



Accessible Transportation Strategic Plan

TRANSPAC

Presented by CCTA Staff

APRIL 8, 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 completed in March 2021



BACKGROUND AND OVERVIEW OF PROJECT

Policy Background

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

Oversight Committees

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

CHALLENGES AND OPPORTUNITIES

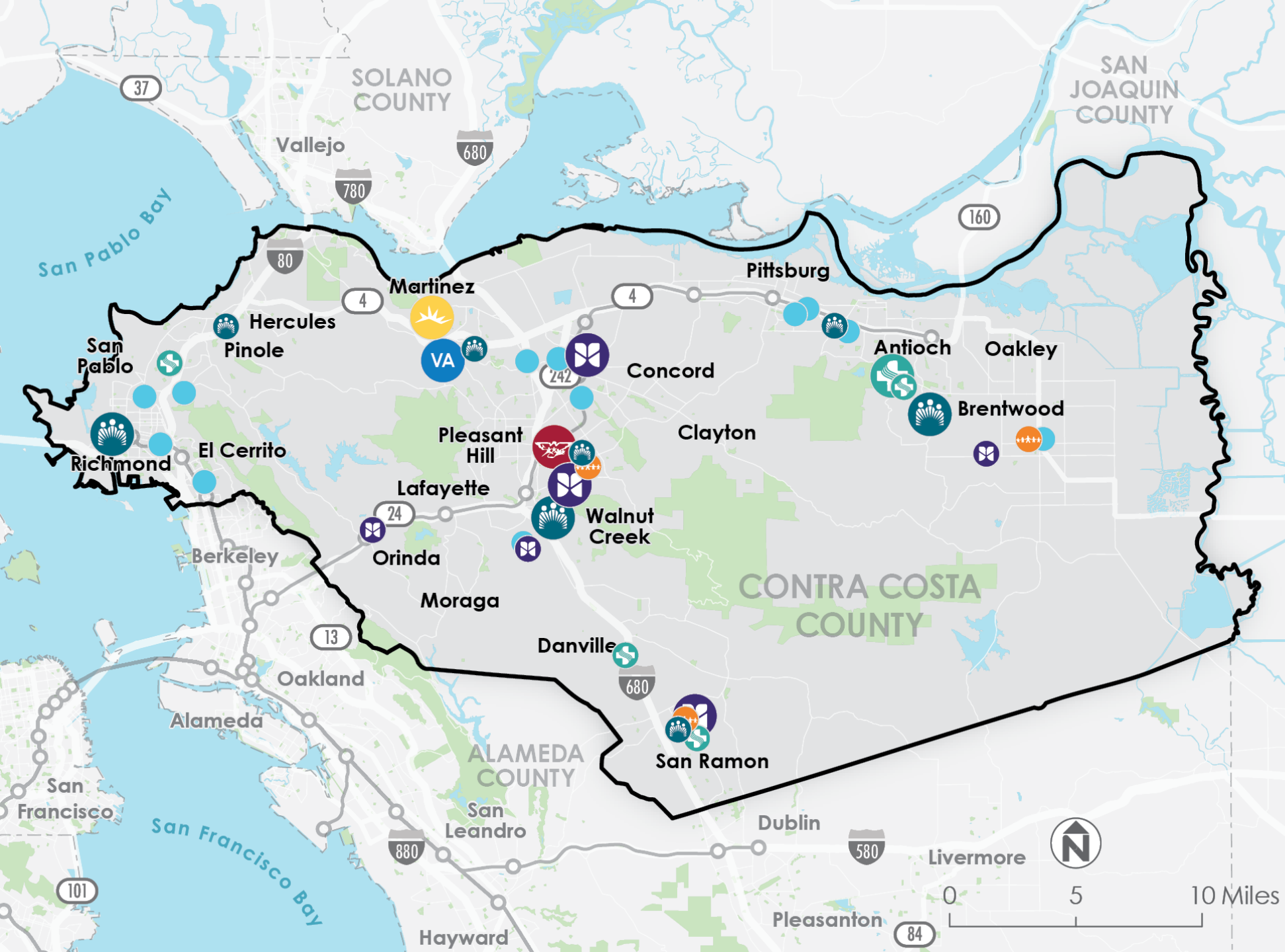
Past Studies

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

