



Contra Costa Accessible Transportation Strategic Plan

Task Force Meeting #5

June 16, 2022



Update on Means-Based Fare Subsidy Strategy

- Key takeaways:
 - Eligibility: Program eligibility requirements vary by region (AMI, FPL, HUD*)
 - Application Process: Varies from traditional paper applications to phone applications
 - Fare Payment Structure: Varies from online accounts/debit cards to vouchers
 - Subsidizing multiple modes is desirable
 - Funding Sources: Programs receive funding from a combination of sources. Sales tax funding appears to be the most common source

Area Median Income, Federal Poverty Level, Housing and Urban Development.

Means-Based Fare Subsidy Strategy – Case Studies

- Taxi Subsidy Programs
 - Solano Mobility Local Taxi Card Program
 - SFMTA Essential Trip Card
- TNC Subsidy Programs
 - San Leandro FLEX RIDES On Demand
 - Eden I&R – Hayward Operated Paratransit and Alameda Independent Mobility
 - LIFE ElderCare (past program)
 - GoGo Concord
 - Go San Ramon
- MTC Clipper START Card
 - Samtrans/Redi-Wheels Paratransit Lifeline Program
 - Marin Access Low Income Fare Assistance (LIFA)



Means-Based Fare Subsidies Strategy

- Current ADA Paratransit Fare Operations in Contra Costa County

- East Bay Paratransit – cash, tickets (in-person, mail, phone), testing app
- WestCAT – cash, tickets (online, in-person, mail)
- Tri-Delta Transit – cash, tickets (online, in-person, phone)
- LINK Paratransit – cash, advance fare payment system

- Potential Funding Sources

- Measure X
- Community Development Block Grant



Means-Based Fare Subsidy Pilot Proposal

- Pilot Service Area – West Contra Costa County and some to be determined outside areas or destinations.
 - Program Service – Individuals will be able to contact GoGo Grandparent to request a Transportation Network Company (TNC, e.g., Lyft/Uber) trip that will be subsidized up to a monthly to-be-determined cap (not to exceed \$40 per month). Service will be available 24/7. Program parameters may be adjusted for participants of “R-Transit with Lyft”.
 - Eligibility – Seniors (65+) and/or people with disabilities (currently registered with a program), that also meet extremely low-income criteria. Individuals will verify that they meet the criteria. Extremely low-income criteria are recommended now but later will allow capacity for less-restrictive income requirements.
 - Duration – Six months with a review at three months to consider subsidy and/or eligibility adjustments.
 - Total Measure X Allocation to pilot – not-to-exceed \$100,000.
- The project team will continue efforts to propose a pilot program for ADA Paratransit users and trips in a sub-region.

Update on Short Term Implementation Items

- One Seat Ride
- Coordinated Entity
- One Call/One Click



Contra Costa Crisis Center Presentation

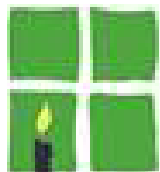


Agenda Item 4.C.

Contra Costa Crisis Center

Agency Overview

June 2022



CONTRA COSTA
CRISIS CENTER



Contra Costa Crisis Center

Call 211
or
800-833-2900



CONTRA COSTA
CRISIS CENTER

Call
211
or
800-833-2900
Text **HOPE** to **20121**

**Crisis & Suicide
Information & Referral
Grief Counseling**

**Our hotlines are
available 24/7**
Free & Confidential

The Mission of the Crisis Center

To keep people alive and safe, help them through crises, and provide or connect them with culturally relevant resources in the community.



