

El Cerrito

## MEETING NOTICE AND AGENDA

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**DATE & TIME:** December 13, 2024 • 8:00 AM – 10:00 AM

Hercules

**LOCATION:** City of El Cerrito, Council Chambers  
10890 San Pablo Avenue (at Manila Ave)  
El Cerrito, California (Accessible by AC Transit #72, #72M & #72R)

Pinole

**REMOTE ACCESS:**

<https://us02web.zoom.us/j/7321058840?pwd=c1dMVjJyd1BoYk0yYWVlZWVlWHZ4Zz09>  
Meeting ID: 732 105 8840

Richmond

Phone: =  
+Dial the following number, enter the participant PIN followed by # to confirm:  
+1 669 900 6833  
Meeting ID: 732 105 8840 / Password: 066620

San Pablo

**Public Comment During the Meeting**

Public comment during the meeting can be in person or via Zoom. Those wishing to comment in person should fill out a speak card. Participants wishing to comment via Zoom should indicate interest by using the hand raising function on Zoom or by physically raising their hands.

Contra Costa  
County

*The ability to participate and observe via Zoom or teleconference is predicated on those technologies being available and functioning without technical difficulties. Should they not be available or become non-functioning or should the WCCTC Board encounter technical difficulties that make those platforms unavailable, the WCCTC Board will proceed with business in person unless otherwise prohibited by law.*

AC Transit

**Written Comment**

Written comments are accepted until the start of the meeting, unless otherwise noted on the meeting agenda. Public comments received by 5:00 p.m. on the evening before the Board meeting date will be provided to the WCCTC Board. Comments may be submitted by email to [mcarrasco@WestContraCostaTC.gov](mailto:mcarrasco@WestContraCostaTC.gov).

BART

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- 1. Call to Order and Board Member Roll Call.** (Rita Xavier – Chair)
  - 2. Public Comment.** The public is welcome to address the Board on any item that is not listed on the agenda.

WestCAT

### **CONSENT CALENDAR**

3. **Minutes of the November 1, 2024, Board Meeting.** *(Attachment; Recommended Action: Approve).*
4. **Monthly Update on WCCTC Activities.** *(Attachment; Information only).*
5. **Financial Reports.** The reports show the Agency's revenues and expenses for October 2024. *(Attachment; Information only).*
6. **Payment of Invoices over \$10,000.** WCCTC paid invoices in the amounts of \$32,395.96, \$56, 782.61, and \$22,715.65 to Fehr and Peers for consulting services related to the grant-funded Richmond Parkway Transportation Plan. WCCTC also disbursed \$42,412 in board-approved funds to the John Swett Unified School District as part of the low income student bus pass program. *(No Attachment; Information only).*
7. **Proposed 2025 Board and TAC Meeting Calendar.** Board meetings are proposed for the usual fourth Friday of the month, from 8-10 am, and TAC meetings are proposed for the second Thursday of the month, from 9-11 am. The regular exceptions to this general rule, in August, November, and December, are shown in the attachment. *(Attachment; Recommended Action: Approve).*

### **REGULAR AGENDA ITEMS**

8. **FY 24-25 Measure J Program 20b (Additional Transportation for Seniors and People with Disabilities) Allocation for City of Richmond.** The disbursement of Richmond's Measure J 20b funds was paused at the November 1, 2024, WCCTC Special Board Meeting pending review by CCTA's Paratransit Coordinating Council (which occurred in November). WCCTC staff now recommends that Program 20b funds be disbursed to the City. The City of Richmond staff will make a brief presentation on the City's plans for program improvement. *(Coire Reilly, WCCTC Staff, LaShonda White, Richmond Deputy City Manager, and Wayne Tanda, MRG; Attachment: Yes; Recommended Action: Approve Staff Recommendation).*
9. **Countywide Comprehensive Transportation Safety Action Plan (CCTSAP).** CCTA staff will provide a presentation on the Draft Contra Costa Countywide Comprehensive Transportation Safety Action Plan (CCTSAP) for Local Agencies. CCTA staff is asking that the WCCTC Board recommend CCTA Board approval and adoption of the CCTSAP (with each local agency to adopt its applicable chapter from the Appendices). *(Colin Clarke, CCTA staff; Attachments: Yes, including a CCTA staff report, a link to the document in the staff report, and a PowerPoint presentation; Recommended Action: provide feedback as needed and consider a recommendation that the CCTA adopt the Plan).*

- 10. AC Transit Realign Update.** Staff from AC Transit will provide an update on Realign, a planning process that involves data analysis and community and rider feedback to consider various service scenarios. *(AC Transit staff; Attachments: No; Recommended Action: Receive information and provide feedback as needed).*

**STANDING ITEMS**

- 11. Board and Staff Comments.**
- a. Board Member Comments, Conference/Meeting Reports (AB 1234 Requirement), and Announcements
  - b. Report from CCTA Representatives (*Directors Fadelli & Kelley*)
  - c. Executive Director's Report
- 12. General Information Items.**
- a. Letter to CCTA Executive Director with Summary of Board Actions for November 1, 2024
  - b. Acronym List
- 13. Adjourn.** Next regular meeting is December 13, 2024 @ 8:00 a.m.

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- In compliance with the Americans with Disabilities Act of 1990, if you need special assistance to participate in the WCCTC Board meeting, or if you need a copy of the agenda and/or agenda packet materials in an alternative format, please contact Valerie Jenkins at 510.210.5930 prior to the meeting.
  - If you have special transportation requirements and would like to attend the meeting, please call the phone number above at least 48 hours in advance to make arrangements.
  - Handouts provided at the meeting are available upon request and may also be viewed at WCCTC's offices.
  - Please refrain from wearing scented products to the meeting, as there may be attendees susceptible to environmental illnesses. Please also put cellular phones on silent mode during the meeting.
  - A meeting sign-in sheet will be circulated at the meeting. Sign-in is optional.

**West Contra Costa Transportation Commission  
SPECIAL Board Meeting  
Meeting Minutes: November 1, 2024**

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**MEMBERS PRESENT:** Rita Xavier, Chair (San Pablo), P. Fadelli (El Cerrito), J. Gioia (CC), Chris Kelley (Hercules), Tom Hansen (WestCat), Rebecca Saltzman, (BART).

**STAFF PRESENT:** J. Nemeth, C. Reilly, L. Greenblat, M. Carrasco

**ACTIONS LISTED BY:** WCCTAC Staff

**MEETING CALLED TO ORDER:** 9:01 am

**PUBLIC COMMENT:** No Public Comment

**CONSENT CALENDAR**

Motion by **R. Xavier**; seconded by **C. Kelley**  
 Yes- P. Fadelli, J. Gioia, R. Saltzman, T. Hansen  
 No- None  
 Abstention- None  
 Motion passed unanimously.

**Item #3. Approved:** Minutes of September 27, 2024, Board Meeting.

**Item #4. Adopted:** Resolution 24-10, STMP agreement with Contra Costa County.

**REGULAR AGENDA ITEMS**

ITEM/DISCUSSION	ACTION
<p><b>Item # 5</b>  <b>Measure J Program 20b (Additional Transportation for Seniors and People with Disabilities) Allocation for FY24-25</b></p>	<p><b>Information Only</b>            In July 2024, the PCC approved claim forms for four of five West County paratransit operators, except Richmond. Staff recommended that the WCCTC Board allocate Measure J 20b funds to all five operators but pause on the disbursement of funds to Richmond until after the PCC’s review in November. Staff said that it would bring this issue back to the Board in December. The Board approved staff’s recommendation.</p> <p>Motion by <b>R. Xavier</b>; seconded by <b>C. Kelley</b>            Yes- P. Fadelli, J. Gioia, R. Saltzman, T. Hansen            No- None            Abstention- None            Motion passed unanimously</p>

**MEETING ADJOURNED:** 9:06 am

**MEETING DATE:** December 13, 2024

**TO:** West Contra Costa Transportation Commission

**FROM:** John Nemeth, Executive Director

**SUBJECT:** **Monthly Update on WCCTC Activities**

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## **Draft Richmond Parkway Transportation Plan Available for Comment**

Following a presentation to the WCCTC Board, at its October meeting, the Draft Richmond Parkway Transportation Plan (RPTP) was released for public comment along with its accompanying online survey. Online advertising in Spanish and English has encouraged members of the public to review the plan and provide feedback via the WCCTC webpage.

In association with the release of the Draft RPTP, WCCTC staff and its consultant delivered a presentation to the Richmond City Council at its November 19, 2024, meeting. The presentation was covered by both the East Bay Times and the Richmond Standard.

On December 9, 2025, WCCTC staff, and its consultant, will provide a presentation to the County Board of Supervisors' Transportation, Water, and Infrastructure Committee (TWIC).

[Home](#) > [Community](#) > [Regional plan aims to make Richmond Parkway safer](#)

## Regional plan aims to make Richmond Parkway safer

November 21, 2024

257 0



*Image courtesy of the Richmond Parkway Transportation Plan.*

The public comment period is nearing its close and the project team is starting to work on a Final Draft that all three of project partners (City of Richmond, Contra Costa County, and WCCTC) will consider in January 2025.

**Save the Date: January 8, 2025, SFMTA Tour of Van Ness BRT and Geary Rapid**



On Wednesday, January 8, 2025, WCCTC and Muni staff will lead a group tour of the Van Ness Avenue Bus Rapid Transit and Geary Avenue Rapid lines. This event will likely be noticed as a joint special Board and TAC meeting. The details are still being worked out, but WCCTC staff anticipates that the tour will begin in San Francisco at 10:00 a.m. and last about two hours.

**CCTA Auditing Measure J Fund Recipients**

Each year the Contra Costa Transportation Authority (CCTA) selects at least three recipients of Measure J funds to undergo compliance audits. This year CCTA selected all four Regional Transportation Planning Committees (RTPCs), the city of Orinda, and the consultant group Advanced Mobility Group. CCTA pays for the audits, and auditees can either use CCTA’s auditing firm, Maze and Associates, or hire their own firm. WCCTC staff opted to use CCTA’s auditor, who also happens to be WCCTAC’s auditor as well. The audits are expected to be completed by December 31, 2024.

**Promoting “Take 10” Through the Fall**

The Transportation Demand Management (TDM) program, 511 Contra Costa, has been promoting the Take 10 incentive program this fall, running ads on social media. Take 10 provides 10 trips on long distance bus routes involving: AC Transit’s Transbay service, the WestCAT Lynx, and SolTrans’ Out of County lines. The program is aimed at encouraging commuters who drive to try taking these routes for their commutes instead. Interested commuters can apply here: [511cc.org/take10](https://511cc.org/take10)

A screenshot of a social media post from 511 Contra Costa. The post features the logos for AC Transit, SolTrans, and WestCAT Lynx. The text of the post reads: "10 Free Rides on AC TRANSIT SolTrans WESTCAT Lynx Visit 511cc.org/take10". Above the logos, there is a small text box that says: "FREE EXPRESS BUS TRIPS: Enjoy free transbay commutes on WestCAT Lynx or AC Transit, or free express commutes between counties on SolTrans. Apply for 10 free trips – application deadline is 12/31/24. Apply: 511cc.org/take10".

## Focus on the Future Conference



WCCTC staff recently attended the annual Focus on the Future conference in Long Beach, a forum for self-help transportation agencies. WCCTC Commissioner, and CCTA representative, Chris Kelley also attended, along with several staff members from CCTA. The breakout sessions included a discussion of the current prospects for transportation sales tax measures, as well as a discussion about the complexities of delivering projects that require VMT mitigations.

# General Ledger Monthly Budget



**CITY OF SAN PABLO**  
City of New Directions

User: CeciliaN  
Printed: 11/13/2024 9:57:33 AM  
Period 04 - 04  
Fiscal Year 2025

Account Number	Description	Adopted	Budget Adjustments	Budget	End Bal	Variance	Encumbered	AvailUncollect	% AvailUncollect
770-7700-41000	Salary	0.00	527,125.00	527,125.00	56,986.64	470,138.36	0.00	470,138.36	89.19
770-7700-41200	PERS Retirement	0.00	0.00	0.00	73,684.53	-73,684.53	0.00	-73,684.53	0.00
770-7700-41310	Medical Insurance	0.00	0.00	0.00	20,637.86	-20,637.86	0.00	-20,637.86	0.00
770-7700-41311	Retiree Healthcare	0.00	0.00	0.00	334.54	-334.54	0.00	-334.54	0.00
770-7700-41400	Dental	0.00	0.00	0.00	855.21	-855.21	0.00	-855.21	0.00
770-7700-41500	Flexible Spending Account	0.00	0.00	0.00	-1,455.74	1,455.74	0.00	1,455.74	0.00
770-7700-41800	LTD Insurance	0.00	0.00	0.00	1,174.61	-1,174.61	0.00	-1,174.61	0.00
770-7700-41900	Medicare	0.00	0.00	0.00	2,026.30	-2,026.30	0.00	-2,026.30	0.00
770-7700-41901	Other Insurances	0.00	0.00	0.00	9,512.91	-9,512.91	0.00	-9,512.91	0.00
770-7700-41904	Life Insurance	0.00	0.00	0.00	383.20	-383.20	0.00	-383.20	0.00
770-7700-41911	Liability Insurance	0.00	4,759.00	4,759.00	0.00	4,759.00	0.00	4,759.00	100.00
	Salary and Benefits	0.00	531,884.00	531,884.00	164,140.06	367,743.94	0.00	367,743.94	69.14
770-7700-43500	Office Supplies	0.00	5,500.00	5,500.00	1,661.96	3,838.04	0.00	3,838.04	69.78
770-7700-43501	Postage	0.00	1,000.00	1,000.00	413.47	586.53	0.00	586.53	58.65
770-7700-43520	CopiesPrintingShippingXerox	0.00	3,300.00	3,300.00	1,187.78	2,112.22	0.00	2,112.22	64.01
770-7700-43600	Professional Services	0.00	75,500.00	75,500.00	23,478.90	52,021.10	0.00	52,021.10	68.90
770-7700-43900	RentBuilding	0.00	22,800.00	22,800.00	6,353.90	16,446.10	0.00	16,446.10	72.13
770-7700-44000	Special Department Expenses	0.00	15,000.00	15,000.00	3,235.89	11,764.11	0.00	11,764.11	78.43
770-7700-44320	TravelTraining Staff	0.00	2,500.00	2,500.00	1,266.99	1,233.01	0.00	1,233.01	49.32
	Service and Supplies	0.00	125,600.00	125,600.00	37,598.89	88,001.11	0.00	88,001.11	70.06
	Expense	0.00	657,484.00	657,484.00	201,738.95	455,745.05	0.00	455,745.05	69.32
770	WCCTAC Operations	0.00	657,484.00	657,484.00	201,738.95	455,745.05	0.00	455,745.05	69.32
772-7720-41000	Salary	0.00	250,634.00	250,634.00	57,186.21	193,447.79	0.00	193,447.79	77.18
772-7720-41200	PERS Retirement	0.00	0.00	0.00	44,633.11	-44,633.11	0.00	-44,633.11	0.00
772-7720-41310	Medical Insurance	0.00	0.00	0.00	10,113.94	-10,113.94	0.00	-10,113.94	0.00
772-7720-41400	Dental Insurance	0.00	0.00	0.00	434.88	-434.88	0.00	-434.88	0.00
772-7720-41800	LTD Insurance	0.00	0.00	0.00	360.73	-360.73	0.00	-360.73	0.00
772-7720-41900	Medicare	0.00	0.00	0.00	821.59	-821.59	0.00	-821.59	0.00
772-7720-41901	Other Insurances	0.00	0.00	0.00	6,548.54	-6,548.54	0.00	-6,548.54	0.00
772-7720-41904	Life Insurance	0.00	0.00	0.00	99.56	-99.56	0.00	-99.56	0.00
772-7720-41911	Liability Insurance	0.00	4,750.00	4,750.00	0.00	4,750.00	0.00	4,750.00	100.00
	Salary and Benefits	0.00	255,384.00	255,384.00	120,198.56	135,185.44	0.00	135,185.44	52.93
772-7720-43300	MembershipsSubscriptions	0.00	0.00	0.00	375.00	-375.00	0.00	-375.00	0.00
772-7720-43500	Office Supplies	0.00	2,500.00	2,500.00	0.00	2,500.00	0.00	2,500.00	100.00
772-7720-43501	TDM Postage	0.00	3,000.00	3,000.00	214.19	2,785.81	0.00	2,785.81	92.86

Account Number	Description	Adopted	Budget Adjustments	Budget	End Bal	Variance	Encumbered	AvailUncollect	% AvailUncollect
772-7720-43520	CopiesPrintingShippingXerox	0.00	5,000.00	5,000.00	1,727.55	3,272.45	0.00	3,272.45	65.45
772-7720-43600	Professional Services	0.00	76,000.00	76,000.00	14,096.35	61,903.65	0.00	61,903.65	81.45
772-7720-43900	RentBuilding	0.00	0.00	0.00	6,353.90	-6,353.90	0.00	-6,353.90	0.00
772-7720-44000	Special Department Expenses	0.00	219,316.00	219,316.00	81,743.02	137,572.98	22,372.00	115,200.98	52.53
772-7720-44320	TravelTraining Staff	0.00	5,000.00	5,000.00	912.91	4,087.09	0.00	4,087.09	81.74
	Service and Supplies	0.00	310,816.00	310,816.00	105,422.92	205,393.08	22,372.00	183,021.08	58.88
	Expense	0.00	566,200.00	566,200.00	225,621.48	340,578.52	22,372.00	318,206.52	56.20
772	WCCTAC TDM	0.00	566,200.00	566,200.00	225,621.48	340,578.52	22,372.00	318,206.52	56.20
773-7730-41000	Salary	0.00	85,000.00	85,000.00	85,000.00	0.00	0.00	0.00	0.00
	Salary and Benefits	0.00	85,000.00	85,000.00	85,000.00	0.00	0.00	0.00	0.00
773-7730-43600	Professional Services	0.00	0.00	0.00	3,707.50	-3,707.50	0.00	-3,707.50	0.00
773-7730-44000	Special Department Expense	0.00	11,227,112.00	11,227,112.00	128,016.96	11,099,095.04	0.00	11,099,095.04	98.86
	Service and Supplies	0.00	11,227,112.00	11,227,112.00	131,724.46	11,095,387.54	0.00	11,095,387.54	98.83
	Expense	0.00	11,312,112.00	11,312,112.00	216,724.46	11,095,387.54	0.00	11,095,387.54	98.08
773	WCCTAC STMP	0.00	11,312,112.00	11,312,112.00	216,724.46	11,095,387.54	0.00	11,095,387.54	98.08
774-7740-43600	Professional Services	0.00	0.00	0.00	80,702.73	-80,702.73	0.00	-80,702.73	0.00
774-7740-44000	Special Department Expense	0.00	473,850.00	473,850.00	0.00	473,850.00	0.00	473,850.00	100.00
	Service and Supplies	0.00	473,850.00	473,850.00	80,702.73	393,147.27	0.00	393,147.27	82.97
	Expense	0.00	473,850.00	473,850.00	80,702.73	393,147.27	0.00	393,147.27	82.97
774	WCCTAC Special Projects	0.00	473,850.00	473,850.00	80,702.73	393,147.27	0.00	393,147.27	82.97
	Expense Total	0.00	0.00	13,009,646.00	724,787.62	12,284,858.38	22,372.00	12,262,486.38	94.2569

# General Ledger Monthly Budget

User: CeciliaN  
 Printed: 11/13/2024 9:52:15 AM  
 Period 04 - 04  
 Fiscal Year 2025



Account Number	Description	Adopted	Budget Adjustments	Budget	End Bal	Variance	Encumbered	AvailUncollect	% AvailUncollect
770-0000-34111	Member Contributions	0.00	600,461.00	-600,461.00	-209,084.00	-391,377.00	0.00	-391,377.00	65.18
770-0000-39906	Other Revenue	0.00	63,000.00	-63,000.00	0.00	-63,000.00	0.00	-63,000.00	100.00
	Miscellaneous Revenue	0.00	663,461.00	-663,461.00	-209,084.00	-454,377.00	0.00	-454,377.00	68.49
770	WCCTAC	0.00	663,461.00	-663,461.00	-209,084.00	-454,377.00	0.00	-454,377.00	68.49
	Operations								
772-0000-33403	Grants	0.00	589,000.00	-589,000.00	0.00	-589,000.00	0.00	-589,000.00	100.00
	Grants	0.00	589,000.00	-589,000.00	0.00	-589,000.00	0.00	-589,000.00	100.00
772-0000-39906	Other Revenue	0.00	0.00	0.00	-141,510.60	141,510.60	0.00	141,510.60	0.00
	Miscellaneous Revenue	0.00	0.00	0.00	-141,510.60	141,510.60	0.00	141,510.60	0.00
772	WCCTAC TDM	0.00	589,000.00	-589,000.00	-141,510.60	-447,489.40	0.00	-447,489.40	75.97
773-0000-34310	County STMP Fees	0.00	100,000.00	-100,000.00	0.00	-100,000.00	0.00	-100,000.00	100.00
773-0000-34315	El Cerrito STMP Fees	0.00	50,000.00	-50,000.00	-241,999.00	191,999.00	0.00	191,999.00	-384.00
773-0000-34320	Hercules STMP Fees	0.00	50,000.00	-50,000.00	-4,971.74	-45,028.26	0.00	-45,028.26	90.06
773-0000-34325	Pinole STMP Fees	0.00	10,000.00	-10,000.00	0.00	-10,000.00	0.00	-10,000.00	100.00
773-0000-34330	Richmond STMP Fees	0.00	782,000.00	-782,000.00	-401,067.00	-380,933.00	0.00	-380,933.00	48.71
773-0000-34335	San Pablo STMP Fees	0.00	1,071,000.00	-1,071,000.00	-13,826.00	-1,057,174.00	0.00	-1,057,174.00	98.71
	Licenses and Permits	0.00	2,063,000.00	-2,063,000.00	-661,863.74	-1,401,136.26	0.00	-1,401,136.26	67.92
773-0000-36102	Interest	0.00	75,000.00	-75,000.00	0.00	-75,000.00	0.00	-75,000.00	100.00
	Use of Property and Money	0.00	75,000.00	-75,000.00	0.00	-75,000.00	0.00	-75,000.00	100.00
773	WCCTAC STMP	0.00	2,138,000.00	-2,138,000.00	-661,863.74	-1,476,136.26	0.00	-1,476,136.26	69.04
774-0000-39906	Other Revenue	0.00	473,850.00	-473,850.00	-42,411.90	-431,438.10	0.00	-431,438.10	91.05
	Miscellaneous Revenue	0.00	473,850.00	-473,850.00	-42,411.90	-431,438.10	0.00	-431,438.10	91.05

<b>Account Number</b>	<b>Description</b>	<b>Adopted</b>	<b>Budget Adjustments</b>	<b>Budget</b>	<b>End Bal</b>	<b>Variance</b>	<b>Encumbered</b>	<b>AvailUncollect</b>	<b>% AvailUncollect</b>
774	Revenue	0.00	473,850.00	-473,850.00	-42,411.90	-431,438.10	0.00	-431,438.10	91.05
	WCCTAC Special Projects	0.00	473,850.00	-473,850.00	-42,411.90	-431,438.10	0.00	-431,438.10	91.05
	Expense Total	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0

# WCCTC 2025 BOARD AND TAC MEETINGS

Board Meeting - 8 A.M.
  TAC Meeting - 9 A.M.
  Holidays

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
<b>January</b>				1	2	3	4
	5	6	7	8	9	10	11
	12	13	14	15	16	17	18
	19	20	21	22	23	24	25
	26	27	28	29	30	31	1
<b>February</b>	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	1
<b>March</b>	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	31	1	2	3	4	5
<b>April</b>	6	7	8	9	10	11	12
	13	14	15	16	17	18	19
	20	21	22	23	24	25	26
	27	28	29	30	1	2	3
<b>May</b>	4	5	6	7	8	9	10
	11	12	13	14	15	16	17
	18	19	20	21	22	23	24
	25	26	27	28	29	30	31
<b>June</b>	1	2	3	4	5	6	7
	8	9	10	11	12	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26	27	28
	29	30					

	Sun	Mon	Tue	Wed	Thu	Fri	Sat
<b>July</b>			1	2	3	4	5
	6	7	8	9	10	11	12
	13	14	15	16	17	18	19
	20	21	22	23	24	25	26
	27	28	29	30	31	1	2
<b>August</b>	3	4	5	6	7	8	9
	10	11	12	13	14	15	16
	17	18	19	20	21	22	23
	24	25	26	27	28	29	30
	31	1	2	3	4	5	6
<b>September</b>	7	8	9	10	11	12	13
	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
	28	29	30	1	2	3	4
<b>October</b>	5	6	7	8	9	10	11
	12	13	14	15	16	17	18
	19	20	21	22	23	24	25
	26	27	28	29	30	31	1
<b>November</b>	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30	1	2	3	4	5	6
<b>December</b>	7	8	9	10	11	12	13
	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
	28	29	30	31			

**MEETING DATE:** December 13, 2024  
**TO:** West Contra Costa Transportation Commission  
**FROM:** Coire Reilly, Program Manager  
**SUBJECT:** **Measure J Program 20b (Additional Transportation Services for Seniors and People with Disabilities) Allocation for FY24-25**

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**REQUESTED ACTION**

Receive information and approve the FY24-25 disbursement of Measure J Program 20b funds, in the amount of \$332,602, to the City of Richmond for services to supplement those provided under the Measure J Countywide Program 15.