Barriers to Implementation

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

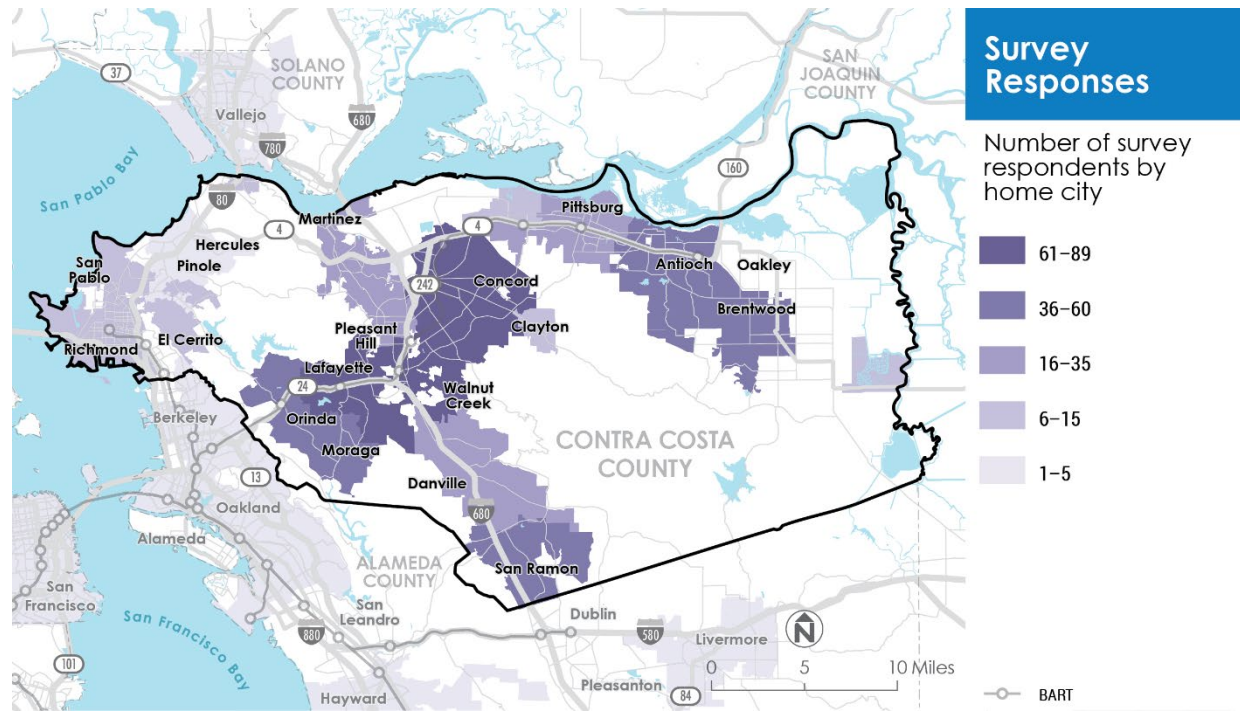
Medical Facilities



-  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**

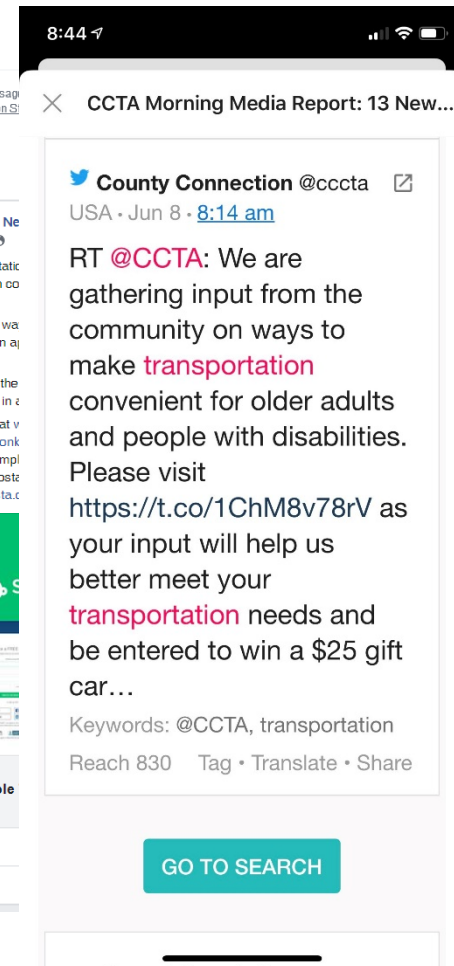
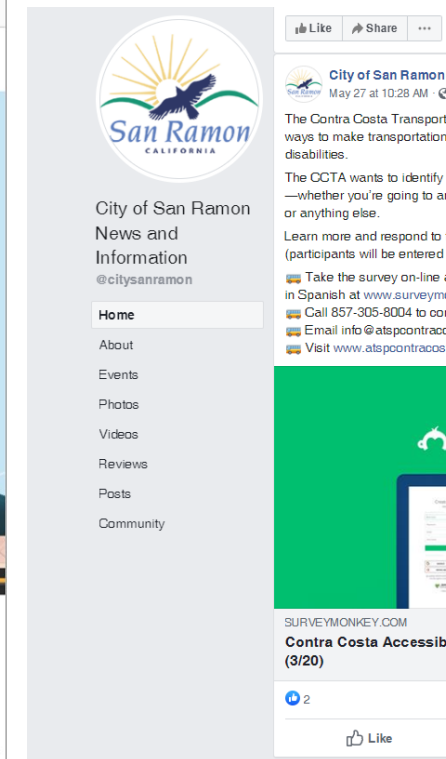
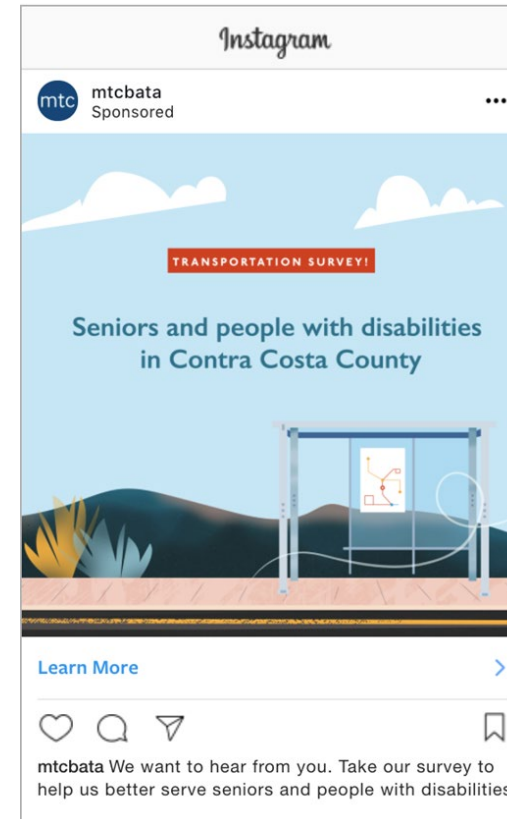
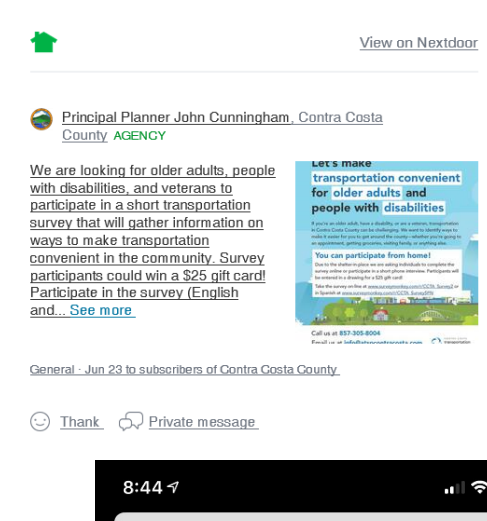
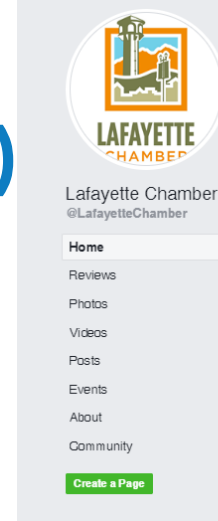
Email us at info@atspcontracosta.com

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OUTREACH EFFORTS (CONTINUED)

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



TRANSPORTATION NEEDS AND GAPS IDENTIFIED

Categories

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

TRANSPORTATION NEEDS AND GAPS IDENTIFIED

Examples

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

RECOMMENDATIONS

Establish a Coordinated Structure

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

RECOMMENDATIONS (CONTINUED)

