

Solano Mobility Study

for Older Adults and People with Disabilities

2017-2019 Update



Acknowledgements

Many people contributed to the community outreach and planning effort involved to complete this Mobility Study. In addition to those named below, numerous City, transit and other agencies' staff contributed information, time and support. Most importantly, credit is given to the Solano residents who took the time and effort to share their experiences and contribute their input to guide this effort. To all, we are grateful.

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Executive Summary



The Solano Transportation Authority (STA) undertook the Solano Mobility Study for Older Adults and People with Disabilities to address the mobility needs of older adults and people with disabilities in Solano County. Older adults and people with disabilities are an important segment of Solano County’s population. These individuals need to be able to access community resources such as retail, medical, services, recreation, spiritual centers as well as to congregate with family and friends.

By 2050¹, people age 65 and older are expected to comprise 20% of the total U.S. population. In Solano County, adults age 65 and older are projected to exceed 20% of the population before 2030². This will be nearly double the percentage of older adults countywide from just a few years ago. One Solano city, Rio Vista, already has one-third of its population over 65 years.

STA undertook two previous studies (2004 and 2011) focusing on the transportation needs of older adults and people with disabilities. The number of older adults in Solano County has continued to grow since 2011 and is projected to grow significantly for years. Rates of disabilities increases with age. The STA determined it was time to update the transportation study³ focusing on Older Adults and People with Disabilities.

A great deal changed since the last study was completed. A number of recommended programs were implemented and the transportation environment changed dramatically. In addition, transit services changed and new types of services such as “shared mobility” and “micromobility” were introduced.

Within the Bay Area, Solano has the highest percentage of veterans (7.5%) of all ages. Of those 65 and older, 25.8% are veterans⁴.

Currently 11% of Solano’s general population has a disability⁵. The rate of disabilities increases with age; one-third of seniors have a disability.

The majority of Solano adults 65 and older have a vehicle (95%)⁶. The majority who participated in this study drive themselves or are driven by a spouse as their primary mode of transportation.

1 census.gov October 2019 revised

2 MTC Plan Bay Area 2040 Projections

3 Similar to the previous plans, this Mobility Plan is intended to address issues in the near-term and also long-term (beyond 10 years)

4 American Community Survey/MTC Coordinated Plan 2018

5 Disabilities is a broad term covering a range of physical or cognitive impairments that may (or may not) affect mobility

6 American Community Survey/MTC Coordinated Plan 2018

Nevertheless, there was recognition by those driving that their own driving will likely decrease with age and more mobility options will be needed.

Many who participated in this study already rely on others, transit, paratransit and other programs and services for their mobility as their primary mode of transportation. At least 30% of the survey respondents in Fairfield, Vacaville, and Vallejo noted that they either no longer drive or never drove.

Comprehensive community outreach was conducted to identify the mobility challenges. A Mobility Summit for Older Adults and People with Disabilities was held in each of Solano's seven cities from April 2017 through May 2018. In October 2018 a countywide Mobility Summit for Older Adults and People with Disabilities was held. Additionally, six mini-Summits were held with key organizations that work with these populations. Two community focus groups were held in each city to gather in-depth information directly from older adults and people with disabilities. A User survey was distributed widely including through direct mail to many households with older adults.



Community response was strong. The city Mobility Summits were attended by over 330 community members. Through the Mini-Summits, comments were received from more than 125 people in attendance. The community focus groups were attended by a combined total of 180 people. More than 2,200 User surveys were returned through the summer of 2018.

While each city presented its own unique set of mobility challenges, common themes emerged, Traveling to Medical Appointments was identified as the top challenge in all seven cities throughout the county. Common in all cities with one exception, the second most common challenge was Traveling to Daily Activities. Traveling with a Disability⁷ was highly ranked as well. A more specific issue raised in nearly every community was the issue of bus stops and stop amenities. The specifics varied by community but there was a common outcry for these improvements.

⁷ This included traveling with a mobility device (cane/walker, wheelchair), difficulty walking or standing for long, chronic illnesses, hear/sight impairments, cognitive disabilities, etc.

Addressing these top issues was the focus of the Countywide Mobility Summit attended by more than 130 people. The two top issues and potential solutions were the topic of five discussion groups at the Countywide Summit. There was consensus that transit and door-to-door services should be the primary strategies to address the challenges of Traveling to Medical Appointments and Daily Activities. The next tier of strategies were information/assistance and partnerships.

Throughout the course of this study's community outreach in 2017 and 2018, several transit operators evaluated and modified their services. Service changes were made on Vacaville City Coach in 2018 as well as to some of the FAST SolanoExpress intercity services. Further service changes were made in 2019 on SolTrans and more SolanoExpress intercity services. These changes were expected to address some of the issues raised through this study.

Countywide mobility program changes also occurred in 2018 and were projected for 2019. The countywide reduced-fare ADA⁸ intercity taxi program, managed by the STA, began to implement a significant change in late 2018 to incorporate non-ambulatory riders and replace the scrip fare instrument with a debit card style fare card. This was a phased implementation by the STA that continued until summer 2019. A Vehicle Share Program for non-profits that work with older adults and people with disabilities is planned for implementation Fall 2019. Both programs will also address some of the challenges raised.

A new pilot program (Solano Older Adults Medical Trip Concierge Service) was created and launched in Spring 2019 to directly respond to the top challenge of traveling to medical appointments. Led by the STA, this is a partnership among Solano medical providers, STA, GoGo Grandparent, Lyft and the Area Agency on Aging provided subsidized Lyft trips to eligible older adults both ambulatory and non-ambulatory. A statewide policy concerning TNC⁹s may also further increase mobility options for non-ambulatory individuals. Beginning in 2019, TNCs will be required to pay a fee to fund an "Access for All" fund. The revenue from the "Access for All" fund (managed by the CPUC¹⁰) will be used to create more mobility options for non-ambulatory individuals who are currently unable to use TNCs.

While there are several recent changes that have been made and others planned in the near future, there will still be unaddressed mobility challenges. From the start of this project, the focus has been on transportation and mobility in general for older adults and people with disabilities and not on a specific mode. Nevertheless, transit has frequently been raised both as a challenge and perceived by the community as a primary solution albeit with improvements.

A series of strategies are listed in the final chapter of this document. Transit improvements are listed along with a variety of other strategies. A summary of the strategies is listed below.

