to a medical or disabling condition	Program includes Same-Day Transportation, Pre-scheduled door-through-door Transportation, Group Trips, Subsidized Fare, Safe Routes for Seniors		https://www.hayward-ca.gov/residents/paratransit	
Alameda	West Berkeley Shuttle	The West Berkley Shuttle is a free shuttle service funded through the Berkeley Gateway Transportation Management Association (TMA) by Bayer HealthCare and Wareham Development, to provide a "last mile" transit connection from the Ashby BART Station to business establishments throughout the West Berkeley Area. The Berkeley Gateway TMA has partnered with the Emeryville TMA to provide shuttle operation services.					https://www.westberkeleyshuttle.net/	
Alameda	8-To-Go: Door-to-Door Shuttle Service (Emeryville)	8-To-Go is a scheduled, door-to-door, shared ride transportation for residents of the 94608 zip code area. Punch cards are available for purchase through the Senior Center by calling 510-596-3730. Service hours for the 8-To-Go are generally from 9am-12:30pm and 1:30pm-5pm every weekday. The shuttle does not operate on evenings, weekends, or holidays.	The Emeryville Senior Center, in conjunction with the Emeryville Transportation Management Association	Specifically for those age 70 years and above or persons between 18 and 69 that are East Bay Paratransit Certified	Door to Door	Zip code: 94608 and Rides to even some destinations just outside of this area, such as Berkeley Bowl West, MacArthur BART, Herrick Hospital, Kaiser Oakland, and the "Pill Hill" Hospitals and Medical Clinics.	https://www.ci.emeryville.ca.us/180/Transportation-Paratransit-Services	
Alameda	Emeryville Emery Go-Round	The Emery Go-Round is a last-mile shuttle service, provided by the Emeryville Transportation Management Association, to connect employees, residents and visitors of Emeryville from the MacArthur BART Station to various locations throughout the city. The service is fare-free and open to the public. Offers four routes that connect Emeryville's employers and shopping centers with the MacArthur BART station.	Emeryville Transportation Management Association (a non-profit organization)	Open to all;Adults $1.00, Youth 6-18) 0.50¢, Senior/ Disabled 0.50¢, Students 0.50¢	Fixed-route		https://emerygoround.com/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	Oakland Paratransit for the Elderly and Disabled (OPED)	Assists adult persons with disabilities, seniors and frail elderly with supplemental transportation services. Contracted vendors provide curb-to-curb and door-to-door subsidized transportation service to eligible program participants who cannot access public transportation, by subsidizing taxicab or wheelchair van service to non-emergency medical appointments, shopping trips and other local destinations.	City of Oakland	Adult persons with disabilities, older adults and frail elderly		Different services have different service area	https://www.oaklandca.gov/topics/paratransit-services	Non-Profit Healthcare
Alameda	Wheelchair Van Service Ride-On Tri-City	Wheelchair Van Service (WAV) is available to Fremont and Newark residents who use wheelchairs or who are ambulatory and require special door-to-door assistance. Rides to and from destinations in Fremont, Newark and Union City are available from 8am to 6pm, 7 days a week. Rides are provided in lift-equipped, wheelchair-accessible vans.	City of Fremont (Programs funded by Alameda CTC through Measure B and Measure BB sales tax.)	Fremont or Newark residents who are 70 years of age or older ORFremont or Newark resident who is unable to use public transit independently due to a disability or disabling health condition.	Reservations are taken up to 7 days in advance; same-day rides are available on a space-available basis only.	Fremont, Newark and Union City	https://www.fremont.gov/government/departments/human-services/transportation-mobility	
Alameda	Wheelchair Van Program (City of Berkeley and Easy Does It)	BRSD provides 14 free van-ride vouchers (three times per year) or a combination of van vouchers and taxi scrip to wheelchair users. Residents who travel by wheelchair and are certified by East Bay Paratransit requiring wheelchair-lift service are eligible for the program, regardless of age and income level. Wheelchair rides are provided by our local partner agency, Easy Does it.	City of Berkeley	People with disabilities			https://berkeleyca.gov/community-recreation/seniors/transportation-services	
Contra Costa	San Pablo Senior and Disabled Transportation	San Pablo Senior and Disabled Transportation Services provide Door to Door shuttle service to eligible seniors within the City of San Pablo and people with disabilities in need of transportation to medical appointments, grocery shopping, the post office, bank and/or other community locations for a low fee. Door-to-Door shuttle is a shared-ride van service with service hours from (First Ride) 9:00am – (Last Ride) 3:45pm.	City of San Pablo; The Door-to-Door Shuttle is funded by Measure J Sales Tax.	Seniors (ages 50+) or people with a disability (ages 18+) living in the 94806-	Door to Door shuttle		https://www.sanpabloca.gov/1396/Transportation	
Contra Costa	Lamorinda (Lafayette, Moraga, Orinda) Spirit Van	Provides rides to older Lamorinda residents to get to errands, shopping, medical and personal appointments and to the Walnut Creek Senior Center. The drivers are primarily volunteers. Contra Costa Yellow Cab & Desoto Company - 10% discount for Lamorinda seniors	City of Lafayette	Serving Lamorinda Seniors with and without disabilities	Scheduled		https://www.lovelafayette.org/city-hall/city-departments/parks-trails-recreation/senior-services/lamorinda-spirit-van	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Contra Costa	Walnut Creek Senior - Mini Bus	The Mini Bus is an alternative means of travel for Walnut Creek seniors run entirely by volunteers. When scheduling for a ride, please indicate if this ride is one way or round trip. Please provide home address, selected day, location, time, notes for the driver. Rides are available between 8:10AM – 11:20AM and 11:30 AM- 2:50 PM. Ride times are scheduled in increments of 10mins. There are Mini Bus Schedule and locations are per the week days.	City of Walnut Creek	Must meet 3 of the following requirements: Be a Walnut Creek ResidentBe 60+ years of ageHave a disability/ health related condition that prevents the individual from using regular transportation.Be a Transportation Member or Walnut Creek Senior Club Member	Ride reservation		https://www.walnut-creek.org/departments/arts-and-recreation/recreation-parks/adults-50/expanded-transportation-program	
Contra Costa	City of Richmond - On Demand Shuttle "Richmond Moves"	Rides are able to be booked with the free Richmond Moves app, or by calling 510-937-3657 for assistance over the phone. The service will operate Monday - Friday from 7am-7pm. Rides cost only $2 and will be free for students and seniors.	City of Richmond	Open to all but free for students and seniors.	On-Demand		http://www.ci.richmond.ca.us/localshuttle	
Contra Costa	Easy Ride Para Transit Senior & Disabled Transportation Service	Easy Ride Senior & Disabled Transportation Service is a shared-ride van service for seniors (65 and older) and persons 18 and over with a disability who are El Cerrito residents. The door-to-door shuttle is funded by Measure J Sales Tax. It provides rides to medical appointments, local grocery stores, shopping centers, religious services, personal care appointments, attending classes and social visits to friends or family. $3 per ride.	City of El Cerrito	Seniors (65 and older) and persons 18 and over with a disability who are El Cerrito residents.	Door to Door	Within El Cerrito city limits. Easy Ride has extended its service area to include limited locations outside of El Cerrito city limits. Expanded service locations include Target, Grocery Outlet, COSTCO, and Pacific East Mall/ Ranch 99 in Richmond as well as Albany Oral Surgery and Sutter East Bay Medical Foundation Care Center in Albany. Rides to these locations remain $3 each way.	https://www.el-cerrito.org/285/Easy-Ride-Paratransit-Service-Ages-65	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Contra Costa	City of San Ramon	The Senior Express Van operates Tuesday through Friday. Call or sign-up at the front desk 24 hours in advance. Riders must live within San Ramon city limits. The van will also pick up individuals, upon request, at the San Ramon Transit Center (SRTC), Tuesday - Friday. Riders must be at the Transit Center no later than 9:15am. Riders can connect to BART via County Connection buses that stop at the SRTC. The Alcosta Senior and Community Center has two vans available for transportation. The large van has a 16 passenger capacity and the small van has a 7 passenger capacity. Both vans have wheelchair lifts and restraint features for patrons with mobility needs.		Older adults - resident membership		City of San Ramon	https://www.sanramon.ca.gov/our_city/departments_and_divisions/parks_community_services/adults_55/senior_transportation	
Marin	Marin Transit's - Dial-A-Ride	General description: All trips must start and end within the Service Area. The bus will make stops at any safe location within the eligible service area. One-way fares are $4 for general public and $2 for seniors and persons with disabilities. Un able to accept Marin Transit Passes or Clipper at this time. It provides passengers curb-to-curb pick-up and drop-off service 1. Dillon Beach/Tomales between Dillon Beach, Tomales, and Petaluma on Wednesdays only. 2. Point Reyes: between Point Reyes Station and Novato on the first and third Mondays of each month.	Marin Transit	Eligible to all but lower cost for seniors and persons with disabilities.	As scheduled	For Dillon Beach/ Tomales: Eastbound pick-ups and westbound drop-offs are available within Dillon Beach and Tomales OR within 3/4 mile of Tomales-Petaluma Road or Dillon Beach Rd. Westbound pick-ups and eastbound drop-offs are available within Petaluma city limits.	https://marintransit.org/point-reyes-dial-a-ride	
Napa	Calistoga Shuttle	The Calistoga shuttle is an on-demand transit service within Calistoga city limits for the general public. No advanced reservations required. The Shuttle is wheelchair accessible and connects with Vine Transit routes 10.	NVTA	Open to all but serves as paratransit for people with disabilities	On-Demand ADA	The Shuttle Route: Downtown Calistoga, Highway 29 North to/and Tubbs Lane, Highway 128 North to/and Tubbs Lane (+Bennett Lane Winery), Highway 29 South to/ and Dunaweal Lane (+Castello di Amorosa), and Silverado Trail South to/and Dunaweal Lane. This route will take you to over 17 Calistoga wineries.	https://vinetransit.com/?s=calistoga+shuttle	
Napa	St Helena Shuttle	The St. Helena Shuttle is an on-demand, door-to-door, transit service within specific areas of the city. The service also operates limited fixed-route service on weekdays and connects with Vine Transit route 10.	NVTA	Open to all and lower fares for Seniors/people with disability and youth	On-Demand and fixed-route on weekends	blank	https://vinetransit.com/?s=st+helena+shuttle	
Napa	Yountville Bee Line							

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
San Francisco	Shop-A-Round Shuttle	SF Paratransit is a convenient, low-cost shuttle that makes it easier to go grocery shopping for registered seniors and people with disabilities personalized assistance that isn't available on MUNI bus and rail lines. (Not commute trips to work)	SFMTA	Registered Older Adults and people with disabilities	Scheduled	San Francisco	https://www.sfmta.com/getting-around/accessibility/shop-round	
San Francisco	Van Gogh Shuttle	A van shuttle service provided by SF Paratransit for group of seniors and/or people with disabilities to attend social and cultural events in San Francisco	SF Paratransit	Group of Older Adults and/ or people with disabilities	Reservation required before 7 days	Examples of Van Gogh trips include: Trips to museums, concerts, theatres, Golden Gate Park, public meetings, and more.	https://www.sfmta.com/getting-around/accessibility/van-gogh-shuttle	
San Mateo	Get Around! Senior Rides Program	A program offered through the Parks and Recreation Department that offers seniors living in San Mateo a safe and affordable means of transportation.	City of San Mateo	Must be both a City of San Mateo resident and 60 years old or older. Participants must be registered for the program before they can receive the discounted rates.	Request a ride - Schedule rides in advance or on-demand, 24 hours a day/7 days a week.	All rides must start or end in San Mateo. Included cities: San Mateo, Belmont, Burlingame, Foster City, Hillsborough, Redwood City, San Carlos, the Veteran's Hospitals in Menlo Park and Palo Alto, and Stanford Affiliated Medical Offices in Palo Alto.	https://www.cityofsanmateo.org/3795/Get-Around-Senior-Rides-Program#:~:text=It's%20a%20program%20offered%20through,participant%20in%20the%20Get%20Around!	
San Mateo	Bayshore/Brisbane Senior Shuttle	Operates request-ride service during the midday and connects to the Bayshore Caltrain Station. Passengers may request rides for any purpose within the service area.	SamTrans	Older adults			https://peninsularides.com/program/bayshorebrisbane-senior-shuttle/	
San Mateo	East Palo Alto Senior Center - Second Harvest service	To/from senior center	East Palo Alto Senior Center	Age 55 or over or spouse of a senior. Age 60 or over for some federally funded programs	Request a ride	East Palo Alto	https://www.smc-connect.org/locations/east-palo-alto-senior-center?keyword=East+Palo+Alto+Senior+Center+-+Second+Harvest+service&location=	
Santa Clara	Via - City of Cupertino	Via-Cupertino is an on-demand community shuttle that goes everywhere in Cupertino! It connects to some destinations just outside of Cupertino, like the Sunnyvale Caltrain station, Kaiser Santa Clara, and Rancho San Antonio.	City of Cupertino	Open to all but discounts for low-income, older adults and people with disabilities			https://www.cupertino.org/our-city/departments/public-works/transportation-mobility	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Sonoma	Rohnert Park Senior Center	The Sunshine Bus program provides transportation service using a mini-bus. Rides are available in the mornings for seniors residing in Rohnert Park, Cotati, and Penngrove on Tuesdays, Wednesdays, Thursdays and Fridays for medical appointments, shopping or other personal needs. On Tuesday mornings, they go to Santa Rosa for medical, DMV or Social Security only. Cost is $7 per round trip for Rohnert Park appointments and $12 for trips to Santa Rosa.	City of Rohnert Park	Older Adults and people with disabilities	To schedule a ride, call 707-585-6780 between 9am and Noon, Monday-Friday, at least 24 hours in advanced.		https://www.rpcity.org/cms/One.aspx?portalId=3037873&pageId=3360937	
Sonoma	Cloverdale Shuttle	Sonoma County Transit provides FARE FREE local service in Cloverdale via Route 68. The Shuttle operates Monday–Saturday, 7:25am–4:05pm. The route terminus is the Furber Ranch Shopping Center connecting to Kings Valley Apartments, Senior Center, downtown Plaza and adjacent residential neighborhoods.					https://www.cloverdaleseniorcenter.org/resources/transportation https://sctransit.com/maps-schedules/route-68/	

Fixed-route/ADA Paratransit/Paratransit services

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	Union City Paratransit	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 Measure B and Measure BB sales tax of Alameda County.	Union City residents who are unable to use public transportation due to disability or health condition.	Scheduled	Union City	https://www.unioncity.org/172/Paratransit	
Alameda, Contra Costa	East Bay Paratransit	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.	East Bay Paratransit was established by AC Transit and BART to meet requirements of the Americans with Disabilities Act (ADA).	Those who are unable to use public transportation due to disability or health condition.		Service is provided during the hours of AC Transit's bus and BART's rail operations. Service is limited to areas within ¾ mile of an operating bus route or BART station.	https://www.eastbayparatransit.org/	Non-Profit
Contra Costa	County Connection LINK	County Connection LINK paratransit service is an Americans with Disabilities Act (ADA) paratransit service. The Americans with Disabilities Act of 1990 (ADA) requires all public transit operators to provide special service to persons whose disabilities prevent them from using fully accessible public transit. The special service, called "ADA paratransit service," operates at similar times and in similar areas as existing non-commute (off-peak), fixed-route transit.	County Connection	Those who are unable to use public transportation due to disability or health condition.	Reservation based	County Connection Link provides service in Central Contra Costa County in the cities and towns of Alamo, Clayton, Concord, Danville, Lafayette, Martinez, Moraga, Orinda, Pleasant Hill, Rossmoor, San Ramon and Walnut Creek.	https://countyconnection.com/paratransit/	Non-emergency medical transportation company
Marin	Marin Transit - Access Paratransit	Marin Access Paratransit provides pre-scheduled bus transportation for persons with disabilities who cannot independently use regular Marin Transit or Golden Gate Transit bus service some or all of the time. With this service, riders who cannot access the regular fixed-routes can still maintain their freedom to travel around Marin. Paratransit service is available during the same days and hours as our local bus service, within 3/4 mile of the routes. We offer a shared ride, door-to-door service as well as subscriptions for passengers who make regular trips to the same destination.	Marin Transit	Those who are unable to use public transportation due to disability or health condition.			https://marintransit.org/paratransit	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Napa	Vine Transit-Calistoga Shuttle	The Calistoga shuttle is an on-demand transit service within Calistoga city limits for the general public. No advanced reservations required. The Shuttle is wheelchair accessible and connects with Vine Transit Route 10.	NVTA/Vine Transit	Open to all, but serves as paratransit for local trips for those who are unable to use public transportation due to disability or health condition.	On-Demand ADA	The Shuttle Service Area: Downtown Calistoga, Highway 29 North to/and Tubbs Lane, Highway 128 North to/and Tubbs Lane (+Bennett Lane Winery), Highway 29 South to/and Dunaweal Lane (+Castello di Amorosa), and Silverado Trail South to/and Dunaweal Lane. This route will take you to over 17 Calistoga wineries.	https://vinetransit.com/?s=calistoga+shuttle	All Community based shuttles are part of the Napa Vine Public Transit System and are wheelchair accessible
Napa	Vine Transit-St Helena Shuttle	The St. Helena Shuttle is an on-demand, door-to-door, transit service within specific areas of the city. The service also operates limited fixed-route service on weekdays. Connects with the Vine Transit Route 10.	NVTA/Vine Transit	Open to all and lower fares for seniors, people with disability and youth	On-Demand and limited fixed-route on weekdays	The Shuttle Service Area: Downtown St. Helena through Highway 29, Highway 29 to Inglewood Ave to the South, Sulphur Springs Ave to the West, Dean York Lane and part of Pratt Ave to the North and College Ave and Paseo Grand Drive to the East	https://vinetransit.com/?s=st+helena+shuttle	All Vine Transit Community Shuttles are wheelchair accessible
Napa	Vine Transit-Yountville Trolley	Vine Transit operates fixed-route and stop-to-stop on-demand in the City of Napa and connections to Vine Transit Route 11 to the Vallejo Ferry Terminal, Vine Transit Route 10 to Calistoga, Vine Transit Express Route 29 to El Cerrito Del Norte BART station and Vine Transit Express Route 21 to Fairfield Transit Center and Suisun Train Station.	NVTA/Vine Transit	Open to all, but serves as paratransit for local trips for those who are unable to use public transportation due to disability or health condition.	Fixed-route and On demand	The Shuttle Service Area: Yountville Town Limits and the Veteran's Home	https://vinetransit.com/?s=yountville+trolley	
Napa	Vine Transit-City of American Canyon	American Canyon Transit is an on-demand, door-to-door, transit service within specific areas of the city that only operates on weekdays. The service also operates limited fixed-route service to accommodate larger loads around school bell times.	NVTA/Vine Transit	Open to all, but serves as paratransit for local trips for those who are unable to use public transportation due to disability or health condition.	Fixed-route and On demand	The Shuttle Service Area: All of Highway 29, as far north as Green Island Road, Wetland Edge Rd to the west, part of Mini drive to the south, and a bit east of Flosden Road and Newell Drive	https://vinetransit.com/routes/american-canyon-transit/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Napa	Vine Transit-City of Napa and Regional Express Services	Vine Transit operates fixed-route and stop-to-stop on-demand in the City of Napa and connections to Vine Transit Route 11 to the Vallejo Ferry Terminal, Vine Transit Express Route 29 to El Cerrito Del Norte BART and Vine Transit Express Route 21 to Fairfield Transit Center and Suisun Train Station.	NVTA/Vine Transit	Open to all and lower fares for seniors, people with disability and youth	Fixed-route and On demand	City of Napa On-Demand Service Area: All existing bus stops, with the exception of making a trip between two stops that are served by fixed-routeRoute 11 Service Area: As far North at the Redwood Park & Ride and as far South as the Vallejo Ferry Terminal with stops in the City of Napa, American Canyon & VallejoRoute 29 Service Area: As far North at the Redwood Park & Ride with a stop at the Soscol Gateway Transit Center, a stop at the American Canyon Post Office, and as far south as the El Cerrito Del Norte BART StationRoute 21 Service Area: As far West as the Soscol Gateway Transit Center with a stop at Napa Valley College, Fairfield Transit Center and as far East as the Suisun Capital Corridor Amtrak Station.	https://vinetransit.com/routes/	
Napa	Vine Go	ADA Paratransit Service in Napa County. VineGo operates as a shared ride service and provides transportation curb to curb within 3/4 of a mile from the fixed-route system. In order to use VineGo one must be certified as eligible.	NVTA/Vine Transit	Those who are unable to use public transportation due to disability or health condition.	On-Demand ADA	Within 3/4 of a mi. of Napa County Vine Transit Service Areas	https://vinetransit.com/vine-go/	
San Francisco	Muni Services for Older Adults and People with Disabilities	This program provides low and moderate income seniors residing in San Francisco free access to Muni services, including cable cars, when using a Clipper card. If in possession of Free Muni Clipper Card one can transfer it to the phone on the Clipper App.	SFMTA	Low and Medium Income older adults Free Muni for People with Disabilities	Fixed-Route		https://www.sfmta.com/getting-around/accessibility/muni-accessibility#:~:text=Muni%20offers%20	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Santa Clara	VTA ACCESS paratransit	VTA ACCESS paratransit service is provided to eligible individuals with disabilities who cannot use conventional accessible bus and light rail transit service due to their physical, visual or cognitive disabilities. It operates within the same service area and service times as VTA bus and light rail service. Customers can expect multiple pick-ups and drop offs along their trips, just like a bus. VTA operates a diverse paratransit fleet including cutaways, minivans, sedans and taxis. Customers can expect any of these vehicles for their trip unless an accessible vehicle is required.	VTA	Eligible individuals with disabilities		Santa Clara	https://www.vta.org/go/paratransit	

