

ATSP STRATEGIES FAQ

POTENTIAL STRATEGIES FOR IMPLEMENTATION

Expand volunteer driver programs. Volunteer drivers often use their personal vehicles to provide one-on-one service, taking individuals to and from medical appointments and other essential needs. Examples are [Mobility Matters](#) and [Seniors Around Town](#).

Affordable car-share including accessible option. Improved access to car share services for low-income individuals with mobility issues could provide access to medical facilities, grocery stores, and other services

Expand the current one-seat ride pilot program between County Connection LINK, WestCAT Dial-a-Ride, Tri Delta Transit Paratransit, and LAVTA Wheels. Three Contra Costa-based paratransit systems plus LAVTA have started a pilot program to eliminate transfers between their service areas. This strategy would focus on continuing the pilot and adding new providers.

Real-time information on smart-phone (paratransit vehicle location, BART elevators, wheelchair spaces on buses). ADA paratransit programs are increasingly able to offer riders real-time information about vehicle location, usually via a smartphone app. Real-time information about fixed-route transit accessibility features, like if an approaching vehicle had an open wheelchair space, would be a new service.

Shopping trips with package assistance. A shopping shuttle might pick up a group from a senior center or senior apartments to take them to a major shopping center, possibly once a week. Another option could include assisting individuals without computer access with arranging a grocery delivery.

Increase same-day trip programs (including wheelchair-accessible service). Usually same-day service is provided using taxis and/or ride-hailing services like Lyft/Uber. Wheelchair-accessibility and access for people using the telephone, smartphone, an app, or online needs to be provided. One example is [Go San Ramon!](#)

One-call / one-click; information & referral (I&R). These programs connect people with all of the available transportation services for people with disabilities and older adults in their area via the telephone or online. Examples of such a service could include things like providing information, trip planning, referrals to services, assistance with applying for services, and trip scheduling.

Accessible Bikeshare. [Oakland](#) and [San Francisco](#) recently offered adaptive bike share programs, with trained staff on-hand to fit, train and assist riders on how to use the adaptive bikes. Helping individuals obtain an adaptive bike could be an option.

ADA paratransit fare integration. The different ADA paratransit operators (East Bay Paratransit, County Connection LINK, WestCAT Dial-a-Ride, Tri Delta Transit Paratransit) could develop a joint fare structure and payment options (online tickets, vouchers, accounts, etc).

Wheelchair breakdown service. Wheelchair users can find themselves stranded away from home if their wheelchair malfunctions or is damaged. They may require urgent help getting home and/or getting their chair repaired. One example is Easy Does It's [FASTER](#) (Fast Accessible Safe Transportation and Repair) program in Alameda County.

Uniform countywide ADA paratransit eligibility certification. Riders could be provided a single point of contact to apply for ADA paratransit (East Bay Paratransit, County Connection LINK, WestCAT Dial-a-Ride, Tri Delta Transit Paratransit) anywhere in the County. Requirements for eligibility are already consistent as they are mandated by law.

Increase travel training. Travel training helps people learn to use transit. Training can be in groups or one-on-one, by qualified trainers and/or peers. [WCCTAC](#) in West County has been piloting travel training.

Safe Routes for Seniors/Safe Routes for All. Addresses lack of sidewalks, poor sidewalk condition, lack of curb cuts, and obstructions on sidewalks – focusing on locations near transit stops, important destinations and residential areas. Consumers could be provided a phone (e.g. 311) or app option to report barriers.

Low-income fare subsidy. Reduced or free fares for low-income qualified people with disabilities and older adults on fixed-route, ADA paratransit, and/or community programs. One example is the new [Clipper Start](#).

Service beyond ADA service areas and regular service times. Since ADA paratransit (East Bay Paratransit, County Connection LINK, WestCAT Dial-a-Ride, Tri Delta Transit Paratransit) is only required where and when fixed-route transit operates, more rural areas in East County are not served, and many areas lack service evenings and weekends. Gaps could be filled with taxis/ride-hail, premium fare paratransit service, shuttles, etc.