



# Accessible Transportation Strategic Plan

West Contra Costa  
Transportation Advisory  
Committee (WCCTAC)

Presented by ATS Plan Staff  
January 22, 2021

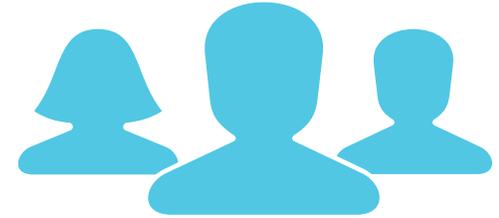


CONTRA COSTA  
transportation  
authority

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## WHAT IS THE ATSP?

- The Accessible Transportation Strategic (ATS) Plan examines transportation challenges of seniors, people with disabilities, and veterans in Contra Costa County
- Partnership between CCTA and the County -- funded by a Caltrans Sustainable Communities Transportation Planning grant
- Recommends a coordination structure and strategies to improve accessible transportation services
- Scheduled to be complete in early 2021



# BACKGROUND AND OVERVIEW OF PROJECT

## Policy Background

- 2016 and 2020 Transportation Expenditure Plan:
  - *“CCTA will develop an Accessible Transportation Strategic Plan to implement a customer-focused, user-friendly, seamless coordinated system...”*
- 2017 Countywide Comprehensive Transportation Plan:
  - *“Initiate the ATS Plan: Ensure services are delivered in a coordinated system...”*
- 2019 Metropolitan Transportation Commission (MTC) Resolution 4321:
  - *“Each county must establish or enhance mobility management programs to help provide equitable and effective access to transportation.”*

## Oversight Committees

- Technical Advisory Committee (TAC) – providing subject matter expertise and public policy implications on service concepts
- Policy Advisory Committee (PAC) – providing input on addressing policy barriers, communicating with stakeholders about the Study, liaising with elected or appointed Boards, and reviewing and prioritizing recommended strategies