Subsidized local taxis/ LYFT/Uber/ or other demand response service

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda, Marin, Santa Clara, San Francisco, San Mateo, Solano, Sonoma	GoGoGrandparents - Senior Transportation	Provide transportation, groceries, home services and more - built better for older adults. GoGoGrandparent helps older adults maintain their independence by accessing on-demand services like Uber and Lyft with a simple phone call (no smartphone required). Registering is easy and allows access to 24/7 operator assistance, the ability to set up automatic rides for fixed medical appointments and keep family members informed with updates. For City of Berkeley - Riders enrolled in our GGG program receive $50 per month of free Uber and/or Lyft rides.	GoGoGrandparents	Older Adults	On Demand	Multiple locations across the Bay Area	https://gogograndparent.com/	
Alameda	AIM, Alameda for Independent Mobility	For low-income residents of the City of Alameda who are fully enrolled in East Bay Paratransit (EBP). Recognizing that EBP does not provide same day trips and medical return trips can be difficult to pre-schedule due to timing, the City of Alameda hopes the AIM program will facilitate these same-day trip needs within Alameda County. The AIM Program will be administered by Eden I&R, Inc. They will serve as a concierge service that will arrange and monitor up to five Uber or Lyft trips per month within Alameda County. Applicants agree to use this concierge service and pay the first $4 of each ride and any charge over $20 using a credit, debit or prepaid debit card. The service will be offered Monday through Friday from 8:15 am to 5:30 pm with the understanding that a ride may not be available immediately, i.e. WAV's (Wheelchair Accessible Vehicle) cannot be guaranteed due to Uber's limited stock in Alameda County at this writing.	This program is funded by Measures B and BB, which is administered by the Alameda County Transportation Commission.	Low-income population and people with disabilities			https://www.alamedaca.gov/Departments/Planning-Building-and-Transportation/Transportation/Paratransit	
Alameda	Ride-On Tri-City (within Fremont, Newark and Union City)	Assists seniors and people with disabilities residing in Fremont, Newark and Union City with all of their transportation needs. Ride-Hailing Service: Subsidized Lyft rides within Fremont, Newark and Union City are available 8am to 6pm, 7 days a week, for participants with their own smartphones and have an active Lyft account Taxi Service: Our subsidized Taxi Service provides rides within Fremont, Newark and Union City and are available 8am to 6pm, 7 days a week. Rides are requested on the same day as needed.	Program funded by Alameda CTC and City of Fremont	Older adults and people with disabilities residing in Fremont, Newark and Union City with all of their transportation needs.	On-Demand	Subsidized Lyft rides within Fremont, Newark and Union City are available 8am to 6pm, 7 days a week	https://www.fremont.gov/government/departments/human-services/transportation-mobility	
Alameda	Scholarship program - Hayward	Subsidized Lyft/Uber fare program for enrolled HOP clients with demonstrated financial need.	City of Hayward	People with disabilities and low income - to quality, client must meet HUD/Federal income limits for extremely low-income and submit income documents.			https://www.hayward-ca.gov/residents/paratransit	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	Taxi Up & Go Program - City of Oakland	Replace with: The Taxi Up & Go Program provides free Taxi Scrip to seniors and disabled adults who need transportation to and assistance with attending medical appointments and grocery shopping. To participate in TUGO, one must reside in the City of Oakland and an escort must accompany you in the cab. A maximum of two free taxi rides per fiscal year.	The Taxi Up & Go Program is a partnership between the Senior Companion Program and Oakland Paratransit for the Elderly and Disabled (OPED). OPED supports TUGO with Measure B funds received from the Alameda County Transportation Commission.	Must live in The City of Oakland, in need of transportation and an escort, You are a senior or disabled adult, Have a limited income or limited resources	On Demand	City of Oakland	https://www.oaklandca.gov/topics/paratransit-services	
Alameda	Taxi/Lyft/Uber Reimbursement Program - City of Emeryville	The Emeryville Senior Center offers a taxi reimbursement program to Emeryville residents aged 70 and older. From July 2018, they started accepting Lyft and Uber for Reimbursement. Members will be reimbursed for 90% of their taxi rides every 3 months, up to $80 in actual fares purchased (e.g. a recipient will receive up to a $72 reimbursement check for up to $80 worth of taxi rides every three months). Eligibility is not based on income or assets, so please apply today! Call the Senior Center at 510-596-3730 for any questions about this service.	City of Emeryville	Older adults	On-Demand		https://www.ci.emeryville.ca.us/180/Transportation-Paratransit-Services	
Alameda	Berkeley Rides for Seniors & the Disabled (BRSD) - Taxi Scrip Program and High Medical Need Program	Taxi Scrip: Provides a limited amount of free scrip (i.e., temporary paper money) to pay for rides on conventional taxicabs, wheelchair-accessible taxicabs, vans, and other selected vehicles. BRSD provides up to $960.00 of free scrip ($320.00 three times per year) to pay for demand-response transportation for Berkeley residents on conventional taxicabs. High Medical Need Program: Assists registered Berkeley Rides for Seniors & the Disabled program participants with transportation needs associated with frequent medical appointments by issuing extra taxi scrip or wheelchair van vouchers. Funded by Measure BB. HMNP provides $120 in taxi scrip or 3 wheelchair van vouchers per month to seniors and disabled Berkeley residents with transportation needs associated with frequent medical appointments. Examples include, but are not limited to, dialysis and cancer treatment appointments.	City of Berkeley	Seniors over the age of 70 or those certified by East Bay Paratransit	On Demand		https://berkeleyca.gov/community-recreation/seniors/transportation-services	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	Eden Information & Referral (EIR) - VIP ZIP program:	Through a partnership with EIR, The HOP offers rides through TNC (transportation network company) providers Lyft Concierge and Uber Health. This partnership with EIR does not require enrolled clients have a smart phone to access Lyft/Uber rides. Clients call EIR directly, and staff arranges for the ride using a specially equipped software system.	Hayward Operated Paratransit/EIR	Older adults (70 years or older) and people with disabilities	On-Demand		https://www.hayward-ca.gov/residents/paratransit	
Alameda	Taxi program - Albany Paratransit Program	The Albany Paratransit Program provides subsidies for taxi, Uber, and Lyft rides for Albany residents ages 80 and over, as well as residents 18 and over who have a disability or disabling condition that prevents them from using public transportation or driving a car. Those in this program are reimbursed by the City of Albany up to 75% per ride taken or up to $25, whichever is least. Riders can call Uber, Lyft, or a taxi 24 hours a day, 7 days a week.	City of Albany	Albany residents ages 80 and over, as well as residents 18 and over who have a disability or disabling condition	On-Demand		https://www.albanyca.org/recreation/senior-center/senior-services/transportation-services	
Contra Costa	GoGo Concord - City of Concord	The Commission on Aging developed this program to supplement other national and count programs available to Concord seniors. For example, AARP Driver courses, County Connection routes, and CC LINK for paratransit services. This door-to-door option allows seniors to get transportation service at an affordable rate. Concord residents that are 65+ can purchase an e-Script for $15 that is worth $30 in rides.	City of Concord and Commission on Aging	Older adults (65+)	blank		https://www.cityofconcord.org/952/Senior-Transportation-Services	
Contra Costa	Walnut Creek Senior - Membership and Scholarship	Includes Lyft Self Access Pass, Lyft Concierge Pass, Concierge Membership - Ride reservation, along with benefits of Mini Bus.	City of Walnut Creek	Be a Walnut Creek ResidentBe 60+ years of age or have a disability/ health related condition that prevents the individual from using regular transportation. Be an adult with a disability/ health related condition that prevents the individual from using regular transportation. Comfortable with boarding vehicles (including SUVs and vans) without assistance	Reservation/ Schedule/On-Demand	To and From Walnut creek along with few exceptions	https://www.albanyca.org/recreation/senior-center/senior-services/transportation-services	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Contra Costa	GoSan Ramon - City of San Ramon	A 12-month pilot rideshare program for the areas of San Ramon using Uber or Lyft. Go San Ramon is valid for trips that start and end within the designated service area. The service area includes parts of south San Ramon, as well as the San Ramon Transit Center, San Ramon Regional Medical Center, Kaiser, Alcosta Senior & Community Center, and West Dublin and Dublin/ Pleasanton BART stations. The Go San Ramon program will continue during the current "Shelter in Place" order. However, Uber and Lyft have temporarily suspended their shared ride options, Uber Pool and Lyft Shared. Because of this, the Go San Ramon discount of 50% ($5 maximum) will be available for trips booked on UberX and Lyft through the duration of the Shelter in Place Order.	City of San Ramon	All are eligible	On-Demand	The service includes parts of south San Ramon, as well as the San Ramon Transit Center, San Ramon Regional Medical Center, Kaiser, Alcosta Senior & Community Center, and West Dublin and Dublin/ Pleasanton BART stations. Expanded to include areas along Alcosta Blvd (between Montevideo and Pine Valley) and Deer Creek Apartments.	https://www.sanramon.ca.gov/our_city/departments_and_divisions/parks_community_services/adults_55/senior_transportation	
Contra Costa	R-Transit with Lyft/ RAPID (City of Richmond LYFT subsidy)	Provides low-cost transportation services to seniors (55 and older) and persons with disabilities who reside in the City of Richmond and the unincorporated areas of East Richmond Heights, El Sobrante, Kensington, North Richmond, Hasford Heights and Rollingwood.The City of Richmond's paratransit (R-Transit) program is partnering with transportation network company Lyft to provide on demand transportation. Lyft is a ridesharing application that connects people with a nearby driver and transports them to their destination. The R-Transit program's newest addition, RAPID, offers R-Transit clients a subsidy to use Lyft for on-demand trips in the cities of Richmond, El Cerrito, North Richmond, El Sobrante, Kensington, San Pablo, and Pinole. RAPID will also expand service to and from the Contra Costa Regional Medical Center and Veterans hospital in Martinez, CA.	City of Richmond (R transit program)	Disability Related Transportation, Older Adults Ride Programs		City of Richmond and the unincorporated areas of East Richmond Heights, El Sobrante, Kensington, North Richmond, Hasford Heights and Rollingwood.	http://www.ci.richmond.ca.us/3747/R-Transit-with-Lyft	
Contra Costa	Shared Ride Service - Rossmoor Walnut Creek	GRF will provide a subsidy of up to $10 per one-way trip with a maximum subsidy of $20 per day to use Uber and Lyft. To access this program, you must register with the Transportation Department by calling 1-925-988-7670. Once registered for the subsidized service, rides can be booked by calling GoGo Grandparents dispatchers at 1-855-464-6872, who will schedule your ride request with Uber or Lyft. Once registered with the Transportation Department, this service can be used 24 hours a day, seven days per week to book a ride to any destination. GRF will subsidize the first $10 of the trip fare.	Rossmoor Walnut Creek		On-Demand		https://rossmoor.com/residents/transportation/shared-ride-service/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Marin	Marin Catch-a-Ride	Catch-A-Ride is a program of Marin Transit's Marin Access family of transportation services and is funded by Marin's voter approved vehicle registration fee, Measure B. Riders enrolled in Catch-A-Ride have the ability to schedule transportation quickly with reduced wait times. Riders will be given an exact, mileage-based price for their discounted ride. LIFA (low-income) credit is applicable.	Funded by Marin's voter approved vehicle registration fee, Measure B.	To be eligible for Catch-A-Ride you must be enrolled in Marin Access and be 65+ and a resident of Marin County.	On-Demand/ Scheduled		https://marintransit.org/catch-a-ride	
San Francisco	ETC (Essential Trip Card)	The ETC program subsidizes about two to three round trips by taxi per month for older adults (persons 65 and older) and people with disabilities. Eligible participants pay 20% of the cost of a regular cab ride fare for essential trips. The program uses taxis to take people on essential trips like going to the grocery store, pharmacy or another necessary medical trip. Customers who pay $12 will receive $60 value for taxi trips on a debit card. To connect low-income older adults and adults with disabilities in San Francisco with free or low-cost transportation options, Community Living Campaign has partnership with the San Francisco Municipal Transportation Agency (SFMTA). By paying the $12/month rider contribution of SFMTA's new low-cost taxi program (Essential Trip Card), CLC has been able to offer FREE taxi rides to seniors and people with disabilities. The program has grown to include subsidies for Paratransit taxi and van users.	MUNI	Low-income Older Adults and People with disabilities	On Demand		https://www.sfmta.com/getting-around/accessibility/paratransit/essential-trip-card https://sfcommunityliving.org/category/learning-resources/	
San Mateo	Pacifica Senior Center Connect-A-Ride (CaR) program	Provides subsidized taxi trips to Pacifica residents. The service area includes all locations within the City of Pacifica, to/from Colma Bart Station and rides to/from hospitals between Daly City and Burlingame. All locations within the City of Pacifica, to/from Colma Bart Station and rides to/from hospitals between Daly City and Burlingame.	The CaR Program has been made possible due to the generosity of Sirkka Niukkanen.	Age 65 or older, and Pacifica resident. Must fill out an application and receive a Rider Card	Request a ride	Rides must begin or end in Pacifica. All locations within the City of Pacifica, to/from Colma Bart Station and rides to/from hospitals between Daly City and Burlingame	https://www.cityofpacifica.org/departments/parks-beaches-recreation/senior-services/senior-services-transportation	
San Mateo	Little House Transportation - Peninsula Volunteers	Provides rides from home to Little House, the doctor or dentist, grocery stores, and pharmacies via calling on their transportation hotline number at 650-272-5040. Additionally pre-registered users receive a subsidized Lyft ride to and from their home, Little House, grocery stores or medical appointments. The service is on-demand and does not require a smartphone. Fare: ($5 per trip within and between neighboring zones. $9 per trip between non-neighboring zones. Travel outside our program area is subject to standard Lyft rates.	Little House Transportation, Peninsula Volunteers	Pre-registered users, primarily older adults	On-Demand	Zone 1: East Palo Alto, Palo Alto, Stanford, Portola Valley; Zone 2: Menlo Park, Redwood City, Atherton, Woodside; Zone 3: San Carlos, Belmont, Foster City, San Mateo	https://www.penvol.org/littlehouse/transportation/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Solano	Reduced Fare Taxi Program - FAST	The Reduced Fare Taxi Program is a curb-to-curb demand response service designed to transport residents of Fairfield and Suisun City who are 60 years of age or older. This service operates within the cities of Fairfield and Suisun City, and nearby unincorporated areas. It is provided through local taxi operators and is available 24 hours a day, year-round.Effective July 1, 2015, fares for trips taken under the Reduced Fare Taxi Program must be paid for with local taxi scrip. Eligible passengers may purchase a $20 book of local taxi scrip for $10. Local taxi scrip purchases are limited to 40 books per eligible passenger, per month.	FAST Transit	Reside in the City of Fairfield or Suisun City as well as proof that you are age 60 or older.	Curb-to-Curb Demand response service	Cities of Fairfield and Suisun City, and nearby unincorporated areas	https://fasttransit.org/	Governmental Organization
Solano	Suisun City Local Taxi Program - Solano Mobility	The Suisun City Local Taxi Program is administered through Solano Mobility, which is a program of the Solano Transportation Authority. The Local Taxi Program is available to all residents of Suisun City who are 60 years of age or older, or residents who are ADA paratransit qualified. Program participants may ride the taxi both within the City of Suisun and between Suisun and Fairfield. This program utilizes the PEX card, which is a pre-paid debit card, for cab fare. Once a participant has received a PEX card, funds may be purchased in increments of $10 for $25 in taxi funds. Taxi scrip is not to be used for tipping the drivers. Low-Income options are also available. Taxi trips are available for curb-to-curb service, 24 hours a day, 7 days a week.	Solano Mobility	Older Adults and people with disabilities	Curb-to-Curb Demand response service	Suisun and Fairfield	https://www.solanomobility.org/	
Solano	Solano Older Adults Medical Trip Concierge Service, The Solano County Intercity Taxi (ITX) Card program, and Veterans Mobility Program	All 3 programs offer additional low-income discounts to the already subsidized rates. Solano Mobility's Medical Trip Concierge Service Program provides subsidized Uber and Lyft rides through GoGo Grandparent, for Solano County residents to get to and from medical appointments, within Solano County. To qualify you must be aged 60 and older or possess a valid ADA (Americans with Disabilities Act) card. Appointments can include trips to the hospital, dentist, chiropractor, pharmacy, etc. Once registered with Solano Mobility, the Call Center Representative will provide the number for GoGo Grandparent to call, when you are ready to book a ride.The Solano County Intercity Taxi (ITX) Card program is a flexible option for Qualified ADA (Americans with Disability Act) certified individuals. The ITX card is issued on a pre-paid PEX debit card. Card can be used like a credit card for taxi rides between transit service areas, but not in the local city (except Benicia and Vallejo). Eligible members may purchase $100 of taxi card funds for $40 ($20 for low-income certified individuals). The ITX cards may be loaded in person or over the phone. It is recommended to schedule your ride 48 hours in advance to ensure your ride. Wheelchair assessable vehicles are available individuals that are non-ambulatory. To ensure a ride, you must schedule a ride 24 hours advance. ITX card purchases are non-refundable. Limitations apply to the amount of fare you may purchase in any given month and vary from city to city. Program details vary.	Solano Mobility	ADA certified resident of Solano County. Older Adults and Solano Mobility pay 60% of your ride. If qualified for low-income, they will pay 80% of the ride. Low-income residents.		Within Solano County	https://www.solanomobility.org/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Solano	First Mile/Last Mile Program - SolTrans, STA	Solano Mobility provides a First Mile/ Last Mile Program for commuters using alternate modes of transportation to get to work and are having trouble with the last leg of their trip. Solano Mobility will cover 80% off the Lyft rides up to $25 dollars to and from participating transportation centers in Solano County. This includes all SolanoExpress Bus stops and the two Solano County train stations.	SolTrans in partnership with Solano Transportation Authority (STA) - Solano Mobility	All commuters	On Demand	All SolanoExpress Bus stops and the two Solano County train stations; To prevent competition with local transit, Solano Mobility will be discontinuing the discounted Lyft rides at Solano Town Center, Green Valley Business Center, Walmart/Smart and Final in Fairfield, and FoodMaxx in Fairfield on Wed, July 21, 2021.	https://www.solanomobility.org/	
Solano	Solano Mobility Local Taxi Card Program (Vallejo/Benicia Only)	The program offers discounted taxi trips within Vallejo and Benicia. Only ADA Paratransit certified residents of Vallejo or Benicia may apply.	The Solano Mobility Local Taxi Card Program is provided by the Solano Transportation Authority (STA) in partnership with SolTrans.	ADA Paratransit customers living in Vallejo or Benicia		Within Vallejo and Benicia.	https://www.solanomobility.org/	

Subsidized/Discount programs

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma	Clipper® START℠	Fare-discount pilot program for riders with lower incomes.		Resident of the San Francisco Bay Area ages 19-64 years old with a household income of 200% of the federal poverty level or less.	Varies		https://www.clipperstartcard.com/s/	
Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma	Regional Transit Connection (RTC) Clipper Acces	The Regional Transit Connection (RTC) Clipper Access program provides riders ages 18-65 with qualifying disabilities with discount fares on public fixed-route, rail, and ferry systems throughout the Bay Area.		People with a qualifying disability or disabling health condition.	Varies		https://511.org/transit/rtc-card	Social service organization
Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma	Senior Clipper Card	Discount fares for older adults.		Older adults 65 years and older.			https://www.clippercard.com/ClipperWeb/discounts.html	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	Alameda Seniors Free Transit Bus Pass Program	Qualified Alameda residents, who live in Alameda Point Collaborative, Alameda Housing Authority Properties (Anne B. Diament, Independence Plaza) OR are Mastick Senior Center Members, 65 years old or better OR are enrolled with East Bay Paratransit, who are currently bus riders or plan to be and meet income eligibility criteria are offered unlimited bus rides for a full year. First come, first served, as funding allows. The City of Alameda provides free, unlimited ride AC Transit bus passes to low-income Alameda residents who are Mastick Senior Center members, and residents of Alameda Point Collaborative and Alameda Housing Authority Properties (Anne B. Diamante, Independence Plaza), to people 65 or better or enrolled with East Bay Paratransit.	AC Transit, City of Alameda	Older Adults and low-income eligibility as listed on https://accessalameda.org/alameda/	Fixed		https://accessalameda.org/alameda/	
Marin	Marin Access Low Income Fare Assistance	Marin Transit introduced an expanded Low-Income Fare Assistance (LIFA) program. Eligible riders will receive $20 of credit per month to use for trips on local Paratransit, Pt. Reyes Dial-A-Ride, Dillon Beach Dial-A-Ride, and the base fare for Catch-A-Ride. Eligible riders can opt-in to receive a free pass to use on Marin Transit local bus service.	Marin Transit	Eligible for Marin Access and either be enrolled and eligible for Medi-Cal OR demonstrate annual income that is at or below the current Elder Economic Index standard.			https://marintransit.org/lifa	
Napa (City of Napa)	Lifeline Taxi Program - Taxi Script	Provides a lifeline service to supplement the regular VINE bus system for seniors and/or persons with disabilities that have evening trips after the bus goes out of service, or on a day when the rider may not feel well enough to take the bus. Under the program, eligible City of Napa residents may take a cab ride anywhere in the City of Napa and NVTA will pay up to 50% of the cost of the cab ride. While not intended as a primary means of transportation, this program was created to provide a lifeline service to supplement the regular Vine bus system for seniors and/or persons with disabilities that have evening trips after the bus goes out of service, or on a day when the rider may not feel well enough to take the bus.	The Lifeline Taxi Program is a valuable taxpayer-funded component of agency's transportation services. NVTA uses public transit tax dollars to subsidize taxi rides for participants. Vine Transit is operated by Napa Valley Transportation Authority.	People 65 years of age or older, ADA certified, or disabled of any age.			https://www.countyofnapa.org/575/Transportation https://vinetransit.com/taxi-scrip/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
San Francisco	Shop-A-Round taxi, Paratransit Plus Taxi, and SF Taxi	Some applicants may be eligible for Shop-a-Round Taxi service, due to limited availability of shuttle service in their area. With Shop-a-Round Taxi, ID cards will be issued. On a monthly basis, customers may pre-load the card with funds. For every $6 of funds loaded, al $30 in card value (up to a maximum allotment) will be received which can then be used to pay the cost of taxi trips to and from select grocery shopping locations. One can ride at any time by hailing a taxi. Each one-way trip will cost the meter rate of a San Francisco taxicab. Companions or attendant may ride with one at no additional charge. Taxi drivers may, but are not required to, assist you to/from the entrance of your home or building where you live upon request. SF Paratransit Taxi services are a great alternative to the ADA-compliant SF Access van program, as you get the convenience of a direct route to your destination. The flexibility of prompt, same-day scheduling. Generally, taxis arrive in less than 30 minutes of your request. Along with subsidized fares via the SF Paratransit Debit Card, so that you'll contribute only a small portion of the total cost of a taxi ride.	SFMTA	Registered Older Adults and people with disabilities	On-Demand	San Francisco	https://www.sfmta.com/getting-around/accessibility/shop-round https://www.sfmta.com/getting-around/accessibility/paratransit	
San Francisco	C.H.O.I.C.E. program	C.H.O.I.C.E. program to provide transportation options (Van and Taxi services) for people with limited transportation options to public health clinics.	SFMTA	People with disability			https://www.sfmta.com/getting-around/accessibility/paratransit	
San Mateo	SamTrans / Redi-Wheels Paratransit Lifeline Program	To qualify, applicants must submit proof of enrollment in one of the following programs: Supplemental Security Income (SSI), Medi-Cal, or County General Assistance. Currently, the fare assistance rate is $1.75 and the standard rate is $4.25 for each one-way ride.					https://www.samtrans.com/accessibility/paratransit	
San Mateo	Got Wheels Senior Transportation Program	Got Wheels!, launched by Peninsula Family Service in Daly City and extended to Colma and Brisbane, is moving forward to serve nine other cities in the county and a major commuter hub in the region.70 years and older are also eligible to apply for membership in Got Wheels! Members are provided up to six one-way rides a month for $5 each one-way ride within the geographic area and San Francisco International Airport. PFS subsidizes the remainder of the fare.	Peninsula Family Services	Older adults (70 year or older); For residents of Daly City, Colma, Brisbane, South San Francisco, San Bruno, Millbrae, Burlingame, Hillsborough, Half Moon Bay, Montara, Moss Beach and El Granada	Subsided On-Demand	Got Wheels! provides up to 6 one-way rides a month in the service area, which now includes SFO and 12 cities - Brisbane, Colma, Daly City, So. San Francisco, San Bruno, Millbrae, Burlingame, Hillsborough, Half Moon Bay, Montara, Moss Beach, and Granada.	https://www.peninsulafamilyservice.org/our-programs/older-adult-services/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Santa Clara	UPLIFT (Universal Pass for Life Improvement from Transportation)	UPLIFT is a program that provides free transit passes to those who are homeless or may become homeless should they not have access to transportation for work. Some people with disabilities with very low incomes may qualify for UPLIFT transit passes. The UPLIFT program is managed by Santa Clara County and operated by the multiple agencies and organizations who work with homeless.	Santa Clara County	Homeless, Very low-income groups			http://scc.bitfocus.com/uplift#:~:text=What%20is%20UPLIFT%3F,due%20to%20lack%20of%20transportation.	
Santa Clara	VTA Transit Assistance Program	VTA provides the County of Santa Clara Social Services Agency passes monthly to be distributed to qualified county residents who are at or below 200% the federal poverty level. The program is administered by the county through their Emergency Assistance Network who determines eligibility and distributes passes to clients and collects a discounted fare per monthly pass.	Santa Clara County	Low-income				
Sonoma	Sonoma Fare-Free program	Free for all riders under Sonoma County Transit's "Fare-Free" program for some of the identified routes. The Sonoma Shuttle's "Fare-Free" program is subsidized by the City of Sonoma and the County of Sonoma.	City of Sonoma and the County of Sonoma.			Applicable on "Sebastopol Shuttle," and was quickly followed by Route 66, the "Windsor Shuttle." and Route 67, the "Healdsburg Shuttle." In addition to approval on Route 32, the Board of Supervisors have also approved funding to subsidize a "Fare-Free" program on Route 28, the "River Shuttle." The River Shuttle serves the River Area communities of Guerneville, Monte Rio and Occidental.	https://sctransit.com/fares/#:~:text=Through%20June%202025%2C%20all%20Youth,Bay%20Area%20public%20transit%20systems.)	

Volunteer Drivers Program

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	Ashby Village (Senior/ Community center)	Volunteer drivers pick up members and drive them to and from various destinations: e.g., grocery stores, doctor's offices, the post office, Village meetings, and even social and educational events. Recommends 3-5 business days notices, and as they cannot accommodate same day requests.	Ashby Village (Senior/ Community center)	Older adults	Scheduled	blank	https://www.ashbyvillage.org/content.aspx?page_id=22&club_id=748044&module_id=253719	
Alameda	Volunteers Assisting Same Day Transportation (VAST) - For	The Volunteers Assisting Seniors with Transportation (VAST) Program is designed to meet the needs of seniors who have an essential but non-urgent medical appointment and have exhausted all other options to obtain a ride (Paratransit, Wheels Dial-A-Ride, relatives, friends and neighbors). The program supplements existing public and paratransit services by providing door through door transportation via volunteer drivers and staff. The program does not provide emergency or same day transportation. All the rides are provided free of charge.	Escorts Project, Senior Support Program of the Tri Valley	Eligibility Requirements: Older adults 60 and over; Live in Dublin, Pleasanton, Livermore or Sunol; Unable to find a ride with a relative, friend or use other means of transportation; Able to transfer in and out of a vehicle without assistance. Need a ride to a medical appointment or health related service.	Door to Door	Attempt to find a volunteer driver for a medical appointment anywhere in the Greater Bay area.	https://www.ssptv.org/vast-transportation-program.html	
Contra Costa	Pleasant Hill Senior Van	The Senior Van Service is an alternative means of travel for Pleasant Hill seniors run entirely by friendly, reliable, capable volunteers. Fare: $1.50 each way. For convenience, 10-ride fare cards are available for purchase.	The City of Pleasant Hill	A rider must be a resident of Pleasant Hill and at least 55 years of age. If unable to board or depart the van unassisted, one aide or caretaker may travel with the passenger without paying an additional fare. There is no charge for service animals (as defined by the Americans with Disabilities Act (ADA)).	Reservation based and scheduled rides	Medical/dental priorities to Concord, Martinez, and Walnut Creek and within Pleasant Hill	https://www.pleasanthillca.org/402/Senior-Van-Information	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Contra Costa	Richmond Cares, Richmond Gives (RCRG) program	Seniors are able to request rides within Richmond, with priority being given to medical appointments. All trips will be completed in RCRG's agency vehicle - an SUV that has a plexiglass barrier between the front and back seats. Clients must be able to transfer independently in and out of the vehicle, to minimize contact with our volunteer drivers. The fee is based on a client's income. Seniors who have scheduled their COVID-19 vaccine may use Transportation service to get to and from their appointment. Rides will depend on the availability of our volunteer drivers.	Richmond Cares, Richmond Gives (RCRG) - Non-Profit Organization	Older adults	Based on reservation		https://www.rcrg.org/WhatWeDo/RCRGPrograms/seniors-community-support-services	
Contra Costa	Rides 4 Veterans	This program offers free, one-on-one, door-through-door rides provided by screened and trained volunteer drivers, many of whom are veterans. These rides are primarily for medical care, dental appointments and basic necessities like grocery shopping for qualified veterans of any age.	Mobility Matters	Must be an honorably discharged veteran of any age. Live in Contra Costa County.	Door to Door	Contra Costa	https://www.mobilitymatterscc.com/rides-4-veterans/	
Contra Costa	Rides for Seniors - Mobility Matters	Mobility Matters offers otherwise home bound senior residents of Contra Costa County free, one-on-one, door-through-door rides provided by volunteer drivers. These rides are primarily for the purpose of obtaining medical care, groceries, and other basic necessities.	Mobility Matters	Age 60 or older, live in Contra Costa County.		Contra Costa	https://www.mobilitymatterscc.com/senior-rides/	
Contra Costa	SENIOR TRANSPORTATION - Express Van	The Alcosta Senior and Community Center has two vans available for transportation. The large van has a 16-passenger capacity and the small van has a 7 passenger capacity. Both vans have wheelchair lifts and restraint features for patrons with mobility needs. It operates from Monday through Friday and riders must live within San Ramon city limits.	City of San Ramon	Older adults (55+)	Scheduled	Within San Ramon city limits.	https://www.sanramon.ca.gov/our_city/departments_and_divisions/parks_community_services/adults_55/senior_transportation	
Contra Costa	Seniors Around Town (SAT) Program - Orinda Association	The Orinda Association's SAT rideshare program provides alternative transportation for Orinda seniors who are no longer able to drive and who may not qualify for the County Connection LINK system. The SAT program offers ease of use, no cost to riders, door-to-door transportation to all eligible Orinda senior residents. Orinda volunteer drivers using their own personal vehicles provide rides to doctors' appointments, errands and social events in the Lamorinda, Berkeley and Walnut Creek areas, Monday - Friday, between 9am - 4pm. The reservations to be made one week in advance.	Orinda Association	Older adults	Based on reservation	Orinda to Lamorinda, Berkeley and Walnut Creek areas	https://orindaassociation.org/seniors-around-town	
Marin	Vivalon	It provides several ride services from their volunteer driver program (Carepool) to other services. Vivalon Rides provides specialized transportation and medical rides throughout Marin County and other parts of the Bay Area for seniors and individuals with mobility issues.	Vivalon	Older Adults and people with disabilities			https://vivalon.org/transportation/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Marin	CARSS – Call A Ride for Sausalito Seniors	CARSS provides free rides for seniors 60 and older anywhere within Sausalito, the floating homes community and Gateway Shopping Center (CVS, Target, Ross and more) Monday through Friday 10am through 2pm. Select additional rides are offered each month for evening events in the same area. These trips can be for any purpose and requested up to one week in advance or as a same-day ride. Riders are requested to fill out a simple application prior to their first ride.	CARSS was created in 2015 by the Age Friendly Sausalito Task Force as part of the Age Friendly Sausalito Community Plan to address the need for public transportation in the hills and around town.	Older Adults ages 60 and older	Advance reservation/ Request		https://www.carss4you.org/	
Marin	Marin Villages - Volunteer Drivers	Marin Villages is a non-profit, volunteer-supported membership organization. They assist seniors through a volunteer driver program that matches requested rides with volunteer drivers. Fare/Fee: Membership fee Wheelchair Accessible: No Advanced Reservations: Required Assistance: Driver/volunteer stays with customer Restrictions: Must be a member	Marin Villages	Older Adults		blank	https://www.marinvillages.org/	
Marin	Sausalito Village	Sausalito Village matches volunteers with Village members to help them with a variety of tasks or needs, including volunteer driver trips. Membership is required.	Sausalito Village	Sausalito's older residents			https://www.sausalitovillage.org/pages/10004-about-volunteering	
Marin	Marin Access STAR and TRIP volunteer driver program	The STAR and TRIP volunteer driver programs empower older adults and people with disabilities to remain independent by providing mileage reimbursement for their friends, neighbors, and other community members who provide them with rides. STAR and TRIP do not provide a pool of volunteer drivers, but rather allow the rider to find their own trusted driver and provide mileage reimbursement. A caregiver (IHSS workers qualify), friend or neighbor may be a driver. The rider can have more than one driver and the program encourages to do. Trip purposes are not limited under the STAR and TRIP programs. Participants may receive door to door assistance and companionship for medical appointments, shopping, classes, family visits, or even a meal and a night out.	Marin Transit	To be eligible for Volunteer Driver Programs you must be enrolled in Marin Access, and be 65+ and a resident of Marin County. All volunteers must complete a Volunteer Driver Agreement.	STAR (East/ Central Marin) riders are reimbursed at $0.60 per mile up to 100 miles per month. TRIP (West Marin) riders are reimbursed $0.60 per mile up to 400 miles per month.		https://marintransit.org/volunteer-driver	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Marin, Napa, Sonoma, Solano	Volunteer Wheels	Provides older adults and people with disabilities with transportation from their homes to important appointments and errands, enabling them to live more independently. More than 30,000 rides are provided each year, serving over 3,300 people in our community. Volunteer Wheels provides rides seven days a week for medical appointments, senior centers, shopping, visits to loved ones, or any location within our service area.	CVNL - Volunteer Wheels operates the ADA paratransit service for Sonoma County Transit (SCT) with a staff of paid and volunteer drivers and is funded through our service contract with SCT and contributions from the community.	Older Adults and people with disabilities		Rides are provided between the County's incorporated cities, as well as within the cities of Rohnert Park, Cotati, Sebastopol, and Windsor. Rides are also provided in Sonoma Valley, Guerneville and the Monte Rio area.	https://cvnl.org/	
Napa	Molly's Angels	Molly's Angels offers free transportation to and from medical appointments for seniors.	Molly's Angels	Must be ambulatory, able to get in and out of vehicles unassistedWalkers and canes are OKAll rides are free	No on-demand or same day requests are possible		https://www.mollysangels.com/programs/transportation	
San Francisco	NEXT Village SF	Volunteer drivers are identified for this service, if unable to identify then NEXT Village SF can provide a LYFT as part of grant fund.	NEXT Village SF	Associated members (with fees) - for Older adults			https://nextvillagesf.org/how-we-help/	
San Francisco	San Francisco Village	Volunteers help with practical needs like grocery shopping and transportation to doctor's visits.	San Francisco Village	Older Adults			https://www.sfvillage.org/about/	
San Mateo, Santa Clara	Avenidas Door to Door Service	Volunteer drivers are ready to return to work and drive to medical and dental appointments, to physical therapy, to visit with friends, to the hair salon, or go shopping.	Avenidas - Re-Inventing Aging	For anyone without their own transportation or access to public transport		Rides and deliveries available in Atherton, East Palo Alto, Los Altos, Los Altos Hills, Menlo Park, Mountain View, Palo Alto, Portola Valley, Redwood City, San Carlos, Sunnyvale, and Woodside.	http://peninsularides.com/program/avenidas-door-to-door/	
San Mateo	Brisbane Village Helping Hands	Members may receive a variety of services including transportation. Volunteer drivers (training and background checked) use their own cars to provide rides for members to destinations in San Mateo and San Francisco Counties. Trips of any type can usually be accommodated if requested at least 1 week in advance. Requests are accepted up to 48 hours in advance.	Brisbane Village Helping Hands	Members, primarily older adults	Request a ride	Brisbane	http://brisbanevillage.org/services-provided/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
San Mateo	Get Up & Go Program	Local seniors can get around town with the free Get Up & Go program! The Peninsula Jewish Community Center's program offers transportation throughout San Mateo County for older adults who are unable to drive so that can securely make appointments, shop for food and for other essential errands. Passengers must be age 50 or over and must currently reside in San Mateo County.	PJCC - Peninsula Jewish Community Center	Adults age 50+	Request a ride	Bayside portion of San Mateo County	https://pjcc.org/programs/senior-transportation/	
Santa Clara	El Camino Hospital – Road Runners Program	The Road Runners program offers transportation to residents of southern San Mateo County. Itis a transportation service provided by dedicated El Camino Hospital Auxiliary volunteers. RoadRunners provides door-to-door service for ambulatory clients. For those able to access curb-to-curb service, RoadRunners uses Lyft to provide service exceeding 10 miles and will bill clients. No smartphone is necessary. 0-1 miles $5 one-way trip, 8-10 miles $19 one-way trip.	El Camino Hospital	Open	Request a ride	Both the pick-up location and the appointment location needs to be within a 10-mile radius of El Camino Hospital Mountain View (excluding mountain geography).	https://www.elcaminohealth.org/community/roadrunners-transportation	
Santa Clara	OUTREACH	For purpose of operations, in addition to our volunteer driver program, we continue to do door to door services in accessible vans and preventative healthcare services (these participants tend to be sponsored by a non-governmental third party who qualifies them based on eligibility factors).	OUTREACH	older adults, individuals with disabilities and low-income families				
Santa Clara	RYDE (Reaching your Destination Easily)	RYDE is a curb-to-curb transportation and local trip planning service for adults 65+ living in the Morgan Hill area. RYDE fees are fixed based on the number of miles you travel to a destination. Currently, RYDE is operating on a limited basis due to the Covid-19 health crisis. The RYDE Program can be used for appointments, grocery shopping, visiting with friends, or trips to a location in the Morgan Hill area. RYDE also provides trips to doctors' offices and the Caltrain Station.	West Valley Community services & VTA allocation $650K to expand car services	Older adults (65+)	Book a ride/ request a ride		https://www.rydescc.org/	
Solano	Faith in Action - Ride with Pride Program	Ride with Pride shared-ride program that takes seniors to medical or social service appointments, particularly in cities with little or no ADA-mandated paratransit. Other destinations can include: Errands, Senior Centers,Hair Salons, Banks, Libraries or book stores, Shopping centers	Faith in Action	ambulatory Older adults (60+) and those under 60 with specific medical issues.	Door-to-door service	Solano County	https://www.faithinactionsolano.org/ride-with-pride-program/	
Solano	Veteran's Affairs (VA) Medical Shuttle	DAV van resources work with county Veterans Affairs directors to provide transportation for Veterans to and from Veteran health care facilities for scheduled medical appointments. These vans transport Veterans throughout Northern California. Each month, between 1,500 and 1,700 Veterans receive DAV transportation	DAV vans - Transportation for Veterans	Veterans	On-Demand	Most parts of Northern California	https://www.va.gov/northern-california-health-care/dav-vans-transportation-for-veterans/	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Sonoma	Caring Rides: Senior Transportation - Catholic Charities Senior Transportation Program	Connect seniors with their community by helping with their transportation needs. Our trained volunteer drivers take seniors to medical appointments and on other errands.	Catholic Charities	Older Adults (adults 60 years of age and older.)	On Demand		https://www.srcharities.org/seniors	
Sonoma	City of Healdsburg: DASH (Drivers Assisting Seniors in Healdsburg) Volunteer Driving Program	The DASH transportation program is available to Seniors aged 60 or better who live in Healdsburg and are no longer able to drive. Trained volunteers in City-owned vehicles provide pre-scheduled rides for medical, shopping, and social activities within Healdsburg and out of town rides for medical appointments. Once riders are enrolled in the program, they may request a DASH car one week in advance of their appointment. Rides are scheduled according to volunteer driver availability.This is partially funded by the cities hotel occupancy tax (hot). A portion of the hot goes to fund Parks and Recreation programs. The funds help operate DASH at the Senior Center. The City purchased three electric vehicles, pays for the mobility coordinator, the insurance and vehicle maintenance. The senior center recruits volunteers to drive the vehicles and train the drivers. Our AAA Caltrans grant has funded the Assisted Rides scheduling software to match riders and drivers and collect program data. This program has worked well during times of rising gas prices since the electric vehicles are maintained by the City. Our other programs have had difficulty recruiting volunteers to drive their own cars with high fuel prices. More information about DASH can be directed to Anna Grant at the Healdsburg Senior Center.	The program is funded through the City's Transient Occupancy Tax (TOT) along with a Caltrans grant awarded to Sonoma County.	Older adults age 60 or better who live in Healdsburg	Door to Door	Healdsburg	https://www.ci.healdsburg.ca.us/904/DASH-Volunteer-Driving-Program	
Sonoma	Friends in Sonoma Helping (FISH)	Transportation to Medical Appointments To schedule rides to medical appointments: A large cadre of dedicated volunteer drivers provide rides to medical appointments for individuals who are unable to use local transportation such as buses and myRide. Persons who are able to take the bus or use Sonoma County Paratransit can request tickets from FISH. Rides are provided locally as well as out-of-town. Call us at 996-0111 if you need rides to medical appointments. Please schedule your ride at least one week in advance of your appointment. Rides are provided locally by our volunteer drivers as well as out-of-town, however, rides to San Francisco, Oakland and Davis are hard to fill and may not be available. Help with gasoline for medical appointments is also available.	FISH	Individuals unable to use local transportation	Door to Door	Sonoma County and some outside areas	https://fishsonoma.org/get-help/transportation/	
Sonoma	iRIDE Petaluma & iRIDE Rohnert Park	Petaluma People Services Center iRIDE Programs are open to those 60 and older in Petaluma and Rohnert Park. PPSC Volunteer Driver Program provides free rides to Sonoma County's seniors.	Petaluma People Services Center (PPSC)	Older adults (60+)			https://petalumapeople.org/iride	

