

To: Operations & Scheduling Committee

Date: 06/16/2022

From: Rosa Noya, Manager of Accessible Services

Reviewed by:



SUBJECT: Travel Training Program

Background:

Currently residents of Central Contra Costa have access to one travel training program. This specific program is geared towards people with disabilities and is provided by the Independent Living Resources of Solano & Contra Costa Counties (ILRSCC). Findings from the Contra Costa Accessible Transportation Strategic (ATS) Plan point to the need for transit agencies and non-profit organizations to champion an existing travel training program with the intention to expand it to other geographic areas. County Connection in partnership with the ILRSCC can accomplish this by expanding the existing services to both people with disabilities **and** seniors living in Central County service area.

Enhancing Access to Transportation Resources:

In March of 2021, the Contra Costa Transportation Authority (CCTA) published the findings from an extensive study on Contra Costa County's Accessible Transportation Services. Twenty-two different strategies were identified and categorized under two different tiered groups through input from survey findings. Travel training was identified as a short-term, Tier 1 strategy in that this and other types of programs/ services have been found to:

- Have a high transportation benefit
- Have a strong community support
- Leverage existing programs/resources
- Easy to implement (lower cost)

The established need in Contra Costa County for travel training programs for seniors and people with disabilities along with the impact on ridership associated with COVID-19 provide a great opportunity to start a program that will enhance access to transportation resources in the area, for these two groups.

TRANSPAC Measure J Line 20a Grant:

- TRANSPAC, the Regional Transportation Planning Committee for Central Contra Costa issued a Call for Projects in late December for Measure J Line 20a funds to be used for "*Additional Transportation Services for Seniors & People with Disabilities*". These funds are available for FY 2022-2023 through 2023-2024. County Connection was awarded close to \$80K in grant funding to provide a travel training program to Central County service area.

The new travel training program will include expanded services such as:

- Orientation to existing fixed route systems in the area
- One on-one and group training sessions to navigate the existing fixed route systems, including trip planning, familiarization with existing accessibility features, and learning how to navigate the ADA Paratransit system effectively.
- How to use available technologies to aid with trip planning, bus locating, fare purchasing, etc.
- How to access and navigate alternative transportation services including:
 - Transportation Network Company (TNC) operators that provide services to disabled and elderly
 - Enrollment of eligible applicants for city-based programs
 - Special services such as Alamo Creek Shuttle, St. Mary's Shuttle, and Go San Ramon
 - Non-Profit organizations that provide transportation services to seniors and disabled people

Financial Implications:

County Connection was granted \$80,000, over a two-year period to provide the travel training program described, herein. All associated expenses will be covered by the grant.

Recommendation:

Staff recommends that the Committee forward the full Board for approval for the GM to enter into a contract with ILRSCC.

Action Requested:

Staff respectfully requests that the O&S Committee forward to the full Board of Directors a resolution authorizing the General Manager enter into an agreement with ILRSCC for the course of two years to start in July of 2022 in the amount of \$79,124.

Attachments:

None.