



CONTRA COSTA
COUNTY, CALIFORNIA



CONTRA COSTA
transportation
authority

CONTRA COSTA ACCESSIBLE TRANSPORTATION STRATEGIC PLAN EXECUTIVE SUMMARY

MARCH 2021



ACKNOWLEDGEMENTS

The Contra Costa Accessible Transportation Strategic Plan was funded by a Caltrans Sustainable Transportation Planning Grant.

Project Team

Peter Engel, Director of Programs, Contra Costa Transportation Authority

John Cunningham, Principal Transportation Planner, Contra Costa County Department of Conservation and Development

Corinne Dutra-Roberts, Innovative Mobility Programs, Advanced Mobility Group (AMG)

Nelson\Nygaard Consulting

Naomi Armenta, Project Manager

Richard Weiner, Principal in Charge

Marvin Ranaldson

Tanya Shah

Kevin Lucas

Emily Roach

Brian Manford

Kevin Ottem



4 W/C DOWNTOWN/
BART IT'S FREE





Table of Contents

EXECUTIVE SUMMARY.....	ES-1
Study Background.....	ES-1
Study Context	ES-2
Existing Conditions	ES-3
Outreach	ES-6
Survey Results.....	ES-10
Transportation Needs and Gaps.....	ES-12
Recommendations	ES-13





Executive Summary

STUDY BACKGROUND

The Accessible Transportation Strategic (ATS) Plan provides a coordination structure with strategies to improve accessible transportation services, based on an examination of transportation challenges facing seniors, people with disabilities, and veterans in Contra Costa County.

Sponsored by a partnership between CCTA and the County, the ATS was funded by a Caltrans Sustainable Communities Transportation Planning grant.

Inclusive and equitable public engagement was a key focus of the Plan, with input from organizations, key stakeholders, and the broader Contra Costa community.

Project Oversight

The ATS process was overseen by Technical Advisory and Policy Advisory Committees. In March 2020, due to the COVID-19 outbreak, the project team started working “virtually” to allow people to participate safely.

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

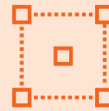
STUDY CONTEXT

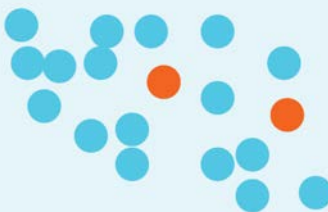
Contra Costa County has a diverse population spread across a relatively large area.

3rd
largest
population and
area in Bay Area


Population
1,160,000

804
Square Miles



17
Cities

Two
Towns

*Not including census-designated
places and unincorporated areas*

Related Planning Initiatives 2016-2020

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.”

EXISTING CONDITIONS

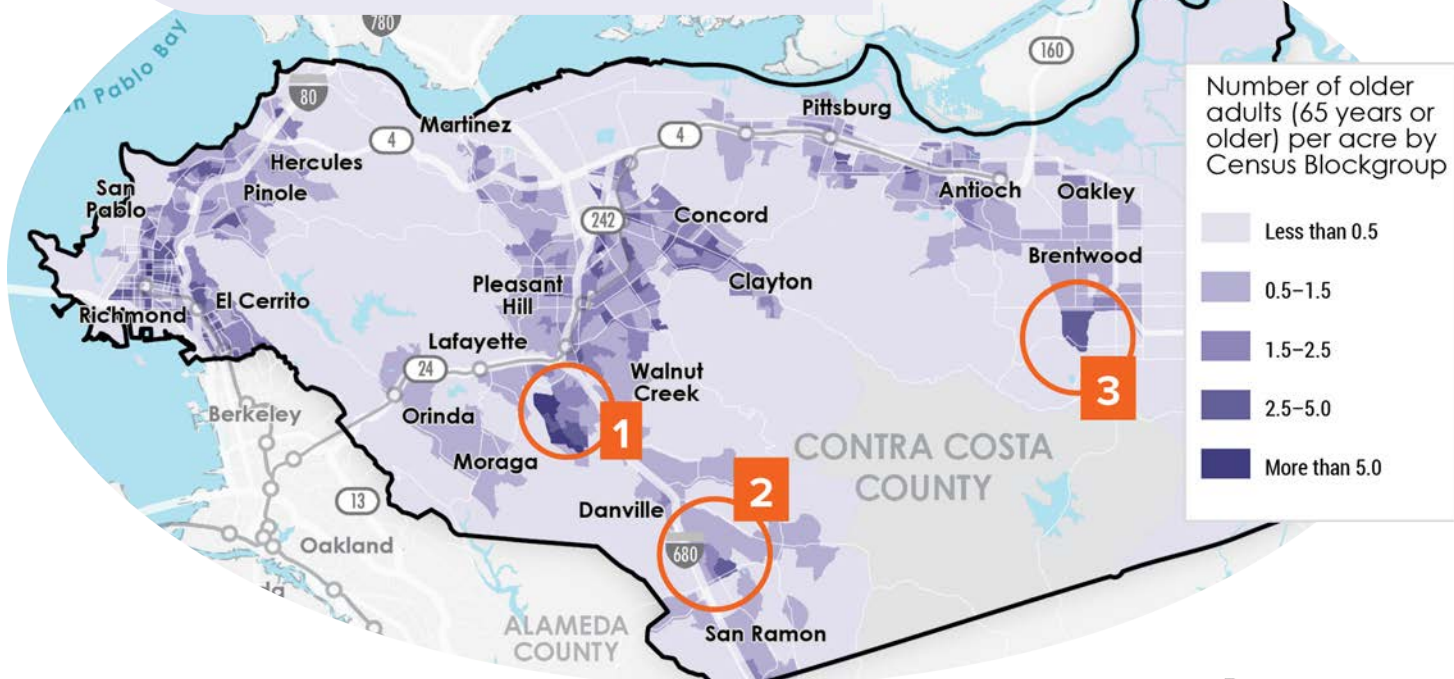
Older Adults and Adults with Disabilities

