

**EXCERPTS FROM THE
COORDINATED PUBLIC TRANSIT-HUMAN
SERVICES TRANSPORTATION PLAN
MARCH 2013 UPDATE**



Executive Summary

Introduction/Background

This plan updates and amends the Coordinated Public Transit–Human Services Transportation Plan of the Metropolitan Transportation Commission (MTC). The Plan was first developed in 2006 and 2007 on behalf of MTC and its local stakeholders with an interest in human service transportation programs. MTC is both the Regional Transportation Planning Agency (RTPA) and the Metropolitan Planning Organization (MPO) for the nine-county San Francisco Bay Area, and in this capacity also serves as a designated recipient of federal transportation funding. This update combines into a single document what were previously separate elements of the Coordinated Plan focusing on transportation needs of low-income populations, older adults, and persons with disabilities.

This plan also fulfills a federal requirement first enacted in 2005 through the passage of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which stipulated that starting in Fiscal Year 2007, projects funded through three SAFETEA-LU programs — the Job Access and Reverse Commute Program (JARC, Section 5316), the New Freedom Program (Section 5317) and the Formula Program for Elderly Individuals and Individuals with Disabilities (Section 5310) — are required to be derived from a locally developed, coordinated public transit–human services transportation plan. SAFETEA-LU guidance issued by the Federal Transit Administration (FTA) described the plan as a **“unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of individuals with disabilities, older adults, and individuals with limited income, laying out strategies for meeting these needs, and prioritizing services.”**

In June 2012, Congress enacted a new two-year federal surface transportation authorization, Moving Ahead for Progress in the 21st Century (MAP-21), which retained many but not all of the coordinated planning provisions of SAFETEA-LU. Under MAP-21, JARC and New Freedom are eliminated as stand-alone programs, and the Section 5310 and New Freedom Programs are consolidated under Section 5310 into a single program, Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities, which provides for a mix of capital and operating funding for projects. This is the only funding program with coordinated planning requirements under MAP-21, beginning with Fiscal Year 2013 and currently authorized through FY 2014.

This Plan is intended to meet the federal planning requirements as well as to provide MTC and its regional partners with a “blueprint” for implementing a range of strategies intended to promote and advance local efforts to improve transportation for persons with disabilities, older adults, and persons with low incomes.



Stakeholders engaged in the planning process felt strongly that realization of a fully coordinated public transit-human services transportation for the Bay Area will require two key elements going forward: (1) sustainable funding dedicated to the operation of the region's transportation solutions that go beyond public fixed route transit and also for coordinating the region's finite transportation resources, and (2) the broadest and most inclusive possible range of partners involved. To best serve the region's growing needs for mobility services in the future, these partnerships will need to involve not just providers of public transit and human service transportation, but also private taxi providers, the Department of Motor Vehicles, advocacy groups representing seniors and people with disabilities, faith-based groups, medical and dialysis providers, veterans and veterans' service providers, and providers of support services to the working poor.

Plan Update Methodology

The methodology used to develop the original plan and the plan update included the following steps:

Conduct Literature Search and Review Best Practices: A review was conducted of recent local studies, which have examined transportation needs in the Bay Area, particularly those of low-income populations, seniors and persons with disabilities. Secondly, new research was undertaken on Innovative Strategies and Best Practices that have emerged since MTC adopted the 2007 Plan. Findings are documented in Appendices B and C, respectively.

Update Demographic Profile: An updated demographic profile of the region was prepared using data from the Census Bureau and other relevant planning documents, to determine the local characteristics of the study area, with a focus on low-income populations, persons with disabilities, and older adults.

Document Existing Transportation Services: This step involved documenting the range of public transportation services that already exist in the Bay Area. These services include public fixed-route and paratransit services, and transportation services provided or sponsored by social service agencies, as well as past and current projects funded under the original Coordinated Plan. Information about public transit and paratransit was obtained from existing resources as specified in the report, and information about services provided by social service agencies was collected through an inventory completed for this project. Appendix D provides the complete inventory results.

Conduct Outreach: Development of the original Coordinated Plan included stakeholder involvement and public participation via a three-pronged approach: public outreach, stakeholder interviews, and convening a focus group to examine coordination issues in detail. In addition, the Low Income Component of the Plan relied on extensive outreach conducted through MTC's Community Based Transportation Planning Program. Through these efforts, transportation gaps were identified or confirmed. Stakeholders provided input on existing barriers to coordination as well as possibilities for improvement. Given the extensive outreach incorporated into the original Plan, MTC conducted a more



streamlined outreach approach for the Plan update, including outreach conducted via other local and regional planning efforts involving the target populations, and meetings with regional stakeholder groups to both review and re-validate findings and to try to reach new perspectives not previously engaged in the initial coordinated planning process. Stakeholder comments received during the original Plan development as well as the Plan update outreach process are provided in Appendix E.

Assess Needs: The needs assessment provides the basis for recognizing where—and how—service for low-income populations, seniors, and persons with disabilities needs to be improved. The results of the needs assessment are summarized in Chapter 6, and comprehensive lists of unmet needs identified in each county are included in Appendix E. In addition, for the first time this Plan update includes documentation of the needs of the Bay Area’s veterans, a growing population with underserved transportation needs. A summary and discussion of the transportation needs of veterans is provided in Appendix F.

Identify and Prioritize Solutions: Following the identification of service gaps the planning process identified corresponding potential service solutions. Preliminary criteria were applied to identify regional priorities, with the understanding that locally identified priorities could potentially differ depending on local context. The solutions are documented in Chapter 7 and in greater detail in Appendix H.

Develop Coordination Strategies: The final step was to consider how best to coordinate services so that existing resources can be used as efficiently as possible. These strategies outline a more comprehensive approach to service delivery with implications beyond the immediate funding of local projects. In updating the strategies to be included in the Plan update, MTC staff and stakeholders reviewed progress on implementation of the five strategies included in the 2007 Plan, as well as relevant planning and implementation activities that have taken place since 2007, to inform a revised and updated set of coordination strategies.

Key Demographic Findings

Key findings emerging from the demographic study of the region for 2010 are identified below.

Low-Income Population: In 2010, nearly 26% of the Bay Area’s 7 million residents lived in low-income households below 200% of the federal poverty level, which is roughly equivalent to a household income of \$22,000 for a person living alone and \$45,000 for a family of four. Roughly 11% of the population lives below 100% of the federal poverty level.

Older Adults: Over 12% of the Bay Area’s population is aged 65 or older. Within the older-adult population, 35% report having a disability. A quarter (25%) live in low-income households (defined as



below 200% of the federal poverty level), and 75% live in non-low-income households. By the year 2040, the population 65 and older is expected to increase by 121% to nearly 2 million residents.

Individuals with a Disability: Persons reporting disabilities across six categories defined by the Census Bureau total 9% of the region's population. Of this population, 39% live in low-income households below 200% of the federal poverty level, which is about one and a half times the rate of the general population.

Vehicle Availability: While approximately 10% of the region's households overall report having no access to a car, this share is higher for all target populations studied: 18% for householders 65 or over, 18% for householders reporting a disability, and 16% for lower-income households.

Additional demographic information about the Bay Area's low-income, elderly, and disabled populations, is detailed in Chapter 3. Detailed data by county is provided in Appendix A.

Human Service Transportation Inventory

The 2007 Coordinated Plan created an inventory of agencies that provide social service transportation and collected basic information about the agencies' services. This inventory was updated as part of the Plan update process. A survey was sent to public transit agencies providing ADA paratransit, as well as a range of public and private agencies that provide transportation for clients, program participants, specific populations (such as older adults), or the general public. Survey invitations were sent by email to 243 recipients, from whom 51 responses were received (a 21% response rate). This inventory is intended to serve as a tool to support coordination by identifying the existing transportation resources in the region as well as documenting current service parameters, geographic coverage and beneficiaries. Service duplication or gaps in service were also noted.

In addition, projects funded by FTA's JARC, New Freedom, and Section 5310 program under the region's original Coordinated Plan were summarized to illustrate what kinds of projects were being funded and how many individuals were being served by these projects. Since Fiscal Year 2006, a total of \$39 million has been programmed in the region by these programs, including \$11.2 million in JARC and \$10.7 million in New Freedom funds programmed to the region's large urbanized areas, and \$17.4 million in Section 5310 funds programmed to the region through statewide competitive processes, averaging about \$6.5 million per year. Across the three programs, the mix of projects funded is listed in Table ES-1.



**Table ES-1: Average FTA Funding per Year by Project Type,
FY 2006 through FY 2011: JARC, New Freedom, Section 5310**

Project Type	Average Funding per Year (\$000s)	% of Total
Accessible Vehicles and Technology	\$3,131	48%
Transit/ADA Alternatives	\$1,058	16%
Fixed Route Transit	\$938	14%
Mobility Management	\$522	8%
Information and Travel Training	\$435	7%
Access Improvements	\$260	4%
Auto Loan Programs	\$195	3%
Totals	\$6,540	100%

Source: MTC analysis.

Note: Figures do not sum to total due to rounding. Some projects with multiple components were categorized in a single primary category.

Needs Assessment

Several key themes emerged from the outreach efforts, stakeholder consultation, and previous planning projects. These include:

Enhanced Fixed Route Services: For persons who can and do use the fixed route system, there is a need for additional service in rural and suburban areas, and for more direct service to key activity centers that older adults and persons with disabilities need to access. Customers also would like increased frequency to avoid long waits, and service longer into the evening and on weekends.

Enhanced Paratransit Services: Paratransit users sometimes need a level of service above and beyond what is required by the ADA, such as service provided on the same day it is requested, where and when the fixed route service does not operate, or the ability to accommodate “uncommon” wheelchairs or other mobility devices.

Connectivity: The need for better connectivity between service providers was expressed, both for inter- and intra-county travel, whether using paratransit or fixed-route service. Customers also mentioned the need for better shelters and bus stops as well as other amenities at transfer sites. Some wheelchair users have difficulty making effective use of the fixed-route system due to accessibility barriers and referred to needs to enhance accessibility of vehicles and infrastructure such as shelters and stops.



Transit Experience: A number of issues were raised related to transit amenities, including bus shelters, bus stop seating if a bus stop cannot accommodate a shelter, and lighting to promote safety at bus stops and at rail stations, especially at night. Safety on transit vehicles was also raised as a concern.

Transit Alternatives: For those who need transportation where public transit (fixed-route or complementary ADA paratransit) is unavailable or unsuitable, alternatives are needed that enable people to live independently, such as ride-sharing or volunteer-driver programs, or mobile programs that bring support services to people's homes.

Information and Other Assistance: There is a need for education and information in a variety of formats so that older adults and persons with disabilities can learn how to use public transit and its accessible features. Likewise, there is a need to ensure drivers, dispatchers, and other transit personnel are sensitive to passenger needs, and know how to provide assistance on-board the vehicle.

Transportation for Youth and Children: Transportation gaps specifically related to youth and children were mentioned, including the cost of transportation for youth, and particularly for a family with multiple children; if no school bus service is available, working parents using transit who drop children off at school or daycare before work can have lengthy and costly trips. Transportation for youth and children was also cited as a challenge for parents with disabilities or seniors who are guardians.

Affordability and Access to Autos: Cost is the primary barrier to auto ownership for low-income individuals and families. Transit fares, especially distance-based fares, monthly passes requiring high up-front costs, and certain transfer policies, were cited as expensive, especially for families with children who rely mainly on transit.

Pedestrian Access and Land Use Coordination: The need to improve accessibility to and from bus stops and transfer centers (sidewalks, curb cuts, curb ramps, crosswalks) was widely voiced throughout the outreach meetings. Meeting attendees also mentioned the need to better coordinate land use development with the provision of transit service, especially in lower-density communities. The location of housing and facilities serving people with disabilities or seniors in areas that are inaccessible by transit was also cited as a concern.

Bicycle and Pedestrian Issues: Safe routes for walking or riding a bicycle are an issue in many low-income communities. Specific concerns include fast traffic speeds near pedestrians; lack of crosswalks and signals; lack of sidewalks, particularly in unincorporated or rural areas; sidewalks that are in poor condition; lack of proper lighting creating safety issues especially at night; lack of adequate signage and wayfinding information for pedestrians and cyclists; and lack of bike lanes or areas to secure bicycles at stops and on transit vehicles.