8 Americans for Disabilities Act (ADA)

9 Transportation Network Company (TNC) such as Lyft and Uber

10 California Public Utilities Commission

Short Term Strategies (1-5 years)

Countywide

- ◆ Establish a working group with medical providers to improve mobility for patients who are older adults and people with disabilities
- ◆ Expand eligibility of subsidized taxi and TNC programs
- ◆ Improve bus stop locations and amenities
- ◆ Develop proactive personalized mobility information/assistance programs using existing mediums and introducing newer technology-based mediums and services
- ◆ Expand partnerships with non-profit organizations to improve mobility through partnerships
- ◆ Conduct Veterans Mobility Study
- ◆ Conduct ADA Services Customer Satisfaction Study
- ◆ Additional city level strategies as identified later in this report



Middle Term Strategies (5-10 years)

- ◆ More weekday and weekend service on Dixon Read-Ride
- ◆ More frequent intercity service to Dixon
- ◆ Easier access to VA clinics for Dixon residents
- ◆ More hours of local service on the Rio Vista Delta Breeze
- ◆ Later service (transit or other) between Rio Vista and Fairfield when Daylight Savings Time is not in effect
- ◆ More frequent service (transit or other) between Rio Vista and the Antioch area
- ◆ Improve Hwy 12 between Rio Vista and Suisun City
- ◆ More evening and weekend service on Vacaville City Coach
- ◆ Direct non-freeway transit (or other) link between east Vacaville and east Fairfield
- ◆ Update Solano Mobility Study for Older Adults and People with Disabilities



There are not specific strategies highlighted for Benicia, Fairfield, Suisun City and Vallejo as there have been several recent or upcoming changes in these areas. Evaluation of the impact of these changes will determine development of further strategies.

Long-term Strategies (over 10 years)

With the rapidly evolving changes in the transportation field potentially having a significant impact on how services are delivered in the private and public sectors, it seems imprudent to make specific proposals. Shared mobility is expected to continue to develop and may vastly change the availability of accessible transportation. The automotive industry is advancing semi-autonomous features and developing autonomous vehicles for transit and for the general public. Significant progress in these fields could increase senior trips by personal vehicles.

Trends in other fields may decrease the need for trips. Medical services are being increasingly offered at home and remotely. More items may be purchased on-line and delivered. It will take time to determine how older adults and people with disabilities will adapt to these opportunities and modify their trips.

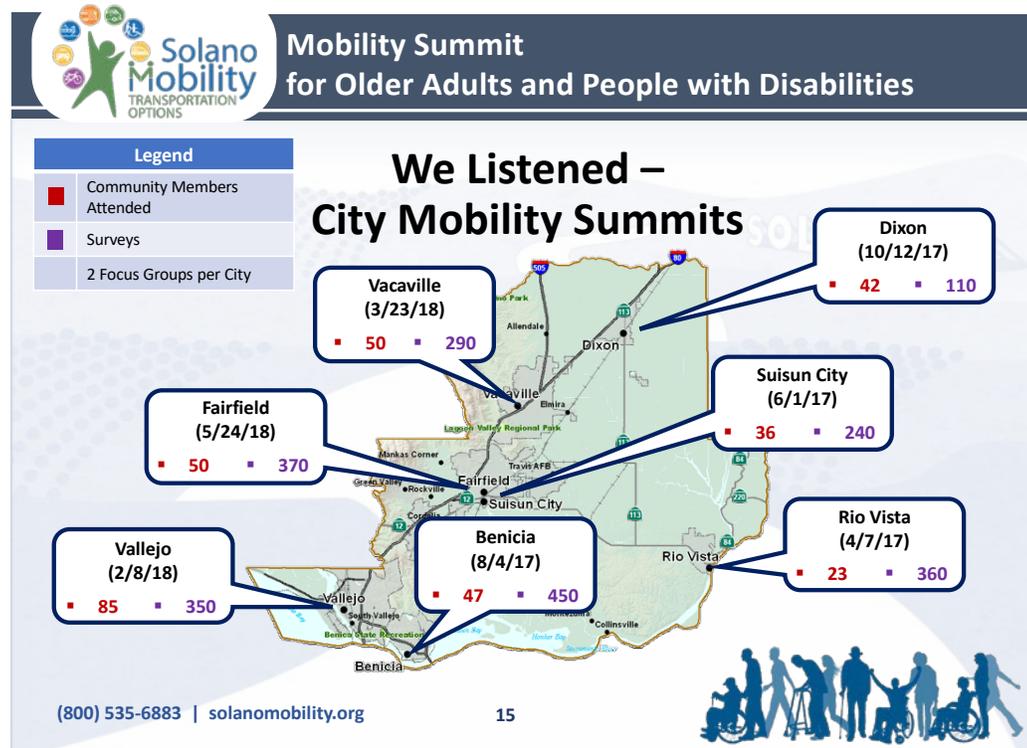
With the many changes, it will be important to keep older adults, people with disabilities and others informed of the changing services and programs. Rapid and broad communication will be a critical tool for keeping the public aware of on-going changes especially as services become more nuanced. Tools will be created to make services easier to use. Staying abreast of opportunities, identifying what the audience is receptive to, and investing in technology that will last over time will be important.

Finally, Solano has areas to be developed and redeveloped. Local jurisdictions may want to consider where older adults live and how planning and design could improve their mobility. Evaluating and modifying development policy and design standards is a long-term endeavor with long-term impact.

As a final note, this report is being finalized during the Summer of 2020 amidst the COVID pandemic. Like the rest of the country, Solano County transit operations and other transportation programs have been severely impacted and have been modifying their services in response to the pandemic. These changes occurred after all of this project's community outreach occurred and other service changes had been implemented. The duration of the pandemic and its ultimate impacts will remain unknown for many months and therefore no attempt has been made to incorporate them. Implementation of strategies to improve programs and services presented in this report will need to take this unusual situation into account.

Chapter I

Introduction



The Solano Transportation Authority (STA) conducted two previous studies focusing on the transportation needs of older adults and people with disabilities. These were completed in 2004 and 2011. Much has changed since the last study was completed in 2011. Recommended programs were implemented and the transportation environment changed substantially. In addition, transit services changed and new types of services known “shared mobility” were introduced. Consequently, the STA determined it was time to update the transportation study focusing on older adults and people with disabilities.

