

Accessible Transportation Strategic Plan Implementation

Fiscal Year 2023-24 Measure X Program Service Plan *Draft*

Measure X Goal

Measure X is a countywide 20-year, ½ cent sales tax approved by Contra Costa County voters on November 3, 2020. Collection of the tax began on April 1, 2021. The County's Accessible Transportation Strategy falls under the **GOAL 4: INTERGENERATIONAL THRIVING** goal area established by the Measure X Community Advisory Board:

GOAL 4: INTERGENERATIONAL THRIVING

We strive to be a community that intentionally strengthens and provides support for all residents and for family members of all generations, including children, youth, and older adults.

Accessible Transportation Strategic Plan Overview

The Accessible Transportation Strategic Plan (ATSP) defines how Contra Costa will improve transportation options for older adults, persons with disabilities, and veterans. The ATSP was collaboratively developed over several years in consultation with elected officials, non-profit based advocates, users of the system, and planning/operations staff. This effort was jointly conducted by the Contra Costa Transportation Authority (CCTA) and Contra Costa County with oversight provided by a Policy Advisory Committee (PAC) and Technical Advisory Committee. The Board of Supervisors (BOS) approved the ATSP on March 9, 2021 as did CCTA shortly thereafter.

Consistent with the recommendations of the ATSP, the details and timing of implementation activities are being governed by a Task Force (another recommendation of the ATSP) which had its first meeting on October 21, 2021. The Task Force (TF) has a similar composition to the earlier, ATSP PAC with elected officials, advocates, users of the system, etc. A Working Group was also formed, providing input to the TF and ATSP implementation activities. The Working Group first met in 2022, and now generally meets monthly.

A central goal of the ATSP is to “*Establish a Coordinated Structure*”. In pursuit of that goal, the CCTA Board in 2022 approved the recommendation of the TF to move forward with a hybrid Coordinating Entity. The hybrid model is intended to be a nonprofit working closely with CCTA to act as the Coordinating Entity (CE). CCTA will first create an internal Office of Accessibility and Equity (OAE) to oversee the CE in addition to guiding programs and policies in the ever-expanding equity space. The OAE will eventually have an Advisory Committee that will succeed the TF.

Measure X Funding

The Measure X Goals align directly with the goals of the ATSP. The following ATSP strategies were approved and submitted by CCTA and subsequently approved by the Measure X Community

Advisory Board (MXCAB) and BOS for \$1,400,000 of Measure X funding in Cycle 1.

- **User-side Subsidies** for low-income populations for whom existing fares represent a barrier to access in East County
- **Expansion and Enhancement of One Seat Ride Pilot Program** allowing paratransit riders to travel throughout the county (and possibly outside the county) without having to transfer between paratransit vehicles.
- **One Call/One Click Operations Center.** Countywide, centralized phone and internet resource for all modes of transportation serving target populations. Assisting callers in making travel plans based on their abilities.
- **Establishment of a Coordinated Entity** that will be responsible for short- and long-term implementation of accessible transportation strategies including the identification of a new, on- going funding source to support continuing operations.

The funding request to the MXCAB was for \$1.4 million annually for on-going ATSP implementation activities. Staff made the MXCAB aware that on-going funding will be needed for five years (+/-) until stable funding is identified by the TF/CE. The level of subsequent year funding is not yet determined although is likely to be more as institutional capacity to perform implementation tasks is developed.

FY2023-24 Measure X Proposed Activities

Staff is recommending to the CCTA Board that they request a continuation of the ATSP implementation funding (\$1,400,000 in Cycle 1) of Measure X funds in Cycle 2 from the MXCAB. The ATSP TF and CCTA Board are continuing to implement the ATSP strategies and projects. Some strategies were cited in the ATSP and are listed by number, others have become apparent as ATSP implementation progressed. Strategies will be prioritized by the advisory committees, but the order may be adjusted based on feasibility. Oversight by the ATSP TF and CCTA Board will continue.

Staff is recommending in the FY2023-24 Service Plan will focus on the following ATSP strategies. All projects in the ATSP that support these select strategies will be eligible for Measure X funds subject to approval from the Task Force and CCTA. Some of the projects are well-defined, while others need further development.

- **Establishment of a Coordinated Entity** that will be responsible for short- and long-term implementation of accessible transportation strategies including the identification of a new, on- going funding source to support continuing operations. This ongoing work was begun in Cycle 1 and will continue in Cycle 2.
- **Development of an Equity Framework**
- The **Technology Plan** includes specific strategies below:
 - **Strategy 11: One-Call/One-Click; Information and Referral (I&R).** Countywide, centralized phone and internet resource for all **programs and** modes of transportation serving target populations. Assisting callers in making travel

plans based on their abilities.