**BACKGROUND AND DISCUSSION**

Measure J Program 20b, *Additional Transportation for Seniors and People with Disabilities*, provides funding to the five West County paratransit operators (East Bay Paratransit Consortium, El Cerrito, San Pablo, Richmond, and WestCAT) for services to supplement those provided under the Countywide Measure J Program 15. The programming and allocation of Program 15 funds is handled by CCTA, while WCCTC approves Program 20b funds.

Each year the paratransit operators submit claim forms, which are reviewed by CCTA’s Paratransit Coordinating Council (PCC). The PCC reviewed and approved Program 15 claims for four operators in West County (East Bay Paratransit Consortium, El Cerrito, San Pablo, and WestCAT) at its July 15, 2024, meeting (Program 20b does not have its own claim forms and supplements activities in Program 15). However, the PCC did not approve Richmond’s claim, which was not yet complete. During the past year, the City of Richmond underwent an audit of its paratransit program by CCTA. The City responded with a detailed plan to address the audit findings and the Richmond City Council approved this plan at its October 1, 2024, meeting.

At its November 1, 2024, Special Board Meeting, the WCCTC Board voted to allocate and disburse 20b funds to the four operators whose claims had been reviewed and approved by the PCC. In addition, the Board voted to allocate funds to Richmond but pause on disbursing those funds until after the PCC’s review of Richmond’s claim forms. WCCTC staff stated that they would bring this issue back to the Board after the PCC review.

The PCC approved Richmond’s claims at its November 18, 2024, meeting. Additionally, CCTA approved the 20b allocations at its November 20, 2024, meeting, granting funds to four of the five operators and granting funds to Richmond contingent upon WCCTC’s approval.

Since the PCC has now reviewed and approved Richmond's claim forms and plans for improvement, WCCTC staff is recommending that the WCCTC Board approve the disbursement of 20b funds to the City of Richmond.

City of Richmond staff will provide the WCCTC Board with a brief overview of its plans to improve senior/disabled transportation services.

**ATTACHMENTS:**

A: CCTA Staff Report for Program 20b (Nov 20, 2024)

B: CCTA Resolution 24-34-G for Program 20b (Nov 20, 2024)

C: PCC Staff Report for Measure J Program 15 (Nov 18, 2024)

D: Richmond Claim Form for Measure J Program 15

## Authority Board **STAFF REPORT**

**Meeting Date:** November 20, 2024

<b>Subject</b>	<b>Approval of Fiscal Year (FY) 2024-25 Measure J Allocation Program: Sub-Regional West County Additional Transportation Services for Seniors and People with Disabilities (Program 20b)</b>
<b>Summary of Issues</b>	The Measure J Transportation Expenditure Plan (TEP) establishes the West County Additional Transportation Services for Senior and People with Disabilities (Program 20b) at 0.65 percent of sales tax revenues. The total funding is projected to be \$120 million in the FY 2024-25 budget and the total allocation for Program 20b is \$776,100. As a sub-regional program, West Contra Costa Transportation Advisory Committee (WCCTAC) programs the funds. The WCCTAC Board took action to recommend that the Authority approve the allocation at a special meeting on November 1, 2024.
<b>Recommendations</b>	Staff seeks approval of Resolution 24-34-G, to allocate Measure J Program 20b funds for FY 2024-25, in the amount of \$776,100.
<b>Staff Contact</b>	Ying Smith
<b>Financial Implications</b>	The FY 2024-25 allocation of \$776,100 is included in the Authority's FY 2024-25 budget.
<b>Options</b>	<ol style="list-style-type: none"> <li>1. The Authority Board may choose to not approve the allocation at this time.</li> <li>2. The Authority Board may direct staff to investigate other allocation options.</li> </ol>
<b>Attachments</b>	<b>A.</b> Resolution 24-34-G

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**Changes from Committee**

N/A

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**Background**

The Measure J TEP designates that Program 20b shall receive 0.65 percent of annual transportation sales tax revenues. Based on the projected FY 2024-25 Measure J revenue of \$120 million, the revenue in Program 20b is \$780,000.

In this allocation, funds will be used by each operator to support existing services for a total of \$760,100. The support of existing services is allowed with the amendment to the TEP approved by Ordinance 11-01. WCCTAC has reviewed the request for supporting existing services by each operator and has justified use of the funds for that purpose.

The funding under Program 20b has been used to augment the Countywide Transportation Services for Seniors and People with Disabilities (Program 15) for operators in West Contra Costa County to offset previous revenue reductions in Program 15. However, since the beginning of Measure J, the cities of El Cerrito and San Pablo have started additional service hours and the East Bay Paratransit Consortium used the funding to open a new eligibility center in West Contra Costa County under Program 20b. Additionally, the City of Richmond has begun their Lyft Subsidy program, which offers reduced fare trips on Lyft for ambulatory seniors and people with disabilities. WCCTAC staff will provide oversight of the program and ensure compliance with the TEP. If during the reporting process or if concerns arise regarding funds not being used as proposed or outside the requirements of the Measure J TEP, Authority staff, after consultation with WCCTAC staff, may delay or withhold payment to any operators scheduled to receive funding until the issue or concern is resolved. If the item cannot be resolved, it will be forwarded to the WCCTAC Board for consideration prior to returning to the Authority Board.

**Program Management Reduction**

Program allocations are reduced to account for Authority staff time associated with administration. Historically, the Program Management costs were adjusted periodically. This year, staff are taking a systemic approach to apply the Program Management costs across all programs. The methodology is one percent of the program totals in the countywide programs, and half-percent in subregional programs.

Program 20b allocation includes a half percent reduction to support Authority staff time

associated with administration, in the amount of \$3,900. The amount is budgeted, and adjustments may be made in future allocations based on actual staff costs for managing the program.

WCCTAC staff have provided oversight of the program and ensure compliance with the TEP. Per WCCTAC's request, a reduction of \$16,000 will be allocated for the WCCTAC program management expenses.

The total allocation amount, to all recipients, is \$776,100. The WCCTAC Board took action to recommend that the Authority approve the allocation at a special meeting on November 1, 2024. The WCCTAC Board also recommended that the fund disbursement to the City of Richmond be contingent upon the Paratransit Coordinating Council's approval of the FY 2024-25 Measure J Program 15 claim.

### **Measure J Reserve**

There is no reserve requirement with respect to sub-regional Program 20b.

In December 2022, the Authority Board approved Resolution 22-33-P, to approve the Measure J Reserve Policy (Policy), which established the mechanism to fund the reserve, eligible uses, and required approval to utilize funds from the reserve. The Policy will increase the Measure J Reserve by depositing any surplus funds calculated as the difference between actual Measure J revenues collected and estimated Measure J revenues in the Authority's adopted mid-year budget. In the past, the reconciliation was allocated to the transit operators if the actual revenues in that year were higher than projected. As a result of the Policy, there is no reconciliation amount available for allocation. The surplus funds from FY 2022-23, in the amount of \$88,523 in Program 20b, were deposited in the Measure J Reserve.

Staff seeks approval of Resolution 24-34-G, to allocate Measure J Program 20b funds for FY 2024-25, in the amount of \$776,100.

**RESOLUTION 24-34-G**

**RE: SUB-REGIONAL WEST COUNTY ADDITIONAL TRANSPORTATION SERVICES FOR SENIORS AND PEOPLE WITH DISABILITIES (PROGRAM 20B) ALLOCATIONS OF MEASURE J FUNDS FOR FISCAL YEAR (FY) 2024-25**

**WHEREAS**, the West Contra Costa Transportation Advisory Committee (WCCTAC), consistent with Measure C Sales Tax Renewal Ordinance (# 88-01 as amended by # 04-02, # 06-01, and # 06-02), (Measure J), and Measure J Transportation Sales Tax Expenditure Plan, as amended by Ordinance # 09-01, has recommended allocations for specific services for FY 2024-25 under the Sub-Regional West County Additional Transportation Services for Seniors and People with Disabilities (Program 20b); and

**WHEREAS**, for the purpose of Program 20b, the Authority has projected total Measure J transportation sales tax revenues of \$120,000,000 for FY 2024-25; and

**WHEREAS**, the Measure J Transportation Expenditure Plan designates 0.65 percent of total Measure J transportation sales tax as amended in the Measure J Strategic Plan for Program 20b; and

**WHEREAS**, in December 2022, the Authority Board approved Resolution 22-33-P to adopt a Measure J Reserve Policy (Policy) to establish the mechanism to fund the reserve, eligible uses, and required approval to utilize funds from the reserve; and

**WHEREAS**, this Policy will increase the Measure J Reserve by depositing any surplus funds calculated as the difference between actual Measure J revenues collected and estimated Measure J revenues in the Authority's adopted mid-year budget; and

**WHEREAS**, eligible recipients under Program 20b have entered into cooperative agreements with the Authority for the purpose of using these funds for eligible bus transit services; and

**WHEREAS**, these cooperative agreements recognize that any cost overruns will be the sole responsibility of the recipient of these funds and any cost savings shall be returned to the Authority or applied to the recipient's next allocation, unless specified otherwise.

**NOW, THEREFORE, BE IT RESOLVED** that the Contra Costa Transportation Authority Board hereby:

- 1) Approves the allocation of Measure J West County Additional Bus Services funds for FY 2024-25, in the amounts and for the services as specified in Exhibit 1, attached and incorporated herein by reference.

This resolution was entered into at a meeting of the Contra Costa Transportation Authority Board held November 20, 2024 in Walnut Creek, California by the following vote:

AYES:  
NOES:  
ABSENT:  
ABSTAIN:

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Newell Arnerich, Chair

Attest:

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Tarienne Grover, Clerk of the Board

**EXHIBIT 1**

PROGRAM: 20b - West County Additional Transportation Services for Seniors and People With Disabilities			FY 2025
Sales Tax Revenue Estimate			\$120,000,000
	%		
Program Revenue Estimate	0.65%		\$780,000
Program Management - Authority	0.50%	of Program Total	(\$3,900)
Program Management - WCCTAC			(\$16,000)
Available for Allocation to Operators (Programmed by WCCTAC)			\$760,100
Agency	Coop #	100% Amount	90% Amount
City of Richmond	60.00.07	\$332,602	\$299,342
City of El Cerrito	60.00.06	\$56,755	\$51,080
City of San Pablo	60.00.08	\$101,307	\$91,176
WestCAT	60.00.04	\$115,954	\$104,358
EBPC			
BART	60.00.01	\$47,579	\$42,821
AC Transit	60.00.02	\$105,902	\$95,312
Total Allocation to Operators		\$760,100	\$684,090
Allocation to WCCTAC (Program Management)		\$16,000	
<b>Total Allocation</b>		<b>\$776,100</b>	

WestCAT: West Contra Costa Transit Authority  
 EBPC: East Bay Paratransit Consortium  
 BART: Bay Area Rapid Transit District  
 AC Transit: Alameda-Contra Costa Transit District  
 WCCTAC: West Contra Costa Transportation Advisory Committee

*Paratransit Coordinating Council* **STAFF REPORT**

**Meeting Date:** November 18, 2024

<b>Subject</b>	<b>Approval of City of Richmond’s (City) Fiscal Year (FY) 2024-25 Measure J Program 15 Claim</b>
<b>Summary of Issues</b>	<p>The Measure J Transportation Expenditure Plan (TEP) establishes Program 15 – Countywide Transportation Services for Seniors and People with Disabilities funding at 5.0 percent of sales tax revenues. Funding is projected to be \$120 million in the FY 2024-25 budget. The total allocation to the operators for Program 15 for FY 2024-25 is \$6,000,000.</p> <p>On September 18, 2024, the Authority Board approved Resolution 24-28-G authorizing the annual allocation for Program 15 funds.</p> <p>Measure J Program 15 claim forms were received by each of the seven eligible operators. The claims were subsequently reviewed by the Paratransit Coordinating Council (PCC) Claims Review Subcommittee (Subcommittee). The Subcommittee made a recommendation to approve six claims from the operators. The City only submitted a partial claim form as of the due date of June 20, 2024. As a result, the claim was not reviewed by the Subcommittee.</p> <p>The City has since submitted a complete FY 2024-25 Measure J Program 15 claim. The Subcommittee has reviewed the claim and made a recommendation to approve the City’s claim. Allocated funds are to be used by the City to support paratransit services operations and program improvements during a one-year Performance Period of calendar year 2025. The Performance Period grants the City the opportunity to</p>

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<b>Recommendations</b>	address 2024 audit findings by implementing a program Performance Improvement Plan (PIP).
<b>Staff Contact</b>	Rashida Kamara
<b>Financial Implications</b>	Beginning in FY 2009-10, allocations were distributed using a sliding percentage scale starting at 3.5 percent and ending at 5.9 percent at the end of the measure. The difference in program revenues and the annual allocation percentage has been “banked” in a restricted reserve to off-set allocations. The FY 2024-25 allocation is 5.0 percent. Therefore, no amount is banked in the restricted reserve. The interest earned on the restricted reserve over the long-term will be sufficient to cover staff management of Measure J Program 15. The funds identified in the approved Resolution 24-28-G have been included in the Authority’s FY 2024-25 annual budget.
<b>Options</b>	The Authority Board could elect to not approve the recommendation at this time. However, this option would delay allocation of funds to the City.
<b>Attachments</b>	<b>A.</b> City’s Program 15 Operator Claim
<b>Changes from Committee</b>	N/A

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**Background**

Measure J Program 15 is the Countywide Transportation Service for Seniors and People with Disabilities. The Measure J TEP approved by Contra Costa County voters in 2004 is the guiding document for spending the half-cent sales tax collected to support various transportation

projects and programs. The TEP directs specific distribution percentages to certain operators and sub-regions of Contra Costa County.

#### PCC Review of the Operators' Claims

At the May 20, 2024 meeting, the PCC approved the updated claim form and authorized the Chair to appoint a Subcommittee to review FY 2024-25 Program 15 claim forms from operators. On May 31, 2024, staff sent Program 15 eligible recipients the annual claim forms including the projected revenues identified in Resolution 24-28-G for each operator. The operators were given a deadline of June 20, 2024, to return completed claims and all of them submitted the initial claims. The claims were forwarded to the Subcommittee for review. During the weeks beginning June 24, 2024, the Subcommittee and staff had a series of meetings with each operator. These meetings provided an opportunity for the Subcommittee and staff to hear more about each agency's operations and ask any questions about the claim or the agency. After the meetings, the Subcommittee met again to provide their recommendations to staff.

The Subcommittee recommended approving the claims from six of the seven operators. Each operator was provided the opportunity to submit revised documents to correct minor errors. The City submitted only a partial claim form as of the due date of June 20, 2024. As a result, the claim was not reviewed by the Subcommittee.

The City has since submitted a completed claim for FY 2024-25 Measure J Program 15 funds. The Subcommittee met on November 5, 2024 and reviewed the claim and made a recommendation to approve the City's claim. Allocated funds are to be used by the City to support Paratransit service operations and program improvements during a one-year Performance Period of calendar year 2025. The Performance Period grants the City the opportunity to address 2024 audit findings by implementing a program PIP. The justification for this recommendation includes a new cost pool allocation, transitioning the program to public works, assigning a new program manager and agreeing to new performance metrics not previously identified.

Staff seeks approval of the FY 2024-25 Measure J Program 15 claim from the City as recommended by the PCC Subcommittee.



## Measure J Paratransit Program 15 Claim FY 24-25 Project Description

Claimant/Agency: City of Richmond

### Project Description:

1) If your claim will be used, entirely or in part, to operate a vehicle that provides service to seniors and/or persons with disabilities please provide:

#### a) Brief Paratransit System History

The R-Transit program, operated by the City of Richmond, has been serving the Richmond community and specific communities in West Contra Costa County (service area) for several decades. Paratransit services are provided to seniors aged 55 and older, along with individuals 18 years of age and older deemed disabled by licensed medical professionals. Richmond R-Transit, staffed by two (2) full-time drivers, operates two paratransit service vans. To ensure that none of our clients is denied a trip, the City contracts with a private paratransit provider, TransMetro, to provide trips that exceed the capacity of City staff. Our primary objective is to help our patrons lead healthy, active lives while preserving their independence and dignity. The service is available to both new and existing registered clients.

R-Transit also provides transportation services to eligible clients through LYFT. In 2018, the City of Richmond established a partnership with LYFT Inc. to offer on-demand rideshare transportation services for ambulatory R- Transit clients. The program offers clients subsidized prices when using LYFT for on-demand trips within the R-Transit service area.

b) Types of service: Check the box for each type of service you provide, and for each, provide a description of the service including a system overview, how the service is delivered (contracted, in-house), driver training, how service is monitored for effectiveness, fares, etc. Include attachments if appropriate.

#### ▪ Paratransit Service:

Richmond R-Transit is a paratransit van service that provides door-to- door demand-response trips, for seniors and individuals with disabilities who live in Richmond, North Richmond, Kensington, and El Sobrante, subject to the provision of supporting documents. R-Transit's service area extends beyond our client's communities and include the cities of El Cerrito and San Pablo, and the unincorporated communities adjacent to Richmond including Pinole, Tarra Hills, East Richmond, and others. Furthermore, the service area has expanded to include rides to and from critical locations such as the Contra Costa Regional Medical

Center, the Veterans' hospital, and government offices in Martinez, CA. A map of the R-Transit service area is shown below.



R-Transit van services are provided Monday through Friday. The first pick up is at 8:45 am, and the last pick up is at 4:15 pm. Office hours are 8:30 am – 5:00 pm. Reservations can be made up to thirty days in advance; same-day service is available but can be limited due to high demand. Rides cost \$4 per trip or \$5 per trip for same day rides. R-Transit coupon books cost \$20, and drivers only accept coupons as fare. Rides may be requested by calling a phone number, answered by city employees who work with clients to schedule their rides. More information can be found at <https://www.ci.richmond.ca.us/2880/R-Transit-Paratransit>.

Richmond's in-house service utilizes City drivers (2 FTEs) and dispatchers (1.5 FTE). When needed, the City has access to an outside vendor that will pick up rides that Richmond's drivers are unable to fill. Our current R-Transit drivers have worked in those positions for over 10 years each and have great rapport with our clients. All city employees that drive as part of their jobs must have valid licenses and be in good standing with the Department of Motor Vehicles. City staff is working closely with Human Resources to ensure drivers and dispatchers receive appropriate trainings for their classification.

R-Transit previously used RouteMatch software to track and report information. As of April 2024, R-Transit began using a new software system, Via, to schedule rides and collect information. Via's Paratransit Solution consists of integrated rider, driver, and operator tools

to help maximize on-time performance, minimize missed trips, and reduce cost per passenger. The software provides data to enable the City to address compliance and efficiency requirements while balancing unique community challenges and individual rider needs.

City staff is meeting regularly with Via to ensure the system is collecting the appropriate data. In addition, City staff is meeting bi-weekly to ensure that there is an understanding of the new software by drivers, dispatchers and management, and to review user data for the door-to-door service.

- Other: Fare Subsidy – LYFT

LYFT provides an on-demand service whereby clients can sign up for LYFT to receive up to 40 rides per month, for the reduced cost of \$3.00 each way. Low income clients ride for free. Clients must have a smart phone or similar device to download the LYFT app; complete the R-Transit enrollment application, and a separate LYFT application for review and approval. The enrollment process normally takes 3 - 5 business days. Once enrolled clients may schedule rides immediately. The service is available to our clients 24 hours per day, 7 days per week and may be used to travel anywhere in the R-Transit service area. Staff also reviews monthly data provided by LYFT and has access to LYFT staff to discuss program needs. More information about LYFT is attached and can be found at: <https://www.ci.richmond.ca.us/3747/R-Transit-with-Lyft>.

2) Budgets & Staffing: Complete attached Budget Spreadsheets

a) Budget: If your agency received Measure J Program 15 funds in the past 3 years and did not spend the entire allocation for any reason, provide details here for how the funds will be spent. NOTE: Any funds must be spent in support of the agency’s program to provide transportation services to seniors and people with disabilities.

The City did not receive Measure J funds in FY 2022-23 or FY 2023-24 and only partial funding in FY 2021-22.

b) Staffing: Please complete the table below.

Position	Full Time	Part Time	Total FTEs	Total PTEs
Drivers	2	0	2	0
Dispatch	1	0	1	0
Admin	0	2	0	2
Other	0	0	0	0

c) Staffing: For ‘Admin’ and ‘Other’ staffing positions noted in the above chart, please provide a brief description of the functions performed.

The two part-time administrative positions include a portion of the Project Manager’s salary as she oversees the personnel and management of the R-Transit services and one part-time Paratransit Aide who assists with dispatch and other customer service duties.

d) Staffing: If your program expends Measure J Program 15 funds for personnel who are not actively engaged in the delivery of services, please explain.

A portion of the Measure J funds is used to pay for the cost pool allocation which supports the City's personnel and other costs associated with internal city services such as information technology, city attorney's office, finance, payroll services, and human resources services. All city departments are required to contribute to the cost pool, unless otherwise directed by City Council. In October 2024 the Richmond City Council approved a cost pool allocation limit for FY 2024-25 of 20% of the Measure J funding for the operations of the paratransit service.

3) Training: What initial training is provided to staff (admin and drivers) when they become part of your service team?

Richmond's current R-Transit drivers and admin staff have worked for over 10 years each, are experienced and have great rapport with our clients. City staff are working closely with Human Resources to ensure R-Transit staff receive appropriate trainings for their classification. We have not brought on new R- Transit staff in many years.

If Richmond were to hire new staff, the current plan would include:

- Onboarding with Human Resources to review city policies and procedures
- On-site job training within the department regarding manuals, fare books, customer service, answering phones, addressing walk-ins, overview of the City of Richmond, internal software and platforms such as Outlook, Teams, MUNIS, etc.
- On-the-job training where staff would be trained for 2-3 weeks with an experienced staff person in the same position (ride-along for drivers or sit-along for dispatchers). The ride along would include in-depth overview of how to work vans and support passengers entering the vehicle. The trainer ensures all paperwork is completed and presented to Human Resources who maintain the driving records. The sit-along for dispatchers would include but not limited to information regarding the LYFT program and outreach.
- In-depth training on the Via software that could be provided by R-Transit staff and/or Via staff

The City's Human resources Department is developing a comprehensive training program for staff in specific classifications, including paratransit drivers, to include training such as back & lifting safety, bloodborne pathogens, emergency action plan, first aid/CPR/AED, hazard communication, and driver safety. In addition, all city staff have to take mandatory anti-harassment training.

What on-going training or certification does your staff participate in to qualify them to do the job (admin and drivers)?

All city employees that drive as part of their jobs must have valid licenses and be in good standing with the Department of Motor Vehicles. Human Resources ensures staff have valid driver's license on file.

a) What training do Customer Service staff receive?

There are no paratransit- specific trainings for customer service staff. However, when available, staff receive any city-wide trainings provided through Richmond’s Human Resources Department. In the past, HR has provided trainings such as customer service training. Each department trains new staff in customer service techniques and the types of questions that might be asked by the community. Staff work in cubicle settings which allow experienced staff to listen to and critique customer interactions, if necessary.

Attach training curriculum if you have it.

N/A

4) Liability & Testing: What insurance liabilities do you have to protect staff and passengers?

All City vehicles have automobile insurance that protect passengers and staff.

a) Are staff subject to drug and alcohol testing? If so, under what circumstances?

The City performs random drug and alcohol testing. There is drug and alcohol testing if there is an accident.

b) How are accidents and incidents handled?

Through the City of Richmond’s Human Resources Department, Risk Management Division after an accident, the incident is reported that is filed with the Risk Management Division and the City Attorney’s office.

Is specialized training or materials provided to staff?

All City employees are provided with incident report documentation and open lines of communication are open with the City’s Human Resources and Risk Management staff.