The distribution of older adults and people with disabilities reflects the general population spread throughout the county, with a few areas of unusual concentration. Rossmoor has a higher population both of older adults and people with disabilities—countywide, those two groups constitute 23% of the population.

Older Adults

Three areas have a higher density of older adults:

- 1) Rossmoor** (between Moraga and Walnut Creek),
- 2) Crow Canyon** (north of San Ramon), and the
- area **3) South of Brentwood**.



23%

over 65 or disabled

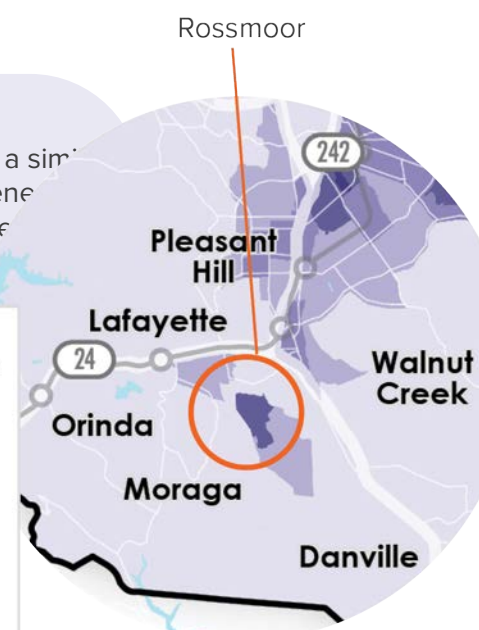
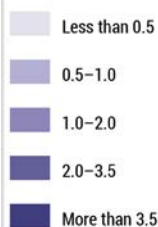


County Residents

People with Disabilities

People with disabilities have a similar geographic spread as the general population, except one concentrated area in **Rossmoor**.

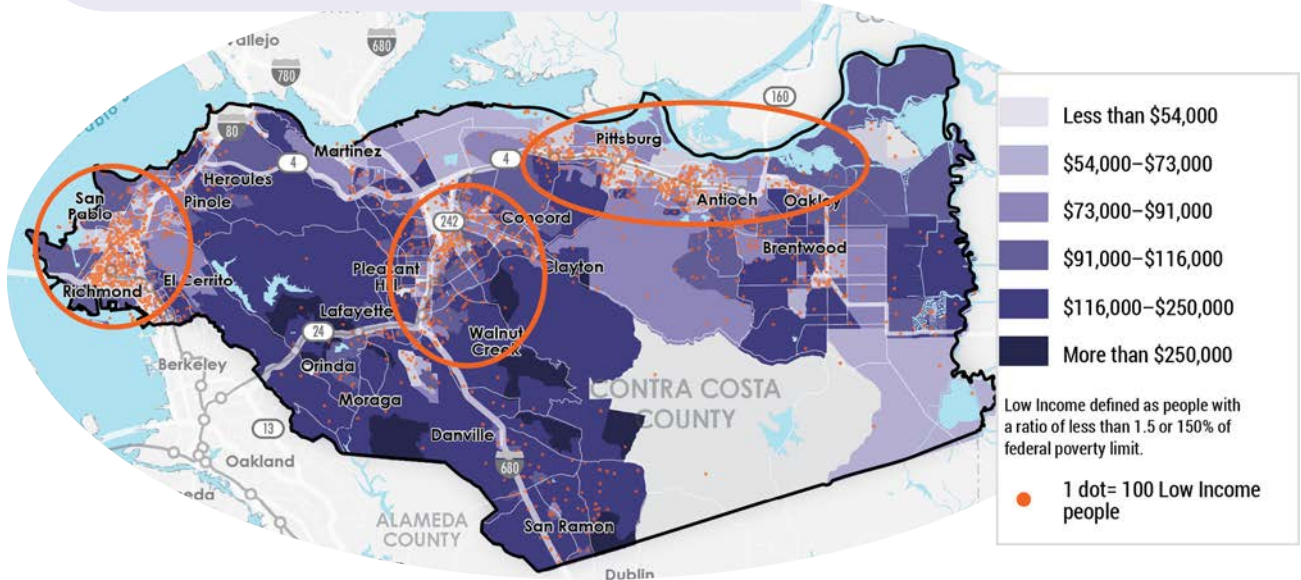
Number of people with disability per acre by Census Tract



