

Accessible Transportation Needs Assessment

Stakeholder Meeting

October 2024

What are we covering today?

- Project Status Update
- Key Existing Conditions Findings
- Important Strategic Considerations
- Next Steps



Project Purpose

- This project, known as ATNA, builds off past efforts throughout the county and similar plans
- Partnership between NVRTA and Napa County to address transportation needs for older adults and persons with disabilities
- This study will:
 - Identify mobility barriers for older adults and individuals with disabilities throughout Napa County
 - Create recommendations for achieving equitable and improved transportation options for these populations



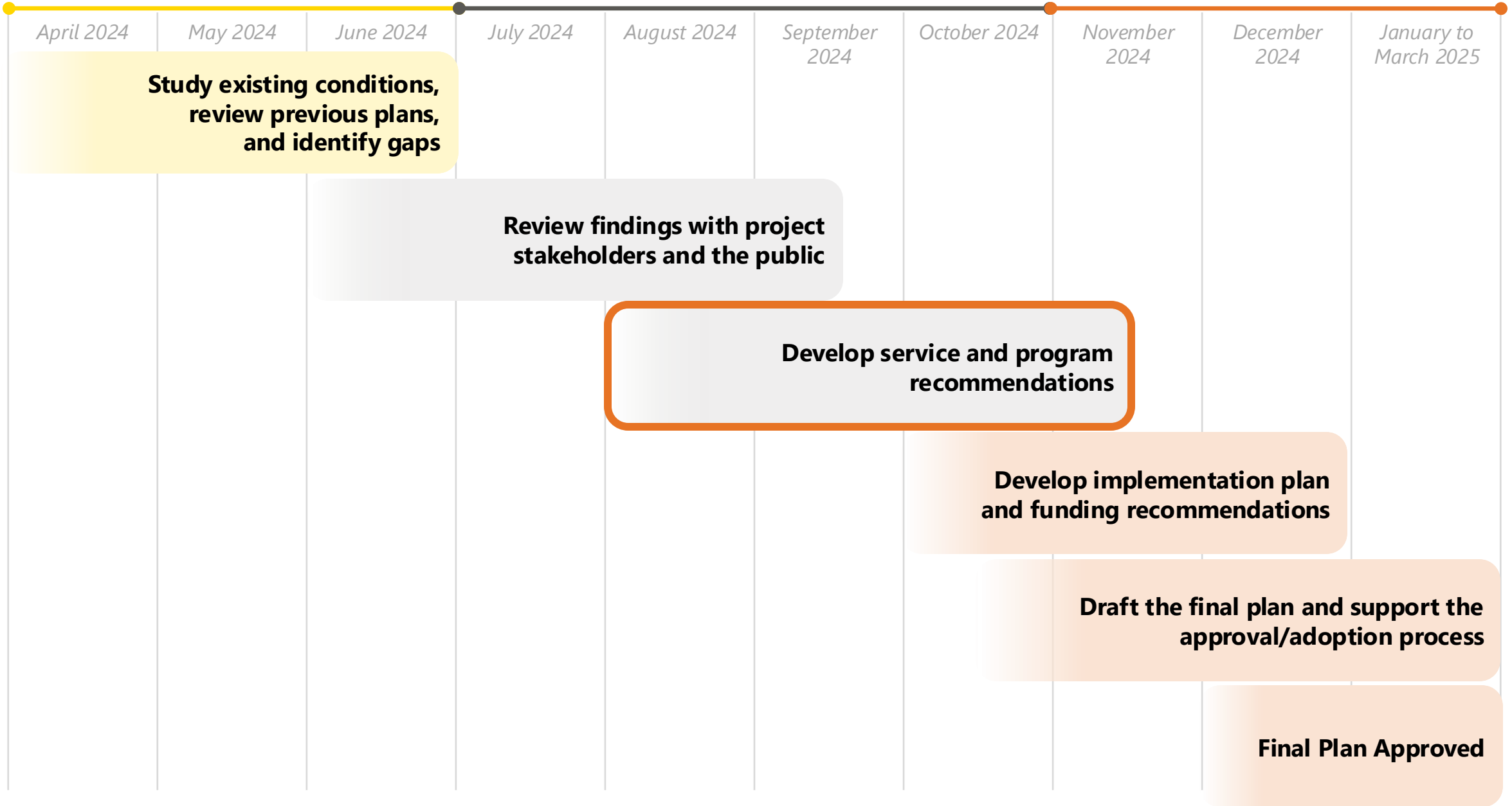


Project Status Update

**PHASE 1:
EXISTING CONDITIONS**

**PHASE 2:
STRATEGIES**

**PHASE 3:
IMPLEMENTATION PLAN**



Stakeholder Meeting

- June 3, 2024 3pm – 4:30pm
- Over 14 non-NVTA attendees
- Virtually held via Zoom
- Attendees offered candid assessments of desired project outcomes, and SWOT analysis (*results on right*)