Our Services

- **24-hour Crisis Lines**
- **24-hour 211 Info and Referral**
 - Homeless Coordinated Entry
 - COVID-19 updates, assistance. Eviction Prevention
 - Disaster Response and Public Safety Power Shutoff updates
 - Help Me Grow. ACEs (Adverse Childhood Experiences)
- **Grief Support**
- **Community Outreach and more**



24-Hour Crisis Lines

Answer crisis calls and texts in Contra Costa County including:

- **Crisis and suicide hotline: call 211**
 - **Alternative number: 1-800-833-2900**
- **Text HOPE to 20121**
- **Grief hotline: call 211**
- **National Suicide Prevention Lifeline/988**
- **After-hours Child and Adult Protective Services (CPS & APS)**



211 Info and Referral: call 211

- Provide local health and social service resources 24/7
- Manage online resource database and printable resource guides
 - www.211cc.org
- Text HOPE to 20121
- Counselors are cross-trained to provide information and referral and crisis counseling
- Provide information in time of community disaster

211 Resource Database

- COVID-19 updates
- Rental Payment Assistance
- Eviction Prevention Assistance
- PG&E Payment Assistance
- Homeless Services
- Low-Cost Housing Referrals
- Food, Food Pantries, Meals
- Mental Health
- Mobile Crisis Response Teams
- Physical Health / Dental Care
- Substance Abuse Services
- Financial Assistance
- Free Tax Preparation
- Low-Cost High-Speed Internet
- Legal Services
- Education / Job Training
- Parenting Support
- Senior Services
- Disability Assistance
- LGBTQQ+ Support
- Domestic Violence
- Sexual Assault/Rape

Community Outreach

- **Presentations and training**
 - Agency Overview
 - Suicide Prevention and Intervention
 - 211 Online Database
 - <https://www.crisis-center.org/211-training/>
 - Grief and Loss
- Outreach materials



211 Contra Costa Database

Pick a topic below for help or scroll down to watch our videos.



Suicide Prevention



Shelter/Housing



Food Assistance



Mental Health



Family Support



Health and Dental Care



Financial Services

For accurate and up-to-date information on COVID-19 please visit the websites below.