Equity Considerations

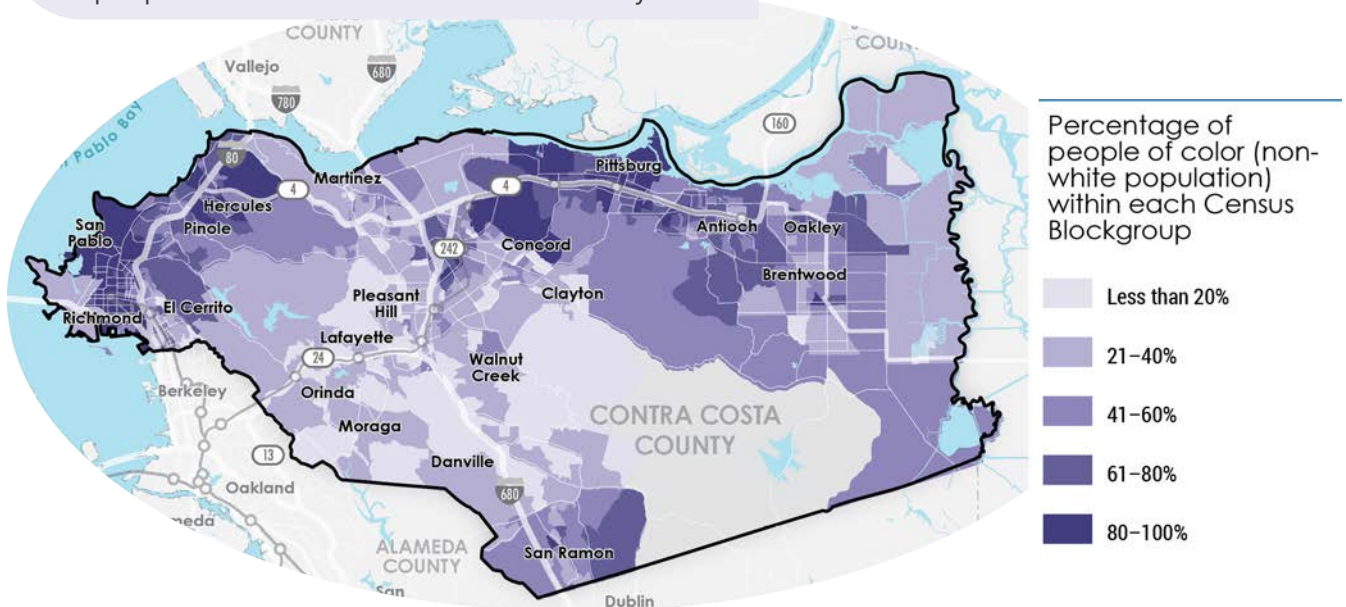
Household Income

Low income population concentrations include West County, mid-County, and North county locations.



People of Color

Nearly half of the county population identifies as people of color or other non-white ethnicity.