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Sonoma	myRide Vintage House Volunteer Driver Program	For 60+ and no longer drive, myRide provided no-cost transportation throughout Sonoma Valley. Whether one needs to go grocery shopping, meet a friend for lunch, get a haircut, or attend a class at Vintage House.	Vintage House	Older adults			https://vintagehouse.org/programs-services/	
Sonoma	Sebastopol Area Senior Center – Volunteer Driver Transportation Program	Rides to medical and social service appointments or shopping. The Volunteer Driver Transportation Program is a community based, volunteer program which provides rides to medical and social service appointments to people 60 and over from the West County areas	It was developed by the Sebastopol Area Senior Center, in collaboration with the Russian River Senior Resource Center in response to the identified, unmet transportation needs of our senior communities. Program is presented in partnership with the Sonoma County Area Agency on Aging.	Older Adults (60+)			https://www.sebastopolseniorcenter.org/transportation-1	
Sonoma	Village Network of Petaluma	Provides rides for those above 50 years and member of the Village Network of Petaluma. Curb to curb (pick-up and drop-off at curb), Door to door (driver walks with passenger to/ from outside of building), Door through door (driver walks with passenger in/out of building), The driver waits to be sure the passenger is insider his/her destination before departing, The driver waits to be sure the caregiver is outside the building with the passenger is insider his/her destination before departing.	Village Network of Petaluma	Anyone who is 50 and over and a member of the Village Network of Petaluma	Scheduled	Area 7 Petaluma	https://www.villagenetworkofpetaluma.org/pages/10031--our-services-	
Sonoma	Windsor Wheels, operated by Circuit Rider Community Services. (Agency title: Circuit Rider Community Services Windsor Wheels)	In partnership with Sonoma County Area Agency on Aging and the Town of Windsor, Circuit Rider provides rides for local homebound seniors- at no cost to them- in Windsor and a small portion of North Santa Rosa. Rides are provided for medical and social/recreational appointments, and food shopping.	Circuit Rider	Older adults			https://www.circuitridercs.org/windsor-wheels-rides-for-seniors	

Other Services

County	Agency/ Program	Information	Provider	Population Served/ Designated	Fixed-Route/ Scheduled/ On-Demand	Service Area	Source/Links	Organization Type
Alameda	FASTER - Emergency Wheelchair Services by Easy Does it	Fast Accessible Safe Transportation and Emergency Repair (FASTER) covering most of Alameda County. If the wheelchair, scooter, or other mobility device breaks down while you're away from home - The dispatcher will connect with a FASTER Technician who will attempt to troubleshoot the issue over the phone. If it cannot be resolved, the FASTER Technician will meet you at your location, attempt minor on-site repairs, and if that does work, get you and your equipment home safely. FASTER is available from 8:30 a.m. to 11:00 p.m., Monday through Friday, and 10:30 a.m. to 11:00 p.m. on weekends.				Berkeley, Albany, Emeryville, Alameda, Castro Valley, Hayward, Oakland, San Leandro, San Lorenzo	https://easydoesitservices.org/services/rescue	
Solano, Napa	Vehicle Share Program	Solano Transportation Authority purchased two wheelchair accessible vans for the Vehicle Share Program. This program would allow the vehicles to be shared amongst multiple non-profits organizations that provideservices for older adults and people with disabilities in Solano County. The Napa Valley Transportation Authority provides retired transit vehicles to non-profit organizations serving older adults or persons with disabilities. NVTA provides the vehicle, maintenance and insurance, the non-profit provides fuel and the driver	Solano MobilityNapa Valley Transportation Authority	Older adults and people with disabilities	Register in advance		https://www.solanomobility.org/program/vehicle-share/ https://vinetransit.com/shared-vehicle-program-for-non-profits-only/	

APPENDIX D: National Aging and Disability Transportation Center

Easterseals and the National Association of Area Agencies on Aging jointly run the National Aging and Disability Transportation Center (NADTC), a technical support center that was established in 2015 to expand accessible transportation choices for older adults, individuals with disabilities, and caregivers. The NADTC provides funds for communities as well as technical help, training, information, and recommendations. NADTC is funded by the FTA, an agency within USDOT.

2020 Survey

In 2020, NADTC commissioned research among organizations that provide transportation services to older adults and people with disabilities to learn about their funding sources, experiences in providing services, communications and public awareness efforts, driver training and safety programs, coordination efforts, challenges and unmet needs, and opinions about new technology and the future. Of the transportation service agencies and companies that responded, 30% were public transit agencies, 21% were Area Agencies on Aging (AAA), 18% were human service agencies.[69]

The survey found that transportation services are crucial. 77% of transportation companies claim that it is challenging for people who do not drive to find other transportation options. Only 27% of riders say the options are good, and just 3% say they are very good.

The survey confirmed that the transportation service landscape is a patchwork system of primarily county and regional agencies created by a wide range of transportation organizations. These organizations frequently concentrate on the riders' mobility, providing help with mobility aids, embarking, and disembarking. Half of programs use only volunteer drivers, a fifth use a combination of paid and volunteer drivers, and the rest exclusively use paid drivers. Training is typically provided internally and at the time of hire, but ongoing instruction is offered once a year or as required.

A third of respondents use a Mobility Manager and/or coordinate with one outside their organization, resulting in an uncoordinated service area, according to most organizations who claim to coordinate transportation services with other organizations in their service area. Almost half keep track of unmet needs.

Compared to other organizations, agencies that receive Section 5310 funding are much more likely to have a Mobility Manager and offer services to older adults and people with disabilities. Additionally, they tend to offer more accommodating weekend schedules and rider assistance.

The survey found that funding is the greatest challenge in providing service. A quarter of organizations have staffing concerns and would like to expand the service network. Only half of respondents maintain data on unmet needs.

69. https://www.nadtc.org/wp-content/uploads/KRC-NADTC-Survey-Report-24June2020.pdf

APPENDIX E: Project Types Eligible for Funding

List of Eligible Projects

One of the purposes of the Coordinated Public Transit-Human Services Transportation Plan is to identify projects eligible for FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities Program and other funding sources that require or encourage proposals to refer to this Coordinated Plan (e.g. 5311 or MTC's own competitive grant programs). Accordingly, the list of eligible projects in the Coordinated Plan is inclusive enough for a wide range of proposals, but also specific enough to demonstrate regional support for competitive funds.

Consistent with MTC's regional priorities, projects cover:

- Mobility Management and Travel Training
- Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
- Improvements to ADA-mandated Paratransit
- Improvements to Public Transit Service and Access
- Pedestrian and Bicycle Improvements
- Shared Mobility Accessibility
- Other Solution

These projects draw upon expressed needs in previous coordinated plans, information provided by MTC staff, members of the Technical Advisory Committee, stakeholders, and other proposed strategies (**Figure E.1**).

Figure E.1. Project Types Eligible for Funding

Project	Category
Building an accessible path to transit stops, including curb-cuts, ramps, sidewalks, accessible pedestrian signals or other accessible features	Enhanced Mobility of Older Adults and Individuals with Disabilities
Improving signage and/or wayfinding technology	Enhanced Mobility of Older Adults and Individuals with Disabilities
Purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs	Enhanced Mobility of Older Adults and Individuals with Disabilities
Software application that facilitates end-to-end demand responsive transit trip planning and reservations so users can request, confirm, and pay for a trip that encompasses multiple service providers across jurisdictions, and service providers can confirm and coordinate trip segments.	Enhanced Mobility of Older Adults and Individuals with Disabilities
Transit-related information technology systems, including scheduling/routing/one-call systems	Enhanced Mobility of Older Adults and Individuals with Disabilities
Mobility-as-a-service to enhance paratransit accessibility through the provision of tailored mobility services that are paid for in one package and allow for greater resource optimization	Enhanced Mobility of Older Adults and Individuals with Disabilities
Improved performance and service quality measurement, including increased rider participation	Improvements to ADA-mandated Paratransit

Project	Category
Projects to implement coordinated in-person assessments to determine eligibility	Improvements to ADA-mandated Paratransit
Projects to mitigate transfers and/or provide transfer assistance to help with multi-operator paratransit trips and transfers between paratransit and fixed-route service	Improvements to ADA-mandated Paratransit
Feeder service connecting to fixed-route transit	Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
Group trips (e.g., grocery shopping trips)	Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
Non-emergency medical transportation for Medi-Cal patients and non-ADA eligible older adults, people with disabilities, low-income populations, and veterans	Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
Premium services on ADA paratransit including but not limited to service beyond ¾ mile and fixed-route transit times and days; same-day service	Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
Programs that provide same-day wheelchair accessible service (including capital investments in vehicles and operational incentives)	Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
Sharing of provider training and methods	Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
Subsidized paratransit fares, taxi, or transportation network company (TNC) programs and or/incentives or assistance to improve the quality of same-day service	Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
Transportation to day programs such as regional centers	Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
Volunteer driver programs, including training and recruitment of drivers; escorted travel on paratransit	Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
Capital (including but not limited to vehicles, securement, and software) and operations projects to assist community organizations (and transit agencies where eligible) to provide transportation to older adults and people with disabilities (including but not limited to shuttles, group trips, vanpools, volunteer driver programs)	Improvements to Paratransit that Exceed ADA Requirements and/or Demand-Responsive Services
Additional space for mobility devices on transit	Improvements to Public Transit Service and Access

Project	Category
Expanded fixed-route transit services and better connections between transit systems	Improvements to Public Transit Service and Access
Increased access to fare media and discounted transit fares for people with disabilities, older adults, low-income, and veterans	Improvements to Public Transit Service and Access
Pedestrian infrastructure improvements in the vicinity of transit stops and/or targeted law enforcement to improve pedestrian safety near transit stops	Improvements to Public Transit Service and Access
Restoration of accessible service where fixed-routes have recently been cut	Improvements to Public Transit Service and Access
Targeted transit route and stop adjustments; courtesy or flag stops for people with disabilities	Improvements to Public Transit Service and Access
Transit information in accessible formats, including real-time information	Improvements to Public Transit Service and Access
Transit safety education	Improvements to Public Transit Service and Access
Wheelchair securement improvement programs; additional driver training on accessibility issues and features	Improvements to Public Transit Service and Access
Customized guaranteed ride home programs for people with disabilities, older adults, low-income, and veterans	Mobility Management and Travel Training
Enhanced local/regional information and referral systems, including one-call/one-click centers, comprehensive mobility guides	Mobility Management and Travel Training
Mobility management/coordination with human service transportation, transit, jurisdictions, etc. (e.g., cost sharing arrangements, joint procurements, joint maintenance, vehicle sharing)	Mobility Management and Travel Training
Technical support to non-profit agencies to apply for and maintain compliance for grant funding	Mobility Management and Travel Training
Travel training and promotion to older adults and/or people with disabilities, including ambassador/volunteer programs	Mobility Management and Travel Training
Pedestrian and/or bicycle safety education	Pedestrian and Bicycle Improvements
Pedestrian and/or bicycle safety planning, especially for low-cost, high-impact solutions	Pedestrian and Bicycle Improvements
Technology and/or other projects to facilitate the reporting and inventorying of barriers to help promote walkable communities and complete streets	Pedestrian and Bicycle Improvements
Projects that support use of new shared mobility transportation options (such as bikeshare, carshare, ride-hailing services, microtransit, and autonomous transit) by people with disabilities, older adults, low-income, and veterans	Shared Mobility Accessibility

Project	Category
Projects to provide accessible bike sharing	Shared Mobility Accessibility
Projects to provide wheelchair accessible carsharing access	Shared Mobility Accessibility
Auto loans/subsidized car share for low-income families/individuals	Other Solutions
Capital investments in fuel-efficient wheelchair-accessible vehicles	Other Solutions
Funding for the development of emergency planning and evacuation training programs	Other Solutions
Safety training for older drivers; projects for individuals who have lost drivers licenses	Other Solutions
Projects to increase access for mobility device (e.g., wheelchairs) users including breakdown transportation, loaner/sharing programs	Other Solutions

APPENDIX F: Needs Assessment Summary

Needs Assessment

For the Plan update, a needs assessment was conducted with members of transportation-challenged communities to better understand their experiences and improve accessibility. The assessment spanned the nine county San Francisco Bay Area. Input was gathered from different types of communities that face transportation challenges, especially people with low incomes (below 200% of the federal poverty level), older adults over the age of 65, people with disabilities, and people without vehicle access. A number of methods were used to gather information for the needs assessment: a community survey, multiple stakeholder interviews, and a review of public input. The needs assessment sought to understand how transportation-challenged communities travel, where they go, where they would like to go, how they get there, and the different types of challenges they face. We also asked for their thoughts on improving transportation. Methodology details, an analysis of key findings, and common trends are included.

Findings at a Glance:

- **Mode use:** Most respondents get around by walking or driving themselves. Respondents with disabilities, with low incomes, and without vehicles tend to walk, get a ride with others, take fixed route (bus or light rail), or use paratransit.
- **Current destinations:** Most respondents travel frequently (at least a few times a week or more) to the grocery store, drug store, or other essential shops, followed by work or school; fitness centers, trails or parks; and visits with friends or family. Those with disabilities, with low incomes, and without a vehicle traveled less for essential trips than their counterparts. Respondents with disabilities and with low incomes travel more for medical appointments than those without disabilities and on high incomes.
- **Access issues:** Half of the respondents report that there are places they'd like to go, but cannot due to lack of reliable transportation. Three out of four respondents with disabilities, with low incomes, and without vehicles reported access issues.
- **Challenging destinations:** Half of respondents reported challenges getting to the following places some or most of the time: visits with friends or family; concerts, sports events, or other entertainment; non-medical appointments; restaurants; and fitness centers, trails, or parks. Compared to their counterparts, respondents with disabilities and without vehicles reported challenges getting nearly everywhere listed at greater rates.
- **Desired destinations:** Across the board, respondents desire greater access to leisure activities. In an open-ended question, respondents noted a desire to access locations in San Francisco (17%) and across the greater Bay Area into other counties (37%). They also noted their desire to visit parks and gardens (24%), entertainment (18%), and shopping and dining (12%).
- **Barriers:** Top challenges respondents face with transportation services included: "transportation services take too long to get where I want or need"; "I can't go when I want or need to (ex: evenings, weekends, same day)"; "I can't go where I want or need to"; and "I have to transfer too often". These concerns were similarly high across groups.
- **Solutions:** When asked for their thoughts on improvements to transportation, responses included: increasing fixed-route transit service coverage, improving coordination among services, increasing affordability (particularly for on-demand services), and increasing fixed-route transit frequency. Increasing accessibility, fixed-route transit reliability, and fixed-route transit travel times were also commonly cited. Top improvements were similar across groups.

Methodology

Survey Respondents

Older adults, people with disabilities, people with low incomes, people of color, and veterans within the nine-county San Francisco Bay area were invited to participate in a survey about their transportation needs. A total of 717 people completed the survey online between April 14 and May 31, 2022. The survey was offered in English, Spanish, and Cantonese. The survey sample was derived using a convenience approach, as opposed to a random approach to solicit public input. Therefore, findings may not represent the opinions of a broader population. Much of the sample resided in San Francisco, Alameda, and Sonoma County. The sample had high rates of people with low incomes (below 200% of the Federal Poverty Level), older adults (age 65+), people with disabilities, and people without vehicle access. The sample had low rates of participation from Solano and Santa Clara County residents, people of color (particularly Latinos and Asians), and limited English speakers. (See tables below for further details about survey participants.) Respondents were asked about the modes of transportation they use most frequently, where they frequently travel, transportation obstacles, and transportation improvements. Half of participants reported that they could not easily get to most places they want or need using the transportation options they have access to.

Additional comments from community members in public meetings helped gather useful feedback and concern of community members that could be used to improve accessibility. In total, comments came from 15 public meetings for groups such as Paratransit Coordinating Councils, the Regional Mobility Management Group, a committee for transportation mobility and accessibility, the region's Blue Ribbon Transit Recovery Task Force, and a community focus group.

Stakeholder interviews were conducted with community leaders from organizations whose members regularly face transportation challenges. They provided instances of specific use cases, with challenges as well as solutions that may be particularly helpful for their communities. Interviews with the following four individuals are described throughout the chapter:

- **Mary-Lim Lampe, Executive Director of Genesis,** a grassroots organization based in Alameda County, serving youth, elders, and people with disabilities, primarily in BIPOC communities.
- **Dang Pham of the Vietnamese American Service Center,** a county facility providing health and human services in a culturally competent and language-accessible manner.
- **Frank Welte, Specialist at SF LightHouse for the Blind and Visually Impaired,** an organization promoting independence, equality, and self-reliance of those who are blind or have low vision.
- **Ian Griffiths, founder of Seamless Bay Area,** a nonprofit organization advocating for unified and equitable public transit.

Key themes and takeaways are summarized below in **Figure F.1, Figure F.2,** and **Figure F.3.**

Figure F.1. Survey participant home county

County	Count	Percent
Alameda	135	18.8%
Contra Costa	78	10.9%
Marin	32	4.5%
Napa	25	3.5%
San Francisco	162	22.6%
San Mateo	53	7.4%
Santa Clara	78	10.9%
Solano	17	2.4%
Sonoma	116	16.2%
Refused/Other	21	2.9%
Total	**717**	**100.0%**

Figure F.2. Survey participant disability or mobility challenges

Do you face any transportation challenges because of a disability or mobility problem?	Count	Percent
Yes	220	30.7%
No	444	61.9%
Refused	53	7.4%
Total	**717**	**100.0%**

Figure F.3. Survey participant access to vehicles

Do you own or have access to a vehicle?	Count	Percent
Yes	509	71.0%
No	205	28.6%
Refused	3	0.04%
Total	**717**	**100.0%**

What modes do people regularly use to get around?

Survey participants were asked what modes of transport they regularly used (at least 2-3 times a month) providing options like driving, walking, taking fixed route and/or paratransit, getting a ride from someone else, using ridehail services like Lyft or Uber, etc. Overall, 71% of respondents owned or had access to a car. Most reported regularly walking (71%) or driving themselves (65%). Nearly half (40%) regularly took fixed route (bus and light rail). Only 7% used ADA paratransit regularly.

- While **older adults** walked or drove more than other modes, they walked, biked, and took fixed route at lower rates than younger people.
- Most **people with disabilities** regularly walked, got a ride, or took fixed route. They got a ride, took the bus, used paratransit, and used ridehail at greater rates than those without a disability. Likewise, they walked, biked, drove themselves, and took BART at lower rates than those without disabilities.
- **People with low incomes** got a ride and used paratransit (if eligible for services) at greater rates than populations above the poverty level. People with lower incomes also drove themselves, used ridehail, walked, and biked at lower rates than people above poverty level.
- **People without vehicles** regularly walked or took fixed route. Compared to those with a vehicle, these individuals got a ride, took fixed route, used paratransit (if eligible for services), and used ridehail at greater rates.
- **Veterans** drove or walked at greater rates than non-veterans. Likewise, they took fixed route at lower rates than non-veterans.

Where are people going?

Survey respondents were asked how often they went to different types of places such as medical appointments; grocery store, drug store, or other essential shops; non-medical appointments; visits with friends or family; place of worship; recreation places such as fitness centers, trails, or parks; restaurants; and concerts, sports events, or other entertainment. Respondents could indicate if they went rarely or never, once a month or less, a few times a month, a few times a week, or nearly every day.

Overall, 60% of respondents reported going to the grocery store, drug store, or other essential shops frequently (at least a few times a week). Next, 44% reported going to work or school, 37% to fitness centers, trails, or parks, 33% reported visiting friends or family, and 22% reported going to restaurants a few times a week or more.

Respondents followed the same general pattern for top destinations; however, some nuances are described below:

- While most **older adults** report making frequent essential trips, the second most common destinations were recreation and visits with friends or family. Only about a fifth (19%) of this group frequently traveled to work or school. Compared to younger people, older adults reported less frequent travel for visits with friends or family, childcare, work or school, and restaurants.
- **People with disabilities** reported more frequent travel to medical appointments and senior/community centers, with less travel for essential trips, visits with friends or family, work or school, recreation, and restaurants than those without disabilities. More than half (61%) of those with disabilities went to medical appointments a few times a month or more.
- **People with low incomes** reported less frequent travel for essential trips, visits with friends or family, childcare, work or school, and restaurants than those above the poverty level.
- **People without a vehicle** reported more frequent travel for medical appointments and less travel for essential trips, visits with friends or family, childcare, work or school, recreation, and restaurants than those with a vehicle. Of note, 51% of those without a vehicle made frequent essential trips compared to 64% of those with a vehicle. Additionally, 57% of people without a vehicle also identify as having a disability or mobility challenge.

More than half (56%) of respondents agreed when asked “are there other places you would like to go, but find it hard due to lack of reliable transportation?” This was greatest among **people with disabilities** (75%), **people with low incomes** (75%), and **people without vehicles** (75%).

Prioritizing transit issues for youth

Mary Lim-Lampe, Executive Director of Genesis, a grassroots-based organization in Alameda County, highlighted two critical transit issues that impact youth:

> ***"Current fixed-route transit issues: Transit is too infrequent to make this a viable option for many. This can result in long wait times of up to an hour during off-peak hours. Transit affordability: Affording transit is another key issue for many youth. The Alameda County Student Transit Pass Program is quite valuable, but it is not available to all youth, nor is it available regionwide. The small percentage of youth who are transient or not enrolled in school may be the most dependent on a free pass. The cost of getting replacement cards can also cause financial hardship for some. A $3 charge for a replacement and long wait is enough of a deterrent for those."***

Where are people struggling to go?

We asked people how often the lack of reliable transportation prevented them from making different types of trips such as medical appointments, essential trips, meeting friends or family, going for recreational activities or events. They could indicate the degree to which each type of trip was impacted with "never or rarely," "some of the time," or "most of the time".

Approximately half the respondents reported frequent challenges getting to many places:

- Visits with friends or family
- Concerts, sports events, or other entertainment
- Non-medical appointments
- Restaurants
- Fitness centers, trails, or parks
- Grocery stores, drugstores, or other essential shops

Other locations that respondents reported challenges traveling to include:

- Medical appointments (43%)
- Senior and community centers (27%)
- Work or school (27%)
- Places of worship (19%)
- Older adults reported challenges with getting to a senior or community centers. Unsurprisingly, older adults reported challenges getting to work or school and childcare at lower rates.
- Most people with disabilities reported challenges with making essential trips, non-medical trips, visiting friends or family, getting to restaurants, and getting to medical appointments. They reported difficulty getting to each place mentioned in the survey at a greater rate than those without disabilities.
- People with low incomes reported difficulty getting to most places at greater rates than those above poverty level, apart from childcare, work, and entertainment.

  "I miss out on activities because I have to depend on the public transit, and it isn't reliable."

- Most people without vehicles reported challenges in visiting friends or family, getting to non-medical appointments, making essential trips, and getting to medical appointments. People without vehicles reported challenges getting everywhere except childcare and work or school at greater rates than people with vehicles.

  "People under 18 cannot participate in many mobility options due to age restrictions (e.g., Uber/Lyft, bike share), and they typically have limited access to private cars and credit/debit cards."

Increasing access to health and community services

- The Vietnamese American Service Center (VASC), located in the heart of Little Saigon in east San Jose, is the largest senior nutrition program in Santa Clara County. Other VASC services include a Behavioral Health Clinic, Valley Health Center, Dental Clinic, Pharmacy, social services, on-site child supervision, and a suite of community programming to promote wellness.
- More than 500 county residents over the age of 60, a majority of which are Vietnamese Americans, are served free meals at the center every day. More than 2,500 residents are on the VASC's waitlist to receive services.
- Most members depend on the bus to reach services at the center (VASC provides free bus vouchers). When members express concerns over bus service, it's usually about reliability—a bus that's 5-10 minutes late can cause residents to miss their meal. To counter this issue, some residents arrive one or even two hours early to pick up their meals.
- Ensuring timely transit services is key in helping senior residents access this valuable resource. While this group does not worry so much about the time spent in transit, they do prioritize predictability in reaching their desired destinations.

Coordination:

"Connect corridors so I can get to useful places. Bike lanes that start and stop randomly without getting me to my destination. Train lines that don't go where/when I need to go (why is getting to the airport so hard? I can get to Gilroy at 5pm to do after work activities, but then I can't get home until 6am the next day)."

"There is inadequate intercity service from Cloverdale to other cities for essential services like medical, dental, and connections to regional transit like GGT and SMART. Service is not frequent enough and connections are difficult if not impossible, especially if you have mobility issues. There is also no taxi service and very little Uber/Lyft coverage for area trips. There is no senior shuttle service north of Healdsburg serving Geyserville/ Cloverdale area. Cloverdale is in desperate need of shuttle service, car service, and more frequent bus service to serve seniors, low-income working people, and students."