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 apps 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

Open House

- July 8, 2024 3pm - 6pm
- Over 27 attendees
- In-person open house with stations
- Attendees filtered through, interacted with boards and the project team throughout the time





Key Existing Conditions Findings

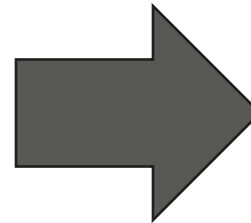
Key Existing Conditions Findings

- Medical Access is Imperative
- Navigating Available Transportation Options is a Challenge
- Limited Affordable Transportation Options
- Physical Infrastructure Improvements are Needed
- Travel Model Data Supports Survey and Planning Data
- Vine and VineGo Services are Optimally Located
- Service Gaps Exist for Out-of-County and Some In-County Trips
- Trips Occur Later Into the Evening
- Transit Cannot Meet All Needs Alone



Translation of Key Existing Condition Findings to Gaps

Key Existing Conditions Findings
Medical access is imperative
Navigating available transportation options is a challenge
Limited affordable transportation options
Physical infrastructure improvements are needed
Vine and VineGo services are optimally located
Service gaps exist for out-of-county and some in-county trips
Trips occur later into the evening
Transit cannot meet all needs alone
Constrained funding



Gaps
Access to medical trips
Need for coordination Access to information
Limited affordable transportation options
Inaccessible infrastructure to reach transit
Service beyond VineGo
Service for out-of-county and out-of-area trips
Need for expanded service
Service beyond VineGo Need for expanded services Access to information
Funding for expanded services



Important Strategic Considerations

Initial Strategies to Meet Needs

To address identified mobility barriers, NVRTA should focus on:

- 1) **Educating** riders of all ages and abilities on their options
- 2) **Partnerships** across sectors and geographies
- 3) **Funding** transportation programs and services



User Groups

People considered as targeted beneficiaries of ATNA strategies include:

- Older adults
- People with disabilities

Additional User Groups:

- *Existing transit riders*
- *Residents of isolated communities in Napa County*
- *People who do not speak English as their first language*

These groups may overlap



Timeframes and Impacts

Strategies will take one of two forms:

- 1) **Quick wins** that can rapidly test and pilot new programs and services within the next year
- 2) **Long-term solutions**, including:
 - Bold moves that will make lasting impacts but take multiple years
 - Policy priorities that set an aspirational example for future programs and services



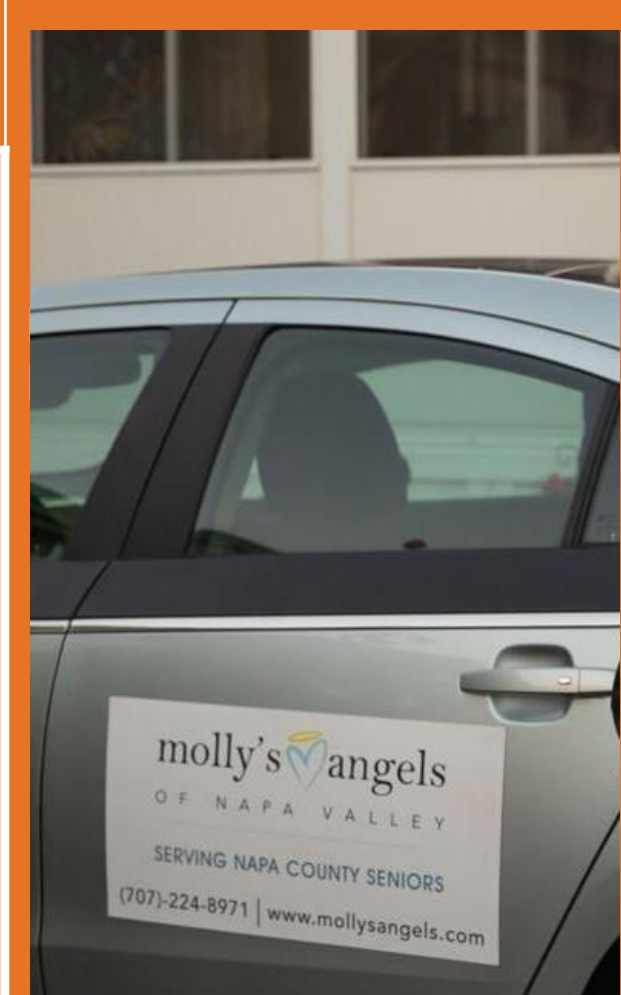
Ready? Set?