The Centers for Disease Control and Prevention

Contra Costa Health Services

Contra Costa County COVID-19 Food Distribution Map

View on Map

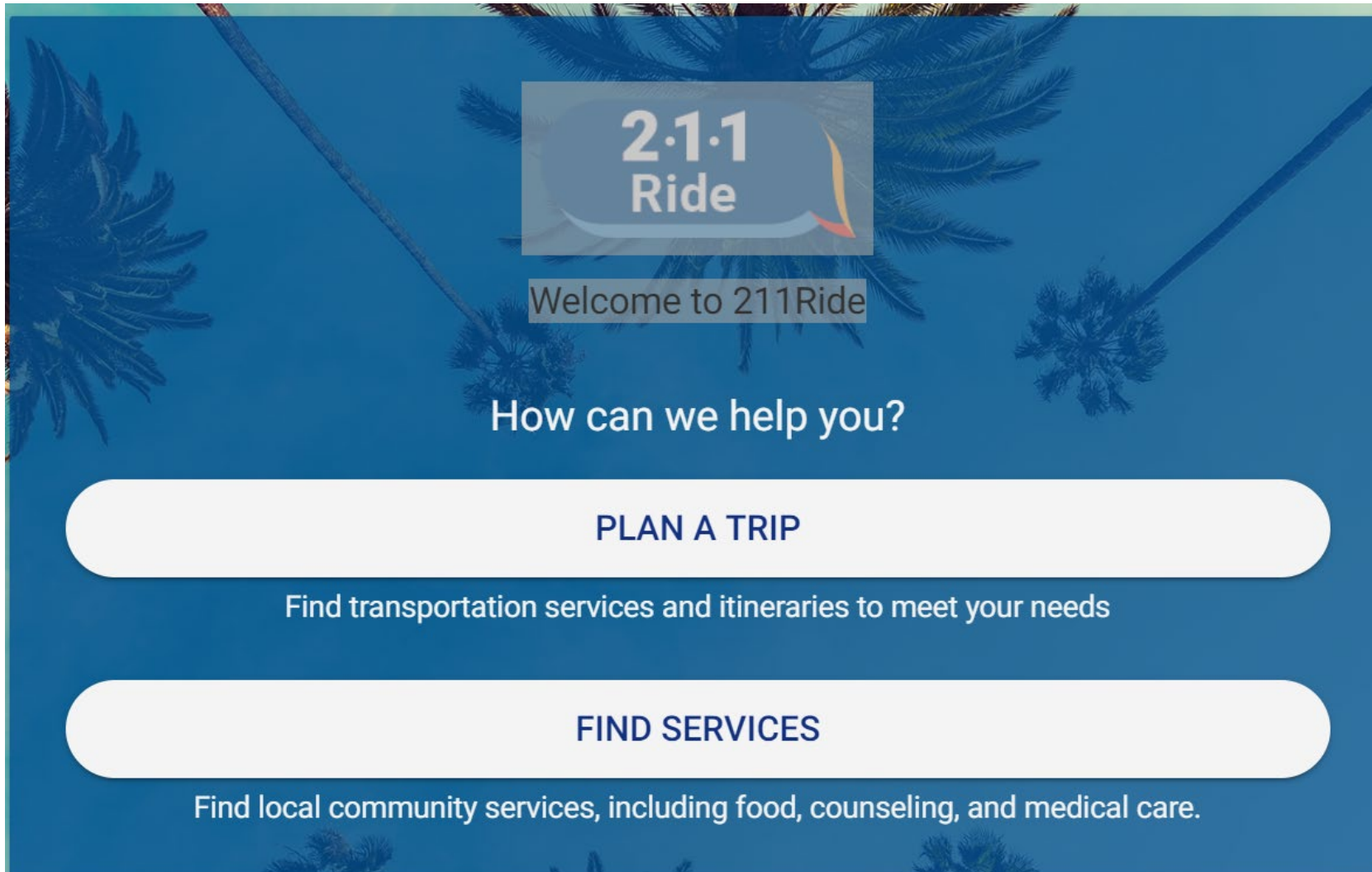


The map interface includes a 'Filter Services' menu on the left with the following options:

- Basic Needs
- Consumer Services
- Criminal Justice and Legal Services
- Education
- Environment and Public Health/Safety
- Health Care
- Income Support and Employment
- Individual and Family Life
- Mental Health and Substance Use Disorder Services
- Organizational/Community/International Services

The map shows a large number of red location pins across the Contra Costa County area, with a black outline indicating the county's boundary. Major cities and landmarks like San Francisco, Alameda, San Leandro, and the Golden Gate National Recreation Area are visible.

www.211Ride.org

The banner features a dark blue background with silhouettes of palm trees. At the top center, the text "211 Ride" is displayed in white, with a small orange and yellow flame-like graphic to the right. Below this, the text "Welcome to 211Ride" is shown in a smaller white font. The central question "How can we help you?" is written in white. Two white, rounded rectangular buttons are stacked vertically. The top button contains the text "PLAN A TRIP" in blue, with the subtext "Find transportation services and itineraries to meet your needs" in white below it. The bottom button contains the text "FIND SERVICES" in blue, with the subtext "Find local community services, including food, counseling, and medical care." in white below it.

**211
Ride**

Welcome to 211Ride

How can we help you?

PLAN A TRIP


Find transportation services and itineraries to meet your needs

FIND SERVICES

Find local community services, including food, counseling, and medical care.

Customize Your Search

← → ↻ Not secure | 211ride.org.s3-website-us-west-1.amazonaws.com/#/transportation_eligibility/NaN

←  **Customize Your Travel Profile**

[FIND MATCHING TRAVEL OPTIONS](#) [DON'T SHOW THIS SCREEN AGAIN](#)

For Specialized Services, Indicate Your Personal Characteristics to Check Eligibility [i](#)

I am a veteran.

I have a verifiable disability.

For Specialized Services, Indicate Your Age to Check Eligibility [i](#)

Age

For Specialized Services, Indicate Any Mobility Accommodations that You Require [i](#)

I need a vehicle that has space for a folding wheelchair.

I need a vehicle that has space for a motorized wheelchair.

I need delivery to the curb in front of my home.

I need door-to-door service.

I need assistance from the driver.

I require a vehicle with a wheelchair lift.