This study has been developed upon the strong foundation of extensive community outreach. Outreach was more extensive than for previous studies and was gathered at the city level. Mobility Summits were held in each of the seven cities along with community focus groups. User and Provider surveys collected further input. While the majority of the outreach for this study was conducted by STA staff, the STA also retained consultant services of ER Consulting and Potentiate to manage the overall project, outreach, and preparation of this study as well as to professional facilitate the Mobility Summits and community focus groups. The community focus groups were held with organizations familiar with the Solano older adult and people with disabilities community.

The purpose of the community outreach was multi-faceted. Primary goals included identifying current and projected mobility challenges of older adults and people with disabilities as well as soliciting ideas for potential solutions. The focus of this study was general mobility, not on a specific mode. All modes were considered during the discussions with community members about

challenges and solutions. This process served to better inform those within the community who may have been unaware of existing services and to establish a baseline to advance the discussion about mobility needs, real and perceived.

Community input was a crucial component to this study effort. It identified and prioritized mobility challenges to guide the development of strategies to improve mobility for older adults and people with disabilities in the short and long-term. This supports the 2017 STA Board approved Comprehensive Transportation Plan Transit and Rideshare Element policies. Policy 14 (see Appendix B) addresses transportation needs of older adults and people with disabilities and the need to update related studies at least every six years. The final chapter of this study presents strategies to address mobility challenges in the short, medium and long-term.

Study Setting and Focus

This study is focused on older adults and people with disabilities who live in Solano County. Although this is a countywide study, it has been recognized throughout the process that each city within the county has its unique characteristics, mobility challenges, and opportunities.

Solano County is one of nine San Francisco Bay Area counties and borders the Sacramento metropolitan area. Residents travel within the county and to both major metropolitan areas for services, employment, shopping, and other purposes. Six of the seven cities are located within the I-80/I-680 freeway corridor. The smallest city, Rio Vista, is located far beyond the interstate freeway spine along the county's eastern border among small, more rural communities close to the Sacramento River.

By 2050,¹ people age 65 and older are expected to comprise 20% of the total U.S. population. In Solano County, adults age 65 and older are projected to exceed 20% of the population before 2030.² This will be nearly double the percentage of older adults countywide from just a few years ago. One Solano city, Rio Vista, already has one-third of its population over 65 years. Five percent (5%) of those 65 and older don't have a vehicle and 24% live below 200% of poverty level.³

Currently 11% of Solano's general population lives with a disability. Disabilities increase with age and approximately one-third of older adults live with a disability.

Travis Air Force Base and the David Grant Medical Center are located in Solano County. Solano has the highest percentage of veterans (7.5%) of all ages of all Bay Area counties. Of those 65 and older, 25.8% are veterans.³

Transportation helps maintain and improve quality of life. Solano older adults and people with disabilities need mobility and access to community resources such as retail, medical, services, employment, recreation, spiritual and to spend time with family and friends.

1 census.gov October 2019 revised

2 MTC Plan Bay Area 2040 Projections

3 American Community Survey/ MTC Coordinated Plan 2018

About 22.6% of SolanoExpress passengers are older adults or people with disabilities according to the 2018 SolanoExpress ridership study. Older adults comprise 13.7% of the riders while people with disabilities comprise 8.9%. Route 85 (Vallejo- Fairfield) had the highest percentage (14.3%) of people with disabilities and the Yellow Line (Vallejo-Benicia-Walnut Creek BART) evidenced the highest percentage of seniors at 16.9%.

Older adults and people with disabilities are not evenly distributed throughout Solano County. The same is true of transportation and non-transportation services. These characteristics will be described in Chapter 3 – Existing Conditions.



County Progress since the last Study

Since the approval of the 2011 Solano Transportation Study for Seniors and People with Disabilities, there has been a significant increase in Mobility Management programs and services. The establishment of a Mobility Management Program was one of the recommended Short-Term Strategies. The STA approved a Mobility Management Plan in 2014 to guide the implementation of several other near-term recommended strategies.

- ◆ In-Person ADA Assessments
- ◆ One Stop Call Center and Website
- ◆ Older Driver Safety Program Information and Support
- ◆ Travel Training/Ambassador Program

In 2013, the new countywide In-Person ADA Assessment program replaced a cumbersome, paper application process that required medical personnel approval. STA contracts for the In-Person ADA assessment service countywide ensuring consistency for all five transit operators by utilizing the same trained contractors who use one assessment process. The in-person assessment process allows more refined assessments such as conditional, temporary, trip-by-trip approvals and unrestricted use of ADA paratransit services.



Once someone is deemed eligible for one ADA service, they are entered into the Regional Eligibility Database (RED) system and become eligible for all ADA services (in the county, Bay Area, US) based on their determination. The contractor travels to each city in the county at least one to four times per month meeting with applicants interested in ADA eligibility, which gives them access to ADA paratransit services as well as other services only available to ADA-eligible individuals such as subsidized taxi programs and reduced transit fares.