# CHALLENGES AND OPPORTUNITIES

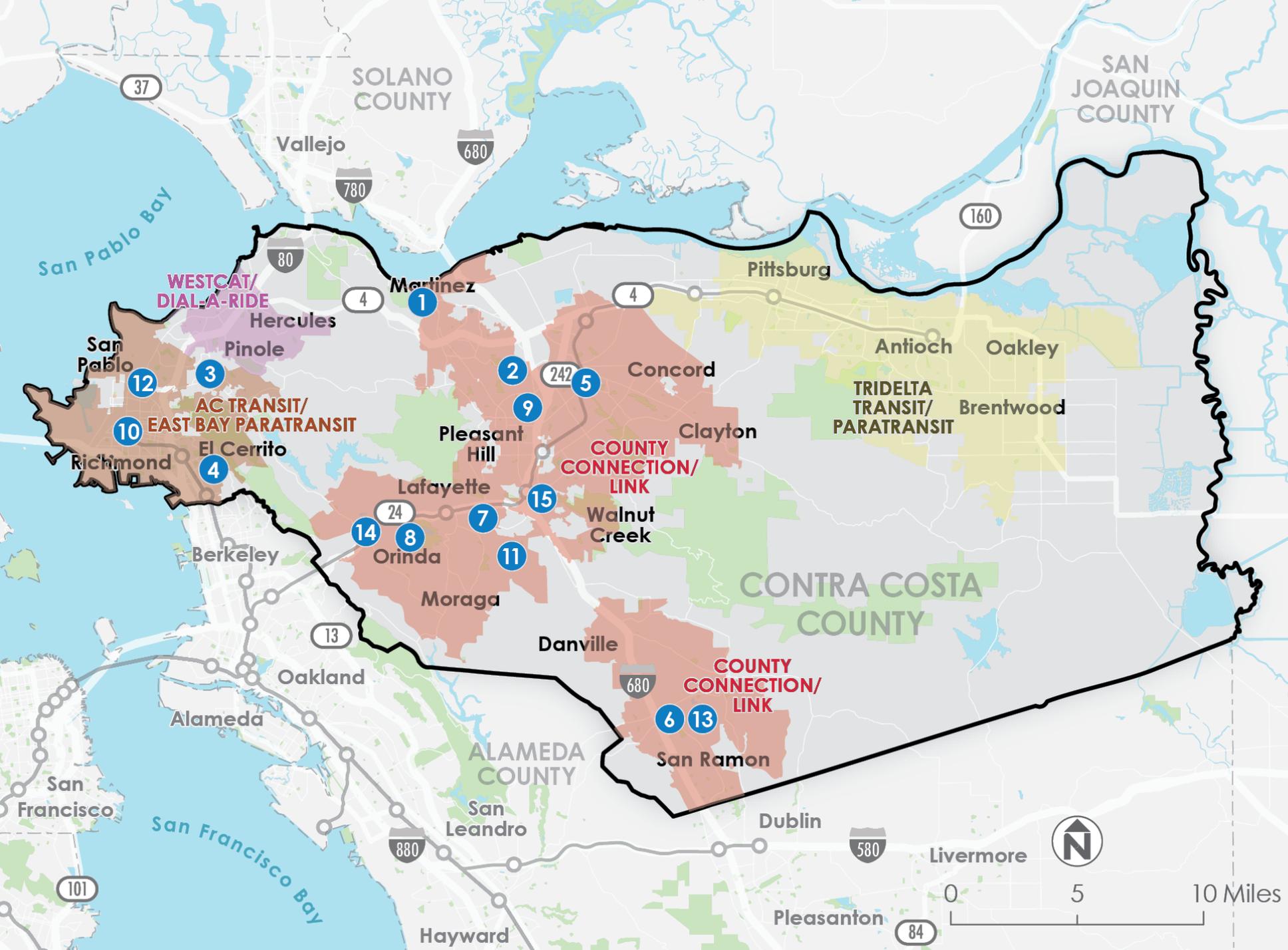
## Past Studies

- Contra Costa County Paratransit Plan – 1990
- CCTA Paratransit Improvement Study – 2004
- Contra Costa Mobility Management Plan – 2013
- West County Needs Assessment Study – 2018

## Governance and Funding

- Multiple missions serving different populations
- Multiple regulatory requirements
- Measure J, Federal Transit Administration, State Transportation Act, Grants
- CCTA and County do not have policy authority over operations, but can provide funding opportunities, policy direction, and leadership.