Specify the Types of Transportation to Include in Your Search [i](#)

Transit

Specialized Transportation Services

Taxi

Plan A Trip

2-1-1 Ride

Transportation Options for Your Trip

7782 Speer Drive, Huntington Beach, CA 92647

501 N Brookhurst St #102, Anaheim, CA 92801

Depart at Jun 15, 2022 08:30 AM

Senior Transportation

[Call to schedule](#) Trip must be related to:

1 hr 25 min Paratransit (estimated) Other, Grocery, Other Medical Appointment, Visit Senior Center

\$1 [SHOW DETAILS](#)

PACE

[Call to schedule](#) Trip must be related to:

1 hr 25 min Paratransit (estimated) Other, Grocery, Other Medical Appointment, Visit Senior Center

Cost \$0 [SHOW DETAILS](#)

Orange County ACCESS Paratransit Service

[Call to schedule](#) Trip must be related to:

1 hr 25 min Paratransit (estimated) Other, Cancer Treatment, Grocery, Other Medical Appointment, Visit Senior Center

\$4 [SHOW DETAILS](#)

Show Details

2-1-1
Ride

Orange County ACCESS Paratransit Service

Transportation Providers

Orange County ACCESS Paratransit Service

fare: \$3.60

phone: [977-628-2232 Business Line 2 For Reservations, Cancellations and Ride Status for Certified Client // 714-560-5956 Business Line Eligibility Information](tel:977-628-2232)

website: <http://www.octa.net>

description: Provides shared-ride service for people who are unable to use the regular, fixed-route bus service due to functional limitation(s) caused by a disability. Rides include curb-to-curb, subscription, same-day taxi service and can accommodate reasonable modifications upon request. Children 5 years and younger must be accompanied by an adult. The application for mobility evaluation available through website or phone. An appointment is required, and there is no fee for the application process. Orange County ACCESS requires a customer to schedule a ride at least one day prior to the day of travel Orange County ACCESS Ride Request Hours: 7:00 am-5:00 pm Monday-Friday 8:00 am-5:00 pm Saturday, Sunday and Holidays Orange County ACCESS Bus Service: Orange County ACCESS Bus service is available during the days, hours, and service areas same as to those of fixed-route bus service. Please call OC ACCESS Reservations for service hours in your area.

schedule:

Sun: 8:00 AM to 5:00 PM

Mon: 7:00 AM to 5:00 PM

Tue: 7:00 AM to 5:00 PM

Wed: 7:00 AM to 5:00 PM

Thu: 7:00 AM to 5:00 PM

Fri: 7:00 AM to 5:00 PM

Sat: 8:00 AM to 5:00 PM

accommodations provided: Folding wheelchair accessible., Motorized wheelchair accessible., Curb-to-curb, Driver Assistance, Wheelchair lift equipped

Eligible Purposes: Other, Cancer Treatment, Grocery, Other Medical Appointment, Visit Senior Center

eligibility requirements (any one): Disabled






Show Details

2.11
Ride

Directions

Step by Step Map

Your trip on Jun 15, 2022

8:39 AM		7782 Speer Drive, Huntington Beach, CA 92647 WALK HEAD EAST on Speer Avenue for 0.2 mi LEFT on Beach Boulevard for 560 ft
8:46 AM		BEACH-SLATER BUS SERVICE INFO BOARD Orange County Transportation Authority Route 29 and ride it 31 stops GET OFF at stop: BEACH-LINCOLN
9:25 AM		BEACH-LINCOLN WALK HEAD SOUTH on Beach Boulevard for 370 ft CONTINUE on S Beach Boulevard for 30 ft LEFT on West Lincoln Avenue for 170 ft RIGHT on service road for 80 ft
9:47 AM		LINCOLN-BEACH BUS SERVICE INFO BOARD Orange County Transportation Authority Route 42 and ride it 8 stops GET OFF at stop: LINCOLN-BROOKHURST
9:57 AM		LINCOLN-BROOKHURST WALK HEAD NORTH on service road for 20 ft LEFT on West Lincoln Avenue for 180 ft RIGHT on Brookhurst Street for 0.4 mi

Thank you!

Nelson\Nygaard