Overlapping Transportation Needs

The transportation needs and gaps of older adults and persons with disabilities, as well as those of the region's low-income population (based primarily on completed Community Based Transportation Plans) were reviewed. There is significant overlap or similarity in the barriers and gaps expressed by all three populations of concern. A comprehensive list of the overlapping needs is found in Chapter 6.

Potential Solutions

Potential solutions are identified to address the gaps that emerged from the outreach process and review of local plans. These suggested solutions are grouped into four categories:

- Mobility management, travel training, and transportation coordination activities;
- Additions or improvements to paratransit that exceed ADA requirements, and demand-responsive services other than ADA paratransit;
- Additions or improvements to public transit services and transit access; and
- Solutions to address affordability barriers.

These solutions represent categories of potential investments, which could be eligible for Federal Transit Administration funds subject to this plan, or other local sources of funding. Chapter 7 of the report describes the solutions individually, while Appendix H provides greater detail, including implementation steps.

Strategies to Enhance Human Service Transportation Coordination

In addition to considering which projects or solutions could directly address transportation gaps, the planning effort also considered how best to coordinate services so that existing resources can be used as efficiently as possible. The following proposed strategies offer opportunities to improve coordination of service delivery, and were developed with input from key stakeholders already involved in the planning and implementation of human service transportation, as well as by reviewing relevant planning efforts completed since 2007.

1. Strengthen mobility management throughout the Bay Area, by:
 - Identifying and designating Consolidated Transportation Service Agencies (CTSAs) to facilitate subregional mobility management and transportation coordination efforts
 - Providing information and managing demand across a family of transportation services
 - Coordinate advocacy with human service agencies to identify resources to sustain coordinated transportation service delivery.
2. Promote walkable communities, complete streets, and integration of transportation and land use decisions.



Table ES-2. Implementation of Coordination Strategies

1. Strengthen Mobility Management	Partners/Stakeholders
1.A. Identify and Designate Consolidated Transportation Service Agencies (CTSAs) to Facilitate Subregional Mobility Management and Transportation Coordination Efforts	MTC, local agencies and service providers
Develop a mobility management implementation strategy in concert with local agencies with the goal of identifying subregional mobility managers and resource needs throughout the region; Broaden the range of organizations engaged in coordination; Provide technical assistance	MTC, county or subregional agencies and service providers
Test and implement technology that could track individual client activity on a vehicle supported with multiple fund sources	Local service providers, human service agencies
Convene a regional workshop to focus on providing technical assistance and information sharing for those interested in developing or advancing mobility management activities	MTC, transit agencies, CMAs, human service agencies, local service providers
Develop a mobility management and best practices discussion forum	MTC, transit agencies, local services providers
1.B. Provide Information and Manage Demand Across a Family of Transportation Services	MTC, transit agencies, human service providers, designated mobility managers and travel training providers, grant recipients
Build on and/or expand existing travel training programs in the region to complement the ADA certification process. Encourage implementation of travel training and ADA paratransit demand management strategies via MTC's Transit Sustainability Project.	Transit agencies, designated mobility managers
Ensure MTC-funded project sponsors of travel training and community-based travel alternatives coordinate with subregional mobility managers to share information about services, client eligibility and requirements, and capacity	MTC, designated mobility managers, MTC grant recipients
Develop marketing plans suitable to different target audiences, and facilitate coordination of training curricula and sharing of best practices between public transit and non-profit providers of travel training	Transit agencies, designated mobility managers, travel training providers
1.C Promote Coordinated Advocacy and Improve Efforts to Coordinate Funding with Human Service Agencies to Identify Resources to Sustain Ongoing Coordination Activities	MTC, Bay Area Partnership, transit agencies, human service agencies, local and regional stakeholders and advisors
Develop a comprehensive legislative platform to address improved human service transportation coordination	MTC, Bay Area Partnership, transit agencies and other local stakeholders
Re-initiate previous MTC legislative efforts to promote human service transportation in California	MTC, Policy Advisory Council, Bay Area Partnership, human service agencies, other local stakeholders
Identify key state legislator (s) willing to sponsor statewide and federal legislation intended to address the platform defined above	MTC, elected official(s)
Actively seek the support of partner organizations such as National Council of Independent Living (NCIL), The World Institute on Disability (WID), Area Agencies on Aging, and others and others to place greater emphasis on elderly and disabled transportation needs in their advocacy efforts	Local advocacy organizations, MTC Policy Advisory Council
2. Promote Walkable Communities, Complete Streets, and Integration of Transportation and Land Use Decisions	Partners/Stakeholders
Build upon previous MTC planning work specific to pedestrian safety, and disseminate the results to other partner organizations	Local jurisdictions
Provide information and support to local jurisdictions in implementing OneBayArea Grant-required Complete Streets elements and/or resolutions	MTC, CMAs, local jurisdictions
Promote findings and recommendations regarding transit accessibility for health and social services to all cities and counties throughout the region	MTC, CMAs, local jurisdictions, human service agencies, health care providers



Table ES-2 summarizes the proposed strategies and corresponding implementation steps. As recognized throughout this planning effort, successful implementation will require the joint cooperation and participation of multiple stakeholders, who may or may not have coordinated in the past. For some strategies, a clear leader has not been identified but rather suggestions of likely agencies are listed.

Next Steps

The next steps in completing this planning process include the following:

Adopt the Coordinated Plan Update

In November 2006, the Commission adopted MTC Resolution 3787, which documented the transportation needs and strategies specific to low-income persons. In December 2007, MTC amended MTC Resolution 3787 to include the results of the subsequent planning effort focusing on seniors and people with disabilities. Adopting this Plan update to reflect the region's updated conditions, needs, priorities, and strategies, will comprise the Coordinated Public Transit–Human Services Transportation Plan update required under current federal coordinated-planning guidance, and combine what were previously separate elements focusing on different target populations into a single, comprehensive plan.

Develop a Regionwide Mobility Management Implementation Plan in Consultation with Local Stakeholders

Following adoption of the Coordinated Plan Update, MTC should engage local stakeholders to develop an implementation plan to carry out the regional vision of promoting, expanding, and sustaining mobility management activities throughout the Bay Area. This implementation plan should identify local funding needs and opportunities from the federal to the local level, identify county or subregional agency/agencies that could serve as CTSA's where none are currently designated, identify local partnerships and coordination roles, define a mobility management implementation schedule, identify performance and accountability measures, and explore information sharing strategies that are mutually supportive on the regional and local levels. MTC may provide technical assistance for development and startup of mobility management activities, as well as help to broaden the range of organizations engaged in coordination of information and services to achieve greater mobility outcomes on a local level.

Inform Future Funding Decisions Based on Coordinated Plan Update Strategies

There are several actions MTC can take in the coming months and years to ensure funding priorities reflect the findings and strategies outlined in this plan, particularly the regional strategies outlined in Chapter 8, including expanding the range and variety of local services available to seniors and people with disabilities through enhanced coordination efforts, and providing technical assistance for development and startup activities to institutions serving as mobility managers.



Complete Programming of SAFETEA-LU–Funded Programs Subject to Coordinated Planning Requirements

As the designated recipient of JARC and New Freedom funds for the San Francisco Bay Area’s large urbanized areas under SAFETEA-LU, MTC has been required to select projects with these funds that are (1) derived from this plan, and (2) selected through a competitive process. The State Department of Transportation (Caltrans) administers and has been responsible for selecting projects for use of Section 5310 funds under SAFETEA, as well as JARC and New Freedom funds in the state’s rural and small-urbanized areas. While MTC has already completed programming all JARC funds subject to this plan, MTC anticipates programming its remaining New Freedom funds in 2013, and these funds should be prioritized for implementing projects and activities consistent with the mobility management strategies detailed in Chapter 8 of this plan. Caltrans also has outstanding programming for small-urbanized and rural-area JARC and New Freedom funding subject to this plan as well as additional Section 5310 funds authorized statewide under SAFETEA that are subject to this plan.

MAP-21 Funding and Program Management

Following the release of updated FTA guidance for the new consolidated Section 5310 program authorized under MAP-21, MTC will revise its Program Management Plan as necessary. As a designated recipient for FTA funds, MTC is required to have an approved PMP on file with the FTA and to update it regularly to incorporate any changes in program management or new requirements. The PMP’s primary purposes are to serve as the basis for FTA to perform management reviews of the programs, and to provide public information on MTC’s administration of the programs for which it serves as designated recipient. It is also used by MTC, along with the program guidelines that are issued with each Call for Projects, as a program guide for local project applicants. As MAP-21 guidance becomes available, MTC can consider a broader mix of funding sources for future Calls for Projects under the Lifeline Transportation Program and Section 5310 program, to support operational projects, as well as to support mobility management activities.

Legislative Efforts

MTC can identify key legislators willing to sponsor statewide and federal legislation to accomplish coordination objectives. MTC can lead efforts to enact legislative changes to remove barriers to coordination between public transit and human service transportation providers and to provide greater resources for services.

Plan Update

Current federal guidelines indicate that at a minimum, the coordinated plan should follow the four-year update cycles for the long-range Regional Transportation Plan (RTP). Following adoption of Plan Bay Area anticipated in 2013, MTC would next update the region’s RTP in 2017, although this date is beyond the horizon of the current federal authorization. Because projects funded by programs subject to the coordinated planning requirement must be included in the plan, it may also be necessary to update or amend the list of prioritized projects to coincide with future Section 5310 funding cycles, or other funding cycles specific to fund sources subject to this plan.



Chapter 3. Demographic Profile

Introduction

The San Francisco Bay Area is a geographically diverse metropolitan region that surrounds the San Francisco Bay. It encompasses the primary cities of San Francisco, San Jose, and Oakland, and their many suburbs. It also includes the smaller urban and rural areas of the North Bay. Home now to over seven million people, it comprises cities, towns, military bases, airports, and associated regional, state, and national parks over nine counties connected by a network of roads, highways, railroads, bridges, and commuter rail. San Jose is the largest city in the Bay Area and the tenth largest city in America. A map of the region is illustrated in Figure 3-1 (see page 3-3).

This chapter provides updated demographic information pertaining to low income populations, older adults, and persons with disabilities in the Bay Area. Basic population characteristics of these three populations at region-wide and county levels are presented in the first subsection. More detailed data summaries are provided in Appendix A.

Key findings presented in this chapter include:

- 12.3% of population is aged 65 or older, up from 11.3% in 2005.
- 9.0% of the Bay Area population reports a disability.¹
- 11.1% of population is below the federal poverty level, up from 8.6% in 2005.
- 25.6% of population is defined as low-income (below 200% of federal poverty level), up from 20.6% in 2005.
- 26% of persons with disabilities are low-income (below 200% of federal poverty level).
- 35% of older adults report a disability.

A note on the data sources used in this chapter is warranted. The new 2010 Census is used here in combination with various data sets from the American Community Survey (ACS) one-year estimates and three-year estimates.² This approach reflects the fact that certain data elements of interest are only in one data set or another. Citations identify the particular data source for any given figure. Appendix A includes the detailed data tables by county supporting graphs and charts in this chapter. Because of the different timeframes and data universes covered, population totals vary slightly between data sets.

¹ The Census Bureau introduced a new set of disability questions in the 2008 ACS questionnaire. Accordingly, comparisons of Census disability data from 2008 or later to earlier data sets are not recommended.

² The Census Bureau's American Community Survey three-year and five-year estimates have larger samples and smaller margins of error than the one-year estimates. However, they are less current because the larger samples include data collected in earlier years. The main advantage of the multiyear estimates is the increased statistical reliability for smaller geographic areas and small population groups.



However, care has been taken to compare apples to apples within any given discussion and note relevant distinctions between groups.

The final part of this chapter describes MTC’s methodology for defining Communities of Concern based on identifying communities with significant overlaps of socioeconomic-disadvantage factors in communities throughout the region, including concentrations of low-income populations, seniors 75 and older, and persons with disabilities.

Regional and County-Level Characteristics

This section presents summary characteristic information drawn from currently available demographic statistics. Table 3-1 provides an overview of county characteristics in relation to the three target groups. These groups of older persons, persons with disabilities, and persons of low income are subsequently discussed in terms distribution of these groups across the region and of changes between 2000 and 2010. Regional population projections for the overall population and for older persons are also presented, as well as a discussion of households without access to a vehicle.