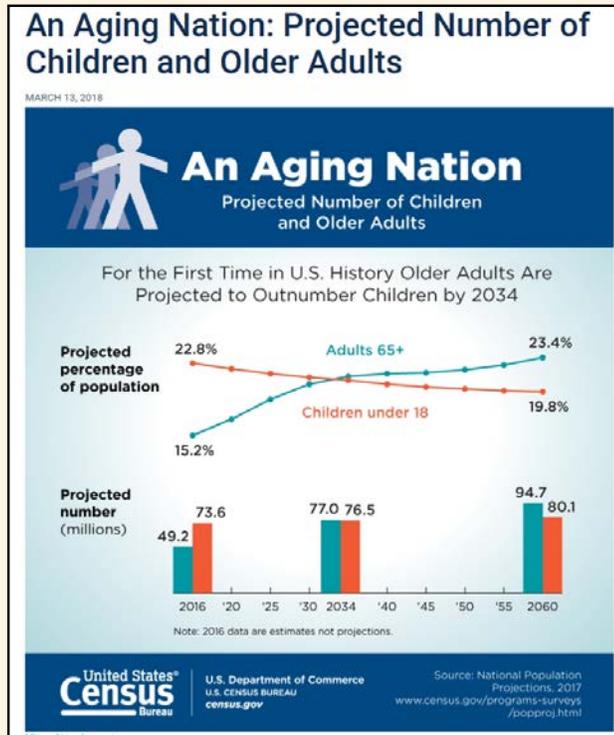
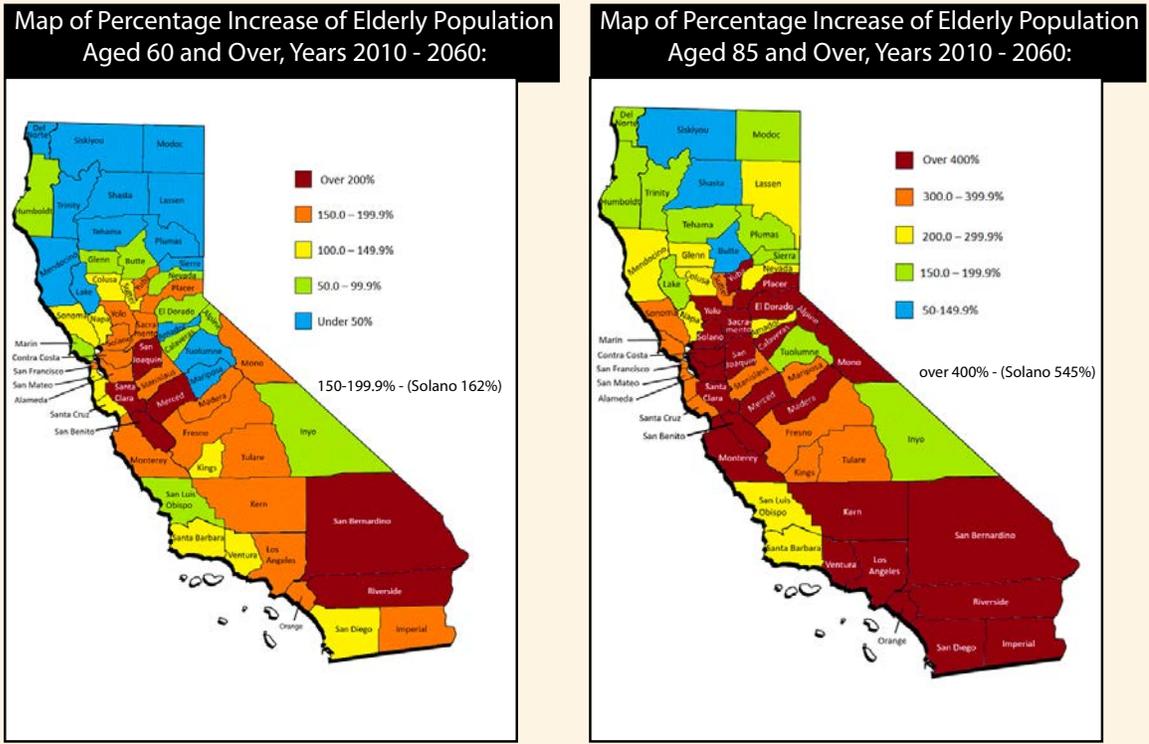
In 2014, the Solano Mobility website was launched to support the One-Stop Call Center and centralized mobility management programs for the very first time. This included a Find Your Ride feature that encompassed not only publicly operated transportation services, but also non-profit and privately-operated transportation. This website includes a variety of Older Driver Safety Program Information.

A Travel Training program was initiated in 2014 and has been offered with increasing participation. The STA contracts with two local non-profits to deliver in-field Travel Training. Demand for the Travel Training has increased since its inception. Travel Training is one of the many mobility management services STA presents at Older Driver Training workshops hosted by the California Highway Patrol (CHP).



Figure 1 Projections of Aging Population

Between 2010 and 2060, Solano's over age 60 and over age 80 will be above 150% and 400% respectively, some of the highest rates of California counties¹.



1 CA Dept. of Aging

CTSA

To improve the coordination of mobility management services, the STA sought and received designation as a Consolidated Transportation Services Agency (CTSA) from the Metropolitan Transportation Commissions (MTC) in 2014. MTC designated the STA as a CTSA (one of only two in the Bay Area at the time) and renewed the CTSA designation in 2017. The STA established a CTSA Advisory Committee (CTSA-AC) which began to meet quarterly in 2016 to focus on these services, issues, and funding. The CTSA-AC has guided the development of this study effort.

2011 Strategies Recommended and Progress Made

In addition to the implementation of the earlier presented programs, the following strategies were recommended in the 2011 Solano Transportation Study for Seniors and People with Disabilities.

Short-Term Strategies

- ◆ Provide on-demand intercity service for non-ambulatory riders
- ◆ Improve transit information by creating a One Stop Call Center and Website and a Travel Training/Ambassador Program
- ◆ Develop consistent countywide bus driver training
- ◆ Encourage more home deliveries by grocery stores and pharmacies
- ◆ Partner with dialysis and medical clinics to coordinate appointments and clinic hours with transit schedules
- ◆ Implement an in-person ADA Assessment process
- ◆ Promote the creation and use of small private specialized transportation services
- ◆ Inventory sidewalks and street crossings, and systematically improve the walking/rolling environment with a focus on seniors and people with disabilities (short-to long-term)
- ◆ Develop Older Driver Safety Program Information and Support



Middle-Term Strategies



Solano Intercity Taxi Card Program

- ◆ Safe and convenient access to transit for seniors and people with disabilities
- ◆ Expand span of weekday service hours to early morning and evening
- ◆ Increase weekday frequency to 30 minutes where it is currently 60 minutes or more
- ◆ Designate paratransit waiting areas at dialysis clinics and other medical facilities
- ◆ Work with hospitals and dialysis clinics to provide taxi vouchers
- ◆ Improve safety, comfort, and usability at bus stops
- ◆ Expand awareness and reach of Volunteer Driver Programs

Long-Term Strategies

- ◆ Increase frequency of Saturday service
- ◆ Add Sunday service where not currently available

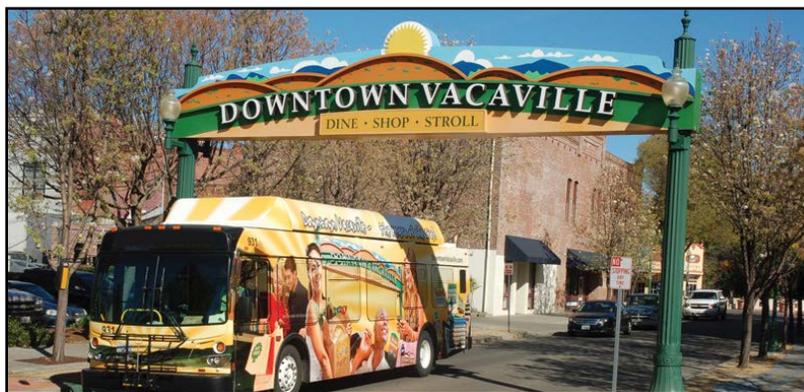
Progress made toward implementing these strategies is presented below. Some program implementation continued and overlapped with this study.

