

What are the strengths, weaknesses, opportunities, and threats regarding accessible transportation in Napa County?

Strengths

agencies and non-profits committed to good solutions and an awareness of the challenges

networks of committed individuals and organizations who understand that transportation is a critical component to supporting older adults in remaining connected to everything as they age

have transportation from one end of the county to the other

Agencies work together for warm handoffs to Napa elders

Opportunities

Would only qualify if transportation was available to the entire community, not just people who are going to their hospital

a small amount of money given annually could make a huge difference

City of Napa 1 cent sales tax will be used to repair roads (\$22M)

looking at best practices in rural communities

hospitals could donate money to transportation; it can't be just for their hospital; could count as community outreach

Leverage CalAIM

provide a guide on how to access medical transportation services

improvements in connecting, navigating, and supporting patients in accessing their med appts since health insurance plans do provide a transportation benefit, but is underutilized for a host of reasons

Monitoring ridership provided by, for example, Kaiser

Analyze relationships between crashes and older adults

Weaknesses

Napa county is a large and diverse county in terms of transportation needs

Not everyone is eligible for transport provided by Kaiser

hospitals couldn't necessarily write off donations to transit as 990

arranging rides from Kaiser is hard to navigate

rural communities are often left out in terms of accessibility

Threats

Economy

stage budget and transit fiscal cliff

What outcomes do you want to see from this study?

What does "success" look like?

Success is accessible transportation available without cost to older adults throughout Napa County

Improved access to transportation services for all Napa County residents especially older adults and vulnerable communities

Success = more accessible transportation options helping to ensure older adults remain connected throughout our community

Success: meeting the needs and hearing the experiences of seniors across the county

Success will be a plan to increase capacity for consistent and reliable transportation for all in Napa County

Actionable and equitable insights centered on community feedback and lived experience

Success is an actionable plan that addresses needs of older and disabled adults in all parts of the county

What did we miss?

What else should we review?

Number of out-of-county rides needed for Kaiser patients and other providers

Need to think about those that need transportation to Santa Rosa. Serving communities of Calistoga and SH we hear that not having public transportation to Santa Rosa is an issue

Prior to COVID there were several people who rode Vine Go to get to the senior center, now there are just a couple. Not sure what happened

Upvalley access to St. Helena Hospital

Travel data file shows where people went but doesn't capture who stayed home because transportation was not available or accessible

I have anecdotal information that the approval process is daunting

Do we have data on denials and same day requests?

A simple thing I have noticed is that when the NVTa website was updated the Vine Go and Taxi Scrip information moved to a second page when it used to be on the first page

out of county medical transportation is an issue as well as door-to-door transport since it is often hard for individuals to get to a stop

data on marketing and outreach to older adults; coordinated approach to get older adults information

something to think about is that Vine Go is great for those who can navigate, but we have a population of elderly who simply can't navigate the onboarding and scheduling

often hear about clients concern for the length of time it takes a trip from Calistoga to Napa one-way, discourages people to use public transportation

we have a higher population in Napa County and sometimes they need door through door support

fundamental and important decisions by NVTa Board, perhaps other entities need to be data driven vs hearsay/opinions/anecdotal, etc. Otherwise how can be determined what can be addressed with existing services being reallocated/redesigned or additional funding is absolutely needed