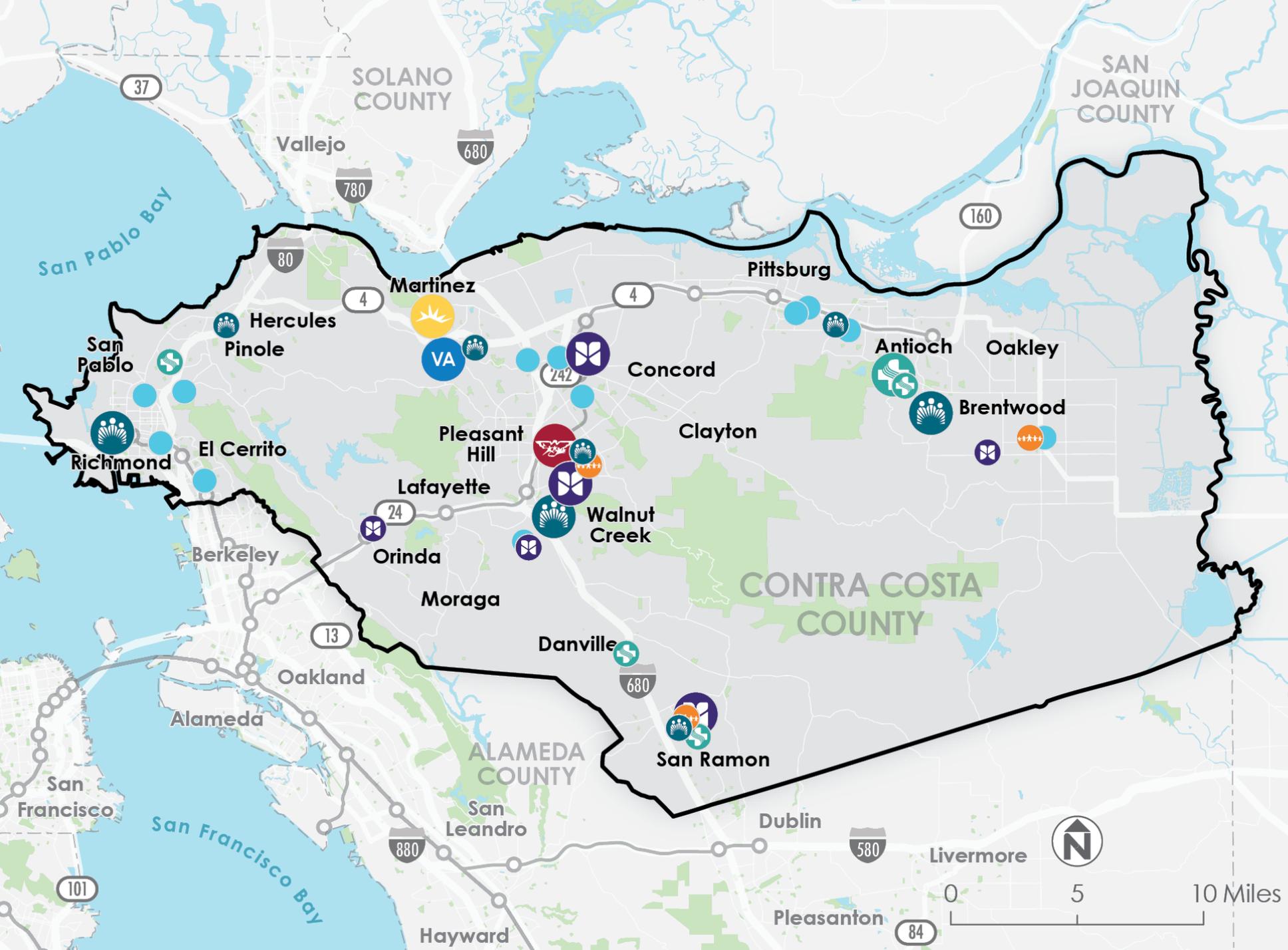
# Community-Based Transportation Programs



