

# Napa Valley Transportation Authority

625 Burnell Street  
Napa, CA 94559



## Agenda - Final

Thursday, September 3, 2020

10:00 AM

**MEETING LOCATION: REFER TO COVID-19 SPECIAL NOTICE**

### **Paratransit Coordinating Council**

#### **COVID-19 SPECIAL NOTICE – PUBLIC MEETING GUIDELINES FOR PARTICIPATING VIA PHONE/VIDEO CONFERENCING**

Consistent with Executive Orders No. N-25-20 and N-29-20 from the Executive Department of the State of California and Napa County's Shelter in Home Order issued March 18, 2020 and further extended, a physical location will not be provided for the Napa Valley Transportation Authority Paratransit Coordinating Council (PCC) meeting. The public is invited to participate telephonically or electronically via the methods below:

To observe the meeting by video conference, please navigate to <https://zoom.us> and enter meeting ID 925 6682 7007 at the noticed meeting time.

Instructions on how to join a video conference are available at: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>.

To observe the meeting by phone, please call at the noticed meeting time 1 (669) 900-6833, then enter Meeting ID 925 6682 7007 #. When asked for the participant ID or code, press #.

Instructions on how to join a meeting by phone are available at: <https://support.zoom.us/hc/en-us/articles/201362663-Joining-a-meeting-by-phone>

#### **How to Submit a Public Comment:**

Members of the public may submit a public comment in writing by emailing [info@nvta.ca.gov](mailto:info@nvta.ca.gov) by 5:00 p.m. the day before the meeting with PUBLIC COMMENT identified in the subject line of the email. For comments to be read into the record, emails with the equivalent of a maximum of 3 minutes, shall contain in the subject line “Public Comment – Not on the Agenda” or “Public Comment – Agenda Item # (include item number)”. All written comments should be 350 words or less, which corresponds to approximately 3 minutes or less of speaking time. All other written comments received will still be provided to the PCC and be included as part of the meeting record.

2. To comment during a virtual meeting (Zoom), click the “Raise Your Hand” button (found in the “Participants” tab) to request to speak when Public Comment is being taken on the Agenda item. You will then be unmuted when it is your turn to make your comment for up to 3 minutes. After the allotted time, you will be re-muted. Instructions for how to “Raise Your Hand” is available in the Attendee Controls information at <https://support.zoom.us/hc/en-us/articles/200941109-Attendee-controls-in-a-meeting>.

3. To comment by phone, press “ \*9 ” to request to speak when Public Comment is being taken on the Agenda item. You will be called upon by the last four digits of your phone number and phone participants must unmute themselves by pressing \*6 when called upon and will be provided up to 3 minutes. After the allotted time, you will be re-muted.

**Acceso y el Título VI: La NVTA puede proveer asistencia/facilitar la comunicación a las personas discapacitadas y los individuos con conocimiento limitado del inglés quienes quieran dirigirse a la Autoridad. Para solicitar asistencia, por favor llame al número (707) 259-8633. Requerimos que solicite asistencia con tres días hábiles de anticipación para poderle proveer asistencia.**

**Ang Accessibility at Title VI: Ang NVTA ay nagkakaloob ng mga serbisyo/akomodasyon kung hilingin ang mga ito, ng mga taong may kapansanan at mga indibiduwal na may limitadong kaalaman sa wikang Ingles, na nais na matugunan ang mga bagay-bagay na may kinalaman sa NVTA Board. Para sa mga tulong sa akomodasyon o pagsasalín-wika, mangyari lang tumawag sa (707) 259-8633. Kakailanganin namin ng paunang abiso na tatlong araw na may pasok sa trabaho para matugunan ang inyong kahilingan.**

1. Call To Order
2. Introductions
3. Public Comment
4. Committee Member and Staff Comments

Note: Where times are indicated for the agenda items they are approximate and intended as estimates only, and may be shorter or longer, as needed.

## **5. CONSENT AGENDA**

- 5.1 **Meeting Minutes of July 9, 2020 PCC Meeting (Kathy Alexander)**  
*(Pages 7-9)*

**Body:** PCC action will approve the July 9, 2020 meeting minutes.

**Estimated Time:** 10:10 a.m.

**Attachments:** [Draft Minutes.pdf](#)

## **6. REGULAR AGENDA ITEMS**

- 6.1 **Transit Report (Alan Budde)** *(Pages 10-15)*

**Body:** The PCC will receive an update on the Vine Transit operations.

**Estimated Time:** 10:15 a.m.

**Attachments:** [Staff Report.pdf](#)

- 6.2 **Nomination and Election of the Representative to NVTA Board for the Remainder of the 2020 Calendar Year (Alan Budde)** *(Page 16)*

**Body:** That the PCC elect a representative to sit on the NVTA Board of Directors.

**Recommendation:** Action

**Estimated Time:** 10:20 a.m.

**Attachments:** [Staff Report.pdf](#)

- 6.3 **Lifeline Transportation Program Cycle 6 Update (Diana Meehan)**  
*(Pages 17-20)*

**Body:** That the PCC recommend the NVTA Board approve the Lifeline Cycle 6 Program of Projects.

**Estimated Time:** 10:25 a.m.

**Attachments:** [Staff Report.pdf](#)

**6.4 Metropolitan Transportation Commission (MTC) Coordinated Plan (Drennen Shelton) (Pages 21-52)**

**Body:** That the PCC provide additional, detailed feedback on transportation services and program needs in Napa County for MTC's Coordinated Plan Update. Information/Discussion only.

**Estimated Time:** 10:30 a.m.

**Attachments:** [Staff Report.pdf](#)

**7. FUTURE AGENDA ITEMS**

**8. ADJOURNMENT**

Approval of Next Regular Meeting Date of November 5, 2020 and Adjournment.

I, Kathy Alexander, hereby certify that the agenda for the above stated meeting was posted at a location freely accessible to members of the public at the NVTA offices, 625 Burnell Street, Napa, CA by 5:00 p.m., on Friday, August 28, 2020

*Kathy Alexander (e-sign) August 28, 2020*

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Kathy Alexander, Deputy Board Secretary

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## Glossary of Acronyms

<b>AB 32</b>	Global Warming Solutions Act	<b>GGRF</b>	Greenhouse Gas Reduction Fund
<b>ABAG</b>	Association of Bay Area Governments	<b>GTFS</b>	General Transit Feed Specification
<b>ADA</b>	American with Disabilities Act	<b>HBP</b>	Highway Bridge Program
<b>ATAC</b>	Active Transportation Advisory Committee	<b>HBRR</b>	Highway Bridge Replacement and Rehabilitation Program
<b>ATP</b>	Active Transportation Program	<b>HIP</b>	Housing Incentive Program
<b>BAAQMD</b>	Bay Area Air Quality Management District	<b>HOT</b>	High Occupancy Toll
<b>BART</b>	Bay Area Rapid Transit District	<b>HOV</b>	High Occupancy Vehicle
<b>BATA</b>	Bay Area Toll Authority	<b>HR3</b>	High Risk Rural Roads
<b>BRT</b>	Bus Rapid Transit	<b>HSIP</b>	Highway Safety Improvement Program
<b>BUILD</b>	Better Utilizing Investments to Leverage Development	<b>HTF</b>	Highway Trust Fund
<b>CAC</b>	Citizen Advisory Committee	<b>HUTA</b>	Highway Users Tax Account
<b>CAP</b>	Climate Action Plan	<b>IFB</b>	Invitation for Bid
<b>Caltrans</b>	California Department of Transportation	<b>ITIP</b>	State Interregional Transportation Improvement Program
<b>CASA</b>	Committee to House the Bay Area	<b>ITOC</b>	Independent Taxpayer Oversight Committee
<b>CEQA</b>	California Environmental Quality Act	<b>IS/MND</b>	Initial Study/Mitigated Negative Declaration
<b>CIP</b>	Capital Investment Program	<b>JARC</b>	Job Access and Reverse Commute
<b>CMA</b>	Congestion Management Agency	<b>LCTOP</b>	Low Carbon Transit Operations Program
<b>CMAQ</b>	Congestion Mitigation and Air Quality Improvement Program	<b>LIFT</b>	Low-Income Flexible Transportation
<b>CMP</b>	Congestion Management Program	<b>LOS</b>	Level of Service
<b>CalSTA</b>	California State Transportation Agency	<b>LS&amp;R</b>	Local Streets & Roads
<b>CTP</b>	Countywide Transportation Plan	<b>MaaS</b>	Mobility as a Service
<b>COC</b>	Communities of Concern	<b>MAP 21</b>	Moving Ahead for Progress in the 21 <sup>st</sup> Century Act
<b>CTC</b>	California Transportation Commission	<b>MPO</b>	Metropolitan Planning Organization
<b>DAA</b>	Design Alternative Analyst	<b>MTC</b>	Metropolitan Transportation Commission
<b>DBB</b>	Design-Bid-Build	<b>MTS</b>	Metropolitan Transportation System
<b>DBF</b>	Design-Build-Finance	<b>ND</b>	Negative Declaration
<b>DBFOM</b>	Design-Build-Finance-Operate-Maintain	<b>NEPA</b>	National Environmental Policy Act
<b>DED</b>	Draft Environmental Document	<b>NOAH</b>	Natural Occurring Affordable Housing
<b>EIR</b>	Environmental Impact Report	<b>NOC</b>	Notice of Completion
<b>EJ</b>	Environmental Justice	<b>NOD</b>	Notice of Determination
<b>FAS</b>	Federal Aid Secondary	<b>NOP</b>	Notice of Preparation
<b>FAST</b>	Fixing America's Surface Transportation Act	<b>NVTA</b>	Napa Valley Transportation Authority
<b>FHWA</b>	Federal Highway Administration	<b>NVTA-TA</b>	Napa Valley Transportation Authority-Tax Agency
<b>FTA</b>	Federal Transit Administration	<b>OBAG</b>	One Bay Area Grant
<b>FY</b>	Fiscal Year	<b>PA&amp;ED</b>	Project Approval Environmental Document
<b>GHG</b>	Greenhouse Gas		