What's the transportation gap?	What's a quick win to achieve now?	What are some long-term solutions?
Access to medical trips	<ul style="list-style-type: none">• Offer recurring transportation information meetings with discharge planners to educate them on transportation services available	<ul style="list-style-type: none">• Free on-demand transportation offered by private & non-profit hospitals• Medical trip and senior shuttles through County and NVTA partnerships
Overarching theme: Build working partnerships with healthcare providers		<ul style="list-style-type: none">• Establish NEMT transportation through federal 5311 and state TDA funds



Source: Flickr / USDA / Lance Cheung

What's the transportation gap?	What's a quick win to achieve now?	What are some long-term solutions?
Need for expanded services	<ul style="list-style-type: none">• Offer marketing materials for volunteer driver programs and recruitment of new volunteer drivers• Offer CDL, drug/alcohol, disability sensitivity, and/or other training for volunteer drivers or non-profit employees as part of the shared vehicle program• Market the shared vehicle program to non-profits and medical centers	<ul style="list-style-type: none">• Expand door-through-door and volunteer driver programs• Mileage reimbursement program for door-through-door and volunteer driver programs
Overarching theme: Support expansion of non-NVTA options and providers		



Source: Molly's Angels

What's the transportation gap?

Service gaps for out-of-county trips

Overarching theme:
Support new/restored service to neighboring counties

What are some long-term solutions?

- Participate in MTC's One Seat Ride pilot
- Shuttle or connection to Santa Rosa
- Increased service between Up Valley and Vallejo
- Employee and worker Up Valley transportation
- Increase communication with local/peer counties to address shared transportation problems

Schedule your One Seat today!



1

Call 925-680-2134

Call us and our customer service reps will help you schedule your trip.



2

Pay your fare

You can pay your fare in cash, with tickets (when applicable), or with LINK prepaid fare credits.



3

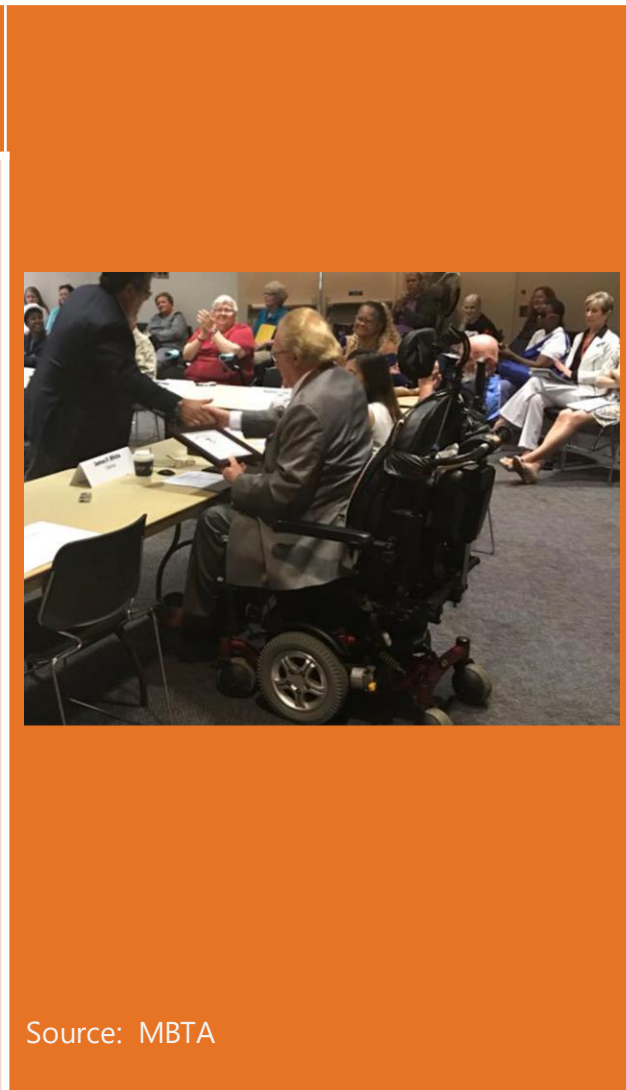
Meet your driver

On the day of your scheduled trip, you'll have a 30-minute window in which to meet your driver.

