



Accessible Transportation Strategic Plan

Contra Costa County
Board of Supervisors

Presented by ATS Plan Staff
March 9, 2021



WHAT IS THE ATSP?

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



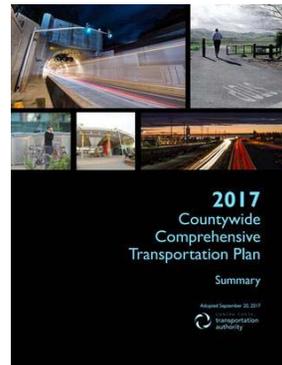
BACKGROUND AND OVERVIEW OF PROJECT

Policy Background



2016 and 2020 Transportation Expenditure Plan

"CCTA will develop an Accessible Transportation Strategic Plan to implement a customer-focused, user-friendly, seamless coordinated system..."



2017 Countywide Comprehensive Transportation Plan

"Initiate the ATS Plan: Ensure services are delivered in a coordinated system..."



2019 Metropolitan Transportation Commission (MTC) Resolution 4321

"Each county must establish or enhance mobility management programs to help provide equitable and effective access to transportation."

BACKGROUND AND OVERVIEW OF PROJECT

Oversight Committees

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

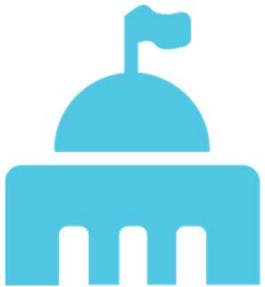


CHALLENGES AND OPPORTUNITIES



Past Studies

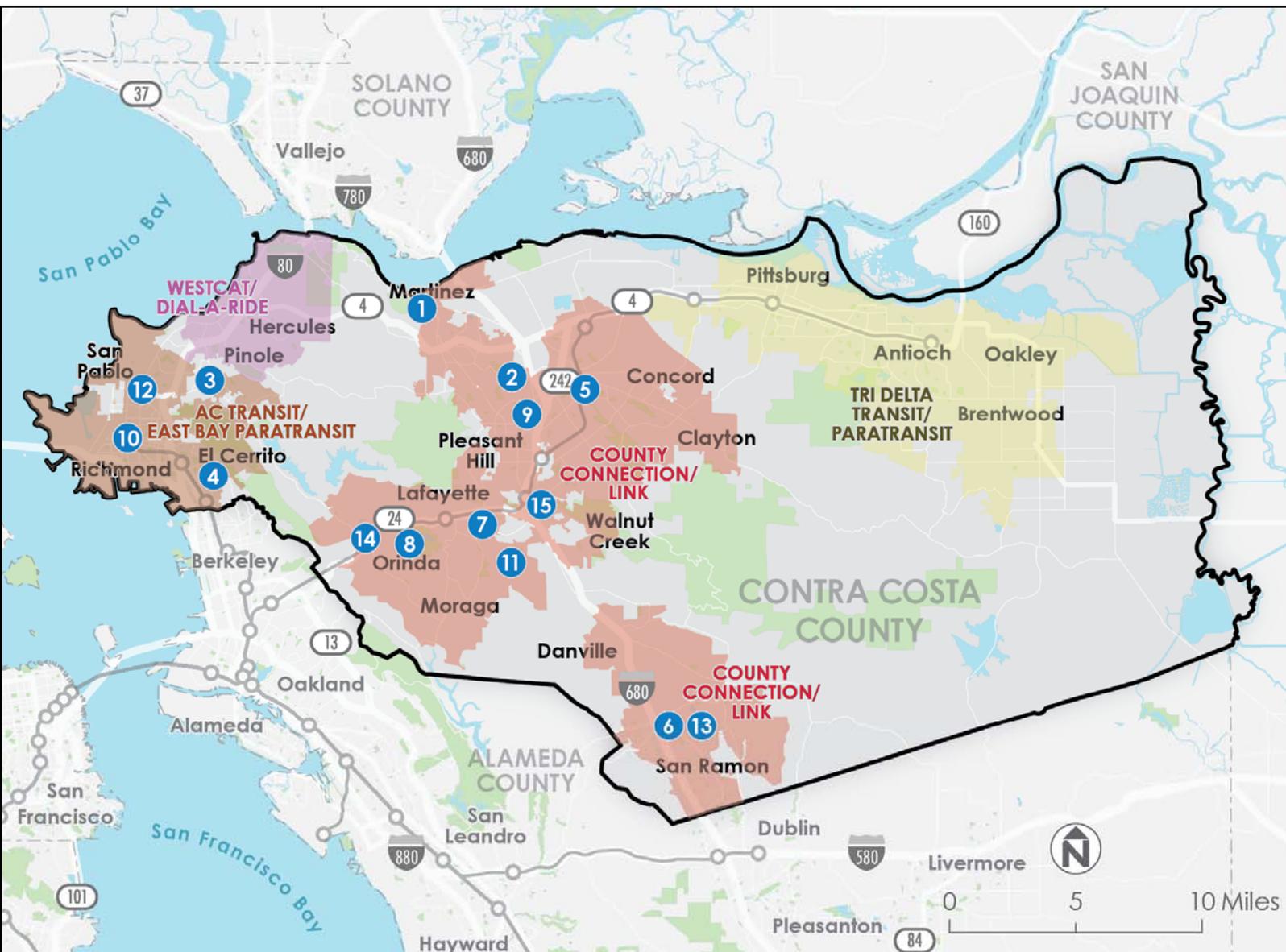
- Contra Costa County Paratransit Plan – 1990
- CCTA Paratransit Improvement Study – 2004
- Contra Costa Mobility Management Plan – 2013