## Glossary of Acronyms

<b>P3 or PPP</b>	Public-Private Partnership	<b>SOV</b>	Single-Occupant Vehicle
<b>PCC</b>	Paratransit Coordination Council	<b>STA</b>	State Transit Assistance
<b>PCI</b>	Pavement Condition Index	<b>STIC</b>	Small Transit Intensive Cities
<b>PCA</b>	Priority Conservation Area	<b>STIP</b>	State Transportation Improvement Program
<b>PDA</b>	Priority Development Areas	<b>STP</b>	Surface Transportation Program
<b>PIR</b>	Project Initiation Report	<b>TAC</b>	Technical Advisory Committee
<b>PMS</b>	Pavement Management System	<b>TCM</b>	Transportation Control Measure
<b>Prop. 42</b>	Statewide Initiative that requires a portion of gasoline sales tax revenues be designated to transportation purposes	<b>TCRP</b>	Traffic Congestion Relief Program
<b>PSE</b>	Plans, Specifications and Estimates	<b>TDA</b>	Transportation Development Act
<b>PSR</b>	Project Study Report	<b>TDM</b>	Transportation Demand Management Transportation Demand Model
<b>PTA</b>	Public Transportation Account	<b>TE</b>	Transportation Enhancement
<b>RACC</b>	Regional Agency Coordinating Committee	<b>TEA</b>	Transportation Enhancement Activities
<b>RFP</b>	Request for Proposal	<b>TEA 21</b>	Transportation Equity Act for the 21 <sup>st</sup> Century
<b>RFQ</b>	Request for Qualifications	<b>TFCA</b>	Transportation Fund for Clean Air
<b>RHNA</b>	Regional Housing Needs Allocation	<b>TIGER</b>	Transportation Investments Generation Economic Recovery
<b>RM2</b>	Regional Measure 2 (Bridge Toll)	<b>TIP</b>	Transportation Improvement Program
<b>RM3</b>	Regional Measure 3	<b>TIRCP</b>	Transit and Intercity Rail Capital Program
<b>RMRP</b>	Road Maintenance and Rehabilitation Program	<b>TLC</b>	Transportation for Livable Communities
<b>ROW</b>	Right of Way	<b>TLU</b>	Transportation and Land Use
<b>RTEP</b>	Regional Transit Expansion Program	<b>TMP</b>	Traffic Management Plan
<b>RTIP</b>	Regional Transportation Improvement Program	<b>TMS</b>	Transportation Management System
<b>RTP</b>	Regional Transportation Plan	<b>TNC</b>	Transportation Network Companies
<b>SAFE</b>	Service Authority for Freeways and Expressways	<b>TOAH</b>	Transit Oriented Affordable Housing
<b>SAFETEA-LU</b>	Safe, Accountable, Flexible, and Efficient Transportation Equity Act-A Legacy for Users	<b>TOD</b>	Transit-Oriented Development
<b>SB 375</b>	Sustainable Communities and Climate Protection Act 2008	<b>TOS</b>	Transportation Operations Systems
<b>SB 1</b>	The Road Repair and Accountability Act of 2017	<b>TPA</b>	Transit Priority Area
<b>SCS</b>	Sustainable Community Strategy	<b>TPI</b>	Transit Performance Initiative
<b>SHA</b>	State Highway Account	<b>TPP</b>	Transit Priority Project Areas
<b>SHOPP</b>	State Highway Operation and Protection Program	<b>VHD</b>	Vehicle Hours of Delay
<b>SNTDM</b>	Solano Napa Travel Demand Model	<b>VMT</b>	Vehicle Miles Traveled
<b>SR</b>	State Route		
<b>SRTS</b>	Safe Routes to School		

# Napa Valley Transportation Authority

625 Burnell Street  
Napa, CA 94559

September 3, 2020  
PCC Agenda Item 5.1  
Continued From: New  
Action Requested: Approval

## Meeting Minutes - Draft Paratransit Coordinating Council

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Thursday, July 9, 2020

10:00 AM

MEETING LOCATION: REFER TO COVID-19 SPECIAL NOTICE

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### 1. Call To Order

Chair Weir called the meeting to order at 10:01 a.m.

### 2. Introductions

Also present:

Drennen Shelton, Metropolitan Transportation Commission

Betty Rhodes

Charlene Hicks, Transdev

Iris Keller, Transdev

### 3. Public Comment

None.

### 4. Committee Member and Staff Comments

Alan Budde, NVTA's new Transit Manager, introduced himself and provided a brief background.

Chair Weir asked how Vine operational expenses are being paid since fares are not being collected.

Mr. Budde responded that farebox revenue comprises only 15% of the budget for operating the Vine system. Federal and state funds cover the remaining 85% of operating costs.

### 5. PRESENTATIONS

#### 5.1 Metropolitan Transportation Commission's (MTC's) Coordinated Public Transit-Human Services Transportation Plan Update Presentation (Drennen Shelton, MTC) *(Pages 8-23)*

Drennen Shelton, Metropolitan Transportation Commission (MTC), provided a presentation on the Coordinated Public Transit Human Services Transportation Plan ("Coordinated Plan") update.

Ms. Shelton explained that she would like input from the PCC on gaps in transportation for older adults, people with disabilities and low-income populations and the types of solutions they would like to see, as well as transportation needs to connect with neighboring counties.

Member Spencer noted that Napa's countywide Healthy Aging Population Initiative (HAPI) group recently formed a subcommittee on these types of issues and would coordinate input from HAPI.

## **6. CONSENT AGENDA**

### **6.1 Meeting Minutes of March 5, 2020 Paratransit Coordinating Council (PCC) Meeting (Kathy Alexander) (Pages 24-26)**

MOTION by WEIR, SECOND by SPENCER, to APPROVE the March 5, 2020 PCC minutes as presented. The motion passed with the following vote:

## **7. REGULAR AGENDA ITEMS**

### **7.1 Transit Report (Alan Budde) (Pages 27-32)**

Alan Budde provided an update on the Vine Transit system operations for the third and fourth quarters of the Fiscal Year 2019-2020. In addition to ridership statistics, the report included the following changes to service in response to COVID 19:

- Service reduction changes
- Change to On-Demand service in the City of Napa
- Cleaning/disinfecting procedures
- Required precautionary measures for staff and riders
- Vine's assistance with Emergency Operations Center (EOC) work

### **7.2 Draft Community Based Transportation Plan (CBTP) (Danielle Schmitz) (Pages 33-36)**

Danielle Schmitz provided a presentation on the Community Based Transportation Plan that included a review of the:

- Four Communities of Concern (COCs) identified by MTC, and the specific demographics or criteria that qualify them as a COC
- Four NVTA-identified locally significant COCs
- CBTP Outreach efforts
- COC identified project list
- Implementation and monitoring

### **7.3 Lifeline Transportation Program Cycle 6 (Diana Meehan) (Pages 37-40)**

Diana Meehan provided an overview of the Lifeline Transportation Program Cycle 6 which addresses transportation gaps or barriers identified in community-based transportation plans or other local planning efforts in low-income communities. Funds are available to public transit operators, community based organizations and non-profits, and other local government agencies. The overview also included match requirements, an updated time schedule, and types of projects allowed in the program.

### **7.4 Clipper START Pilot Program (Alan Budde) (Pages 41-42)**

Alan Budde provided an overview of MTC's Clipper START Pilot Program that will subsidize a 20% fare discount on single transit trips for low-income adults. This item will be presented to the NVTA Board for approval at its July 15, 2020 meeting.

## **8. FUTURE AGENDA ITEMS**

- CBTP update and next steps
- MTC's Coordinated Plan
- Lifeline Cycle 6 update

## **9. ADJOURNMENT**

### **9.1 Approval of Next Regular Meeting Date of September 3, 2020 and Adjournment.**

Chair Weir adjourned the meeting at 11:04 a.m.

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Kathy Alexander, Deputy Board Secretary

Thursday, September 3, 2020

PCC Agenda Item 6.1

Continued From: New

Action Requested: **INFORMATION**



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## NAPA VALLEY TRANSPORTATION AUTHORITY PCC Agenda Letter

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**TO:** Paratransit Coordinating Council  
**FROM:** Kate Miller, Executive Director  
**REPORT BY:** Alan Budde, Transit Manager  
(707) 259-8635 / Email: [abudde@nvta.ca.gov](mailto:abudde@nvta.ca.gov)  
**SUBJECT:** Vine Transit Update

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### **RECOMMENDATION**

Information only

### **EXECUTIVE SUMMARY**

This report will provide the operational performance for Vine Transit services covering the third and fourth quarter of Fiscal Year (FY) 2019-20, which is January 2020 to June 2020, as well as July 2020. The report will also provide an update on operational and service changes related to the pandemic.

### **FINANCIAL IMPACT**

Is there a fiscal impact? Not for this report.

### **BACKGROUND AND DISCUSSION**

In response to the COVID-19 pandemic and public health orders issued by the State and County of Napa starting in March, a series of service modifications were instituted. Specifically, service hours were reduced, fare payment was suspended, seat spacing was introduced, and buses began using rear door only boarding whenever feasible. In mid-March, service hours on Routes 10 & 11 were reduced to a Saturday schedule during weekdays. Routes 10X and 11X were suspended – after already showing mixed ridership performance in the months preceding the pandemic. On April 27<sup>th</sup>, local fixed route services in the City of Napa (A-H) were suspended and transitioned to On-Demand service for local trips. On May 13<sup>th</sup> following the County of Napa's revised Shelter at Home order, NVRTA posted notices requiring use of face coverings by passengers and staff.

NVTA is working with the Vine operator, Transdev, to install barriers in the driver's compartments on transit buses, for the protection of drivers and passengers. The project is expected to be complete in early September. Currently, there is not an established option for the smaller, cutaway shuttle buses. Once the barrier installation is completed, Vine will recommence fare collection on Sunday, September 13<sup>th</sup> on all services. Napa On-Demand riders will pay the same local \$1.60 full fare, \$1.10 student fare, and \$0.80 reduced fare for elderly and disabled riders that was previously established for local routes. Day, 20-ride, and 31-day fare passes will also be accepted. Using Clipper is encouraged and NVTA in partnership with MTC and other transit operators will be rolling out a full Clipper marketing campaign to introduce the new Clipper-START program for low income adults and the next generation of Clipper.

NVTA continues to support auxiliary EOC functions that include meal delivery to residents in isolation and quarantine sites, food bank distribution while centers are closed to the public, and related transportation. NVTA was also activated as part of the Napa Lightning Complex response on August 19 to support potential evacuation requests.

### Fixed Route Performance

The entire Vine system experienced steep ridership declines starting in March with a low in April and May. During June and July, ridership on Regional and Express Services increased by 18% compared to the prior two months (Table 1 and Chart 1). Taking into consideration reduced service hours, passengers per hour performance was relatively better (Table 2 and Chart 2) for Routes 10 and 11. Nevertheless, as compared to some of the other systems in the region, ridership on the Vine is relatively good which reflects the sustained high demand of transit dependent riders.