Table 3-1. Bay Area Population Characteristics: A 2010 Snapshot

County	2010 Total Population ¹	% Persons Aged 65+ ¹	% Persons w/ Disability	% Population Below Poverty Level ³	% Low-Income Population ⁴
Alameda	1,510,271	11.1%	8.7%	13.5%	28.8%
Contra Costa	1,049,025	12.4	9.4	9.2	23.3
Marin	252,409	16.7	8.9	9.1	19.2
Napa	136,484	15.1	11.5	11.7	30.0
San Francisco	805,235	13.6	10.6	12.5	29.6
San Mateo	718,451	13.4	7.7	6.8	19.2
Santa Clara	1,781,642	11.1	7.9	10.5	24.3
Solano	413,344	11.3	9.9	12.4	26.2
Sonoma	483,878	13.9	10.8	13.1	29.6
Bay Area Total	7,150,739	12.3%	9.0%	11.1%	25.6%

Note 1: American Community Survey 2010, 1 Year Estimates (Demographic Profile, DP01).

Note 2: Percentage of Total Non-Institutionalized Population, ACS 2010 1 Year Estimates (C18131).

Note 3: Percentage of Total Non-Institutionalized Population, ACS 2010 1 Year Estimates (S1701). Poverty level defined at or below 100% of federal poverty level as determined by the Census Bureau.

Note 4: Percentage of Total Non-Institutionalized Population, ACS 2010 1 Year Estimates (S1810). Low-income level defined at or below 200% of federal poverty level as determined by the Census Bureau, consistent with past MTC definitions of “low-income” that account for the region’s high cost of living relative to national standards.



Human and Social Services Transportation

In addition to public transit and paratransit programs, a variety of human service agencies directly provide, contract, arrange, or otherwise sponsor transportation for their clients. Often, these programs are not well coordinated with public transit systems and in fact, may duplicate services or overlap with them. Funding provided for transportation services are usually dedicated for a specific clientele (i.e. veterans, Medicaid eligible persons, seniors attending meal programs, etc.) and cannot easily be co-mingled with other funding sources. For the most part, these social service agencies are not primarily in the transportation business; rather, transportation is an auxiliary and not a core service.

Table 4-5 following, provides a list of human and social services agencies providing the highest number of one-way passenger trips as reported on the inventory survey.

Table 4-5. Responding Human and Social Service Agencies Providing Highest Number of Passenger Trips per Day

Agency	County Location	Approx # of Daily Weekday Trips
Emeryville Transportation Management Association	Alameda	5,600
Outreach & Escort, Inc.	Santa Clara	4,000
The Presidio Trust	San Francisco	1,750
Pace Solano	Solano	1,500
A-ParaTransit	Alameda	850
Easy Does It Emergency Services	Alameda	745
Guardian Adult Day Health Center	Contra Costa	560
Contra Costa ARC	Contra Costa	300
Milestones of Development Inc.	Solano	204
Golden Rain	Contra Costa	175

Source: MTC Coordinated Plan Transportation Inventory Survey

Table 4-6 summarizes the range of public transit and human/social service programs available in each county. Providers are listed in the county in which they are based, though 22 agencies report providing service in multiple counties. A complete directory of services (including but not limited to agencies in Table 4-6), including contact information, is provided in Appendix D.



Table 4-6. Agency Characteristics of Survey Respondents

Alameda County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
A-ParaTransit			✓	General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare/Low-income; Veterans and Family; Persons with Physical, Emotional, Develoepmental, and Cognitive Disabilities; Persons with Sensory Impairments	Since 1979, A-Para Transit has provided transportation service involving patient transportation, disabled, elderly and transportation disadvantaged in a variety of modes and contracts in the Bay Area. The vehicles operated include sedans, minivans, accessible vans (both ramp and lift), standard vans, mini-buses, service vehicles, etc. Related services are also provided including complete in-house fleet maintenance services, reservations and dispatch services, operator training, event services, etc.	Alameda, Contra Costa, San Francisco, San Mateo, Santa Clara	
Center for Independent Living	✓			Seniors 60+ frail; Welfar/Low-income; Homeless; Persons with Physical, Emotional, Develoepmental, and Cognitive Disabilities; Persons with Sensory Impairments	Provides one-on-one training to Alameda County residents to help them learn to access fixed-route public transportation. Helps consumers master specific routes of their choice, we help consumers obtain a Regional Transit Connection Discount Card, we help consumers use the 511.org and the 511 phone service to plan trips and predict fares, and we help consumers learn to use mobility devices (canes, walkers, scooters, wheelchairs) in the context of using public transit and in the context of navigating pedestrian rights-of-way.	Alameda	Albany, Berkeley, Oakland, Emeryville, Piedmont, San Leandro, Alameda (Island)
City of Alameda Public Works		✓		General Public	The City of Alameda operates two free shuttles: <ul style="list-style-type: none"> • City of Alameda Paratransit Shuttle for Alameda seniors 55 years and older or for individuals with disabilities • Estuary Crossing Shuttle between Alameda's west end and Lake Merritt BART 	Alameda	



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Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
City of Fremont Human Services		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare/Low-income; Veterans and Family; Homeless; Persons with Physical, Emotional, Devevelopmental, and Cognitive Disabilities; Persons with Sensory Impairments		Alameda	Fremont and Newark
Cycles of Change	✓			General Public; Children and Youth, Welfare/Low-income; Homeless	Cycles of Change works to improve the health and sustainability of our neighborhoods by increasing the use of bicycles as transportation, connecting youth with the extraordinary living systems of our local area, and building a diverse community of visionary young leaders.	Alameda	Children and Youth
Easy Does It Emergency Services	✓			Seniors 60+ frail; Homeless; Persons with Physical Disabilities	Easy Does It Emergency Services provides assistance to individuals with disabilities and the elderly living independently in the City of Berkeley. Should a disabled person or senior experience an unforeseen crisis or a temporary lapse in his or her own regular attendant care, that person can call upon Easy Does It for assistance at the time of need.	Alameda	Berkeley
Emeryville Transportation Management Association	✓			General Public; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Homeless persons; Military service members, Veterans and their Families; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Emery Go-Round Shuttle service is a fixed route service operating out of the MacArthur BART station to and throughout the City of Emeryville, and is free to the public. Go Paratansit shuttle service is available in the City of Emeryville, and is free, operating out of the Emeryville Senior Center. The West Berkeley Shuttle is a free fixed route service operating out the Ashby BART station to West Berkeley.	Alameda	Emeryville, West Berkeley, Oakland.



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	Private, non-profit	Public	Private, for-profit				
Bay Area Outreach & Recreation Program	✓			General Public; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Persons with physical disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Bay Area Outreach & Recreation Program (BORP) provides trainings, referrals and consultation services.	Alameda, Contra Costa	Berkeley Oakland
City of Alameda Public Works Department		✓		General Public	City of Alameda Premium Taxi Service Premium Taxi Service is available to individuals that are EBP certified, 75 years of age or older, or 70 years of age or older without a driver's license. City of Alameda Paratransit Shuttle is a free shuttle service for Alameda residents age 55 years and older, certified to use East Bay Paratransit or the Alameda Premium Taxi Service. Medical Return Trip Improvement Program (MRTIP) is designed to provide EBP certified individuals a flexible method for returning home from medical appointments within Alameda County.	Alameda	
City of Oakland Paratransit		✓		Seniors, 60+ able-bodied; Persons with physical disabilities	Oakland Paratransit provides subsidized taxi and limited accessible van services to adult and senior populations for residents of Oakland & Piedmont. Taxi scrip and van vouchers are provided to access services with contracted vendors.	Alameda	Oakland and Piedmont
East Bay Paratransit Consortium		✓		Individuals prevented from using accessible Fixed Route due to disability	The purpose of the East Bay Paratransit Consortium is to jointly provide paratransit services as mandated by the Americans with Disabilities Act (ADA) of 1990 in the overlapping service areas of AC Transit and BART.	Alameda, Contra Costa, San Francisco	Alameda, Albany, Berkeley, Castro Valley, El Cerrito, El Sobrante, Emeryville, Fremont, Hayward, Kensington, Milpitas (part), Newark, Oakland, Piedmont, Pinole (part), Richmond, San Pablo, San Leandro, San Pablo, Union City, San Francisco.



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	Private, non-profit	Public	Private, for-profit				
City of Pleasanton Paratransit Services		✓		Seniors, Client Population served also includes ADA eligible residents 18 years and older.	The City of Pleasanton operates a fixed route shuttle three times a week which provides paratransit eligible riders with a same day ride to local businesses, doctors, etc. and connects to the Wheels fixed route buses. The City of Pleasanton Paratransit Service (PPS) provides door-to-door, shared-ride paratransit service for eligible Pleasanton and Sunol residents.	Alameda, Contra Costa	Pleasanton, Sunol, Livermore, Dublin, and San Ramon. This includes primarily Alameda County locations with limited stops in Contra Costa County for doctor appointments.
City of Berkeley, Division on Aging		✓		Seniors	Transportation to and from each of the two senior centers in Berkeley, errands, and recreational trips.	Alameda	Berkeley
LIFE ElderCare	✓			Seniors age 60+ and disabled adults	VIP Rides provides door through door service and volunteers to drive eligible seniors and disabled adults to medical appointments, shopping, and other necessary errands.	Alameda	Newark, Fremont, and Union City
Livermore Amador Valley Transit Authority		✓		Seniors	Fixed route public transit for general public (urban bus) and ADA compliant paratransit service for eligible individuals.	Alameda	Livermore, Pleasanton, and Dublin.
Regional Center of the East Bay	✓			Regional Center clients	Provides transportation to clients to and from their homes and day programs. Our service hours are Monday through Friday.	Alameda and Contra Costa	
Center for Elders Independence (CEI)	✓			CEI clients	Center for Elders Independence is a Program of All-inclusive Care for the Elderly (PACE), provides medical care, a day center, home care services and transportation to clients.	Northern and central Alameda County, sections of western Contra Costa County	City of Oakland



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Contra Costa County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
City of Lafayette, Engineering Division		✓		General Public	Local City Government providing limited services although within the Park and Rec Department there is a senior transportation program that provides rides for seniors.	Contra Costa	Lafayette
City of San Ramon		✓		Seniors 60+ able-bodied; Seniors 60+ frail; Persons with physical and cognitive disabilities; Persons with sensory impairments	Mission is to provide efficient delivery of quality public services that are essential to those who live and work in San Ramon. As a division of the Parks and Community Services, the Senior Services division provides activities and programs for individuals ages 55+. Included in the programs is transportation to and from the senior center as well as short day trips.	Contra Costa	We provide pick up and drop off services to only residents of San Ramon but do take day trips outside of San Ramon.
Contra Costa ARC	✓			Seniors 60+ frail; Persons with physical, developmental and cognitive disabilities; Persons with sensory impairments	Community Access Services provides day program services to young and older adults with intellectual and other developmental disabilities in all parts of Contra Costa County. Services are funded through the Regional Center of the East Bay.	Contra Costa	Richmond, Pinole, El Sobrante, El Cerrito, Martinez, Concord, Walnut Creek, Pleasant Hill, Antioch, San Ramon, Hayward, Fremont, Union City



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	Private, non-profit	Public	Private, for-profit				
Eastern Contra Costa Transit Authority		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare /Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments; All people in service area	The public transit provider for eastern Contra Costa County	Contra Costa	Antioch, Brentwood, Oakley, Pittsburg, Concord, Martinez and unincorporated areas of eastern Contra Costa County
Guardian Adult Day Health Center	✓			Seniors 60+ able-bodied; Seniors 60+ frail; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments; Must be over 18 years old	Guardian is the only Adult Day Health Center located in and serving West Contra Costa County. Provides a day program including Adult Day Health, Community Based Adult Services, and Adult Day Care five days per week. Services include transportation from, and back to the home; two meals and a snack; activities; nursing; social work; LCSW counseling, and physical, occupational, and speech therapies.	Contra Costa	All of West County. Primarily Richmond, San Pablo, El Sobrante, El Cerrito, Pinole, and Hercules.
John Muir Health's Caring Hands Volunteer Caregivers Program	✓			Seniors 60+ able-bodied; Seniors 60+ frail; Welfare/Low-income; Persons with physical disabilities	Caring Hands Volunteer Caregivers provide free, non-medical in-home assistance and regular social visits that enable the senior to continue living independently in their own home as long as safely possible. The Senior Transportation Program (STP) component provides occasional rides to medical appointments to seniors who did not wish to have a regular, ongoing one-to-one match, but who do still need assistance with transportation to/from physician errands grocery Shopping Hairdresser Pharmacy And other life-enhancing services/programs	Contra Costa	Antioch, Brentwood, Clayton, Concord, Danville, Lafayette, Martinez, Moraga, Pittsburg, Pleasant Hill, San Ramon, Walnut Creek



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	Private, non-profit	Public	Private, for-profit				
Meals on Wheels Senior Outreach Services	✓			Seniors 60+ frail	Meals on Wheels and Senior Outreach Services offers the following programs: Fall Prevention, Friendly Visitors, Case Management and Home Care Registry. Goal is to start a volunteer driver program in West County to take seniors to doctors appointments.	Contra Costa	All of Contra Costa County
Senior Helpline Services	✓			Seniors 60+ frail; Welfare or Low-income; Persons with physical, emotional/behavioral, developmental and cognitive disabilities; Persons with sensory impairments	Rides for Seniors is a program of Senior Helpline Services. It offers free rides for otherwise homebound, ambulatory seniors aged 60 and older who can not access other forms of transportation for medical and dental needs and shopping for basic necessities. One-on-one, door-through-door, escorted rides are provided by screened and trained volunteer drivers age 25-75 using their own cars.	Contra Costa	All of Contra Costa County. In the process of expanding to six cities in Alameda County: Albany, Alameda, Berkeley, Emeryville, Oakland, and Piedmont.