ONE SEAT
REGIONAL RIDE 

Source: County Connection

What's the transportation gap?	What's a quick win to achieve now?	What are some long-term solutions?
Need for coordination	<ul style="list-style-type: none">• Develop an accessible transportation task force	<ul style="list-style-type: none">• Task someone with being the grant manager and reviewing federal funding opportunities for transit service• Designate/determine a mobility manager (I&R, paratransit eligibility, and travel training) and form a CTSA (Per MTC)• Develop a countywide coordinated entity, using 5310 funding
Overarching theme: Institute dedicated and recurring mobility manager and committee responsibilities		



Source: MBTA

What's the transportation gap?

What's a quick win to achieve now?










Access to information

- Put Taxi Scrip program information on the first page of the NVTA and Vine Transit websites
- Partner with senior centers for marketing and education
- Offer recurring travel training and paratransit applications at senior centers
- Market and expand the community ambassador program
- Informational and wayfinding tools to help riders understand how to access healthcare destinations
- Expand marketing and educational options
- Expand travel training offerings

Overarching theme:
Expand outreach and education where riders are



Source:
NADTC

What's the transportation gap?	What are some long-term solutions?	
Access to information	<ul style="list-style-type: none">• One Call/One Click program• Develop a “find your ride” bulletin/matching program• Expand information and referral services	<p>Public Transit</p> <ul style="list-style-type: none">Bustang Outrider Bustang The Peak (formerly Estes Transit) Berthoud Area Transportation System (BATS) Greeley-Evans Transit (GET) City of Loveland Transit (COLT) Transfort  <p>Non-Profit/Volunteer</p> <ul style="list-style-type: none">American Cancer Society's Road to RecoveryQualified Listeners Via Mobility Services SAINT Volunteer Transportation <p>Source: North Front Range MPO</p>
Overarching theme: Develop a user-friendly mobility-as-a-service platform		

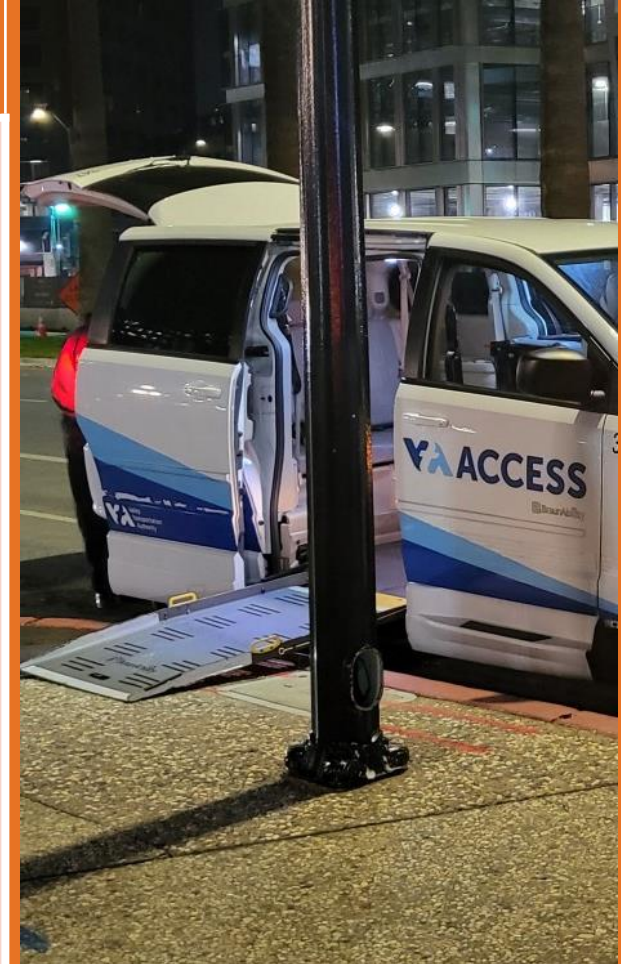
What's the transportation gap?

Service beyond VineGo

Overarching theme:
Expand premium VineGo service

What are some long-term solutions?