Table 1: Fixed Route Ridership

Passengers Carried	January	February	March	April	May	June	July
Route 10	16,261	16,936	6,255	5,525	6,693	8,214	8,122
Route 11	18,464	19,827	8,027	7,285	7,228	8,012	7,973
Route 10X	167	1,019	462	0	0	0	0
Route 11X	553	1,589	882	0	0	0	0
Route 21	3,091	2,985	1,462	1,372	1,334	1,483	1,559
Route 29	5,639	5,209	3,801	2,908	2,310	2,500	3,270
TOTAL	44,175	47,565	20,889	17,090	17,565	20,209	20,923

Table 2: Passengers per Hour by Route

Passengers per hr	January	February	March	April	May	June	July
Route 10	10.7	11.6	4.3	4.3	5.2	6.3	6.3
Route 11	11.45	13.06	5.43	5.77	5.96	6.59	6.56
Route 10X	0.63	4.34	2.62	N/A	N/A	N/A	N/A
Route 11X	1.98	6.33	4.67	N/A	N/A	N/A	N/A
Route 21	6.0	6.3	2.8	2.6	2.8	2.9	2.9
Route 29	7.55	7.63	5.07	3.90	3.41	3.34	4.19

Chart 1: Fixed Route Ridership

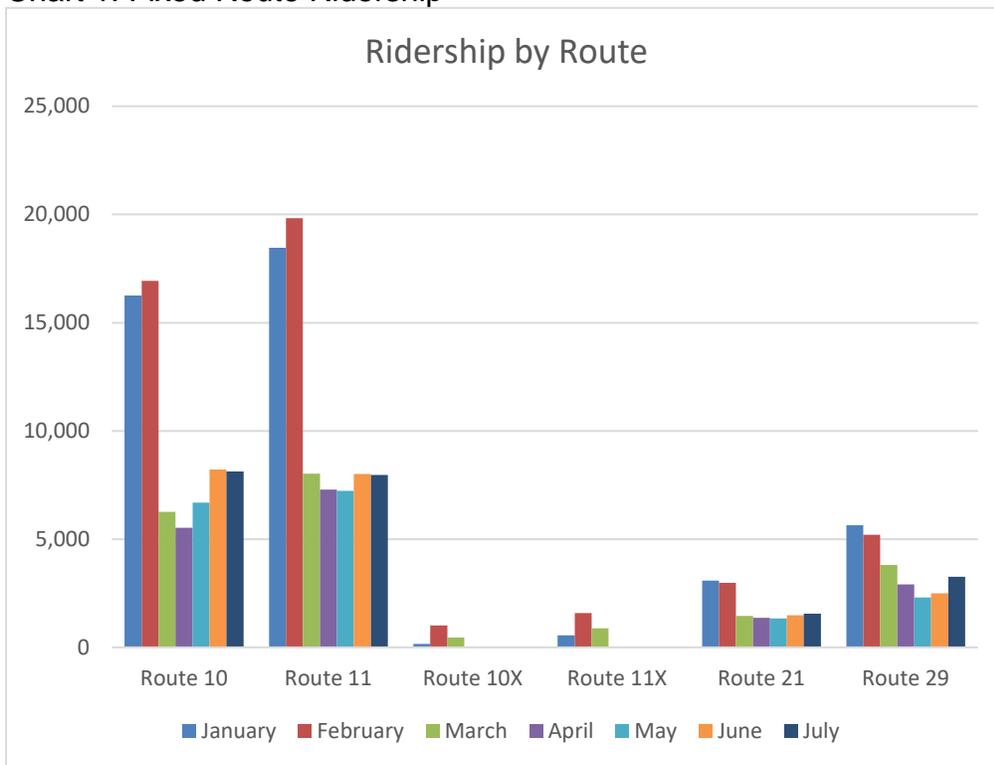
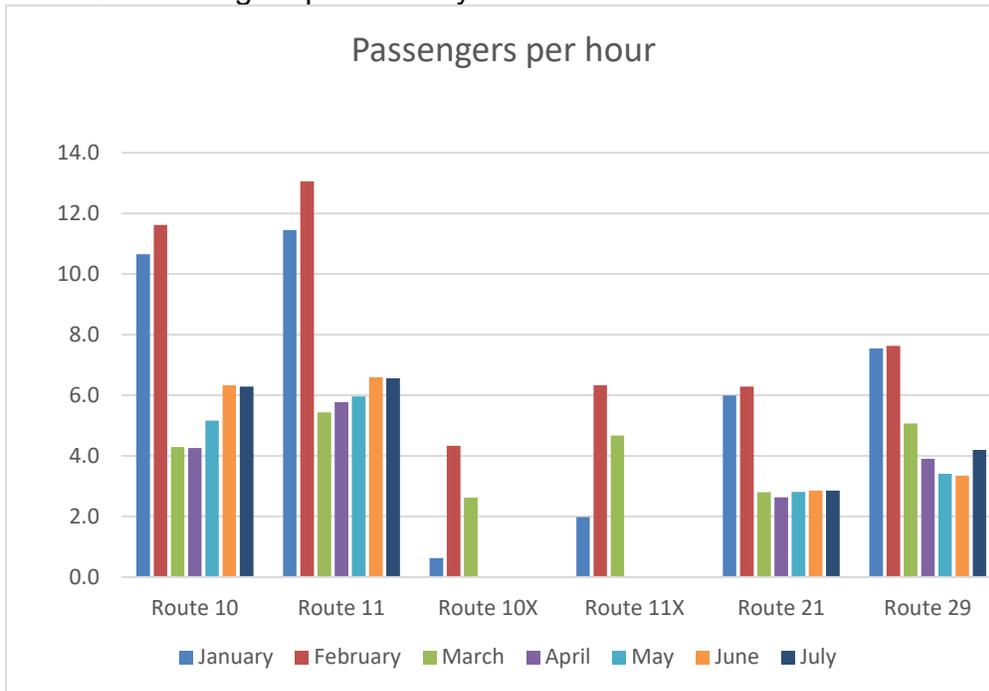


Chart 2: Passengers per Hour by Route



**City of Napa - On Demand Performance**

On April 27, local fixed route services in the City of Napa (A-H) were suspended and Vine began operating On-Demand service for local trips Monday through Saturday, 7:30 AM to 5:30 PM. Since the implementation, weekday ridership has consistently increased every month. For the first half of August, the system carried 2.6 passengers per hour on weekdays, approaching the target of 4.0 passengers per hour. Saturday ridership has increased more slowly. (Table 3 and Chart 3)

Use of the Ride the Vine mobile application as a booking method has increased from 16.7% of riders in May to 20.3% in July and August. While ridership has increased, average wait times and average ride times have remained stable at about 10 minutes each, for a typical total trip time of 20 minutes.

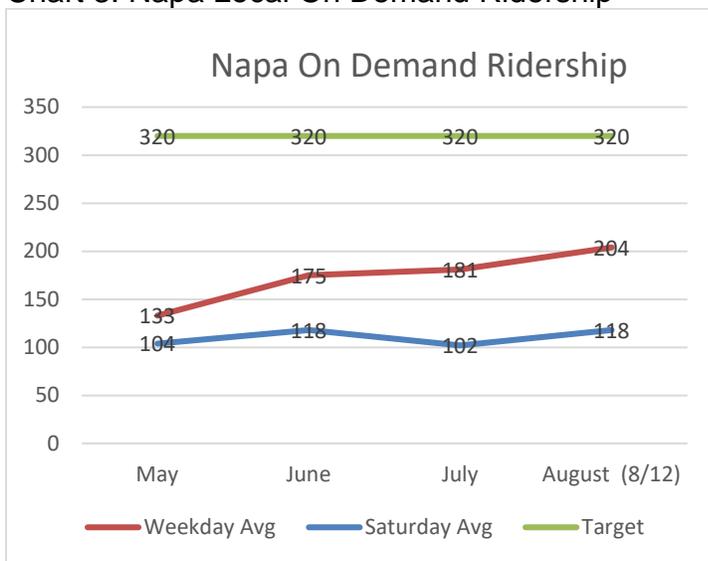
NVTA staff is hoping to sustain on demand services as long as possible but will likely need to put back some fixed route service when schools begin to hold in person classes again. Nevertheless, the on demand pilot project has been useful to understand the demand and the amount of resources may be needed to sustain this innovative and convenient form of service for the residents of the City of Napa.

Table 3 and Chart 3 summarize the ridership data from February through mid-August.

Table 3: Napa Local On-Demand Ridership

Passengers Carried	Fixed Routes A-H February	May	June	July	August
Weekday Average	1,512	133	175	181	204
Saturday Average	759	104	118	102	118

Chart 3: Napa Local On Demand Ridership



**VineGo and Community Shuttle Performance**

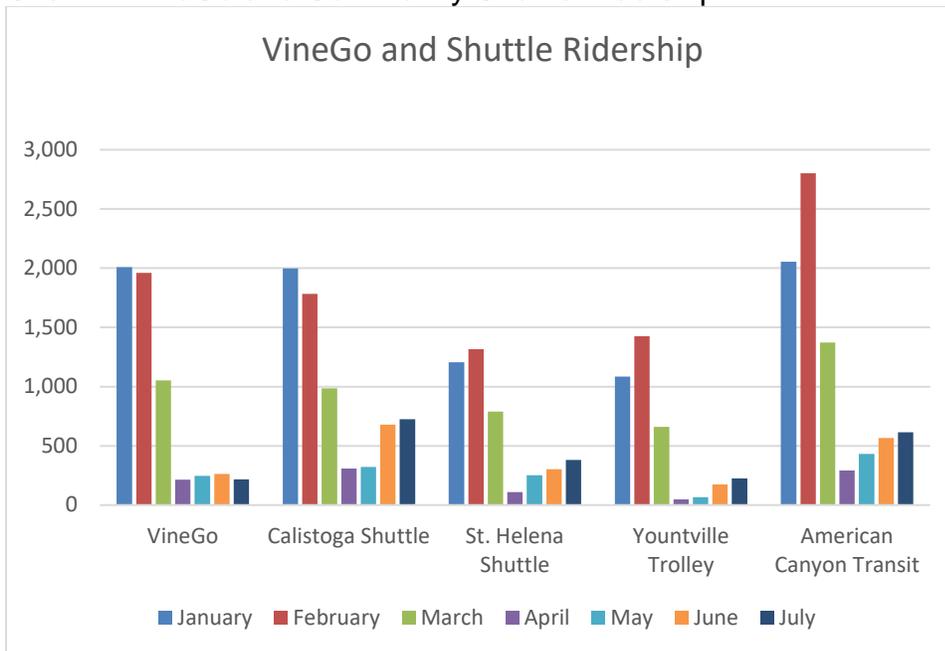
Ridership on VineGo remains roughly 10% of pre-COVID levels. VineGO is scheduling all requested trips for eligible riders. This is likely attributable to safety concerns among more vulnerable riders and that many community services are closed due to the pandemic. Reopening of community centers and social service offices are likely to result in new ridership. New ADA certifications are being conducted by phone appointment only at this time.