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	Private, non-profit	Public	Private, for-profit				
Town of Danville		✓			The overarching goal of the Transportation Department is to ensure mobility for all modes of travel (automobiles, bicycles and pedestrians), in a manner that is consistent the goal of maintaining an exceptional quality of life for Danville residents. Transportation activities fall into five broad categories: Local Traffic Operations, Transportation Planning, Transportation Improvement Projects, Traffic Calming & Traffic Safety, and Regional Advocacy and Partnerships.	Contra Costa	Town of Danville
Western Contra Costa Transportation Advisory Committee		✓		General Public	WCCTAC is a subregional planning agency funded by dues from member cities and transit providers as well as Measure J funds from sales tax.	Contra Costa	El Cerrito, Richmond, San Pablo, Hercules, Pinole, County
Lamorinda Spirit Van Program - City of Lafayette		✓		Seniors, 60+ able-bodied; Seniors, 60+ frail; Welfare recipients and/or other Low-income persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	The Lamorinda Spirit Van Program provides door through door service for seniors age 60 and up.	Contra Costa	Lafayette, Orinda, and Moraga seniors and take them to destinations in Lafayette, Orinda, Moraga, Walnut Creek, Concord, Pleasant Hill, and Martinez
City of El Cerrito Open House Senior Center		✓		General Public; Seniors, 60+ frail; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; ; Persons with sensory impairments	Easy Ride Paratransit Service operates door-to-door service within El Cerrito city limits for seniors, 65 and older and disabled residents 18 years and older.	Contra Costa	El Cerrito



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	Private, non-profit	Public	Private, for-profit				
Rehabilitation Services of Northern California	✓			Seniors, 60+ frail; Welfare recipients and/or other Low-income persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Rehabilitation Services of Northern California provides door through door transportation to and from the Mt. Diablo Center (MDC) Adult Day Health Care program	Contra Costa	Martinez Pleasant Hill Concord Clayton Walnut Creek. The Mt. Diablo Center Mobilizer provides paratransit services in all of Central Contra Costa County
Golden Rain Foundation	✓			Seniors, 60+ able-bodied; Seniors, 60+ frail; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	The Golden Rain Foundation is the property management corporation for the Rossmoor senior community in Walnut Creek. The Transportation department provides bus transportation to the community of approximately 9,600 residents. The services include Fixed Routes, Dial-A-Bus and Paratransit.	Contra Costa	Walnut Creek, with minimal service to Concord
Central Contra Costa County Transit Authority		✓		General Public; Seniors, 60+ able-bodied; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Homeless persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Fixed route in 10 cities in the county (31 routes) and complementary ADA paratransit for Central Contra Costa County.	Contra Costa	Clayton, Concord, Danville, Martinez, Moraga, Orinda, Lafayette, Pleasant Hill, San Ramon, Walnut Creek
WestCat		✓		General Public; Seniors, 60+ able-bodied; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Homeless persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Fixed route services and Paratransit including ADA, senior over 65 and general public in inaccessible areas and on Saturdays.	Contra Costa	Pinole, Hercules, Rodeo, Crockett, Port Costa, Tara Hills, Montalvin Manor, Martinez, San Francisco, Del Norte Bart station



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Marin County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Golden Gate Bridge Highway & Transportation District		✓		General Public; Seniors 60+ able-bodied; Children and Youth; Welfare or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	We are a full service public transit agency. Our passengers include ALL types of people.	Contra Costa, Marin, San Francisco, Sonoma	
Marin County Transit District		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	Marin Transit provides all local public transit services that operate within Marin County, including bus, community shuttle, West Marin Stagecoach, and paratransit services. In addition, Marin Transit has a growing Mobility Management program to address transportation needs of senior, disabled, and low income residents of the county.	Marin	All cities and unincorporated areas of Marin County.



Napa County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Napa County Transportation and Planning Agency		✓		All Members of the General Public	NCTPA is a public agency that provides urban and rural transit for the County of Napa. We run fixed route service within the City of Napa as well as rural inter-county routes into Sonoma and Solano counties. NCTPA also runs shuttle service for the other communities of Napa County e.g. American Canyon, Yountville, Calistoga, and St. Helena. NCPTA also provides paratransit services for those unable to ride regular fixed route transit.	Napa County, Solano County, Sonoma County	
Department of Veterans Affairs, Veterans Home of California Yountville		✓		Seniors, 60+ able-bodied; Seniors, 60+ frail; Military service members, Veterans and their Families	Private paratransit service for veteran's private residence.	Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma	We take the veterans to the different cities and counties for medical appointments.



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San Francisco County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Kimochi, Inc.	✓			Seniors 60+ able-bodied; Seniors 60+ frail; Persons with physical and cognitive disabilities	Established in 1971, Kimochi, Inc. consistently remains in the forefront of developing and implementing direct support services for seniors of San Francisco. We currently provide the following services: information, referral and outreach services; senior center activities; case management; family caregiver support services; congregate and home delivered meals; adult social day care; 24 hour residential and respite care; transportation services.	San Francisco County	
Stepping Stone	✓			Seniors 60+ frail; Welfare and/or Low-income; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	SteppingStone has four Adult Day Health Care (ADHC) centers in San Francisco providing medical and social service support for frail seniors and disabled adults to enable them to live independently.	San Francisco County	San Francisco
San Francisco Veteran's Administration Medical Center			✓	verified medical reason, certain geographic area, Pts with 30% or higher SC do not need to meet income thresholds.	VA provides wheelchair accessible vans/guery vans and ambulance services through contracted providers to eligible/authorized beneficiaries. We also have VA staffed shuttles to and from designated areas and volunteer drivers for local trips. The DAV provides shuttle service to and from the VA with donated vehicles and volunteer drivers.	Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, Sonoma	Covers mainly the SF bay area and north western California area but also provide service for some patients in East Bay, Fresno, Palo Alto and Reno, NV areas.



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	Private, non-profit	Public	Private, for-profit				
SFMTA/Municipal Railway		✓		General Public; Seniors, 60+ able-bodied; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Homeless persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Provides approximately 1 million annual paratransit trips to ADA eligible persons in San Francisco, using a combination of taxi, shared-ride lift van and group van providers. The program is managed by Veolia Transportation.	San Francisco	San Francisco
Golden Gate Regional Center	✓			Disabled	GGRC is contracted through State DDS to serve 7500 clients in three counties. GGRC's clients are those with mental retardation, substantially handicapping cerebral palsy, substantially handicapping epilepsy and autism. GGRC provides transportation for clients who cannot use paratransit	San Francisco, Marin, San Mateo	



San Mateo County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
City County Association of Governments of San Mateo County		✓		Local jurisdictions (Cities and the County)	Congestion Management Agency - Administration of the MTC Lifeline Program	San Mateo	
City of Daly City		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Persons with physical disabilities	Municipal government	San Mateo	
InnVision Shelter Network	✓			Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, and emotional/behavioral disabilities	InnVision Shelter Network (IVSN) is one of the largest and most effective providers of shelter/housing services across the Silicon Valley and San Francisco Peninsula. IVSN operates over 15 sites from San Jose to Daly City, providing emergency, transitional, and permanent supportive housing, along with a vast array of supportive resources to help clients secure a place to call home.	San Mateo, Santa Clara	
Peninsula Jewish Community Center	✓			General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Persons with physical disabilities	Provides educational and recreational programs of all types. Within the PJCC, Get Up & Go is a senior transportation and socialization program for no-longer driving adults 50 years or older residing in San Mateo County. We provide bus, van and car rides 3 days per week to any destination within San Mateo County. Also offers a socialization program twice a month that transports seniors to it's facility for lunch and an entertaining or educational program.	San Mateo	



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	Private, non-profit	Public	Private, for-profit				
Penninsula Family Service	✓			General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Veterans and Family	The ways to work family vehicle loan program offers medium and low income families the opportunity to obtain low interest rate financing for the purchase of a dependable vehicle. The independence provided by a reliable vehicle helps to significantly improve our clients income, as they are now able to consistently arrive at work on-time.	San Mateo, Santa Clara	
San Mateo County Human Services Agency		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail;	San Mateo County Transportation Assistance Program for Low Income Residents provides bus passes, bus tickets, and taxi vouchers to residents participating in Self Sufficiency and Family Strengthening activities.	San Mateo	Pescadero, Half Moon Bay, Pacifica, East Palo Alto, Redwood City, San Mateo, South San Francisco, and Daly City.
San Mateo County Transit District		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	The San Mateo County Transit District is the administrative body for the principal public transit and transportation programs in San Mateo County: SamTrans bus service, including Redi-Wheels paratransit service, Caltrain commuter rail and the San Mateo County Transportation Authority. SamTrans provides fixed-route bus and paratransit service throughout San Mateo County and into parts of San Francisco and Palo Alto. Caltrain provides commuter rail service along the San Francisco Peninsula, through the South Bay to San Jose and Gilroy.	San Mateo and Santa Clara. San Mateo County Transit District is also part of the Joint Powers Board that administers Caltrain commuter rail in San Francisco, San Mateo and Santa Clara Counties.	San Mateo County Transit District provides fixed-route and paratransit bus service in San Mateo County and parts of San Francisco and Palo Alto.
San Mateo County Transit District - Mobility Ambassador Program		✓		Seniors 60+ able-bodied; Persons with physical disabilities	The Mobility Ambassador program trains volunteer Ambassadors to help older adults and people with disabilities understand their mobility options and trains them to ride the bus.	San Mateo	



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	Private, non-profit	Public	Private, for-profit				
Senior Coastsiders	✓			Seniors, 60+ able-bodied; Seniors, 60+ frail	Provides services for seniors on the San Mateo County Coastside including transportation.	San Mateo	Montara, Moss Beach, El Granada, Half Moon Bay



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Santa Clara County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Abilities United	✓						
HOPE Services - Mt. View	✓			Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	HOPE's mission is to assist individuals with developmental disabilities to live and participate in their communities. Provides programs and services – including job training, counseling and community living — that assist more than 2,500 children, adults and seniors with developmental disabilities.	Santa Clara and San Mateo	San Jose, Santa Clara, Sunnyvale, Cupertino, Campbell, Milpitas, Palo Alto, Mountain View, E. Palo Alto, Los Altos, Menlo Park, Redwood City, Gilroy, Salinas, Seaside, Sand City, Santa Cruz, Monterey, Half Moon Bay, Los Gatos, Hollister, Morgan Hill, San Martin, Scotts Valley, Aptos, Watsonville, and Foster City
Outreach & Escort, Inc.	✓			General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	OUTREACH is a multi-program non-profit providing social services, community transportation and mobility management services. As a CTSA, OUTREACH coordinates a range of transportation options for a range of population groups. Select examples include paratransit, senior transportation, employment/CalWorks transportation, low-income individual and family transportation, Veterans transportation, homeless transportation, volunteer driver programs, among other options. OUTREACH functions as the Mobility Management Center for Santa Clara County with the goal of providing individuals with mobility options and as a CTSA (Coordinated Transportation Services Agency) building a link with fixed route and paratransit with health and human services transportation.	Santa Clara	Santa Clara County and the cities of: Campbell, Cupertino, Gilroy, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Mountain View, Morgan Hill, Palo Alto, San Jose, Santa Clara, Saratoga, and Sunnyvale with service to the Bay Area Rapid Transit District's Fremont Station and north into southern San Mateo County.