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

○ BART

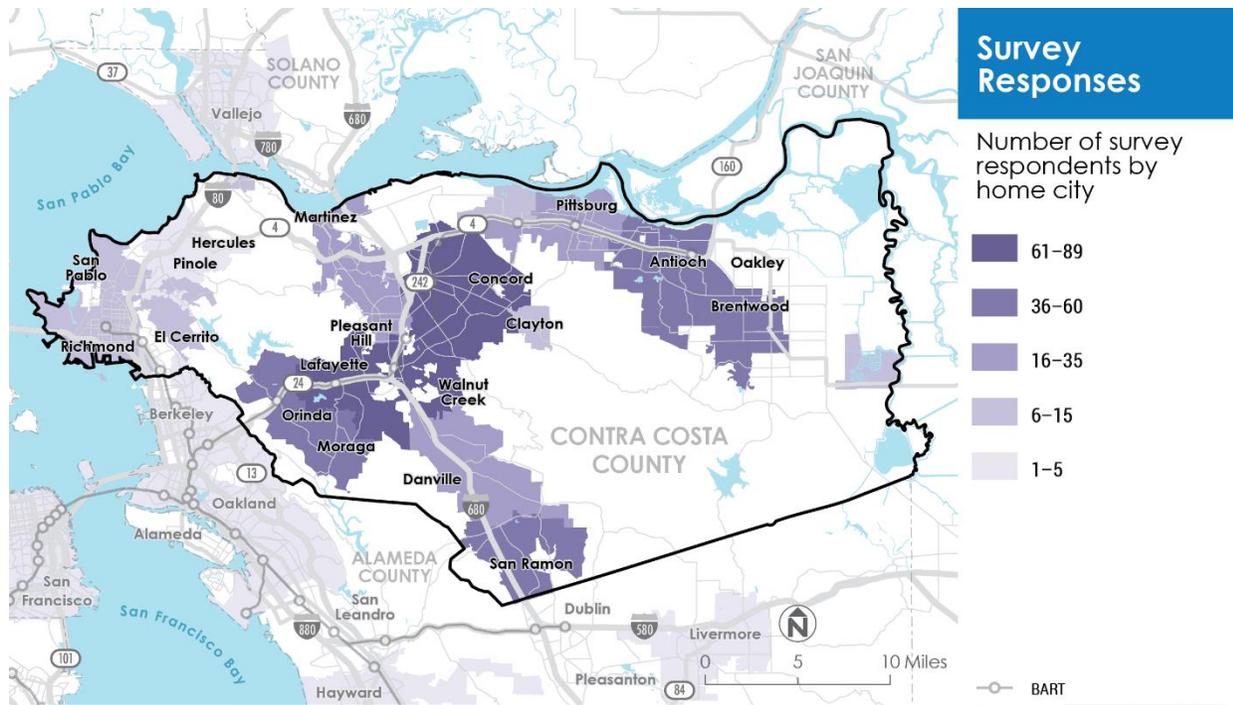
# Medical Facilities



-  Kaiser Permanente
-  John Muir Health
-  Sutter Health
-  La Clinica
-  Contra Costa Regional Medical Center
-  VA Medical Center
-  UCSF Benioff Children's Hospital
-  Dialysis Clinic
-  Major medical facility
-  Clinic or small medical facility
-  BART

# OUTREACH EFFORTS

- Presentations pre-COVID
  - Developmental Disabilities Council of Contra Costa County
  - Pleasant Hill Commission on Aging
- Surveys – 1000+
- Flyer/survey emailed and on paper with meal delivery