5) If your claim will be used, entirely or in part, to provide a program other than operating a vehicle, please provide the following: All services mentioned below will be supported with Measure J revenue

a) Brief description of the program including a brief history of the program, who the program serves, reason for the program, marketing efforts, etc.

See the following section, b.1 and b.2.

b.1) If the program includes subsidizing paratransit or taxi or other ride hailing service (Uber, Lyft, etc.) fares please include the amount of the subsidy and explain in detail how your program works. Include a service area map of what zones you pick up in and what zones you drop off in. Please include any marketing materials you distribute and discuss how people learn about your program. Explain how people order a trip. If you serve pick-up locations outside your city, please list the number of pick-ups each month you provided to these “outside” areas.

The LYFT program offers all approved, registered clients 55 years of age and older along with disabled persons 18 years of age and older who reside in the City of Richmond or the unincorporated areas of El Sobrante, Kensington, and North Richmond subsidized rides to and from areas in the R-Transit service area and to the VA Hospital, County Hospital and

Government offices in Martinez, CA. A map of the service area is shown in Section 1 of this claim.

Clients pay \$3 for one-way LYFT trips, while the city picks up the remaining balance up to a maximum of \$20 for each one-way trip. For low income residents, there is no co-payment.

Clients are encouraged to travel during non-peak hours (7am - 10am; 12pm - 3:00pm and 7pm - 7 am Monday -Friday and anytime on the weekends and holidays). Clients are also allocated a maximum of 40 rides per month through LYFT. The LYFT supplemental service is intended to serve a broader range of clients by offering 24-hour, 7-day weekly service, including holidays. This allows clients the opportunity to travel outside of normal business hours and meet their needs on a continuous basis. This service also provides flexibility and independence for clients. Our clients can be assured of a ride to enjoy social activities, doctor visits, and other travel they would not have access to if they did not have access to continuous transportation services. It also offers the opportunity to have an available driver in minutes, and to track the location of the driver (benefit to clients, care givers, and family members).

Referrals from our satisfied customers and “word of mouth” have been and continue to be the best forms of marketing. Membership has increased annually with clients sharing their experiences with other potential clients. In addition, Richmond drivers and dispatchers share information about the transportation services we offer. R-Transit and LYFT brochures are available at senior centers, government offices, senior housing complexes, doctor/dentist offices and other sites seniors frequent. The R-Transit program has its own page on the City of Richmond’s website and the websites of other municipalities served.

Clients must have a smart phone and the LYFT app for scheduling rides. However, during normal business hours Monday – Friday 9:00am - 4:00pm clients can receive assistance with scheduling a ride.

To register with LYFT, an applicant completes an on-line R-Transit application or may request one to be mailed to them. After approval by the City, the applicant can register with LYFT through its portal or receive assistance from R-Transit personnel. Once approved (normally 3 - 5 business days), LYFT will provide the applicant a secure ridership code that recognizes them in the LYFT program as a recipient of the reduced rate for rides (See LYFT and R-Transit Brochure).

The number of rides by zip code for FY 22-23 and FY 23-24 is shown in the following chart. In addition, in FY 21-22 the total number of rides was approximately 8,000.

Pick Up Zip Codes	FY 22-23	FY 23-24
(El Cerrito) 94530	1,561	2,547
(Martinez) 94553	25	17
(El Sobrante) 94564	919	1,239
(Albany) 94706	10	11
(Richmond) 94707	4	25
(North Richmond) 94801	1,881	2,112
(El Sobrante) 94803	1,716	2,336
(Richmond) 94804	3,127	4,383
(Richmond) 94805	684	1,117
(San Pablo) 94806	2,867	3,652
(Other) 94530-1951	1	3
Total	12,905	17,442

Based on the ridership through the 1<sup>st</sup> quarter of FY 24-25 it is estimated that the annual ridership will be 23,000. The annual cost of these rides is estimated to be \$274,000 and the annual City subsidy is estimated to be \$241,000. The City's cost per ride will be approximately \$10.40.

b.2) A marketing program is proposed in FY 24-25 to promote the use of existing paratransit services.

The program would complement the City's existing marketing efforts and augment the efforts of City staff to update client data bases, evaluate complaints, assess client feed-back, and identify unmet needs. (See item 15 for more information).

c) In these programs, how do you ensure that mobility aid users and ambulatory customers have equivalent access and service reliability?

LYFT is best suited for those comfortable with boarding vehicles (including SUVs and vans) without driver assistance. Due to the nature of LYFT, drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. LYFT's policy is that passengers who use wheelchairs or walkers that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view will be accommodated by the LYFT driver. R-Transit clients who require additional assistance of the drivers and/or depend on mechanical aids such as crutches, walkers, and wheelchairs can continue to use the R-Transit van program

6. Please provide a brief description of how your agency solicits feedback from passengers and potential passengers about your service, (i.e., surveys, comment cards, customer service logs).

Input is usually received through direct calls or emails from passengers or potential customers. We also can gather information from regular Commission on Aging meetings or

through feedback from other agencies/jurisdictions. There is also a paratransit survey on the R-Transit webpage (<https://www.ci.richmond.ca.us/FormCenter/City-Manager-6/Paratransit-Satisfaction-Survey-38>) This survey, however, is not being used and will be either be repackaged or replaced. Richmond residents can also contact R-Transit staff or the City Manager's Office staff to provide feedback.

- a) How do you utilize that input to inform and improve your program? Do you have a committee of residents that meets to discuss your program?

The Commission on Aging (COA) hosts monthly meetings, and it is staffed with seven (7) Richmond City Council appointed members. Upon request, City Transportation staff will attend to provide an update on the transportation services available and how the service works. The COA is a very vocal and active group and is interested and involved in supporting R-Transit's population in receiving transportation services. They often share feedback with city staff. Clients and/or other stakeholders can and do contact the R-Transit office and/or the City Manager's Office via email or phone to share feedback.

- 7) How do you record and track customer complaints. What procedures do you have in place to resolve them?

We contact the individual directly to discuss any concerns and handle concerns immediately. At this time there is no formal method of documenting complaints. This issue will be addressed by the paratransit team during FY 24-25.

- a) What customer service metrics do you track: i.e. Phone hold times, late/early pick-ups, fare disputes, loading problems, etc. How are these metrics trending year over year?

We track late/early pick-ups for the van service. This data became available during first quarter of FY 2024-25. The percent of actual pick-up times that were within 15 minutes of the requested pick-up times were 98.2% in July, 87.5% in August, and 89.9% in September. The number of early and late times were roughly equal. The paratransit team will consider expanding the number of metrics during FY 24-25.

- b) If you have vendors delivering service on your behalf, what procedures do you have in place to gather and resolve complaints they receive.

The vendors TransMetro Inc. and LYFT report any complaints that they cannot resolve themselves to the City staff for resolution. In addition, passengers can contact the City staff directly if there are concerns. For LYFT, it is our understanding that passengers are asked to rate services at the end of rides.

- 8) Please describe how your service is monitored and what criteria you use. Include tools you use to monitor performance, frequency of monitoring and reports generated. Include samples of reports from software used by your agency.

A continuous improvement process has been initiated within the paratransit team. To ensure that the right data is gathered and that it is accurate and complete a monthly performance report is prepared and reviewed by the members of the paratransit team. The raw data for the monthly reports comes from the Via Operations Center, the LYFT monthly

transactional report, the monthly invoice from TransMetro and fiscal reports of the City's Transportation Operation Fund.

The monthly reports roll-up into a quarterly report that is used to monitor the operational and fiscal performance of the paratransit programs. A copy of the first quarter report summary is attached. The information in these reports are used to drill down into the effectiveness and the efficiency in the delivery of the services. The team will make improvements as needed within their delegated authority. Issues that require the involvement of City management and/or the City County will be raised to the appropriate level.

- a) Please include the key performance indicators you use to measure the success of your program in the chart below. (Example: cost per passenger, on-time performance, complaints)

The outcome-based performance indicators shown in the below chart guide the efforts of the Richmond paratransit team. The Goal is a three year timeframe that will be evaluated annually. The term TBD (to be determined) means the information will be developed during FY 24-25.

Metric	Goal	1 <sup>st</sup> Quarter	FY 24-25 Target
On-time performance	95%	91.9%	93.0%
# Client Trips	30,000	6,526	25,800
Cost/client trip	\$40	\$44.13	\$44
Client satisfaction	TBD	Not Available	TBD

- b) If services have degraded per the performance metrics reported, what were the reasons, and what actions are you taking to improve service?

Performance metrics and data not available in FY 23-24.

- 9) Please describe how, and with what frequency, your policy makers (Board or Council) review operating budget and performance of the service you provide. Do you submit an annual report to bring your Board or Council? Please include that document in this claim.

The operating budget of R-Transit is reviewed at several key times throughout each fiscal year. Budget staff reviews the R-Transit budget monthly to track actual revenue and expenditures as compared to the budgeted amount. Primarily, the City Council receives and reviews the R- Transit budget, as part of the City's budget process, at least twice annually during the mid-year budget review process and during the planning phase for the next fiscal year's annual budget. Finance staff also provide the City Council with quarterly updates for the city, which include budget updates for R-Transit.

City department budgets are reviewed by program managers, departmental finance staff, the Deputy City Manager of Community Services and Finance budget staff before being presented to the City Manager for review and approval prior to the budget's overall presentation to City Council. Although staff does not prepare an official annual report, high-

level program updates are provided to City Council annually through the budget development process, via a report/presentation provided by each Department.

- 10) How many people are registered in your client database now? How many unincorporated area residents does this include? How often do you review and update this database to reflect changes in client eligibility or activity?

There are two client databases. The database for the R-Transit van service includes 1,365 residents of Richmond and 202 residents in unincorporated areas. The database for R-Transit LYFT service includes a total of 519 residents from both the Richmond and the unincorporated areas. The databases are scheduled to be reviewed and updated during this fiscal year and will be done at least annually thereafter.

- a) How many of those in your client data base are active riders (i.e., took at least one ride in the last six months)?

Based on the 1<sup>st</sup> quarter FY 24-25 data the number of unique clients projected to use the R-Transit van service in FY 2024-25 is 70-100. The number of unique clients projected to use the LYFT service is in the range of 230 - 270.

- 11) Please discuss any known unmet paratransit needs in your service area. For example, residents asking to be picked-up or dropped off outside your service area to medical facilities in another city, specific locations that are frequently requested that are not within your service area, requests for additional hours or days of service, etc.

LYFT services allows ambulatory participants to receive services in the evenings and on weekends which was a previous unmet need. The subject of unmet needs will be pursued through the process described under #8 above.

- 12) Service Area: Please provide a map of the service area and tables to illustrate the data, as appropriate. Describe both who is geographically eligible to ride your service and where your service will take and pick up those eligible riders.

R-Transit clients are seniors aged 55 or older and individuals with disabilities age 18-54 who live in the City of Richmond and the unincorporated communities of North Richmond, Kensington, and El Sobrante. The R-Transit service area extends beyond our client's communities and include the cities of El Cerrito and San Pablo, and the unincorporated communities adjacent to Richmond including Pinole, Tarra Hills, East Richmond, and others, and the Contra Costa Regional Medical Center, the Veterans' hospital, and government offices in Martinez, CA. A map of the service area is shown in Section 1 of this Claim.

- 13) Please share how you promote and market the programs you offer to potential new clients. Describe your outreach efforts in terms of Limited English Proficiency and Title VI. Attach your public-facing promotional materials, including your website address. Are your outreach materials available in languages other than English? If so, what languages?

All services (R-Transit and LYFT) are marketed through numerous outlets. Transportation services are shared by word of mouth, the Richmond City Manager's Weekly Report, through WCCTAC, the City of Richmond's website, and sharing information with interested

parties, as requested. Information on Transportation Services in both English and Spanish is also available in the lobby area of city hall, our senior centers and other local community facilities. Transportation staff has presented information to seniors through virtual and/or in-person sessions. Information is also shared with the community at City events such as Juneteenth and Cinco de Mayo. Below are some examples of outreach events:

- Commission on Aging meetings
- Fred Jackson Community Senior Heritage Center
- North Richmond Senior Center
- Richmond Senior Center
- Mailed outreach packages to clients

The Richmond Commission on Aging (COA) has also partnered with R-Transit staff to share information about the services offered. In collaboration with the COA, several workshops have been conducted to inform potential clients of what we have to offer and assist them with applying. These workshops are ongoing and are conducted quarterly or on an as-needed basis.

The city notifies the Richmond Neighborhood Coordinating Councils (RNCC), a body that includes representatives from the City's 20+ distinct neighborhood councils, if information needs to be shared. Information can be posted to the City Manager's website and included in the weekly report, notices were sent to the RNCCs, and information was also posted on electronic billboards. The RNCC meets once a month for an update on all City information. In addition, the City Manager may announce pertinent information at a regular meeting of the City Council, or via the City Manager's weekly report.

Below is an example of the outreach performed in May 2024: R-Transit brochures and information was provided at the following locations: Safeway, Greenridge, Richmond Senior Center, Richmond Clinic, Richmond Family Justice Center, Men and Women of Valor Resource Center (North Richmond), Market Square Mall, Richmond Library, El Sobrante Convalescent Hospital, and Vale Road West Contra Costa Health Clinic. Brochures were left with each agency, and a total of 17 applications were completed and turned into R-Transit offices. In addition, information was shared at Richmond's Cinco de Mayo Festival on May 5, 2024, and at Richmond's 40th Annual Senior Information & Health Faire on Wednesday, May 22, 2024.

14) Please provide any additional information that you feel is unique or relevant to the transportation service that you provide to seniors or people with disabilities.

The use of the R-Transit LYFT service has been amazing. The projected ridership in FY 24-25 is 23,000, a nearly 300% increase in annual trips from just 3 years ago. Our clients find the system easy to use, economical, and convenient. The service is through a mobile app. The user fee is just \$3 per trip, and for low income residents, the trip is free. Plus, the service is available 24/7.

The success of LYFT has reduced the number of clients who use the City van service. The two services, however, appear to be complementary, versus competitive. The service of choice for many ambulatory riders is LYFT, while those who require assisted door-to-door service are served by the City's van service. The balance between these services will be closely monitored and evaluated in FY 24-25.

The submittal of this claim reflects the efforts of the City to address the findings and recommendations of the May 2024 CCTA Measure J Audit of the City of Richmond Paratransit and a set of proposed CCTA staff conditions provided to the City in late October, 2024. Our efforts have focused on building the foundation needed to move the City's paratransit services forward.

Our Measure J claim for FY 2024-25 is unique in that estimates for 24/25 are based on our actual experience for the 1<sup>st</sup> quarter of the fiscal year. The information for the previous fiscal years reflect earlier efforts that, as documented in the Audit, had shortcomings. For the reasons described in the Audit we are unable to create more accurate performance data than what was previously submitted for FY 2022-23 and FY 23-24.

- 15) **West County Operators Only** Program 20b: Please describe how your agency will use program 20b funds (the amount your agency will receive is provided in the budget form). Note: It is the intent of the Measure J Transportation Expenditure Plan that Program 20b funds be used to provide "additional or new services" beyond what was previously provided under Measure C or "regular" service. If you previously started a new or additional service with these funds you can continue to use these funds to operate that service as long as it is productive.

20b funds are proposed to be used for (a) support and expanded use of the successful LYFT fare subsidy program and (b) compliance with the special conditions imposed by the PCC including the following deliverables:

- Client outreach plan including promotional material in alternate formats and languages
- Client orientation guide policies for excessive cancels or no shows, Personal Care Attendants, and access to alternate language materials and assistance
- Employee training manual citing clear definitions of service window, on-time performance, mechanism for recording and calculating percentage, 'Cancelled Trips' by client, and by City and client 'No Shows', as well as mechanism for logging occurrences.
- Assessment of cost and benefits of transitioning all paratransit services to contract vendors
- Client satisfaction system, metric, annual target and three-year goal
- Monthly and quarterly performance reports

Table A - Measure J Claim Summary - CITY

	FY 22/23 Actual	FY 23/24 Projected	FY 24/25 Estimate
<b>Program Sources (Revenues)</b>	<b>100% allocation</b>	<b>100% allocation</b>	<b>100% allocation</b>
Measure J Prog 15	\$ -	\$ -	\$ 888,115
Measure J Prog 20b	\$ -	\$ -	\$ 332,602
Measure J local reserves			
Measure J Interest			
Fares from Paratransit Service	\$ 7,744	\$ 10,102	\$ 10,740
Fares from Excursion Services	\$ -	\$ -	\$ -
Outside Provider Fare Ticket Sales	\$ -	\$ -	\$ -
City General Fund	\$ 975,092	\$ 1,171,181	\$ -
Nutrition Program	\$ -	\$ -	\$ -
ECIA - TransMetro		\$ 210,095	\$ 20,311
Other -			
Other -			
Other -			
Total Other	\$ -	\$ 210,095	\$ 20,311
<b>TOTAL PROGRAM SOURCES</b>	<b>\$ 982,836</b>	<b>\$ 1,391,378</b>	<b>\$ 1,251,768</b>
<b>Program Uses (Expenditures)</b>			
General Administration	\$ 261,261	\$ 270,211	\$ 139,000
Paratransit Operations	\$ 593,509	\$ 715,238	\$ 640,972
Excursion Operations	\$ -	\$ -	\$ -
Fare Subsidy Operations	\$ -	\$ -	\$ -
Fare Subsidy - Taxi/TNC	\$ -	\$ -	\$ -
Fare Subsidy - Paratransit	\$ -	\$ -	\$ -
Fare Subsidy - LYFT	\$ 120,322	\$ 195,834	\$ 241,692
Paratransit Contract - TransMetro		\$ 210,095	\$ 150,000
Compliance with PCC Conditions			\$ 90,910
<b>TOTAL PROGRAM USES</b>	<b>\$ 975,092</b>	<b>\$ 1,391,378</b>	<b>\$ 1,262,574</b>
<b>Capital Expenditures</b>	\$ -	\$ -	\$ -
<b>NET OPERATING BALANCE</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ (10,806)</b>
<b>Measure J Funds: Changes in Reserve Balance</b>			
<b>Beginning Reserve Balance</b>	\$ 1,119,680	\$ 2,094,772	\$ 3,276,055
Annual Revenue	\$ -	\$ -	\$ (1,231,457)
Annual Operating Expenditures	\$ 975,092	\$ 1,181,283	\$ 1,231,457
Annual Capital Expenditures	\$ -	\$ -	\$ -
<b>Ending Reserve Balance</b>	<b>\$ 2,094,772</b>	<b>\$ 3,276,055</b>	<b>\$ 3,276,055</b>

# CITY OF RICHMOND PARATRANSIT OUTREACH PLAN

<p><b><u>PARATRANSIT PROGRAM OVERVIEW</u></b></p>	<p>Currently the R-Transit provides safe and reliable transportation for seniors (55 and older) and individuals with disabilities to improve their access to community services and activities, to decrease their experience of social isolation, and to enhance their abilities to remain living independently in their chosen communities.</p>
<p><b><u>GOAL OF OUTREACH PLAN</u></b></p>	<p>Acknowledge and address any historical or systemic trust issues that the population may have. Building trust is crucial for successful outreach, and the paratransit such as:</p> <ul style="list-style-type: none"> <li>- Identify the specific demographic groups that are likely to benefit from the paratransit program, such as seniors, individuals with disabilities, and those with limited mobility.</li> <li>- Partner with local community centers, senior centers, disability advocacy groups, and healthcare facilities to reach potential users</li> <li>- Create social media profiles for the paratransit program on platforms such as Facebook, Twitter, and Instagram.</li> <li>- Build a user-friendly website with information about the paratransit program, eligibility criteria, application process, and contact details.</li> <li>- Design and distribute brochures, flyers, and posters in key community locations such as libraries, community centers, and medical offices</li> <li>- Collaborate with trusted community organizations, leaders, and influencers who already have connections within the hard-to-reach population.</li> <li>- Collaborate with local government officials to incorporate information about the paratransit program in community newsletters and official communications</li> </ul>
<p><b><u>TARGET AUDIENCE/STAKEHOLDERS</u></b></p>	<ul style="list-style-type: none"> <li>- Local Government Officials</li> <li>- Senior Citizens</li> <li>- Local community-based organizations</li> <li>- Local health providers</li> </ul>
<p><b><u>OUTREACH MESSAGE (S)</u></b></p>	<p>The City of Richmond is committed to ensuring seniors and individuals with disabilities are consistently informed on the services and programs provided by R-Transit.</p>
<p><b><u>INCENTIVES FOR PEOPLE AND ORGANIZATIONS</u></b></p>	<p><i>Paratransit Targeted Audience</i> - discounts, promotional items, or exclusive access to certain services. Training sessions on basic technology use, including smartphones and computers</p> <p><i>Paratransit Staff</i> - staff and drivers are well-trained to assist individuals with disabilities and provide excellent customer service. Additionally allowing staff to serve as peer educators or outreach workers</p>
<p><b><u>OUTREACH METHODS</u></b></p>	<p><b>Mobile Outreach Units</b> - Use mobile outreach units or vans to bring services and information directly to underserved areas or communities.</p> <p><b>Door-to-Door Campaigns</b> - Conduct door-to-door outreach campaigns in specific neighborhoods or areas where the hard-to-reach population resides</p> <p><b>In-Person Engagement</b> - attend local events, markets, and gatherings where the target population is likely to be present</p> <ul style="list-style-type: none"> <li>- Community centers and senior living facilities</li> <li>- Health fairs and wellness events</li> </ul>

# CITY OF RICHMOND PARATRANSIT OUTREACH PLAN

	<ul style="list-style-type: none"> <li>- Senior-specific events</li> </ul> <p><b>Regular Community Outreach Sessions</b> - conduct regular community outreach sessions specifically for seniors.</p> <p><b>Local Media Outreach</b> - issue press releases to local newspapers, radio stations, and community newsletters.</p> <p><b>Workplace Outreach</b> - collaborate with local businesses to spread awareness</p> <p><b>Community Events</b> - attend local community events, fairs, and festivals to promote the paratransit program</p> <p><b>Collaborate with Healthcare Providers</b> - partner with healthcare providers, clinics, and hospitals to share information about the paratransit program</p> <p><b>Word of Mouth</b> - leverage word of mouth through community influencers and leaders.</p> <p><b>Personalized Communication</b> - personalized outreach through phone calls, letters, or in-person visits</p> <p><b>Simplify Processes</b> - streamline application processes and paperwork to make it as simple and accessible as possible. Help with filling out forms if needed.</p> <p><b>Utilize Existing Networks</b> - tap into existing networks, such as religious institutions, community centers, and local clubs, to disseminate information about your services.</p>
<p><b><u>IDENTIFY STAFF AND RESPONSIBILITIES</u></b></p>	<ul style="list-style-type: none"> <li>- LaShonda White <b>Deputy City Manager – Community Services</b></li> <li>- Lori Reese-Brown <b>Project Manager II</b></li> </ul>
<p><b><u>TOOLS OR MEASURE TO ASSESS PROGRESS</u></b></p>	<p><b>Feedback Mechanism</b> - Establish a feedback mechanism for users to share their experiences and suggestions.</p>
<p><b><u>MEDIA OUTLETS</u></b></p>	<p><b>Local Media</b> - Local radio stations, community newspapers, and other media outlets that cater specifically to the hard-to-reach population.</p> <p><b>Printed Materials and Mailings</b> - Printed materials such as brochures, newsletters, and mailings.</p> <p><b>Public Transportation Centers</b> - Public transportation centers, where seniors may frequent. This includes bus stops, train stations, and transportation hubs.</p> <p><b>Senior-Specific Media</b> - Advertise in media outlets that are popular among seniors, such as local newspapers, radio stations, and television programs</p>
<p><b><u>COMMUNICATION &amp; OUTREACH ALTERNATIVE STRATEGIES</u></b></p>	<p><b>Flexible Service Hours</b> - Offer services during non-traditional hours to accommodate those with busy schedules or unconventional work hours</p> <p><b>Accessible Websites and Hotlines</b> - Ensure that information about the paratransit program is easily accessible on a user-friendly website. Provide a dedicated hotline for inquiries.</p> <p><b>Safety and Security Messaging</b> - Emphasize the safety and security features of the paratransit program. Address concerns that seniors may have about using public transportation.</p>

## CITY OF RICHMOND PARATRANSIT OUTREACH PLAN

	<p><b>Multilingual Communication</b> - ensure that outreach materials are available in multiple languages to address language barriers. This includes printed materials, websites, and community presentations.</p> <p><b>Culturally Tailored Messaging</b> - customize outreach messages to resonate with the cultural norms, values, and preferences of the target population</p>
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# R-TRANSIT APPLICATION FOR SERVICES