Total ridership on the four Community Shuttles has recovered to approximately 30% of pre-COVID levels with all services showing monthly improvement. Starting in March, reduced hours were instituted in response to the lower demand. Overall, the shuttles transported 1.9 passengers per hour in July compared to 4.9 passengers per hour in February. Some change is associated with the elimination of fixed route trips on some services, which had high student ridership. (Table 4 and Chart 4)

Table 4: VineGo and Community Shuttle Ridership

Passengers Carried	January	February	March	April	May	June	July
VineGo	2,009	1,960	1,052	214	247	262	216
Calistoga Shuttle	1,999	1,783	985	308	322	678	724
St. Helena Shuttle	1,207	1,317	789	111	252	302	380
Yountville Trolley	1,085	1,425	660	48	67	175	225
American Canyon Transit	2,055	2,802	1,373	292	433	567	615

Chart 4: VineGo and Community Shuttle Ridership



**SUPPORTING DOCUMENTS**

None



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## NAPA VALLEY TRANSPORTATION AUTHORITY PCC Agenda Letter

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**TO:** Paratransit Coordinating Council (PCC)  
**FROM:** Kate Miller, Executive Director  
**REPORT BY:** Alan Budde, Program Manager – Public Transit  
(707) 259-8635 / Email: [abudde@nvta.ca.gov](mailto:abudde@nvta.ca.gov)  
**SUBJECT:** Nomination and Election of the Representative to the NVTA Board for the remainder of the 2020 Calendar Year

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### **RECOMMENDATION**

That the Paratransit Coordinating Council (PCC) elect a representative to sit on the NVTA Board of Directors.

### **EXECUTIVE SUMMARY**

Each year the PCC elects a chair and vice-chair, as well as a representative to the NVTA Board of Directors. The representative to the NVTA Board serves as a non-voting member to provide feedback on all transportation related issues, including those that affect the elderly and persons with disabilities. The NVTA Board meets the third Wednesday of each month at 1:30 p.m.

Member Kahiga has served as the representative since 2014. She would like to open up the opportunity to other members of the PCC that may be interested in serving on the Board. The current representative will serve on the Board until the end of the calendar year, December 31, 2020. However, their term could be extended pending a re-appointment at the November PCC meeting.

### **FISCAL IMPACT**

Is there a fiscal impact? No

### **SUPPORTING DOCUMENTS**

None



## NAPA VALLEY TRANSPORTATION AUTHORITY PCC Agenda Letter

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**TO:** Paratransit Coordinating Council  
**FROM:** Kate Miller, Executive Director  
**REPORT BY:** Diana Meehan, Senior Planner  
(707) 259-8327 / Email: [dmeehan@nvta.ca.gov](mailto:dmeehan@nvta.ca.gov)  
**SUBJECT:** Lifeline Transportation Program Cycle 6 Update

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### **RECOMMENDATION**

That the Paratransit Coordinating Council (PCC) recommend the NVTA Board approve the Lifeline Cycle 6 Program of Projects.

### **EXECUTIVE SUMMARY**

Napa Valley Transportation Authority (NVTA) issued a notice for Letters of Interest for the Lifeline Transportation Program on June 22, 2020. There is \$156,657 in federal transit funds available to public transit operators, community based organizations and non-profits, and other local government agencies for lifeline transportation projects. Lifeline funds address transportation gaps or barriers identified in community-based transportation plans or other local planning efforts in low-income communities.

Two letters of interest were received, one from the City of St. Helena, and one from the City of Calistoga. Both projects are pedestrian projects that will enhance safety and connectivity and meet the criteria of the Lifeline Transportation Program.

### **FINANCIAL IMPACT**

Is there a fiscal impact? No, however NVTA Board approval will make \$156,657 available for programming.

### **BACKGROUND AND DISCUSSION**

The Metropolitan Transportation Commission (MTC) makes funding available to improve mobility of low-income communities through the Lifeline Transportation Program (LTP). LTP funds are distributed to counties based on a low-income population formula and are

administered by each county transit operator. The Napa Valley Transportation Authority (NVTA) serves as the Transit Operator for Napa County. NVTA issued a notice for all interested parties to submit Letters of Interest for lifeline funding.

The program is intended to fund projects included in community-based transportation plans or other planning efforts, including projects that: 1) Are developed through a collaborative and inclusive planning process; 2) improve transportation choices; 3) address transportation gaps identified in the Community Based Transportation Plans (CBTP) or other local planning efforts; and 4) focus on transportation needs specific to elderly and disabled residents of low income communities.

**Eligible Applicants:**

Public agencies, county social service agencies, cities and counties, and non-profit organizations are eligible applicants. However, since Federal Transit Administration (FTA) Section 5307 funds are all statutorily restricted to eligible public transit agencies, applicants must partner with NVTA to access the revenues.

**Available Funding:**

Table 1. Lifeline Fund Sources

Fund Source	Amount		Total
	FY 2018-19	FY 2019-20	
FTA Section 5307 Funds	\$77,528	\$79,129	\$156,657

**Local Matching Fund Requirement:**

LTP Cycle 6 requires a minimum match of 20% of the total project cost.

Two exceptions to the 20% requirements:

- 1) FTA Section 5307 operating projects require a 50% match.
- 2) All vehicle purchase projects require a 50% match.

Local match for FTA funds can be federal funds providing they are not Department of Transportation Funds.

**Eligible Projects:**

The program goal is to improve mobility for low-income communities in Napa County. Eligible Projects under FTA Section 5307 include:

- New and existing transportation and transit services
- Capital and operating projects

Projects will be selected based on -

- 1) Community-identified priority/ local support
- 2) Implementation plan/project readiness
- 3) Ability to provide required match
- 4) Accountability and Reporting
- 5) Cost effectiveness
- 6) Project budget/sustainability

Project Priority is given to projects addressing the four overarching priorities identified in the CBTP:

- Improve Pedestrian Safety – Improve conditions to reduce traffic incidents and increase pedestrian safety
- Mobility-options that expand mobility for low-income, senior and disabled residents
- Transit related-increase local transit evening frequencies, increase amenities, decrease fares for low-income individuals
- Americans with Disabilities-Increase transit ADA access

#### **Project Delivery Requirements:**

For projects receiving FY 2018-19 funds, the project must be complete by August 2023, and August 2024 for FY 2019-20 funds.

#### **Draft Proposed Program:**

The cities of Calistoga and St. Helena submitted letters of interest for projects. The City of St. Helena is requesting funds for a pedestrian crossing improvement along Pope Street. This project is listed in the CBTP as a high priority project. Staff is recommending 60% of the funding, \$94,000, be awarded to this project, which would cover the cost of the project less the 20% local match.

The City of Calistoga requested funds for a pedestrian improvement project, the Riverside Path to cover a shortfall in funding. The path connects downtown Calistoga to parking and facilities along Washington Street. This project is not specifically identified in the CBTP, but it meets the program criteria for pedestrian safety improvement and access in a community of concern. The City of Calistoga has been identified in the CBTP as a community of concern. Staff is recommending the remaining 40% of funding, \$62,657 be awarded to the Riverside Path project.

Table 2 summarizes the staff recommended Lifeline Program for the NVTB Board's consideration at its September meeting.

Table 2. Lifeline Cycle 6 Napa Projects

Project Sponsor	Project Title	Description	Lifeline \$	Match \$	Total \$
St. Helena	Pope St. Crossing	Crossing safety improvements on Pope St. such as RFRB	\$94,000	\$18,800	\$112,800
Calistoga	Riverside Path Project	Pathway connection from Washington to downtown Calistoga	\$62,657	\$12,531	\$75,188
			\$156,657		

**SUPPORTING DOCUMENTS**

None



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## NAPA VALLEY TRANSPORTATION AUTHORITY PCC Agenda Letter

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**TO:** Paratransit Coordinating Council  
**FROM:** Kate Miller, Executive Director  
**REPORT BY:** Alan Budde, Program Manager – Public Transit  
(707) 259-8635 / Email: [abudde@nvta.ca.gov](mailto:abudde@nvta.ca.gov)  
**SUBJECT:** Metropolitan Transportation Commission’s (MTC’s) Coordinated Public Transit-Human Services Transportation Plan (“Coordinated Plan”) Update Discussion

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### **RECOMMENDATION**

That the Paratransit Coordinating Council provide additional, detailed feedback on transportation services and program needs in Napa County for MTC’s Coordinated Plan Update.

### **EXECUTIVE SUMMARY**

MTC is seeking comment on gaps in the transportation services and programs as they relate to older adults, people with disabilities and low-income populations in Napa County, as well as the rest of the region.

### **FISCAL IMPACT**

Is there a Fiscal Impact? No.

### **BACKGROUND AND DISCUSSION**

The Federal Transit Administration (FTA) requires the MTC, as the regional metropolitan planning organization, to consult local communities in order to develop a coordinated public transit – human services transportation plan (“Coordinated Plan”). MTC is beginning the process of updating the most recent Coordinated Plan, adopted in 2018.

At the July 9, 2020 PCC meeting, Drennen Shelton from MTC provided an overview on the Coordinated Plan that included the 2018 Plan. At that time, she informed the PCC members and meeting attendees she would attend the September meeting to gather their input regarding gaps in transportation services within Napa Valley and to neighboring

counties, especially those related to older adults, people with disabilities and low-income populations. Feedback will be utilized by MTC in order to draft the updated Coordinated Plan, which will recommend strategies and prioritize projects to fill the gaps that are identified through this process.