Contra Costa Accessible Transportation Strategic Plan

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

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

**You can participate from home!**

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

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

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

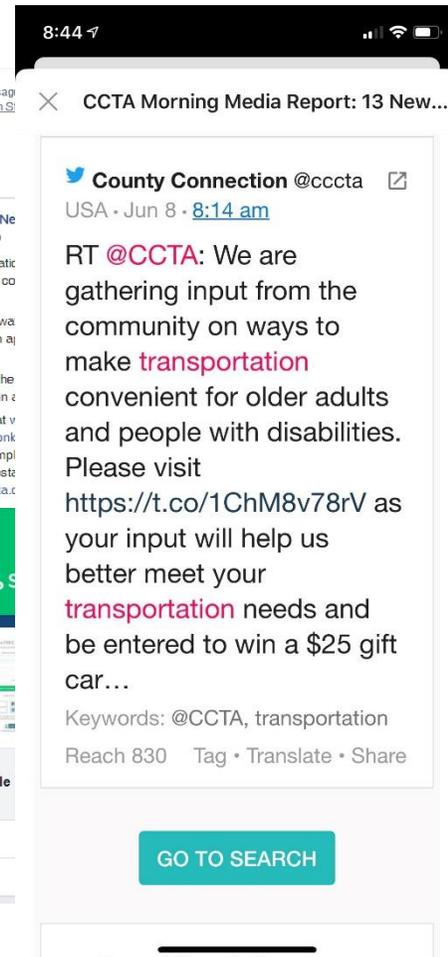
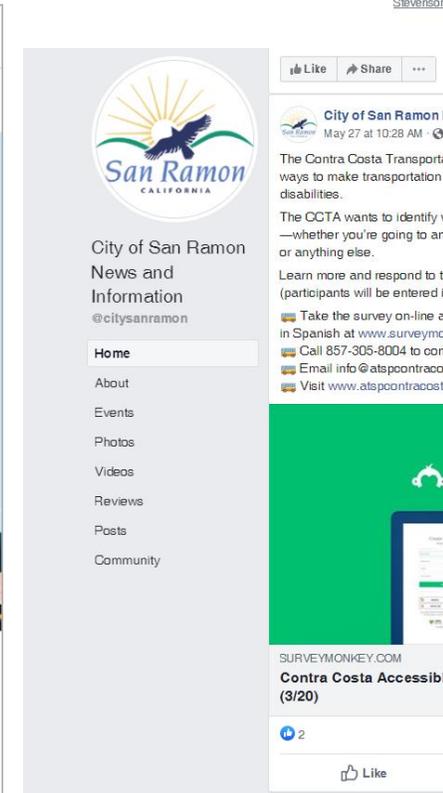
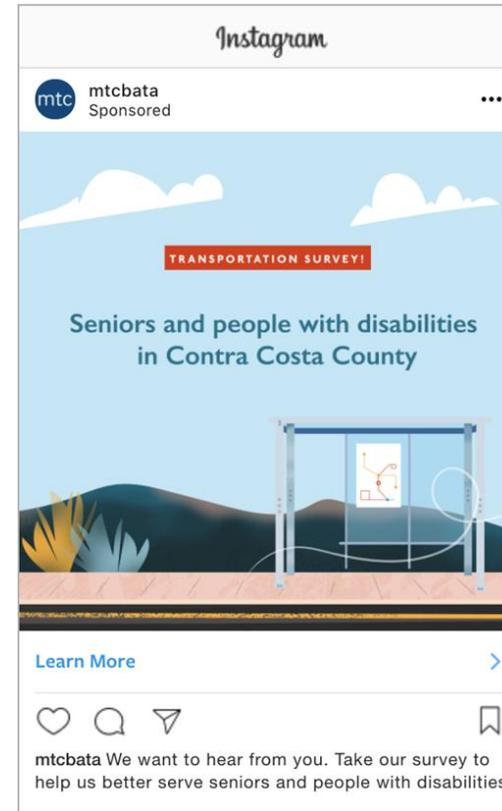
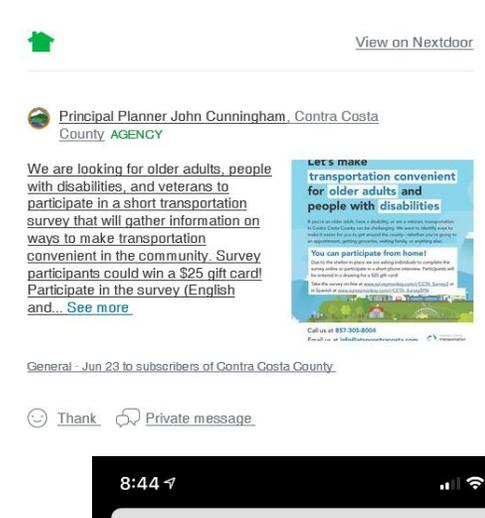
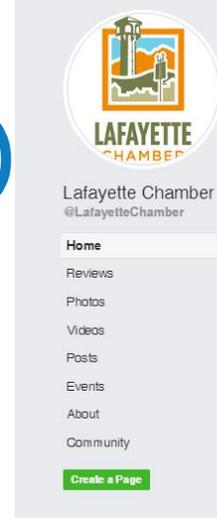
Email us at [info@atspcontracosta.com](mailto:info@atspcontracosta.com)

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



# OUTREACH EFFORTS (CONTINUED)

- Focus groups – 5
- Stakeholder interviews – 11
- Telephone Town Hall Meeting – Oct 27, 2020
  - Call available in English, Spanish, and Mandarin
  - 225 people pre-registered
  - 23,000 phone numbers dialed, 1,149 accepted
  - 4 simple polls; 17 audience questions answered by staff
- Partner websites
- Social media – Instagram, Facebook, Nextdoor, Twitter



# TRANSPORTATION NEEDS AND GAPS IDENTIFIED

## Categories

- Issues and Needs Related to Fixed Route Transit Service
- Issues and Needs Related to ADA Mandated Paratransit Service
- Issues and Needs Related to Community Based Transportation Services
- Geographic and Temporal Inequities
- Lack of Affordability
- Access to Essential Services
- Access to Information
- Programmatic Needs and Organizational Structure

