

The Board of Supervisors

County Administration Building
651 Pine Street, Room 106
Martinez, California 94553

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Contra Costa County



David Twa
Clerk of the Board
and
County Administrator
(925) 335-1900

January 9, 2018

Honorable Jake Mackenzie, Chair
Metropolitan Transportation Commission
375 Beale St #800
San Francisco, CA 94105

Subject: DRAFT Comments on the November 2017 Draft Coordinated Public Transit-Human Services Transportation Plan. DRAFT

Dear Chair Mackenzie:

On behalf of the Contra Costa County Board of Supervisors, I am writing to provide input on the Metropolitan Transportation Commission's (MTC's) November 2017 Draft Coordinated Public Transit-Human Services Transportation Plan. The Plan addresses the mobility needs of seniors, people with disabilities, people on low-incomes, and veterans and identifies strategies to guide MTC's efforts over the next four years.

We applaud the plan which provides a focused implementation timeline including the initial strategy of recognizing mobility management as a regional priority. The candid statement provided in the plan, "*Current senior-oriented mobility services do not have the capacity to handle the increase in people over 65 years of age...*" should be accompanied by equally unambiguous strategies to address the situation. The coordination activities listed in the implementation section are necessary and a positive step.

However, we should consider what the practical impacts of coordination requirements have had in the decade since they have been imposed. This history is well covered in the plan, it may be time to consider if "coordination" and the outcomes are the best we can do. The limitation of coordination as an effective strategy is described in the seminal book, "*Implementation: How Great Expectations in Washington Are Dashed in Oakland...*". The book goes in to some detail on the topic of coordination but summarizes the strategy as follows, "*Invocation of coordination does not necessarily provide either a statement of or a solution to the problem, but it may be a way of avoiding both when an accurate prescription would be too painful.*"

In order to make progress, technical assistance and funding should be provided, but limited to local activities accompanied by concrete strategy that will break down service silos, emphasize a "continuum of services", fundamentally improve the service experience (via a one-call/one-click strategy for example), and be accompanied by necessary intergovernmental agreements that assure improved service and increased efficiency. Without such funding, local jurisdictions are typically faced with using paratransit operating revenue to invest in capital improvements. As the coordinated plan points out, the system is already underfunded making this an unpopular choice.

Chair Jake Mackenzie
January 9, 2018

The strategy, "Improve Paratransit" includes the action to "...make it easier to pay for ADA paratransit services". Thank you for including this concept, it highlights a critical component of an effective mobility management operation. The accounting function is critical and a full service mobility management operation can act as a funding aggregator on behalf of the client. Too often superficial discussions on how to improve paratransit focus on the vehicle itself (TNCs) or other emerging technologies when in reality, the solution is much more mundane and complex.

[internal staff comment: Address transfer trips and "Roadmap Study"]

Broadly, sophistication in the transportation planning field has increased, green bike lanes, express lanes, complete streets, etc. We urge MTC to continue this trend in the paratransit field and offer some concrete, funded strategies to address the "lack of capacity" highlighted in the plan.

Sincerely,

Federal D. Glover, Chair
Contra Costa County Board of Supervisors
Supervisor, District V

C: Amy Worth, MTC Commissioner
Drennen Shelton, MTC Staff
RMMG c/o Naomi Armenta, Nelson Nygaard