**Connecting People to Places**

**SUBMIT**

**In Person or by Mail:**

R-Transit Program  
440 Civic Center Plaza  
Richmond, CA 94804

**Hours:**

Monday – Friday  
8:30 am – 5:00 pm  
excluding weekends & Holidays

**Phone:** (510) 307-8026

**E-mail:** [paratransitservices@ci.richmond.ca.us](mailto:paratransitservices@ci.richmond.ca.us)

**Website:** [www.rtransit.com](http://www.rtransit.com)

**REGISTER, RESERVE, RIDE & REACH YOUR DESTINATION WITH R-TRANSIT**

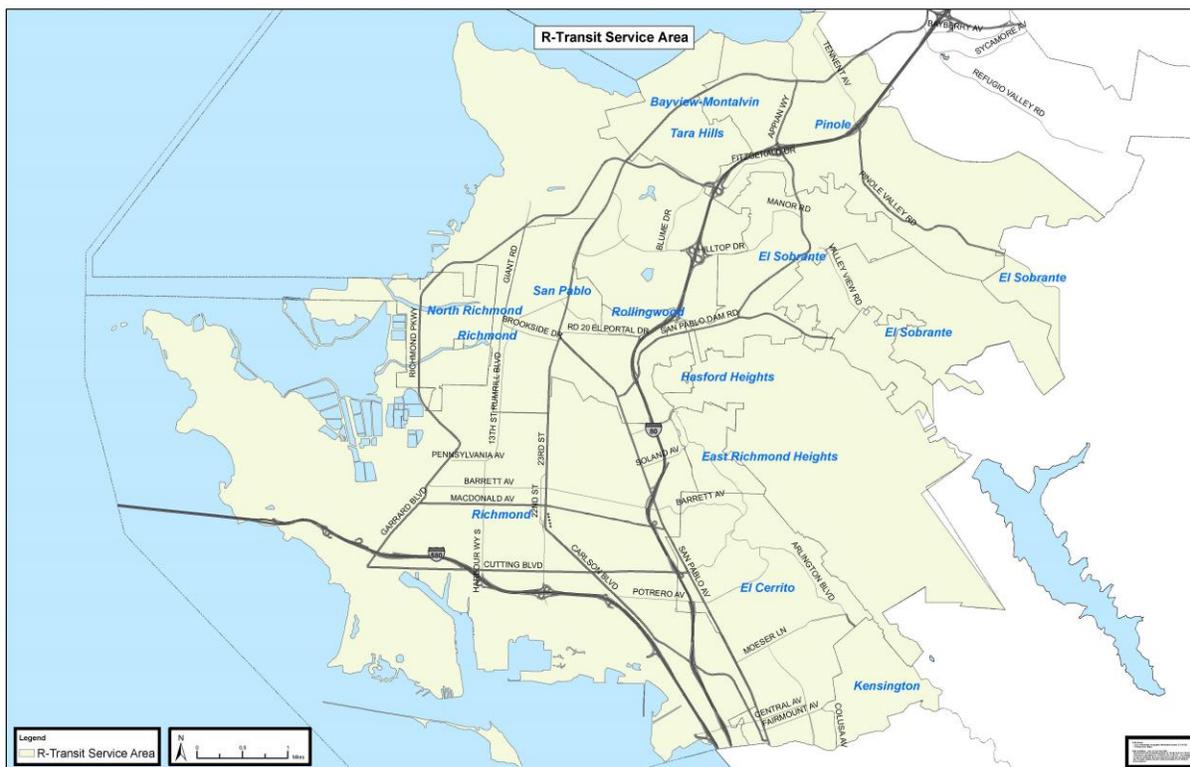
Dear Applicant,

Thank you for your interest in the R-Transit program. This application form will assist R-Transit in establishing your eligibility for services. To qualify for R-Transit service, applicants must meet the criteria below:

1. Applicant must a resident of one of the following Cities/areas: Richmond, Kensington, El Sobrante, unincorporated communities of East Richmond Heights, Hasford Heights, Rollingwood, or North Richmond.
2. Applicants between the ages of 18-54 must provide proof of disability and meet the residency requirement; applicants ages 55 or older qualify as long as the residency requirement is satisfied.

Using the eligibility requirements established by R-Transit, you will either be certified eligible for all services, eligible on a temporary basis or denied eligibility altogether.

Once certified, you will be able to travel to destinations within our service area:



Upon receipt of a completed application form, supporting documents, your application will be processed within seven to ten business days. You will be notified by mail regarding your eligibility status. If eligible for service, you will receive an orientation guide with program details by mail.

You may complete the application yourself or obtain assistance from anyone familiar with you and your condition. Incomplete applications will be returned without being processed, so please be sure to complete yours in its entirety before submission. If no one is available to help you, and you would like our assistance, please contact R-Transit staff at (510) 307-8026.



**R-TRANSIT**  
 440 Civic Center Plaza  
 Richmond, CA 94804  
 (510) 307-8026

**APPLICATION FOR SERVICES**

It is important to **complete all parts of this form** - type or please print legible.  
**Applications that are not complete or clearly written will be returned, which will delay the eligibility determination process.**

DATE \_\_\_\_\_

NAME \_\_\_\_\_

TELEPHONE # \_\_\_\_\_

ADDRESS \_\_\_\_\_

BIRTHDATE \_\_\_/\_\_\_/\_\_\_  
 MM DD YY

MALE     FEMALE

**SECTION I**

**VALID IDENTIFICATION & PROOF OF RESIDENCY**

Please provide a color copy of an acceptable form of identification, and proof of residency:

<b>Acceptable forms of Identification</b>	<b>Acceptable forms of Proof of residency</b>
<p><i>Provide a <b>color</b> copy of one of the following:</i></p> <ul style="list-style-type: none"> <li>• An identification card or driver's license issued by the California Department of Motor Vehicles.</li> <li>• An identification card or driver's license issued by another state.</li> <li>• Valid Passport or Passport Card.</li> <li>• U.S. Active Duty/Retiree/Reservist Military ID Card.</li> <li>• Richmond Municipal ID Card</li> </ul>	<p><i>Provide a copy of one of the following:</i></p> <ul style="list-style-type: none"> <li>• Any piece of mail showing your name &amp; address (i.e. utility bill)</li> <li>• Post Office (P.O. Box) addresses are not acceptable.</li> </ul>

**SECTION II**

**EMERGENCY CONTACT INFORMATION**

Please provide a name and telephone number of a contact person in the event of an emergency.

NAME: \_\_\_\_\_

DAY PHONE :(\_\_\_\_) \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

EVE. PHONE :(\_\_\_\_) \_\_\_\_\_

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### SECTION III

Please answer the following questions - your specific answers to the questions will help us in determining your eligibility

1. What is your disability or health related condition that prevents you from using public transportation?  
\_\_\_\_\_
2. Explain how your disability or health related condition prevents you from independently using the public transit services (BART, AC Transit...etc.)  
\_\_\_\_\_
3. How do you currently travel to your destinations? Check all that apply.  
 Public Buses       Someone Provides Transportation       Drive Myself  
 Paratransit       Taxi       Ferry  
 BART       Lyft/Uber       Other
4. Do you use any of the following mobility aids or specialized equipment? Check all that apply.  
 Cane       Power Wheelchair       Communication Board  
 White Cane       Large Power Wheelchair       Service Animal  
 Walker       Power Scooter (3-wheeler)       Crutches  
 Leg Braces       Manual Wheelchair       Other Aid
5. If the passenger uses a wheelchair or scooter, does your residence have a ramp?  
 Yes       No
6. Does the wheelchair or scooter have a seatbelt?  
 Yes       No
7. If the passenger has a manual wheelchair, can it be folded?  
 Yes       No
8. Can the passenger transfer into a vehicle with minimal assistance?  
 Yes       No
9. Does a personal care attendant accompany you when you travel outside your home?  
 Yes       No
10. Have you recently applied for paratransit services with **EAST BAY PARATRANSIT**?  
 Yes       No  
If yes, what is the status of your application?  
 Pending       Denied
11. Are you currently certified with **EAST BAY PARATRANSIT**?  
 Yes       No
12. Have you terminated your eligibility status with **EAST BAY PARATRANSIT**?  
 Yes       No  
If yes, what is your reason for the termination? \_\_\_\_\_

## SECTION IV

Check the applicable box below:

- I am age 55 or older. **Skip section below and proceed to Section V.**
- I am between the ages of 18-54. **Applicants between the ages of 18-54 must provide proof of disability. Submit a copy of one of the following:**
- Medicare card, federally issued red, white and blue card;
  - California DMV Disabled Placard Registration Parking placard receipt;
  - Regional Transit Connection (RTC) Clipper Card;
  - Proof of certification with East Bay Paratransit;

If you are unable to provide any of the proofs listed above, you may complete the Authorization for Use or Disclosure of Patient Health Information below. This form authorizes R-TRANSIT to obtain information from your healthcare provider regarding your disability. This authorization form will be sent to healthcare provider along with a disability verification form.

AUTHORIZATION FOR USE OR DISCLOSURE OF PATIENT HEALTH INFORMATION			
I, _____, hereby authorize the following licensed professional (doctor, therapist, social worker, etc), who can verify my disability or health related condition, to release this information to R-Transit. This information will be used only to verify my eligibility for Paratransit services. I understand that I have the right to request a copy of this authorization, and that I may revoke it at any time.			
This authorizes the following Medical Center(s) to complete <b>Disability Verification form:</b>			
Medical Center: _____	Physician Fax #: _____		
Physician Name: _____	Physician Phone #: _____		
Address: _____			
Street Address	Suite	City, State	Zipcode
PATIENT INFORMATION			
Patient Name: _____	Patient Phone #: _____		
Medical Record #: _____	Date of Birth: _____		
Address: _____			
Street Address	Suite	City, State	Zipcode
MEDICAL CENTER MAY DISCLOSE THIS INFORMATION TO:			
Recipient Name: <u>R-TRANSIT</u>	Phone #: <u>510-307-8026</u>	Fax #: <u>510-307-8080</u>	
Address: <u>440 Civic Center Plaza, Richmond CA 94804</u>			
DURATION: This authorization shall remain in effect for one year from the date of signature unless a different date is specified here: _____ Date: _____			
I certify that the information on this form is true and correct. I understand all information will be kept confidential and only information required to provide the service will be disclosed to those who perform the service. I understand that it will be necessary to contact a physician familiar with my functional abilities to use public transit in order to assist in the determination of eligibility.			
_____	_____	_____	_____
Print Name	Signature	Date	

## SECTION V

### RAPID: ON DEMAND SERVICE WITH LYFT

The City of Richmond has contracted with Lyft to provide on demand transportation service for registered R-Transit clients. The R-Transit program's newest addition, **RAPID**, will offer R-Transit clients a subsidy to use Lyft. Lyft is a ridesharing application that connects people with a nearby driver and transports them to their destination. Lyft is not a replacement for an ambulance, and should not be used as a means of emergency transport.

Lyft is best suited for those comfortable with boarding vehicles (including SUVs and vans) without driver assistance. Due to the nature of Lyft, drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstruction the driver's view will be accommodated by the Lyft driver. R-Transit clients who are able to fold and store their wheelchair on board without the assistance of drivers and able to transfer in and out of the vehicle independently or with the assistance of an accompanying assistance can use Lyft.

To use the RAPID, R-Transit clients will need a smart phone, and a credit/debit card. RAPID will allow R-Transit clients to receive a subsidy to use Lyft for a maximum of forty (40) one way trips per month. R-Transit clients will pay \$3.00 for each one-way trip within the service area and the City of Richmond will cover the remaining fare up to \$17.00 per one-way trip. If the total cost of the trip exceeds \$20.00, the client will be responsible for the overage. R-Transit's service area includes: Richmond, El Cerrito, North Richmond, Kensington, El Sobrante, San Pablo, and Pinole. RAPID will also expand service to and from the Regional Contra Costa Medical Center and Veterans Hospital in Martinez, CA.

1. Do you plan on using Lyft?  
( ) Yes ( ) No

**If no, skip questions below and proceed to Section VII**

2. Do you currently use or have you used a ride sharing service (Lyft, Uber, Go Go Grandparent, etc.)?  
( ) Yes ( ) No

If yes, which one? \_\_\_\_\_

3. Have you installed the Lyft app on your smart phone?  
( ) Yes ( ) No  
If yes, the phone number associated with my Lyft app is: \_\_\_\_\_

If no, do you need assistance with installing the Lyft app on your smart phone?  
( ) Yes ( ) No

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## SECTION VI

### WAIVER OF LIABILITY

I agree to unconditionally waive and release the City of Richmond / R-Transit program (collectively "City"), its officers, agents, employees and volunteers, from and against any claims, costs, liabilities, expenses or judgments, including attorney's fees and court costs arising out of my participating in the *City of Richmond's R-Transit Program with Lyft (RAPID)*, that I, \_\_\_\_\_, my personal representatives, assigns, heirs and next of kin, may have for any loss, damage, or injury to person or property, whether caused by negligence or otherwise of the City. I certify that I am in good physical condition and able to participate in the above transportation services.

I agree to indemnify and hold harmless the City from and against any and all claims, except for illness and injury resulting directly from gross negligence or willful misconduct on the part of the City or its employees.

I expressly agree that this Release and Waiver is intended to be as broad and as inclusive as permitted by the laws of the State of California, and that if any portion thereof is held invalid, it is agreed that the remainder shall continue in full force and effect.

I certify that the enclosed information is true and correct to the best of my knowledge, and that this information will be used to determine my eligibility for the program. I acknowledge and understand that any misconduct (such as booking rides for someone other than myself [leading to instant account termination], frequent ride cancellations, having the driver wait for me to complete my activity, and/or use of the service in emergency situations) while using the *City of Richmond's R-Transit Program with Lyft (RAPID)* will lead to the termination/suspension of my account after three strikes.

I agree to accept all responsibility and/or fees for Lyft app user error if I choose to use the Lyft app on my own smart phone. I acknowledge and understand that all accidental charges will not be reimbursed.

I agree to abide by all rules and directions from staff, and to treat the people and facilities connected to the program with respect.

I have carefully read the foregoing release and waiver and know the contents thereof and have signed this release and waiver as my own free act.

Print Name: \_\_\_\_\_ (Last, First)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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## SECTION VII

### APPLICANT CERTIFICATION

I certify that the information in this application is true and correct. I understand that falsification of the information may result in denial of service. I understand all information will be kept confidential and only the information required to provide the services will be disclosed to those who perform the service

\_\_\_\_\_  
Applicant's Name (print)  
**Be sure to attach the following**

color copy of Identification

\_\_\_\_\_  
Applicant's Signature

\_\_\_\_\_  
Date

proof of Residency

Disability proof or complete Section IV (*applicable to ages 18-54*)

# R-Transit with Lyft

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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.

Lyft is best suited for those comfortable with boarding vehicles (including SUVs and vans) without driver assistance. Due to the nature of Lyft, drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view will be accommodated by the Lyft driver. R-Transit clients who are able to fold and store their wheelchair on board without the assistance of drivers and able to transfer in and out of the vehicle independently or with the assistance of an accompanying assistant can use Lyft.

R-Transit clients who require additional assistance of the drivers and/or depend on mechanical crutches, walkers, and wheelchairs cannot use the R-Transit program. R-Transit clients can use both RAPID and R-Transit paratransit service. R-Transit will continue to provide service with wheelchair accessible

Select Language ▼

Google Translate

Hi 🙋, how can I help?

vehicles to all R-Transit clients. R-Transit clients have the option to use both RAPID, and service provided by the R-Transit program. Clients have the freedom to select a service based on individual mobility needs.

To use the RAPID service, clients will need a:

1. Smart phone
2. Credit/debit card
3. Completed registration and waiver of liability forms on file with R-Transit

R-Transit staff will send clients a RAPID Rider Guide once the registration and waiver of liability forms are received and processed. The guide will provide further instructions on setting up and using the RAPID service.

RAPID will allow each R-Transit client a maximum of forty (40) subsidized trips per month. The customer will pay the first \$3.00 of each one way trip within the service area and the City of Richmond will cover the next \$17.00 of the ride. If the total cost of a one way trip in the service area exceeds \$20.00, the client will be responsible for the overage. Clients will not be able to use existing coupon books to pay for rides booked with RAPID. Clients can continue to use and purchase coupon books to pay for rides with the R-Transit program.

## **SERVICE COMPARISON**

Service	RAPID: R-Transit service in partnership with Lyft	Service with R-Transit vehicles provided by R-Transit staff
Operating Hours	24-7/ 7 days a week	Monday – Friday, 8:30 am – 5 pm, excluding City Holidays
Booking Timeframe	On demand, instant request to dispatch	Up to 30 days in advance. Limited same day availability.
Payment Method	Payable directly to Lyft: Credit/Debit card, pre-paid debit card	Payable to the City: Coupon system using cash, check, credit/debit card, and pre-paid debit card.
Service Area	Cities of: <ul style="list-style-type: none"> <li>• Richmond</li> <li>• El Cerrito</li> <li>• Kensington</li> <li>• El Sobrante</li> <li>• San Pablo</li> <li>• Pinole</li> <li>• North Richmond</li> <li>• 2 hospitals in Martinez, CA</li> </ul>	Cities of: <ul style="list-style-type: none"> <li>• Richmond</li> <li>• El Cerrito</li> <li>• Kensington</li> <li>• El Sobrante</li> <li>• San Pablo</li> <li>• Pinole</li> <li>• North Richmond</li> </ul>
Type of Service	Curb-to-curb. Clients will be picked up and dropped off at the curb. The Lyft driver will not be required to assist passenger.	Door-to-door service. R-Transit drivers can go to the doorway of a building to assist a passenger while maintaining visual contact with their vehicle.
Trip Cost	Most trips that originate and end in Richmond, El Cerrito, Kensington, El Sobrante, San Pablo, Pinole, and North Richmond will cost the client a minimum of \$3.00. The client will pay the first \$3.00 of each one way trip, and the City will provide a subsidy to cover the next \$17.00 of the ride. When the total cost of a one way trip exceeds \$20.00, the customer is responsible for the overage. Trips that originate or end in Martinez will be at a higher cost.	\$4.00 one way for trips booked at least one day in advance, and \$5.00 for same day requests.
Maximum # of trips	40 Lyft trips: 20 classic Lyft rides and 20 shared rides.	Unlimited

If you need assistance with registration, have questions about your specific travel needs, or simply wish to learn more about RAPID, we recommend that you attend an upcoming workshop. The City of Richmond invites you to the next workshop on **November 18, 2019** at the Richmond Senior Center located at 2525 Macdonald Avenue, Richmond CA 94804 from 9 am – 12 pm. To expedite registration for RAPID, you can bring completed registration and waiver of liability form(s) to the upcoming workshop.



Government Websites by CivicPlus®

# Form Center

By signing in or creating an account, some fields will auto-populate with your information.

## Paratransit Satisfaction Survey

Sign in to Save Progress

Please take a moment to help us improve our services.

### Overall Experience

Thinking about your experience during the last year, which of the following best describes your rating of the services?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied
- Undecided

How vital is the service to meet your transportation needs?

- Very Important
- Important
- Moderately Important
- Of Little Importance
- Unimportant
- Don't Know

How likely are you to recommend others?

- Extremely Likely
- Very Likely
- Somewhat Likely
- Not very Likely
- Not Likely at all
- Don't Know

How often do you use the service?

- Very Frequently
- Frequently
- Occasionally
- Rarely
- Very Rarely
- Never

### Reservations

**Take a moment to think about your experience with reserving a ride. How would you rate the reservation service:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**In the past month, were you able to reserve a ride for the date and time requested?**

- Yes
- No
- Don't Know

---

**Courtesy of the Reservationist in meeting your needs:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**In the last month, indicate the length of time you had to wait on hold before speaking to a Reservationist:**

- Less than 1 minute
- 1 to 3 minutes
- 3 to 5 minutes
- More than 5 minutes
- Don't Know

### **Trips**

**When you make a reservation, R-Transit gives you a 20 minute time period or "window" during which they will pick you up. Please rate the average on-time performance of the service:**

- Early
- On Time
- Late
- Don't Know

**What is the primary purpose of your trip(s):**

Check all that apply:

- Medical / Dental Services
- Shopping
- Social / Recreation
- Errands
- Family / Personal / Religious
- Work / School

---

**How would you rate your R-Transit trip in terms of costs:**

- Too High
- Slightly High
- Affordable
- Low

**Please rate the overall quality of your trips:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

### **Drivers**

**Please rate the courtesy of the drivers:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**Please rate the drivers performance with assisting you in/out of the vehicle:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

---

**Please rate the drivers performance in safely operating the vehicle:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**Please rate the overall performance of the drivers:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**Vehicles**

**Please rate the cleanliness of vehicles**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**Please rate the comfort of riding in teh vehicles:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

---

**Please rate the accessibility of the vehicles:**

- Very accessible
- Good
- Fair
- Poor
- Don't Know

**Please rate the overall condition of the vehicles:**

- Excellent
- Good
- Fair
- Poor
- Don't Know

**All survey responses are anonymous. Please feel free to add additional comments:**

**First Name**

**Last Name**

### Additional Comments

Please feel free to provide any additional feedback.

protected by reCAPTCHA

[Privacy](#) - [Terms](#)

Receive an email copy of this form.

 Government Websites by CivicPlus®

**Email address**

This field is not part of the form submission.

**Submit**

# Frequently Asked Questions

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## What is Lyft?

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.

## What is RAPID?

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.

## What do I need to use RAPID?

To use RAPID, R-Transit clients will need a:

1. Smart phone
2. Credit/Debit card
3. Completed [registration and waiver of liability form](#) on file with R-Transit.

## When can I use RAPID?

Once you are registered, you can use RAPID 24/7. RAPID will allow each R-Transit client a maximum of 10 subsidized trips per month.

Hi 🙋, how can I help?

## **Can I use RAPID?**

Lyft is best suited for those comfortable with boarding vehicles (including SUVs and vans) without driver assistance. Due to the nature of Lyft, drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Lyft provides curb-to-curb service.

Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view will be accommodated by the Lyft driver.

## **Can I use both RAPID and R-Transit?**

R-Transit clients who are able to fold and store their wheelchair on board without the assistance of drivers and able to transfer in and out of the vehicle independently or with the assistance of an accompanying assistant can use Lyft.

R-Transit clients who require additional assistance of the drivers and/or depend on mechanical aids such as crutches, walkers, and wheelchairs can continue to use the R-Transit program. R-Transit will continue to provide service with wheelchair accessible vehicles to all R-Transit clients. R-Transit clients can use both RAPID and R-Transit paratransit service. Clients have the freedom to select a service based on individual mobility needs.

## **How much is the subsidy?**

Clients will pay the first \$3.00 of each one way trip within the service area and R-Transit will cover the next \$17.00 of the ride. If the total cost of a one way trip in the service area exceeds \$20.00, the client will be responsible for the overage.

## Can I still use R-Transit coupons?

R-Transit clients can continue to use and purchase coupon books to pay for rides provided by the R-Transit service. Clients will not be able to use coupons as a payment source for rides booked with RAPID. To book rides with RAPID, clients will need a credit/debit card.

## What do I do next?

If you wish to use RAPID, you must complete a registration and waiver of liability form(s) to register for the service and receive the subsidy. You will receive further instructions from R-Transit staff once your forms are received and processed. If you have additional questions, R-Transit staff invites you to an upcoming workshop on **November 18, 2019** from 9 am—noon at the Richmond Senior Center located at 2525 Macdonald Ave., Richmond CA. You can also register for RAPID in person at the workshop. If you cannot attend, please contact staff at (510) 307-8026 to learn about upcoming workshops.