"Make the bus run more often and where people actually need to go. Where I live, there is no easy bus to the nearby BART station. Many people live just outside of the radius that's reasonable for walking, especially considering the hills, and the buses that go up and down the hills do not go to the BART station. So, people drive short distances and fill up the parking lot."

"One thing that's really annoying is the lack of connection between the SMART trains and Golden Gate Ferries. There should be shuttle service connecting them. At the very least, how hard would it have been to put a flight of stairs from the train platform to the overflow ferry parking lot? That would make connections a little easier."

"I had my 83-year-old mom who lives in Pinole take the survey for feedback. She drives so doesn't use transit but would like to. Her comments: Why can't we take a bus to Walnut Creek? We (her friends) are more comfortable in small groups on small buses. Dial a ride seems more personalized- get a sense someone is keeping an eye on you. Her friends are upset at the time and hassle of having to transfer to multiple operators for medical appointments. Pinole is a bit of a transit desert because services seniors need aren't in Pinole or San Pablo or downtown Martinez, so WestCAT service isn't sufficient. Pinole residents seek Kaiser services in Richmond, Walnut Creek, and beyond. All are not easily accessible by fixed route or dial a ride. I was surprised how informed she was, and her friends, who are transit dependent."

"Tri Delta Dial-A-Ride (paratransit) riders at both the Pittsburg and Antioch Senior Centers feel paratransit is not adequately responsive. Paratransit does not communicate with its passengers when it is going to be late, leaving riders waiting outside for more than 30 minutes at any given time."

Where would people like to go?

When asked where they would like to go in an open-ended format, respondents noted locations in San Francisco (17%) and across the greater Bay Area into other counties (37%). They also noted their desire to visit a variety of leisure destinations, including parks and gardens (24%), entertainment (18%), and shopping and dining (12%). These trends were similar across groups, though older adults, people with low incomes, and veterans indicated a greater desire to travel to entertainment (e.g., museums, concerts, sports events).

- **Older adults** were more likely to report wanting to go to entertainment and visits with friends or family and less likely to mention the greater Bay Area or other counties than younger people.

  "I am 83, live alone in an apartment in Oakley. I have no car. I find it hard to get transportation to anywhere but most miss having transportation to anything in the evening. There are no 7 PM dinners or community functions for me. If I go shopping or to a doctor, I have to get home early before Dial A Ride stops running for the day."

- Compared to those without disabilities, **people with disabilities** were more likely to report a desire for entertainment, shopping or dining, and visits friends or family and less likely to report a desire for trips to San Francisco or the airport.
- A higher percentage of **people with low incomes** indicated a desire for trips to the coast or beach and shopping or dining than those above poverty level.
- **People without vehicles** were more likely than those with vehicles to report a desire for trips to community centers or libraries and less likely to mention San Francisco and the airport than those with vehicles.

What barriers do people face?

We asked people to indicate three challenges they commonly face with transportation services in the Bay Area from a pre-determined list (**Figure F.4**). Nearly all respondents (95%) experienced one or more forms of transportation barriers in the Bay Area. About two-thirds (59%) selected "it takes too long to get where I want or need" and 41% selected "I can't go when I want or need to (ex: evenings, weekends, same day)." A third (35%) selected "I can't go where I want or need to."

These trends were similar across groups, however, several interesting findings emerged:

- **Older adults** were more likely to report lack of information and fear of falling and less likely to report long travel times as barriers than younger people.

  "Tried to use the SFMTA shopping shuttle for seniors. Schedule is not posted so I don't know when it is or where it goes. Applied twice but never heard back. Also applied for the taxi shopping program and never got a response."

  "Pinole Garden Club is carpooling members to Hercules Park and Ride to board Lynx bus to Sales Force, but they have lots of confusion about the parking eligibility at the Park and Ride. Here are seniors who know that Lynx exists and are willing to carpool to the Park and Ride (doing what we want them to do) but getting info about parking is difficult."

  Overall, 99% of **people with disabilities** reported barriers to getting where they want or need to go (vs. 93% of those without disabilities). Other frequently selected barriers among this group were damaged or missing sidewalks, crosswalks, etc., and fear of failing. They were more likely to select that they cannot afford to go where they want or when they want than those without disabilities.

  "I'd like to raise the issue of paratransit distance limits, or the ability to find other services that are affordable to get outside of those limits, especially to our wonderful parks and recreation areas. I have a visual impairment and rely on friends and family to get out to Briones, where I can enjoy the outdoors and pursue my athletic goals as an athlete (I train in para-dressage). I am worried about the future and affordable transportation to my hobbies as bus routes are cut and changed. Ridehail services are prohibitively expensive. Besides that, I need paratransit to accept Clipper cards so that I can use my employer transit benefit when I need to use it for work."

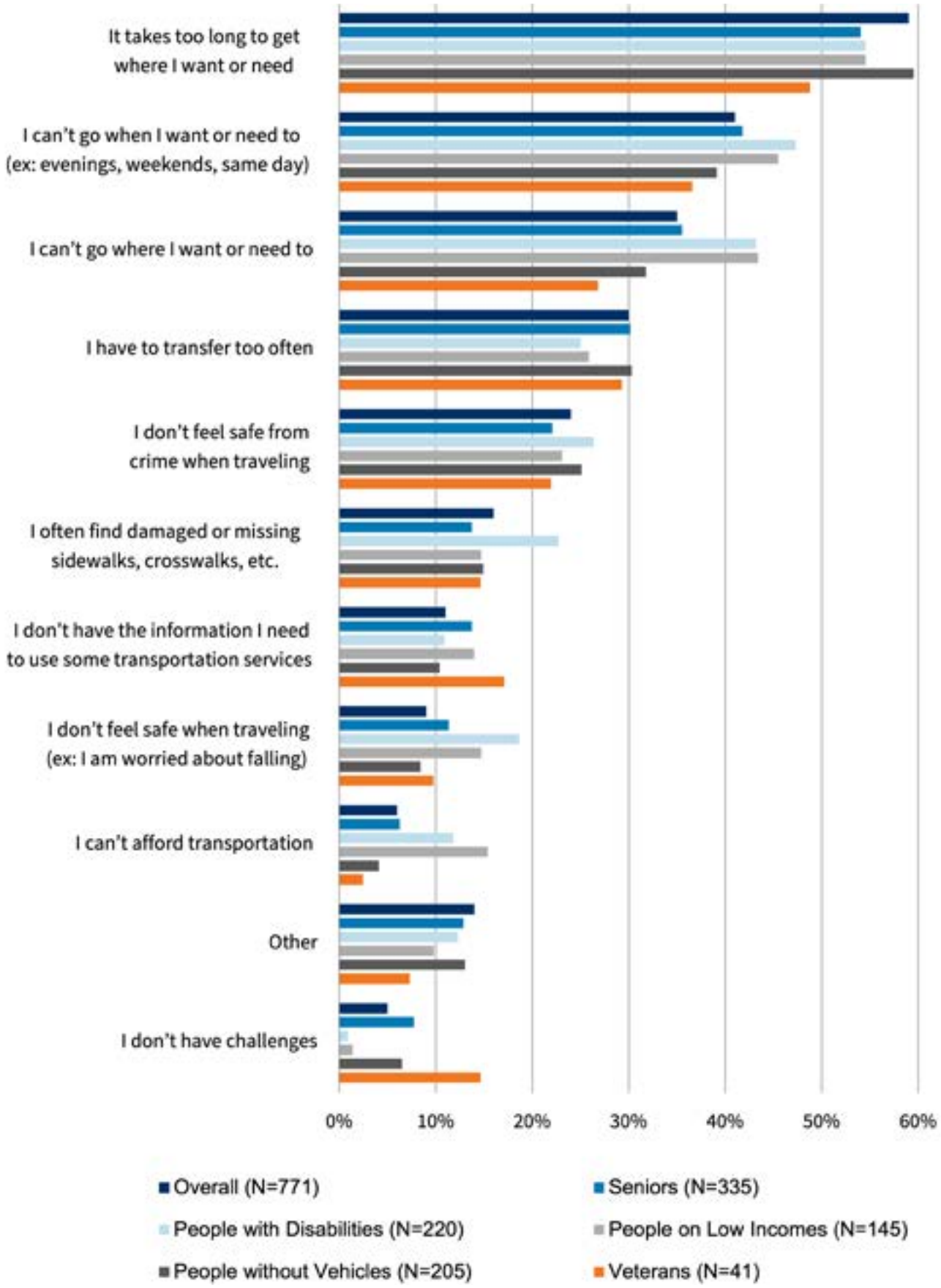
- **People with low incomes** were more likely to report not being able to get where they want, afford transportation, and fear of falling as barriers than those above poverty level.

  "The Essential Trip Card program (San Francisco) has helped but because I am so far away from anything I can only take one to two trips a month. UCSF or Kaiser South Beach Mission Bay is about $35 one way depending on the route the taxi driver takes. So that leaves nothing for a grocery trip or an additional hospital visit if necessary."

- **People without vehicles** reported they cannot get where they want and cannot afford transportation at greater rates than those with a vehicle.

  "There is a need for transportation serving the "in-between" population — people who don't need paratransit but need transportation with some services beyond fixed route."

Figure F.4. What challenges do you most commonly face with transportation services in the Bay Area? Select up to three.



Individuals were able to identify in more than one category.

Transit Barriers

Travel time:

"The main factor that prevents me from going is the time commitment needed. I could get a ride from a friend and be there in 10 minutes, or take public transit, and get there in 45 minutes to an hour."

"These transit connections are only available if I take a long circuitous route from Sonoma Valley through Marin and/or San Francisco."

Fixed-route transit service coverage:

"Provide seamless "last-mile" connectivity to SMART train, including bus bridge service to Windsor, Healdsburg and Cloverdale."

"Bring in a bus service! Lots of old(er) people here who desperately need a bus!"

Frequency:

"During non-peak hours, do not leave the riders stranded. Have at least one bus that could run every 30 or 60 minutes during non-rush-hour. In this world of remote workers and students that can make their own schedule, people do not necessarily stay at work 9 am to 5 pm. Some go in later and some leave earlier."

Affordability:

"Encourage employers to pay for their employee's transportation using public transportation. Likewise, do the same with schools. Maybe there could be a deep tax write off. Public transportation has to be viewed as an equal or better transportation opportunity versus being a solo driver."

What support services could people use?

When asked if they need greater access to or support with different activities (e.g., as same-day trips, wheelchair accessible trips, frequent trips), many respondents reported a need for greater support with evening or weekend trips (38%) and same-day trips (36%). About a fifth (19%) needed help with making frequent trips (daily or 3-4 times a week) and out-of-area medical trips (18%). Fewer reported need for support with wheelchair accessible trips (7%) and entering and exiting their home/destination (5%).

- **Older adults** were more likely to need support with out-of-area medical trips and less likely to need support with frequent trips (daily or 3-4 times a week) than younger people.
- **People with disabilities** were more likely than those without disability to need help with same-day trips; out-of-area medical trips; navigating sidewalks, curb ramps, bus stops, etc.; wheelchair accessible trips; and entering or exiting their home/destination. "Overall trends in the blind community are towards greater use of wayfinding technology. Transit agencies still have room for improvement in making their apps more accessible. For example, Washington DC Metro has good indoor mapping options such as Waymaps and Goodmaps." – Frank Welte, SF LightHouse for the Blind and Visually Impaired

Using the "Tech Transfer Model" to Transform Accessibility

- To increase accessibility and information and to help people travel safely and comfortably, Genesis has an elder-focused travel training program. This usually involves a group accompanied by youth visiting a location such as the Oakland Museum, so has multiple benefits. Travel training provides consumers with information and hands-on training to learn how to travel safely and comfortably.
- Training sessions involve one-on-one, or group instruction designed to teach older adults how to travel independently on fixed-route transit. Typically, individuals receive training on how to travel to their most frequent destination (for example, to work or a medical office).
- Mary Lim-Lampe believes that the tech transfer model (from youth to older adults) would be a positive model to promote accessibility and information.

- **People with low incomes** were more likely to need help with same-day trips, out-of-area medical trips, wheelchair accessible trips, entering or exiting their home/destination; and navigating sidewalks, curb ramps, bus stops, etc. than those above poverty level.
- **People without vehicles** were more likely to need support with same-day trips, out-of-area medical trips, wheelchair accessible trips; and navigating sidewalks, curb ramps, bus stops, etc. than those with cars.

  Many communities often need to travel outside of the county, and existing transportation options may only offer assistance for in-county transportation.

  "Elderly population, physically/mentally disabled populations, and those with chronic conditions frequently need more visits to specialists. We need safe, appropriate, affordable, and reliable transportation… one out of five older Americans find it particularly difficult to get around once they stop driving or have access to a vehicle. In addition, poverty contributes to access. … West Marin needs safe and reliable transportation which has been a challenge for a number of years."

Information:

"Elders (80+) do not go to public meetings or make their needs known because they do not use email or smart phone."

"Sometimes planning a trip or using the schedule is confusing and never know what busses or trains are ADA accessible. It would be great to have a chat or live person to assist in a trip and ask ADA related questions."

Preserving Connectivity and Working Collaboratively

An interview with Frank Welte of SF LightHouse for the Blind and Visually Impaired touched on ways to better support residents with disabilities: "Some transit routes need to be partially preserved during a downturn in the economy because even though not well utilized, they could mean a lifeline for people with disabilities. Instead of totally removing transit routes, they should cut frequency to at least preserve some options." The parallel he drew is closing off certain streets to drives is the equivalent of shutting down transit routes for riders with disabilities – they suddenly lose their 'streets.'

Welte also highlighted the need for greater collaboration. "Policy makers should also consider the social service costs of service cuts. They should bake disability into the beginning of projects. Transit officials should rethink their domain as not just being limited to the bus door, but rather expanded to include the home front door. Improvements in bus stop shelters, path of travel elements, etc. are similar to the provision of a ramp. Pedestrian infrastructure should be considered part of a transit system, so there should be greater collaboration between transit agencies, public works departments, and the disability community."

What improvements would people make to transportation?

Respondents were asked "If you could improve one thing about transportation in your area, what would you do?" in an open-ended format. Their top responses included: increasing fixed-route transit service coverage (45%), improving coordination among services (24%), increasing affordability (particularly for on-demand services; 22%), and increasing fixed-route transit frequency (22%). Increasing accessibility (14%), fixed-route transit reliability (13%), and fixed-route transit travel times (13%) were also commonly cited improvements.

Enhancing mobility management services

In an interview with Ian Griffiths of Seamless Bay Area, Griffiths emphasized the value of mobility management. Mobility management services are typically limited to information and referrals; however, Griffiths wants services to expand to include trip scheduling. Currently, most mobility management services cannot patch in a program scheduler or do it themselves.

Griffiths also hopes that mobility management will one day be part of regional discussions on network management functions.

These improvements were common across all audiences; however, some issues were more pronounced for certain groups:

- **Older adults** mentioned improving healthcare access at greater rates.

  "Have a variety of inexpensive driver services available to low-income seniors for transport to medical appointments other than paratransit."

- While improving fixed-route transit coverage was the top improvement for **people with disabilities**, the second most cited was for improving accessibility (30%). They also mentioned improving healthcare access, information, affordability, on-demand scheduling, on-demand service coverage, and fixed-route transit amenities at greater rates than those without disabilities.

  "I wish that AC Transit would communicate more clearly when there are changes in service. For example, Shattuck Ave. in downtown Berkeley was recently closed for a special event. AC's info on their website and real time was so inadequate that it took me an hour to get from Shattuck & University to Shattuck & Dwight, normally a 10-minute ride. I ended up having to take Uber. I'm disabled, and it was REALLY aggravating."

  "SolTrans and other transit agencies sometimes cannot have bus stops or expand accessibility of bus stops because the sidewalks and roads are so bad. Cities and counties should target these areas for improvement."

- **People with low incomes** mentioned improving healthcare access, accessibility, information, and affordability at greater rates than those above poverty level.

  "I should be able to get to medical appointments as scheduled by providers in Central Marin and Sonoma County without spending large amounts of money on private drivers."

- **People without vehicles** were more likely to mention accessibility, information, customer service, affordability, on-demand scheduling, fixed-route transit hours, frequency, reliability, and amenities than those without vehicles.

  "I wish the bus was on time. I relied on the bus to go to my community college, and I ended up having to Uber because some days the bus wouldn't be on time or show up to the bus stop at all. It's so frustrating because I needed it as a student and Ubering to school is not affordable. I also really wish there was a BART station in the Silicon Valley/Peninsula area— I think the closest one is Milpitas which would be a very long commute from somewhere like Sunnyvale or Cupertino."

- **Veterans** mentioned housing/job access at a greater rate than non-veterans.

  "[Veterans] transportation options are even less ideal than the typical paratransit client, with restrictive eligibility and limited operational times/geographies."

Prioritizing accessibility during planning

In our interview with Frank Welte of the SF LightHouse for the Blind and Visually Impaired, Welte highlighted concerns that accessibility is not being fully baked into major planning documents in the Bay Area and included later as an afterthought. For example:

- BART in the East Bay was designed with central boarding, which is very difficult for blind riders who are expected to cross traffic to reach the platform.
- The wayfinding element of the Seamless Transit Transformation Act (SB917) did not originally include any substantive references to challenges faced by blind people, and was mainly focused on branding, signage etc., which is of no use to blind people. As a result of late-in-the-game advocacy, some elements of accessibility were included in the legislation.
- The MTC Blue Ribbon Transit Recovery Task Force focused disability issues on paratransit, without considering blind riders' access to fixed-route services. As a long-term solution, Welte suggests planning procedures and re-engineering methodologies to include accessibility early on. COVID showed policy makers how quickly it is possible to pivot if motivated to do so, for example, the proportion of employees who now work from home. Transit policy makers need to be nimbler when considering different ways of service delivery for people with disabilities.

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APPENDIX G: Engagement Feedback

This matrix provides a list of public input received from stakeholders at existing advisory meetings. The project team attended the meetings and requested input on transportation needs. The team also reviewed a variety of local plans and summarized the input received.

Alameda County

Comment Source	Geographies	Target Population	Date	Themes	Comments
Alameda PAPCO	Urban	Older Adults, PWD	10/25/2021	Coordination and Cooperation	Is there a more linear way of organizing trips? Did they save time? How can we make trips more succinct?

Contra Costa County

Comment Source	Geographies	Target Population	Date	Themes	Comments
Contra Costa Accessible Transportation Strategic Plan	County, Suburban	Older adults, PWD, Low-income	2019-2021	Healthcare Access	As a disabled veteran, I would like to see a direct bus from the Walnut Creek BART station to the VA Martinez Clinic. It is otherwise difficult to get to the clinic on public transit from the Southern part of Contra Costa.
				Technology / Travel Training - Older Adults	It is on my 'wish list' to have someone to partner with her for travel. I want to use public transit, but it feels unsafe to do so on my own. So, it isn't travel training I am looking for, but to have someone travel with me for safety concerns.

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Paratransit - Transfers	I had my 83-year-old mom who lives in Pinole take the survey for feedback. She drives so doesn't use transit but would like to. Her comments: Why can't we take a bus to Walnut Creek? We (her friends) are more comfortable in small groups on small buses. Dial a ride seems more personalized–get a sense someone is keeping an eye on you. Her friends are upset at the time and hassle of having to transfer to multiple operators for medical appointments. Pinole is a bit of a transit desert because services seniors need aren't in Pinole or San Pablo or downtown Martinez, so WestCAT service isn't sufficient. Pinole residents seek Kaiser services in Richmond, Walnut Creek, and beyond. All are not easily accessible by fixed-route or dial a ride. I was surprised how informed she was, and her friends, who are transit dependent. Pinole Garden club is carpooling members to Hercules PNR to board Lynx bus to Sales Force, but they have lots of confusion about the parking eligibility at Hercules PNR. Here are seniors who know that Lynx exists and are willing to carpool to PNR (doing what we want them to do) but getting info about parking is difficult.

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Paratransit	Tri Delta Dial-A-Ride (paratransit) service paratransit does not run late enough, Paratransit hours should match Tri Delta's fixed-route service hours. Draft recommendations: 1. Prepare a Tri Delta Bus Transit Service Reliability and Improvement Strategies report to identify problematic routes and improvement strategies. Implement a dedicated paratransit shuttle to senior centers in Pittsburg and Antioch. 2. Tri Delta should build on its existing Email/Text Alerts system with a Tri Delta Mobile App. Include features such as nearby or alternative route options and departure times, map-based bus tracking, trip planning and system-wide schedules. 3. Hire additional Dial-A-Ride dedicated drivers or implement a program like Richmond's R-Transit Lyft partnership, in which Lyft technology is used to provide on demand paratransit transportation.
				Healthcare Access	Access from the CBTP study area to medical centers in Martinez, including the VA Hospital, is inadequate and difficult for seniors
				Paratransit - On Time Performance	Tri Delta Dial-A-Ride (paratransit) riders at both the Pittsburg and Antioch Senior Centers feel paratransit is not adequately responsive. Paratransit does not communicate with its B-2 passengers when it is going to be late, leaving riders waiting outside for more than 30 minutes at any given time.
				Bike	After a brain injury- I couldn't drive so I started biking at age 65- please improve biking safety, including having all stop light recognize bikes and ensure safe places to park. E-bikes are great for seniors and the disabled. My husband- age 80 with cancer and heart failure still rides.

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Temporal Gap	I am 83, live alone in an apartment at The Oaks, in Oakley. I have no car. I find it hard to get transportation to anywhere but most miss having transportation to anything in the evening, there are no 7 PM dinners or community functions for me. If I go shopping or to a doctor I have to get home early before Dial A Ride stops running for the day.
Contra Costa Accessible Transportation Strategic Plan	County, Suburban	Older adults, PWD, Low-income	2019-2021	Public Transit	Something needs to be done about transit situation.
				Public Transit	Will there be buses on Fairview to the new Los Madonas campus?
				Paratransit	I'd like to raise the issue of Paratransit distance limits, or the ability to find other services that are affordable to get outside of those limits, especially to our wonderful parks and recreation areas. I have a visual impairment and rely on friends and family to get out to Briones, where I can enjoy the outdoors and pursue my athletic goals as an athlete (I train in para-dressage) - I am worried about the future and affordable transportation to my hobbies as bus routes are cut and changed. Rideshare services are prohibitively expensive. Besides that, I need paratransit to accept Clipper cards so that I can use my employer transit benefit when I need to use it for work.
				Coordination and Cooperation	Would like to know how you plan cross counties trips because sometimes it takes all day to complete?

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Coordination and Cooperation	The paratransit application for the different providers is different with each one, with different requirements, as well. I have received complaints from families we serve about how confusing it is and how long the intake process takes. They did not feel I would support a single point of registration, with consistent criteria throughout our County as being more efficient and user friendly. supported in the process and at least a few families have given up on the process!
				Coordination and Cooperation	Once someone is approved in one system, they have to get approval for another system, if crossing transportation boundaries. In addition, wait times when transferring is excessive and sometimes troubling. I would support coordination when going from one area to another and scheduling efficiencies when transferring. It seems that a single point of contact for scheduling and dispatching would increase efficiencies, such as improving on-time performance and making it easier to cross transportation boundaries. Our clientele already have disabilities and hardships in everyday life--I believe it is our duty to assure that communication and transportation be as seamless and efficient as possible!
				Coordination and Cooperation	The county needs a robust affordable public transit system severing all the communities of the county. State and federal funding of such a system is woefully low and what funds that are provided are sucked up by BART, AC Transit and other large transit systems leaving communities such as San Ramon without much in the way of transit options.

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Public Transit - Level of Service	There was a bus (#39?) that stopped both at Alcosta Blvd/ Fircrest Blvd and Fircrest/ Craydon Circle. It continued into Dublin to Village Parkway, Amador Blvd and Dublin Blvd. I am in a senior community "Sunny Glen" and there are no buses within a couple of miles from here.
				Older Adults	Where can we go to get free transportation for seniors?
				Emergency Preparedness	I am writing for my disabled husband. He is completely dependent on others for his care and has paralysis of most of his body. A constant worry is how to evacuate in an emergency. We have a few neighbors that will help but no place to go once we leave the house and no plan if neighbors aren't available. What services are available for evacuating someone who is so severely disabled?
				Older Adults	Senior transportation is a serious matter!
Contra Costa County Paratransit Coordinating Council	County, Rural, Suburban	Older Adults, PWD	9/21/2020	Planning and Study	The pandemic brought up new issues. One is access to food - which is crucial to survival
				Same-day or On-demand Transportation (TNC and Taxi)	Same day paratransit continues to be a need.
				Public Transit - Level of Service	Using public transportation under the pandemic was very difficult. You could only take essential trips and on paratransit it needed to be scheduled in advance. It was very difficult to get essential needs met.
				Public Transit - Level of Service	The transit agencies did a fantastic job under the pandemic.

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Emergency Preparedness	Transportation was so pivotal during the pandemic. Agreements should be signed between the county emergency operations and transit agencies. There should be standardized practices and fundamental protocols to guarantee funding in a time of emergency.
				Coordination and Cooperation	We should continue to explore the relationship between transit agencies (and their contractors or service providers) and emergency management (County Emergency Operations Centers). Some transit agencies provided assistance and some did not.
				Emergency Preparedness	The Coordinated Plan should help to standardize and memorialize the relationship between emergency operations and public transportation, along with their contracted service providers.
				Paratransit	The paratransit operators have been very creative, like bringing services (food) to you.
				Public Transit - Accessibility	Some of the transportation modes are not accessible. Lots of people could get around On Uber or Lyft, but not if you have a wheelchair. People shouldn't be left out of services.
				Same-day or On-demand Transportation (TNC and Taxi)	Paratransit should provide same day trips.
				Paratransit - Reliability	I got called by East Bay Paratransit. They asked me how I was doing and I needed. I was having trouble getting food and the next thing I knew, they brought me food. They provided excellent service.
				Paratransit - Level of Service	Even though the ADA rules are very rigid, the paratransit providers gave a lot of service. They get an A+.

Comment Source	Geographies	Target Population	Date	Themes	Comments
Contra Costa County Paratransit Coordinating Council	County, Rural, Suburban	Older Adults, PWD	9/21/2020	Planning and Study	How can we get around rigid rules to provide services that people need?
				Transportation Options	Senior Mobility Action Council scheduled a meeting with someone from Uber on wheelchair accessible service. But they canceled the presentation. There a some accessible uber vehicles, but it isn't that extensive.
				Same-day or On-demand Transportation (TNC and Taxi)	All planning going forward should encourage accessible TNC vehicles in all areas.
				Funding	Flexibility is key for transit agencies to do things outside their charter, flexibility to try things, and flexibility on the funding sources.
				Funding	Our funding allowed us to bring services to our client's homes, instead of bringing them to our site. Flexibility was key!
				Public Transit - Level of Service	The 5310 program and Measure J funds should continue to be flexible and allow us to bring services to our clients.
				Fares	Fare free transit was very helpful under the pandemic.
Downtown Martinez Community-Based Transportation Plan	Suburban	Older adults, PWD, Low-income, BIPOC	2018-2020	Pedestrian	[Sidewalks] are dangerous and often in poor condition due to lifting or holes. Most corners have curb cuts."
				Pedestrian	Improve pedestrian crossings around local hospital and high school. Blinking pedestrian beacons are not enough.
				Bike	"Bicycle facilities must be continuous to be useful to us."

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Public Transit	It is impossible to drop off children in different parts of town with public transportation.
				Public Transit - Safety	...people are often released from the County Hospital or Psychiatric Ward onto the streets at times of the day or night when there is no bus service, or their bus pass is not enough to get them to a safe destination"
				Pedestrian	Crossing the street in Martinez is dangerous. Martinez Police Department does not enforce crosswalk, or any other traffic laws when it comes to pedestrians."
				Pedestrian	Make crosswalk signals more visible and easily seen, especially the one in front of Martinez High School and Contra Costa Regional Medical Center. It is dangerous area. Make traffic lights very visible as well, perhaps larger lamps. The crosswalk signs need to be bigger as well. Danger, danger!
				Technology / Travel Training - Older Adults	[Smartphone training would be useful] especially for people with disabilities
blank	blank	blank	blank	Technology / Travel Training - Older Adults	[Trip planning information] would be helpful, [I am] embarrassed to ask for assistance
				Paratransit - Level of Service	Increasing paratransit services is desperately needed, more connections to and from bus terminals.