- Expand paratransit service hours
- Serve St. Helena hospital with VineGo
- Serve Angwin with Vine or VineGo service
- Improve and expand capacity for specialized transportation alternatives appropriate for NVTAs (TNCs, carsharing, taxi programs)



Source: Silicon Valley Transit Users

What's the transportation gap?	What's a quick win to achieve now?	What are some long-term solutions?
<p>Limited affordable transportation options</p>	<ul style="list-style-type: none"> Transportation voucher programs 	<ul style="list-style-type: none"> Establish means-based fare eligibility programs (e.g. paratransit or TNCs) in partnership with the Napa/Solano Aging and Disability Resource Center
<p>Overarching theme: Reduce cost barriers to transportation for those in need</p>		

Low Income Fare Equity Program (LIFE)



Who it is for: Paratransit users who are low income earners

What it provides: 10 one-way trip tickets per month to use for local or regional rides

Cost: Free (valued at \$30.00 per month)

How to Apply: Contact the bus provider in your area:

- County Connection LINK paratransit service **925-938-RIDE (938-7433)**
- Tri Delta Transit **925-706-4399**
- WestCat **510-724-3331** ext 113

About: CCTA partnered with county bus services to create the LIFE Ticket Program. The program is paid for by Contra Costa County's Measure X funding and is scheduled to run from February to December 2024 or until program funds are expended.



What's the transportation gap?

Inaccessible infrastructure

Overarching theme:
Encourage universal design

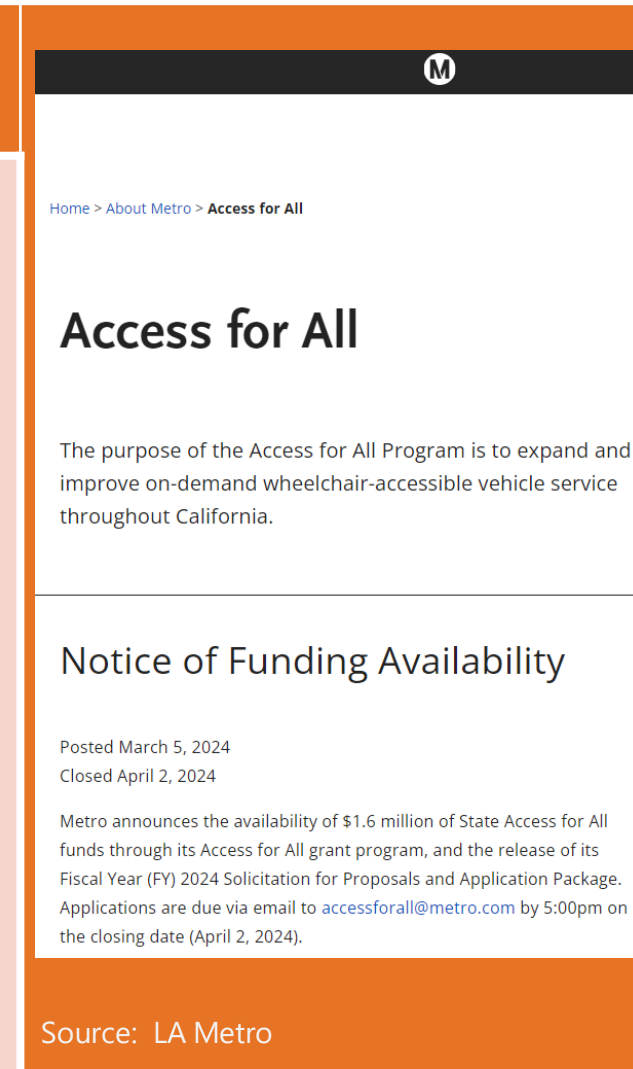
What are some long-term solutions?

- Add priority to existing accessible stops on bike/ped plans and implementation
- Sidewalk improvements to enhance safety for older adults and wheelchair accessibility in high priority areas



Source: APA

What's the transportation gap?	What's a quick win to achieve now?	What are some long-term solutions?
Funding for expanded services	<ul style="list-style-type: none">• Access TNC Access for All funds	<ul style="list-style-type: none">• Identify potential funding sources for expanded services (e.g. a sales tax)
Overarching theme: Pursue new funding sources and options		



The screenshot shows a Metro website page. At the top is a black navigation bar with a white 'M' logo. Below the navigation bar is a breadcrumb trail: "Home > About Metro > Access for All". The main heading is "Access for All" in a large, bold, black font. Below the heading is a paragraph: "The purpose of the Access for All Program is to expand and improve on-demand wheelchair-accessible vehicle service throughout California." Below this is a section titled "Notice of Funding Availability" in a bold, black font. Underneath this section, it says "Posted March 5, 2024" and "Closed April 2, 2024". The main body of text reads: "Metro announces the availability of \$1.6 million of State Access for All funds through its Access for All grant program, and the release of its Fiscal Year (FY) 2024 Solicitation for Proposals and Application Package. Applications are due via email to accessforall@metro.com by 5:00pm on the closing date (April 2, 2024)." At the bottom of the screenshot, there is a dark orange footer bar with the text "Source: LA Metro" in white.