Countywide Ethnicity

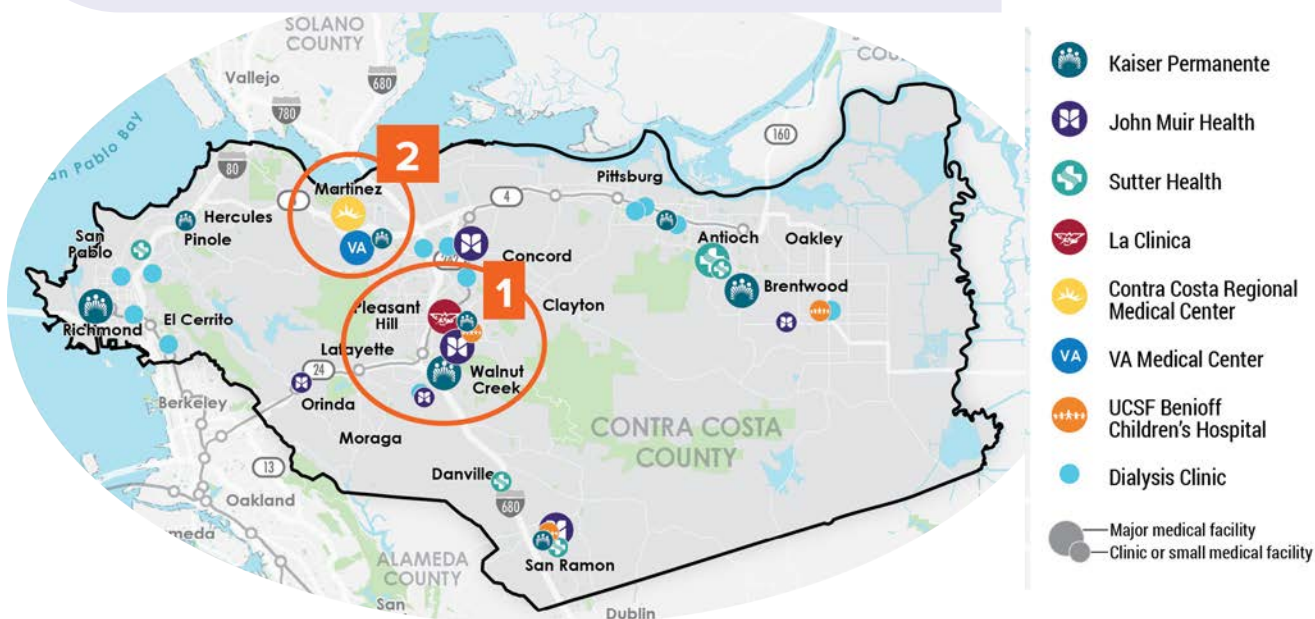
52% White

48% People of Color/Other

Transportation Need and Services

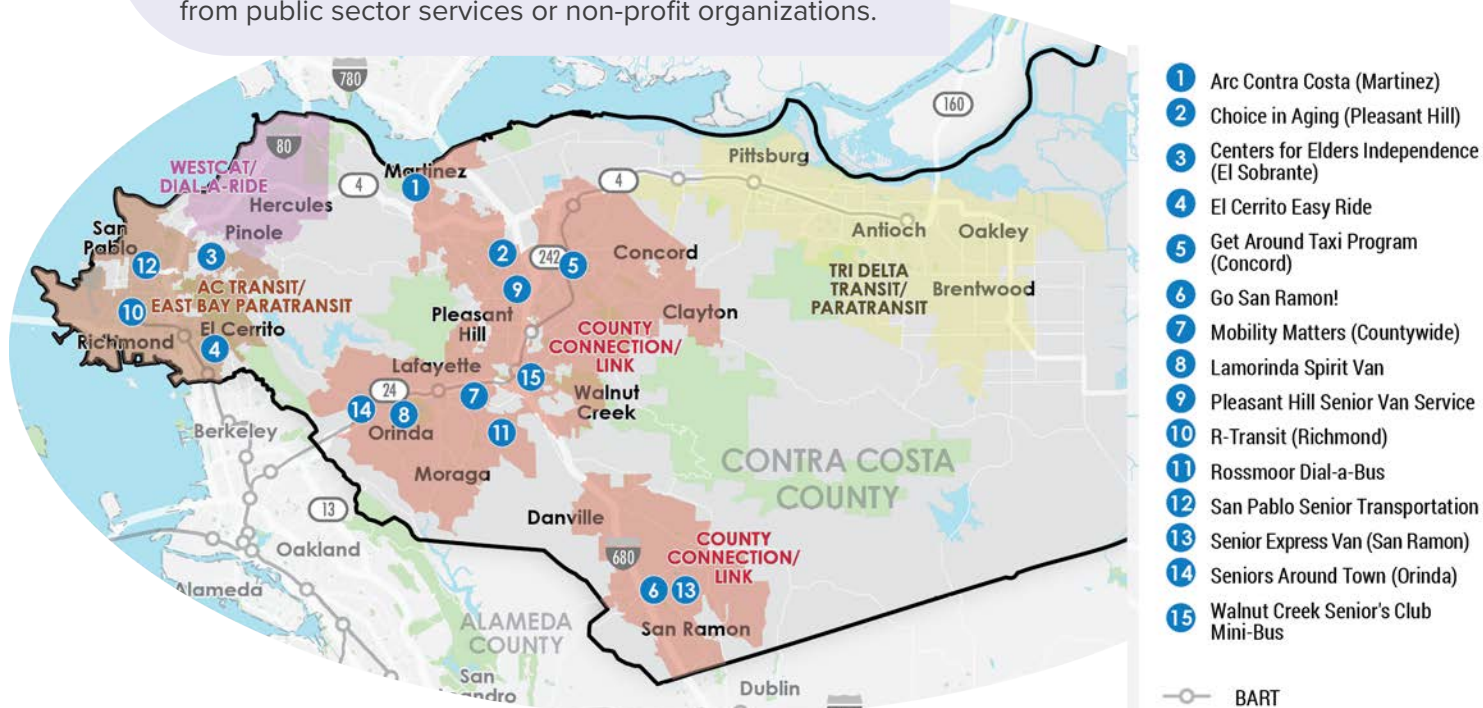
Access to Medical Facilities

Most medical facilities are clustered in the center of the County between Pleasant Hill and Walnut Creek (1). Two facilities needed by residents throughout the County are the **Contra Costa County Medical Center** and the **VA Medical Center**, both in Martinez (2).



Community-Based Transportation

Services areas don't always overlap areas of greatest demand, increasing the need for transit and paratransit services provided by community-transportation programs from public sector services or non-profit organizations.





OUTREACH

Outreach Toolkit

A virtual and paper flyer, along with tweets and postings on provider websites were distributed via social media, encouraging people to provide input through the online survey.