Marin County

Comment Source	Geographies	Target Population	Date	Themes	Comments
Regional Mobility Management Group	Suburban, Urban, Rural, County	Older Adults, PWD, Low-income, LEP, BIPOC, Zero Vehicle HH	10/18/2021	Public Transit - Accessibility	Serving rural areas, West Marin is hard for us to serve. Medical trips, particularly regional trips. We need to better support people
				Information and Referral Service	Information and referral is an ongoing need
				Same-day or On-demand Transportation (TNC and Taxi)	What about access to services that people with disabilities don't have access too? TNC's, taxi, same day service. They want services at the same day as people who don't have disabilities. AV's are close. We need to be testing accessibility for disabled people. We need to make sure that if TNC's are offering this it's also accessible.
				Regulation	Vaccination requirements are a barrier

Napa County County

Comment Source	Geographies	Target Population	Date	Themes	Comments
American Canyon Senior Center	Rural, Suburban	Low-income, PWD, older adults, BIPOC	10/10/2018	Public Transit - On Time Performance	There was some complaints about wait times for the community shuttle
				Public Transit	Some projects listed in the 2014 Countywide Transportation Plan are obsolete, such as the Eucalyptus extension, and the Roundabout
				Infrastructure	The Napa Junction Rd. intersection has been completed
				Infrastructure	S. Napa Junction Rd. should be replaced with Rio Del Mar connector to Newell-Modified to Rio Del Mar as E/W connector
				Public Transit - Infrastructure	The City is considering locations for PandR lots along the corridor
			11/2/2018	Public Transit - Clipper Card	Issue with clipper card reader functionality

Comment Source	Geographies	Target Population	Date	Themes	Comments
Free Market at Health and Human Services, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/13/2018	Healthcare Access	Residents discussed issues they have with accessing medical care, specifically St. Helena Hospital and Kaiser in Santa Rosa
Napa Senior Center	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/28/2018	Public Transit	People expressed appreciation for the TaxiScrip program
			9/29/2018	Access	Most attendees drive themselves, it's possible that those without easy access are not utilizing the Senior Center as much
			9/26/2018	Older Adults	Residents of the Vet's Home have their transportation needs met almost exclusively by the transportation provided by the Home, including medical transport to San Francisco
Napa Valley College	Rural, Suburban	Low-income, PWD, older adults, BIPOC	10/24/2018	Public Transit - Emergency	Most students drove and would only consider transit for emergency purposes
				Pedestrian	One group of students sometimes walk from the Imola /Shurtleff area neighborhood to campus and remarked on how "scary" it is to walk along that corridor
				Public Transit - Level of Service	Would like to see later hours of local routes, so that students can use transit for other errands on the way home
				Fixed-route	Residents we spoke to did not use/need our fixed-route or Vine Go services
Napa Valley Transportation Authority	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/29/2018	Fixed-route - Infrastructure	Bus stop is too far
Napa Valley Support Services	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/2/2018	Public Transit - ADA	Difficult to board smaller buses with mobility devices
				Infrastructure	Jefferson/Bel Aire stop and Lincoln/ Jordan Lane stops should be prioritized for shelter and seating

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Public Transit - Infrastructure	Shelters and benches are a necessity for disabled customers
				Public Transit - Level of Service	Would like see Routes 10 and 11 stop at Napa Valley College on weekends
				Public Transit - Level of Service	Bi-directional service availability on transit routes is needed, resident informed that COA addresses this concern
				Public Transit - Level of Service	Longer service hours into the evening
				Public Transit - Level of Service	A stop at the Napa Bowl is needed, currently inaccessible due to construction on Soscol, but not removed
				Fixed-route - Infrastructure	Most people can't walk or move more than a couple of blocks, so they need stops closer together
				Same-day or On-demand Transportation (TNC and Taxi)	People want to be able to use TaxiScrip with Uber and Lyft, current taxi companies are unreliable
				Public Transit - Infrastructure	Imperial Way and Jordan needs a stop and bus shelter/seating
				Public Transit - Infrastructure	Drivers have not provided service to some riders in wheelchairs or driven past riders in wheelchairs
				Pedestrian - Infrastructure	The stop along Lincoln/Jordan Lane has a slope making wheelchair access difficult.
				Public Transit - Level of Service	The limit on three books per month are not enough for Taxi Scrip
				Public Transit - Reliability	Real-time signage need to be more reliable and work consistently
				Fixed-route - Affordability	Fares are too costly
				Public Transit - ADA	Transdev drivers place ramps down on streets less than a foot away from curb, so there is no way for a wheelchair to board like that

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Public Transit - Infrastructure	Would like more curb space painted red, so there is better access for ADA riders to board the bus
Napa Valley Support Services	Rural, Suburban	Low-income, PWD, older adults, BIPOC	10/1/2018	Public Transit - Frequency	Received feedback that local routes don't run frequently enough for clients
Napa Paratransit Coordinating Council	Rural, County	Older Adults, PWD	9/3/2020	Funding	Fund sources for programs like Lifeline are dwindling.
				Healthcare Access	There continues to be insufficient transportation services for reaching healthcare centers.
				Healthcare Access	Not enough transportation options for those who don't qualify for paratransit and can't afford taxi services.
				Same-day or On-demand Transportation (TNC and Taxi)	TNC drivers are not widely available in Napa County.
				Same-day or On-demand Transportation (TNC and Taxi)	Taxis have to be booked ahead of time and are more expensive, but Lyft drivers are sparse.
				Paratransit - ADA	Paratransit is a challenge because of the on time performance. It would be wonderful if those who depend on paratransit don't have to miss their classes or appointments.
				Coordination and Cooperation	Napa County and Lake County should coordinate on transportation services so that Napa residents could have more options.
				Older Adults	Transit is not an appropriate service for frail or older seniors. Some have a very difficult time boarding vehicles and travel training isn't a viable option.

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Volunteer Drivers	Volunteer driver programs can't accommodate people who use wheelchairs because they don't have accessible vehicles.
				Coordination and Cooperation	NVTA should look for ways to make the Shared Vehicle Program easier for community based organizations to use available wheelchair accessible vehicles. Driver training makes it cost prohibited to use. Drivers from tour companies may be an option.
				Coordination and Cooperation	NVTA can buy a vehicle through the Section 5310 program and make it available to community based organizations as a subrecipient.
Napa Paratransit Coordinating Council	Rural, County	Older Adults, PWD	9/3/2020	Same-day or On-demand Transportation (TNC and Taxi)	There are potential solutions by incorporating on-demand services with paratransit.
				Spatial Gap	The Angwin community needs a three times a week shuttle service.
				Older Adults	App-based services are a huge barrier for older adults.
				Technology / Travel Training - Older Adults	Technology training is needed for older adults
				Land Use	Hospital care and other services are so remote.
				Coordination and Cooperation	Coordination and cooperation is needed from for-profit healthcare providers, like hospitals and dialysis centers. They don't currently provide transportation services for their clients. Healthcare providers are missing from the conversation.
				Spatial Gap	More services are needed for rural communities. This issue is getting worse because people are aging in place.

Comment Source	Geographies	Target Population	Date	Themes	Comments
Queen of the Valley, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	10/2/2018	Public Transit - Level of Service	Local routes also do not run late enough
			10/3/2018	Fixed-route - Affordability	Our fares are too high for some clients
				Fixed-route	Found the younger riders on fixed-route to be rowdy, made using transit less desirable
Redwood Park and Ride, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/30/2018	Bike	Cyclists love the Vine Trail
				Fixed-route	Rider pointed out that real time signs were incorrect and sometimes non functional
				Amenities	A senior rider would like to see bathroom facilities at the park and ride, as there is nowhere nearby to use the restroom and sometimes there are long wait and transfer times for our buses
				Fixed-route	Transit services for residents of Silverado Orchard
Rianda House, St. Helena	Rural, Suburban	Low-income, PWD, older adults, BIPOC	10/26/2018	Programs - Same-day or On-demand Transportation (TNC and Taxi)	Discussion about St. Helena/Lyft pilot shuttle program. All rides are coordinated through Molly's Angels.
				Programs - Same-day or On-demand Transportation (TNC and Taxi)	One issue is lack of wheelchair access on Lyft vehicles
				Programs - Volunteer Drivers	Issue with Molly's Angels only taking ambulatory passengers

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Programs - Volunteer Drivers	Driver reimbursement under MRP for Molly's Angels drivers-Drivers are prohibited from receiving reimbursement-Consider updating MRP form for volunteer drivers to indicate they are with Molly's Angels.
				Shuttle	Request from Angwin resident to have a "one-day-a-week" shuttle down to St. Helena
				Pedestrian	Many were supportive of pedestrian infrastructure improvements
				Information and Referral	When asked how they receive information-many still rely on the St. Helena Star newspaper.
				Information and Referral	Several of the senior housing developments have their own monthly newsletters for residents and requested information on transportation be included. Also requested information be made available at the offices of senior housing complexes, Library, Safeway, coffee shop etc.
				Public Transit - Infrastructure	Students who rode the bus to NVC were generally appreciative and spoke well of the service, one rider who used the local routes stated later run times would be better, as to allow for greater flexibility
Silverado Creek Apartments, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/29/2018	Pedestrian - Infrastructure	Crossing larger intersections is difficult, would like more lighting, more crosswalks
				Pedestrian - Safety	Speeding around school, traffic calming/ enforcement needed
				Pedestrian	Sidewalk improvements for Vintage and Bel Aire schools
				Pedestrian	Project for bike zone from Redwood to Villa Lane (class 4)
				Pedestrian	Traffic light or stop sign at Trancas and Valle Verde • RRFB at Jefferson/ Rubicon

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Pedestrian	Traffic light at Jefferson/Rubicon/ El Capitan
				Pedestrian	Traffic light at Jefferson/ Rubicon
				Fixed-route	Bus (public transportation) to Villa Lane • Rehab sidewalk on Villa Lane
				Pedestrian	RRFB at Trancas/ Valle Verde
				Fixed-route	Riders had very positive comments about the service and drivers
Springs Mobile Home Park, Calistoga	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/13/2018	Fixed-route	They asked that we evaluate the potential to revive the previous Route that connected to Santa Rosa
				Healthcare Access	Some residents have to travel long distances for medical care out of the County, staff let them know about the Mileage Reimbursement program and how to apply
				Shuttle	Residents expressed their view that the Calistoga shuttle seemed geared towards tourists and the long wait times made it less than ideal for residents
				Coordination and Cooperation	Residents had complaints about lack of handicap parking at Cal-Mart, we connected them with city staff personnel to address the issue
				Public Transit - Safety	Residents would also appreciate if drivers could let them off closer to their destination, rather than only at designated stops, staff explained that for safety reasons, we don't let drivers stop just anywhere
Stonebridge Apartments, St. Helena	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/27/2018	Pedestrian	RRFBs for all School crossings (they mentioned a school where they were already installed and said they worked well)
				Pedestrian	Complete sidewalk on Hunt Avenue to Montevista
				Fixed-route	Transit services to Angwin.

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Pedestrian	Improved street lighting on Pope, Hunt (and the street where the apartments are located)
				Pedestrian	Lack of sidewalks connecting to Pueblo Vista elementary school
Storehouse/ Food Bank, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/20/2018	Public Transit - Level of Service	Attendees were glad to know that Vine offered connections to the BART, the Ferry, and Solano County
			9/21/2018	Spatial Gap	Most attendees drove themselves that may be a reflection of limited access, as only Route 11 serves the location. Also may be difficult to transport groceries to/ from the bus stop
St. Thomas Church, Napa	Rural, Suburban	Low-income, PWD, older adults, BIPOC	11/18/2018	Bike	From a truck driver: Educate cyclists on riding on the inside of the bike lane
				Pedestrian	Add a stop sign at the intersection of Hemlock and Hoover
				Pedestrian	Put up signs requesting people not to walk down middle of the street on Homewood Ave.
				Pedestrian	Drainage issues at Kilburn and Bryant from rainwater from Westwood Hills.
				Fixed-route	Add a bus line that goes directly from Laurel Street on the west side of SR-29 to Napa High School
				Fixed-route - Drivers	Appreciative of the service on St. Helena shuttle, spoke highly of the drivers
Veteran's Home, Yontville	Rural, Suburban	Low-income, PWD, older adults, BIPOC	9/26/2018	Public Transit	Some residents do use the Vine Trail and Routes 10 and 29 and appreciate that those services are available
				Community	They love the Community Trolley and really appreciate having access to the town for dining and entertainment
				Public Transit - Accessibility	Many of these clients drove to the pickup, as transit would not allow them to transport that many bags of groceries

San Francisco County

Comment Source	Geographies	Target Population	Date	Themes	Comments
Portsmouth Square Community Based Transportation Plan	Urban	Older adults, PWD, Low-income, LEP, BIPOC, Zero Vehicle HH	2018-2020	Pedestrian Safety	Needs by Category
				Pedestrian Safety	Double threat pedestrian/auto conflicts at the entrance of garage
				Pedestrian Safety	At Clay and Kearny, the pedestrian signal is active during the scramble phase, but a two-stage crossing is not possible because the pedestrian phase is not active on Clay during the eastbound vehicle phase
				Pedestrian Safety	Impeded visibility of sidewalk due to plaza wing wall. Exiting vehicles hidden by shadows
				ADA and Modernization	Sidewalk pinch point due to planter and changeable message sign cabinet.
				ADA and Modernization	Missing direction curb ramps and cross-slopes greater than 2% across Washington Street
Portsmouth Square Community Based Transportation Plan	Urban	Older adults, PWD, Low-income, LEP, BIPOC, Zero Vehicle HH	2018-2020	ADA and Modernization	Across the garage entrance there is a cross-slope of approximately 6% in the crosswalk; approximately 4.5% east of the crosswalk (in drive lane)
				ADA and Modernization	Cross slope greater than 2% across both Clay and Washington Streets
				Curb Use	Light posts create pinch points in sidewalks on Water U Lum Place (not ADA compliant)
				Curb Use	On Washington Street parking observed on sidewalk by law enforcement and maintenance vehicles

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Curb Use	On Clay Street pick up and drop off by several casino shuttles during travel lane hours (7am – 9am and 3pm – 6pm)
San Francisco Paratransit Coordinating Council	Urban	Older Adults, PWD	10/6/2021	Access	The use of private vehicles is not appropriate. First mile/last mile projects like Uber are not appropriate because these cars are not accessible. All modes of transportation should be accessible.
				Access	There should be emergency breakdown services for people who use powerchairs that break.
				Public Transit - Emergency	SF has an emergency back-up procedure anytime a wheelchair user is stranded. Police, fire or MUNI can call for emergency backup service when someone is stranded with a wheelchair. It is separate from the paratransit program but it is run through the paratransit program.
				Access	All transportation services should have an accessible equivalent service available. Service should be comparable in service and in the amount of time it takes for the service.
				Access	Autonomous vehicle projects should start out accessible so they may serve everyone.
				Paratransit - Reliability	Paratransit should be changed slightly to allow for appointments to run late. If my appointment runs late I am put on an "on call" appointment, which is sometimes a long wait - up to two hours long.
				Fares	Paratransit drivers should carry cash and make change. It is difficult to maintain the right amount of money for each trip,
				Paratransit - Level of Service	Paratransit should make brief stops. This would allow me to drop my books off at the library without making two different trips.

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Fares	Paratransit should be free. It costs $5-10 when I want to go somewhere.
				Paratransit	Paratransit subcontracting feels like the transit agencies can't be bothered to care about this service. It also introduces a profit motive.
				Fares	San Francisco is lucky to have low-cost paratransit.
				Access	Transportation options should be equally accessible. All modes should be accessible, including scooters and bikeshare.
				Coordination and Cooperation	There should be consistency between jurisdictions. The policies should be the same everyone in the region.
				Access	There should be more accessible forms of transportation. This will help people get out of their cars.
				Access	I have not been able to use ridehailing because it is not accessible.
				Paratransit - Level of Service	Same day paratransit services are important. In SF we have same day service using paratransit discounted taxis. This is very useful.
				Access	We need more ramp taxis.
				Paratransit, Programs - Same-day or On-demand Transportation (TNC and Taxi)	There should be a form of paratransit that allows someone to go to a non-emergency but urgent medical appointment. It is difficult to get to the doctor with lack of same day service. This would serve urgent needs and spontaneous appointments.

San Mateo County

Comment Source	Geographies	Target Population	Date	Themes	Comments
San Mateo Paratransit Coordination Council	Suburban, Urban	Older Adults, PWD	1/11/2022	Information Gap	Tina mentioned that outreach and education will continue to be important.
				Information Gap	Sandra Lang talked about the need to consider the digital divide to ensure maximum access for people without access to computers, etc.
				Information Gap	Mike suggested that there's a gap in language offerings, and outreach efforts need to expand beyond Spanish and Chinese. Tina said that Title VI staff are reviewing this and it's important to reach people who speak any language. The Redi-Wheels reservationists do have access to the ATandT Language Line as needed.
				blank	We'd like to see one-seat rides for inter-county riders for paratransit.
			10/12/2021	Information and Referral Service	Language accessibility is important. There might be people who can't access paratransit because of language barriers.
				Paratransit - Non-ADA	There is a need for transportation serving the "in-between" population - people who don't need paratransit, but need some kind of transportation with some services.
				Paratransit - Non-ADA	We need transportation options beyond transit, Uber and Lyft.
				Information and Referral Service	Information and referral services will continue to be a need.
				Paratransit - Non-ADA	One-seat rides continue to be a need.
San Mateo Paratransit Coordinating Council	Urban	Older Adults, PWD	10/18/2021	Funding	Casa Alegra applies for 5310 grants. Your coordinated plan is critical for us being able to apply

Santa Clara County

Comment Source	Geographies	Target Population	Date	Themes	Comments
Santa Clara Transportation Needs Assessment	County, Rural, Suburban	Older Adults, PWD	2018-2020	Coordination and Cooperation	Many communities often need to travel outside of the County, and existing transportation options may only offer assistance for County transportation (e.g. VTA)
				Information Gap	There is low awareness in some communities of how to get transit passes
				Fares	Family members are burdened by transportation costs incurred by caring for key populations
				Spatial Gap	First/last-mile gaps – There is a need for better local connections to transit hubs, especially for people with limited mobility
				Level of Service	There is a need for expanded range of transportation options for victims of crime
Santa Clara Transportation Needs Assessment	County, Rural, Suburban	Older Adults, PWD	2018-2020	Public Transit - Drivers (Training/ Sensitivity)	Some focus group participants expressed a need for updated VTA driver training related to working with people with disabilities and people with SMI
				Paratransit - Eligibility	Some VTA riders are applying for paratransit eligibility just to get a free transit pass
				Public Transit - Infrastructure	Bus stop features and amenities need improvement in many locations
				Healthcare Access	Social service offices are often located in “transit deserts”
				Healthcare Access	People with serious mental illness (SMI) upon release from jail are released without sufficient information to get needed transportation for meds/services
				Healthcare Access	When a client is released after 4pm, Reentry Resource Centers are closed and they have to rely on community based organizations – some correctional facilities interpret release times literally

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Youth	People under 18 cannot participate in many mobility options due to age restrictions (e.g. Uber/Lyft, bike share), and they typically have limited access to private cars and credit/debit cards
				Transportation Options	Provide or support multiple transportation resource options and allow some flexibility because there is no "one-size-fits-all" approach that works.
				Fares	Reduce the costs of transportation and/or increase available transportation resources or support, including by increasing awareness of available resources.
				Transportation Options	Increase transportation options and service areas, including by expanding routes and/or frequency.
				Coordination and Cooperation	Continue to increase coordination between County departments and agencies that serve the same clients/ patients or the same households.
				Coordination and Cooperation	Reduce the number of trips and/or amount of effort needed for trips (when possible)—including by locating services near other key destinations and in areas served by transit.
				ADA and Modernization	Utilize technological advances to improve transportation. For
				Planning and Study	Improve overall usability and customer orientation of transportation services
VTA-Committee for Transportation Mobility and Accessibility	Suburban, Urban, Rural, County	Older Adults, PWD	7/8/2021	Paratransit - Safety	Too soon for VTA paratransit multi-passenger rides
				Fixed-route	Using fixed-route with route cuts is troubling/difficult
				Spatial Gap	The footprint of ADA paratransit should be expanded to include other areas

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Low-income	Same-day paratransit service cost of $16 one way, is too high for low incomes
				Public Transit - Affordability	The $16 surcharge to travel to the south part of the county is too high
				Paratransit - On Time Performance	Paratransit on-time performance should be improved
				Paratransit - ADA	Should work with staff to expand what ADA paratransit offers to improve passenger experience
				Same-day or On-demand Transportation (TNC and Taxi)	There is no ADA designated TNC service
				Planning and Study	Advise VTA not to remove bus stops, this causes hardships for those with mobility issues and shrinks the ADA footprint
				Coordination and Cooperation	VTA and MTC should make it easier to get small nonprofits into the business of providing paratransit services
				Coordination and Cooperation	Policymakers should make it easier for nonprofits to access funding
				Public Transit - Drivers (Training/ Sensitivity)	My mobility device requires a lot of baggage, this has been an issue with drivers when given rides
				Public Transit - Infrastructure	I am experiencing being passed up by the bus

Solano County

Comment Source	Geographies	Target Population	Date	Themes	Comments
Solano Paratransit Coordinating Council	Rural, Suburban	Older Adults, PWD	7/16/2020	Public Transit	There should be uniform policies in each county for how the police and paramedics deal with wheelchairs when a person with disabilities has to be transported by ambulance from a public transit vehicle.
				Temporal Gap	The roads are bumpy. The roads should be repaved.
				Pedestrian	The sidewalks in downtown Vallejo need improvement.
				Pedestrian	In downtown Benicia there are some curbcuts that are too deep. It makes it very difficult to navigate in a wheelchair.
				Public Transit	Transit agencies can improve their image and reach out to the community by parking their WiFi buses near low-income housing complexes so that children have internet access. Transit agencies can also use this as an opportunity to do outreach to the community on their service.
				Public Transit - Infrastructure	SolTrans and other transit agencies sometimes cannot have bus stops or expand accessibility of bus stops because the sidewalks and roads are so bad. Cities and counties should target these areas for improvement.
				Programs - Travel Training	Travel training in Solano County is working and is important.
Solano Paratransit Coordinating Council	Rural, Suburban	Older Adults, PWD	7/16/2020	Information and Referral Service	The way information and referrals are being done in Solano County is really great.
				Paratransit	Paratransit service should be expanded on weekends.

Sonoma County

Comment Source	Geographies	Target Population	Date	Themes	Comments
Cloverdale Senior Center Transportation Focus Group	County, Rural, Suburban	Older adults	1/9/2020	Temporal Gap	Evening transportation to/from Santa Rosa in needed.
				Spatial Gap	We need the SMART train to come to Cloverdale. This would enable a trip from Northern Sonoma County to San Francisco, via the ferry.
				Temporal Gap	Extended Saturday service is needed.
				Public Transit - Infrastructure	SCTA bus stops are dangerous, in particular for youth.
				Same-day or On-demand Transportation	There is no cab service or Uber/Lyft in Cloverdale.
				Public Transit - Infrastructure	There are often no bus shelters at SCTA stops.
				Temporal Gap	Local service Route 68 (Cloverdale shuttle) ends at 430pm, which is too early.
				Paratransit - Transfers	Paratransit transfer trips cost too much.
				Paratransit - Transfers	Transferring on a paratransit trip from Cloverdale to Santa Rosa is difficult and expensive. A second payment and a transfer is required if you have to go anywhere beyond the YMCA transfer location.
				Information and Referral	Transportation information is hard to get. It would be good to distribute information to residents via the water bill.
				Emergency Preparedness	Emergency evacuation transportation is needed.
				Public Transit – Level of Service	Healdsburg gets more SCTA service than Cloverdale.
				Public Transit	SCTA schedule is not in Spanish.

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Public Transit - Reliability	I'm afraid to take the last bus from Santa Rosa because I don't want to get stranded.
				Public Transit - Reliability	I miss out on activities because I have to depend on the public transit and it isn't reliable.
				Emergency Preparedness	Transportation service was suspended during fires last year, even though there were no fires or evacuations. We need transportation in times of emergency.
				Emergency Preparedness	Need a buddy system to help in times of emergency, because no one is coming to get you.
				Public Transit – Level of Service	No bus before holiday. Two days with no public transit.
				Public Transit – Bus Stops	Bus stops are not red zoned, cars park there.
				Public Transit - Fleet	Bus fleet needs to change to accommodate more mobility devices and wheelchairs.
				Public Transit – Level of Service	Hamburger Ranch / behind Ray's Supermarket plaza new development would be a great deviated route destination.
				Public Transit - Affordability	We love the free service.
				Public Transit – Drivers	The drivers are really great.
				Community	Other passengers are very friendly.
				Public Transit – Drivers	Bruce is the best driver – Route 68. Chris is also great.
Sonoma County Transportation Authority Paratransit Coordinating Council	County, Rural, Suburban	Older Adults, PWD	9/21/2021	Programs - Travel Training	We need an assessment of agencies who offers travel training and who doesn't.

Comment Source	Geographies	Target Population	Date	Themes	Comments
				Programs - Travel Training	Transit agencies should do more to promote travel training programs.
				Programs - Travel Training	Travel training can be taught at senior centers.
				Programs - Information and Referral Service	There should be one website for all agencies in the county that lists all the transportation programs available, including travel training and volunteer driver programs.
				Programs - Information and Referral Service	The Sonoma Access website should be expanded to include transportation options for all disadvantaged groups, not just seniors. It should be expanded to include all modes of transportation, including travel training and SMART information.
				Programs - Information and Referral Service	The Sonoma Access website should be publicized so that everyone in Sonoma County knows that's where you go for transportation information.
				Programs - Information and Referral Service	The Sonoma Access website should be updated more often and it should include changes under COVID.
				Programs - Volunteer Driver Programs	Volunteer recruitment for volunteer driver programs is really hard. Local gas stations can subsidize volunteer drivers.
				Funding	Competitive funding programs for specialized transportation are difficult to administer. The funding is also unstable.
				Programs - Travel Training	Travel training should be offered in schools to teach people how to use public transportation.
				Paratransit - Non-ADA	The one seat ride paratransit program in Sonoma County should be kept after COVID.

Comment Source	Geographies	Target Population	Date	Themes	Comments
Sonoma County Transportation Authority Paratransit Coordinating Council	County, Rural, Suburban	Older Adults, PWD	9/21/2021	Paratransit - ADA	The virtual ticketing for paratransit in Sonoma County should be kept after COVID.
				Paratransit - Eligibility	It would be great if all the Sonoma County transit agencies had the same eligibility process for paratransit.

Regional

Comment Source	Geographies	Target Population	Date	Themes	Comments
Blue Ribbon Transit Recovery Task Force	Suburban, Urban, Rural, County	Older adults, PWD, Low-income, LEP, BIPOC, Zero Vehicle HH	6/28/2021	Paratransit - ADA	There needs to be accountability for paratransit services at a regional scale.
				Coordination and Cooperation	More discussion is needed around paratransit. We need more representation of the disabled community who is transit dependent.
				Coordination and Cooperation	Seniors and disabled people are looking for more opportunities to weigh in on policy recommendations.
				Paratransit - ADA	MTC's Blue Ribbon paratransit recommendations do not go far enough.
				Same-day or On-demand Transportation (TNC and Taxi)	I want same day paratransit service provided.

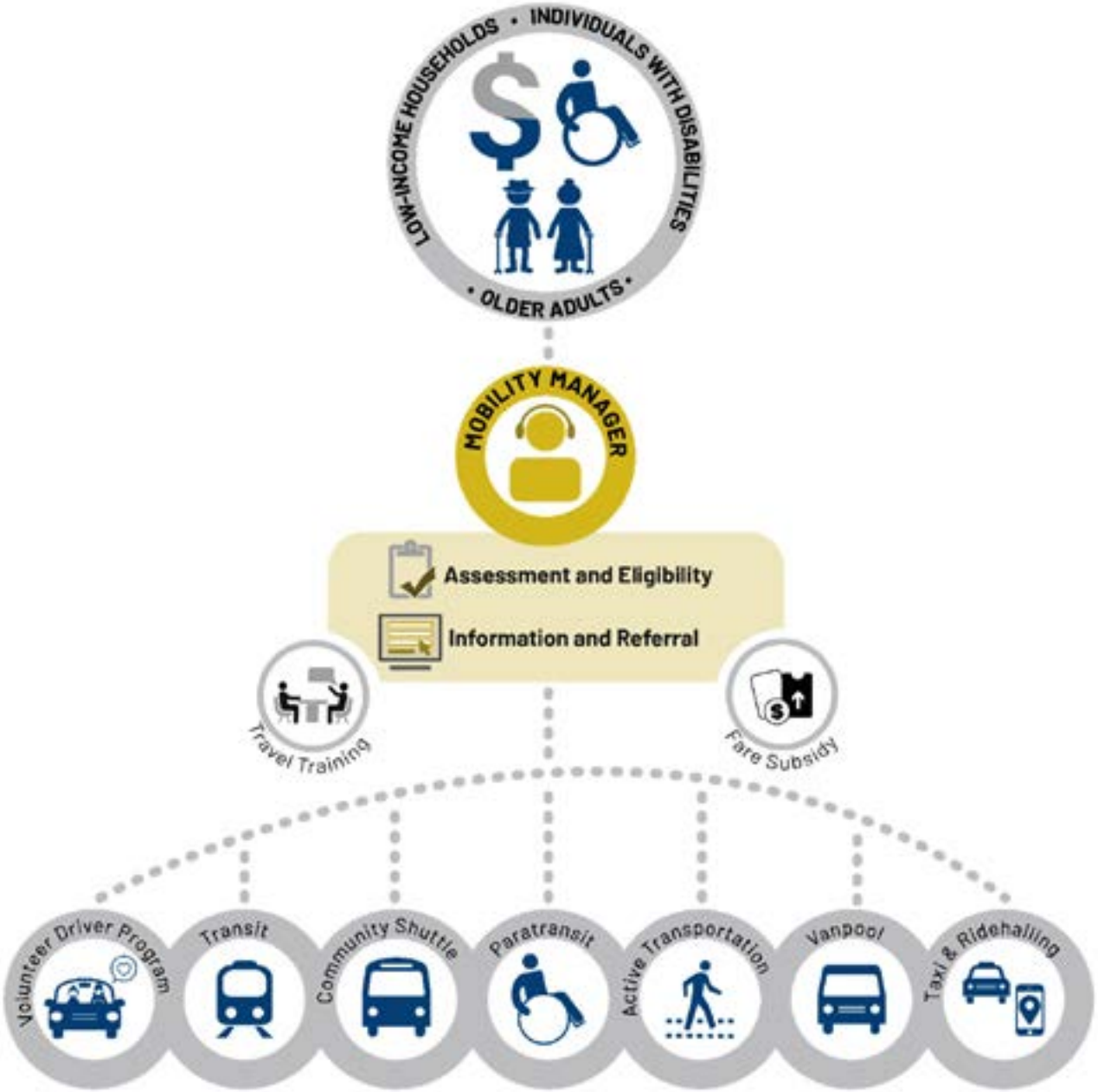
APPENDIX H: What is Mobility Management?