The expansion of the intercity ADA subsidized taxi program to include non-ambulatory riders countywide began in 2018. Details are provided later in this report. This was one of the top priority strategies from the 2011 study. Although all the strategies were not implemented, several improvements were also made at the local level in response to local issues raised. Funding and performance standards have been constraining obstacles for some of the strategies.

In Benicia, additional weekend service was added. Benicia general public dial-a-ride (DAR) operated on Saturdays and SolanoExpress Route 78 operated seven days a week. More frequent weekday service was added with the creation of Rt. 20 and more weekday service on Rt. 78 and Benicia DAR. Information about transit was improved by more frequent transit promotions and information published for the public knowledge. A MyRide feature added real-time information for passengers.

In Dixon, upgrading technology reduced response time during peak service periods and created more service. Seasonal trips to special destinations were added. Additional intercity ADA trips were made to medical facilities.

In Fairfield and Suisun City, FAST improved the dissemination of information by implementing a real-time trip time application for the public. NextBus has call-in or text options for real-time updates of transit schedules. An in-house Travel Ambassador program was started. More frequent service on weekends was accomplished by adding service on SolanoExpress service to El Cerrito BART. Bus stops were improved with better lighting by installing solar lighting at high-use bus shelters throughout Fairfield and Suisun City.



In Vacaville, to improve information about services, new maps and schedules were created, route numbers were added to bus stops and NextBus for real-time arrival information was implemented. A Travel Ambassador program was created and neighborhood outreach campaigns were started. Additional bus shelters with solar lighting and benches were added. A new Leisure Town Connect service made getting to the bus easier for residents in this older adult housing community.

In Vallejo, more frequent weekend service was added with additional service on SolanoExpress Rts. 78 and 80 on Sundays. More weekday service was added by increasing the frequency of Routes 1,2 and 7 and starting Rt. 20. Weekday service was also increased on Rt. 78 and Benicia Dial-a-Ride. Improvements were made to bus stops and shelters including the completion of the Curtola Park and Ride and expansion of the Vallejo Transit Center onto York Street.



Chapter 2

Methodology

An extensive public outreach campaign undertaken and implemented over an 18-month period provided key input to this study. Direct public input collected through multiple avenues included public events, community meetings and surveys as the pillars of this public outreach. Collecting as much input as possible directly from older adults and people with disabilities was a goal. Input was also sought from organizations who work with older adults and people with disabilities and would be familiar with their mobility challenges. Organizations were also surveyed to identify existing services that support mobility for this population.

Mobility Summits

To garner public input from each city in Solano, Mobility Summits for Older Adults and People with Disabilities were held in each city from April 2017 through May 2018. These city Mobility Summits were followed by a Countywide Mobility Summit held in October 2018. Several Mini-Summits were also held with key organizations.

Table 1: Mobility Summits for Older Adults and People with Disabilities

Date	City	Location	Community Attendees
City Mobility Summits			
April 7, 2017	Rio Vista	Veterans Hall	24
June 1, 2017	Suisun City	Nelson Community Center	36
August 4, 2017	Benicia	Benicia Library	50
October 12, 2017	Dixon	Veterans Hall	42
February 8, 2018	Vallejo	Florence Douglas Senior Center	85+
March 23, 2018	Vacaville	Ulati Community Center	50
May 18, 2018	Fairfield	Downtown Community Center	50+
Countywide Mobility Summit			
October 18, 2018	Suisun City	Nelson Community Center	130+

The purpose of each city Mobility Summit was manifold. Primarily it was to collect the community's mobility challenges and their ideas on how to resolve these challenges. Additionally, the participants were asked to further partner on this project by offering to spread the project message further into the community either through organizations they may be involved with, or to suggest the project team contact. Further, the program included information on existing transit and mobility management services. See Appendix C for more detail about program and hand-outs.

The STA organized the Mobility Summits in partnership with the City and local transit operator. The Mobility Summits were three-hour events with the majority of the time used for interaction with the community. The general format started with the mayor and County supervisor speaking about the importance of the Summits and hearing from the public. Local transit staff and STA mobility management program staff presented existing services particularly relevant to older adults and people with disabilities as well as improvements made since the last study of this kind.

Attendees received a packet of information about transit and mobility management services. The balance of the program included interactive questions and answers before closing remarks including the next steps the community could expect.



The key purpose of the Mobility Summits was to collect input from the community. Various methods of collecting input were designed into the program. These included three discussion sessions, a prioritizing exercise and ten ‘clicker’ questions throughout the event. In addition, there were cards for attendees to complete. Information tables with transit, mobility management, and non-profit transportation services were at each event.

Three facilitated discussion sessions consumed the majority of the program. The three questions posed for these sessions were as follows:

1. What transportation or mobility challenges do you have as an older adult or a person with a disability here in [city] or beyond?
2. How can you help spread the word and encourage [city] seniors and people with disabilities to share their mobility or transportation challenges?
3. What are your ideas on how to address one or more of the mobility or transportation challenges?

As noted in Table 1, the Mobility Summits were well attended. Ranging in attendance from two dozen in Rio Vista to over 85 in Vallejo, attendees demonstrated strong engagement regardless the size of the group. Each Mobility Summit was extensively promoted in their respective community. The primary method of promotion was to direct outreach to potential stakeholders (individuals and organizations) via mail or email. A concerted effort was made to develop robust stakeholder contact lists with interested individuals and organizations, focusing on reaching out directly to older adults and people with disabilities. To broaden the reach to potential new stakeholders non-traditional entities supplemented the previously compiled lists of senior housing apartments and communities, smaller non-profits, veterans groups, spiritual organizations, Section 8 housing, mobile home parks, private caregiving organizations, among others.

In addition to mailings and emailing, each Mobility Summit was promoted on STA and partner websites and social media. NextDoor, a social media networking site for local neighborhood news, publicized the local Mobility Summit. Press releases were issued. Ads were placed in local publications whenever possible. Notices and User surveys were placed throughout the community in places like senior centers, libraries, community centers, and other appropriate venues. An RSVP process, supported by the STA Mobility Call Center, provided the project team with information to guide logistics such as room set-up, lunch count, and quantity of materials needed as well as information for organizers to determine if further follow up was needed to encourage invitees to attend.