Barriers to Coordination

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

Community-Based Transportation Programs



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

○ BART

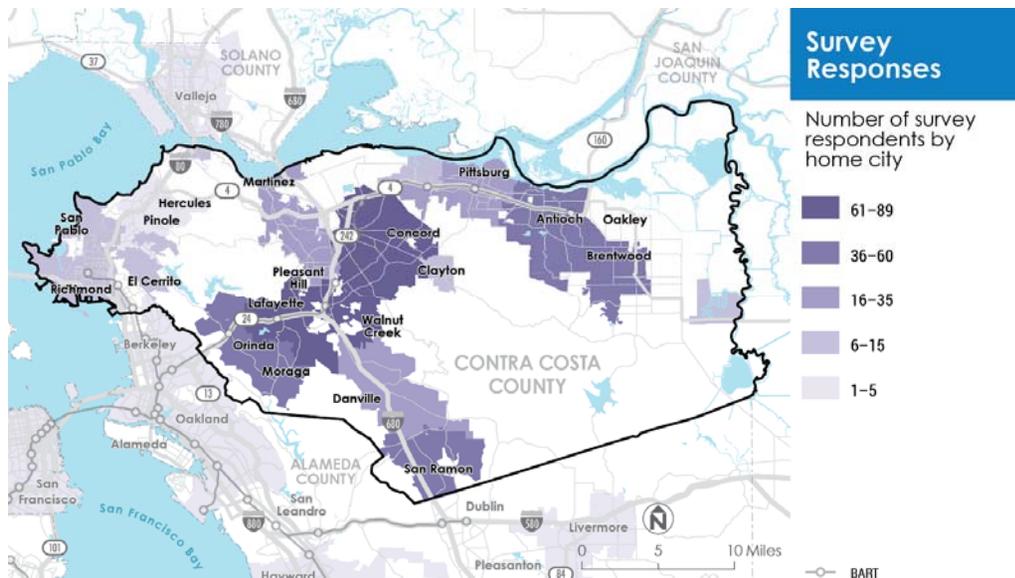


Medical Facilities

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

OUTREACH EFFORTS

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



Contra Costa Accessible Transportation Strategic Plan

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

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

You can participate from home!