**SUPPORTING DOCUMENTS**

Attachment: (1) MTC Coordinated Public Transit-Human Services Plan Update



METROPOLITAN  
TRANSPORTATION  
COMMISSION

Bay Area Metro Center  
375 Beale Street, Suite 800  
San Francisco, CA 94105  
415.778.6700  
www.mtc.ca.gov

TO: Napa County Paratransit Coordinating Council                      DATE: September 3, 2020  
FR: Drennen Shelton, Planner/Analyst  
RE: MTC Coordinated Public Transit–Human Services Transportation Plan Update

### **Background**

MTC staff is in the early stages of research and outreach to update the region’s Coordinated Public Transit–Human Services Transportation Plan, better known as the “Coordinated Plan.” The current Coordinated Plan, last updated in 2018, is available online:

[https://mtc.ca.gov/sites/default/files/MTC\\_Coordinated\\_Plan.pdf](https://mtc.ca.gov/sites/default/files/MTC_Coordinated_Plan.pdf). The recommended regional priorities and coordination strategies from this plan are summarized in Attachment A.

The Coordinated Plan is a federal requirement under the Fixing America's Surface Transportation Act (FAST Act) to establish the region’s funding priorities and coordination strategies to meet the transportation needs of older adults, people with disabilities and low-income populations. The update of the Bay Area’s Coordinated Plan will continue to focus on the needs of a broad range of transportation-disadvantaged populations in order to maximize opportunities to improve service and coordination.

MTC staff will convene a Technical Advisory Committee later this year that will provide oversight on the Coordinated Plan update. This committee will include transportation professionals representing public transit agencies, county transportation agencies, non-profit human services transportation providers, county aging services agencies, and mobility managers. The Coordinated Plan update will provide a new demographic profile of transportation disadvantaged groups, highlight best practices, and make recommendations for improved services and coordination. COVID-19 pandemic response and recovery, as well as emergency transportation planning are among new topics that will be explored through this plan update.

### **Outreach Efforts and Input Requested**

Your input is vitally important. MTC is seeking input from your group, as well as other stakeholder groups on two key components of the Coordinated Plan update:

1. Review and provide updates to the documentation of **transportation gaps** (see Attachment B). This list of needs was compiled from extensive outreach to stakeholders during previous Coordinated Plan updates.

2. Review and provide input on the documentation of **solutions to gaps** (Attachment C). This list of solutions was compiled from extensive outreach to stakeholders during previous Coordinated Plan updates and reflects coordination strategies identified in the current plan document.

### **Schedule**

Staff will continue to collect input and feedback from stakeholders around the region throughout the summer and fall, and into 2021. Staff is expecting to finish the update process in late 2021.

You may contact Drennen Shelton ([dshelton@bayareametro.gov](mailto:dshelton@bayareametro.gov) or 415-778-5309) with any questions about the Coordinated Plan.

### **Attachments**

Attachment A	2018 Plan Recommended Regional Priorities and Coordination Strategies
Attachment B	Documentation of Transportation Gaps, MTC 2018 Coordinated Plan
Attachment C	Documentation of Solutions to Gaps, MTC 2018 Coordinated Plan

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# Coordinated Public Transit-Human Services Transportation Plan

2018 Plan Recommended Regional Priorities and  
Coordination Strategies

# Coordinated Plan Background

- Federal coordinated planning requirement
- Focuses on low-income populations, seniors and individuals with disabilities
- Plan establishes the region's funding priorities and coordination strategies
- Plan update guided by a Technical Advisory Committee
- Extensive stakeholder outreach

# Draft Plan Components

- Demographic profile of the region
- Transportation resource inventory of existing services in the Bay Area and available funding for services
- Summary of transportation gaps and solutions
- Recommended strategies for addressing gaps

# Recommended Regional Priorities and Coordination Strategies

## Strategy 1: County-based Mobility Management Implementation

- ✓ Establish county-based program

## Strategy 2: Improve paratransit

- ✓ Explore Medi-Cal reimbursement programs
- ✓ Implement in-person eligibility policies
- ✓ Expand subsidized same-day trip programs



# Recommended Regional Priorities and Coordination Strategies (continued)

## Strategy 3: Provide Mobility Solutions to Suburban Areas

- ✓ Provide technical assistance for shared mobility programs
- ✓ Support low-income programs: carshare, rideshare and auto loan programs

## Strategy 4: Means-Based Transit Fare Study Implementation

- ✓ Build consensus for implementable programs and seek funding, pending study results



# Recommended Regional Priorities and Coordination Strategies (continued)

## Strategy 5: Shared and Future Mobility Opportunities

- ✓ Formalize equity and access policies for shared and future mobility programs
- ✓ Create and support subsidized mobility programs; funded by cities, counties, CMAs, and transit operators
- ✓ Fund wheelchair-accessible vehicles for taxi, ride-hailing and/or carsharing programs

# Next Steps

Update of the Bay Area Coordinated Plan will continue into 2021

For more information or to provide feedback/input, please contact:

Drennen Shelton, Planner  
Metropolitan Transportation Commission  
[dshelton@bayareametro.gov](mailto:dshelton@bayareametro.gov)

## Coordinated Public Transit-Human Services Transportation Plan (2018)

## Transportation Gaps

#	Theme	Comment	County
1	Community Connection	Transportation programs should be expanded to ensure people with disabilities and seniors have opportunities to socialize.	Sonoma
2	Congestion	Congestion is a major problem. It makes it impossible for transit, paratransit and taxis to get around in a timely manner.	San Francisco
3	Congestion	TNCs are responsible for uptick in congestion.	San Francisco
4	Congestion	Double parking makes it difficult for transit, paratransit and taxis to get around in a timely manner.	San Francisco
5	Eligibility	Many people don't qualify for ADA Paratransit, but can't drive, walk to bus stops or have the option to take a city-based service.	Contra Costa
6	Eligibility	Criteria for individuals to qualify for assistance make it hard for people who may be slightly above the Medi-Cal level but still can't afford transit.	San Mateo
7	Enforcement	Cars parking at bus stops affect the access for seniors and people with disabilities. People have to board and disembark in the street. than full-size red zones at bus stops, since some marked bus stops are not actually large enough to be served easily by a 40-foot bus.	San Mateo
8	Equity	MTC needs to make sure that equity and access issues are addressed when planning and funding autonomous vehicles.	Sonoma
9	Fare Media	No RTC card center other than Oakland. Difficult for people to obtain.	Contra Costa
10	Fares	Fare structure for East Bay Paratransit is confusing.	Alameda
11	Fares	Transit is too costly. Need means-based testing for ADA and non-ADA paratransit.	Alameda
12	Fares	2012-2016 Area Agency on Aging Plan found that financial difficulty outweighs all other concerns about transportation in Contra Costa.	Contra Costa
13	Fares	Cost of local bus is not prohibitive, but the cost of BART is prohibitive.	Contra Costa
14	Fares	Cost of paratransit rides is difficult for low-income riders.	Contra Costa
15	Fares	Transit and paratransit is too expensive.	East Bay
16	Fares	Transit affordability is a major concern.	East Bay
17	Fares	It is difficult to access discounts - particularly youth discounts.	East Bay
18	Fares	Regional center reimbursement rates are very low so providers don't want to contract with them.	Regional

Transportation Gaps

#	Theme	Comment	County
19	Fares	Transit is not affordable for a lot of people	San Francisco
20	Fares	Transit is unaffordable for many low-income people.	San Mateo
21	Fares	Transit, paratransit and same day paratransit service is very expensive	Santa Clara
22	Fares	Same day paratransit services at VTA is 4x the regular fare. This is too expensive for most people in an emergency.	Santa Clara
23	Fares	Transit is too costly.	Solano
24	Fares	Transit too expensive for students.	Sonoma
25	Fares	Transfers between fixed-route and paratransit are costly - double fares are charged.	Sonoma
26	Fares	Paratransit and transit fares are unaffordable	Sonoma
27	Funding	City and County departments are very constrained in who they can serve due to funding.	Contra Costa
28	Funding	Match requirements are high for non-profits.	Alameda
29	Funding	Not enough funding for transportation programs that serve seniors and people with disabilities.	Alameda
30	Funding	There is a concern with rising costs that transit providers may roll back paratransit service to strict ADA rules, excluding seniors.	Contra Costa
31	Funding	Not enough funding for services beyond ADA.	Contra Costa
32	Funding	Existing funding doesn't allow for everyone to be served.	Contra Costa
33	Funding	Funding gaps - primary through grants; expectation that successful programs will become self-sufficient after the grant period.	Contra Costa
34	Funding	Biggest expenses are bus passes and maintenance of their fleet.	Santa Clara
35	Funding	The majority of funding comes through public grants. There is very limited private investment.	Santa Clara
36	Funding	There is not enough money for solutions.	Solano
37	Funding	Funding that is available is limited in its eligibility.	Solano
38	Funding	5310 funding delay (2 years) is too long.	Solano
39	Funding	TDA funding is limited because of the 10% farebox recovery requirement; they're dealing with low-income seniors; want to be able to count the volunteer labor as revenue.	Solano

Transportation Gaps

#	Theme	Comment	County
40	Funding	Not enough funding for all the needs.	Sonoma
41	Funding	Lack of funding for free transit for students pilot, advocated for by student groups at Sonoma State (couldn't identify funding to make up the farebox recovery requirement).	Sonoma
42	Healthcare Access	Difficult and scarce options for transportation to medical centers.	Contra Costa
43	Healthcare Access	Rides home from dialysis should be shorter.	Contra Costa
44	Healthcare Access	Non-emergency medical trips should be cheaper or free.	East Bay
45	Healthcare Access	Non-emergency medical trips should be prioritized.	East Bay
46	Healthcare Access	Insufficient transit service outside the City of Napa, particularly Lake Berryessa, Middletown and Pope Valley. Also, St. Helena to Kaiser Hospital does not have service and there is no form of transit East of St. Helena. Note: Calistoga just put in a shuttle bus service from Santa Rosa to Calistoga due to two large developments. Interest by these employers to provide to employees. \$18 per rider, seems expensive.	Napa
47	Healthcare Access	Not enough paratransit and fixed transit for people in nursing homes trying to get to doctors. If person does not qualify (ADA) there is insufficient transit service and taxi services may cost up to \$100 per trip. Person may take ambulance instead, very costly.	Napa
48	Healthcare Access	Non-emergency medical transportation, specifically dialysis trips continue to be a huge need.	Regional
49	Healthcare Access	Dialysis transportation continues to be a tremendous need. A more flexible transportation option, other than paratransit should be made available.	San Francisco