After each Mobility Summit, community input was compiled from each of the three discussion sessions, the prioritizing exercise, the clicker questions and from the comment and outreach partnership cards. Contact was made to those who completed Outreach Partnership Cards to coordinate further outreach which led to surveys distributed in quantity, presentations, leads for a community focus group (discussed below) and other activities.

Organizational Mini-Summits

Insight from several groups of who work with older adults and/or people with disabilities was important to collect via “Mini-Summits”. This contrasts with the geographically selected community focus groups and focused on directly interacting with older adults and people with disabilities. The Mini-Summits typically started with a brief overview of the project followed by a facilitated discussion asking the primary questions: 1) What are the mobility challenges of Solano older adults and people with disabilities and 2) What are ideas for solutions? Comments were recorded on flipcharts. Similar to the Mobility Summits materials were distributed including Information folders, Comment Cards and Outreach Partnership Cards. Below is a table of the organizations and when they were held. More details and the findings will be presented in Chapter 4 - Community Outreach and Findings.

Table 2 Mini-Summits

Date	Organization
November 2017	Paratransit Coordinating Council (PCC)
December 2017	County of Solano/Health and Social Services (HSS) department staff (Older Adult Services and In Home Support Services)
December 2017	Independent Living Resource Center (ILRC)
December 2017	Senior Coalition
April 2018	Solano Community Foundation (SCF)
June 2018	Solano Mobility Call Center

Community Focus Groups

Community focus groups were held to gather more in-depth information from small groups of older adults or people with disabilities in each community. At the beginning of the project the goal was to hold 1-2 community focus groups in each community following the city’s Mobility Summit. These would allow more in-depth discussion with older adults and people with disabilities. Hour long community focus groups were held at a location where these populations naturally gathered: senior centers, senior housing, community centers, and veterans’ halls.

Table 3: Community Focus Groups

City	Community Focus Group
Benicia	Casa de Vilarrasa, Rancho Benicia
Dixon	Dixon Family Services, Heritage Commons
Fairfield	Casa Nova Mobile Home Park, Travis AFB Call Center
Rio Vista	Rio Vista Senior Center, Rio Vista American Legion
Suisun City	Suisun City Senior Center, Kroc Community Center
Vacaville	Vacaville McBride Senior Center. Autumn Leaves Apartments
Vallejo	Legacy at Sonoma, Valle Vista Apartments

Discussions were focused on two primary questions: What are your mobility challenges and What are your ideas for solutions. Leads for potential locations of the community focus groups were requested at the Mobility Summits. Local knowledge was another avenue to identify and secure locations. Understandably, given the relatively small size of the locations visited, attendance ranged from four to a couple dozen.

Council Calls

The Mayor of each city spoke at their respective Mobility Summit. City leadership perspectives were valued on this subject. City Councilmembers were not only invited to attend the Mobility Summits but were also contacted by project staff prior to the Summits. One-on-one phone interviews were offered to gather their insight on the mobility challenges and solutions in their community. City leaders were also asked to identify individuals or organizations in their city to be included in the study.

Surveys

Much community input was collected through events and conversations which created rich, qualitative data. To reach a broader population, a User Survey was used. To collect information from organizations about existing transportation services, a Provider Survey was created.

The User Survey was comprised of multiple-choice questions and open-ended questions. See Appendix D for Sample Survey. The survey was similar to the survey used in the 2011 Solano Transportation Study for Seniors and People with Disabilities with updates to reflect transportation and technology changes. To make it as convenient as possible for Users, it was designed as a document that could be folded and returned, postage-paid to the STA. It was two-sided, legal sized with an option to leave contact information for follow-up. One of the questions was the respondent's city of residence so that the surveys could be analyzed on both a city and county level.

Surveys were initially distributed in conjunction with the promotion of a city's Mobility Summit to public locations such as senior centers, community centers, libraries, veterans' centers, etc. At the Mobility Summit, surveys were included in the information packet and available at the information table. Additionally, the Outreach Partnership Card offered surveys in quantity for distribution at locations attendees could identify.

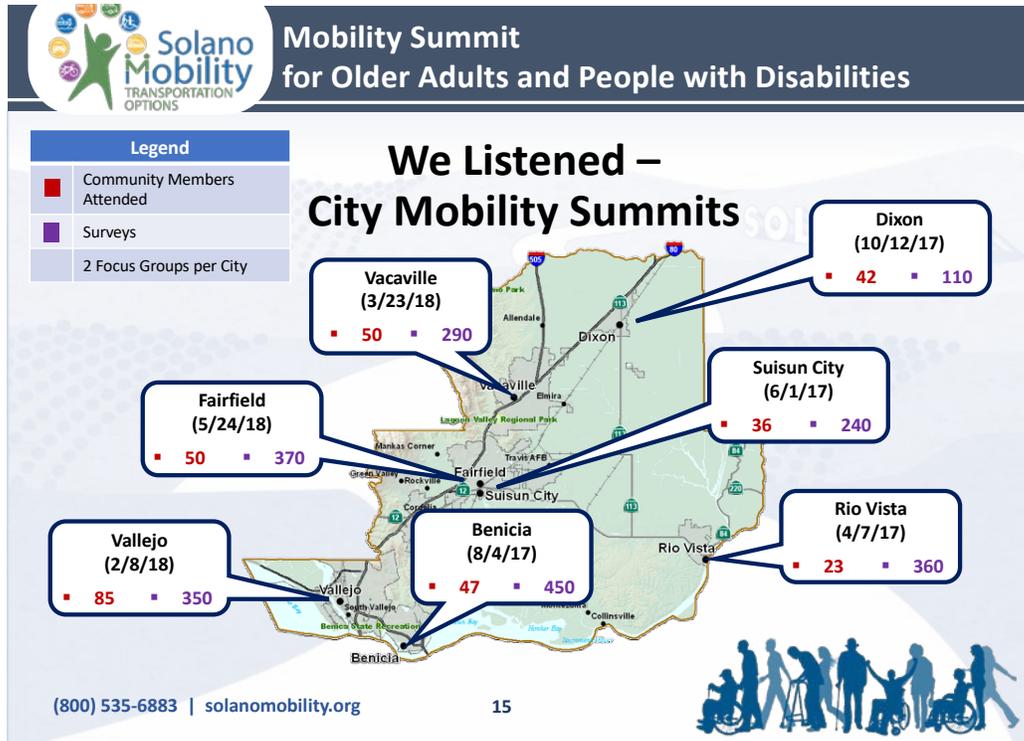


Direct mail of the survey in conjunction with notification of the Mobility Summit was tested with the Dixon Mobility Summit in the Fall of 2017. Households with older adults were targeted and a strong response was received. Gradually, the survey was direct mailed in all cities through the Summer of 2018. Surveys continued to be received into the Fall of 2018 with over 2,200 returned.