There are a number of definitions for "mobility management." The following are some of the most commonly used definitions.

MTC's Definition in 2013 and 2018 Updated Coordinated Plan

Mobility management (**Figure H.1**) 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.

Figure H.1. Mobility Management Process



NADTC/5310 Definitions

In 2016, the National Aging and Disability Transportation Center (NADTC) was launched by the Federal Transit Administration (FTA), to be administered by Easter Seals and the National Association of Area Agencies on Aging with guidance from the U.S. Department of Health and Human Services, Administration for Community Living. The NADTC assists states, communities and recipients in the development, selection, deployment and oversight of their 5310 projects and other accessible transportation initiatives. Guidance for 5310 funding defines mobility management and related activities as follows:

Mobility Management consists of 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 sub-recipient through an agreement entered into with a person, including a government entity, under 49 U.S.C. chapter 53 (other than section 5309). Mobility management does not include operating public transportation services.

Activities

Mobility management activities may include:

1. The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals;
2. Support for short-term management activities to plan and implement coordinated services;
3. The support of state and local coordination policy bodies and councils;
4. The operation of transportation brokerages to coordinate providers, funding agencies, and passengers;
5. The provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
6. The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangements for customers among supporting programs;
7. Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching and monitoring technologies, as well as technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense.)

National Center for Mobility Management

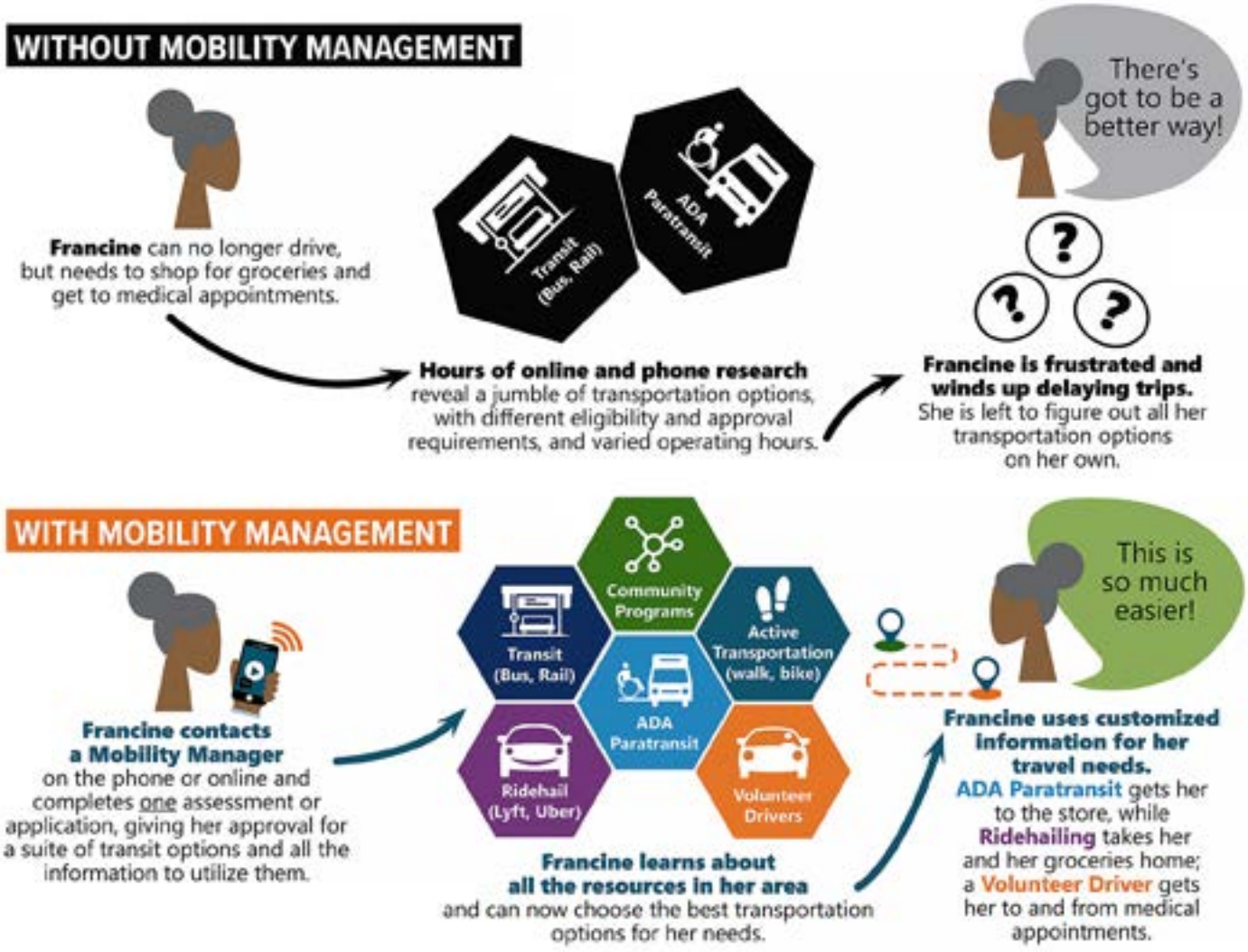
The National Center for Mobility Management (NCMM) is an initiative of the United We Ride program, and is supported through a cooperative agreement with the FTA. The Center is operated through a consortium of three national organizations — the American Public Transportation Association, the Community Transportation Association of America, and the Easter Seals Transportation Group. The Center supports FTA grantees, mobility managers, and partners in adopting proven, sustainable, and replicable transportation coordination, mobility management, and one call/one-click transportation information practices. NCMM defines mobility management as follows:

Mobility management is an approach to designing and delivering transportation services that starts and ends with the customer. It begins with a community vision in which the entire transportation network — public transit, private operators, cycling and walking, volunteer drivers, and others — works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community's needs.

Mobility management (**Figure H.2**):

- Encourages innovation and flexibility to reach the "right fit" solution for customers
- Plans for sustainability
- Strives for easy information and referral to assist customers in learning about and using services
- Continually incorporates customer feedback as services are evaluated and adjusted

Figure H.2. Mobility Management Case Study



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APPENDIX I: Best Practices, Innovative Solutions, and Findings from Planning Efforts

Introduction

The purpose of this memorandum is to identify strategies to address issues related to healthcare access, equity, COVID, and other services for the San Francisco Bay Area's Coordinated Plan's focus populations, which include people with disabilities, older adults, and low-income people. The below best practices are intended to provide conceptual guidance for transportation providers. Case studies provide ideas for how providers can implement these practices and may need to be adjusted for local context. Mobility management and partner agency coordination should be top priorities for agencies looking to expand and sustain critically needed services for our target populations.

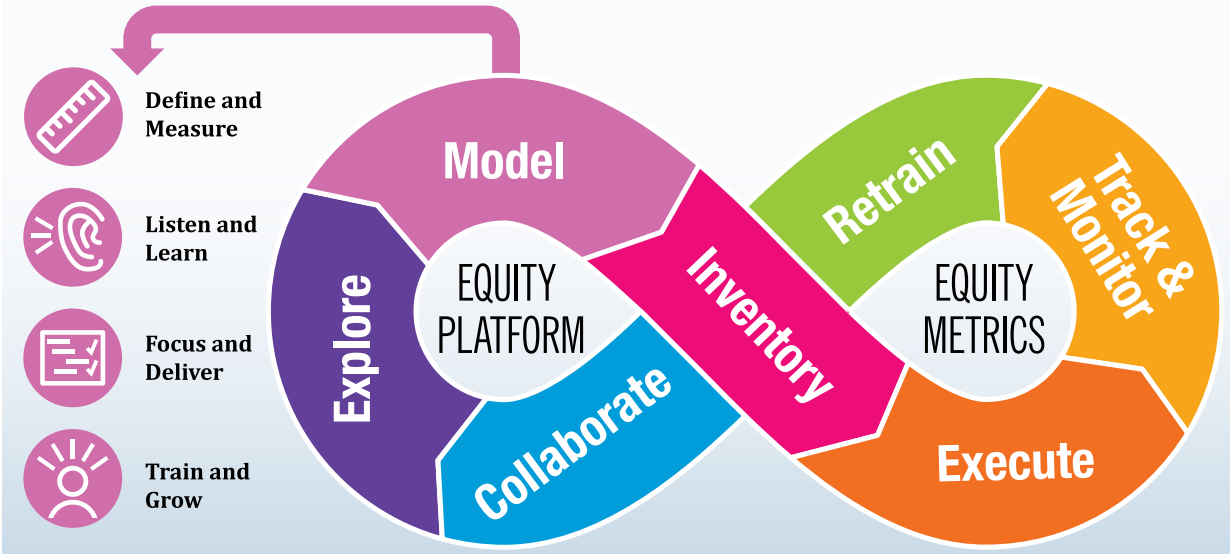
These populations are not only the focus of Federal Transit Administration Section 5310 funding, but they also fall within the definition of underserved communities' in MTC's Equity Platform.

MTC defines equity as "inclusion into a Bay Area where everyone can participate, prosper, and reach their full potential."[91] MTC works to advance equity through strategic investments in underserved communities and targeted policies to support those who have been most impacted by historical and contemporary forms of exclusion and marginalization. This work emerges from the agency's recognition of the impact of racism and other forms of structural injustice in limiting opportunity and mobility for some communities, while concentrating power and resources in others.

MTC operationalizes its commitment to equity through its Equity Platform, launched in 2020 (**Figure I.1**). The platform consists of four pillars – define and measure; listen and learn; focus and deliver; train and grow – that are used to prioritize investments and embed equity across project design, community engagement, delivery, and evaluation. As part of this work, MTC also established an on-call Equity Consultant Bench of qualified firms that serve as a resource for MTC and regional stakeholders and can help grow internal equity capacity. In 2022, MTC is continuing its equity work by developing an Equity Roadmap to guide the formation of its "Equity Strategic Action Plan."

Given MTC's commitment to equity across its breadth of work, equity must also be central to the development of the coordinated plan. In addition to a focus on older adults, people with disabilities, and low-income populations, any best practices developed for the Coordinated Plan should prioritize communities of color and embody the pillars of the equity platform.

Figure I.1. MTC's Equity Platform



91. Metropolitan Transportation Commission, Equity Platform: https://mtc.ca.gov/about-mtc/what-mtc/equity-platform

For this plan, innovative solutions and best practices were researched from planning efforts and case studies within and outside of the Bay Area. The case studies and best practices fall into the following key themes:

- Coordination Opportunities and Mobility Management
- Expansion of Traditional Paratransit Services
- Closing Transportation Equity Gaps
- Emergency Preparedness
- Improving Healthcare Access

Each case study outlines program highlights and ideas that could be implemented or facilitated by MTC and local partners.

Coordination Opportunities and Mobility Management

Mobility management is a strategy to coordinate transportation services, reduce fragmentation, and improve user experience. Mobility management practitioners provide information and referral assistance to community members in need of transportation and help them navigate often complex transportation networks. A consolidated mobility management program can serve multiple roles – as a trip planning one-call/one-click system for users, as a central point of contact for stakeholders and advocates, and as a resource for service providers seeking technical support. Coordination and mobility management can address the specific barriers that the Coordinated Plan's focus populations face (e.g., inaccessible information, limited time, internet connectivity or digital fluency to navigate confusing systems) and broadly improve user experience for everyone who needs a ride.

Case Study: Solano Mobility

Sponsored by the Solano Transportation Authority, the Solano Mobility Call Center provides information to callers to help them navigate public transportation, use rideshare programs, and plan pedestrian and bike trips. The Call Center provides live, personalized assistance to older adults, people with disabilities, low-income residents, transit-dependent individuals, and commuters. They have expertise across a broad range of transportation options, including bus, rail, ferry, shared ride, airporters, taxis, paratransit, private and non-profit transportation, and bikes. Both the Call Center and website (https://www.solanomobility.org/) consolidate a wide range of resources related not only to transportation, but to other kinds of assistance available through human services agencies, non-profits, and the private sector.

- **Program Funding:** FTA Section 5310, State Transit Assistance Funds (STAF) and Federal Highway Administration One Bay Area Grant (Cycle 3) funds
- **Program Costs:** The proposed budget in FY 20/21 included $128,945 for CTSA/Mobility Management Program and $307,046 for One Stop Transportation Call Center Program.

Case Study: Denver Regional Mobility & Access Council Information & Assistance Center

Denver Regional Mobility & Access Council (DRMAC), the Regional Coordinating Council for the greater Denver metro area, manages the Informational & Assistance (I&A) Center, which is the "go-to" transportation resource for nine counties in the region. Individuals can contact the I&A Center to receive live consultation regarding all transportation options across the region, instead of having to navigate multiple agencies in search of a ride. In addition to the I&A Center, DRMAC produces a regional "Getting There" guide which contains information about paratransit, public/private transportation, rideshare options, and volunteer transportation. To promote language access, the guide and corresponding phone app have been translated to Spanish, Arabic, Russian, and Somali.

- **Service Hours:** 8:30 am to 5:00 pm, Monday through Friday
- **Program Funding:** Federal funds through the State DOT and donations

Expansion of Traditional Paratransit Services

Operating parallel to regular, fixed-route transit service, paratransit services generally include curb-to-curb (and door-to-door upon request) transportation for eligible riders with disabilities who request a ride in advance. Traditional paratransit services can be built upon and supplemented through a number of strategies to supplement existing offerings, including alternative partnerships with taxi companies and transportation network company (TNC) app-based ride-hailing services, free or reduced fare, one seat rides that eliminate or greatly reduce the need to transfer, and robust coordinating councils to provide expert consultation and leadership. These strategies can help fill gaps in existing services and increase flexibility and accessibility for users.

1. Alternative Partnerships

Partnerships with TNCs, taxi companies, and other private transportation providers can allow transit agencies to leverage new technology and improve mobility choices for riders. These partners can provide services when public transit is not otherwise available, such as outside of service hours or days. Whereas paratransit riders typically must pre-schedule rides and are not able to be as spontaneous in their travel as other riders, alternative partnerships can make transportation available on-demand and outside the days/times of fixed-route service. These partnerships can save money for agencies by freeing up their dedicated fleet and providing tailored types of vehicles for riders' needs. However, these private transportation providers are not official ADA paratransit service providers so they may lack wheelchair accessible vehicles. These alternatives are not an equal replacement to paratransit, but act as an additional option for some riders. To meet the criteria as ADA paratransit, a service must meet the six ADA-mandated criteria (Service criteria for complementary paratransit, 2021).[92]

Case Study: Specialized Transit for Arlington Residents (STAR)

STAR serves Arlington, VA residents who have difficulty using public, fixed-route transit due to effects of age or disability. The program uses a call center which schedules all rides and reserves them with one of two contracted services: Diamond Transportation and Red Top Taxi. These private companies own both dedicated and non-dedicated fleets for STAR use and hire and train their own drivers. Arlington Transit created STAR because the county believed it could provide services more cost-effectively than MetroAccess, the Washington Metropolitan Area Transit Authority (WMATA) paratransit service (which also services the Arlington region). STAR is not a fully compliant ADA paratransit service which is why it is, in part, more cost-effective. While STAR is not accessible for all riders, it increases options for some older adults and people with disabilities and offers cost savings to both riders and the transit agency.

- **Service Hours:** 5:30 am to midnight, seven days a week
- **Cost for Riders:** $4-9.50 depending on travel distance
- **Eligibility:** Must be currently eligible for WMATA's MetroAccess paratransit program
- **Restrictions:** Trips must begin or end in Arlington; no restrictions on trip purpose
- **Program Funding:** Combination of state aid and Arlington County general funds; Collected fare revenue is taken directly by STAR's private vendors and deducted from the cost of operations[93]

92. Service criteria for complementary paratransit, 49 C.F.R. § 37.131 (2021).
The six service criteria for complementary paratransit (Section 37.131) include:
    - Hours and days of service must match fixed-route services
    - Service area includes origins and destinations within ¾ mile radius of fixed routes
    - Service at any requested time on a particular day in response to a request made the previous day
    - One-way paratransit fare may be no more than twice the full fixed-route fare and Personal Care Assistants ride free
    - Cannot impose restrictions or priorities on trip purpose
    - Constraints on capacity are prohibited

93. Arlington, VA, Transit Development Plan: https://www.arlingtonva.us/Government/Projects/Plans-Studies/Transportation-Plans-Studies/Transit-Development-Plan-TDP

Case Study: Mountain Line Paratransit Taxi Travel Program

Overseen by the Northern Arizona Intergovernmental Public Transportation Authority (NAIPTA), the Mountain Line Paratransit Taxi Program offers taxi subsidies for paratransit clients needing flexible services or a ride outside of normal operating hours. Program participants schedule directly with taxi companies or TNCs and pay with a preloaded debit card. If the participant needs a higher level of service than is available through the private vendor, participants can schedule a paratransit van ride if they call the Mountain Line Dispatch office at least one day in advance.

- **Cost for Riders:** Participants receive an 80 percent discount when preloading taxi debit cards (e.g., a customer pays $5 to receive $25 credit)
- **Eligibility:** Applicants must go through Mountain Line Paratransit eligibility determination process to be approved for paratransit certification
- **Restrictions:** Trip origin or destination must be within the Mountain Line (NAIPTA) service area; Debit cards are only valid for taxi companies and TNCs. If cards are used for unauthorized purchases, participants must reimburse Mountain Line and privileges may be terminated
- **Program Funding:** Half of program funds come from Federal Transit Authority (FTA) Section 5310; half are locally matched
- **Cost Per Trip for Agency:** In FY 2021, the program provided 4,732 trips at a cost per trip of $21.99

Case Study: Ride-on Tri-City! Program

Through Ride-on Tri-City!, the City of Fremont offers van, taxi, or TNC trips to residents who are 70 years of age or older and any residents 18 years or older who are unable to use public transit independently due to a disability or disabling health condition. In coordination with East Bay Paratransit and Union City Paratransit, Ride-on Tri-City! service provides up to 30 subsidized trips per month to destinations in Fremont, Newark, and Union City. The three transit providers also jointly coordinate their ADA-certification process (which takes place in a satellite office in Fremont). This coordination provides cost saving for the participating transit agencies and offers convenience for riders who can enroll and receive certification for ADA-mandated paratransit and Ride-on Tri-City! through a single process.

- **Cost for Riders:** For TNCs, riders pay the first $4 of the ride and the program covers up to $16 in additional trip cost; For taxi services, riders purchase $20 vouchers for $4; Riders pay any costs over $20 and tip to drivers; Wheelchair Accessible Van service is $4 per one-way trip; Fremont's cost per trip is $23.17 for taxi and $8.58 for TNC
- **Restrictions:** Taxi service is currently not wheelchair accessible
- **Program Funding:** Funded by Measure BB sales tax dollars, as distributed by the Alameda County Transportation Commission

2. Subsidized and Free Rides for Paratransit Riders

Transit can be cost prohibitive or cause significant financial strain for some riders. Providing subsidized and free rides can be one approach for helping community members who need it most. However, finding sustainable funding to provide subsidies and fare-free rides is a major barrier to implementation.

Case Study: Ride Connection Oregon

Ride Connection is a private, nonprofit organization that provides free door-to-door transportation services in the Portland metropolitan area, including Multnomah, Clackamas, and Washington Counties. This program is notable in that it has few eligibility restrictions: while services are primarily for older adults and people with disabilities, some services are open to the general public. This level of flexibility may be useful to support a broad swath of community members who face barriers to regular transit, but do not meet narrow disability or age criteria. The Ride Connection network is made up of a collection of agencies including transportation service providers, retirement communities and older adult living centers, schools, behavioral health providers, and medical centers. Rides can be for any purpose, including medical appointments, shopping, recreation, and volunteering or work.

- **Service Hours:** Most services are available Monday through Friday. Hours, availability, and days of service vary
- **Cost for Riders:** Free
- **Eligibility:** Services are primarily for older adults and people with disabilities. In rural areas, services are open to the general public. All other individuals can call a Ride Connection Travel Options Counselor to learn about services that may be available to them.
- **Program Funding**: Federal and state grants administered by TriMet and the Oregon Department of Transportation, private foundation grants, corporate donations, and individual donations
- **Program Cost:** In FY 18/19, total program expenses were $10,549,452, with 83% of expenses going to the program, 13% to management and general expenses, and 4% to fundraising

Case Study: Marin Access Low Income Fare Assistance

Marin Transit administers Marin Access Low Income Fare Assistance (LIFA), a fare assistance program that provides eligible riders with $20.00 of credit per month to use for trips on local paratransit, Pt. Reyes Dial-A-Ride, Dillon Beach Dial-A-Ride, and the base fare for Marin Catch-A-Ride. Additionally, eligible riders can opt-in to receive a free pass to use on Marin Transit local bus service.

- **Cost for Riders:** Free
- **Eligibility:** Marin County residents who are 65 and older or are eligible for paratransit; Participants must be enrolled and eligible for Medi-Cal or demonstrate annual income at or below the current Elder Economic Index
- **Program Funding:** Funded by Measure B Vehicle Registration Fees, as distributed by Transportation Authority of Marin[94]
- **Program Cost:** FY 22/23 budget for this program is $85,000

Case Study: Helping Wheels Fund

San Francisco Municipal Transportation Agency (SFMTA) provides limited assistance with the cost of paratransit fares for travel within the city. To be eligible, paratransit customers must be low-income based on Supplemental Security Income (SSI) or General Assistance (GA) standards, have unexpected financial problems due to unexpected loss of residence or possessions (e.g., due to a fire or theft), have a sudden unexpected medical need requiring many trips, or some other kind of financial or significant need. SFMTA also keeps fares at the same cost as the fixed-route adult fare (and not twice the fixed-route fare as allowed by the ADA).

- **Program Funding:** Funded by individual donations so assistance is available only when the program has funds

94. Marin Transit, Financial Information: https://marintransit.org/financials

3. Use Microtransit to Supplement Paratransit

Microtransit is a shared-ride transit option that uses small-scale vehicles like shuttles, minibuses, or regular cars. It is a demand-responsive transit option, deviating from fixed-routes and limited-service schedules to dispatch vehicles only when a ride is requested. Microtransit can provide even more dynamic services with real-time route adaptation that is responsive to individual riders' needs. If a transit agency chooses, its microtransit services can be used to provide an ADA paratransit ride if it meets the six service criteria for complementary paratransit.[95] Microtransit can be advantageous for transit agencies when serving medium- and low-density areas which are often harder to cost-effectively serve with traditional fixed-route services.

Case Study: Regional Transportation Commission (RTC) FlexRIDE Microtransit

RTC FlexRIDE launched in 2019 to provide curbside-to-curbside microtransit services in three regions of Washoe County, NV. The service allows customers to book on-demand trips within defined zones by using a smartphone or by calling a dispatcher. The existing zones are areas where RTC eliminated fixed-route services due to funding restraints and low ridership levels. RTC FlexRIDE is not a paratransit service but is a complementary service for paratransit riders who need another option with on-demand service and flexible routes.

- **Service Hours:** 5:30 am - 11 pm on weekdays; Weekend hours vary across regions with core hours of 6:20 am - 9 pm
- **Cost for Riders:** $2, reduced fares are $1
- **Program Funding:** 5307 federal formula funding, local sales tax dollars, and Congestion Mitigation and Air Quality funds
- **Program Cost:** For FY 23, the budget is $2,203,840

4. Monitor Services Through Paratransit Coordinating Councils

Established in 1977 by MTC Resolution No. 468, paratransit coordinating councils (PCCs) were created for the purpose of fulfilling the Social Services Act (Cal. Gov. Code §15975)[96] and promoting effective and cooperative use of public funds in providing transportation services disabled and older riders. PCCs are meant to minimize overlap and duplication in services, as well as increase cooperation and coordination among transportation providers. Each county, through its PCC, is to ensure efficiency at the policy, management, and service delivery levels.

Paratransit coordinating councils, comprised of representatives from transit agencies, county transportation authorities, non-profit and community-provided services, and riders, serve in an advisory capacity to the transit agencies and develop countywide service priorities for state funding sources TDA Articles 4.5 and 8. Recruiting and maintaining an engaged panel of participants can help transit agencies stay connected with urgent or evolving issues for their riders. Some best practices for building a robust PCC include:

- Hold orientation sessions to ensure members understand goals, roles, and responsibilities.
- Reimburse participants who are not transit or agency employees for their time.
- Recruit new PCC members on an ongoing basis, particularly riders, to increase consumer membership.
- Give specific roles and responsibilities to PCCs, including reports for the Transit Agency Board of Directors, review funding recommendations or expenditures, approve grant applications, or give feedback on new vehicles.
- Have members serve on other transit committees and report between committees.

95. Service criteria for complementary paratransit, 49 C.F.R. § 37.131: https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada/part-37-transportation-services-individuals-disabilities

96. Social Service Transportation. California Government Code §15975, (1979): https://leginfo.legislature.ca.gov/faces/codes_displayText.xhtml?lawCode=GOV&division=3.&title=2.&part=13.&chapter=5.&article=

Case Study: Alameda County Paratransit Advisory and Planning Committee

The Paratransit Advisory and Planning Committee (PAPCO) provides recommendations to the Alameda County Transportation Commission with support from the Paratransit Technical Advisory Committee. PAPCO hosts an annual workshop for regional partners to share information and collaborate on topics such as transportation to vaccine appointments, emerging mobilities, and mobility management. PAPCO is unique from other coordinating councils since its membership is made up fully by consumers and offers compensation for its members' time.

Case Study: Marin Paratransit Coordinating Council

The Marin PCC is an advisory council that provides feedback on the local and regional paratransit service provided by Marin Access. Among the responsibilities of Marin PCC, members review funding recommendations and expenditures, including funds from the Transportation Development Act (TDA). TDA funds, a cornerstone of state transit funding, allow each county to establish a quarter-cent sales tax to finance a variety of transportation projects including special transit services for riders with disabilities. When MTC passed Resolution 1209 in December 1982, it required that transit agencies receiving TDA Article 4.5 and TDA Article 8 funding must participate in PCCs and that those PCCs should develop spending priorities for those two funding sources. While these rules are established by MTC resolution, in practice only some regional PCCs follow them.

5. Paratransit One-Seat Rides

Paratransit one-seat-ride (OSR) trips eliminate the need to transfer between vehicles while traveling across multiple transit service areas. Riders can have one-seat for the duration of their trip which can reduce their commute time, costs, and confusion. It can also address or minimize concerns identified during the pandemic about increased risk of exposures and interactions between passengers and drivers when transfers are involved and eliminates safety risks that vulnerable riders may experience while waiting for their transfer vehicle.

However, the limited sample of OSR programs suggest they transit agencies have little appetite for delivering trips beyond the ADA requirements and are concerned about potential increased costs. Lengthy trips can result in "deadheading," or having vehicles in operation without passengers. For these reasons, a program across the Bay Area's nine county geography could be impractical. Instead, agencies of the Bay Area can agree to provide OSR trips within a subregion, or on a reciprocal and even informal basis (as Sonoma County transit agencies began to provide in early 2021).

Case Study: Contra Costa One-Seat Ride Pilot

The Contra Costa OSR is piloted by County Connection, Tri-Delta Transit, LAVTA Wheels, and WestCAT. After a lengthy period of development and planning, the OSR pilot operation start date was accelerated amid concern about the spread of COVID-19 and began in November 2020.[97] The pilot provides approximately 700 one-way trips per month. The program has some operational disadvantages and inefficiencies related to deadhead costs and demand response, but these issues, as well as results from the pilot, are still being evaluated.

- **Service Hours:** Same as the ADA paratransit service in each area
- **Cost for Riders:** Paratransit fare of trip origin
- **Eligibility:** Must be currently certified eligible with participating agencies' paratransit programs
- **Program Funding:** Transit operating funds; potentially Measure X in the future, which levies a ½ cent sales tax in Contra Costa County[98]
- **Program Costs:** Estimated operating expense in 2021 was $32,000. Estimated operating expense in 2022 was $50,000.[99]

97. County Connection Board Report: http://countyconnection.com/wp-content/uploads/2020/12/8.-One-Seat-Ride-Update.pdf
98. Measure X Program Allocation Summary: https://www.contracosta.ca.gov/DocumentCenter/View/74239/Measure-X-Recommendation-Summary-Chart-
99. County Connection Fiscal Year 2022 Proposed Budget and Forecast Update: https://countyconnection.com/wp-content/uploads/2021/06/FY-2022-Budget.pdf

Case Study: Access in Los Angeles County

Access is a curb-to-curb, shared-ride paratransit service that is available for county residents who live within ¾ mile of fixed-route bus or rail service in Los Angeles County. Its service area covers almost all 88 jurisdictions in the county and extends to surrounding San Bernardino, Orange, and Ventura counties. Except for trips to and from Santa Clarita or the Antelope Valley, riders can stay in the same vehicle with no need to transfer. Access enters and administers federally funded regional contracts with independent, private transit providers to staff positions including drivers, customer service representatives, and dispatchers.