Do you have any further inputs?

**Of all the ideas we discussed, what are
YOUR top priorities for the next 5 years?**

Comments

Gas card purchases

Access to VA clinics for veterans

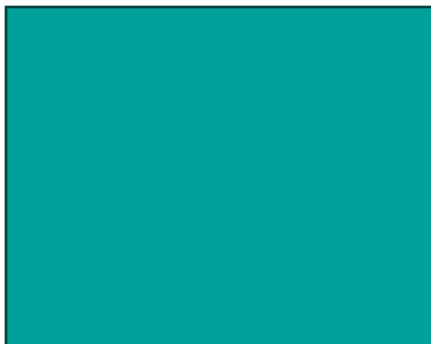
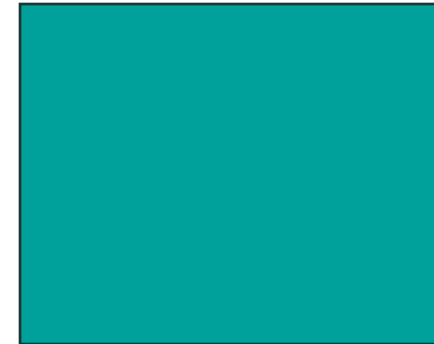
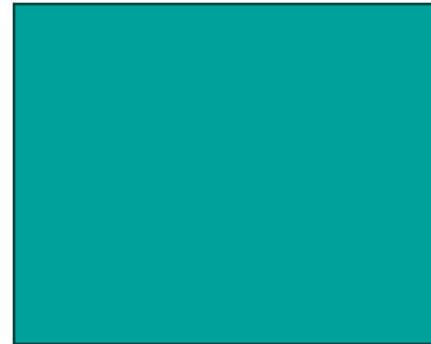
Return Mileage Reimbursement