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	Private, non-profit	Public	Private, for-profit				
Santa Clara County Social Services Agency		✓					
Santa Clara Valley Transportation Authority		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	VTA is a special district responsible for bus and light rail operations, regional commuter and inter-city rail service, ADA paratransit service, congestion management, specific highway improvement projects, and countywide transportation planning for Santa Clara County. VTA is both a transit provider and a multi-modal transportation planning organization involved with transit, highways and roadways, bikeways, and pedestrian facilities.	Santa Clara	Campbell, Cupertino, Gilroy, Los Altos Hills, Los Gatos, Milpitas, Monte Sereno, Mountain View, Morgan Hill, Palo Alto, San Jose, Santa Clara, Saratoga, and Sunnyvale with service to the Bay Area Rapid Transit District's Fremont Station
Yellow Checker Cab Co., Inc.			✓	General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	Full service taxicab broker.	Santa Clara and San Mateo	



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	Private, non-profit	Public	Private, for-profit				
Heart of the Valley, SERVICES FOR SENIORS, Inc.	✓			Seniors, 60+ able-bodied; Persons with physical disabilities; Persons with sensory impairments	Volunteers provide escorted transportation to appointments and errands.	Santa Clara	Santa Clara, Cupertino, Sunnyvale, Saratoga, Monte Sereno, Los Gatos, Campbell, and 6 zip codes in West San Jose
Gardner Family Health Network, Inc.	✓			ADA eligible, disabled, certain geographic area, seniors	Provides trips to the hospital for urgent situations (e.g., medical emergencies that don't require an ambulance).	Santa Clara	



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Solano County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Connections For Life	✓			Welfare and/or Low-income; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	Connections For Life provides a variety of customized supports to adults with significant disabilities who live in their own home throughout Solano County.	Solano	Dixon, Vacaville, Fairfield, Suisun, Benicia, Vallejo, American Canyon, Napa
Dixon Family Services	✓			General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	A one-stop-shop of social services. Family Resource Center, a Substance Abuse and Mental Health Clinic, Homeless Assistance Center, and an out-station for County offices such as Women, Infants, and Children (WIC), Section 8, CalWorks, CalFresh, and MediCal.	Solano	Mostly Dixon, but some of our services are open to people from any city or county.
Dixon Redit-Ride		✓		General Public; ADA Eligible	Dixon Redit-Ride is a public transit system that provides dial-a-ride transit service, curb-to-curb within Dixon city limits. Dixon Redit-Ride provides ADA trips to Davis and Vacaville. Dixon also offers Solano County Intercity Taxi Scrip Program for ADA ambulatory passengers for Dixon residents.	Solano	Dixon, Davis, Vacaville
Faith in Action	✓			Seniors 60+ able-bodied; Seniors 60+ frail; Persons with physical disabilities, emotional and/or behavioral disabilities	Curb-to-curb, door-to-door, door-through-door alternate transportation for seniors 60 years and over who are frail or navigating multiple chronic illnesses. Primary transport is to medical appointments but there is also transport to leisure activities. All transportation services are provided by volunteer drivers.	Solano	Benicia, Vallejo, Fairfield, Vacaville, Dixon, Rio Vista



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Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
Fairfield and Suisun Transit (FAST)		✓		General Public, ADA Eligible	FAST is a public transit system that operators fixed route bus service (Fairfield, Suisun City and Cordelia), Solano Express (intercity bus service within Solano County to Sacramento, Davis and Contra Costa BART stations), ADA paratransit service. FAST offers a Reduced Fare Taxi Program (60 years or older) and the Solano County Intercity Taxi Scrip Program for ADA ambulatory passengers for Fairfield and Suisun residents.	Solano, Contra Costa	Dixon, Vacaville, Fairfield, Suisun City, Cordelia, Benicia, Pleasant Hill, Walnut Creek, El Cerrito
Milestones of Development Inc.	✓			Persons with developmental disabilities	Milestones is a non-profit agency serving people with disabilities. Has 5 ICF-DDH homes in Vallejo as well as a day program with emphasis on medical needs. Has been providing transportation since 1993 to people who attend our day program as well as providing transportation to other programs in Napa and Solano Co.	Contra Costa, Napa and Solano	We pick up people in Hercules for people who attend Milestones. We also pick up in Fairfield, Anguin, St. Helena, Napa, Vallejo, American Canyon for people attending Milestones as well as other agencies.
Pace Solano	✓			Persons with developmental disabilities	Pace Solano is a Day Program for Adults with Developmental Disabilities focusing on the individual's goals and dreams and helps them work towards achieving them. Provides transportation services to and from 7 program sites in Solano and Napa counties.	Napa and Solano	Dixon, Vacaville, Fairfield, Suisun, Benicia, Vallejo, American Canyon and Napa
Solano County		✓		ADA eligible	Solano County provides ADA paratransit plus services and Solano Intercity Taxi Scrip program (ambulatory passengers) rural County residents	Solano	Rural areas of Dixon, Vacaville, Fairfield, Suisun, Rio Vista, Benicia, Vallejo
SolTrans (Solano County Transit)		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	SolTrans provides public transportation in the cities of Benicia and Vallejo. SolTrans also provides regional commuter express bus services to/from Walnut Creek and El Cerrito Del Norte BART Stations.	Contra Costa, San Francisco, and Solano	Benicia, Vallejo, Walnut Creek, El Cerrito, San Francisco



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Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
City of Rio Vista		✓		General Public; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Homeless persons; Military service members, Veterans and their Families; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Rio Vista Delta Breeze offers deviated fixed route bus service within the City of Rio Vista and between Isleton, Rio Vista, Fairfield, Suisun City, Pittsburg/Bay Point BART Station and Antioch with connections to Lodi. Rio Vista Delta Breeze Taxi Scrip Program provides door-to-door service in conjunction with Cab Ride for Rio Vista seniors and persons with disabilities at 50% off the taxi fare.	Contra Costa, Solano	Rio Vista, Isleton, Fairfield, Suisun City, Pittsburg, Antioch
Area Agency on Aging	✓			General Public; Seniors, 60+ frail; Welfare recipients and/or other Low-income persons; Homeless persons; Military service members, Veterans and their Families; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	The AAOA plans and delivers services for older adults (generally age 60+), their families and caregivers in Napa and Solano counties.	Napa, Solano	
Solano Napa Commuter Information (SNCI)		✓		General Public	Offers personalized assistance requests by phone or web for traveling around Solano and Napa, and neighboring cities. Trip planning, car/vanpool, ridematching, Emergency Ride Home, and other programs.	Solano, Napa	Dixon, Vacaville, Fairfield, Suisun City, Rio Vista, Benicia, Vallejo, Napa, Calistoga, St. Helena, American Canyon, Yountville
City of Vacaville, City Coach		✓		ADA eligible	City Coach is Vacaville's public transit service, providing fixed route and paratransit services within the city of Vacaville. The City of Vacaville also operates a subsidized local taxi program and provides funding support of the Solano County Intercity SolanoExpress system and Intercity Taxi Scrip program.	Solano	City of Vacaville only.



Sonoma County

Agency Name	Agency Type			Client Population Served	Transportation Service	Counties Served	Cities Served
	Private, non-profit	Public	Private, for-profit				
City of Healdsburg Transit		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Persons with physical, emotional and/or behavioral disabilities	Healdsburg Transit, provides a demand-responsive route-deviation service within the city limits. It serves 28 formal stops with hourly service. The service operates Monday through Saturday from 8:30 a.m. to 4:20 p.m., with a lunch break from 11:53 a.m. to 12:37 p.m. There is no service on Sunday. Door to door fixed-route deviation service of up to ¼ mile from the basic route is available for eligible senior citizens and disabled persons with a prior reservation request.	Sonoma County	Healdsburg
City of Santa Rosa Transit		✓		General Public; Seniors 60+ able-bodied; Seniors 60+ frail; Children and Youth; Welfare and/or Low-income; Homeless; Veterans and Family; Persons with physical, emotional/behavioral, developmental, and cognitive disabilities; Persons with sensory impairments	Santa Rosa CityBus operates a fixed route urban transit system within the boundaries of the City of Santa Rosa. This service operates seven days a week from 6:00AM until 8:30PM. During FY 2011- 12 the system performed slightly over three million one way trips. Santa Rosa Paratransit provides complementary ADA Paratransit Services with the boundaries of Santa Rosa and 3/4 of a mile beyond existing bus routes that travel the perimeter. Santa Rosa also contracts for a flexible fixed route service for the Oakmont Senior Community	Sonoma County	Santa Rosa



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Agency Name	Private, non-profit	Public	Private, for-profit	Client Population Served	Transportation Service	Counties Served	Cities Served
City of Petaluma		✓		General Public; Seniors, 60+ able-bodied; Seniors, 60+ frail; Children and Youth; Welfare recipients and/or other Low-income persons; Military service members, Veterans and their Families; Homeless persons; Persons with physical disabilities; Persons with emotional and/or behavioral disabilities; Persons with developmental disabilities; Persons with cognitive disabilities; Persons with sensory impairments	Petaluma provides both fixed route (Petaluma Transit) and paratransit services within the Petaluma Urbanized Area (primarily City Limits). The Fiscal Year 2013 fixed route network features a four-bus base network, operating on six different routes, running seven days a week from early morning to early evening. In FY 2012 the system performed over 300,000 trips. Petaluma Paratransit operates the same time span as the fixed route. The service is open to ADA-certified patrons who travel in Petaluma. Service delivery is reservation-based, shared-ride. The City goes beyond the minimum ADA-required level of service provision by extending rides to and from locations beyond ¼ mile from an active fixed route. Petaluma Paratransit serves eligible (as defined by ADA law) persons anywhere within the Petaluma Urbanized Area as defined by the 2010 U.S. Census.	Sonoma County	Petaluma



to participate in the interview process. Efforts were not successful to identify locally-based Medi-Cal program staff to interview. In some cases, alternate stakeholders were identified. Altogether, a total of 20 interviews were conducted with 35 stakeholders.

Table 5-2. Stakeholder Interviews

Stakeholder Interviewed	Organization/Agency
Refugee Coordinator	Alameda County Dept. of Social Services
Project Coordinator	Alameda County Senior Injury Prevention Program
General Manager	Central Contra Costa County Transit Authority (CCCTA)
Transportation Mgr	Rossmoor Retirement Community, Walnut Creek
Transportation Coordinator	Contra Costa County Workforce
Executive Director	Senior Helpline Services, Contra Costa County
Paratransit Manager	Whistlestop Wheels, Marin County Paratransit Program
Executive Director	Napa/Solano Area Agency on Aging
General Manager	San Francisco Paratransit Program
Ex. Director	Senior Action Network
Transportation Manager	On Lok Senior Center
SamTrans, San Mateo County Human Services Agency and Aging and Adult Services, Center for Independence of Individuals with Disabilities	San Mateo County
Executive Director	Outreach
Transportation Coordinators	San Andreas Regional Center
Member	California Senior Legislature and Santa Clara Council on Aging Advisory Committee
Director of Transit and Rideshare	Solano County Transportation Authority
Executive Director	Sonoma County Council on Aging
PTCC	Accessibility Committee
Staff	MTC
Executive Director	CalACT

A written summary of the interview was prepared and emailed to the interviewee with an opportunity to review and revise, if needed.

Key Findings

The following observations were offered by those participating in the stakeholder interviews.

- Over the past ten years, since full implementation of the paratransit requirements of the Americans with Disabilities Act (ADA), funding partnerships between public transit and social



service agencies has greatly diminished. In cases where there are such partnerships, agencies subsidize their clients' fares but do not cover the actual cost of the trip. No arrangements were identified where a social service agency purchases the full cost of the trip.