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

Take the survey on-line at www.surveymonkey.com/r/CCTA_Survey2 or in Spanish at www.surveymonkey.com/r/CCTA_SurveySPN

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

Email us at info@atspcontracosta.com

Visit us at atspcontracosta.com



OUTREACH EFFORTS *(CONTINUED)*

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

The collage displays various outreach efforts:

- Facebook Post (Lafayette Chamber):** A post titled "Let's make transportation convenient for older adults and people with disabilities" from the Lafayette Chamber. It includes a survey link and a "Circle a Page" button.
- Instagram Post (mtcbata):** A sponsored post with the text "Seniors and people with disabilities in Contra Costa County" and a "TRANSPORTATION SURVEY!" banner. It includes a "Learn More" link and a call to action: "mtcbata We want to hear from you. Take our survey to help us better serve seniors and people with disabilities."
- Facebook Post (City of San Ramon):** A post from the City of San Ramon News and Information (@citysanramon) dated May 27 at 10:28 AM. It repeats the survey information and provides contact details: "Take the survey on-line at v in Spanish at www.surveymonkey.com", "Call 857-305-8004 to compl", "Email info@atspcontracosta", and "Visit www.atspcontracosta.c".
- Twitter Tweet (County Connection @cccta):** A tweet dated Jun 8 at 8:14 am. The text reads: "RT @CCTA: We are gathering input from the community on ways to make transportation convenient for older adults and people with disabilities. Please visit https://t.co/1ChM8v78rV as your input will help us better meet your transportation needs and be entered to win a \$25 gift car...". It includes keywords "@CCTA, transportation" and reach information "Reach 830".

TRANSPORTATION NEEDS AND GAPS IDENTIFIED

Categories

Issues and
Needs
Related to:



Fixed Route Transit Service



ADA Mandated Paratransit Service



Community Based Transportation Services



Geographic and Temporal Inequities



TRANSPORTATION NEEDS AND GAPS IDENTIFIED

Categories



Lack of Affordability



Access to Essential Services



Access to Information



Programmatic Needs and Organizational Structure



TRANSPORTATION NEEDS AND GAPS IDENTIFIED

Examples



Same-day trips and **wheelchair accessible** trips



Expanded service during evenings and weekends



Most medical facilities appear to be clustered in center of the County



TRANSPORTATION NEEDS AND GAPS IDENTIFIED

Examples



Veterans' transportation programs have specific limitations, availability and limits may not be well-known



Limited service options in East County



Affordability related to all transportation services



Historical lack of political support/need a champion for these types of recommendations