- **Strategy 13: Real-Time Transportation Information (Paratransit Vehicle Location, BART elevators, Wheelchair Spaces on Buses)** provides passengers with real-time information about vehicles and various accessibility features.
- **Strategy 16: Administer A Uniform Countywide ADA Paratransit Eligibility Certification Program** to support as necessary the regional effort currently overseen by the Metropolitan Transportation Commission (MTC).
- **Strategy 18: Procure Joint Paratransit Scheduling Software** to create a seamless system of services for passengers. There have been discussions on scheduling software as the next phase of Clipper rolls out. Joint software would allow the County to potentially obtain better software and support via economies of scale. This would support other listed strategies, such as the one-seat ride pilot program, one-call/one-click, and uniform paratransit eligibility certification.
- **Strategy 1: Improve Connectivity Between Paratransit Programs/Eliminate Transfer Trips** to allow older adults and people with disabilities to travel throughout the county (and possibly outside the county) without having to transfer between paratransit vehicles. This strategy is related to the Cycle 1 strategy “**Expansion and Enhancement of One Seat Ride Pilot Program.**”
- **Strategy 2: Same-Day Trip Programs (including Wheelchair-Accessible Service)** allow travelers to request a ride without needing to reserve a day in advance. This strategy can coordinate/overlap with Strategy 1. The **Southern West County Medical Trip Pilot** project that is already under development ties into this strategy and others.
- **Strategy 14: Travel Training (Including Inter-Operator Trips)** provide training to people to learn and use fixed-route transit, including transferring between different service areas, and how to use the Clipper system.
- **Strategy 20: Continuation and expansion of the Means-Based Fare Subsidy** for low-income populations for whom existing fares represent a barrier to access.
- **Initiation of Coordination and Mobility Management Activities** will include integrating Measure J Programs (15, 20a, 20b) into the ATSP implementation.
- **Strategy 8: Hospital Discharge Service** to increase coordination with Contra Costa Health Plan and Health Services programs.
- **Strategy 3: Expand existing and add new Volunteer Driver programs (such as TRIP mileage reimbursement program):** Expansion (work with Mobility Matters) and establish new TRIP program.
- **Strategy 4: Service beyond ADA complimentary parameters:** Identify areas of greatest need that are viable for added service, develop service model most appropriate for those areas, Identify potential providers.

Program Goal(s)

In addition to the fact that the ATSP specifically benefits the vulnerable population that is older and disabled Contra Costa residents, the selected strategies specifically align with the

Measure X Goal of Intergenerational Thriving¹ in numerous ways.

- Continuing work on the Establishment of a Coordinated Entity will help coordinate the variety of services in the County, allowing for seamless service for riders, a consistent public face for accessible transportation countywide, and a dedicated persistent voice for the mobility needs of the elderly and disabled.
- Strategy 1: Improve connectivity between paratransit and programs/eliminate transfer trips will increase access to potentially challenging trips, for example medical trips to different parts of the county. This strategy will result in some paratransit trips being provided in one vehicle, whereas before it would require the major inconvenience (and decrease in safety and efficiency) of having to coordinate and wait for transfers between vehicles.
- Strategy 2: Same-Day Trip Programs (including Wheelchair-Accessible Service) will make it easier for individuals to request rides on the same day rather than booking a ride one day in advance.
- The strategies (Strategy 11: One-Call/One-Click Center; Information Referral, Strategy 13: Real-Time Transportation Information (Paratransit Vehicle Location, BART elevators, Wheelchair Spaces on Buses), and Strategy 18: Procure Joint Paratransit Scheduling Software) in the **Technology Plan** will help to provide a seamless, single point of entry, experience for passengers who use service throughout the County.
- Providing travel training (strategy 14), increase education for individuals to use fixed-route transit.
- The West County Medical-based Trips Pilot Program will increase access and options for passengers who have medical appointments.
- Continuation and expansion of Means-based fare subsidies (Strategy 20, initiated in April 2023) will allow qualified low-income older adults and people with disabilities to make necessary trips with less impact on limited incomes.

Detailed Program Budget and Allocation

Revenue*

Staff is requesting that unspent funds from FY2022-23 be rolled over to FY2023-24. Implementation of such a complex coordinated accessible transportation plan is unprecedented in Contra Costa. While the project team has met unexpected barriers and delays, progress is being made to increase the speed of deployment of ATSP programs, along with that deployment there is a corresponding need for funding. All funds will be spent in accordance with recommendations from the Plan.

In addition, staff is requesting a new annual allocation of \$1,400,000² Measure X funds for FY23-

¹ GOAL 4: INTERGENERATIONAL THRIVING: We strive to be a community that intentionally strengthens and provides support for all residents and for family members of all generations, including children, youth, and older adults.

² Measure X disbursements may be escalated based on a consumer price index factor.

24. The table below shows the revenue and total available Measure X funds:

	Amount
FY22-23 Beginning Balance	\$1,400,000
FY22-23 Expenditure and Committed Spending	\$840,000
FY22-23 Ending Balance	\$560,000
FY23-24 Request	\$1,400,000
Total Available	\$1,960,000

* Given the newly adopted ATSP, the early stages of development for each of these strategies, and the need for ongoing consultation with the Task Force and action by the CCTA Board, budget allocations will likely shift between tasks, although the total amount will remain unchanged. If the budget is not completely expended, staff will develop a recommendation regarding whether a portion or total of the unexpended balance at the end of the program year be rolled forward to the next program year or reprogrammed to fund another Board approved Accessible Transportation Strategy.

Use of Measure X Funds and Process for Allocation

Measure X funds can only be used for the increased costs associated with new services, expansion or enhancement of existing services that benefit older adults and/or people with disabilities. Any projects that include non-Measure X matching funds will receive increased consideration in the project prioritization process. Measure X funds can't be used to fulfill standing service obligations or as a replacement fund for existing services. Regardless of any characterization in ATSP documentation, use of Measure X funds must be consistent with the adopted County policies (<https://www.contracosta.ca.gov/8530/Measure-X>).

As the team develops each project, CCTA staff will prepare a project proposal that includes a scope of work, budget estimate and schedule. Staff will make a recommendation to the TF (or succeeding Advisory Committee if appropriate) who will consider the recommendation, available funds, administrative capacity and request necessary adjustments. With the TF's recommendation, Staff will request an allocation from the Authority Board.

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