Transportation Gaps

#	Theme	Comment	County
50	Healthcare Access	East Palo Alto individuals do not have direct, fixed-route service to San Mateo Medical Center. A transfer and drop off is located at El Camino Real and 37th Avenue, but patients are still required to walk the remaining distance up a hill to the SM Medical Center (County Hospital). The cost of this trip and transfers is a great hardship for low- income individuals. Craig added that getting to this medical facility is a hardship for many people because of the distance to the stop and the terrain.	San Mateo
51	Healthcare Access	Health Plan of San Mateo County patients lack fixed-route service to that location, which is a significant hardship for people without cars. The Genentec option does not work well for them.	San Mateo
52	Healthcare Access	Non-emergency medical transportation is lacking.	Santa Clara
53	Healthcare Access	VTA should serve all the hospitals and schools.	Santa Clara
54	Healthcare Access	Number one request for rides is to medical appointments.	Solano
55	Healthcare Access	Veterans at Travis Air Force Base being transported to Martinez for medical; more referrals to Sacramento.	Solano
56	Healthcare Access	Limited funding sources available for their program; trying to get hospitals to share some of the costs (some have community benefit funds).	Solano
57	Healthcare Access	Unable to meet weekly need for dialysis patients (particularly early morning or repeat trips).	Solano
58	Housing & Land Use	Focus on populations within 2-miles of BART stations, but housing often costly in these zones.	Alameda
59	Housing & Land Use	Affordable housing mainly in transit sparse areas.	Contra Costa
60	Housing & Land Use	Many residents age in place in inaccessible neighborhoods and don't have options to move into more affordable housing.	Marin

Coordinated Public Transit-Human Services Transportation Plan (2018)  
 Transportation Gaps

#	Theme	Comment	County
61	Information and I&R Services	Lack of knowledge of how to bicycle, or how to combine bicycling with transit.	Alameda
62	Information and I&R Services	2012-2016 Area Agency on Aging Plan found that knowledge of services available is low.	Contra Costa
63	Information and I&R Services	Automated voice information on transit should be louder.	San Francisco
64	Information and I&R Services	Automated voice information on transit should announce that seats are reserved for seniors and people with disabilities.	San Francisco
65	Information and I&R Services	511 information service is useful for individuals who use paratransit, as well.	San Mateo
66	Information and I&R Services	Privately operated, but publically funded tech shuttles are open to the public. It is difficult to understand which shuttles are open to the public.	Santa Clara
67	Information and I&R Services	Info kiosks should provide real time status info for bus lines.	Sonoma
68	Information and I&R Services	511 not working for all systems.	Sonoma
69	Information and I&R Services	There should be real time information for paratransit - like NextBus.	Sonoma
70	Job Access	Lack of access to transportation options within Oakland for job access, targeted to low- income individuals.	Alameda

Transportation Gaps

#	Theme	Comment	County
71	Job Access	Provide a door-to-door taxi service to assist job applicants in getting to interviews and first two weeks of job (20 free rides through CalWorks), but still have difficulty accessing work thereafter - uses MTC's LIFT funding (main source of program funding with 50% match).	Contra Costa
72	Level of Service	Escorted door to door service is necessary.	Regional
73	Level of Service	Some people with disabilities need personalized assistance (escort service) that is not available.	San Mateo
74	Level of Service	Courtesy stops or ride wait (for pharmacy trips, etc.) should be available.	San Mateo
75	Mobility Management	Many shelters and community-based services are often overwhelmed with transportation assistance.	Santa Clara
76	Mobility Management	Lack of knowledge on the part of transit operators of other accessible services. They don't refer riders who don't qualify for paratransit.	Contra Costa
77	Mobility Management	County level documentation doesn't address travel needs that go outside county lines.	Contra Costa
78	On-time Performance	Long waits, often late arrivals, for paratransit pick-ups.	Contra Costa
79	On-time Performance	Transit services are often late - is driver training needed?	San Mateo
80	Paratransit (ADA)	Between 2 and 3 p.m. there are service capacity issues. Trips are provided but timing of trips can be impacted.	Marin
81	Paratransit (ADA)	Conditional eligibility is an important aspect of ADA paratransit.	Contra Costa
82	Paratransit (ADA)	The ADA paratransit eligibility process should be easier.	Regional
83	Paratransit (ADA)	Paratransit service should go beyond requirements of ADA.	Contra Costa
84	Ped/Bike	Topography causes accessibility issues for seniors and persons with disabilities (valley/ hills are challenging).	Marin
85	Ped/Bike	Mobile home parks also currently don't have sidewalks.	Marin

Coordinated Public Transit-Human Services Transportation Plan (2018)  
 Transportation Gaps

#	Theme	Comment	County
86	Ped/Bike	Bicycle & Ped Plans. Sidewalks don't necessarily exist where needed. Difficult for persons with disabilities and some seniors. NVTA staff indicated they will be embarking on a Bus Stop Improvement Plan as new Planning staff are hired soon. In addition, NVTA staff will embark on a comprehensive operational analysis to review every transit service they operate. They will see how senior/low-income persons use fixed-route transit.	Napa
87	Ped/Bike	Heller Street in Redwood City does not have curb cuts at many points. In general the sidewalks in Redwood City are in poor condition	San Mateo
88	Ped/Bike	At Perimeter Road at CSM, there are no curb cuts to cross the road.	San Mateo
89	Ped/Bike	Many cities in San Mateo County allow people to park on rolled curbs (sidewalks), blocking access to pedestrians.	San Mateo
90	Ped/Bike	In Burlingame non-intersection crosswalks are being identified with extra signs and lights.	San Mateo
91	Ped/Bike	Many sidewalks in the county are uneven and inaccessible to individuals using mobility devices.	San Mateo
92	Ped/Bike	Audible crossing signal from El Camino is needed.	San Mateo
93	Ped/Bike	Some portions of the Coastal Trail are in poor repair and inaccessible to individuals with mobility issues.	San Mateo
94	Ped/Bike	Auto countdown signals are preferable for people who are disabled.	Sonoma
95	Ped/Bike	Longer time to cross streets.	Sonoma
96	Ped/Bike	Pedestrian improvements - even streets and curb cuts.	Sonoma
97	Planning/Study	The coordinated plan needs to give any solution for people in wheelchairs a higher priority.	East Bay
98	Planning/Study	The way that the current plan separates out low-income and people with disabilities is problematic because many people with disabilities are low-income.	East Bay
99	Planning/Study	If the inventory is not going to be in the next Plan, can it be stored and maintained elsewhere? It is very helpful when creating county inventories.	Regional

Coordinated Public Transit-Human Services Transportation Plan (2018)  
 Transportation Gaps

#	Theme	Comment	County
100	Providers	Concerned that VTA's paratransit service will be diminished by the cancelation of the Outreach contract.	Regional
101	Public Transit - Access	Sidewalks are lacking in many places.	East Bay
102	Public Transit - Accessibility	Crowding is a problem for people with mobility devices.	East Bay
103	Public Transit - Accessibility	There needs to be stronger policies for transit agencies to announce to free up space for riders with disabilities.	East Bay
104	Public Transit - Accessibility	Devices are getting bigger; transit agencies need to provide more space for people with disabilities.	East Bay
105	Public Transit - Accessibility	When transit agencies solve problems for one group of disabled group, it may be causing problems for another disabled group. For instance, tactile strips on the ground make it hard for people in wheelchairs.	East Bay
106	Public Transit - Accessibility	Over packed buses are difficult for seniors and people with disabilities.	Regional
107	Public Transit - Accessibility	Bathroom access at transit centers crucial for people with disabilities.	Sonoma
108	Public Transit - Accessibility	More wheelchair positions on fixed-route - flip seats.	Sonoma
109	Public Transit - Accessibility	Sidewalks and places to sit at bus stops.	Sonoma
110	Public Transit - Amenities	Bus stops are in poor condition, hardly any shelter for seniors and people with disabilities. Hard to recommend/increase public transportation ridership when the basic amenities aren't there.	Contra Costa
111	Public Transit - Amenities	Transit experience for the North bay is not good. Long wait times, lack of well lit, clean shelters with trash cans.	Regional
112	Public Transit - Amenities	The bus stop at El Camino and Trousdale in Burlingame is poorly lit and blocked by overgrown vegetation.	San Mateo
113	Public Transit - Amenities	Bus shelters at Daly City Kaiser (395 Hickey Blvd.) have been missing.	San Mateo

Transportation Gaps

#	Theme	Comment	County
114	Public Transit - Amenities	A walk of two blocks is needed to get from the closest bus stop in Menlo Park to the Ravenswood Family Health Clinic. The bus stop lacks a bench, shelter, and busy cross- traffic makes using fixed-route service from the clinic very difficult.	San Mateo
115	Quality of Service	Drivers are under pressure to keep on time. This causes jerking and speed ups that are hard on seniors and people with disabilities.	Regional
116	Regulation	Shelter has a Conditional Use Permit with the City that requires them to be able to transport clients out of the area when the shelter is not open/available (they must have transportation services available).	Santa Clara
117	Safety	Safety concerns for riders (re: public transportation mainly).	Contra Costa
118	Senior Sensitivity	Western Contra Costa County has a need for services to assist the frail elderly and disabled by noting the need for door thru door services and attendant or companion support services.	Contra Costa
119	Spatial Gap	East county is isolated. Hardly any way to get over the hill in transit.	Alameda
120	Spatial Gap	Paratransit Tri-Valley to inner East Bay should be easier.	Alameda
121	Spatial Gap	More housing in Emeryville. Will transit serve it?	Alameda
122	Spatial Gap	Western Contra Costa needs Greater connectivity from West County to destinations in Martinez, Berkeley and Oakland, especially for medical appointments.	Contra Costa
123	Spatial Gap	High demand for rides outside of service.	Contra Costa
124	Spatial Gap	Unincorporated areas are underserved.	Contra Costa
125	Spatial Gap	No volunteer driver program in West County.	Contra Costa
126	Spatial Gap	Geography of Contra Costa is challenging.	Contra Costa
127	Spatial Gap	There are parts of eastern and southern Alameda County that don't have very good transit service.	East Bay
128	Spatial Gap	There are places that paratransit-dependent riders cannot visit because transit doesn't reach those areas.	East Bay
129	Spatial Gap	There's not enough transit service in south Alameda County - near Fremont.	East Bay