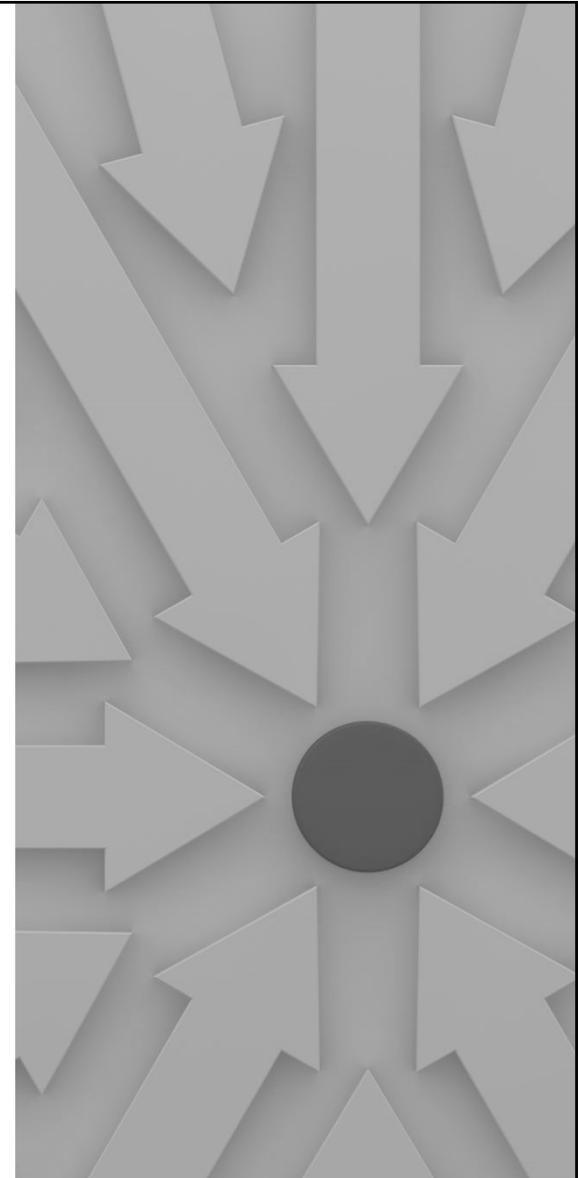
RECOMMENDATIONS

Establish a Coordinated Structure



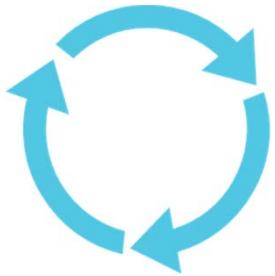
Establish a Task Force (TF)

- **Modeled on PAC** – similar representation
 - **ID strategies** that can be delegated to existing agencies/ non-profit organizations for short term implementation
 - **Establish dedicated countywide Coordinated Entity (CE)** for implementation of countywide strategies
 - **Identify funding**



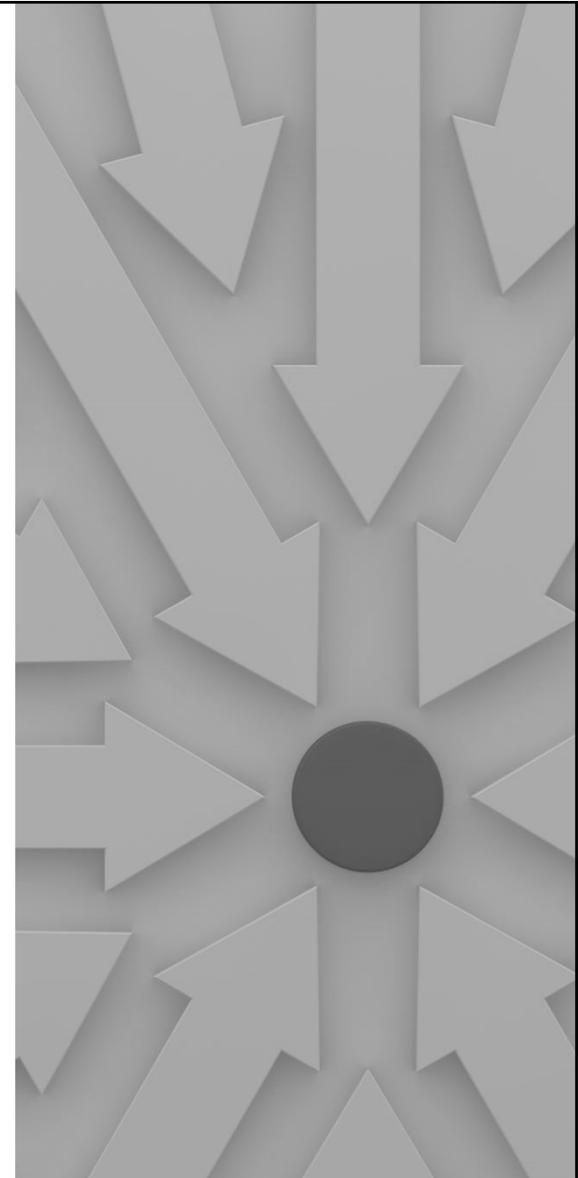
RECOMMENDATIONS (CONTINUED)

Establish a Coordinated Structure



Countywide Coordinated Entity (CE)

- Could be an existing non-profit, public agency, or new entity
- Could apply to become CTSA if appropriate, or look at other models



RECOMMENDATIONS (CONTINUED)