Train staff to become advocates for transit among seniors

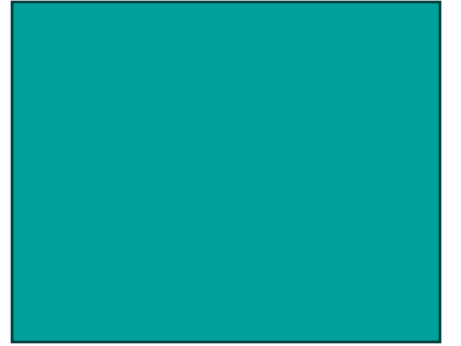
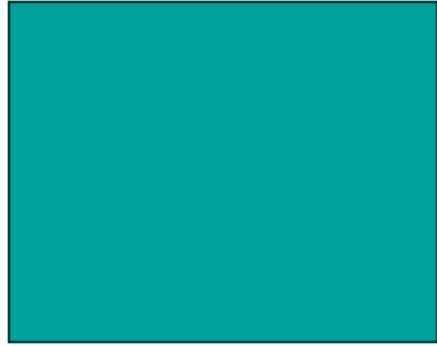
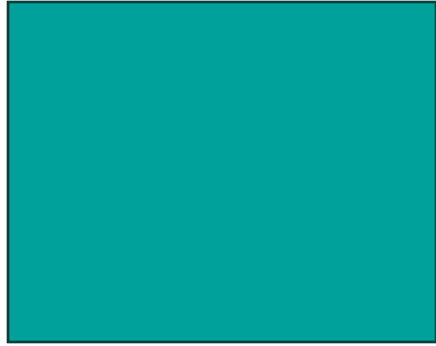
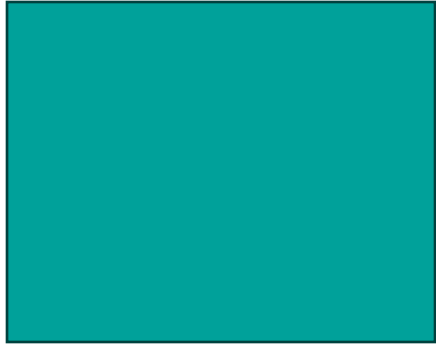
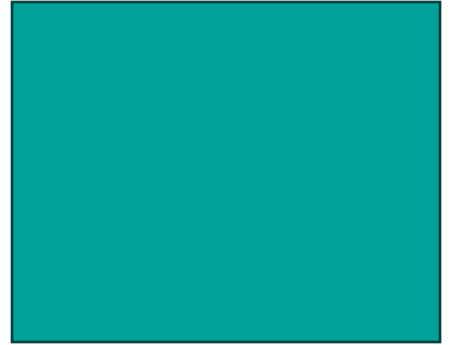
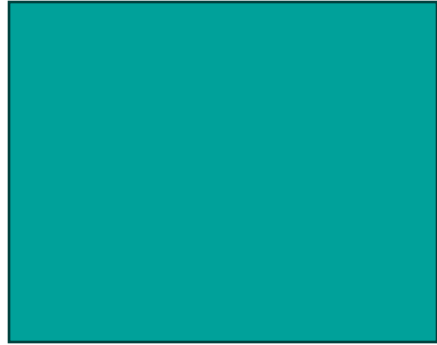
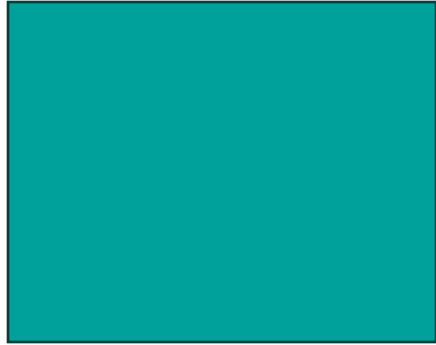
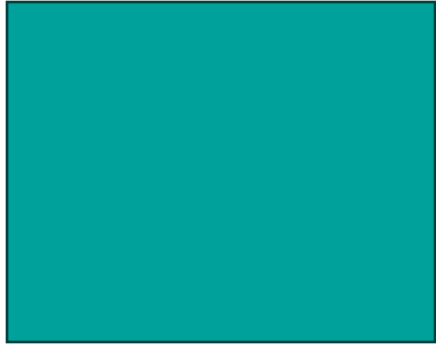
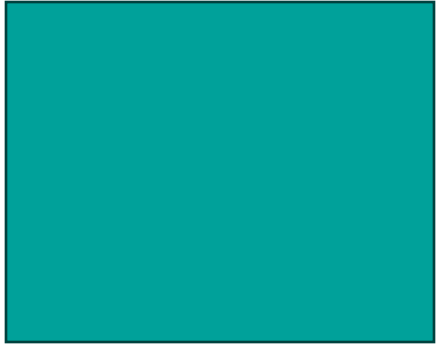
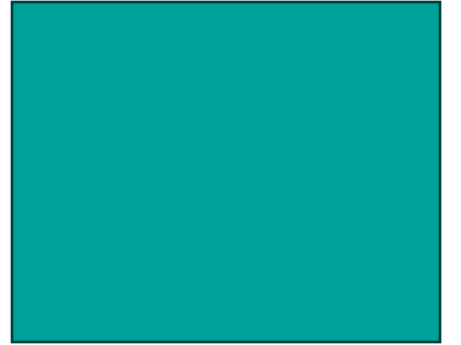
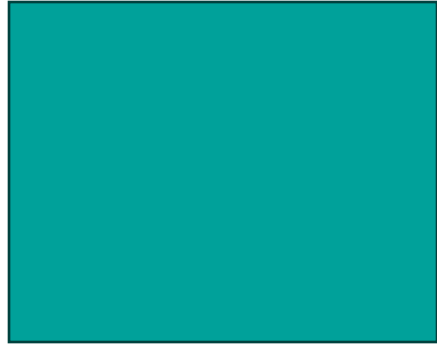
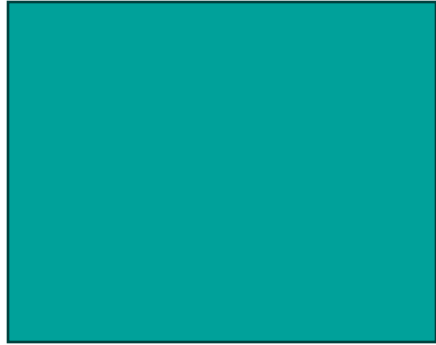
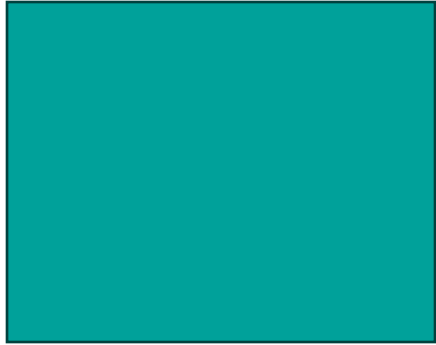
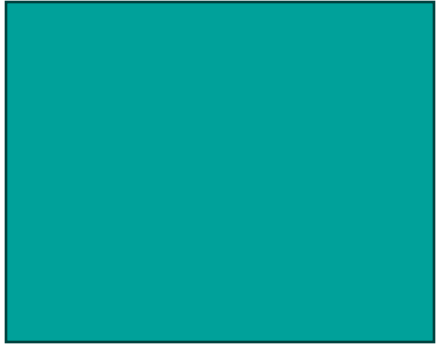
On demand SAV in the Upper Valley.