The survey was available in English and Spanish and was available in hard copy version and on-line. The survey was available in other languages upon request. Respondents also had the option of completing a survey over the phone with Mobility Call Center staff. The vast majority received were hard copies in English.

A Provider Survey was designed for organizational input. It was a simple survey with five open-ended questions. See Appendix D. It was intended to gather the insights of organizations that worked with older adults and people with disabilities and their mobility needs and to identify existing mobility services in existence. The survey was primarily available on-line. About a dozen programs completed this survey.

Figure 2 Mobility Summits Attendance/Surveys



Countywide Mobility Summit

Following all the city Mobility Summits, a countywide Mobility Summit was held in Suisun City in October 2018. The community focus groups had been completed and surveys collected and analyzed. The purpose of the countywide Mobility Summit was to share the findings of the community outreach and to move the discussion toward strategies and solutions.

Similar in structure to the city Summits, the countywide Mobility Summit was a three-hour event with the majority of the program scheduled for input and discussion sessions. Prior to the discussion sessions the results of the community outreach were shared and possible strategies that had been proposed by the community as well as other strategies were presented. With nearly 200 people RSVP'd to attend, five sub-groups were planned for the discussion sessions. Based on the expected attendance, the groups were generally broken down by geography with one group specifically for people with disabilities. Attendees decided which discussion group they wanted to attend.

The discussion sessions ranged in size from half a dozen to over 30 individuals (actual attendance was approximately 130). The groups were professionally facilitated and had note-takers using flipcharts. The discussion sessions were to focus upon and discuss the two highest priorities identified countywide: Traveling to medical appointments and Traveling to Daily Activities. They had been given seven general categories of strategies and asked to prioritize which type of strategies best addressed the top challenges. After the lunch break, the results of the morning discussion sessions were presented and discussed further.

“This was very helpful”

“Very useful information”

“Great meeting!”

“Very informational – so many people”



“Wonderful Summit. Really enjoyed it”

“Important information”

“Wonderful – great small group leader”

“Very helpful information”

“Informative, much needed”

Chapter 3

Existing Conditions/Transportation Inventory

This countywide study approached the issue of mobility from the city level and evolved to a countywide viewpoint. Ninety- five percent of the county’s population of over 400,000 is located within city limits. The seven cities range in size from Rio Vista’s 8,300 to Vallejo’s 120,600. Other characteristics of Solano cities vary. Ten percent of the population is 65 years and older and 11% of the total population have a disability. Some of the key characteristics of each community as they relate to this study are summarized below.

Public transit is operated by five agencies in Solano County and several agencies from outside the county. Other public transportation programs are offered by the Solano Transportation Authority (STA) and by the Veterans Administration (VA). There are also transportation services delivered by the private sector and non-profits. The majority of transportation issues raised by the community outreach related to public services. An overview of the public transportation services will be presented initially and then followed by a discussion of each city and the services that serve them. The private and non-profit services are described at the end of this chapter.

Public Transit – Solano

Public transit is operated by transit agencies and cities in Solano County. These transit operators serve the public and are constantly striving efficiency for better and more efficiency. During the course of the project, some transit operations have undergone changes. The transit service presented is the service as it was presented at the City’s Mobility Summit. Transit service changes will be discussed later.



City Coach (Vacaville)