# TRANSPORTATION NEEDS AND GAPS IDENTIFIED

## Examples

- Same-day trips and wheelchair accessible trips
- Expanded service during evenings and weekends
- West County Study discussed closure of Doctors Medical Center; most medical facilities appear to be clustered in center of the County
- Veterans' transportation programs have specific limitations, availability and limits may not be well-known
- Limited service options in East County
- Affordability related to all transportation services
- Historical lack of political support/ a champion for these types of recommendations

# RECOMMENDATIONS

## Establish a Coordinated Structure

- Establish a Task Force (TF)
  - Modeled on PAC – similar representation
    - ID strategies that can be delegated to existing agencies/ non-profit organizations for short term implementation
    - Establish dedicated countywide Coordinated Entity (CE) for implementation of countywide strategies
    - Identify funding
- Countywide Coordinated Entity (CE)
  - Could be an existing non-profit, public agency, or new entity
  - Could apply to become CTSA if appropriate, or look at other models

# RECOMMENDATIONS (CONTINUED)

## Coordinated Entity (CE) Mission

- Identify and pursue new funding sources
- Administer uniform countywide ADA paratransit eligibility certification
- Expand mobility management function
- Procure joint paratransit scheduling software
- Present unified voice regarding policy and funding at the local, state, and federal levels
- Oversee one-seat ride for inter-jurisdictional trips within/ outside the county
- Consider additional opportunities for countywide service in the future

# MOBILITY STRATEGIES

## Examples

- Expand current one-seat ride pilot program - improve connectivity between paratransit programs/eliminate transfer trips
- Same-day trip programs (including wheelchair-accessible service)
- Expand volunteer driver programs
- Shopping Trips with package assistance
- Hospital discharge service
- One call/One click (and/or Information and Referral Service)
- Programs for veterans
- Fare integration
- Uniform countywide ADA paratransit eligibility certification program

# PHASE TWO

## Public Engagement

- Give stakeholders an opportunity to prioritize strategies for implementation



Contra Costa  
Accessible Transportation  
Strategic Plan

Survey

## Strategies Survey

The Accessible Transportation Strategic Plan is considering a range of strategies to address transportation needs. Help us prioritize these strategies for implementation by selecting the five (5) you think are most important in the brief survey below.

If you need more background on any of the strategies, please click on the MORE INFO button to the right of the survey window to view brief descriptions of all fifteen strategies.

We Welcome Your Feedback

### Potential Strategies for Implementation

\* Pick **ONLY FIVE** of the fifteen strategies:

- Expand volunteer driver programs
- Affordable car-share including accessible option
- Expand the current one-seat ride pilot program between County Connection LINK, WestCAT Dial-a-Ride, Tri Delta Transit Paratransit, and LAVTA Wheels

More Info

# THANK YOU!



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## TRANSPORTATION NEEDS AND GAPS IDENTIFIED

- Transit has been challenging to ride during the pandemic
- Many respondents reported feeling unsafe while traveling
- Issues with transferring between different ADA paratransit services
- Consumers report arriving late to day programs and are picked up late e.g. Regional Center trips for people with developmental disabilities
- Volunteer driving programs need more volunteers and more reliable funding to increase capacity
- Consumers have difficulty making frequent trips
- Two facilities needed by residents throughout the County are both located in Martinez – the Regional Medical Center and the VA Medical Center

# NEEDS

- Consumers had difficulty in making quality of life-essential trips to visit friends and family, the senior center, and church
- Awareness about accessible programs/options is lacking among eligible populations; paratransit services generally don't do marketing or other campaigns to increase ridership in direct contrast to conventional transit
- Accessible services are siloed between transit agencies, social service agencies, cities, and non-profit organizations
- Funding for these types of services is limited and/or stagnant; grants are available for planning and pilots, but still need funding for ongoing operations
- Need to plan for / accommodate future growth of seniors in the County

# STRATEGIES

- Service beyond ADA service areas and regular service times
- Subsidize on-demand programs
- Customized Guaranteed Ride Home program for people with disabilities
- Means-based carshare including accessible option
- Real Time Information
- Travel Training
- Joint procurement of scheduling software
- Safe Routes for Seniors/Safe Routes for All
- Means-based fare subsidy
- Wheelchair breakdown service
- Accessible bikeshare program