Coordinated Entity (CE) Mission



Identify and pursue new funding sources



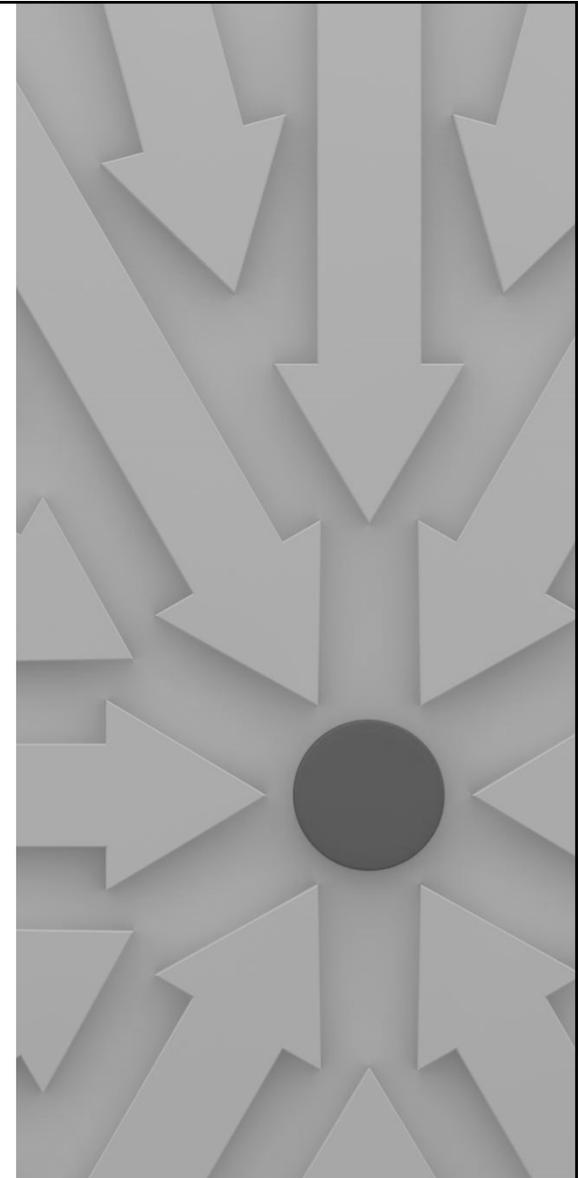
Administer uniform countywide ADA paratransit eligibility certification



Expand mobility management function



Procure joint paratransit scheduling software



RECOMMENDATIONS (CONTINUED)

Coordinated Entity (CE) Mission



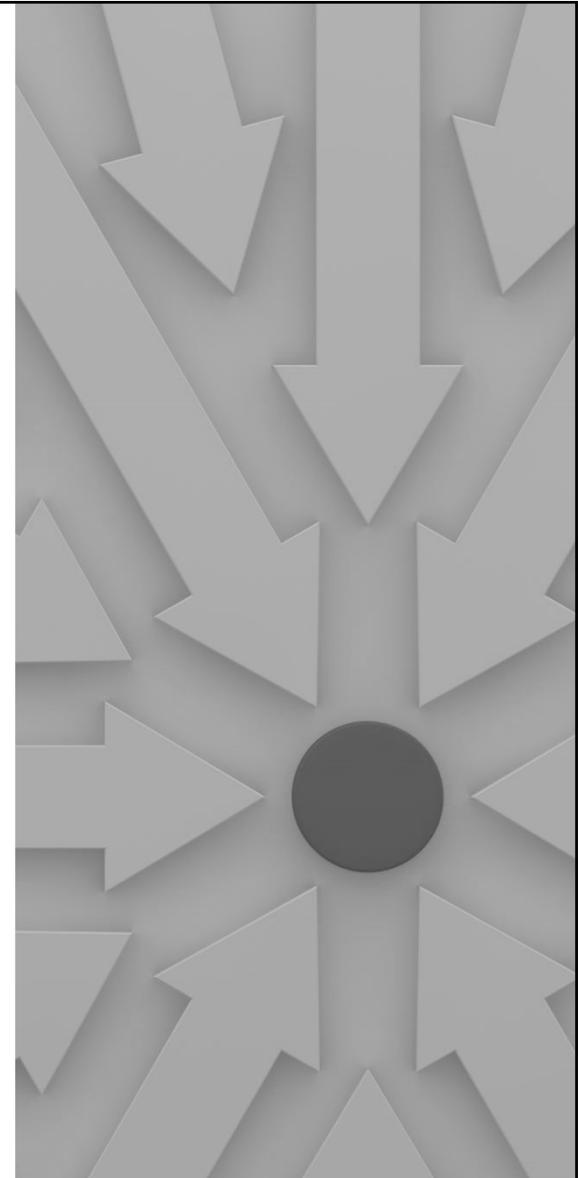
Present unified voice regarding policy and funding at local, state, and federal levels