 Government Websites by [CivicPlus®](#)

Vehicle ID								
Date	Run Name	Garage Start	First Pickup Odometer	Last Dropoff Odometer	Garage Stop	Revenue Miles	Non-Revenue Miles	Service Miles
1/26/2023	Veh:22 (Minivan)	80,275	80,220	80,274	80,275	54	0	54
1/27/2023	Veh:22 (Minivan)	80,275	80,277	80,331	80,332	54	0	54
1/30/2023	Veh:22 (Minivan)	80,332	80,337	80,387	80,390	50	0	50
1/31/2023	Veh:22 (Minivan)	80,390	80,393	80,439	80,440	46	0	46
2/1/2023	Veh:22 (Minivan)	80,440	80,442	80,502	80,502	60	0	60
2/2/2023	Veh:22 (Minivan)	80,502	80,508	80,571	80,578	63	0	63
2/3/2023	GUARDIAN ADULT DAY	80,578	80,583	80,640	80,647	57	0	57
2/3/2023	Veh:22 (Minivan)	80,578	80,593	80,640	80,647	47	0	47
2/7/2023	NUTRITION LUNCH	80,648	80,679	80,680	80,706	1	0	1
2/7/2023	Veh:22 (Minivan)	80,648	80,651	80,703	80,706	52	0	52
2/8/2023	Veh:22 (Minivan)	80,708	80,714	80,738	80,739	24	0	24
2/9/2023	Veh:22 (Minivan)	80,739	80,740	80,794	80,795	54	0	54
2/10/2023	Veh:22 (Minivan)	80,795	80,808	80,854	80,855	46	0	46
2/13/2023	Veh:22 (Minivan)	80,855	80,858	80,909	80,915	51	0	51
2/14/2023	Veh:22 (Minivan)	80,915	80,918	80,996	80,998	78	0	78
2/15/2023	Veh:22 (Minivan)	80,998	80,999	81,034	81,035	35	0	35
4/6/2023	Veh:22 (Minivan)	81,103	81,105	81,108	81,111	3	0	3
4/7/2023	Veh:22 (Minivan)	81,111	81,113	81,126	81,128	13	0	13
4/13/2023	Veh:22 (Minivan)	81,128	81,134	81,144	81,147	10	0	10
4/14/2023	Veh:22 (Minivan)	81,147	81,149	81,150	81,153	1	0	1
4/17/2023	Veh:22 (Minivan)	81,153	81,158	81,169	81,174	11	0	11
4/19/2023	Veh:22 (Minivan)	81,174	81,177	81,210	81,212	33	0	33
4/21/2023	Veh:22 (Minivan)	81,228	81,231	81,243	81,246	12	0	12
4/24/2023	Veh:22 (Minivan)	81,246	81,248	81,262	81,264	14	0	14
4/25/2023	Veh:22 (Minivan)	81,264	81,266	81,271	81,278	5	0	5
		<b>Sub Total:</b>				<b>20,880</b>	<b>0</b>	<b>20,880</b>
<b>27 (Minivan)</b>								
8/1/2022	Veh:27 (Minivan)	64,881	64,882	64,961	64,962	79	0	79
8/2/2022	Veh:27 (Minivan)	64,962	64,966	65,007	65,015	41	0	41
8/3/2022	Veh:27 (Minivan)	65,015	65,016	65,067	65,071	51	0	51
8/4/2022	Veh:27 (Minivan)	65,071	65,075	65,121	65,124	46	0	46
8/5/2022	Veh:27 (Minivan)	65,124	65,125	65,166	65,168	41	0	41
8/8/2022	Veh:27 (Minivan)	65,168	65,169	65,234	65,234	65	0	65
8/9/2022	Veh:27 (Minivan)	65,234	65,238	65,288	65,290	50	0	50

Vehicle ID								
Date	Run Name	Garage Start	First Pickup Odometer	Last Dropoff Odometer	Garage Stop	Revenue Miles	Non-Revenue Miles	Service Miles
11/23/2022	Veh:27 (Minivan)	68,765	68,766	68,807	68,809	41	0	41
11/28/2022	Veh:27 (Minivan)	68,809	68,824	68,866	68,867	42	0	42
11/29/2022	NUTRITION LUNCH	68,867	68,890	68,891	68,916	1	0	1
11/29/2022	Veh:27 (Minivan)	68,867	68,870	68,911	68,916	41	0	41
11/30/2022	Veh:27 (Minivan)	68,916	68,933	68,959	68,961	26	0	26
12/1/2022	Veh:27 (Minivan)	68,961	68,964	68,999	69,002	35	0	35
12/2/2022	Veh:27 (Minivan)	69,002	69,007	69,055	69,057	48	0	48
12/4/2022	Veh:27 (Minivan)	0	0	0	0	0	0	0
12/5/2022	Veh:27 (Minivan)	69,057	69,071	69,092	69,096	21	0	21
12/6/2022	Veh:27 (Minivan)	69,096	69,100	69,161	69,163	61	0	61
12/7/2022	Veh:27 (Minivan)	69,163	69,164	69,214	69,216	50	0	50
12/8/2022	Veh:27 (Minivan)	69,216	69,217	69,265	69,266	48	0	48
12/9/2022	Veh:27 (Minivan)	69,266	69,268	69,352	69,354	84	0	84
12/12/2022	Veh:27 (Minivan)	69,354	69,356	69,402	69,404	46	0	46
12/13/2022	Veh:27 (Minivan)	69,404	69,407	69,449	69,457	42	0	42
12/14/2022	Veh:27 (Minivan)	69,457	69,458	69,486	69,487	28	0	28
12/15/2022	Veh:27 (Minivan)	69,487	69,488	69,535	69,536	47	0	47
12/16/2022	GUARDIAN ADULT DAY	69,536	69,543	69,547	69,589	4	0	4
12/16/2022	GUARDIAN ADULT DAY	69,536	69,582	69,586	69,589	4	0	4
12/16/2022	Veh:27 (Minivan)	69,536	69,537	69,577	69,589	40	0	40
12/19/2022	Veh:27 (Minivan)	69,589	69,599	69,619	69,620	20	0	20
12/20/2022	Veh:27 (Minivan)	69,620	69,623	69,680	69,688	57	0	57
12/21/2022	Veh:27 (Minivan)	69,688	69,692	69,739	69,746	47	0	47
12/22/2022	Veh:27 (Minivan)	69,810	69,749	69,807	69,810	58	0	58
12/27/2022	Veh:27 (Minivan)	69,810	69,814	69,846	69,851	32	0	32
12/28/2022	Veh:27 (Minivan)	69,851	69,859	69,866	69,870	7	0	7
12/29/2022	Veh:27 (Minivan)	69,870	69,875	69,922	69,927	47	0	47
1/3/2023	Veh:27 (Minivan)	69,927	69,937	69,981	69,981	44	0	44
1/4/2023	Veh:27 (Minivan)	69,982	69,984	70,044	70,045	60	0	60
1/5/2023	Veh:27 (Minivan)	70,045	70,049	70,082	70,087	33	0	33
1/6/2023	Veh:27 (Minivan)	70,087	70,088	70,173	70,178	85	0	85
1/9/2023	Veh:27 (Minivan)	70,178	70,185	70,235	70,236	50	0	50
1/10/2023	NUTRITION LUNCH	0	0	0	0	0	0	0
1/10/2023	Veh:27 (Minivan)	70,236	70,246	70,289	70,290	43	0	43
2/16/2023	Veh:27 (Minivan)	70,378	70,379	70,432	70,433	53	0	53
2/17/2023	Veh:27 (Minivan)	70,433	70,436	70,479	70,482	43	0	43

Vehicle ID								
Date	Run Name	Garage Start	First Pickup Odometer	Last Dropoff Odometer	Garage Stop	Revenue Miles	Non-Revenue Miles	Service Miles
2/21/2023	NUTRITION LUNCH	70,482	70,501	70,502	70,525	1	0	1
2/21/2023	Veh:27 (Minivan)	70,482	70,485	70,521	70,525	36	0	36
2/22/2023	Veh:27 (Minivan)	70,525	70,528	70,576	70,585	48	0	48
2/23/2023	Veh:27 (Minivan)	70,586	70,589	70,673	70,680	84	0	84
2/24/2023	Veh:27 (Minivan)	70,680	70,681	70,745	70,747	64	0	64
2/27/2023	Veh:27 (Minivan)	70,740	70,749	70,802	70,805	53	0	53
2/28/2023	Veh:27 (Minivan)	70,805	70,808	70,815	70,826	7	0	7
3/1/2023	Veh:27 (Minivan)	70,826	70,831	70,877	70,880	46	0	46
3/2/2023	Veh:27 (Minivan)	70,880	70,883	70,932	70,939	49	0	49
3/3/2023	Veh:27 (Minivan)	70,939	70,944	70,975	70,977	31	0	31
3/6/2023	Veh:27 (Minivan)	70,977	70,978	71,011	71,013	33	0	33
3/7/2023	Veh:27 (Minivan)	71,013	71,019	71,068	71,074	49	0	49
3/8/2023	Veh:27 (Minivan)	71,074	71,076	71,115	71,122	39	0	39
3/9/2023	Veh:27 (Minivan)	71,122	71,125	71,190	71,191	65	0	65
3/10/2023	Veh:27 (Minivan)	71,191	71,194	71,235	71,241	41	0	41
3/13/2023	Veh:27 (Minivan)	71,245	71,244	71,297	71,302	53	0	53
3/14/2023	Veh:27 (Minivan)	71,302	71,304	71,337	71,350	33	0	33
3/15/2023	Veh:27 (Minivan)	71,350	71,351	71,385	71,392	34	0	34
3/16/2023	Veh:27 (Minivan)	71,392	71,394	71,431	71,433	37	0	37
3/17/2023	Veh:27 (Minivan)	71,433	71,435	71,475	71,476	40	0	40
3/20/2023	Veh:27 (Minivan)	71,476	71,477	71,522	71,523	45	0	45
3/21/2023	Veh:27 (Minivan)	71,523	71,525	71,564	71,569	39	0	39
3/22/2023	Veh:27 (Minivan)	71,569	71,572	71,597	71,599	25	0	25
3/23/2023	Veh:27 (Minivan)	71,599	71,603	71,651	71,652	48	0	48
3/24/2023	Veh:27 (Minivan)	71,652	71,659	71,713	71,717	54	0	54
3/27/2023	Veh:27 (Minivan)	71,717	71,718	71,736	71,738	18	0	18
3/28/2023	Veh:27 (Minivan)	71,738	71,743	71,760	71,763	17	0	17
3/29/2023	Veh:27 (Minivan)	71,763	71,765	71,788	71,789	23	0	23
3/30/2023	Veh:27 (Minivan)	71,789	71,792	71,823	71,824	31	0	31
3/31/2023	Veh:27 (Minivan)	71,825	71,826	71,861	71,864	35	0	35
4/3/2023	Veh:27 (Minivan)	71,864	71,865	71,898	71,877	33	0	33
4/4/2023	Veh:27 (Minivan)	71,899	71,901	71,943	71,946	42	0	42
4/5/2023	Veh:27 (Minivan)	71,944	71,947	71,975	71,977	28	0	28
4/6/2023	Veh:27 (Minivan)	71,977	71,979	72,031	72,032	52	0	52
4/7/2023	Veh:27 (Minivan)	72,032	72,039	72,114	72,120	75	0	75

## How Lyft works

### 1. Request a ride

With just one tap, get matched with a friendly, background checked driver.

### 2. Get picked up

Track your driver's ETA in the app.

You'll see their photo so you know who you're riding with.

### 3. Get there fast

When the ride ends, just pay with your phone. Done!

Get a ride in minutes.



## Contact Us

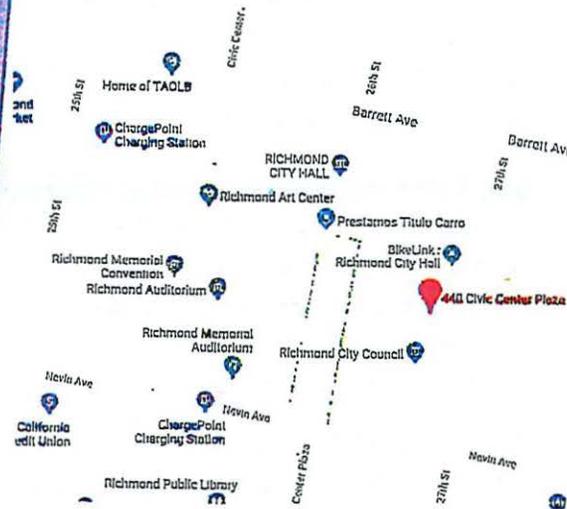
R-Transit Program

440 Civic Center Plaza, 2nd Floor

Richmond, CA 94804

Phone: (510) 307-8026

Fax: (510) 307-8080



## Hours of Operation

Monday – Friday

8:30 am – 5:00 pm

Closed on City holidays



# R-TRANSIT

In partnership  
with

# Lyft

Register • Reserve • Ride • Reach

## **What is Lyft?**

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.

## **What is RAPID?**

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.

## **What do I need to use RAPID?**

To use RAPID, R-Transit clients will need a:

1. Smart phone
2. Credit/Debit card
3. Completed registration and waiver of liability form on file with R-Transit.

## **When can I use RAPID?**

Once you are registered, you can use RAPID 24/7. RAPID will allow each R-Transit client a maximum of forty (40) subsidized trips per month.

## **Can I use RAPID?**

Lyft is best suited for those comfortable with boarding vehicles (including SUVs and vans) without driver assistance. Due to the nature of Lyft, drivers are not required to assist passengers in and out of the vehicle, assist with personal belongings, or walk passengers to their destination. Lyft provides curb-to-curb service.

Lyft's policy is that passengers who use wheelchairs that can safely and securely fit in the car's trunk or backseat without obstructing the driver's view will be accommodated by the Lyft driver.

## **Can I use both RAPID and R-Transit?**

R-Transit clients who are able to fold and store their wheelchair on board without the assistance of drivers and able to transfer in and out of the vehicle independently or with the assistance of an accompanying assistant can use Lyft.

R-Transit clients who require additional assistance of the drivers and/or depend on mechanical aids such as crutches, walkers, and wheelchairs can continue to use the R-Transit program. R-Transit will continue to provide service with wheelchair accessible vehicles to all R-Transit clients. R-Transit clients can use both RAPID and R-Transit paratransit service. Clients have the freedom to select a service based on individual mobility needs.

## **How much is the subsidy?**

Clients will pay the first \$3.00 of each one way trip within the service area and R-Transit will cover the next \$17.00 of the ride. If the total cost of a one way trip in the service area exceeds \$20.00, the client will be responsible for the overage.

## **Can I still use R-Transit coupons?**

R-Transit clients can continue to use and purchase coupon books to pay for rides provided by the R-Transit service. Clients will not be able to use coupons as a payment source for rides booked with RAPID. To book rides with RAPID, clients will need a credit/debit card.

## **What do I do next?**

If you wish to use RAPID, you must complete a registration and waiver of liability form(s) to register for the service and receive the subsidy. You will receive further instructions from R-Transit staff once your forms are received and processed. R-Transit will host several workshops to assist clients and answer questions about the RAPID program. If you need one on one assistance with registering or have questions, we invite you to attend a workshop. Workshops will be held on the third Monday of each month of the remainder of 2019. All workshops will be held at the Richmond Senior Center located at 2525 Macdonald Ave., from 9 am—noon. If you have questions, please contact our office at 510-307-8026.



## ABOUT US

Since 1976, the mission of R-Transit is to provide safe, reliable, and low-cost transportation for seniors (55 and older) and individuals with disabilities so as to improve their access to community services and activities, to decrease their experience of social isolation, and to enhance their abilities to remain living independently in their chosen communities.

The R-Transit program is available to persons who reside in the City of Richmond and the unincorporated areas of East Richmond Heights, El Sobrante, Kensington, North Richmond, Hasford Heights and Rollingwood.

## WE'RE READY TO ASSIST

For more information and to check eligibility please use contact listed below.



## CONTACT US :

Phone : (510) 307-8026

Website :

<https://www.ci.richmond.ca.us/2880>

440 Civic Center Plaza, 2nd Floor  
Richmond, CA 94804

# R-TRANSIT

Your Destination for Safe and  
Reliable Transportation

**BOOK NOW AND GET MOVING  
TODAY!**



## ELIGIBILITY

R-Transit services are available for residents 55+ in the City of Richmond and the unincorporated areas of East Richmond Heights, El Sobrante, Kensington, North Richmond, Hasford Heights and Rollingwood. We also accept residents who are disabled starting at age 18. Applicants between the ages of 18-54 must provide proof of disability

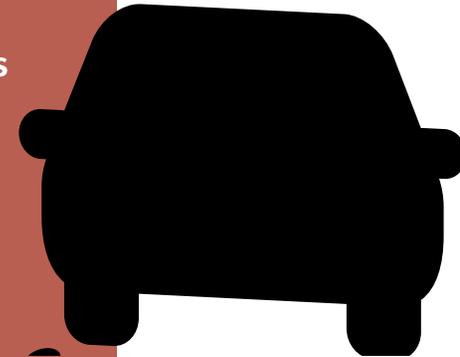
Check eligibility and apply online @ <https://www.ci.richmond.ca.us/2899>



## OUR SERVICES



- Medical appointments
- Grocery shopping
- Family visits
- Park outings
- Public transit (Bart/Bus station)
- Group excursions
- Banking errands
- Commutes to work



## SERVICE AREA

R-Transit's service area includes: Richmond, El Cerrito, San Pablo, North Richmond, El Sobrante, Kensington, and Pinole.

Clients can travel as far North as Pinole and as far South as El Cerrito.



# SENIOR TRANSPORTATION

## Richmond Moves

Transportation service is provided by the City of Richmond with services anywhere within our service zone from the Richmond and El Cerrito BART, to the ferry, parks, and more. When you are ready to go book a shared ride, book right from your phone and get picked up, with a price of \$2 (students and seniors ride FREE). Hours of operations, M – F, 7am – 7pm.  
<https://city.ridewithvia.com/richmond-moves>



1

2



## R-Transit/ Paratransit

A low-cost transportation program provided by the City Manager's Office provides services to seniors (55 and older) and persons with disabilities (18+ w/ proof of disability) who reside in Richmond and unincorporated areas of East Richmond Heights, El Sobrante, Kensington, North Richmond, Hasford Heights, and Rollingwood. With the hours of operations M – F, 8:45 am – 4:00 pm  
<https://www.ci.richmond.ca.us/2880/R-Transit-Paratransit>

## LYFT with Paratransit

The City of Richmond's paratransit (R-Transit) program partners with Lyft to provide on-demand transportation. Lyft is a ridesharing application that connects people with a nearby driver and transports them to their destination. Seniors could qualify for up to 40 subsidized rides each month. For more information visit  
<https://www.ci.richmond.ca.us/3747/R-Transit-with-Lyft>



3

4



## AC Transit

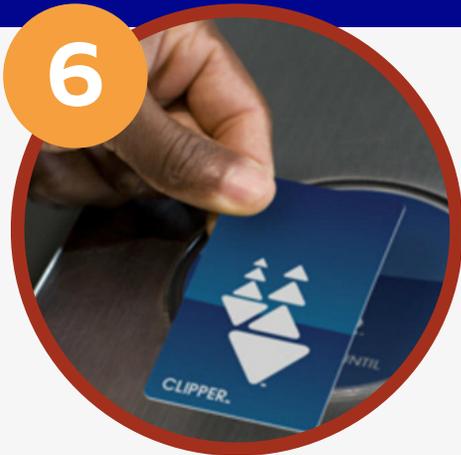
AC Transit serves the western portions of Alameda and Contra Costa counties in the East Bay portion of the San Francisco Bay Area. Apply for the Senior card by following this link <https://www.actransit.org/discounts> or by visiting an AC Transit location in person.

For more information: Dial 511, then say "AC Transit" or visit [www.actransit.org](http://www.actransit.org)

# Bay Area Rapid Transit (BART)

The San Francisco Bay Area Rapid Transit (BART) is a heavy-rail public transit system that extends as far as Millbrae, Richmond, Antioch, Dublin/Pleasanton, and Berryessa/North San José. BART operates in five counties (San Francisco, San Mateo, Alameda, Contra Costa, and Santa Clara) with 131 miles of track and 50 stations. Seniors can access free/discounted BART rides by applying for a free Senior Clipper Card.

<https://www.bart.gov/>



## Clipper Card

The Clipper Card is a reloadable all-in-one transit card used for electronic transit fare payment for the San Francisco Bay Area. Clipper Card is used for BART, the Ferry, AC Transit, and many more transportation entities. People ages 65 and older are eligible for a free Senior Clipper card. Senior clipper cards allow seniors to receive discounts on monthly passes, ride books, tickets, cash-value fares, and transfers.

For more information visit:

<https://www.clippercard.com/ClipperWeb/discounts.html>

## Contact Us:

### Richmond Moves

Mon-Fri; 7 am to 7 pm  
Phone: 510-937-3657

### R-Transit/Paratransit/Lyft

440 Civic Center Plaza  
Richmond, CA 94804  
Phone: 510-620-6561

### AC Transit

Mon-Fri; 6 am to 7 pm  
Sat-Sun; 9 am to 5 pm  
Phone: 510-891-4777

### Bay Area Rapid Transit (BART)

Mon-Fri; 8 am to 6 pm  
Phone: 510-464-6000

### Clipper Card

Mon-Fri; 7 am to 7 pm  
Sat; 7 am to pm  
Phone: 877-878-8883

For more information about our Senior Transportation Services, please visit us online @

<https://www.ci.richmond.ca.us/2876/Transportation>





# Via Paratransit Solution Overview



# Paratransit.

Via's Paratransit Solution consists of natively integrated rider, driver, and operator tools that maximize on-time performance, minimize missed trips, and reduce cost per passenger.



## Your Logo

Hi, we're Your Service Name!

We make getting around easy and efficient.

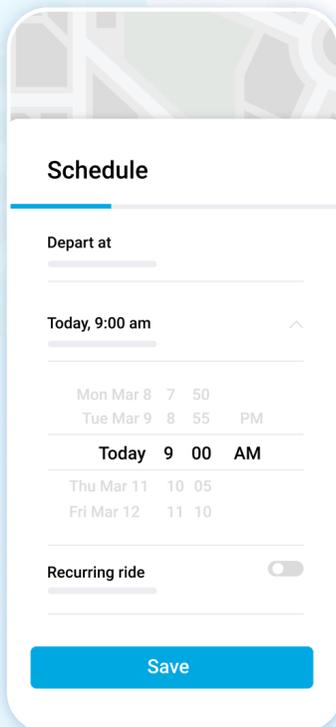


Get Started

Operated by  
Your Logo

Powered by  
VIA

Delight your riders with flexible booking on a custom-branded app.



## The Via Value.

Our Paratransit software solution adapts to solve compliance and efficiency requirements while balancing unique community challenges and individual rider needs at scale. Agencies that partner with Via experience, shorter trip times, better on-time performance, reduced operating costs, and happy riders.

# Rider experience.

No matter how a passenger prefers to book a ride, Via's technology is easy-to-use for all. Riders can book, modify, and track trips through a custom-branded Rider app, web browser, or by phone. Riders also receive updates about their trip based on their preferred communication style.

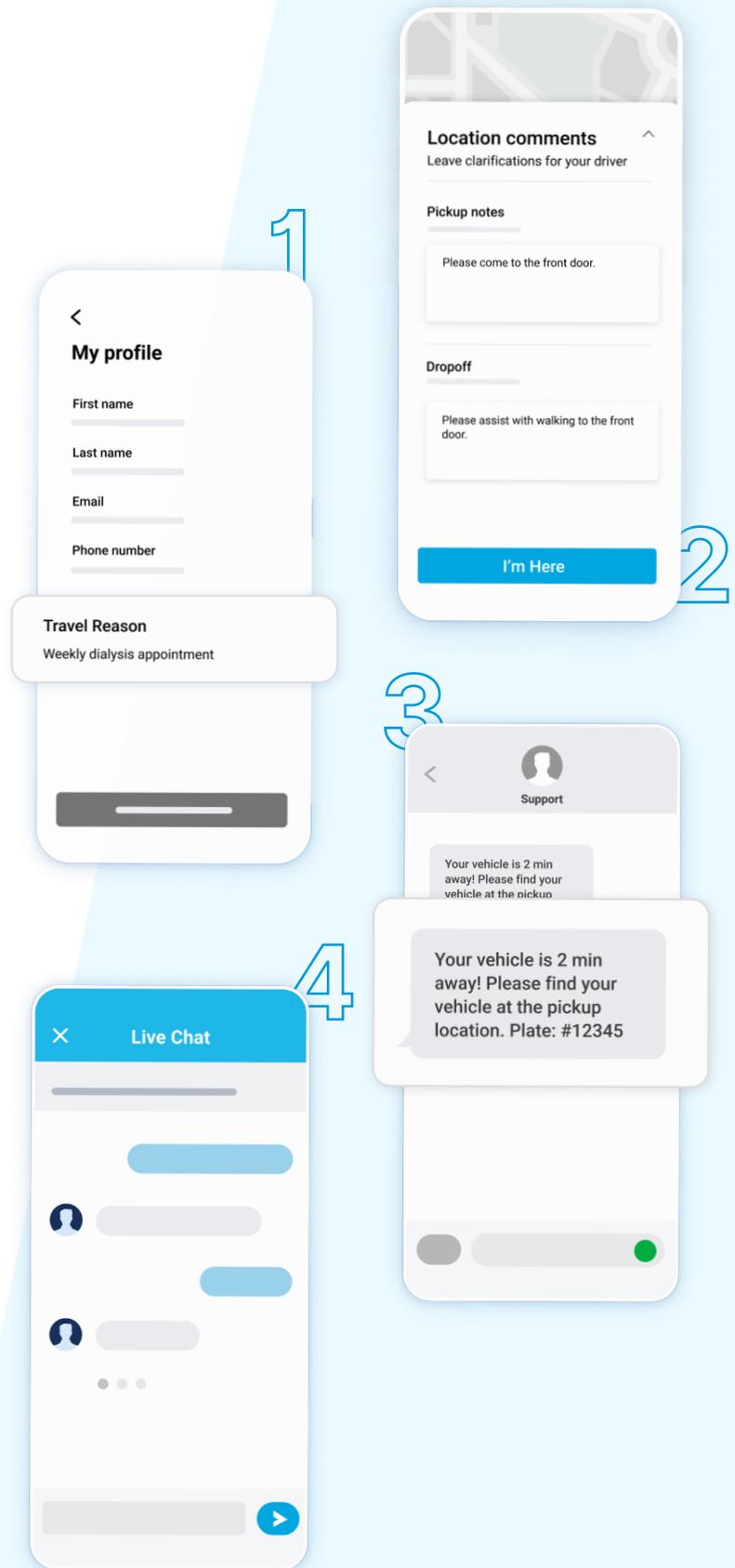
These tools allow agencies to easily plug into the Via system and seamlessly launch a reliable, user-friendly paratransit network that factors in eligibility requirements, driver and dispatcher communication, specific rider needs, and real-time trip updates.