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



Virtual Outreach Flyer

Public Engagement Collateral



CONTRA COSTA COUNTY, CALIFORNIA
OUR COUNTY [About](#) [Departments & Offices](#) [Services](#) [Doing Business](#) [How Do I?](#)



UPDATE on Board of Supervisors Meeting
To view the spread of COVID-19, the Health Officer's Shifter Order of June 5, 2020, prevents public gatherings. In lieu of a public gathering, the Board of Supervisors meeting will be accessible via television and live-streaming. [Read more...](#)



FRONT DOOR SERVICE
STARTING JUNE 5

Library Launching Front Door Service
Beginning Monday June 15, the Library will offer Front Door Service at 28 community libraries. The service will allow patrons to pick-up books, DVDs, and audiobooks placed on hold through the Library's website at [ccclib.org](#). [Read more...](#)



Help Us Make Transportation More Convenient for Older Adults and People with Disabilities
We are gathering input from the community on ways to make transportation convenient for older adults and people with disabilities. Participate in our survey. [Read more...](#)

[View on Nextdoor](#)

Principal Planner John Cunningham, Contra Costa County AGENCY

We are looking for older adults, people with disabilities, and veterans to participate in a short transportation survey that will gather information on ways to make transportation convenient in the community. Survey participants could win a \$25 gift card! Participate in the survey (English and... [See more](#)



General - Jun 23 to subscribers of Contra Costa County

[Thank](#) [Private message](#)

[View or Reply](#)

This message is intended for [robertscee@gmail.com](#) [Unsub](#)
Slevenson Street, Suite 700, San Francisco, CA 94103

We are gathering input from the community on ways to make transportation convenient for older adults and people with disabilities.

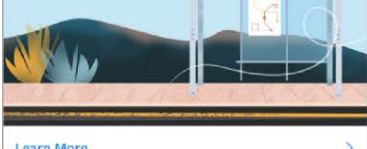
Please visit [atspcontracosta.com/participate](#) as your input will help us better meet your transportation needs and be entered to win a \$25 gift card!

Instagram

mtc mtcdata Sponsored

TRANSPORTATION SURVEY!

Seniors and people with disabilities in Contra Costa County



[Learn More](#)

mtcdata We want to hear from you. Take our survey to help us better serve seniors and people with disabilities.

CONTRA COSTA TRANSPORTATION AUTHORITY

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/CCTA_Survey2](#) or in Spanish at [www.surveymonkey.com/CCTA_SurveySPN](#)

Call us at **857-305-8004**
Email us at [info@atspcontracosta.com](#)
Visit us at [atspcontracosta.com](#)

10:55 AM · Jun 10, 2020 · [Hoodstate Inc.](#)

9 Retweets · 12 Likes

OPEN FOR BUSINESS

We are Lafayette, California Strong
[@LafayetteCAsStrong](#)

[Home](#) [About](#) [Photos](#) [Community](#) [Reviews](#) [Prints](#)

[Create a Page](#)

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/CCTA_Survey2](#) or in Spanish at [www.surveymonkey.com/CCTA_SurveySPN](#)

Call us at **857-305-8004**
Email us at [info@atspcontracosta.com](#)
Visit us at [atspcontracosta.com](#)

Contra Costa Transportation Authority - CCTA
June 9 at 5:50 PM

Help us make transportation more 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!

511 Contra Costa @511CC
USA · Jun 8 · 11:13 am

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...

Keywords: **@CCTA**, transportation
Reach 4k Tag · Translate · Share

Pre-COVID Outreach

Before the onset of the pandemic, surveys and engagement flyers were distributed and the project team made public presentations at the Developmental Disabilities Council of Contra Costa County and the Pleasant Hill Commission on Aging.



CONTRA COSTA
transportation
authority



CONTRA COSTA
COUNTY, CALIFORNIA

SURVEY

CONTRA COSTA ACCESSIBLE TRANSPORTATION STRATEGIC PLAN

The Contra Costa Transportation Authority (CCTA), in coordination with Contra Costa County, is conducting a study to find out how to improve transportation services for seniors, people with disabilities, and eligible veterans who live or travel in Contra Costa County.

Please take a few minutes to fill out this survey and return it to the person who gave it to you, or you can also take the survey on-line at: https://www.surveymonkey.com/r/CCTA_Survey.

If you have any questions or need assistance filling out this survey, please contact 510-506-7586 or info@atspcontracosta.com.

1. Which modes of transportation do you usually use?
(Check all that apply; answer any related follow-up questions for BUS, ADA PARATRANSIT and LYFT/UBER)

☐ ₁ BART

☐ ₂ Bus → Answer follow-up Q 2-4

☐ ₃ Bicycle

☐ ₄ Walk/Roll

☐ ₅ ADA Paratransit (East Bay Paratransit, WestCAT Dial-a-Ride, County Connection LINK, Tri Delta Paratransit) → Answer follow-up Q 5-7

☐ ₆ Drive myself

☐ ₇ Lyft/Uber → Answer follow-up Q 8-9

☐ ₈ Taxi

☐ ₉ Family, neighbor, or paid helper drives me

☐ ₁₀ Other (example: R-Transit, Rossmore Dial-a-Bus, Lamerinda Spirit Van, etc): _____

Q 2-4. BUS RIDER QUESTIONS

Skip questions 2-4 if you don't ride the bus.

2. If you use the BUS, what service(s) do you use?

☐ ₁ AC Transit ☐ ₄ Tri Delta

☐ ₂ WestCAT ☐ ₅ Other (please specify): _____

☐ ₃ County Connection _____

3. Please tell us about your BUS-riding experience and interactions with drivers:

☐ ₁ Excellent ☐ ₄ Additional comments: _____

☐ ₂ Satisfactory _____

☐ ₃ Poor _____

4. Please share any other comments about your BUS-riding experience, such as ease of use, maintenance issues, or vehicle cleanliness:

Q 5-7. ADA PARATRANSIT RIDER QUESTIONS

Skip questions 5-7 if you don't ride paratransit.