Transportation Gaps

#	Theme	Comment	County
130	Spatial Gap	Access to and from West Marin (including communities such as Bolinas, Point Reyes Station and Nicasio) is difficult, with limited or no public transit available.	Marin
131	Spatial Gap	There is no transportation or paratransit service in the Pt. San Pedro area.	Marin
132	Spatial Gap	Express buses make it difficult to visit neighborhoods between stops.	Regional
133	Spatial Gap	Since the study was last done, many seniors have moved into older adult communities on the Coastsides, so outreach to educate about available transit resources to seniors in that area is greatly needed.	San Mateo
134	Spatial Gap	East Palo Alto does not have a city-wide shuttle service at this time.	San Mateo
135	Spatial Gap	More access to the College of San Mateo is needed. There is no direct service to Canada and other local colleges from the Coastsides.	San Mateo
136	Spatial Gap	Demand-response service is available to residents of Pescadero, La Honda, and other Coastsides communities, but more is needed.	San Mateo
137	Spatial Gap	Transit service in south county is lacking.	Santa Clara
138	Spatial Gap	Disabled transportation to Travis is limited.	Solano
139	Spatial Gap	There is no direct service between some cities in the county.	Solano
140	Spatial Gap	Can't address work/commute trips.	Solano
141	Spatial Gap	Distances between homes and medical centers is becoming greater (particularly in Solano County).	Solano
142	Spatial Gap	Transit doesn't go to/from where students need to go (affordable housing far from transit).	Sonoma
143	Spatial Gap	Transit doesn't serve the needs of seniors who are housed in centers far from transit or need access to services far from transit.	Sonoma
144	Station Access	Improve BART station elevators; need regular maintenance and cleaning	Alameda
145	Taxi/TNC - Accessibility	Not enough accessible taxis.	Contra Costa
146	Taxi/TNC - Accessibility	TNCs don't provide wheelchair service.	Contra Costa
147	Taxi/TNC - Accessibility	Uber-type services don't serve wheelchair-dependent riders.	East Bay

Coordinated Public Transit-Human Services Transportation Plan (2018)  
 Transportation Gaps

#	Theme	Comment	County
148	Taxi/TNC - Accessibility	Marin needs accessible taxi service. Taxi service in Novato is no longer serving Novato as North Bay Taxi Company shut down.	Marin
149	Taxi/TNC - Accessibility	There is a strong need for accessible taxis in the County	San Mateo
150	Taxi/TNC - Accessibility	There is a great need for accessible taxis.	Santa Clara
151	Taxi/TNC - Accessibility	There is a need for accessible vehicles that can accommodate large mobility devices.	Santa Clara
152	Taxi/TNC - Accessibility	There are agencies in the county who have accessible vehicles that are not being used after hours -- should be coordinated with other programs.	Solano
153	Taxi/TNC - Accessibility	Taxis - accessible and available.	Sonoma
154	Taxi/TNC - Accessibility	Need smart phone for TNC vehicles.	Sonoma
155	Taxi/TNC - Accessibility	TNC vehicles not accessible.	Sonoma
156	Taxi/TNC - Accessibility	There are parts of the county that have only one cab. There is a great need for accessible taxis and more taxis in general.	Sonoma
157	Temporal	Public transit hours should be extended so that paratransit can also be extended	Alameda
158	Temporal	Paratransit doesn't serve Sunday religious services and weekends.	Contra Costa
159	Temporal	Paratransit service hours and locations are too restrictive.	Contra Costa
160	Temporal	Time spent on transit is the biggest barrier to getting employment and staying employed, particularly for low-income parents who must chain/link trips.	Contra Costa
161	Temporal	Limited service on weekends (i.e. WestCAT)	Contra Costa
162	Temporal	Need funding for affordable local transportation service from 5-10pm (M-F), Saturdays and Sundays.	Contra Costa
163	Temporal	Owl service doesn't exist for disabled riders.	East Bay

Transportation Gaps

#	Theme	Comment	County
164	Temporal	There is a shuttle service called Stagecoach in West Marin, but provides limited service.	Marin
165	Temporal	Temporal remains the same as in the 2013 Coordinated Plan. New information provided that weekend service stops at 8:00 pm so there are then no other transportation alternatives.	Marin
166	Temporal	In Tiburon, transit service ends at 7:30 pm	Marin
167	Temporal	There is limited weekend transit service after 6pm. The only services available are in St. Helena and Calistoga through the Chamber of Commerce, due to tourism demand.	Napa
168	Temporal	Weekend/evening service is lacking for paratransit service users.	Regional
169	Temporal	Weekend fixed-route service is lacking.	Santa Clara
170	Temporal	There are limited times you can travel on transit in the county.	Solano
171	Temporal	Reverse commute from SF is difficult - no Owl service.	Solano
172	Temporal	Paratransit should be extended beyond regular service hours.	Solano
173	Temporal	There is a need for evening, weekend and owl fixed-route/paratransit.	Sonoma
174	Temporal	The paratransit service area is very limited outside of local bus hours.	Sonoma
175	Transfers	Connections among providers are not very good, long waits between them (over an hour, in some cases).	Contra Costa
176	Transfers	Transfers between paratransit systems is very difficult. There are long wait times and sometimes an SUV is used and it is uncomfortable.	East Bay
177	Transfers	Transfers into San Mateo County continue to be very difficult. SFMTA and SamTrans need a cost sharing agreement.	San Francisco
178	Transfers	Single vehicle (one seat ride) paratransit from the county of origin to other parts of the Bay Area would be helpful.	San Mateo
179	Transfers	Inter-county paratransit transfers are difficult. Currently VTA has agreements with SamTrans and East Bay Paratransit.	Santa Clara
180	Transfers	Transfers on paratransit are difficult and expensive.	Solano
181	Transfers	Transfers between Sonoma County transit operators, as well as intercountry transfers, can be difficult. There are long wait times, there's poor lighting and transfer opportunities are infrequent.	Sonoma

Transportation Gaps

#	Theme	Comment	County
182	Transfers	Paratransit transfers for short trips between operators.	Sonoma
183	Transit Access	Fixed-route bus stops are often not accessible or safe for on- and off-boarding with wheelchairs.	Contra Costa
184	Transportation Options	Without transit options, constituents also lack personal vehicles; EHS offers a self- funding auto loan program.	Contra Costa
185	Transportation Options	Only 10% of shelter individuals have a vehicle.	Santa Clara
186	Volunteer Driver	Volunteer Driver program - mileage reimbursement for drivers. Restricted to medical necessity rides. Have to be in rural area with no transit access whatsoever. Honor system. Molly's Angels also provides volunteer's to and from medical appointments, shopping, etc. in Napa Valley.	Napa
187	Volunteer Driver	Reimbursement given to driver. Should there be a cap on subsidy per year?	Napa
188	Volunteer Driver	Rural counties depend on volunteer driver programs. There is a need for centralized recruitment and training of volunteers.	Sonoma
189	Volunteers	Don't have volunteer driver capacity to say yes to all trip requests (number of denials is rising, forcing seniors to hold onto their licenses longer than would be safe).	Solano
190	Volunteers	Last surviving volunteer program in Solano County; must shoulder all demand.	Solano
191	Youth	Transportation gaps also exist for low-income youth; they would like to work more with schools and neighborhood-based community centers to reach parents and children at the same time (funding gaps for parental population; more funding available for low- income youth).	Alameda

#	Theme	Comment	County
1	Auto Access	Discussed low-income solutions: auto loan programs.	San Mateo
2	Auto Access	Coordinate with local repair garages to offer discounted repair services to seniors and people with disabilities – maybe the discount could provide them with credits on their income or other business taxes?	San Mateo
3	Auto Access	There is a need for low-income auto access - car share and auto loan.	Sonoma
4	Congestion	There should be more enforcement for red lanes and the city should clarify that TNCs are private vehicles, not commercial vehicles.	San Francisco
5	Congestion	Paratransit vehicles should be considered MUNI vehicles and should be able to turn left where buses are able to turn	San Francisco
6	Coordination/ Cooperation	Need more collaboration with transit agencies to coordinate rides to and from their destinations (City based service transfers between cities and other services).	Contra Costa
7	Coordination/ Cooperation	There should be better information sharing systems between paratransit systems to help coordinated transfers and eligibility.	East Bay
8	Coordination/ Cooperation	Regional centers should be required to cooperate with transit operators.	Regional
9	Coordination/ Cooperation	30% of BART paratransit service is for regional centers - we need a project together for transit operator/regional center cooperation.	Regional
10	Coordination/ Cooperation	Collaborate with under-utilized transit providers during their non-peak periods. For example, school buses have lower utilization during the day, on weekends and during the summer. Also, bus drivers for organizations like Google wait for long periods to make the return trip at the end of the day.	San Mateo
11	Coordination/ Cooperation	We need a countywide vehicle share program for non-profits to use paratransit vehicles.	Solano
12	Coordination/ Cooperation	Between coordination is needed for travel between systems out of the county.	Solano
13	Coordination/ Cooperation	STA contracts with Faith in Action.	Solano
14	Coordination/ Cooperation	Empty paratransit vehicles should be used to bring health care workers to people in their homes.	Sonoma
15	Coordination/ Cooperation	Empty paratransit vehicles should be shared with non-profit agencies.	Sonoma

#	Theme	Comment	County
16	Drivers	Driver training on how to deal with people with disabilities. Sensitivity and loading wheelchairs. Sensitivity for all disabilities.	Alameda
17	Drivers	Transit drivers should be trained to be aware of guide dogs and other issues for disabled people.	Regional
18	Drivers	Transit operators should provide an extra staff to help load passengers at busy stations during rush hour. This helps seniors and people with disabilities.	Regional
19	Drivers	San Francisco should provide a universal license for drivers of taxis and paratransit.	San Francisco
20	Efficiency	We need ITS improvement performances for systems to bring costs down.	Regional
21	Efficiency	Paratransit should use a brokerage model and "sell" seats on paratransit.	Sonoma
22	Eligibility	Sonoma county transit doing in house eligibility- Petaluma and city bus on same contract.	Sonoma
23	Emerging Mobility	Flex route services are an exciting development. More agencies should adopt flex routes.	East Bay
24	Emerging Mobility	Discussed low-income solutions: TNCs.	San Mateo
25	Emerging Mobility	Discussed low-income solutions: car share.	San Mateo
26	Emerging Mobility	Discussed low-income solutions: equity aspects of autonomous vehicles.	San Mateo
27	Emerging Mobility	TNCs should provide discounted rides to seniors and people with disabilities.	San Mateo
28	Emerging Mobility	TNCs could provide concierge services (i.e., carrying groceries, etc.).	San Mateo
29	Fare Media	transit	Alameda
30	Fare Media	Better access to public transit fare mediums for seniors and people disabilities visiting the area	Alameda
31	Fare Media	It would be great if taxis and paratransit could take Clipper.	San Francisco
32	Fare Media	We need Clipper on paratransit.	Sonoma