- ADA service requirements may have caused the deterioration of coordination—new shuttles or other services have been formed to serve people outside the service area; or, the scheduling window doesn't always work for agencies, so they start up their own service.
- In fact, examples were presented of the opposite approach—where the public transit agency purchases services from community-based agencies, senior centers or other programs because this is less costly than providing them directly. CCCTA, for example, has provided retired vehicles to several community-based groups on the condition these agencies provide at least 50 ADA trips per month.
- Regional Centers, who are required to provide transportation for developmentally disabled individuals within their programs, all arrange for transportation through separate contracts. Regional Center transportation accounts for a large amount of client-based trips, and significant funding supports their transportation programs, but there does not seem to be any effort to consolidate programs with local transit agencies.
- Medicaid Non-Emergency Medical Transportation (NEMT) continues to be a complex and little-understood program. No stakeholder interviewed is currently involved in providing or arranging for Medicaid-based trips, though it is believed that many ADA clients receiving medically related transportation are, in fact, Medicaid eligible. Any significant revisions to Medicaid transportation policies will need to occur at the State level; however, MTC and/or other stakeholders may want to investigate further the extent to which medical transportation may be sponsored by counties.
- The lack of flexible insurance policies has been identified as a barrier preventing coordination and volunteer activities from occurring.
- Taxis could play a role in improving coordination—in most counties, there is a glaring lack of accessible taxis (or any taxis in some communities).
- There is a need for more seamless travel in counties with multiple providers.
- Little or no interest was expressed in consolidating services, with the exception of Solano County.
- A range of mobility strategies needs to be considered when developing a continuum of options—including pedestrian access, and transitioning from driving.
- Good models of coordination have recently been implemented between senior programs and public transit (Contra Costa, Santa Clara and Sonoma Counties)
- Stakeholders have identified a range of creative potential strategies to enhance coordination, ranging from operational improvements to revising policies. The potential for successful implementation may vary from county to county, and may not be universally applicable throughout the region. When asked to identify which coordination strategies are most important to pursue, members of the Accessibility Committee did not universally agree on key strategies.



Table 7-2. Additions or Improvement to Paratransit That Exceed ADA Requirement, and Demand-Responsive Services Other Than ADA Paratransit

Proposed Solution	Overall Priority	Preliminary Evaluation Criteria			
		Need/Benefit	Coordination	Cost-Effectiveness	Implementation
Volunteer driver programs, including training and recruitment of drivers	High	H	H	H	M
Help for community organizations to expand service	High	H	H	H	M
Intelligent Transportation Systems (ITS) improvements	High	H	H	M	H
Taxi discount and voucher programs, including the possibility of purchase of a guaranteed level of taxi service by transit agencies	Medium-High	M	H	H	M
Sharing of provider training and methods	Medium-High	M	H	H	M
Non-emergency medical transportation for Medical patients and non-ADA eligible seniors and people with disabilities	Medium	H	H	M	L
Premium services on ADA paratransit.	Medium	H	M	L	L
Feeder service connecting to fixed-route transit	Medium	H	M	L	L
Transfer assistance to help with multi-operator paratransit trips and transfers between paratransit and fixed-route service	Medium	H	M	L	L
Demand-responsive group shopping service	Medium	M	M	M	M
Incentives or assistance for wheelchair-accessible taxicabs	Medium	M	M	M	L
Incentives or assistance to improve the quality of taxi service	Medium	M	M	M	L
Escorted travel on paratransit	Medium	M	L	M	M
Improved performance and service quality measurement with rider participation	Medium	L	M	M	M



A mobility manager could also provide comprehensive mobility information and connect individual riders with appropriate services.

- **Enhanced regional information** about public transportation for paratransit users, people with disabilities, and speakers of languages other than English.

Enhanced regional information, whether in the form of additions to 511.org and the 511 telephone information service, or by other means, would help in making trips by multiple operators and increase understanding of public transportation in general. Live information about making trips on multiple operators is currently not available.

- **Targeted marketing** to encourage seniors and people with disabilities to ride transit.

Promotions and programs such as free ride days, merchant sponsorships, organized field trips and “transit ambassadors” (seniors and people with disabilities who promote transit to their peers) would help seniors and people with disabilities learn about transit and how to use it. Multi-lingual marketing and information and Transit ambassadors able to work with non-English speakers are also needed.

Additions or Improvements to Paratransit That Exceed ADA Requirements, and Other Demand Responsive Services

- **Volunteer driver programs** including steps that would support such programs, such as insurance, driver training, and assistance with recruitment.

Volunteer driver programs may be helpful in providing escorted transportation, transportation before the ADA eligibility process is completed, assistance with shopping trips, and many other forms of service that ADA paratransit does not provide as listed earlier under the heading “Premium services on ADA paratransit.” This category may also include programs that use paid drivers, like the Independent Transportation Network operated in Portland, Maine. Another aspect of this program allows volunteer drivers to accumulate credits while they are driving so that they can use the credits when they need to be driven by other volunteers. However, lack of accessible vehicles may limit this option to those who do not use a wheelchair or are unable to transfer into an inaccessible vehicle.

- **Help for community organizations** to expand service.

Increasing the supply of alternative services would address many of the limitations of existing paratransit services already noted. Assistance could take the form of providing retired



paratransit vehicles together with maintenance or operating assistance, or simply funding the purchase of new vehicles. Assistance with insurance issues would also be helpful.

- **Intelligent Transportation Systems (ITS) improvements** that enhance service in ways that go beyond requirements of ADA.

Some ITS features, such as automated stop announcements, are being used to comply with ADA requirements (while also improving service for the general public). Others (such as automated vehicle location) are being used to improve the quality or efficiency of ADA paratransit and provide more accurate measures of service quality. Beyond these steps, ITS solutions can address issues that go beyond basic ADA compliance and service quality. For example, automated telephone technology or the Internet can be used to address the inconvenience for some riders of making reservations during regular business hours. Vehicle arrival notification, using automated phone calls or hand-held notification devices, might reduce the need to wait outside for a paratransit vehicle and reduce missed connections for passengers in large facilities or residential complexes.

- **Taxi discount or voucher programs**

Taxi discounts would help address the lack of same-day paratransit and paratransit for people who are waiting for completion of their ADA paratransit eligibility applications. Discounted taxis can provide service at times when conventional transit service and ADA paratransit do not operate and for people with disabilities and seniors who are not ADA eligible but find transit unworkable for some trips. Taxis would provide direct rides for people who cannot endure occasional long paratransit ride times due to stops for other passengers. Taxi discounts can be provided using scrip, smart cards, vouchers, or electronic authorization by the subsidizing agency. In some parts of the Bay Area there are limited numbers of both accessible and non-accessible taxis. For this reason, the ability for wheelchair users to receive equivalent service will need to be addressed.

- **Sharing of provider training and methods** to improve paratransit service quality and consistency.

Shared training on topics such as passenger assistance techniques, general principles of customer service, requirements of the ADA, ADA eligibility certification processes, complaint follow-up, coordinating transfers and multi-operator reservations have the potential to address customer issues with service quality and consistency. (Note that, to the extent such a project is limited to improving ADA paratransit service, it would not be eligible for New Freedom funding.)



- **Non-emergency medical transportation** for Medi-Cal patients and non-ADA eligible seniors and people with disabilities.

Numerous proposals for providing non-emergency medical transportation (NEMT) would require regional or state action. One thing that local providers can do on their own is become NEMT providers under existing Medi-Cal arrangements. This would address a lack of providers now available, improve access to medical care for people who have difficulty using ADA paratransit, and provide an alternative to ADA paratransit that provides a higher level of assistance, for example for dialysis patients. Since NEMT is free to the rider, this service would address issues of affordability related to frequent travel on ADA paratransit. Short-term medical transportation for non-ADA eligible seniors and people with disabilities is also needed.

- **Premium services** on ADA paratransit.

Premium services could respond to desires for service that exceed ADA requirements. Examples include the following types of service:

- **Service beyond the ADA-required three-quarter mile corridors around transit routes.** Some form of paratransit service beyond ADA-required areas would help people living in low-density and rural areas reach essential services.
- **Service beyond the hours when transit routes are in operation.** Extended hours would help people who cannot drive and have no way to get around after transit (and therefore also ADA paratransit) stops running.
- **Interim service in the period when ADA paratransit eligibility applications are pending.** Interim service would respond to needs of individuals when they first become disabled or are discharged from a hospital. Affordable, accessible transportation is generally not available before the individual is able to go through the process of obtaining ADA paratransit eligibility application materials and completing the application, and before the eligibility assessment process is completed. Under ADA regulations it can take up to 21 days to complete the eligibility process.
- **Same-day requests.** Same-day service would respond to a need for trips to deal with non-emergency but urgent medical appointments requiring same-day attention.
- **Seamless inter-jurisdictional and inter-agency trips.** Such trips would address issues related to uncoordinated fares, inaccessible transfer locations, and difficulty making reservations.
- **Guaranteed exclusive rides with no stops for other passengers.** This feature would help riders who cannot tolerate long ride times, especially for long-distance trips.
- **Intermediate stops** to allow passengers to stop en-route, for example to fill a prescription, without needing to wait for a second vehicle.
- **Time-certain arrivals** for jobs, training, etc.



Fares charged for premium services could exceed those charged for ADA paratransit (“premium fares”). All of these service gaps can also be met by non-ADA services run by cities or community organizations. Many of these gaps can also be addressed with other solutions described in this section such as subsidized taxis and volunteer driver programs.

- **Feeder service** connecting to fixed-route transit.

Feeder trips can be faster than shared-ride paratransit for certain lengthy trips and for some trips between paratransit service areas. This service, provided as an option for customers, is distinct from the mandatory feeder-service that ADA regulations permit operators to use as a service delivery method for certain passengers and trips.

- **Transfer assistance** or other measures to help with multi-operator paratransit trips and transfers between paratransit and fixed-route service.

Trips between counties or other service areas, and in some cases within counties, are difficult to make because they often require transfers between operators. These trips may require more advance notice than other trips and may require multiple calls to make reservations. Problems with coordination of drop-off and pick-up at the transfer point inhibit travel and may result in individuals being stranded. Customers making connections between paratransit and fixed-route can also suffer from difficulties in coordination and would benefit from assistance in many cases. It may be most practical to provide transfer assistance at locations where staff is already present for other reasons.

- Demand-responsive **group shopping service**.

A group shopping service would help people who can use transit for many trips, but cannot use it if they need to carry packages.

- Incentives or assistance for taxicab companies to buy or convert **accessible taxicabs**.

Accessible taxicabs would extend the benefits of taxi discount programs to people who use wheelchairs (including larger wheelchairs and scooters) and cannot transfer to a typical automobile seat. Even without discounts, accessible taxicabs would expand the transportation options of wheelchair users. In practice, adding accessible taxis to a fleet and keeping them on the streets is a complex undertaking with several challenges that must be addressed for such efforts to be successful and be able to provide reliable service to customers. These include incentives for drivers to take on these routes (often such vehicles are not as fuel-efficient as standard vehicles in the fleet and don’t have alternative-fuel capabilities) and overcoming challenges in keeping such vehicles well maintained due to higher costs and heavy wear-and-tear on the equipment.



- Incentives or assistance to **improve the quality of taxi service** for people with disabilities and seniors.

The ability and willingness of seniors and people with disabilities to use taxicabs is limited not just by price and accessibility but by service quality issues, including driver training, passenger assistance, and reluctance to accept trips that require extra effort or may be perceived to be less likely to result in a tip. Local jurisdictions that regulate taxicabs do not always enforce existing local regulations and federal non-discrimination regulations.

- **Escorted travel** on paratransit.

Escorted travel can overcome difficulties faced by some people using ADA paratransit. Escorts could provide assistance beyond lobby areas of buildings for those who need it. For people who live in large complexes, escorts could address problems that occur when a paratransit vehicle cannot wait in front or in clear view of the customer's front door. Escorted travel could also help people who currently miss return trips because they have difficulty finding and staying at a designated waiting spot. (Note, some volunteer driver programs also respond to this gap.)

- **Improved service quality measurement** with rider participation.