Work with ADRC to move towards OC/OC

Reporting dashboard which informs NVTA



Comments

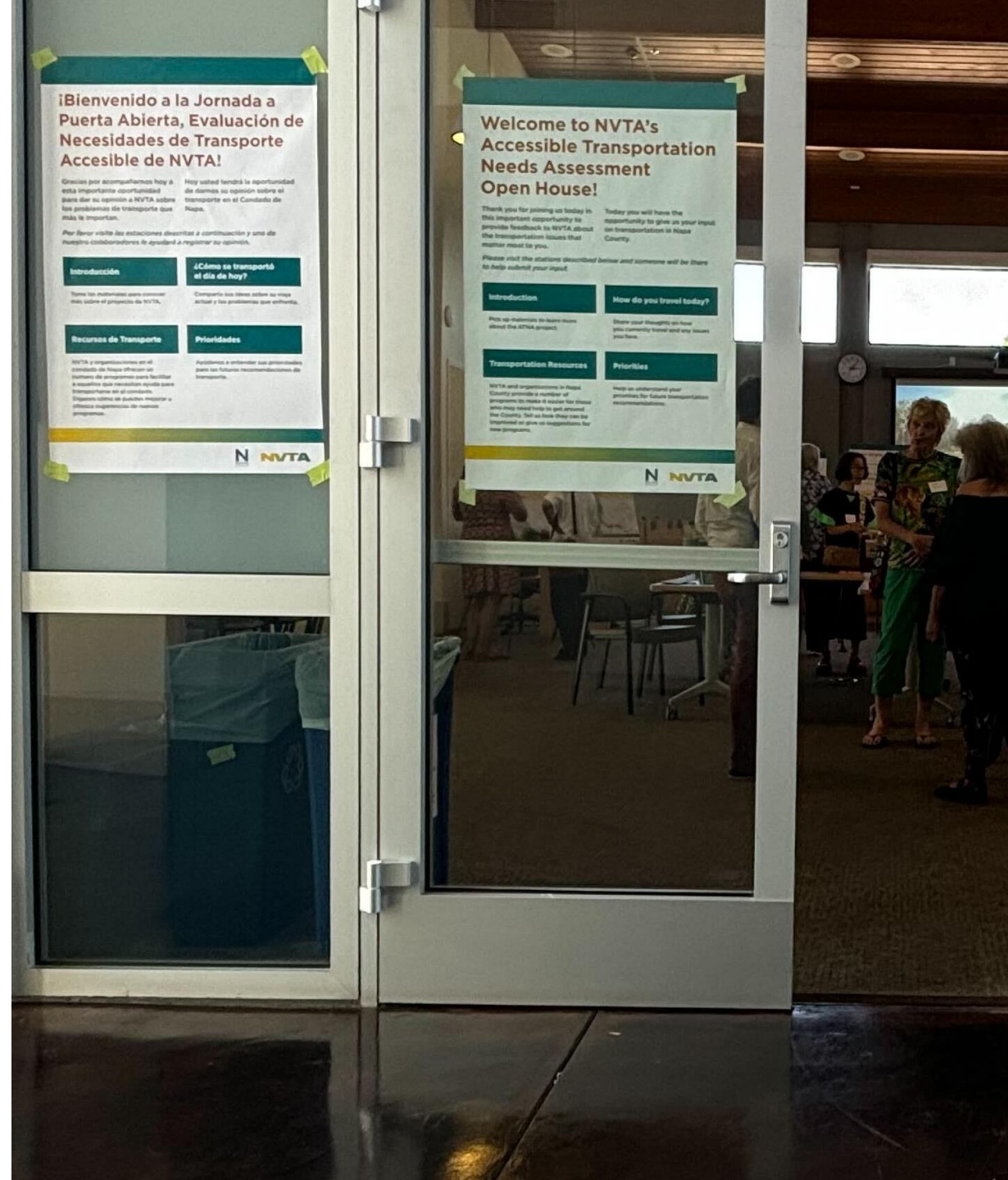




What's Next

Upcoming Steps

- Strategy development, refinement, and prioritization
- Follow-up Stakeholder Working Group meeting
- Implementation Working Group meeting
- Presentation of draft report to NVTA Board



Accessible Transportation Needs Assessment

Thank you

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