Oversee one-seat ride for inter-jurisdictional trips within/ outside the county



Consider additional opportunities for countywide service in the future



MOBILITY STRATEGIES

Examples



Expand current one-seat ride pilot program
improve connectivity between paratransit programs/eliminate transfer trips



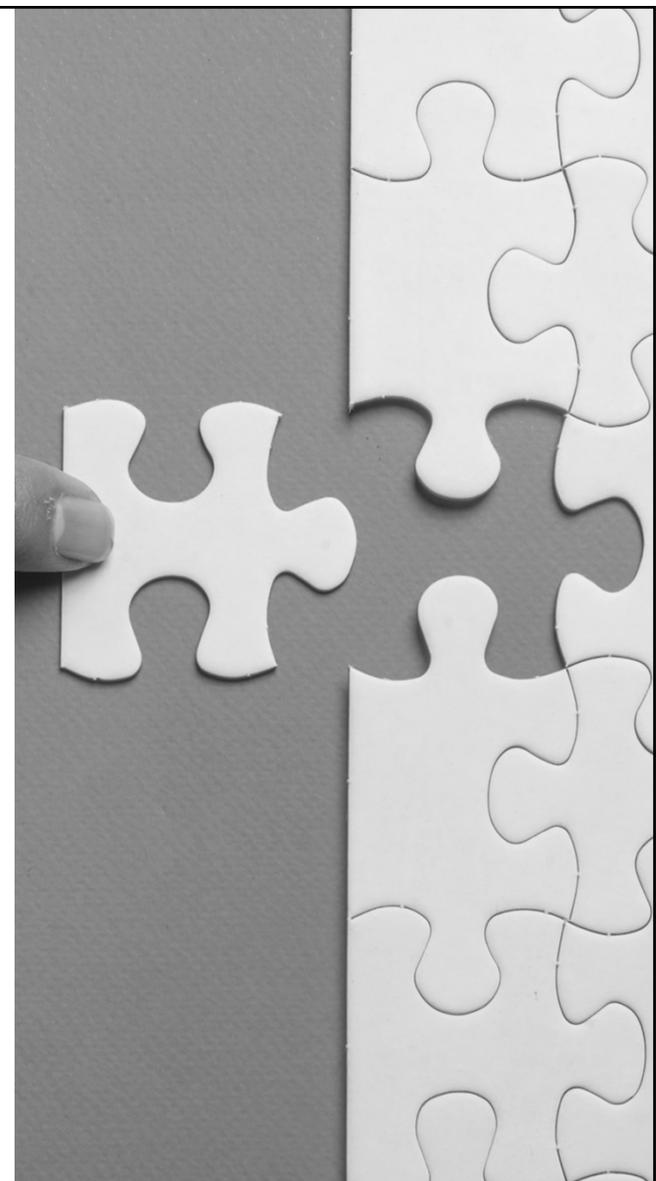
Same-day trip programs (including wheelchair-accessible service)



Expand volunteer driver programs



Shopping Trips with package assistance



MOBILITY STRATEGIES

Examples



Hospital discharge service



One call/One click (and/or Information and Referral Service)