Programs that involve paratransit riders in measuring service quality can spot issues missed by traditional methods and increase consumer understanding of service delivery issues. Riders are provided with data collection forms and training about the importance of objective and complete observations. A neutral party recruits riders and compiles results with assured confidentiality.

Additions or Improvements to Transit Services and Access to Transit

- **Infrastructure improvements** to improve pedestrian access, especially in the vicinity of transit stops.

Infrastructure improvement may include removing barriers on sidewalks, and improved or additional sidewalks, curb cuts, bus bulbouts, pedestrian crossings and signals (including audible signals and countdown signals), lighting, benches, shelters, and other pedestrian enhancements. Technological solutions akin to wayfinding devices might help blind people locate bus stops. These improvements would address problems that people have accessing transit service and also help people make some trips by walking. These improvements would help address traffic safety and fear of crime, bring existing facilities (in addition to key stations where accessibility is



1. Strengthen mobility management in the Bay Area, by:
 - o Identifying and designating Consolidated Transportation Service Agencies (CTSAs) to facilitate subregional mobility management and transportation coordination efforts
 - o Providing information and manage demand across a family of transportation services
 - o Promoting coordinated advocacy with human service agencies to identify resources to sustain ongoing coordination activities.
2. Promote walkable communities, complete streets, and integration of transportation and land use decisions.

Each strategy is described in more detail below, along with desired results, implementation steps needed, partners to participate in implementation, and any implementation challenges identified.

A major planning effort related to updating the regional coordination strategies was MTC's Transit Sustainability Project ADA Paratransit Study, completed in 2011, which reviewed and prioritized a range of strategies in consultation with the region's transit operators, in light of both financial and operating trends, discussions of factors that contribute to increasing costs, and analysis of strategies to enhance the sustainability of these services. This study identified seven recommendations (see sidebar) as regional priorities based on their

potential to manage costs, impacts on riders' mobility, the number of operators that could apply them, and ease of implementation. As regional priorities, these strategies have been incorporated into the update of this chapter accordingly.

MTC Transit Sustainability Project ADA Paratransit Study Recommendations

1. Consider fixed-route travel training and promotion to seniors.
2. Consider charging premium fares for trips that exceed ADA requirements.
3. Consider enhanced ADA paratransit certification process which may include in-person interviews and evaluation of applicant's functional mobility to confirm rider eligibility.
4. Implement conditional eligibility for paratransit users who are able to use fixed-route service for some trips.
5. Create one or more sub-regional mobility managers (e.g. CTSAs) to better coordinate resources and service to customers.
6. Improve fixed-route transit to provide features that accommodate more trips that are currently taken on paratransit.
7. Implement Plan Bay Area programs that improve access and mobility options for ADA-eligible transit riders.

Strategy 1. Strengthen Mobility Management

The need to improve coordination between human service and public transportation providers has been well documented over the past ten years at the federal and state level. However, resources and mechanisms to bring about better coordination between various federal and state agencies funding and/or providing transportation services have been relatively scarce. Nevertheless, the need for coordination remains, as do the benefits of improved coordination that can be realized, particularly through mobility management activities. Even without further federal or state action, the region will



Travel Training and Promotion to Seniors

Expanding travel training increases mobility and helps reduce growth of ADA paratransit demand, especially working with schools and Regional Centers. Ideally, training and outreach can be conducted before individuals apply for paratransit, which is why travel training is most effective when it is integrated with other mobility management strategies providing information and referrals for those seeking transportation services. Travel training programs include a spectrum of training levels ranging from both mobility orientation sessions, which are one-time sessions where transit service is introduced and transit skills taught, and one-on-one individualized training.

Because the transit agency realizes cost savings for paratransit trips that are not taken due to riders' improved ability to use fixed-route services, travel training can be considered a basic element of a fixed-route provider's service plan. In addition, individuals trained gain greater mobility by learning to use transit, which does not require advance reservations and has a much lower fare than ADA paratransit. A related concept is the use of mobility ambassadors and other forms of targeted marketing and promotion to encourage seniors to learn to use fixed-route bus service before they apply for ADA paratransit.

Enhanced Certification and Conditional Eligibility for ADA Paratransit

A robust and sophisticated certification process which may include in-person interviews as well as evaluations of applicants' functional mobility by trained professionals provides more accurate determinations of applicants' travel skills than simple paper applications with no direct contact with the applicant. Incorporating an in-person assessment leads to more applicants referred to fixed-route transit instead of ADA paratransit, based on the individual's functional abilities. This slows growth of enrollment of ADA eligible persons and eliminates the costs of the ADA paratransit trips that they may have taken if certified as ADA eligible. While there are clearly economic benefits to shifting paratransit riders to fixed-route service, this trend can also result in improving the mobility of riders due to the increased spontaneity afforded by fixed-route transit.

Conditional eligibility is a process which finds that some applicants can use fixed-route service for at least some of their trips and specifies the particular conditions that prevent use of fixed-route service. This also requires a more sophisticated eligibility certification process than simple paper applications. For trip-by-trip eligibility determinations, provision of travel training can help transition riders to fixed-route use for specific trips. Use of conditional and trip-by-trip eligibility avoids ADA paratransit costs for those trips that ADA-eligible riders take on fixed-route service.

Premium Charges for Service Beyond ADA Requirements

Where transit agencies provide paratransit service that goes beyond what the ADA requires, they may charge extra for those "premium" services. These fares not only manage demand, they also raise revenue. Transit agencies that serve an entire jurisdiction (for example they may serve an entire city or taxing district instead of just three quarters of a mile on both sides of fixed-routes) can define a "two-



tiered” service area, with the first tier being the ADA-required area and the second tier extending to the jurisdictional limits. A higher fare can then be charged for trips in that second tier. The transit agency can also adopt differing policies for that premium second tier, such as more limited service hours, denials of trips that exceed capacity, and so forth. Other types of premium fares can apply to same-day trip requests and open returns. The premium charges will increase revenue for the transit agency, and, perhaps more significantly, they help establish the line between what is required by the ADA and what is not (i.e., services or practices that could be eliminated or curtailed, if such action is needed for financial reasons).

Promotion of Alternative Modes of Travel, Including Use of Taxis

A fundamental principle of MTC’s Lifeline Transportation Program is the recognition that not all gaps in the transit network are effectively met through provision of additional fixed-route service. The cost to increase fixed-route service may be prohibitive, and inefficient if few passengers are being carried (e.g., late at night or on weekends). Other alternatives, such as community shuttles, guaranteed ride home programs, volunteer driver programs, taxis, vanpools, etc. may better address identified gaps, and be more cost-effective than fixed-route transit or ADA paratransit.

An additional advantage to supporting alternative modes of service is that they can be designed and implemented specifically to address a local community’s needs. For many suburban and rural communities, for example, volunteer driver programs fill the gap for frail seniors who wish to live independently but who can no longer drive and who have difficulty using transit.

Members of the disability community (with the exception of San Francisco, which has a robust taxi system) spoke to the need for additional taxi services, especially those that are wheelchair accessible. Taxis provide a flexible approach to meeting transportation needs in that they do not require a previous reservation and often operate where and when fixed route or paratransit is not available. However, taxis are regulated at the local level, and most jurisdictions do not require the availability of accessible vehicles within the local taxi fleets. Even within a county, regulatory oversight of taxi programs is not necessarily consistent from city to city. While some counties (i.e. Alameda, San Francisco, Santa Clara, Solano) rely on taxis as an integral component of their paratransit programs at least for some riders (e.g. riders over 80 years of age, or those going to dialysis), others are still exploring opportunities to better integrate taxi programs into their services.

Use of taxis can also be effective in meeting the needs of seniors who may need some special care with their travel but may not be ADA paratransit eligible. Marin Transit has conducted a subsidized taxi pilot program to test the appropriateness of taxi vouchers as an alternative, cost-effective means of meeting the needs of seniors, and has recently launched a voucherless, discounted taxi program for seniors using a taxi broker. In 2013, Marin Transit has plans to expand this program to include younger ADA eligible riders. Likewise, use of taxi vouchers has been an effective alternative in San Mateo County for low-income residents traveling during off-hours, or for emergency purposes, when regular transit may not be available.



Appendix B. Literature Review

Local Research

Following is a list, by county, of recent studies examining transportation needs in the San Francisco Bay Area, with an emphasis on the needs of elderly and disabled individuals and/or low-income populations. A wide range of local agencies and organizations were contacted to be sure to identify all relevant studies.



Table B-1: Recent Studies Examining Transportation Needs of Elderly and Disabled Populations and/or Low-Income Populations

BAY AREA		
San Francisco Bay Area Older Adults Transportation Study (OATS)	Metropolitan Transportation Commission (MTC)	2002
MTC Lifeline Transportation Network Report	MTC	2001
MTC Snapshot Analysis	MTC	2010
MTC Transit Accessible Locations for Health and Social Services Final Report	MTC	2011
MTC Transit Sustainability Project Draft Paratransit Final Report	MTC	2011
MTC Lifeline Transportation Program Evaluation Final Report	MTC	2011
ALAMEDA COUNTY		
Central Alameda County Community-Based Transportation Plan	Alameda County Congestion Management Agency	2004
Removing Paratransit Gaps in Alameda County	Alameda County Transportation Improvement Authority	2004
Wheels Short Range Transit Plan	Livermore Amador Valley Transit Authority	2004
West Oakland Community-Based Transportation Plan	Alameda County Congestion Management Agency	2006
Study for the Viability of Taxi Use for Paratransit Services in the Tri-Valley	Livermore Amador Valley Transit Authority	2006
Wheels Strategic Plan	Livermore Amador Valley Transit Authority	2006
South and West Berkeley Community-Based Transportation Plan	Alameda County Congestion Management Agency	2007
Central and East Oakland Community-Based Transportation Plan	Alameda County Congestion Management Agency	2007
Alameda Community-Based Transportation Plan	Alameda County Congestion Management Agency	2009
Four-Year Area Plan on Aging 2012-2016	Alameda County Area Aging on Aging	2012
CONTRA COSTA COUNTY		
Concord Senior and Youth Transportation Study	City of Concord	2003
Key Informant Survey	Contra Costa County Area Agency on Aging	2003
Contra Costa Paratransit Improvement Study	Contra Costa Transportation Authority/MTC	2004
Richmond Area Community-Based Transportation Plan	Metropolitan Transportation Commission (MTC)	2004
Aging-Friendly Survey and Aging-Friendly Strategic Plan	Contra Costa for Every Generation	2005



CONTRA COSTA COUNTY, continued

Monument Corridor (Concord) Community-Based Transportation Plan	City of Concord	2006
Bay Point Community-Based Transportation Plan	Contra Costa County	2007
Downtown Martinez Community-Based Transportation Plan	City of Martinez	2009

MARIN COUNTY

Marin County Short Range Transit Plan	Marin County Transit District	2006
Canal Neighborhood (San Rafael) Community-Based Transportation Plan	Transportation Authority of Marin, City of San Rafael	2006
Marin City Community-Based Transportation Plan	Transportation Authority of Marin, County of Marin	2009
Senior Mobility Action and Implementation Plan	Marin County Aging & Adult Services/Marin Transit	2010

NAPA COUNTY

Napa Community-Based Transportation Plan	Napa County Transportation Planning Agency	2004
Four-Year Area Plan on Aging	Area Agency on Aging Serving Napa and Solano	2012

SAN FRANCISCO COUNTY

On Lok Transportation Program Assessment (2000) and Action Plan (2002)	On Lok, San Francisco	2000, 2002
San Francisco Paratransit Program White Paper Analysis	San Francisco Municipal Transportation Agency	2003
Tenderloin-Little Saigon Neighborhood Transportation Plan	San Francisco County Transportation Authority	2007
Mission-Geneva Neighborhood Transportation Plan	San Francisco County Transportation Authority	2007
Bayview-Hunter's Point Neighborhood Transportation Plan	San Francisco County Transportation Authority	2010
Western South of Market Neighborhood Transportation Plan	San Francisco County Transportation Authority	2012
Assessment of the Needs of San Francisco Seniors and Adults with Disabilities	Department of Aging and Adult Services	2012