## Features

- 1 Register and enlist eligibility status
- 2 Manage recurring rides; add notes or additional instructions
- 3 Get personalized ride updates and information via text or phone call
- 4 Talk to support

“Our new paratransit service is revolutionary for our area. Riders are already sharing how easy it is to book a ride and get where they need to go with no fuss.”

— **Laura St. Louis**, Community Organizer with Disability Advocates of Kent County, Michigan



# Driver experience.

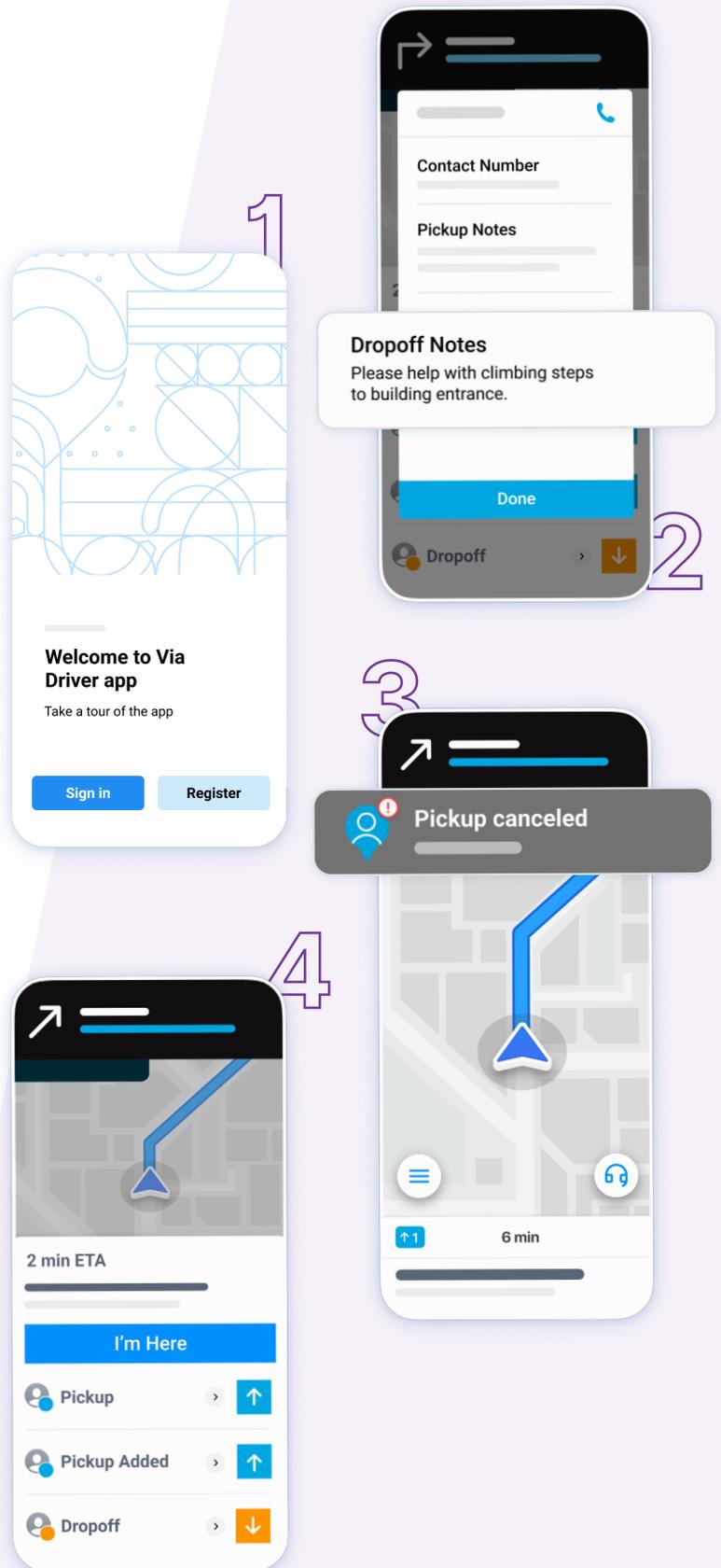
Drivers are critical to the success of a paratransit service, providing individualized and caring service to all riders. Via's Driver app allows drivers to easily view rider-specific preferences such as level of hands-on assistance needed or preferred pickup locations. Access to information helps build trust and comfort for passengers and by providing safe and reliable service.

## Features.

- 1 Onboard easily
- 2 Receive detailed notes about riders and routes
- 3 Stay up-to-date about service disruptions and other notifications
- 4 Deliver safe, on-time rides that factor in real-time road conditions

“ I am so satisfied with our service and love the drivers who are so on time and professional.”

— Paratransit rider, HRT  
(Hampton, Virginia)



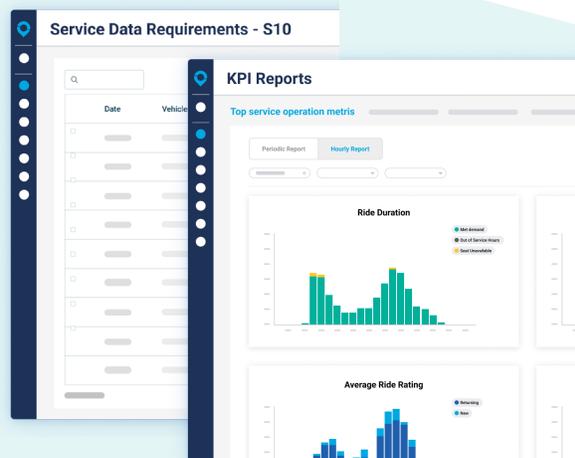
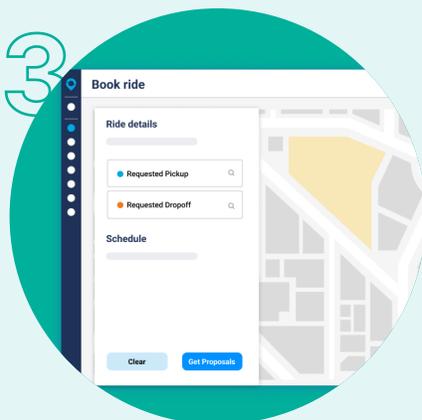
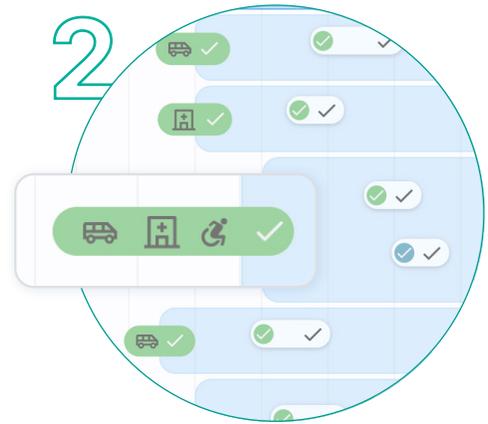
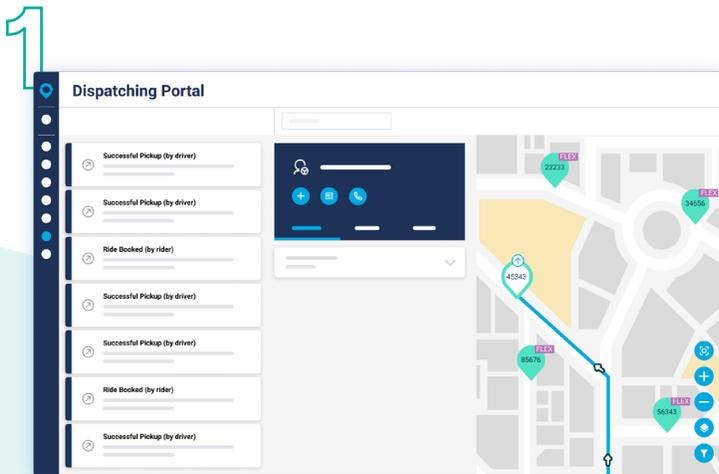
# Operator experience.

Save dispatch time, increase cost efficiency, and improve on-time performance while staying compliant — all within the Via Operations Center (VOC). Our advanced algorithm aggregates riders into the minimum number of vehicles, ensuring that all eligible paratransit trips are fulfilled efficiently and with the flexibility required to meet the personalized needs of riders.

## Features.

- 1 See a timeline-based view of live service
- 2 Optimize the ride plan and maximize OTP
- 3 Book/edit/manage rides for riders that phone in
- 4 See regular insights about your service KPIs

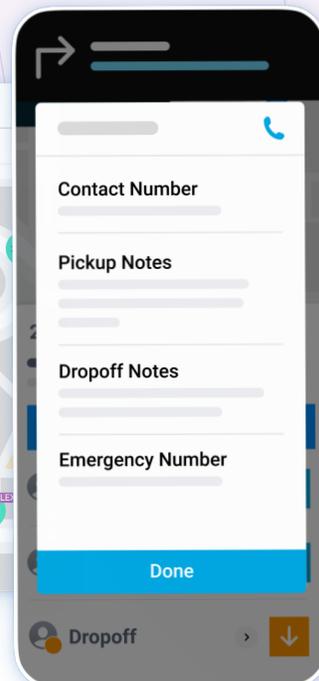
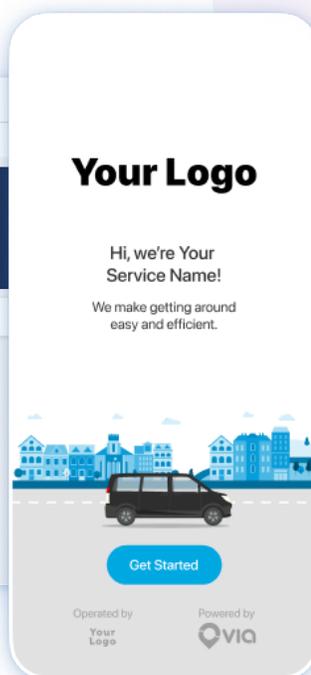
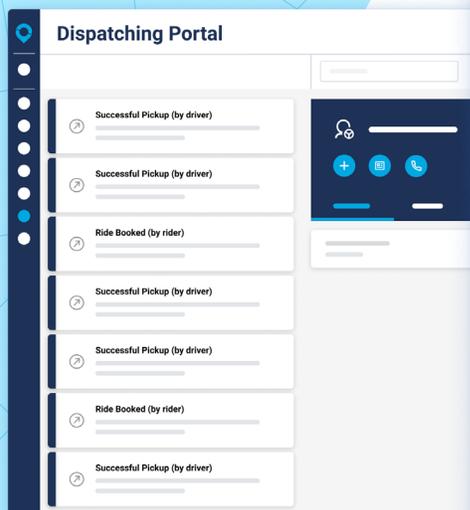
Within two months of implementing Via Paratransit, Tyler Transit in Texas saw a **50% reduction in the number of overflow trips** dispatched to third parties.



# About Via.

Via offers paratransit, microtransit, and transportation planning solutions that help you transform your transportation network to improve quality of life, reduce environmental impact, and achieve more equitable outcomes by expanding access.

Reach out to learn more about Via's microtransit and paratransit solutions. [partnerships@ridewithvia.com](mailto:partnerships@ridewithvia.com)



*Planning Committee* **STAFF REPORT**

**Meeting Date:** December 05, 2024

<b>Subject</b>	<b>Draft Final Contra Costa Countywide Comprehensive Transportation Safety Action Plan (CCTSAP) for Local Agencies</b>
<b>Summary of Issues</b>	<p>In September 2021, the Authority Board adopted the Contra Costa Countywide Transportation Safety Policy and Implementation Guide for Local Agencies (Guide), which provides a consistent countywide framework, with a hybrid reactive and increasingly proactive Safe Systems Approach to address inevitable human error, safety, and risk management.</p> <p>In September 2022, the Authority Board approved Resolution 21-40-G (Rev 1), strengthening the multi-jurisdictional commitment to its Countywide Vision Zero policy and establishing a timeline to eliminate fatal and severe injuries by 2034, with a 50 percent reduction by 2029. Over the past few years, Local Road Safety Plans (LRSPs) have been adopted locally, however, many were limited in scope and did not yet adequately address the Safe Systems Approach or provide consistent local lead applicant agency eligibility and national competitiveness for the multi-cycle federal Safe Streets and Roads for All (SS4A) grant program.</p> <p>The CCTSAP is intended to help local agencies satisfy State and federal requirements, provide regional consistency in addressing a Safe Systems Approach, empower local agencies to become their own Lead Applicant for future SS4A implementation grants from the United States Department of Transportation (USDOT), estimate economic impacts from fatal and severe-injury collisions, develop for countywide impact a project list that incorporates local prioritized safety</p>

<b>Recommendations</b>	<p>projects consistent with the Safe Systems Approach and the Countywide Vision Zero Toolbox and policy, and support scoping and (multi-jurisdiction bundled) applications for grant funding opportunities to efficiently apply a Safe Systems Approach to achieve Countywide Vision Zero within the adopted timeline.</p> <p>Staff seeks approval of Resolution 21-40-G (Rev 2), and review and comment, in support of the Authority’s commitment to its Countywide Vision Zero policy, and recommendation to adopt the CCTSAP, which would be integrated into the Contra Costa Countywide Transportation Safety Policy and Implementation Guide for Local Agencies, adopted by the Authority Board in September 2021, to provide jurisdictions a consistent Safe Systems Approach to eliminate fatal and severe injuries.</p>
<b>Staff Contact</b>	Colin Clarke
<b>Financial Implications</b>	None
<b>Options</b>	The Authority Board may direct staff to take alternative actions on the proposed CCTSAP.
<b>Attachments</b>	<p><b>A.</b> Draft Final CCTSAP and Guide – Draft viewed at Countywide Vision Zero webpage (via Planning webpage) located at <a href="https://ccta.net/planning/countywide-vision-zero/">https://ccta.net/planning/countywide-vision-zero/</a></p> <p><b>B.</b> Resolution 21-40-G (Rev 2)</p>
<b>Changes from Committee</b>	N/A

**Background**

The Authority’s Countywide Bicycle and Pedestrian Plan (CBPP), adopted in July 2018, included as its first key recommendation for implementation the development of a consistent multi-agency Countywide Vision Zero framework and “Safe Systems Approach.” This

approach acknowledges that responsibility for safety outcomes includes (redundancy within) road design and is shared by road users, transportation and public health professionals, policymakers, decision-makers, emergency response (including fire, police, and medical) personnel, and traffic safety officials.

In September 2021, the Authority Board adopted Resolution 21-40-G, which included the Countywide Vision Zero framework and Safe Systems Approach. This approach assessed countywide collision patterns (labeled, “Countywide Safety Priority” locations within a High-Injury Network) and developed the countywide “How-To” Guide for local agencies throughout Contra Costa County. This Guide includes the Countywide Vision Zero Toolbox of strategies to improve safety by eliminating fatal and severe injuries. The Guide was developed and summarized the analysis of road collision data from 2008 through 2017 (while the CCTSAP summarizes the analysis of road collision data from 2013 through 2022). On average, eight people walking or bicycling were involved in a collision on a road within Contra Costa County every week. People walking and bicycling in Contra Costa County were 2.4 times more likely to experience a collision resulting in severe injury or fatality (compared to people in vehicles). People walking and bicycling accounted for 38% of collisions with a fatal or severe injury, however, represent only 20% of all collisions (including drivers). Of the collisions that resulted in fatal or severe injury, 86% of those that involved people walking, and 81% of those that involved people bicycling, each occurred on three percent of roadways countywide.

The Guide and CCTSAP provide a consistent countywide framework, with a hybrid reactive and increasingly proactive Safe Systems Approach to address inevitable human error, safety, and risk management most effectively through innovative design and application of technology through the adoption and implementation of a LRSP. The Guide and CCTSAP provide maps with “Countywide Safety Priority” Locations (sometimes referred to as a High-Injury Network (HIN)) within Countywide Pedestrian Priority Areas and a Toolbox with specific actions that can help local staff move toward Vision Zero, which acknowledges that fatal and severe (life-altering and traumatic) injuries are preventable. The CCTSAP adds and bundles multi-jurisdiction projects and scoping that uses a Safe Systems Approach for local agency implementation to more efficiently achieve Countywide Vision Zero sooner. Participating locations were identified in close coordination with local agency staff as part of the CCTSAP, e.g., based on their overlap with the Authority’s 2021 Vision Zero HIN (2008—2017), the CCTSAP/Metropolitan Transportation Commission’s (MTC) BayViz Regional HIN

(2013—2022), and locally identified priority safety enhancement locations (LRSP 2018—2022).

The Guide, and the CCTSAP, provide elected representatives and the public an opportunity to learn about patterns from analysis across multiple jurisdictional boundaries. The Guide and CCTSAP encourage an approach that is both reactive (analysis of past collision data and patterns), and (increasingly) proactively identifies potential safety issues based on travel behavior, roadway design, and other built-environment factors that contribute to collisions that result in a fatal or severe injury. As the Authority coordinates with MTC and other agencies, nonprofit and private sector organizations, local agencies can contribute to and help maintain higher quality data, available for planning analysis and public works' action sooner, and aggregate different datasets to better inform decision-making at a countywide level and locally.

For the CCTSAP, analyzed data from the MTC regional safety data dashboard online tool for local agencies (<https://bayviz.mysidewalk.com>) allow for common collision patterns, maps, and data that can be used to initiate project development and gain community support. For example, each local agency can view the costs estimated, per jurisdiction boundary, to its local economy as a result of fatal and severe injury collisions. The cost to the local economy countywide is estimated at more than \$1.33 billion each year, on average (2013 through 2022).

### **Next Steps, Funding, and Project Delivery**

Using authentic engagement and other best practices described in the Guide and CCTSAP, local agencies can implement the Authority's recommended countywide priority projects as part of developing a project list within their multi-year Capital Improvement Program (CIP), repaving program, and LRSP, which the Highway Safety Improvement Program requires updating locally at least every five years. Authority staff support a core element known as comprehensive evaluation and adjustments. Local agency staff can support Authority staff in creating a list of prioritized projects to encourage and help move toward Countywide Vision Zero, such as CCTSAP- and Toolbox-informed projects near parks, senior and childcare facilities, and along safe routes to school, to help reduce or eliminate common countywide collision patterns, including the following elements:

- Unsafe speeding / aggressive driving

- Transit priority areas
- Channelized right turns (unsignalized or yield signed: slip lanes)
- Trail crossings (intersections with streets)
- Near highway on-ramps and off-ramps
- (Skewed) intersections
- Unprotected left turns at traffic signalized intersections
- Red light violations, e.g., right turns
- Vulnerable populations such as seniors and youth

The Authority does not have jurisdiction over local roadways and state highways, however, through its role as a funding agency can continue leading the framework for countywide consistency and influence the adoption of local Vision Zero policies and implementation of related projects and program criteria. The Authority can partner with local, regional, and State agencies for project delivery, and influence local policy and decision-making. The Authority can also encourage local agencies to leverage multiple existing funding sources to implement Countywide Vision Zero as part of routine maintenance (e.g., repaving and multi-year CIPs), design, (Complete Streets) construction, and operations as well as continue to provide technical assistance and support. For example, local projects can be implemented using countywide Measure J funding, e.g., from the Local Streets Maintenance and Improvement program, and can be considered for discretionary funding, which is competitive at a countywide level, e.g., from the Transportation for Livable Communities and Pedestrian, Bicycle, and Trail Facilities programs, for which an upcoming call for projects may be released during Fiscal Year (FY) 2024-25 for expenditures that could commence in FY 2025-26. Measure J funding is not anticipated to be limited to only the project scopes, corridors or street segments on regional (MTC) or Countywide Vision Zero maps.

### **Development Process**

The Countywide Vision Zero Working Group (VZWG) convened in December 2019, February 2020, October 2020, and May 2021 to steer development of the Guide; and in November 2023 to steer development of the CCTSAP. The VZWG includes representatives from the Countywide Bicycle & Pedestrian Advisory Committee (CBPAC), one CBPAC volunteer from each of the four Regional Transportation Planning Committees (RTPC), and one volunteer from each of the four RTPC sub-regions from the Authority's Technical Coordinating Committee (TCC). The other members include a representative from Contra Costa County

(planning and public works), transportation safety research (University of California, Berkeley), and advocacy organizations (Bike East Bay).

Using authentic engagement and other best practices described in the Guide, local agencies can recommend local priority projects as part of developing an LRSP. Countywide Vision Zero and the MTC regional safety data dashboard online tool for local agencies (<https://bayviz.mysidewalk.com>) continues to allow for common collision patterns, maps, and data that can be used to initiate project development, create demonstration projects that use quick-build materials, and gain community support. The Authority continues to encourage local agencies to leverage multiple existing funding sources to implement the Countywide Vision Zero and local safety projects as part of routine pavement maintenance, design, construction, and operations, as well as continue to provide technical assistance and support.

Local agencies can request advisory support and technical assistance from the Authority when developing LRSPs and implementing projects that can help move toward Countywide Vision Zero and coordinated compliance with USDOT's requirements for a Comprehensive Safety Action Plan.

The CCTSAP encourages future funding opportunities under the federal Infrastructure Investment and Jobs Act. It also encourages local City/Town Councils or Boards of elected officials in each jurisdiction to adopt a Vision Zero or Safe Systems Policy (including a commitment to a timeline in which to achieve Vision Zero), e.g., City of Lafayette in November 2021, City of Walnut Creek in August 2023, Contra Costa County Board of Supervisors in November 2023 (without a timeline), and City of Clayton in April 2024. The goal is to prioritize safety before vehicle volumes and most critically speed in planning, scoping, design, engineering, construction, operations, and maintenance. The CCTSAP was developed, in part, to accomplish the following:

- Review policies and plans.
- Summarize public engagement and community outreach.
- Summarize updated collision data analysis and resources.
- Provide estimates of the economic costs of delaying Countywide Vision Zero to empower local agency staff, decision-makers, appointed representatives, and elected officials with more data to develop community support for local implementation.
- Estimated annual investment necessary to achieve Countywide Vision Zero targets

(current CIPs, estimated costs, estimated crash reductions, crash modification factors).

- Develop projects for implementation.
- Summarize next steps for SS4A compliance for local agency action.

A draft was presented for input from the CBPAC on July 22, 2024, from the TCC on October 17, 2024, and from the RTPCs (technical advisory committees' staff) and policy advisory committees' elected representatives.

The common countywide collision patterns known as emphasis areas (2010 through 2019), from the State Highway Safety Plan from the California Department of Transportation, are intersections, bicyclists, speed/aggressive driving, and pedestrians. From the population of vulnerable road users, people walking or bicycling make up for 16 percent of trips, yet account for 30 percent of all fatal and severe-injury collisions on average for all sub-regions (2013 through 2022). Collisions involving people walking or bicycling are twice as likely to result in a fatal or severe injury compared to collisions involving vehicles only.

**Adoption of the CCTSAP, for Integration into the Policy and Implementation Guide**

The Draft CCTSAP (which includes economic impact costs per sub-region and per jurisdiction) is available for review on the Authority's website (Countywide Vision Zero webpage) at <https://ccta.net/planning/countywide-vision-zero>.

Staff seeks approval of Resolution 21-40-G (Rev 2), and review and comment, in support of the Authority's commitment to its Countywide Vision Zero policy, and recommendation to adopt the CCTSAP, which would be integrated into the Contra Costa Countywide Transportation Safety Policy and Implementation Guide for Local Agencies, adopted by the Authority Board in September 2021, to provide jurisdictions a consistent Safe Systems Approach to eliminate fatal and severe injuries.