Coordinated Entity (CE) Mission

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

MOBILITY STRATEGIES

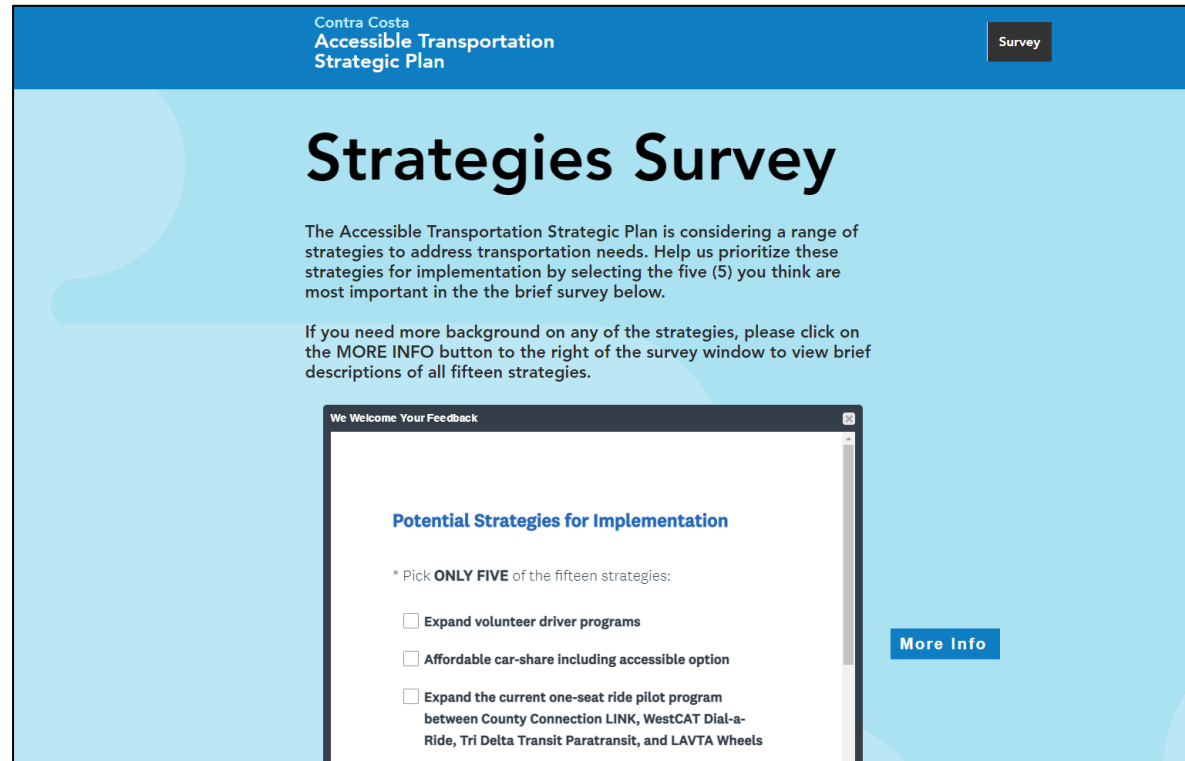
Examples

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

PHASE TWO

Public Engagement

- Give stakeholders an opportunity to prioritize strategies for implementation



The screenshot shows a web browser window with a blue header. The header text reads "Contra Costa Accessible Transportation Strategic Plan" and includes a "Survey" button. The main heading is "Strategies Survey". Below this, a paragraph states: "The Accessible Transportation Strategic Plan is considering a range of strategies to address transportation needs. Help us prioritize these strategies for implementation by selecting the five (5) you think are most important in the the brief survey below." Another paragraph follows: "If you need more background on any of the strategies, please click on the MORE INFO button to the right of the survey window to view brief descriptions of all fifteen strategies." A survey window is open, titled "We Welcome Your Feedback". It has a sub-heading "Potential Strategies for Implementation" and a note: "* Pick ONLY FIVE of the fifteen strategies:". Three strategies are listed with checkboxes: "Expand volunteer driver programs", "Affordable car-share including accessible option", and "Expand the current one-seat ride pilot program between County Connection LINK, WestCAT Dial-a-Ride, Tri Delta Transit Paratransit, and LAVTA Wheels". A "More Info" button is visible to the right of the survey window.



NEXT STEPS

- Develop Budget and Scope for Task Force (May/June)
- Formation of Task Force (July)
- BEGIN WORK!!



CONTRA COSTA
transportation
authority

THANK YOU!

QUESTIONS?