SAN MATEO COUNTY

Strategic Plan for Accessible Transportation Services (SPATS)	County of San Mateo, SamTrans	2004
East Palo Alto Community-Based Transportation Plan	City/Council Association of Governments (C/CAG)	2004
San Mateo County Strategic Plan for Services for Older Adults and Adults with Disabilities	San Mateo County Aging and Adults Services Division	2005
San Mateo County Senior Mobility Action Plan	San Mateo County Transit District	2006
Bayshore Community-Based Transportation Plan	City/Council Association of Governments (C/CAG)	2008
North Central San Mateo Community-Based Transportation Plan	City/Council Association of Governments (C/CAG)	2011
San Bruno/South San Francisco Community-Based Transportation Plan	City/Council Association of Governments (C/CAG)	2012



SANTA CLARA COUNTY

Santa Clara Valley Transportation Authority (VTA) Community Transportation Needs Assessment and Options Study	Santa Clara Valley Transportation Authority	2000
Community for A Lifetime - A 10-Year Strategic Plan to Advance the Well-Being of Older Adults in Santa Clara County	Santa Clara County Department of Aging and Adult Services	2005
Gilroy Community-Based Transportation Plan	Santa Clara Valley Transportation Authority	2006
East San Jose Community-Based Transportation Plan	Santa Clara Valley Transportation Authority	2009
Milpitas Community-Based Transportation Plan	Santa Clara Valley Transportation Authority	2009
Short-Range Transit Plan	Santa Clara Valley Transportation Authority	2008
Seniors Agenda Action Plan for Santa Clara County	Santa Clara County Dept. of Aging and Adult Services	2012

SOLANO COUNTY

Solano County Senior and Disabled Transit	Solano Transportation Authority	2004
Dixon Community-Based Transportation Plan	Solano Transportation Authority/MTC	2004
Vallejo Community-Based Transportation Plan	Solano Transportation Authority	2008
Cordelia/Fairfield/Suisun Community-Based Transportation Plan	Solano Transportation Authority	2008
Vacaville Community-Based Transportation Plan	Solano Transportation Authority	2010

SOLANO COUNTY, continued

Solano Transportation Study for Seniors and People with Disabilities	Solano Transportation Authority	2011
East Fairfield Community-Based Transportation Plan	Solano Transportation Authority	2012

SONOMA COUNTY

Santa Rosa Paratransit Monitoring Needs	City of Santa Rosa	2006
Roseland Community Based Transportation Plan	Sonoma County Transportation Authority	2007
Lower Russian River Community Based Transportation Plan	Sonoma County Transportation Authority	2009
Healdsburg Community Based Transportation Plan	Sonoma County Transportation Authority	2009
The Springs Community Based Transportation Plan	Sonoma County Transportation Authority	2010
Aging and Living Well in Sonoma County	Sonoma County Area Agency on Aging	2012



Appendix D. Inventory of Transportation Providers

Following is a list by service area of existing transportation resources in each Bay Area county that target seniors, persons with disabilities, and low-income populations, including both services provided by public transit agencies as well as public and private human service agencies providing transportation services. Following the list is detailed documentation of each transportation service in alphabetical order.

County	Organization
Alameda	511 – SF Bay Area
Alameda	AC Transit
Alameda	Alzheimer's Services of the East Bay
Alameda	A-ParaTransit
Alameda	Bay Area Community Services
Alameda	Bay Area Outreach & Recreation Program
Alameda	Bay Area Rapid Transit (BART)
Alameda	Berkeley Paratransit Services
Alameda	Center for Elders Independence
Alameda	Center for Independent Living
Alameda	City of Alameda Public Works Department
Alameda	City of Albany
Alameda	City of Berkeley, Division on Aging
Alameda	City of Emeryville
Alameda	City of Fremont Human Services Department
Alameda	City of Hayward Paratransit
Alameda	City of Newark
Alameda	City of Oakland Paratransit
Alameda	City of Pleasanton Paratransit Services
Alameda	City of Union City
Alameda	Cycles of Change
Alameda	East Bay Paratransit
Alameda	East Bay Services to the Developmentally Disabled



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County	Organization
Alameda	Easy Does It Emergency Services
Alameda	Ed Roberts Campus
Alameda	Emery Go-Round
Alameda	Emeryville Transportation Management Association
Alameda	First Transit
Alameda	LIFE ElderCare, Inc.
Alameda	Livermore Amador Valley Transit Authority: Dial-A-Ride
Alameda	MV Transportation
Alameda	Regional Center of the East Bay
Alameda	Senior Helpline Services
Alameda	Union City Paratransit
Contra Costa	511 - SF Bay Area
Contra Costa	AC Transit
Contra Costa	A-ParaTransit
Contra Costa	Bay Area Outreach & Recreation Program
Contra Costa	Central Contra Costa Transit Authority
Contra Costa	City of Antioch Senior Bus
Contra Costa	City of El Cerrito Open House Senior Center
Contra Costa	City of Lafayette
Contra Costa	City of Rio Vista
Contra Costa	City of San Ramon
Contra Costa	Contra Costa ARC
Contra Costa	Eastern Contra Costa Transit Authority
Contra Costa	Fairfield and Suisun Transit (FAST)
Contra Costa	Golden Gate Bridge Highway & Transportation District
Contra Costa	Golden Rain Foundation/Rossmoor
Contra Costa	Guardian Adult Day Health Center
Contra Costa	John Muir Health's Caring Hands Volunteer Caregivers Program
Contra Costa	Lamorinda Spirit Van Program - City of Lafayette
Contra Costa	Meals on Wheels Senior Outreach Services
Contra Costa	Mt. Diablo ADHC
Contra Costa	Rehabilitation Services of Northern California
Contra Costa	Richmond Paratransit
Contra Costa	Rio Vista Delta Breeze
Contra Costa	San Ramon Senior Center
Contra Costa	Senior Helpline Services



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County	Organization
Contra Costa	Solano County Transit (SolTrans)
Contra Costa	Town of Danville
Contra Costa	Tri Delta Transit
Contra Costa	Veterans Administration (Contra Costa County)
Contra Costa	WCCTAC
Contra Costa	WestCAT
Marin	511 - SF Bay Area
Marin	Cloverdale Rancheria of Pomo Indians of California
Marin	Golden Gate Bridge Highway & Transportation District
Marin	Marin Access Paratransit
Marin	Marin County Transit District
Marin	Marin Transit
Marin	Whistlestop
Napa	511 - SF Bay Area
Napa	Area Agency on Aging
Napa	Department of Veterans Affairs, Veterans Home of California Yountville
Napa	Milestones of Development Inc.
Napa	North Bay Regional Center
Napa	Napa County Transportation and Planning Agency
Napa	Pace Solano
San Francisco	511 - SF Bay Area
San Francisco	A-ParaTransit
San Francisco	Cloverdale Rancheria of Pomo Indians of California
San Francisco	Golden Gate Bridge Highway & Transportation District
San Francisco	Golden Gate Regional Center
San Francisco	Kimochi, Inc.
San Francisco	Laguna Honda ADHC
San Francisco	On Lok Senior Health Services
San Francisco	PresidiGo
San Francisco	Saint Francis Memorial Hospital
San Francisco	San Francisco Dept of Aging and Adult Services
San Francisco	San Francisco Municipal Transportation Agency
San Francisco	San Francisco Veteran's Administration Medical Center
San Francisco	Silver Ride
San Francisco	Solano County Transit (SolTrans)
San Francisco	SteppingStone



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County	Organization
San Francisco	The Presidio Trust
San Mateo	511 - SF Bay Area
San Mateo	A-ParaTransit
San Mateo	Bayshore/Brisbane Senior Shuttle
San Mateo	Belmont Twin Pines Senior Center
San Mateo	Caltrain
San Mateo	City County Association of Governments of San Mateo County
San Mateo	City of Daly City
San Mateo	East Palo Alto Senior Shuttle
San Mateo	Foster City Connections Shuttle
San Mateo	Foster City Senior Express Shuttle
San Mateo	Friends in Service to Humanity (FISH)
San Mateo	Get Up & Go (Peninsula Jewish Community Center)
San Mateo	HOPE Services - Mt. View
San Mateo	InnVision Shelter Network
San Mateo	Menlo Park Midday Shuttle
San Mateo	Menlo Park Senior Center
San Mateo	Menlo Park Shopper's Shuttle
San Mateo	Need-A-Ride
San Mateo	Peninsula Jewish Community Center
San Mateo	Peninsula Volunteers, Inc.
San Mateo	Peninsula Family Service
San Mateo	Redwood City Climate Best Express
San Mateo	Redwood City Veterans Memorial Senior Center
San Mateo	SamTrans
San Mateo	San Bruno Senior Center
San Mateo	San Mateo County Aging & Adult Services
San Mateo	San Mateo County Human Services Agency
San Mateo	San Mateo County Transit District
San Mateo	San Mateo County Transit District - Mobility Ambassador Program
San Mateo	San Mateo Senior Center
San Mateo	Senior Coastsiders
San Mateo	Seniors in Action
San Mateo	South San Francisco Senior Center
San Mateo	Town of Colma
San Mateo	Transportation Reimbursement for Independence Program



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County	Organization
San Mateo	Yellow Checker Cab Co., Inc.
Santa Clara	511 - SF Bay Area
Santa Clara	Abilities United
Santa Clara	A-ParaTransit
Santa Clara	Avenidas
Santa Clara	Care-A-Van for Kids
Santa Clara	City of San Jose
Santa Clara	Community Services Agency
Santa Clara	Day Break Respite and Caregiver Support Services
Santa Clara	Gardner Family Health Network, Inc.
Santa Clara	Golden Castle ADHC
Santa Clara	Grace Adult Day Health Care
Santa Clara	Great Endeavors ADHC Center
Santa Clara	Heart of the Valley, SERVICES FOR SENIORS, Inc.
Santa Clara	HOPE Services - Mt. View
Santa Clara	Hospice of the Valley
Santa Clara	Live Oak Senior Nutrition Center
Santa Clara	Love in the Name of Christ (Love INC)
Santa Clara	Marguerite Shuttle
Santa Clara	Outreach & Escort, Inc.
Santa Clara	Palo Alto Shuttle Service
Santa Clara	Peninsula Volunteers, Inc.
Santa Clara	Peninsula Family Service
Santa Clara	POSSO Escort Program
Santa Clara	Road Runners (El Camino Hospital)
Santa Clara	San Andreas Regional Center (San Jose)
Santa Clara	Santa Clara County Social Services Agency
Santa Clara	Santa Clara Valley Transportation Authority
Santa Clara	Say Hi Seniors Support Group
Santa Clara	UBF Transport Services
Santa Clara	Veterans Administration (Santa Clara County)
Santa Clara	Vets Day Respite
Santa Clara	Yellow Checker Cab Co., Inc.
Solano	511 - SF Bay Area
Solano	Area Agency on Aging
Solano	City of Rio Vista



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County	Organization
Solano	Dixon Family Services
Solano	Dixon Read-Ride
Solano	Fairfield and Suisun Transit (FAST)
Solano	Faith in Action
Solano	Innovative Paradigms
Solano	Milestones of Development Inc.
Solano	Napa County Transportation and Planning Agency
Solano	North Bay Regional Center
Solano	Pace Solano
Solano	Rio Vista Delta Breeze
Solano	Solano County Transit (SolTrans)
Solano	Vacaville City Coach
Sonoma	511 - SF Bay Area
Sonoma	AM-CARE
Sonoma	American Cancer Society
Sonoma	Becoming Independent
Sonoma	City of Petaluma
Sonoma	City of Santa Rosa Transit
Sonoma	Cloverdale Rancheria of Pomo Indians of California
Sonoma	Cloverdale MediVan
Sonoma	Cloverdale Transit
Sonoma	FISH of Sonoma Valley
Sonoma	Golden Gate Bridge Highway & Transportation District
Sonoma	Healdsburg Transit
Sonoma	Mendocino Transit Authority
Sonoma	Napa County Transportation and Planning Agency
Sonoma	North Bay Regional Center
Sonoma	Pro Transport-1
Sonoma	Rohnert Park, Sunshine Bus
Sonoma	Sebastopol Area Senior Center
Sonoma	Sonoma County Transit
Sonoma	Southwest Adult Day Services
Sonoma	Vintage House Senior Center – Volunteer Driver
Sonoma	Volunteer Center of Sonoma County / Volunteer Wheels
Sonoma	Wheelcare Express