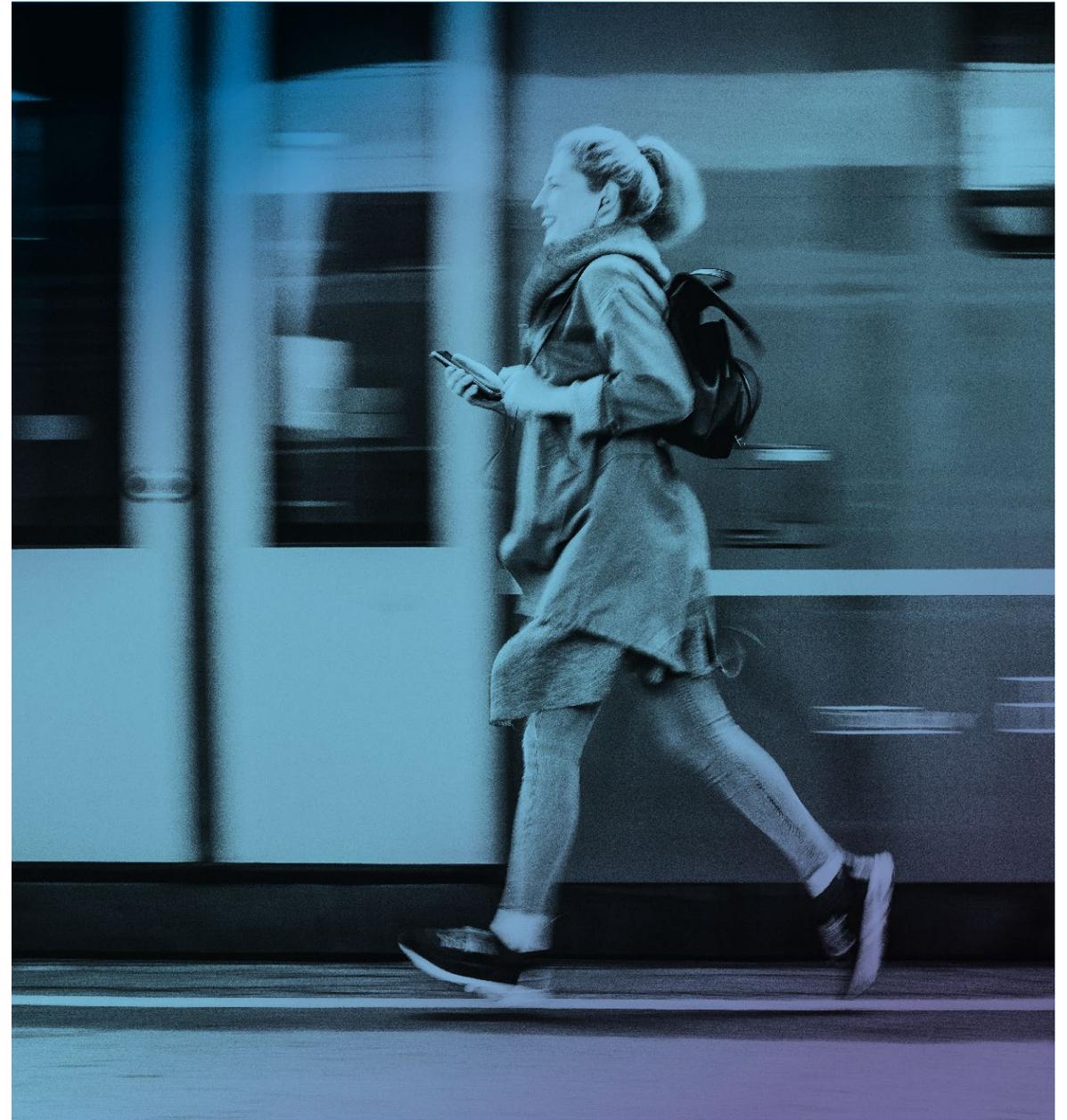


CONTRA COSTA  
transportation  
authority

Contra Costa

# Countywide Comprehensive Transportation Safety Action Plan

Colin B. Clarke, AICP  
Planning Department



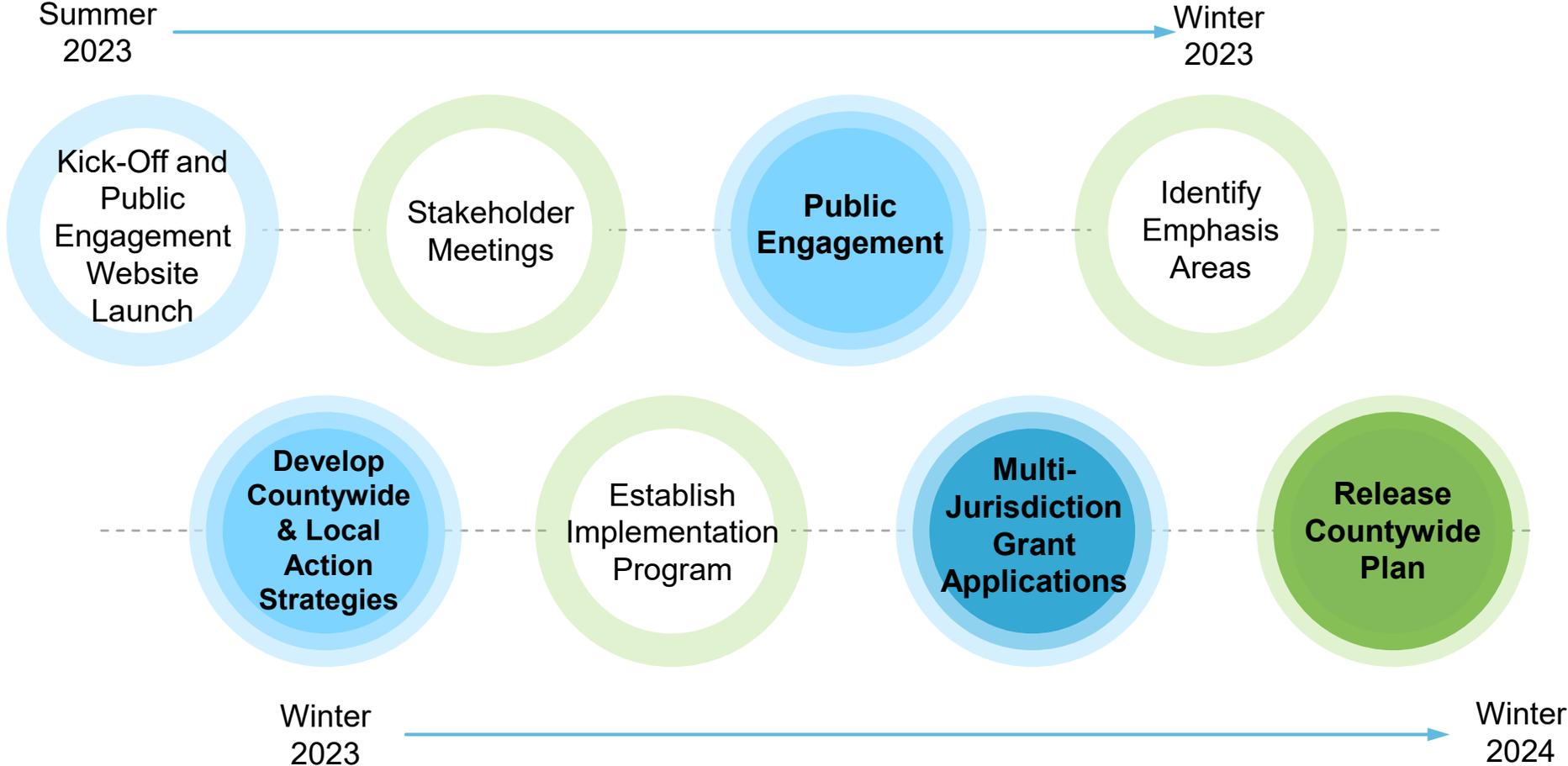
# Contra Costa Countywide Comprehensive Transportation Safety Action Plan (CCTSAP)

## What is the CCTSAP?

- *Eligibility:* Empower local agencies to be their own **Lead Applicant** for future USDOT Safe Streets for All (SS4A) implementation grants
- *Compliance:* Help local agencies meet state & federal safety requirements, e.g., policy
- Establish regional safety emphasis areas, strategies, and priorities
- Integrate state & local safety plans into a Regional Safety Plan using a consistent countywide **Safe Systems Approach**
- *Adoption:* Appendix includes jurisdiction-specific supplemental addendum to LRSP, and CCTSAP serves as attachment to 2021 Vision Zero Policy & Implementation Guide
- Continue community engagement coordinated with CTP update for 2050
- Identify multi-jurisdiction projects and grant-competitive countywide improvements that apply the [Countywide Vision Zero](#) toolbox
- Develop **nationally competitive** & locally implemented Multi-Jurisdiction Grant Applications



# CCTSAP Schedule and Milestones





# Integrating the Safe System Approach

1. Prevent Fatal & Severe (Life-Altering) Injuries
2. Design for Human Mistakes
3. Reduce design speeds and speed limits to extent feasible
4. Shared Responsibility
5. Proactively Identify and Address Risk



*\*Severe Injury (in California): “An injury other than a fatal injury which results in broken bones, dislocated or distorted limbs, severe lacerations, or unconsciousness at or when taken from the collision scene. It does not include minor laceration.”*

## Higher vehicle speeds significantly increase likelihood of fatalities

Our bodies can only tolerate so much physical impact. Even small increases in vehicle speed significantly escalate risk of severe injuries and fatalities. System designers and policymakers can use proven tools to encourage lower, safer speeds. Where there is a mix of people walking, biking and driving – 20 is plenty!



## Speed Kills

20  
MPH

8%



25  
MPH

12%



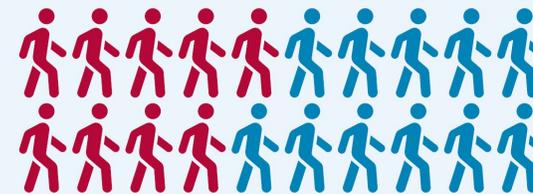
30  
MPH

20%



40  
MPH

46%

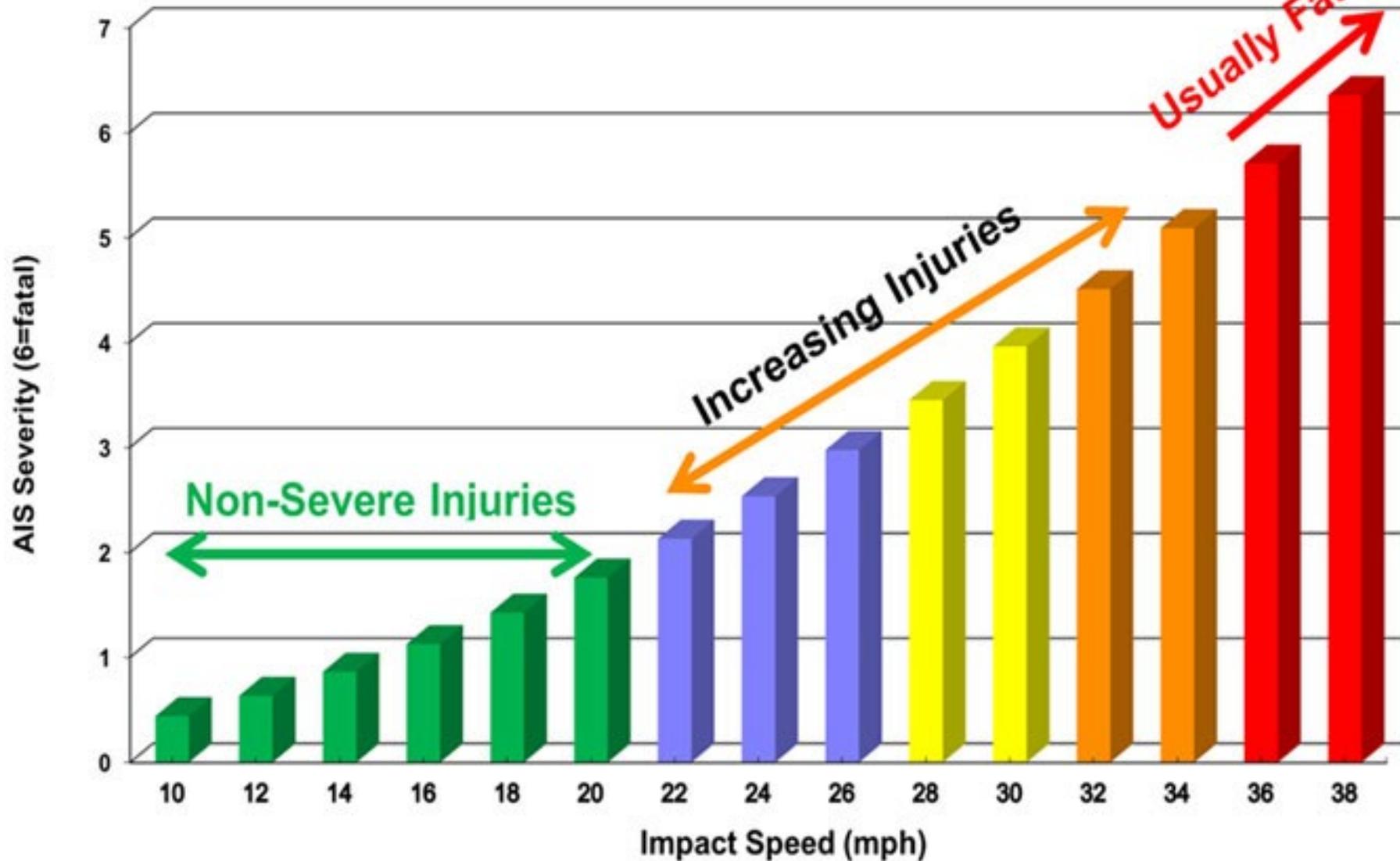


Likelihood of fatality for people walking if hit at these speeds

Source: AAA Foundation, Tefft, B.C. (2011)

# Vehicle Impact Speed vs. Pedestrian Injury

(initial impact only)



Source: FHWA

Figure 14: Example street designed to move traffic

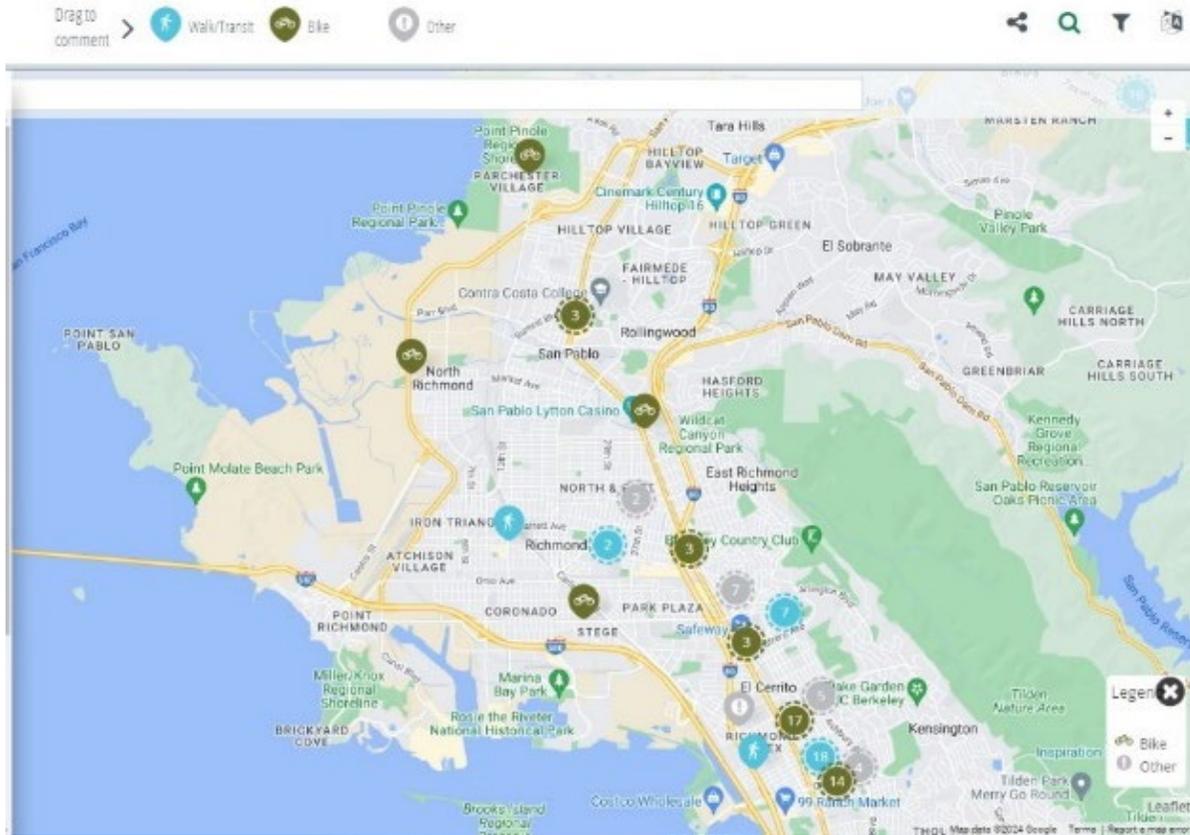


- ① Wide, multilane road supports mobility for motorists
- ② Higher speeds increase risk of injury or fatality for pedestrians and bicyclists
- ③ Lack of pedestrian crossings and separated bike facilities increase pedestrian and bicyclist exposure to high speed vehicles
- ④ Parking lots along street frontage encourage driving
- ⑤ Lack of street lighting for pedestrians reduces visibility and safety
- ⑥ Long distances between signals limit crossing opportunities and increase speeds

Figure 15: Example street designed for all modes

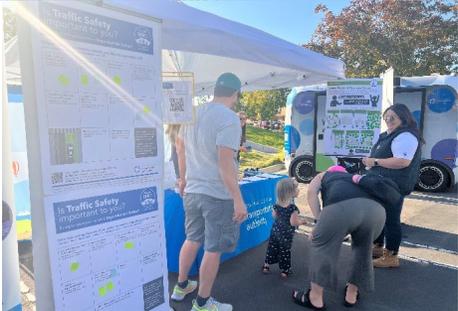


- ① Narrow road with dedicated multimodal facilities supports mobility for all users
- ② Slower speed feels and is safer for all users
- ③ Shorter distances between signals increases crossing opportunities
- ④ Protected bike lanes reduce bicyclist exposure to motorists
- ⑤ Safer crossings reduce pedestrian exposure to motorists
- ⑥ Buildings along street frontage improves pedestrian environment
- ⑦ Street lighting for pedestrians increases visibility and safety



# Community Engagement

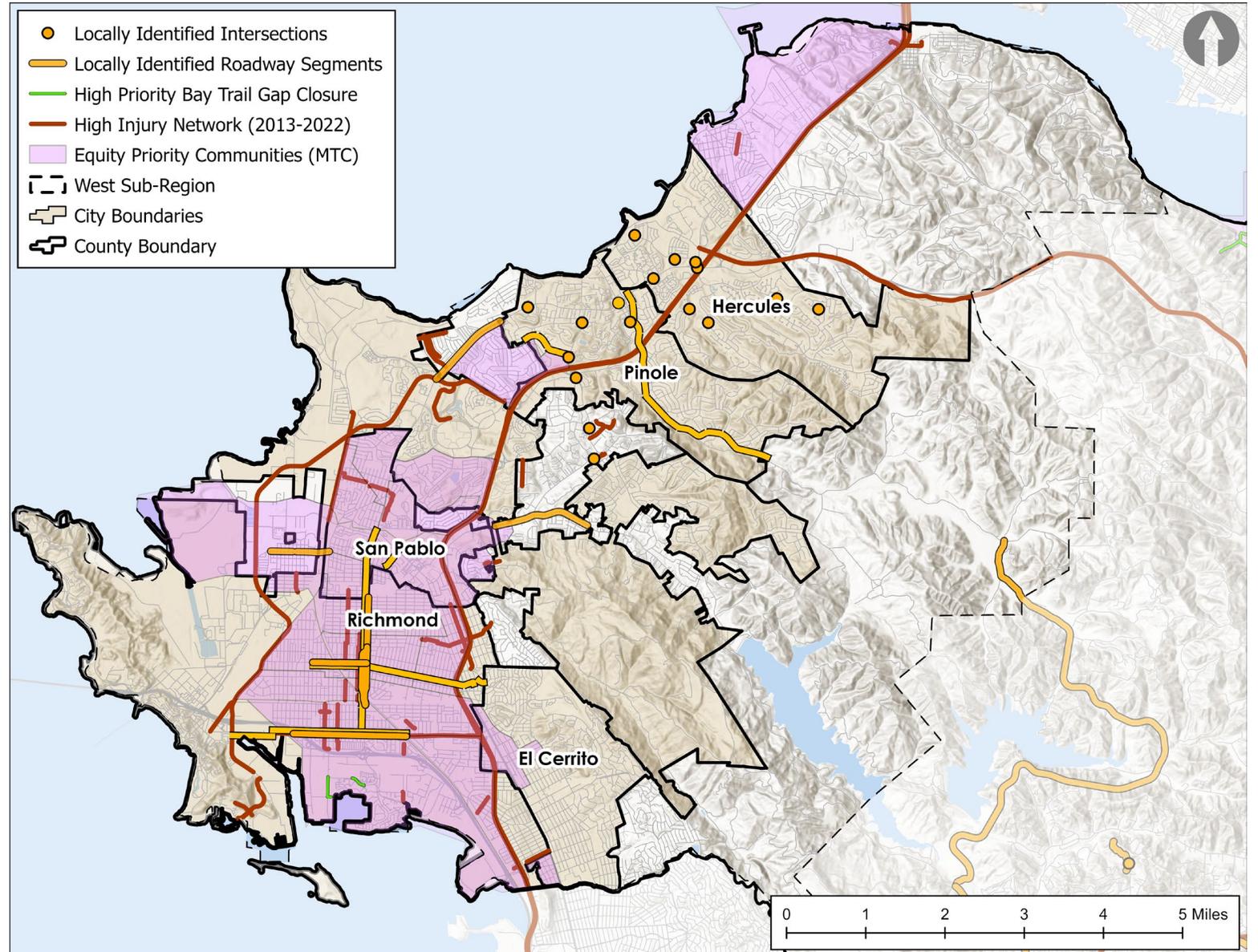
- Virtual Outreach Campaign and Online Survey
  - 602 Total Visits and 267 unique users
  - 148 comments, 136 survey responses
- In-person Community Outreach Events
  - Pinole
    - Pinole Classic Car Show (June 2023)
  - Hercules
    - National Night Out (August 2023)
  - San Pablo
    - National Night Out (August 2023)
  - El Cerrito
    - Farmers Market (August 2023)
  - Richmond
    - National Drive Electric Event and e-bike Relaunch (Sept 2023)