5. If you use ADA PARATRANSIT, what service(s) do you use?

☐ ₁ East Bay Paratransit ☐ ₄ Tri Delta Paratransit

☐ ₂ WestCAT Dial-a-Ride ☐ ₅ Other (please specify): _____

☐ ₃ County Connection LINK _____

6. Please tell us about your ADA PARATRANSIT-riding experience and interactions with drivers:

☐ ₁ Excellent ☐ _____

☐ ₂ Satisfactory ☐ _____

☐ ₃ Poor ☐ _____

7. Please share any other comments about your ADA PARATRANSIT-riding experience and interactions with drivers:

Q 8-9. LYFT/UBER RIDER QUESTIONS

Skip questions 8-9 if you don't use LYFT/UBER.

8. If you use LYFT/UBER, please tell us about your riding experience and interactions with drivers:

☐ ₁ Excellent ☐ _____

☐ ₂ Satisfactory ☐ _____

☐ ₃ Poor ☐ _____

9. Please share any other comments about your LYFT/UBER-riding experience, such as ease of use, maintenance issues, or vehicle cleanliness:

Q 10-16 GENERAL RIDER QUESTIONS

10. Where are you usually going? (Please select up to three)

I go to...

☐ ₁ Medical appointment

☐ ₂ Grocery shopping/drugstore

☐ ₃ Non-medical appointment

☐ ₄ See friends or family

☐ ₅ Attend a class

☐ ₆ The Senior Center

☐ ₇ Church

☐ ₈ Work or Volunteer position

☐ ₉ Other (please specify): _____

1,000+ Surveys

Distributed via e-mail and meal deliveries, available in English, Spanish, and Mandarin.

OVER ▶

ES-8

Accessible Transportation Strategic Plan



Post-COVID Outreach

Once the pandemic set in, the project team moved all outreach activities to safe platforms, utilizing virtual focus groups, stakeholder interviews, an online survey, and virtual town hall to safely interact with participants.



5 Focus Groups

Focus Groups

Five virtual focus groups with seniors and persons with disabilities involved in-depth conversations with the project team, with an emphasis on reaching populations often overlooked through other forms of public engagement, such as adults with disabilities, people with Limited English Proficiency, and West County residents.

11 Interviews



Stakeholder Interviews

Interviews commencing in March of 2020 were put on hold in light of the onset of the COVID-19 pandemic. Interview questions were reevaluated to reflect the circumstances, and the interviews with public and nonprofit agencies, representing an array of stakeholder groups and interests, were completed between September and November.