- **Service Hours:** 4:00 am-12:00 am, 7 days a week
- **Cost for Riders:** $2.00-$3.50 for one-way trip
- **Eligibility:** An in-person evaluation to determine a person's ability to use accessible buses and trains in the county. Eligibility is not solely based on disability, age, or medical diagnosis.
- **Program Funding:** Los Angeles County MTA funds, FTA Section 5310, Section 5316, Section 5317, Section 5312, passenger revenues
- **Program Costs:** In FY 2020/21, the cost per trip was $75.96, cost per passenger was $60.90, and the cost per Contract Revenue Mile was $7.33. The total operating and capital expenses budgeted for FY 2022/23 is $251,874,890.

Close Transportation Equity Gaps

Solutions to transportation equity gaps should be informed by diverse, inclusive, and targeted community engagement and collaboration. Communities that have been historically underrepresented in decision-making and who are experiencing disproportionate barriers to transportation should meaningfully contribute to decision-making, implementation, and evaluation at all levels of our transportation network. This section offers some best practices that address transportation equity gaps, though it is not an expansive set of best solutions to address transportation inequities in our region. The case studies described below are designed to meaningfully reverse disparities in transportation access, but the approaches an agency ultimately decides to utilize should be informed by input from community members.

1. Provide Alternatives to Traditional Banking

Fare payments and fare media often require users to preload funds via credit or debit card payment, which can be a barrier for low-income individuals and communities of color who face disproportionate barriers to banking and credit access. Transit agencies can support their riders by partnering with or making referrals to alternative banking options.

Case Study: Universal Basic Mobility (UBM) Pilot in Oakland

From November 2021 to November 2022, the City of Oakland offered 500 participants restricted prepaid debit cards with which they could purchase trips or passes on public transit, bikeshare, and e-scooters. The goal of the pilot was to assess whether UBM would (1) increase transit use, walking, biking, and shared mobility trips and (2) reduce single-occupancy vehicle trips near the city's bus rapid transit corridor. Each debit card was loaded with $300 (through 2 disbursements of $150) and distributed through the mail. Data from the program's evaluation showed it was successful in reaching low-income participants who identify as Hispanic/Latino or Black/African American. A mid-program survey found that participants rode transit more and drove less often for their commute than they did previously, measuring a 6% reduction in commutes by car. Another 23% of participants reported driving alone less frequently. The city sees potential for long-term implementation of a similar program and is exploring ways to fund future UBM efforts.

- **Restrictions:** Cards were limited to specific merchants, including AC Transit, Clipper®, BART, Amtrak, BayWheels, LINK, Lime, Veo, and WETA Ferry
- **Program Funding:** Alameda County Transportation Commission grant and local match from City of Oakland

Case Study: Leverage debit and credit card alternatives

The Bluebird card is a low-barrier, prepaid debit card that can function as an alternative to a traditional debit associated with a checking account. Users load the cards with funds and use them for online and in-person purchases. Bluebird cards do not require a credit check, and do not charge activation or monthly maintenance fees. Bluebird was developed in partnership with Walmart and users can add money to their accounts at store checkout registers or in Money Centers. Transit agencies can consider leveraging tools like Bluebird to support riders who are unbanked to pay fare and load transit cards.

2. Reduce Fares for Low-Income Populations

Transportation affordability continues to be a major challenge in the Bay Area. Transportation providers can consider various targeted strategies to make services more affordable for low-income people. While a previous section examined subsidized and free rides for paratransit services, this section highlights programs that reduce fares for riders based on their level of income. Such programs can make transportation more accessible for low-income community members and eliminate barriers that make it difficult for them to commute to work, school, and meet their basic needs.

Case Study: Clipper® START

In July 2020, MTC launched a three-year regional means-based transit fare discount pilot to make transit more affordable for residents with low-incomes. Clipper® START works with San Francisco Bay Area transit agencies to offer 50% discounts on single ride fares. A focus group conducted with program users revealed that Clipper® START's reduced fares allowed them to save money and take more transit trips. Individuals who identify as female represent over 50% of program applicants and are the most active users of the program. While the program enrollment is steady, MTC and the participating transit operators feel there are many more people who are eligible to take part in the program who have not yet enrolled. Therefore, changes to the program structure and marketing may be considered as it moves forward.

- **Eligibility:** Adults who earn less than 200% Federal Poverty Level
- **Restrictions:** Individuals who already have the RTC Clipper® Card for people with disabilities are not eligible for Clipper® START
- **Program Funding:** State Transit Assistance program, statewide Low-Carbon Transit Operations Program and CARES Act funds

Case Study: ORCA LIFT in King County, WA

In 2015, King County Metro's community engagement efforts revealed that rising transit costs were negatively and disproportionately impacting low-income residents' mobility options. That same year, Metro launched ORCA LIFT, a reduced-fare transit program for low-income riders. The current iteration of the program reduces fare prices from $2.75 to $1.00 for residents who are at or below 200% of the Federal Poverty Level. After another round of robust community engagement in 2020, Metro learned that transit costs remained a barrier for low-income residents. In response, Metro launched a complementary program that fully subsidizes annual passes for residents who are at or below 80% Federal Poverty Level and enrolled in one of six specific benefit programs (e.g., Supplemental Security Income, Temporary Assistance for Needy Families, etc.). Evaluation of the program reported that people who received fully subsidized fares use the transit system at double the rate of those who received only partially subsidized fares. The program continues to be evaluated to measure the impact of fully subsidized fares on outcomes such as healthcare access, employment, and education.

- **Cost to Rider:** $0 - $1, determined by income eligibility
- **Restrictions:** Some transit agencies (such as Pierce Transit or Washington State Ferries) do not participate in ORCA LIFT, so participants pay full fare on those rides

3. Address Transportation Equity through Data

Equity measures can be helpful tools to inform decisions that have a daily impact for our target populations. Collecting rider demographic information requires staff time and financial commitment which can often be barriers to instituting data collection. Using demographic data – such as race, income, age, disability, or limited English proficiency in their geographies – can help prioritize action in areas that have been historically underserved due to background or socioeconomic status. Proper data collection, measurement, and analysis can reframe or offer solutions to address transportation inequities and gaps. Equity frameworks and approaches in our work should have an explicit focus on building power and increasing equitable outcomes for people with disabilities, which has often not been included.

Case Study: Government Alliance on Race & Equity (GARE) Racial Equity Toolkit

GARE is a national network of governments working to achieve racial equity and advance opportunities for all. Its Racial Equity Toolkit guides government agencies to consider racial equity in decisions, including policies, practices, programs, and budgets, by asking a specific set of questions about an agency's decision-making process. It then articulates strategies around racial equity, implicit and explicit bias, and individual, institutional, and structural racism.

Research Based Recommendations: Census Transportation Planning Products (CTPP) Brief: Commuting in America for People with Disabilities[100]

This study used three publicly available national datasets: the American Community Survey, National Household Transportation Survey, and the American Time Use Survey to identify key trends and factors that differentiate travel behavior between people with disabilities and people without disabilities. Key findings include:

- Public transportation use by people with disabilities has declined over time.
- Most people with disabilities use a personal vehicle for transportation, regardless of disability status.
- People with disabilities report lower internet use and access and lower computer and smartphone ownership than people without disabilities. Such technologies can lower barriers that people with disabilities encounter when traveling.

Research Based Recommendations: University of Michigan's Transportation Security Index

Researchers at Poverty Solutions at the University of Michigan critically challenge the traditional measurements of transportation security, such as car ownership or travel behavior (e.g., questions on vehicle ownership often leave out the costs of vehicle operation, such as insurance, gas, or repairs). Instead, the research team offered nuanced indicators that measured symptoms of transportation insecurity such as lateness, skipping trips, or spending a long-time planning, waiting, or traveling. An example question in the Transportation Security Index survey asked, "In the last 30 days, how often did you feel stuck at home because of a problem with transportation? Often, sometimes, or never?" Each response received a score between 0-2 points and respondents with higher scores were determined to be transportation insecure. The Transportation Security Index aims to offer new insights on how transportation-related policies and programs affect poverty and socioeconomic mobility.

4. Improve Job Access

Accessible and affordable transit options can expand job opportunities for low-income individuals and people with disabilities. Low-wage workers—who are more likely to depend on public transit—face transportation barriers such as shifts scheduled during off-peak transit hours, long commute times, or first- and last-mile accessibility gaps. Transit partners must identify job access needs in their communities, identify available resources, and establish goals and objectives for providing appropriate services. Moreover, the transportation and planning industries can also serve as leaders in job accessibility by building employment pipelines for our target populations, particularly for people with disabilities and low-income Black, Indigenous, and people of color.

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100. McKernan, G., Dicianno, B.E., et al., CTPP Issue Brief: Commuting in America for People with Disabilities.

Case Study: Transportation Disadvantaged (TD) Late Shift

The Pinellas Suncoast Transit Authority (PSTA) in Pinellas County, FL created the TD Late Shift program in 2016 to provide low-income residents with travel to and from work when regular bus service is not available. In partnership with mobility providers like Lyft, Uber, and local taxi and wheelchair providers, TD Late Shift offers access to new job opportunities and work shifts during hours that were previously inaccessible due to limited or nonexistent public transportation options.[101] To qualify as "Transportation Disadvantaged," residents must live in the county, have no other means of transportation, and have an annual income below 200% of the federal poverty level. These TD residents can then qualify for TD Late Shift if they have a job that begins or ends between 10pm-6am any day of the week.

- **Cost for Rider:** $20 per month for an unlimited bus pass and 25 late shift rides
- **Funding Source:** Florida Commission for the Transportation Disadvantaged, PSTA local match

Expert Recommendations: Conference of Minority Transportation Officials (COMTO)

COMTO's mission is to ensure opportunities, employment, and participation in the transportation industry for people of color, women, people with disabilities, and veterans. COMTO is an example of how the transportation industry can work internally to be a leading employer of minorities, such as people with disabilities who often have lower rates of employment than people without disabilities. In 2017, COMTO foregrounded the disability community in its organizational mission and established an Accessibility Advisory Council which provides recommendations to improve internal processes and policies. Since then, COMTO has implemented various accessibility considerations in its training, conferences, website, and legislative agenda. Some of COMTO's organizational improvements include:

- An accessible 508-compliant website for site visitors who rely on screen readers and other assistive technology.
- Additional accessibility-related content at their National Meeting & Training Conference.
- Site reviews of conference venues and a comprehensive report that informs the organization's approach for securing accessible accommodations.

5. Advocate for Accessible Automated Vehicles (AVs)

Cities and counties could play an important role in ensuring equitable planning, deployment, and regulation of AVs and other emerging mobilities. AVs have the potential to improve access for people with disabilities, but the promise and safety of AVs will only be achieved with implementation of fully accessible infrastructure and safety elements that consider the needs of people with disabilities.

Expert Recommendations: Consortium for Citizens with Disabilities

The Consortium for Constituents with Disabilities (CCD) is a coalition of national organizations working together to advocate for public policy that ensures self-determination, independence, empowerment, integration, and inclusion of people with disabilities in all aspects of society. In recognition of the potential for AVs to drastically improve access for people with disabilities, CCD's Transportation Task Force released a set of policy recommendations in March 2020. Recommendations include:

- Prohibit discrimination based on disability status in licensing and insurance processes.
- Establish an AV Advisory Committee with an accessibility subcommittee that includes cross-disability representation.
- Incentivize and prioritize research, testing, and deployment of accessible passenger vehicle AVs.

101. American Public Transportation Association. Mobility Innovation – The Case for Federal Investment and Support, 2021: https://www.apta.com/wp-content/uploads/APTA-Mobility-Innovation-Case-Studies-Final-Report-07.28.21.pdf

Technical Assistance and Funding Opportunity: MTC Innovative Deployments to Enhance Arterials Shared Automated Vehicles (IDEA SAV)

IDEA SAV assists public agencies with deploying shared AV solutions to improve transit service and equity. The program provides both technical assistance and funding opportunities for Bay Area cities, counties, and transit agencies. The grant program can fund shared AV technology pilots or deployment projects. Funding and assistance support AV service for people living in MTC's Equity Priority Communities, people with disabilities, and people in Disadvantaged Communities. The IDEA SAV program received a total of $2.5 million from the federal Surface Transportation Program. Funds are administered by MTC with California Department of Transportation oversight.

Case Study: Toronto Uber WAV

Regulatory environments for WAVs in TNC fleets vary by location. In Toronto, TNC regulations for WAV accessibility is stricter with higher and more equitable standards when compared to other large North American cities. Toronto requires ride-hailing companies to provide all customers with the option to request a WAV ride and for wait times for WAV rides to be comparable to the average wait time for non-accessible taxicab services in the city. Additionally, drivers of WAVs are required to complete a training program and comply with vehicle inspections every six months.

Emergency Preparedness

Emergencies including earthquakes, wildfires, floods, or power shutoffs are an increasing concern for California. Older adults, people with disabilities, and low-income people are at higher risk of being isolated in the event of an emergency, but proper preparation can prevent catastrophic events from unjustly burdening our target populations.

1. Disability Inclusive Planning

This section will address the importance of proactively addressing the needs of people with disabilities in emergency planning, and training staff on how to appropriately respond in the event of an emergency.

Case Study: East Bay Paratransit's Emergency Action Guide

East Bay Paratransit created The Emergency Action Guide to share emergency protocols with their riders, their caregivers, and families. All paratransit vehicles have emergency kits, water, and supplies. In the event of an emergency, the central office acts as an Emergency Control Center. The colorful, compelling guide is a resource for riders and family members in the event of an emergency.

Case Study: Bay Area Paratransit Toolkit

The federally funded Bay Area Urban Areas Security Initiative (UASI) is made up of twelve counties working to sustain and improve regional capacity to prevent, protect against, mitigate, respond to, and recover from catastrophic disasters. In 2019, a working group of MTC and Bay Area transit agencies, collaborated with UASI to discuss local paratransit's capacity to respond and coordinate in case of emergency. The discussions produced a summary of improvement recommendations for paratransit providers, including:

- Transit agencies need ongoing emergency preparedness education.
- Transit agencies need to have an emergency operations plan that includes paratransit. Plans between districts and their jurisdictions should be consistent and updated routinely.
- Transit agencies must incorporate their paratransit service contracts into their emergency plans. Contracted paratransit staff and drivers do not fall under California Disaster Service Worker designation so transit agencies should incorporate emergency roles and responsibilities into service contracts.

2. Address COVID-related Issues

The COVID-19 pandemic exposed and further exacerbated transit gaps for older adults, people with disabilities, and low-income people. While our communities continue to prevent the spread of the coronavirus, we can continue to explore best practices for a just recovery from the pandemic's effects. Some of these practices include administering robust worker protections for paratransit drivers, offering free rides to vaccine appointments, and temporarily shifting services to food or meal delivery for paratransit customers.

Research-Informed Recommendations: Flatten Inaccessibility Research Report by American Foundation for the Blind

The COVID-19 pandemic exacerbated systemic issues related to reliable, affordable, and efficient transportation for people with visual impairment. This research report details how transit policy and decision-making negatively affected the ability of those with visual impairments to travel, shop, go to work, or access healthcare. Key recommendations from the report include:

- Critical public health information must be accessible to people who are visually impaired.
- Emergency response services should provide options alternative to drive-through or curbside pick-up, since early COVID-19 services were inaccessible for people without access to a vehicle.
- Awareness campaigns can explain the human guide technique and why someone with a visual impairment may not be able to maintain a social distance when using or requesting assistance.

Improve Healthcare Access

Access to healthcare is a top priority for older adults and people with disabilities, who often have greater medical needs than the general public. Partnerships between transit providers, private companies, healthcare providers, and volunteer community members can weave a seamless system of transit options to help the coordinated plan's target populations get to and from needed medical care. In the case studies described below, non-emergency medical transportation options including taxis, buses, trains, cars, vans, and TNCs are used to fill service gaps.

1. Leverage Volunteers and Technology for Medical-related Trips

Volunteer driver programs, which can be fully or partially staffed with volunteers, and scheduling software are promising strategies to meet the transportation needs of older adults and people with disabilities. While volunteer driver programs and scheduling software are not exclusively limited to paratransit or healthcare access, most trips are used to get to/from medical appointments. Volunteer rides are typically free of charge or low-cost for participants. Volunteers may either drive their own vehicle or use one that is provided by an agency. Volunteer driver programs can often provide more flexibility for riders, allowing for door-through-door assistance and multi-stop rides.

Ride scheduling software is designed to meet the needs of transportation providers and allows for efficient service for riders. These software programs can often manage volunteer scheduling, match riders with appropriate drivers, and accommodate riders with limited digital literacy. When considering data management and scheduling software, transportation providers need to weigh the benefits and drawbacks of such programs in terms of staff time, training, and costs.

Case Study: Independent Living Partnership's TRIP Volunteer Driver Program

Started in 1993, the Independent Living Partnership (ILP) TRIP volunteer driver program in Riverside County provides over 10,000 trips per month to older adults and people with disabilities.[102] TRIP was originally a collaborative partnership between ILP, the local Area Agency on Aging, and the Riverside County Transportation Commission. Riders generally recruit their own volunteer drivers and schedule directly with them, which lowers coordination costs for the TRIP program. Riders submit a mileage reimbursement request to TRIP and receive payments directly which they distribute to their volunteer drivers. The minimum insurance needed for a TRIP model service program are commercial liability insurance and non-owned auto coverage.

102. Independent Living Partnership Riverside TRIP History: https://ilpconnect.org/trip-riverside/history/

- **Cost for riders:** Free
- **Average cost of an individual one-way trip:** $5.89
- **Program operation cost in October 2022:** $72,927
- **Program Funding:** TRIP receives funds from the Riverside County Transportation Commission, the Riverside County Office on Aging, federal transportation grants, foundations, and cities

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Case Study: Drivers Assisting Seniors in Healdsburg (DASH) and Assisted Rides

The City of Healdsburg launched its DASH program in 2019, a volunteer driver program which offers rides to medical appointments, shopping, or social activities for residents aged 60 and older. The program uses Assisted Rides, a scheduling and data management software to match drivers with riders.[103] Unlike traditional volunteer programs in which drivers use their personal vehicles, the city owns three electric vehicles for volunteers to drive. These city-owned and maintained vehicles are key to the program's success in recruiting and retaining volunteers, especially during periods of rising gas prices. The program is funded by the city's Transient Occupancy Tax (TOT) and a Caltrans grant administered through Sonoma County, which together cover the cost of the vehicles, a paid ride coordinator, insurance, vehicle maintenance, and the Assisted Rides scheduling software.[104]

Case Study: Solano Older Adults Medical Trips Concierge Services with GoGoGrandparent

The Solano County Older Adults Medical Trip Concierge Service Program works in partnership with GoGoGrandparent, a concierge service that connects riders who use flip phones, landlines, or smartphones to a Lyft or Uber driver.[105] Through its use of GoGoGuardian technology, the program arranges rides for users without requiring them to speak with an operator. Since drivers are not trained to help people who require physical assistance into cars, GoGoGrandparent asks that riders be able to enter and exit vehicles independently. Rides scheduled through the Solano Older Adults Medical Trips Concierge Service are subsidized by 60-80% for older adults and low-income individuals. (**Note:** This program is offered through Solano Mobility, described in the Mobility Management section above.)

- **Service Hours:** 24 hours a day, 7 days a week
- **Cost for Riders:** 40% of ride costs
- **Eligibility:** 60 years or older
- **Restrictions:** Rides are only within Solano County

2. Connecting to Dialysis Treatment

Dialysis patients depend on reliable transportation to stay healthy since their treatment often requires three visits to a dialysis center per week. Transit and paratransit are not always the appropriate option for dialysis patients, especially if experiencing negative side effects from treatment. Dialysis centers and clinics may misuse paratransit services, treating them as Nonemergency Medical Transport (NEMTs) which offer individualized services for people experiencing health issues.

Missed, delayed, or canceled rides can disrupt or delay critically needed treatment, which can result in adverse health outcomes like increased hospitalizations. Partnership, coordination, and funding between transit agencies and dialysis facilities can ensure that medically vulnerable individuals have consistent, reliable transit to and from their dialysis appointments.

Case Study: Cape Ann Transportation Authority (CATA) Dialysis Service

CATA's dialysis service provides van transportation to a regional dialysis clinic for eligible individuals who live within its service area. To access a ride, dialysis patients inform the clinic that they are interested in using the CATA van and clinic staff make arrangements on their behalf. The CATA On Demand Service runs six days a week and charges a fare of $5 round trip.

103. Assisted Rides website: https://assistedrides.com/

104. City of Healdsburg, DASH Volunteer Driving Program: https://www.ci.healdsburg.ca.us/904/DASH-Volunteer-Driving-Program

105. GoGo website: https://gogograndparent.com/

- **Service Hours:** Six days a week
- **Cost for Riders:** $5 round trip
- **Program Funding:** The Massachusetts Department of Transportation Community Transit grant program, which distributes funds from FTA Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities and the state Mobility Assistance Program

3. Partnerships with Hospitals and Clinics

Transit authorities and healthcare providers can work together to reduce transportation barriers for patients and communities. Partnerships between the two sectors can mean fewer missed appointments, often leading to better health outcomes for our target populations who need regular care or routine follow-up. (Note: not all medical-related trips are appropriate for paratransit, particularly when patients are actually in need of NEMTs or emergency transportation.) Healthcare systems that leverage partnerships with paratransit and private transportation providers can improve their patients' overall health and avoid unnecessary long-term costs associated with missed appointments or delayed care.

Case Study: Rides2Wellness in Ada County, ID[106]

Valley Regional Transit (VRT) partners with three regional medical systems to provide free rides for participants who are not eligible for Medicaid transportation. The program, called Rides2Wellness, launched in 2016 using grant funds from St. Luke's Medical Group and matching funds from FTA. To get assistance, participants must have an appointment at a participating clinic and pre-arrange rides at least two days in advance.

- **Service Hours:** Monday-Friday, 7am-6pm
- **Cost for Riders:** None
- **Eligibility:** Riders must not be eligible for Medicaid transportation; live in Boise, Meridian, Garden City, Eagle, or Star; have an appointment at a participating clinic; and have no other means of transportation to get to their appointment
- **Program Funding:** Grant funds from participating hospitals and clinics with matching funds from FTA

Case Study: Rides to Wellness in Genesee County, MI

Rides to Wellness (R2W) is a comprehensive non-emergency medical transportation program that offers door-to-door and same day services for medical or other health and wellness appointments. The program started in 2016 during the Flint water crisis when the Mass Transportation Authority received a grant from the State of Michigan. Currently, the program partners with local hospitals and clinics to meet community members' transportation needs not covered by Medicaid.[107] The operational costs are funded by fares and state operating assistance. In 2019, 61% of trips were for dialysis or other medical appointments and 34% of trips provided access to grocery stores, pharmacies, nonprofit agencies, and distribution sites.[108]

- **Service Hours:** 8 am-4:30 pm, Monday through Friday
- **Cost for Riders:** $15 per one-way trip
- **Program Funding:** FTA capital grants, state capital and innovation grants, nonprofit donors, local funds through millage (property tax funds), state formula assistance, and fare revenue

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106. Valley Regional Transit, Rides2Wellness Ada County: https://www.valleyregionaltransit.org/services/rides2wellness/

107. National Aging and Disability Transportation Center, MTA Flint Rides to Wellness (Presentation): http://www.nadtc.org/wp-content/uploads/MTAFlint-RidesToWellness-Module-3.pdf

108. American Public Transportation Association. Mobility Innovation – The Case for Federal Investment and Support, 2021: https://www.apta.com/wp-content/uploads/APTA-Mobility-Innovation-Case-Studies-Final-Report-07.28.21.pdf

4. Partnerships with Health Insurance Carriers and Medi-Cal

Some health insurance, including Medi-Cal, offer transportation services for their patients who are traveling to/from appointments covered by the insurance. Specific appointments covered include medical, dental, mental health, and behavioral health appointments, and pharmacy trips. Health insurance companies often use the services of NEMT (ambulance, wheelchair van, or litter van) or Nonmedical Transportation (NMT) (public or private transport like a car, taxi, or bus). Since paratransit services to medical appointments can qualify as NMT service, partnerships between transit agencies and health insurance providers could provide additional funding to offset the costs of trips.

5. Expanding Access to Healthy Food

Many people in the coordinated plan's target populations experience food insecurity, or limited access to affordable and fresh food. Even when transportation is available, older adults and people with disabilities may experience long bus rides to and from full-service grocery stores, difficulty bringing large amounts of groceries on a bus, and an inability to carry heavy bags from a bus stop to their homes. Programs like the case studies described below can mitigate transportation-related barriers to healthy food and support better nutrition among target populations.

Case Study: LIFE ElderCare Grocery Delivery in Fremont, CA

LIFE ElderCare offers free services for older adults who prefer to remain living at home. Trained volunteers deliver food through their Meals on Wheels program, give rides for medical appointments and errands, and provide companionship by visiting people in their homes. In the first few weeks after COVID-19 shelter-in-place orders, LIFE ElderCare received emergency funding to expand eligibility criteria for meal delivery and pivot its Door-through-Door program to deliver food bank groceries directly to homes. The Door-through-Door program also supported Alameda County's contact tracing program to deliver groceries to quarantined households. Funding for these programs ended in early 2022 and LIFE ElderCare has since needed to return to its original and more stringent eligibility criteria. The increased funding that allowed LIFE ElderCare to mobilize and pivot its work demonstrates the power of funding to push innovation forward to meet the needs of homebound older adults.

- **Eligibility:** Individuals must be 60 years of age and older, unable to shop for food or prepare meals for themselves, do not receive help from a reliable caregiver, and live in Fremont, Union City, or Newark, CA

Case Study: C.A.N. Ride in Tulsa, OK

The Indian Nations Council of Governments Area Agency on Aging (INCOG) launched Creating Access to Nutrition (C.A.N.) Ride in Tulsa, OK as a response to feedback from older adults and people with disabilities in the community who had voiced a need for support in accessing groceries. While the program is no longer in operation, C.A.N. Ride offered ridesharing to select grocery stores using Uber Health and a local Senior Transit provider with a wheelchair accessible vehicle option. Rides were free and coordinated through an Information & Assistance specialist.

- **Note:** Program is no longer in operation

Key Takeaways

The above best practices are intended to provide conceptual guidance for transportation providers. Case studies provide ideas for how these practices can be implemented and may need to be adjusted for local context. Mobility management and partner agency coordination should be top priorities for agencies looking to expand and sustain critically needed services for our target populations. Further, in following MTC's Equity Platform, future and current policies and programs should strive to advance equity by serving historically underserved and systematically marginalized groups, including but not limited to people with low incomes, Black, Indigenous, people of color, people with disabilities, and older adults.

APPENDIX J: Paratransit Coordinating Council (PCC) Best Practices

The first recommendation in this updated Plan is to designate a Mobility Manager in every County. One of the associated actions is to monitor countywide transportation services through Paratransit Coordinating Councils.

MTC Policies Related to Paratransit Coordinating Councils

The following provisions shall be applicable for TDA Article 4.5 claimants (PUC Sections 99275 et seq.) and Article 8 transit claimants (PUC Sections 99400(c) and (d)) effective immediately:

Role and Responsibilities of Paratransit Coordinating Councils:

A. **Membership:** Membership on the PCCs shall include representatives of paratransit providers, relevant public agencies including public transit operators, and paratransit users, including, but not limited to older adults, people with disabilities, people of color, and low-income populations, as well as representatives of urbanized and nonurbanized areas of the county. The executive committees of the PCCs, where they exist, shall reflect the diverse membership of the PCCs. MTC staff will review the charter and organizational structure of each county's PCC to determine that appropriate groups are represented on the PCC and its executive committee.

B. **Setting Priorities for Transportation Services:** Priorities for transportation services (funded under Article 4.5 or Article 8) shall be developed by the PCCs for their respective counties and their communities. The PCCs shall consider the local and regional AB 120 Action Plans and the transit service recommendations of the Minority Transit Needs Assessment Project (MTNAP) as they develop priorities for transportation needs in their counties. MTC's policy is to encourage the use of Article 4.5 and Article 8 transit funds for coordinated services to meet the general transportation needs of persons eligible for service.

C. **Submission of Claims to Paratransit Coordinating Councils:** All claimants for Article 4.5 and Article 8 transit funds shall participate in their county Paratransit Coordinating Council. Copies of all claims for TDA Article 4.5 or Article 8 transit funds and the quarterly and annual reports that claimants are required to submit to MTC shall also be submitted by the claimants to the appropriate PCC for their review and recommendations to MTC Copies of all applications for UMTA Section 16(b)(2) and Section 18 funds and any other requests for funds for paratransit services shall also be forwarded to the appropriate PCC(s) for their review and recommendations MTC.

D. **Review of Claims by Paratransit Coordinating Councils:** Each PCC shall review all applications tr TDA Article 4.5 and Article 8-transit funds according to its priorities for service. Each PCC shall present to MTC its recommendations for the allocation of Article 4.5 and Article 8 transit monies. These recommendations are advisory and not binding on MTC. MTC staff shall include the PCC recommendations with the staff evaluations presented to MTC's Grant Review and Allocations Committee. Each PCC shall also review and make recommendations regarding priorities for UMTA Section 16(b)(2) applications and requests for UMTA Section 18 funds and any other requests for funds for paratransit services.

E. **Coordination of Paratransit Services:** Each Paratransit Coordinating Council shall address coordination of paratransit services within the county. Such coordination shall, to the maximum extent possible, involve the coordination of TOA-funded services with non-TDA-funded paratransit services. Coordination efforts shall include, but not be limited to, those activities described in the Social Service Transportation Improvement Act, Government Code Sections 15950 Each PCC shall develop definitions and policies regarding comparable fares and comparable services.