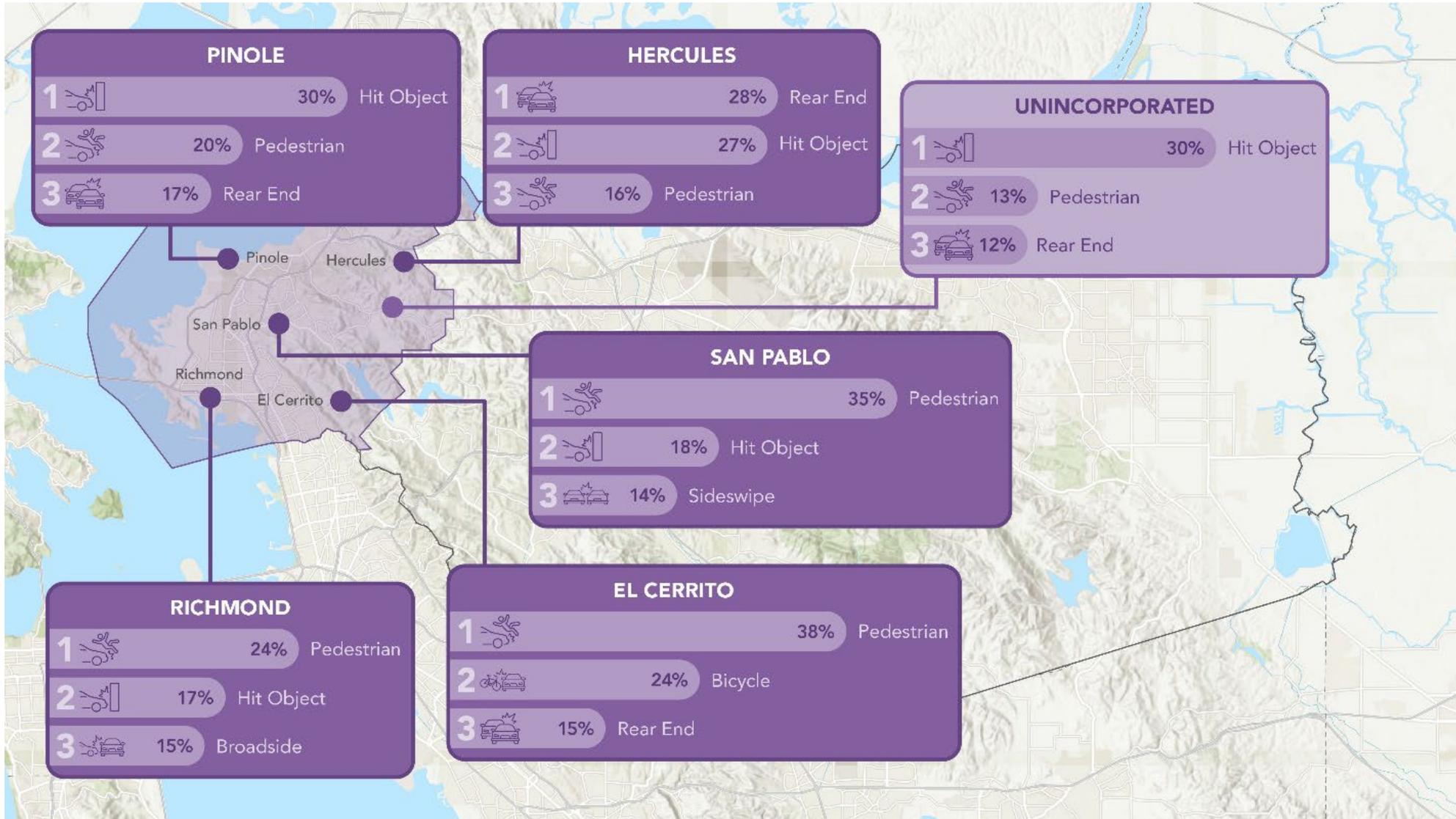
# Locally Identified High-Frequency Locations and BayVIZ High-Injury Network (West County)



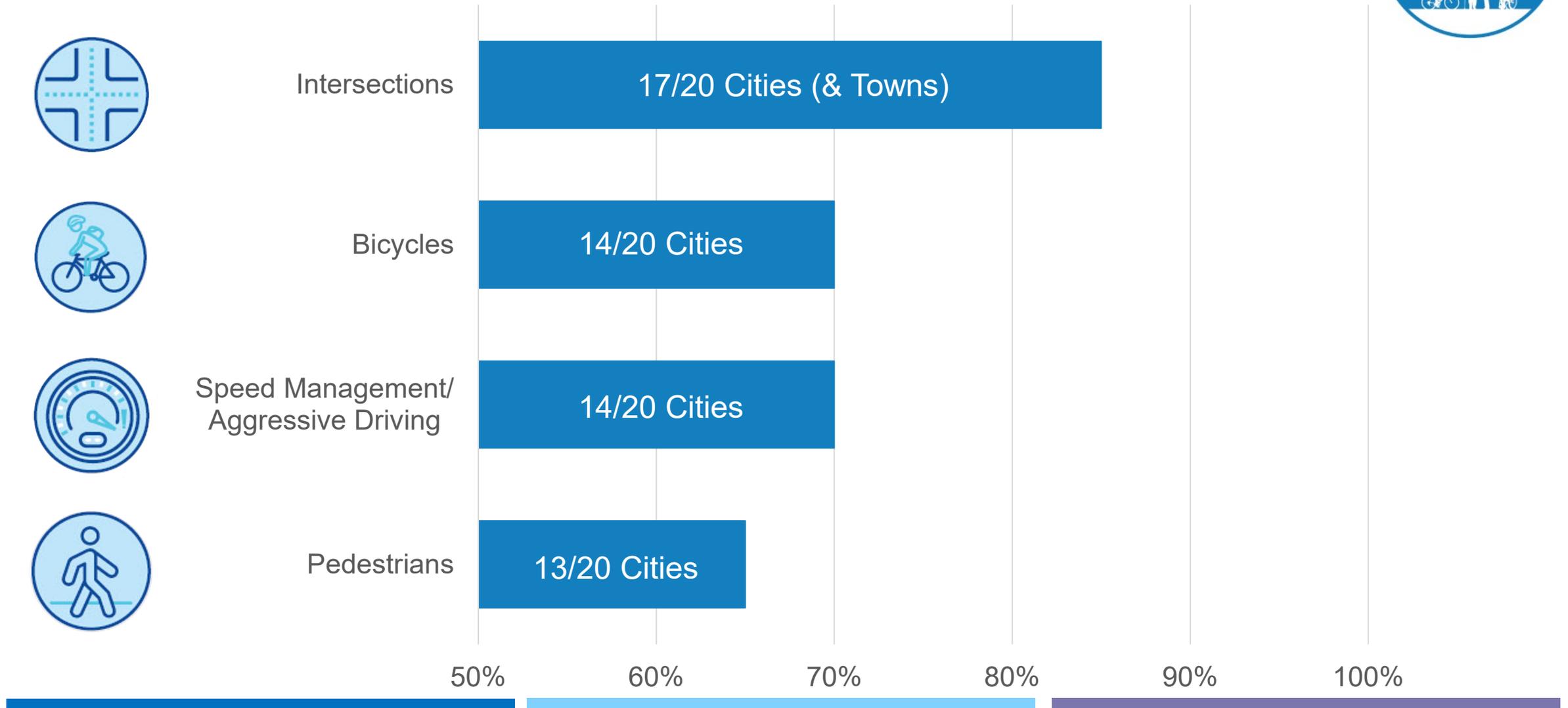
Source: MTC Data Catalog, Accessed September 2023 ([EPC - Plan Bay Area 2050](#)), Equity Priority Communities (EPCs) are identified by MTC using data collected from American Community Survey, 2014-2018, High-Injury Network identified using TIMS 2013-2022 Collision Data via BayViz; Locally identified locations identified using SWITRS/TIMS collision data.



# Top K+SI Collision Types (West County)



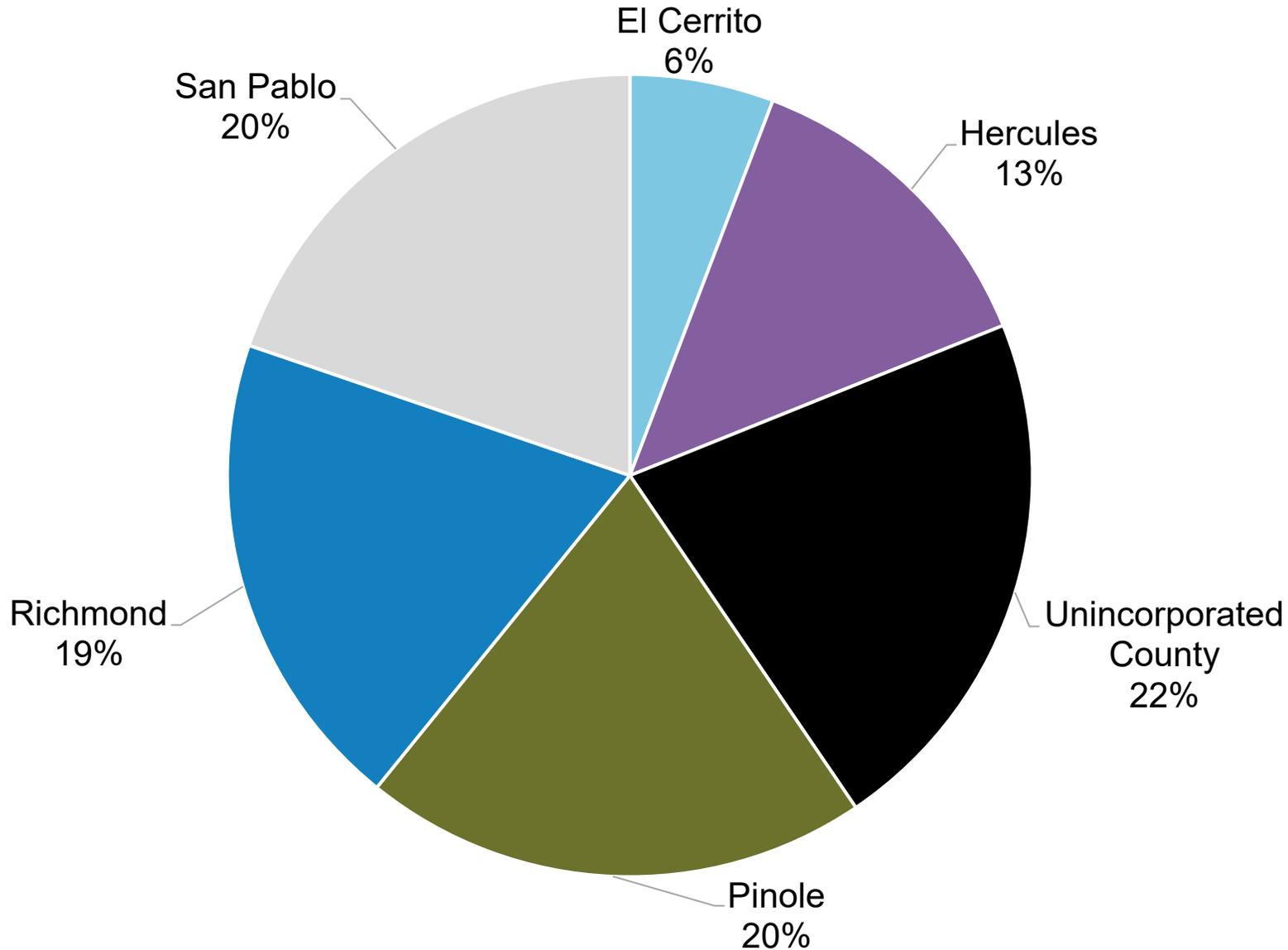
# Countywide: Common Emphasis Areas



# Local Emphasis Areas



		EMPHASIS AREAS										
		Aging Drivers	Bikes	Commercial Drivers	Distracted Driving	Driver Licensing	Impaired Driving	Intersections	Pedestrians	Speed Management/Aggressive Driving	Work Zones	Young Drivers
WEST (WCCTAC)	El Cerrito	✓	✓		✓	✓		✓	✓			
	Hercules	✓			✓				✓	✓	✓	
	Pinole							✓	✓	✓		
	Richmond		✓				✓	✓	✓	✓		✓
	San Pablo		✓	✓	✓			✓	✓			



## Economic Impact of Collisions per Capita

Comprehensive economic cost of collisions in West County (WCCTC): **\$7,090/year per capita**

Unincorporated County accounts for the highest cost per year per capita, followed by Pinole and San Pablo.

# Economic Impact of Each Collision

Cost estimates were adjusted for inflation and from 2019 dollars (VZWG Nov 2023) to 2024 dollars (CBPAC 07/22/2024).

The chart shows a breakdown of factors involved in developing the estimated cost of one collision (national value).

**Congestion Costs:** The value of travel time delay for people who are not involved in traffic collisions, but who are delayed in the resulting traffic congestion from these collisions, as well as the value of excess fuel consumed, greenhouse gas (GHG) emissions, and criteria pollutants emitted due to traffic congestion caused by the collision.

**Emergency Services:** Police department and fire department response costs.

**Household Productivity:** The present value of lost productive household activity, valued at the market price for hiring one person to accomplish the same tasks.

**Insurance Administration:** The administrative costs associated with processing insurance claims resulting from motor vehicle collisions and defense attorney costs.

**Legal Costs:** The legal fees and court costs associated with civil litigation resulting from traffic collisions.

**Market Productivity:** The present discounted value (using a three-percent discount rate) of the lost wages and benefits over the victim's remaining life span.

**Medical Care:** The cost of all medical treatment associated with motor vehicle injuries including that given during ambulance transport. Medical costs include emergency room and inpatient costs, follow-up visits, physical therapy, rehabilitation, prescriptions, prosthetic devices, and home modifications.

**Property Damage:** The value of vehicles, cargo, roadway features, and other items damaged in traffic collisions.

**Vocational Rehabilitation:** The cost of job or career retraining required due to disability caused by motor vehicle injuries. These costs are grouped within Medical costs in this report.

**Workplace Costs:** The costs of workplace disruption that are due to the loss or absence of an employee. This includes the cost of retraining new employees, overtime required to accomplish work of the injured employee, and the administrative costs of processing personnel changes.



## TRADITIONAL APPROACH

Traffic deaths are **INEVITABLE**

**PERFECT** human behaviour

Prevent **COLLISIONS**

**INDIVIDUAL** responsibility

Saving lives is **EXPENSIVE**

**VS**

## VISION ZERO

Traffic deaths are **PREVENTABLE**

Integrate **HUMAN FAILING** in approach

Prevent **FATAL AND SEVERE CRASHES**

**SYSTEMS** approach

Saving lives is **NOT EXPENSIVE**

Adopted Policy: Reduce fatal & severe injury crashes by 50% by 2029 and Zero by 2034.

# Schedule



Priority	Next Steps	Date
	<b>Authority Board (multi-jurisdiction electeds)</b> review and receive draft final CCTSAP; approval and adoption	12/18/2024
	<b>Countywide Vision Zero Working Group</b> review draft CCTSAP; recommend PC review and CCTA Board approval and adoption	12/2024
	<b>Planning Committee (electeds)</b> review draft CCTSAP; recommend CCTA Board approval and adoption	12/05/2024
2	<b>Every Jurisdiction:</b> adopt local Vision Zero policy, and CCTSAP, coordinated with CCTA and countywide template	past due
3	<b>Every Jurisdiction</b> in coordination with CCTA: Implement regionally & locally identified safety projects ideally within CIP & repaving program and (Engineering & Non-Engineering) strategies using Safe Systems Approach and Countywide Vision Zero Toolbox	ongoing
4	<b>Every Jurisdiction:</b> Establish a local Traffic Safety Working Group to implement LRSP and foster a multi-disciplinary “safety culture” (or clarify role of RTPC or CBPAC)	ASAP
5	<b>Every Jurisdiction</b> in coordination in with CCTA: Participate in future grant cycles, leverage regional multi-jurisdiction partnerships	ongoing

Adopted Policy: Reduce fatal & severe injury crashes by 50% by 2029 and Zero by 2034.

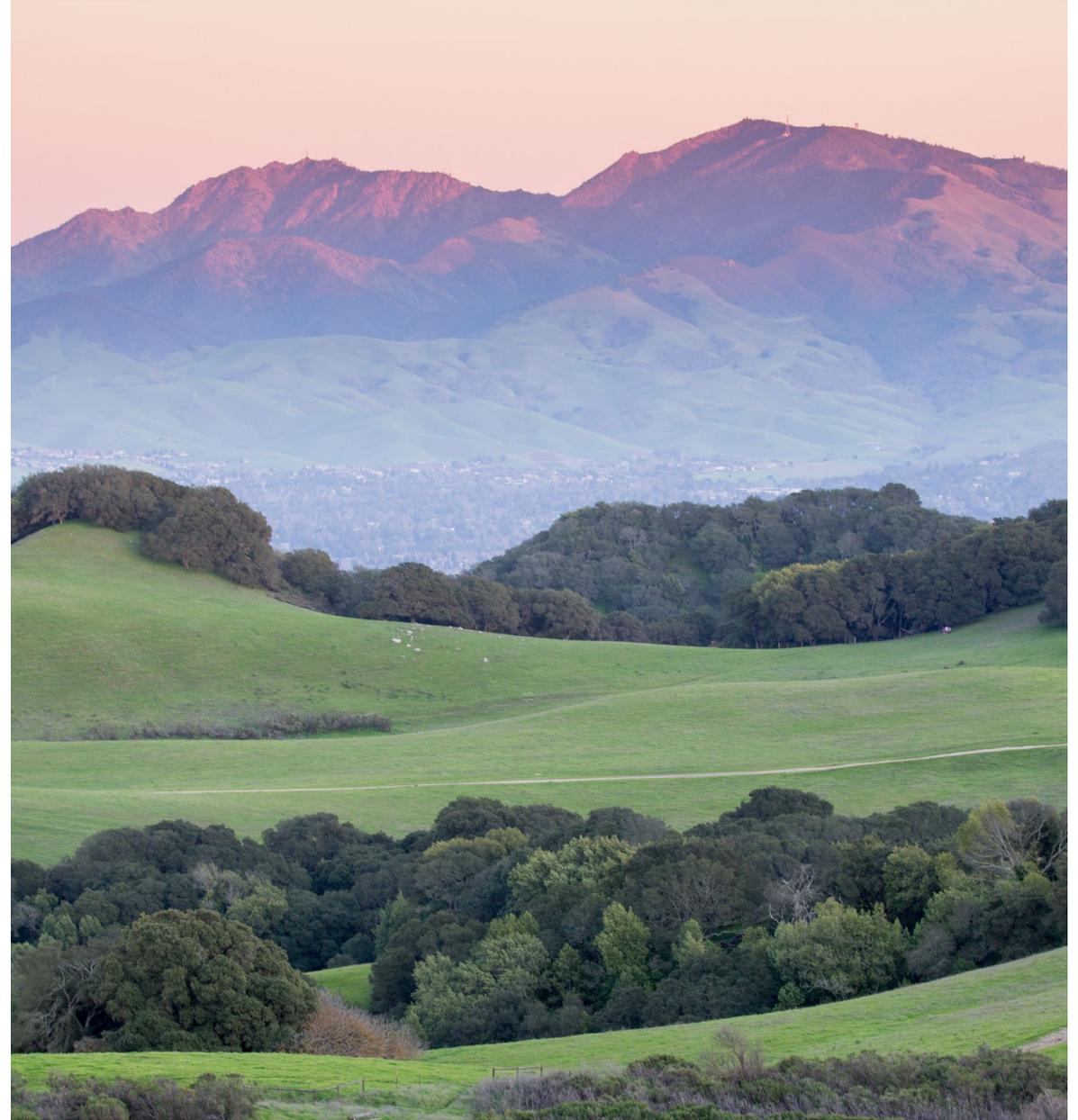
# Past Meetings

<b>WCCTC Policy Advisory Committee (electeds)</b> review draft CCTSAP; recommend PC review and CCTA Board approval and adoption	12/13/2024
<b>TransPAC Policy Advisory Committee (electeds)</b> review draft CCTSAP; recommend PC review and CCTA Board approval and adoption	12/12/2024
TransPAC-TAC review draft CCTSAP	11/21/2024
CBPAC review draft CBPP project list update	11/18/2024
<b>TransPlan Policy Advisory Committee (electeds)</b> review draft CCTSAP; recommend PC review and CCTA Board approval and adoption	11/14/2024
WCCTC-TAC review draft CCTSAP	11/14/2024
<b>SWAT Policy Advisory Committee (electeds)</b> review draft CCTSAP; recommend PC review and CCTA Board approval and adoption	11/04/2024
TransPAC-TAC review draft CCTSAP	10/31/2024
Distributed to CCEAC	10/24/2024
Distributed to WCCTC and Interested Parties	10/21/2024
TCC review draft CCTSAP	10/17/2024
SWAT-TAC review draft CCTSAP	10/16/2024
TransPlan-TAC review draft CCTSAP	10/15/2024
CBPAC review draft CCTSAP	07/22/2024





# Comments & Questions?





# Contact Us

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925-256-4726

<https://ccta.net/planning/countywide-vision-zero/>



November 1, 2024

Mr. Tim Haile, Executive Director  
Contra Costa Transportation Authority  
2999 Oak Road, Suite 100  
Walnut Creek, CA 94597

RE: November 2024 WCCTC Special Board Meeting Summary

Dear Tim:

The WCCTC Board, at its special meeting on November 1, 2024, took the following actions which may be of interest to the Authority:

- 1) Adopted Resolution 24-10 authorizing the WCCTC Executive Director to execute a STMP funding agreement for \$1,200,000 with Contra Costa County to design and construct complete street improvements on San Pablo Avenue between Rodeo and Crockett.
- 2) Approved the Measure J Program 20b allocation for FY 24-25 for all five operators in West Contra Costa but recommended pausing on the disbursement of funds to Richmond, pending PCC review. Staff proposed bringing this item back to the WCCTC Board at the December meeting for further consideration.

Sincerely,

A handwritten signature in black ink that reads "John Nemeth". The signature is written in a cursive, flowing style.

John Nemeth  
Executive Director

cc: Tarien Grover, CCTA



**ACRONYM LIST.** Below are acronyms frequently utilized in WCCTAC communications.

**ABAG:** Association of Bay Area Governments  
**ACTC:** Alameda County Transportation Commission  
**ADA:** Americans with Disabilities Act  
**APC:** Administration and Projects Committee (CCTA)  
**ATSP:** Accessible Transportation Strategic Plan  
**ATP:** Active Transportation Program  
**AV:** Autonomous Vehicle  
**BAAQMD:** Bay Area Air Quality Management District  
**BATA:** Bay Area Toll Authority  
**BCDC:** Bay Conservation and Development Commission  
**Caltrans:** California Department of Transportation  
**CBTP:** Community Based Transportation Plan  
**CCTA:** Contra Costa Transportation Authority  
**CEQA:** California Environmental Quality Act  
**CIL:** Center for Independent Living  
**CMAs:** Congestion Management Agencies  
**CMAQ:** Congestion Management and Air Quality  
**CMIA:** Corridor Mobility Improvement Account (Prop 1B bond fund)  
**CMP:** Congestion Management Program  
**CSMP:** Corridor System Management Plan  
**CTC:** California Transportation Commission  
**CTP:** Contra Costa Countywide Comprehensive Transportation Plan  
**CTPL:** Comprehensive Transportation Project List  
**DAA:** Design Alternatives Assessment  
**DEIR:** Draft Environmental Impact Report  
**EBRPD:** East Bay Regional Park District  
**EIR:** Environmental Impact Report  
**EIS:** Environmental Impact Statement  
**EPCs:** Equity Priority Communities  
**EVP:** Emergency Vehicle Preemption (traffic signals)  
**FHWA:** Federal Highway Administration  
**FTA:** Federal Transit Administration  
**FY:** Fiscal Year  
**HOV:** High Occupancy Vehicle Lane  
**ICM:** Integrated Corridor Mobility  
**ITS:** Intelligent Transportations System  
**LOS:** Level of Service (traffic)  
**MOU:** Memorandum of Understanding  
**MPO:** Metropolitan Planning Organization

**MTC:** Metropolitan Transportation Commission  
**NEPA:** National Environmental Policy Act  
**O&M:** Operations and Maintenance  
**OBAG:** One Bay Area Grant  
**PAC:** Policy Advisory Committee  
**PASS:** Program for Arterial System Synchronization  
**PBTF:** Pedestrian, Bicycle and Trail Facilities  
**PC:** Planning Committee (CCTA)  
**PCC:** Paratransit Coordinating Committee (CCTA)  
**PDA:** Priority Development Areas  
**PSR:** Project Study Report (Caltrans)  
**RHNA:** Regional Housing Needs Allocation (ABAG)  
**RPTC:** Richmond Parkway Transit Center  
**RTIP:** Regional Transportation Improvement Program  
**RTO:** Regional Transportation Objective  
**RTP:** Regional Transportation Plan  
**RTPC:** Regional Transportation Planning Committee  
**SCS:** Sustainable Communities Strategy  
**SHPO:** State Historic and Preservation Officer  
**SOV:** Single Occupant Vehicle  
**STA:** State Transit Assistance  
**STIP:** State Transportation Improvement Program  
**STMP:** Subregional Transportation Mitigation Plan  
**SWAT:** Regional Transportation Planning Committee for Southwest County  
**TAC:** Technical Advisory Committee  
**TCC:** Technical Coordinating Committee (CCTA)  
**TDA:** Transit Development Act funds  
**TDM:** Transportation Demand Management  
**TFCA:** Transportation Fund for Clean Air  
**TEP:** Transportation Expenditure Plan  
**TLC:** Transportation for Livable Communities  
**TOD:** Transit Oriented Development  
**TRANSPAC:** Regional Transportation Planning Committee for Central County  
**TRANSPLAN:** Regional Transportation Planning Committee for East County  
**TSP:** Transit Signal Priority (traffic signals and buses)  
**VMT:** Vehicle Miles Traveled  
**WCCTAC:** West County Costa Transportation Advisory Committee  
**WCCTC:** West Contra Costa Transportation Commission  
**WETA:** Water Emergency Transportation Authority