1,149 participants

out of 23,000 invitations

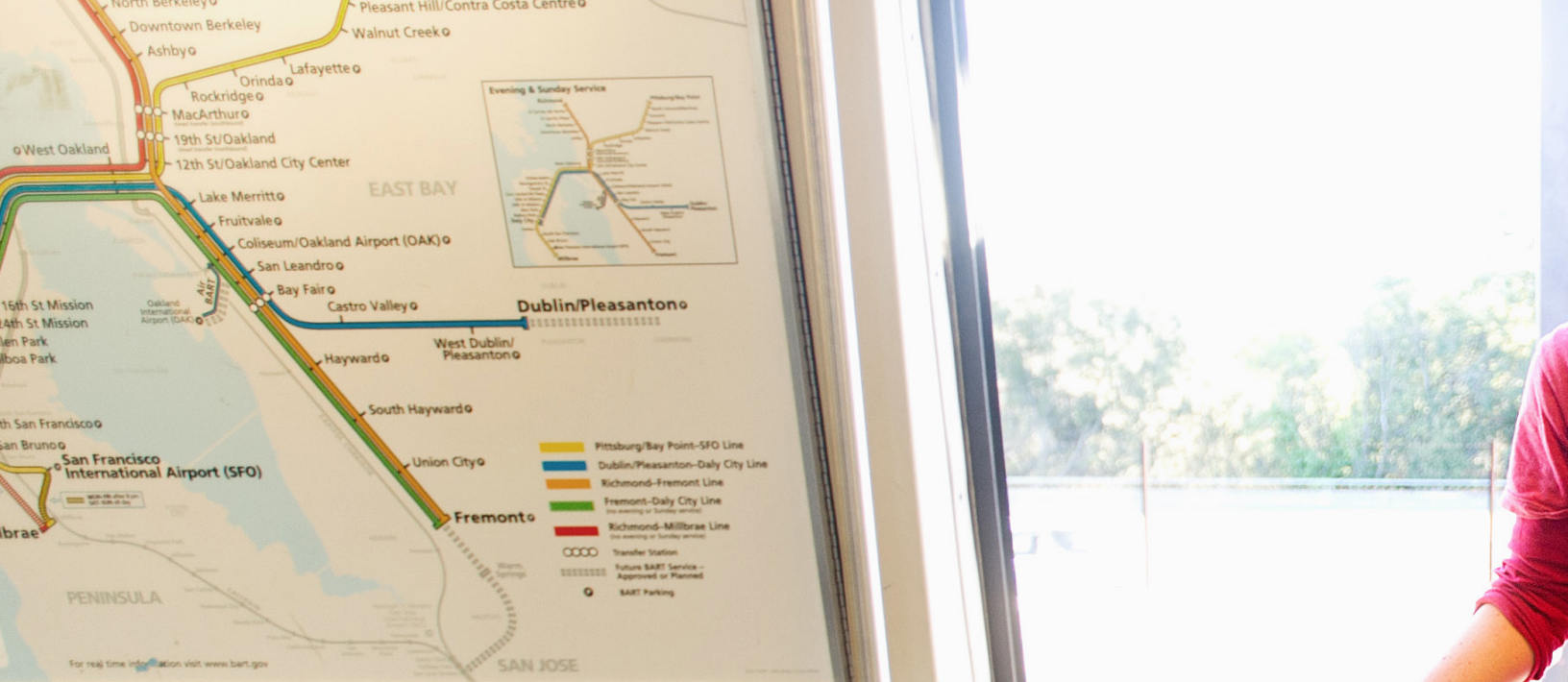
3 languages

English, Spanish, Mandarin



Telephone Town Hall

Nelson\Nygaard hosted a live Telephone Town Hall on October 27, 2020 to outline the project and answer questions.



SURVEY RESULTS

Trip Destinations and Challenges

An online survey provided insight into how respondents get where they are going, where they go, and what factors complicate their trips.

Mode to Destination

Trips were most commonly made by solo drivers, followed by those driven by a family, neighbor or paid helper. BART was used by about a third of respondents, with ADA paratransit utilized by 10% of the entire survey sample.



40%
Drive Myself



38%
Family,
neighbor, or
paid driver



32%
BART



10%
ADA paratransit

* Respondents could choose as many modes as they used. Percentages reflect total respondents (1,063) selecting a particular mode they used.

Destinations

The top destination was medical appointments, with grocery/drugstore shopping in second place. Senior Center trips and non-medical appointments each accounted for an 8% share of destinations.



56%
Medical
Appointments



46%
Grocery/
drugstore



8%
Non-Medical
Appointment



8%
Senior Center

* Respondents could choose up to three trips that they take most often. Percentages reflect total respondents (1,063) identifying each trip type.



Trip Difficulty

Mirroring the top destinations, respondents had the most difficulty with medical appointments and making grocery/drugstore trips. Seeing friends/family and getting to the Senior Center rounded up the top four types of difficult trips.



* Respondents could choose up to three trips that they take most often. Percentages reflect total respondents (1,063) for each trip type.

Trip Challenges

Almost one-third of respondents feel unsafe while traveling, with about a quarter unable to go where or when they want, or feeling their trip takes too long.



* Respondents could choose up to three challenges that they faced most often. Percentages reflect total respondents (1,063) identifying each trip type.

TRANSPORTATION NEEDS AND GAPS

The project team's review of existing conditions and survey data identified key needs and gaps in accessible transportation in Contra Costa County. These include:



New Funding – Grants are sometimes available for planning and pilots, but all recommendations will require new sustainable funding



Safety – Many respondents feel unsafe while traveling



Volunteer Driving Programs – Additional volunteers are needed, with more reliable funding to increase capacity



Medical Access – The Regional Medical Center and VA Medical Center in Martinez need reliable access throughout the county



Quality of Life Visits – Consumers have difficulty making quality-of-life essential trips to visit friends and family, the senior center, and church



Service Coordination – Accessible services need improved coordination because they are siloed between agencies, cities, and non-profit organizations



RECOMMENDATIONS

The Accessible Transportation Plan identified an urgent need for a coordinated structure to address transportation needs and gaps in Contra Costa County accessible transportation. A crucial first step would be the creation of an Accessible Transportation Task Force.



Accessible Transportation Task Force

The Task Force would:

- **Oversee Strategic Planning**, identifying coordinated strategies to be implemented by existing agencies/non-profits
- **Create a Countywide Coordination Entity** responsible for countywide strategy implementation
- **Investigate** funding opportunities



Countywide Coordinated Entity (CE)

- **The countywide CE Organization** could be an existing non-profit or public agency—or an entirely new entity
- **Strategy implementation** would be a key function of the CE, prioritizing projects to improve and expand countywide accessible transportation



Strategies and Implementation

A five-year timeline for strategy development and implementation was developed, with recommended strategies divided into tiered groups.