F. **Coordination with Transit Services:** Paratransit services shall complement and interface with transit services whenever possible. This coordination of paratransit services with fixed-route, public transit is especially important in areas where paratransit can provide transfers to regional trunkline transit service. Each Paratransit Coordinating Council shall address coordination between paratransit services and fixed-route services as part of their planning effort.

Effective Advisory Committees

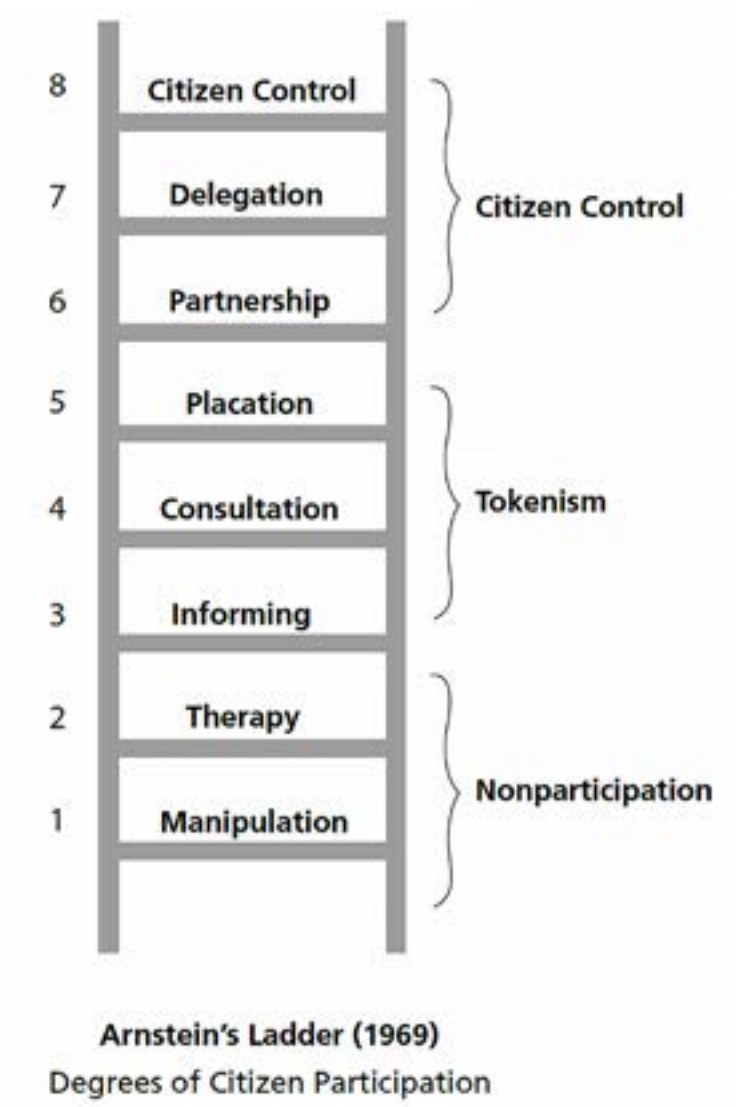
Access advisory committees can be challenging. They can be a source of complaints, and expectations need to be managed. An empowered and effective committee can increase transparency and trust between your program and riders, and improve your program's reputation within your agency and with your governing board.

How do you empower your committee?

- Give them a purpose
- Orient and train them
- Agenda planning with officers
- Annotated agendas
- Provide materials to committee in easily digestible ways
- Provide talking points to Chair for Board, and to other members on other committees

Sherry Arnstein, writing in 1969 about citizen involvement in planning processes in the United States, described a "ladder of citizen participation" that showed participation ranging from high to low (**Figure J.1**). The ladder is a guide to seeing who has power when important decisions are being made. It has survived for so long because people continue to confront processes that refuse to consider anything beyond the bottom rungs. The eight rungs of the ladder include:

Figure J.1. Ladder of Citizen Participation



1. **Manipulation.** Manipulation and therapy are both non-participative. The aim is to cure or educate the participants that the proposed plan is best and the job of participation is to achieve public support through public relations.
2. **Therapy.** Manipulation and therapy are both are non-participative. The aim is to cure or educate the participants that the proposed plan is best and the job of participation is to achieve public support through public relations.
3. **Informing.** A key first step to legitimate participation. However, the emphasis is often on a one way flow of information. There are limited to no channels for feedback.
4. **Consultation.** Another key step towards legitimate participation. This includes attitude surveys, neighborhood meetings and public enquiries. Arnstein still feels this is just a window dressing ritual.
5. **Placation.** An example of placation is co-option of hand-picked "worthies" onto committees. It allows citizens to advise or continue a planning process without end but power holders retain the right to judge the legitimacy or feasibility of the advice.
6. **Partnership.** Power is redistributed through negotiation between citizens and power holders. Planning and decision-making responsibilities are shared, such as through joint committees.
7. **Delegation.** Citizens hold a clear majority of seats on committees with delegated powers to make decisions. The public now has the power to assure accountability of the program to them.
8. **Citizen Control.** The "have-nots" handle the entire job of planning, policy making and managing a program e.g. neighborhood corporation with no intermediaries between it and the source of funds.

What Do You Want to Avoid?

- Agencies should be in the habit of bringing new policies and programs through accessibility advisory committees early.

Access Advisory Committee Power Moves

- Members serve on other committees and report on Access Committee's activities and vice versa
- Members form relationships with appointer/board members and support programs
- Members do outreach (e.g. resource fairs, senior centers, newsletters)
- Members collect data for projects (e.g. bus stop accessibility assessments)

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APPENDIX K: Consolidated Transportation Service Agencies – MTC Designation Process

MTC's process and conditions for designating Consolidated Transportation Service Agencies (CTSA) are set forth in MTC Resolution 4097, Revised. The designation process is as follows:

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

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APPENDIX L: Public Comments on Draft Coordinated Plan

On July 3, 2024, MTC released the 2024 Draft Coordinated Plan Update to the public for review and comment. The draft plan was posted on MTC's website, and over 1,000 stakeholders and interested members of the public were notified via email.

Below are comments received during the public comment period of July 3, 2024, to August 7, 2024 (**Figure L.1**).

Figure L.1. Public Comments on Draft Coordinated Plan

No.	Category	Comment/Commenter	Response
1	**Funding**	First, I want to emphasize that MTC did a great job identifying gaps for the disability and senior community! To meet the many needs of our community throughout the nine-county region, we need to fund paratransit and other access services way beyond [what is allocated in Section] 5310. We need to prioritize other funding sources at the regional level and support policies that utilize available funding sources such as funding that the rideshare companies currently collect that were designed to fund programs that meet our needs. I would endorse the solutions that are being moved forward by MTC staff and urge MTC Commission to fully endorse the MTC staff's recommendations. Finally, I want to encourage MTC staff to continue to think innovatively and continue to work hard to turn the Bay Area region's accessibility services into a world class system! **Community Resources for Independent Living**	Comment noted. The need for additional funding for Coordinated Plan priorities is identified as a recommendation in Chapter 5.
2	**Transportation Gap or Solution**	Transportation should be free for seniors. Most seniors are living on social security, and as we know, it is insufficient to cover living expenses. Most seniors do not own a car, and their only connection outside the four walls of their room is dependent on [public] transportation. **Kiran Agarwal**	Affordability of transportation is noted as a need and recommendation in Chapters 4 and 5.
3	**Transportation Gap or Solution**	I'm a member of the MTC customer advisory group, and I support accessibility in public transit for people of color and people who speak English. **Hillary Brown**	Equity is identified as a recommendation in Chapter 5.
4	**Funding**	Funding for mobility management should be provided through MTC. **Sonoma County Transit**	Mobility management is eligible under various funding sources such as the FTA Section 5310 Enhanced Mobility of Seniors and Individuals with Disabilities. Additional funding sources can be considered during plan implementation.

No.	Category	Comment/Commenter	Response
5	**Outreach**	I fully support the plan to make public transportation more accessible. I also appreciate the public outreach efforts and hope it will continue as and after the plan is put into place. Thank you for your commitment to making these improvements. **Ann Dorsey**	Coordinated Plan outreach and engagement is ongoing and continuous. More targeted outreach and engagement will occur during work under the Transformation Action Plan Action 24 referenced in Chapter 5. This is scheduled to begin in 2025.
6	**Transportation Gaps or Solutions**	The biggest problem with this plan is that it emphasizes what is less important and doesn't emphasize what is really important. A viable public transit system must prioritize the high frequency connections between the densest residential and commercial areas. In this case, it will serve the largest number of people thus achieving the deepest reduction in VMT and GHG emissions. Many people who will benefit the most from such a system could be low-income people, but "equity" by itself should not be a design requirement. A well-designed network serving the largest number of people, regardless of their demographic characteristics, will automatically tend to be more equitable. Those who live in SFH will initially benefit less, but if denser housing comes together with good public transit and less traffic congestion, more people will embrace it. In contrast, high frequency and connectivity must be critical design requirements. "High frequency" for mass public transit means headways ten minutes or less. Thirty or even twenty minutes is not a high frequency! "Connectivity" implies convenient transfers between relatively direct routes connecting two or more high density areas or transportation hubs. Good frequency and connectivity would allow more people to freely use public transit at any time without consulting maps and schedules. It is this freedom and convenience that most people need to have to switch from their cars to public transit. **Michael Abramson**	Transit agencies develop frequency and connectivity of service plans. The Coordinated Plan is intended to address specific transportation issues identified by people with disabilities, older adults and low-income populations. Transit frequency is identified as a gap in Chapter 4.

No.	Category	Comment/Commenter	Response
7	**Transportation Gaps or Solutions**	One thing I don't see in the document is any information about hiring/retention of drivers and operators for our transit agencies. To achieve most of the Implementation Recommendations, particularly 3 through 7, more drivers and operators are needed. I have heard, and cannot find sources for at the moment, of issues around drug testing for operators. There needs to be proof of reliability and safety, but in a state with legal recreational cannabis, a zero-tolerance policy seems like shooting ourselves in the foot. Opening some of these restrictions would increase the pool of potential drivers, as well as provide a job option for folks that aren't just gigging with Lyft/Uber. **Marielle Hsu**	Comment noted. The Department of Transportation's rule 49 CFR Part 40 describes required policies and procedures for conducting workplace drug and alcohol testing for the federally regulated transportation including all drivers of public transit services.
8	**Transportation Gaps or Solutions**	The only mention I can find of COVID-19 in the document is the impact on ridership and associated services. If you're going to be addressing issues of access and equity, it is crucial to also discuss the lack of masking on public transit. Many people are still unable to ride transit due to the lack of masking. At the moment infection rates are rising, and I've noticed a drop in masking on my weekly commute. If we were to go back to mandatory masking, it would still not even reach the 80-90% usage that was happening a few years ago. but it would make a big difference. Transportation Access to Healthcare is Implementation Recommendation #3 has to include the health aspect of using that transportation. This is for the safety of both riders and drivers/operators. Is it impossible for all transit agencies to require masks again? If not, why is that not happening? **Marielle Hsu**	From January 2021 to April 2022, federal law required masks on public transportation and at transportation hubs. Transit agencies may implement their own requirements and recommendations for face masks. The Centers for Disease Control and Prevention continues to recommend that people wear masks while riding indoor public transportation systems.
9	**Bay Area Demographics**	Generally, the Federal Older Americans Act (OAA) which funds some Transportation programs defines older adults as age 60 and over. The data and percentage older adults look very different when using this number. All Area Agencies on Aging are required by CDA to produce an Area Plan every four years defining their demographics and funded OAA programs. It would be good if MTC could use the same age definition since many Human Services and Nonprofit Transportation programs for older adults are funded by OAA. **Sonoma County Human Services Department**	MTC uses 75 and over for the definition of Equity Priority Communities and in Plan Bay Area 2050. Transit agencies offer reduced fares to individuals 65 and over per FTA guidance. For the general demographic overview presented in this Coordinated Plan, 65 and over was used.

No.	Category	Comment/Commenter	Response
10	**Transportation Resources**	Figure 22 (p. 36) may be misleading. Wheelcare Express is not only for medical rides (it is wheelchair transportation). Life Savers and Medi Ride are Gurney or wheelchair rides (not health care rides) Health Care rides are often doctors' appointments not ambulance rides. [I recommend] changing the title of chart to gurney or wheelchair transportation. **Sonoma County Human Services Department**	Figure 22 provides a list of services offered by non-emergency medical transportation, healthcare and social service providers.
11	**Transportation Gaps or Solutions**	Recent focus groups and disasters have highlighted Language Access Gaps. Transportation information, programs and Plans are not published in the required threshold languages other than English. **Sonoma County Human Services Department**	Comment noted. This has been added in Chapter 4.
12	**Best Practices**	There are rarely any paratransit riders attending Sonoma County Transportation Authority Transit-Paratransit Coordinating Council meetings, if at all. Very little has been done to recruit new members since the COVID-19 pandemic and none from the equity priority populations. I do not believe that SCTA TPCC complies with these membership policies. I have recommended that recruitment be continuous and intentional to Spanish speakers, people with disabilities, and other underserved populations. SCTA says it publishes the recruitment in their newsletter. This is not an optimal way to recruit people from underserved populations. **Sonoma County Human Services Department**	Appendix J provides best practices for paratransit coordinating councils. Additionally, Appendix I includes membership information for paratransit coordinating councils.
13	**Bay Area Demographics**	In addition to the informative chapter with data and visuals on Bay Area Demographics, a similar origin-destination analysis should also be done. Analyzing the travel trends of the target populations allows for effective resource management by understanding origins and destinations, preferred travel modes, barriers faced, limits of coverage, transfers involved, equity gaps and other pertinent facts. **Caltrans**	Comment noted. Analysis of travel patterns and various population groups could potentially be conducted during implementation or subsequent plans.
14	**Regional Recommendations and Actions**	Designating a Consolidated Transportation Service Agency (CTSA) in each county would help develop and coordinate standards to ensure quality, consistency, and affordable service across these jurisdictions. Since only Solano County has a designated CTSA, we strongly urge the other eight counties in designating CTSA's to achieve the intended specialized transportation goals for this region. **Caltrans**	MTC is working to designate mobility managers in each county during work under the Transformation Action Plan Action 21. This is a first step towards gauging interest in and developing CTSAs.

No.	Category	Comment/Commenter	Response
15	**Regional Recommendations and Actions**	Under Section 5310 funding the plan states that Caltrans discontinued the practice of allowing MTC to make funding decisions locally and replaced it with decisions for the Bay Area using statewide criteria that does not include local project priorities or consider geographic equity within the region. Caltrans would like to engage with MTC to transfer administration of the Section 5310 grant program to FTA, thereby allowing MTC to make local funding decisions that meet regional and local expectations. **Caltrans**	MTC continues to believe that the previously used hybrid model is best suited for successful collaboration and coordination between MTC and Caltrans on the Section 5310 program. MTC understands the local conditions and needs and is therefore best positioned to engage local stakeholders and select priority projects for funding. Caltrans has the capacity, expertise, and experience with procurement and ongoing vehicle monitoring.
16	**Regional Recommendations and Actions**	Caltrans agrees with the recommendation for all counties to designate a countywide mobility manager. The function of a mobility manager is crucial in connecting the target population with the transportation they need with the focus on the individual's need. **Caltrans**	Comment noted. Further work to designate mobility managers in each county will continue into 2025 during work of the Transformation Action Plan Action 21.
17	**Funding**	Under funding, the plan states that agencies that obtain designation as a CTSA are eligible for State Transportation Development Act (TDA) funding and receive funding in other parts of California, but not in the Bay Area. Since all CTSA's are eligible for TDA funding, this anomaly needs to be rectified to make sure all eligible funding is being obtained. **Caltrans**	MTC, through our regional TDA policy allocates TDA funds to eligible transit agencies in each county for transit operations.
18	**Transportation Gaps or Solutions**	Develop and implement scheduling technology(s) to allow clients to schedule trips at one central location by phone or online across the Bay Area. Using one system to schedule, dispatch and monitor trips across jurisdictions allows for efficiency, cost savings and helps prevent gaps, overlap or duplication of service. **Caltrans**	Paratransit technology improvements are included in the recommendations and will be considered during work under Transformation Action Plan Action 24.
19	**Transportation Gaps or Solutions**	We applaud the City of Healdsburg volunteer driver program that allows volunteer drivers to provide seniors and others pre-scheduled rides in city-owned electric vehicles. This innovative program should be duplicated across the region as it meets multiple goals of service, GHG reduction and program sustainability. **Caltrans**	Comment noted.

No.	Category	Comment/Commenter	Response
20	**Best Practices**	Equity in the form of program monitoring to determine reach into target communities should be monitored. All organizations that receive funding should conduct equity analysis during all program phases to ensure the goals of the program are being met. **Caltrans**	Equity-based key performance indicators are included and recommended in Chapter 5.
21	**Best Practices**	The effectiveness of service in meeting identified program goals should be tracked using clearly stated performance metrics. FTA Section 5310 program performance measures include filling service gaps and ridership numbers, while others mention geographic coverage, service quality, service times, and physical infrastructure. **Caltrans**	In addition to prescribed program performance measures, the plan includes and recommends equity-based key performance indicators in Chapter 5.
22	**Transportation Gaps or Solution**	General Disability Accessibility Ensure elevators are not too far away from escalator and stair access to BART station platforms Ensure customer service providers have real-time knowledge of station and stop conditions and environments so low-vision and blind consumers can get real-time knowledge of how to travel safely. Sometimes AC transit stops listed on the app are not actually where they say they are, so people are directed to the wrong place. Increase ways for people to get ADA transit certification, RTC cards, paratransit certification, allow nonprofits to train in certification with accommodations that reduce burden on consumers Implement one seat rides on East Bay Paratransit. Increase ventilation on East Bay Paratransit vehicle. Require masks/respirators on public transportation to reduce illness and death of providers and consumers. Allow accommodations for transit disability interview processes; train all staff how to respond appropriately to accommodation requests. **Center for Independent Living**	Comments noted. These comments will be provided to MTC partners and internally at MTC, as appropriate. Creating regional accessibiity standards and improvements to paratransit are recommended in Chapter 5. From January 2021 to April 2022, federal law required masks on public transportation and at transportation hubs. The mask mandate expired July 18, 2022. The Centers for Disease Control and Prevention continues to recommend that people wear masks while riding indoor public transportation systems.

No.	Category	Comment/Commenter	Response
23	**Transportation Gaps or Solution**	Digital Accessibility and Plain Language Have this document audited according to WCAG standards and plain language standards (required by section 508) and edit it accordingly for increased accessibility. Audit 508 compliance across all federal, municipal and local agencies and vendors, including Clipper and AC transit customer service. Update digital communications and forms to be compliant. Train all paratransit, transit staff, city program staff on digital communications and disability accommodations to reduce the undue burden on consumers; include accommodations, accessible forms, websites and application processes. Hire a digital accessibility professional who can provide consultation, education, user design, and document remediation for digital accessibility and section 508/WCAG requirements. **Center for Independent Living**	Comments noted. These comments will be provided to MTC partners and internally at MTC, as appropriate. MTC strives to provide accessible communications to all Bay Area residents, including planning documents. Creating regional accessibility standards is recommended in Chapter 5 and Section 508 of the Rehabilitation Act of 1973 compliance and web content accessibility has been included in Chapter 4.
24	**Transportation Gaps or Solution** **Outreach**	Inclusion of consumers with disabilities Generally, go above and beyond the ADA as it was intended, rather than using it as the standard or rule book. Incentivize education opportunities and paid apprenticeships for disabled people to enter transportation-related roles. Ensure a certain percentage of people with disabilities are represented on transit disability related committees. Consumer feedback should be explicitly mentioned in the report. How many of the stakeholders interviewed identify publicly as people with disabilities? That could be made explicit. Interview local disability justice groups and add them to stakeholder interviews. Community Input Opportunities lists consumer opportunities for input. What was the input? Was the input adopted? What do people with disabilities say they want? Was there any engagement or focus group? How many of the 191 attendees are consumers who are disabled and use public transit or paratransit? **Center for Independent Living**	Comments noted. These comments will be provided to MTC partners and internally at MTC, as appropriate. Services beyond the ADA and creating regional accessibility standards are recommended in Chapter 5. The plan recommends partnering with and compensating local centers for independent living and other expert stakeholders in Chapter 5, as well as monitoring services through paratransit coordinating councils. Best practices for paratransit coordinating councils are outlined in Appendix J. The plan summarizes input from members of the public, advocates, and service providers. Personal and specific disability information was not collected from participants. Disability advocates, agencies that provider services to disabled people, and disability advocacy organizations were consulted in the development of this plan.

No.	Category	Comment/Commenter	Response
25	**Other**	COVID-19 The figure on page 4 implies the COVID-19 pandemic is over. It is not. The featuring of the COVID surges after the vaccine implementation on p. 4 could imply that the vaccines were ineffective, which they are not. They vastly decreased hospitalization and death. Mask mandates have been associated with better outcomes for all. However, public transit agencies refused to listen to the many public comments made to request maintaining mask mandates on public transportation in addition to increasing the ventilation on HVAC to be comparable with the upgrades to BART and AC Transit. How many consumers have died unnecessarily due to lack of precautions on East Bay Paratransit vehicles? **Center for Independent Living**	According to the Centers for Disease Control and Prevention, the federal COVID-19 Public Health Emergency declaration ended on May 11, 2023. From January 2021 to April 2022, federal law required masks on public transportation and at transportation hubs. The Centers for Disease Control and Prevention continues to recommend that people wear masks while riding indoor public transportation systems. These comments will be provided to MTC partners and internally at MTC, as appropriate.
26	**Transportation Gaps or Solution**	Other Incentivize training programs and reduce annual overhead for taxi and cab companies that support local non-emergency transportation companies. Reduce transit voucher cost to $0 per consumer for city programs. **Center for Independent Living**	MTC makes recommendations for public transportation and private, non-profit service provider partners. The plan recommends using TNC Access for All funding in the development of accessible on-demand services in Chapter 5. Transportation affordability is cited in Chapter 4. These comments will be provided to MTC partners and internally at MTC, as appropriate.

No.	Category	Comment/Commenter	Response
27	**Transportation Gaps or Solution**	Regarding staffing, the region's network management initiatives are being delivered with combined teams of MTC and agency staff with the support of consultants. It is important to hire people with disabilities in key roles since lived experience complements professional expertise in being able to most effectively guide improvements. We recommend providing education or paid apprenticeship incentives for disabled people to enter transportation-related roles. Within regional network management build up capacity to provide digital accessibility, consultation, education, user design, and document remediation for digital accessibility and section 508/WCAG requirements. **Bay Area Cross Disability Allies Coalition**	Comments noted. These comments will be provided to MTC partners and internally at MTC, as appropriate. The plan recommends partnering with and compensating local centers for independent living and other expert stakeholders in Chapter 5. MTC strives to provide accessible communications to all Bay Area residents, including planning documents. Creating regional accessibility standards is recommended in Chapter 5 and Section 508 of the Rehabilitation Act of 1973 compliance and web content accessibility has been included in Chapter 4.

No.	Category	Comment/Commenter	Response
28	**Funding**	We urge MTC to pursue opportunities to address the funding and staffing needs at many levels, including but not limited to: Federal. Return to using regional priorities in 5310 funding. The draft Coordinated Plan reports that "Caltrans allowed MTC to make the funding decisions for the fiscal years 2015, 2016, and 2017. Decisions were made by a Bay Area panel of stakeholders who were familiar with the local transportation gaps and priorities. Caltrans discontinued this practice and since then, Caltrans has made all funding decisions for the Bay Area using statewide criteria that does not include local project priorities or consider geographic equity within the region." State. The State is currently conducting two assessments of transportation funding needs and opportunities, as required by SB1121 (2022) and SB125 (2023). MTC should elevate the region's needs for funding for accessible transportation, and opportunities for state policy reforms that could improve accessible transportation. -egional. The Bay Area is currently exploring options for regional transportation funding. This should consider funding for people with disabilities and seniors. Funding access to health care. We urge MTC to support AB-2043 Horvath - Medi-Cal: nonmedical and non-emergency medical transportation. This bill would provide guidance about the Medi-Cal reimbursement rates for paratransit services. Overall, we support "Recommendation 3 to Improve transportation access to healthcare" including support for funding for non-emergency medical transportation for people who need accessible transportation. **Bay Area Cross Disability Allies Coalition**	Comments noted. MTC continues to urge Caltrans to allow local project selection for the Section 5310 program, as referenced in Chapter 5. The need for additional funding for Coordinated Plan priorities is identified as a recommendation in Chapter 5. These comments will be provided to MTC partners and internally at MTC, as appropriate.

No.	Category	Comment/Commenter	Response
29	**Regional Recommendations and Actions**	Mobility Management We support the recommendation to designate a mobility manager in every county to connect people needing transportation to available transportation resources within a community. The mobility management staff should have accessible communication and accommodations training so people can apply for paratransit programs without needing a care attendant, nonprofit, or download an app to fill out forms. The mobility manager should offer training to city and agency staff to enable people to apply for paratransit programs locally. **Bay Area Cross Disability Allies Coalition**	Comments noted. These comments will be provided to MTC partners and internally at MTC, as appropriate. These items will be taken up during work under the Transformation Action Plan Action 21 referenced in Chapter 5.
30	**Regional Recommendations and Actions**	We support Recommendation 4, to improve ADA Paratransit, with these highlights: We urge the Coordinated Plan to require development of goals and standards for accessible transportation that go beyond the minimum requirement of the Americans with Disabilities Act, which should be seen as a floor not a ceiling. [The Coordinated Plan] should generally go above and beyond the ADA, rather than using it as the rule book that won't bend to accommodate the needs of people with disabilities. Increasing flexibility around the 'where the crow flies' rule, setting and maintaining core hours and geographic areas of paratransit service in a way that is not vulnerable to changes to fixed route service. We urge the creation of customer satisfaction performance metrics and grievance procedures for accessible transportation, and to develop these metrics and processes with input from community members with lived experience. Standardizing and streamlining eligibility. We support the initiative to standardize eligibility across agencies and services. We also support permanent eligibility for people with permanent disabilities, and accommodations in the interview process for people with chronic conditions for whom an in-person interview causes significant burden. Reducing fares for ADA paratransit **Bay Area Cross Disability Allies Coalition**	Comments noted. Services beyond the ADA and the creation of equity-based performance metrics are recommended in Chapter 5. Additionally, these items will be considered during work under the Transformation Action Plan Action 24 referenced in Chapter 5.

No.	Category	Comment/Commenter	Response
31	**Regional Recommendations and Actions**	Infrastructure and standards: We support stronger requirements to increase transportation equity and accessibility. We support infrastructure requirements that apply not only to agencies and service providers but to jurisdictions that control rights of way. Jurisdictions are required to have plans to transition roads and sidewalks to follow ADA. However, it is common for such plans to be out of date. We urge MTC to require jurisdictions to update and publish ADA transition plans and to make these updates a condition of receiving funds from the One Bay Area Grant program. In recent years, MTC required jurisdictions to adopt Complete Streets Plans to be eligible for certain categories of funding. It would be fair and fitting to include ADA transition plans alongside these requirements. We support developing standards for station design to reduce the distance from elevators to the boarding area when building new stations or renovating stations. We support developing standards to maintain and improve accessibility regarding protected bike lanes and bus lanes. Agencies and service providers must follow 508 digital accessibility requirements at every level by having accessible web forms, fillable PDF applications, and requiring fewer steps. **Bay Area Cross Disability Allies Coalition**	Comments noted. These comments will be provided to MTC partners and internally at MTC, as appropriate. The inclusion of ADA transition plans under the One Bay Area Grant program and creating regional accessibility standards have been recommended in Chapter 5. MTC strives to provide accessible communications to all Bay Area residents, including planning documents.Compliance with Section 508 of the Rehabilitation Act of 1973 and web content accessibility has been included in Chapter 4.These comments will be considered during implementation.
32	**Regional Recommendations and Actions** **Best Practices**	Identify and fill equity gaps. We support Recommendation 6, to identify and fill equity gaps, and call out: Making sure that input from people with disabilities and seniors is sought very early in the development of projects, including projects that involve transit agencies and cities/ counties. Ensuring that a share of people on transit boards identify as people with disabilities. Providing accountability process for transit providers to adapt recommendations made by disabled people who have given public comment or serve on committee. **Bay Area Cross Disability Allies Coalition**	Comments noted and will be provided to MTC partners and internally at MTC, as appropriate. The plan recommends partnering with and compensating local centers for independent living and other expert stakeholders for their time in Chapter 5, as well as monitoring services through paratransit coordinating councils. Best practices for paratransit coordinating councils are outlined in Appendix J.

No.	Category	Comment/Commenter	Response
33	**Regional Recommendations and Actions**	Emergency Preparedness: Regarding emergency preparedness, paratransit staff should be designated as emergency response staff, enabling them to be deployed as part of emergency response initiatives. In addition, agencies should identify emergency buses with wheelchair access should be identified as part of emergency preparedness. Gaps in these policies and plans were clearly identified in the emergency phases of the COVID pandemic. **Bay Area Cross Disability Allies Coalition**	Comments noted. The need for emergency planning with Access and Function Needs is cited in Chapter 5, as is the need to designate paratransit drivers as disaster service workers.
34	**Funding**	Would be helpful to include a column showing how much each county's local sales tax is (1/4 cent, 1/2 cent, etc.) **Napa Valley Transportation Authority**	Commented noted. The funding picture for transportation-related county sales taxes is complex. Most counties have multiple sales taxes that contribute certain percentages to transportation and transit funding. Additional text has been added in Chapter 3.

Draft Coordinated Public Transit-Human Services

Transportation Plan

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