#	Theme	Comment	County
33	Fare Media	Clipper retail locations should be expanded.	Sonoma
34	Fares	Clipper type card for visitors who have disabilities to the region.	Alameda
35	Fares	Transit discounts should exist on all systems.	East Bay
36	Fares	SamTrans said that the price of Day Passes for SamTrans have been lowered to make them more affordable for families, since purchasing individual fares for families can be costly.	San Mateo
37	Fares	Discounted fares should be listed as medium or high, instead of low.	San Mateo
38	Fares	Transit fares should be decreased for seniors and people with disabilities.	San Mateo
39	Fares	Coordinate the fare structure throughout the 9 counties for seniors and people with disabilities. Make it the same for all day or monthly fares. Eliminate the change or need for additional fares for transfers from one provider to another.	San Mateo
40	Fares	Voucher and subsidy programs are needed for low-income, seniors and people with disabilities.	Santa Clara
41	Fares	They offer financial assistance for mechanical repairs, bus tokens/passes, sometimes taxi fares.	Santa Clara
42	Fares	Transit should be free.	Sonoma
43	Fares	Students and seniors should be able to ride free.	Sonoma
44	Fares	Bulk discounts should be available to non-profit agencies who are purchasing vouchers/ passes for their clients.	Sonoma
45	Fleet	With a fleet of 8 vehicles, they provide shuttle service to key points in the area (social security office, VA office, Valley Medical Center, nearby bus/transit	Santa Clara San
46	Frequency	Increase transit service on certain lines during tourist season.	Francisco
47	Funding	Vehicle license fee for roadmap!	Alameda
48	Funding	Additional funding opportunities for City-based service to accommodate more riders in Contra Costa County and alleviate East Bay Paratransit.	Contra Costa
49	Funding	Is it possible to cut Caltrans out of the 5310 process for FTA direct recipients?	Regional
50	Funding	MTC should host and pay for the Travel Training and PASS courses.	Regional
51	Funding	taxes.	San Mateo
52	Funding	SolTrans was looking at an FTA Mobility on Demand Sandbox grant for Uber-like app, but didn't win.	Solano

#	Theme	Comment	County
53	Funding	A steady stream of funding is required for low-income, senior and people with disabilities programs.	Sonoma
54	Healthcare Access	There should be an Uber service for medical (dialysis) trips.	East Bay
55	Healthcare Access	There is a new Health & Human Services campus and staff are reviewing providing a shuttle program for employees.	Napa
56	Healthcare Access	Hospital discharge plans used to be coordinated. A guaranteed ride home program with taxi should be provided.	Santa Clara
57	Housing & Land Use	More coordination and planning around transportation, housing and other land use issues	Alameda
58	Housing & Land Use	Land use policies should require new developments to provide financial support for coordinated transportation.	San Mateo
59	Housing & Land Use	Funding and encouragement for increased density and complete neighborhoods to improve access to services and community.	Sonoma
60	Information and I&R	When is my bus or vehicle coming? Notifications are great! Don't have to wait outside	Alameda
61	Information and I&R	Would be nice to know when elevator is down at BART	Alameda
62	Information and I&R	Better communication from transportation providers, including ADA paratransit, on arrival times so passengers can be prepared.	Alameda
63	Information and I&R	Better standby process for ADA paratransit users.	Alameda
64	Information and I&R	Western Contra Costa County needs one stop center for communicating all transportation options for senior, disabled and low income residents in the	Contra Costa
65	Information and I&R Services	Western Contra Costa County needs enhanced wayfinding signage in and around transit hubs pertaining to the needs of seniors and disabled residents – where to pick up a paratransit vehicle, etc.	Contra Costa
66	Information and I&R	One stop shops for East, Central and West County that dedicate themselves to any and all transportation assistance and referrals.	Contra Costa
67	Information and I&R	A pamphlet about seats being reserved for seniors and people with disabilities should be provided with Muni tokens or short-term passes.	San Francisco
68	Information and I&R	Electronic stop information signs are at the front of the bus, but should also be in the middle at the back of the bus.	San Francisco

#	Theme	Comment	County
69	Information and I&R	Elevator outage information should be on the 511 system or some other way.	San Francisco
70	and I&R Services	In Contra Costa County, resources are available at the DMV for individuals who are no longer able to drive.	San Mateo
71	Information and I&R Services	Information and referral service agencies like HART want to have more information about resources to further explain information to their clients. Information about connecting from San Mateo County to San Francisco is	San Mateo
72	Information and I&R	In Contra Costa County, resources are available at the DMV for individuals who are no longer able to drive.	San Mateo
73	Information and I&R Services	The NBC has discussed the need for a Transit Information Hotline. Jean Conger presented information about this developing resource in her presentation to the PAL Committee at the May meeting. Programs at SamTrans include Veterans Program, Transit Mobile.	San Mateo
74	and I&R Services	Many low-income individuals lack Internet-access. A suggestion was made that there be transportation information kiosks in shopping centers.	San Mateo
75	Information and I&R Services	There are no direct trips from Pacifica to the SF VA Center. The American Cancer Society, HART, and the PJCC do not serve residents of Pacifica. All passengers going to the VA are sent to a transfer point in San Bruno. It was discussed that information should be provided to clients in this situation about temporary paratransit certification.	San Mateo
76	and I&R Services	Since there are only up to two wheelchair positions on transit, it would be great to have NextBus information for wheelchair position availability.	Sonoma
77	Language	Alternative language service is available for fixed-route and paratransit service. SamTrans Customer Service use the AT & T language line to assist customers who do not speak English as a first language.	San Mateo
78	Language	To address language barriers, use more symbols, numbers and electronic times in on-board transit vehicles and at stops. Also, to help with older adults, make the font larger.	San Mateo
79	Mobility Management	Paratransit should be divorced from transit service provision.	Contra Costa

#	Theme	Comment	County
80	Mobility Management	There is a real need for a centralized body to coordinated activities in and between all nine counties.	San Mateo
81	Non-ADA Paratransit	Taxi Scrip provides seniors 65 or older, or ADA certified or disabled persons with 50% discount booklets for taxi service in the City of Napa, during off-hours of the Vine fixed- route transit or if the individual does not feel well enough to take the bus during regular hours. Would like to extend this service beyond Napa.	Napa
82	Non-ADA Paratransit	Taxi discount voucher programs (subsidized taxi).	San Mateo
83	Non-ADA Paratransit	Premium paratransit services are needed.	Sonoma
84	Non-ADA Paratransit	Deviated and flex route transit should be explored.	Sonoma
85	Ped/Bike	Expand bike lanes to include small scooters and motorized wheelchairs.	San Mateo
86	Planning/ Study	Want additional funding to do market analysis and planning to expand their model, create Neighborhood Bicycle Centers.	Alameda
87	Planning/ Study	We need research and policies on autonomous vehicles and how paratransit/people with disabilities will benefit.	Regional
88	Planning/ Study	Strategic planning is needed to connect services to major and minor hubs (BART, Caltrans, bus stops; with taxis, TNCs and other ride sharing).	San Mateo
89	Public Transit - Access	Group indicated some upgrades have been made due to SMART train.	Marin
90	Public Transit - Accessibility	Convert some of the seats on all transit vehicles to a "fold-up" option. They would be in the down position when someone is sitting on them but could fold up to provide another wheelchair accessible space. In this way, space is not "lost" when it is a wheelchair only open space.	San Mateo
91	Public Transit - Amenities	MTC should encourage transit operators to create parklets at bus stops.	Regional
92	Regulation	Working to address the Conditional Use Permit (CUP) requirement to meet everyone's needs.	Santa Clara
93	Resource sharing	Resource sharing with other social service mobility providers hasn't been explored, but think there is opportunity within the County.	Santa Clara

#	Theme	Comment	County
94	Resource sharing	Having a shared fleet of vehicles that volunteers could use would be helpful to them; cost of replacing old fleet is prohibitive.	Solano
95	Same-Day Transportation	Rideshare apps for seniors/low-income people to use to lower cost of taxis (Arro and Bandwagon).	San Francisco
96	Same-Day Transportation	Taxi voucher programs should be expanded.	Sonoma
97	Spatial Gap	AC Transit routes should go more into the hills so that paratransit can go into the hills.	Alameda
98	Spatial Gap	Land use planning should be a part of transportation planning.	Alameda
99	Spatial Gap	Better transit and paratransit connections for the Tri-Valley and the East Bay.	Alameda
100	Spatial Gap	home.	Regional
101	Spatial Gap	Outreach provides crucial gap services.	Santa Clara
102	Spatial Gap	Paratransit is only available in the fixed-route area - there should be satellite paratransit availability.	Sonoma
103	Technology	Make sure technology projects are included in the solutions.	Regional
104	Technology	Transportation Network Companies were not really in existence during the last Plan update. Will TNCs be included in this plan update?	Regional
105	Temporal	There needs to be a coordinated system to provide after-hours transportation for people with disabilities.	Solano
107	Transit Access	MTC should capture and document conditions at bus stops across the region. Easter Seals evaluation took kit way to consistently evaluate stops.	Regional
108	Transit Access	It is great there are passenger loaders at busy stations during rush hour. This helps people in wheelchairs load faster and also helps with people who have	Solano
109	Transit Access	Complete streets philosophy should be adopted everywhere - move people all people not cars.	Sonoma
110	Travel Training	Travel training programs are important.	Alameda
111	Travel Training	Need more travel training services to direct people to public transit as opposed to paratransit, when possible.	Alameda
112	Travel Training	Western Contra Costa County needs training at senior centers on how to use app based services like Lyft and Uber.	Contra Costa

Coordinated Public Transit-Human Services Transportation Plan (2018)  
 Transportation Solutions

#	Theme	Comment	County
113	Travel Training	There should be youth ambassador programs that teach kids how to use transit and how to behave on transit.	East Bay
114	Travel Training	Travel training programs are very important.	Regional
116	Driver	Volunteer driver programs are very important.	Regional
117	Volunteers	Currently, they don't reimburse drivers for mileage; if they could, this might help increase pool of drivers.	Solano