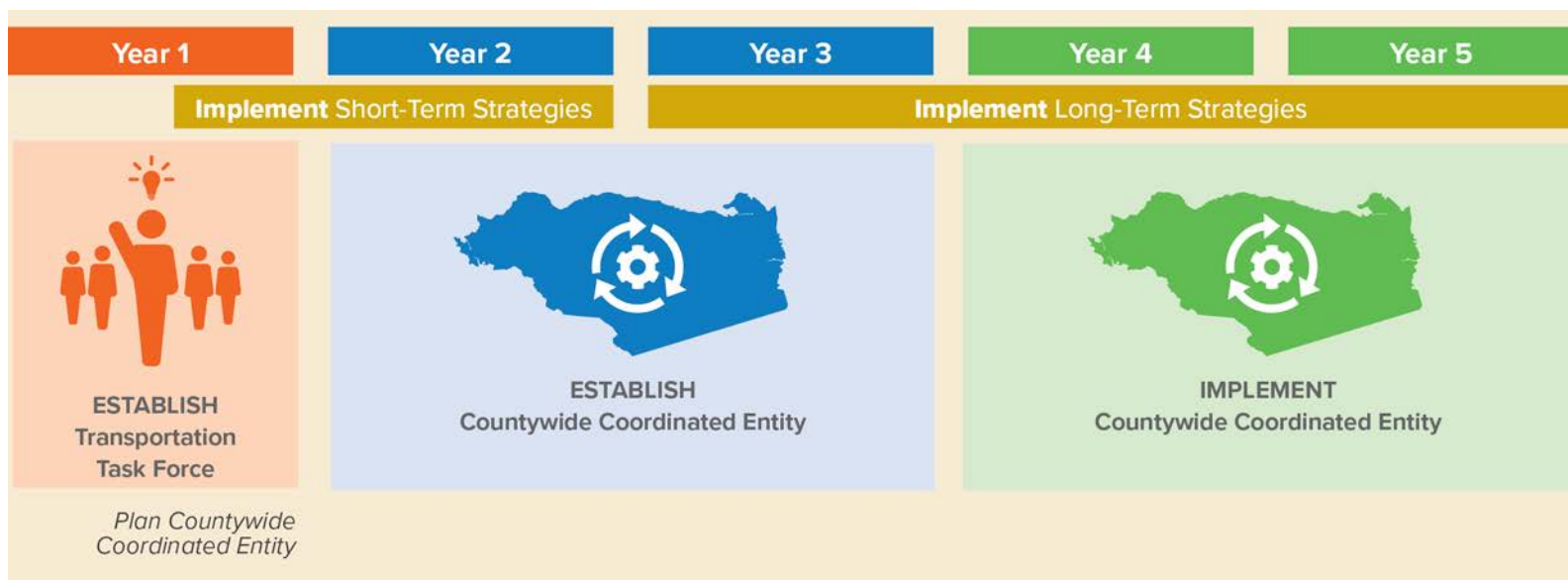
Tier I

- High transportation benefit
- Strong community support
- Leverages existing programs/resources
- Easy to implement (in stages or because of lower cost)

Tier II

High ranking strategies, sorted by:

- Service impact
- Cost
- Implementation challenges





Implementation Timeframes

Tiered Strategies will be implemented in phases, pending ATSP approval.



Implementation Agency

Recommended agencies for each strategy have been identified across three categories.



Public Agency

(e.g. Contra Costa Transportation Authority, County Administrator's Office, County Health Services)



Non-Profit

(e.g. Mobility Matters, Choice in Aging)



Transit Agency

(e.g. County Connection, Tri Delta Transit, WestCAT)

Implementation Workplan

 Tier I

 Tier II

 Short-Term

 Long Term

Strategy Description		Implementation Term	Implementation Agency		
			 Public Agency	 Non-Profit	 Transit Agency
Increase Local and Regional Mobility					
1	Improve connectivity between paratransit programs/eliminate transfer trips				
2	Same-day trip programs (including wheelchair-accessible service)		  		
3	Expand existing and add new Volunteer Driver programs		 		
4	Service beyond ADA service areas		 		
5	Early morning and late-night service		 		
6	On-demand subsidies		 		
Improve Coordination Among Providers and Community Stakeholders					
7	Shopping trips with package assistance		 		
8	Hospital discharge service		 		
9	Customized guaranteed ride home programs for people with disabilities		 		
10	Means-based car-share including accessible option		 		
11	One-call / one-click; information & referral (I&R)		 		
12	Programs for disabled/senior veterans				
13	Real-time transportation information (paratransit vehicle location, BART elevators, wheelchair spaces on buses)				
14	Travel training (including inter-operator trips)		  		
15	Mobility-as-a-Service (MaaS)		 		
Develop Partnerships for Supportive Infrastructure					
16	Administer a uniform countywide ADA paratransit eligibility certification program		 		
17	Fare integration				
18	Procure joint paratransit scheduling software				
19	Sidewalk improvements to enhance safety for older adults and wheelchair accessibility in high-priority locations				
20	Means-based fare subsidy		  		
21	Wheelchair breakdown service		  		
22	Accessible bikeshare program		 		



How

A Countywide Coordinated Entity Improves Accessible Transportation in Contra Costa County

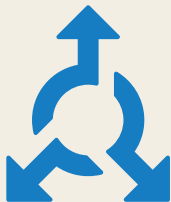
Functions of the Coordinated Entity



Identifies/pursues new funding



Develops and administers uniform countywide ADA paratransit eligibility certification



Expands mobility management



Implements joint paratransit scheduling software



Oversees seamless rides for inter-jurisdictional trips inside and outside the county



Supports service beyond ADA service areas and regular service times



Expands Travel Training



Advocates for Safe Routes for Seniors/
Safe Routes for All



Helps establish means-based fare subsidy



CONTRA COSTA
COUNTY, CALIFORNIA



CONTRA COSTA
transportation
authority