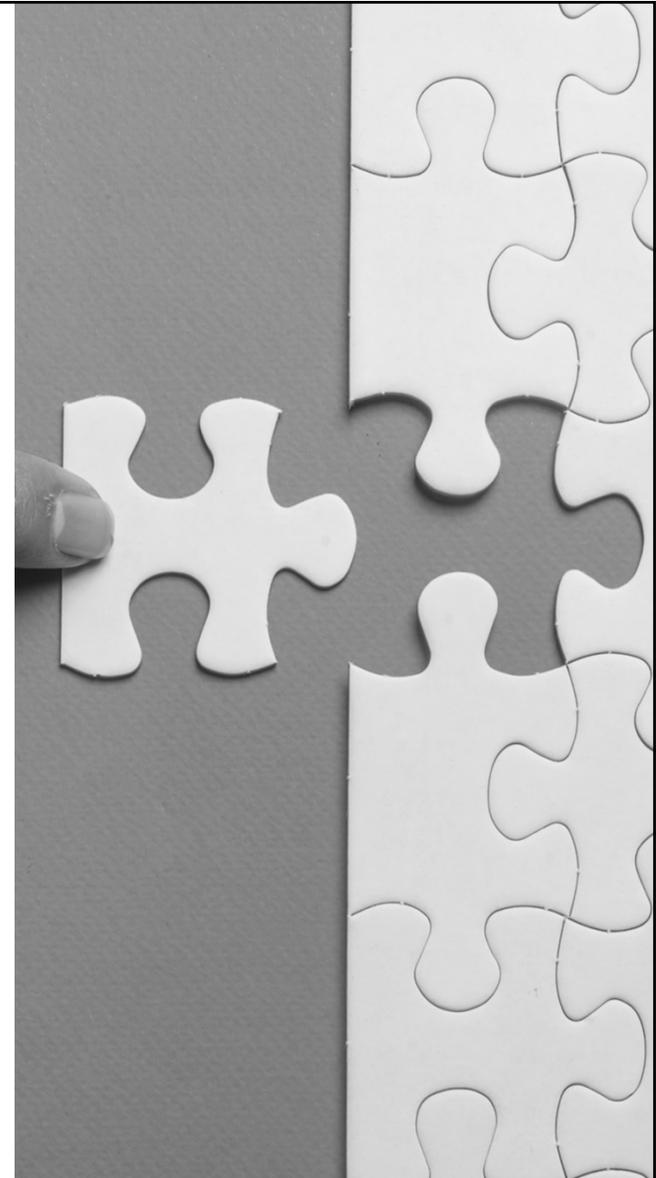
Programs for veterans



Fare integration



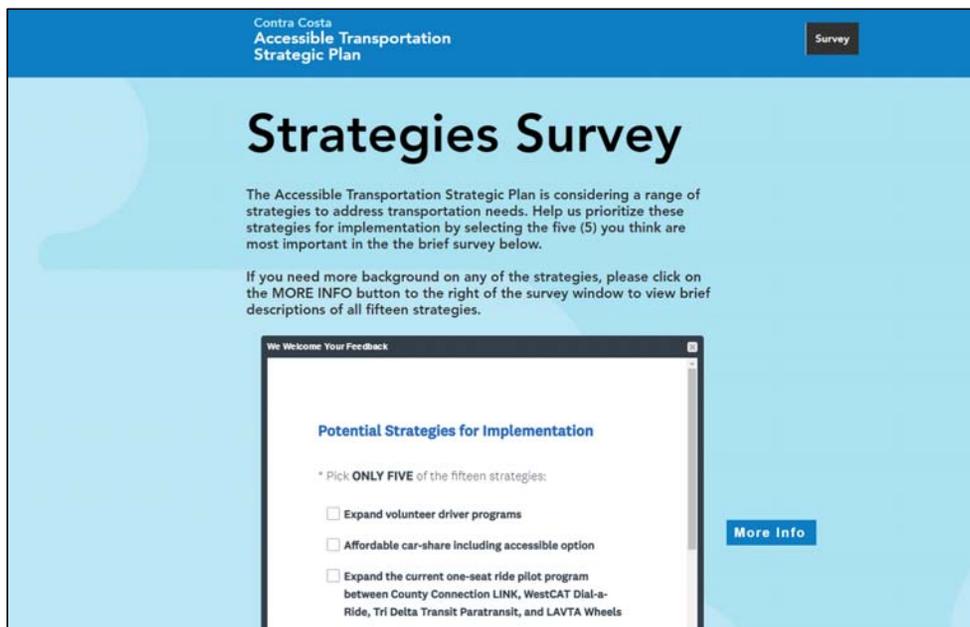
Uniform countywide ADA paratransit eligibility certification program



PHASE TWO

Public Engagement

- Give stakeholders an opportunity to prioritize strategies for implementation



THANK YOU!



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