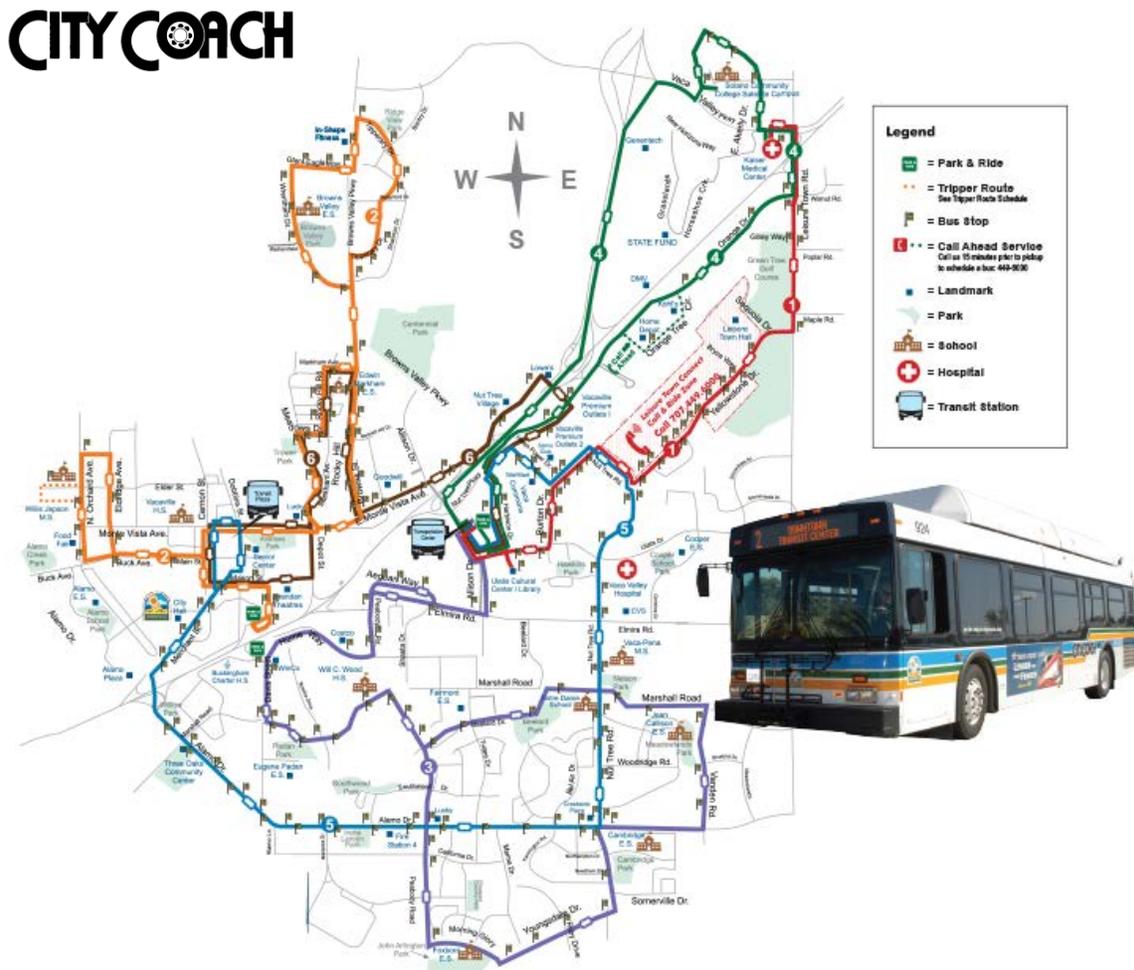


City Coach operated six local fixed-route transit services within Vacaville city limits at the time Vacaville community input was collected. The local routes operated on a 30-minute frequency and served major activity centers and residential areas. Route 1 Leisure Town Connect offers

deviated fixed route service to older adults in the Leisure Town neighborhood to reduce the need to walk to centralized bus stops. There are discounted fares for seniors and people with disabilities. City Coach developed the Golden Pass Program allowing Vacaville residents who are 80 and older to ride City Coach for free and it is also accepted on FAST routes. City Coach has a Travel Ambassador program to help people ride City Coach.

City Coach Special Services is the local ADA paratransit service. For out of town trips, arrangements are made with neighboring ADA services. City Coach offers a local subsidized taxi program for ADA qualified individuals and participates in the countywide ADA Intercity Subsidized Taxi Program managed by the STA. The taxi programs are available 24 hours a day, 7 days a week. The senior taxi program offers a 50% subsidy. The ADA Intercity Taxi program for ambulatory individuals is subsidized at 60% or 80% depending upon income criteria.

Figure 3 City Coach Map



Dixon Read-Ride



Dixon Read-Ride is a general public demand-responsive service operated by the City of Dixon. With a fleet of nine cutaway vehicles, Read-Ride operates Monday through Saturday within Dixon city limits. Reservations are required but response time is typically within half an hour. Read-Ride also provides ADA trips to Vacaville and Davis with a one-day advance reservation. There are discount fares (single ride and ride coupons) for older adults and people with disabilities. Dixon participates in the countywide ADA intercity taxi program managed by the STA.

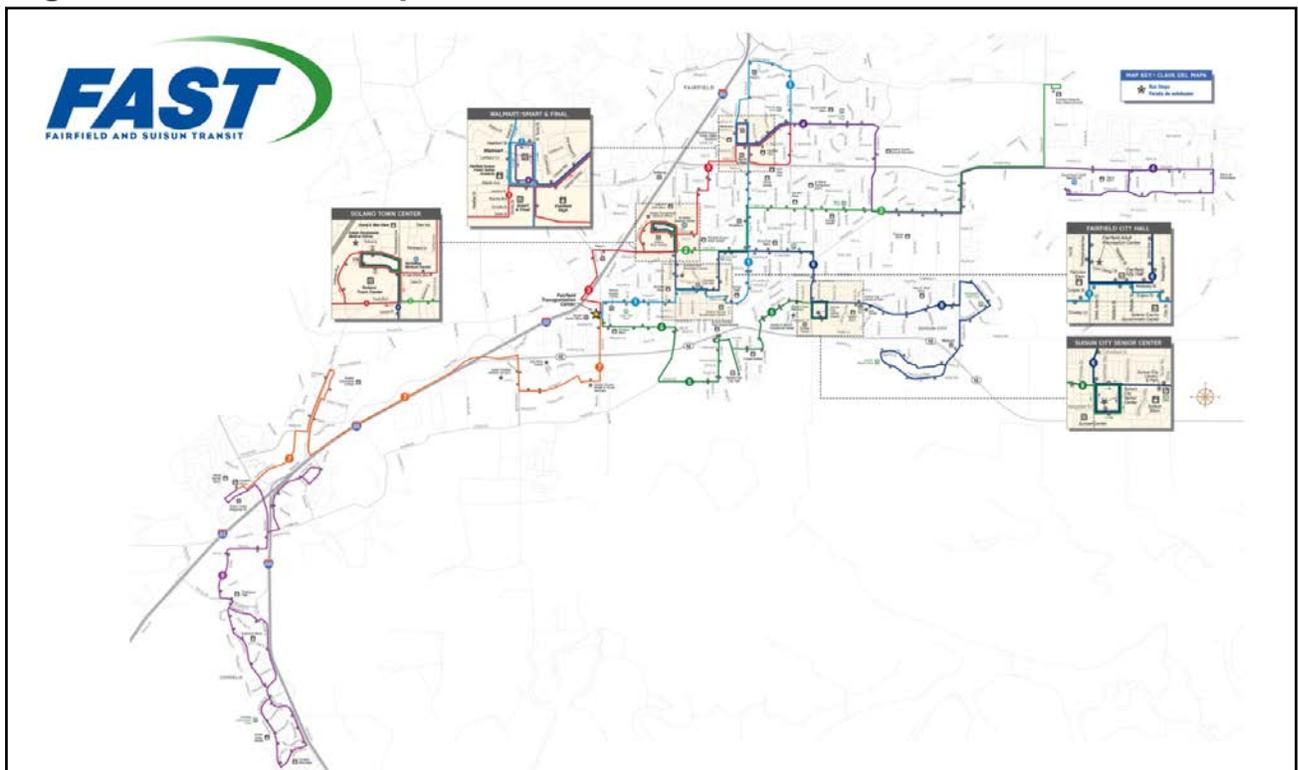
FAST



Fairfield and Suisun Transit (FAST) is operated by the City of Fairfield. At the time Fairfield community input was collected, FAST operated nine local routes Monday through Saturday, four SolanoExpress numbered routes, a local and intercity ADA paratransit service, and a local subsidized taxi program.

Major facilities include the highly utilized Fairfield Transportation Center (FTC) with hundreds of parking spaces. The main local transit transfer hub is along Gateway Blvd at the Solano Mall with smaller transfer hubs on North Texas St. near Walmart and at the Suisun City Senior Center. Fares are discounted for older adults and people with disabilities. FAST has a Golden Pass Program for Fairfield and Suisun City residents who are 80 and older. The Golden Pass allows unlimited free rides on FAST as well as Vacaville City Coach.

Figure 4 FAST Route Map

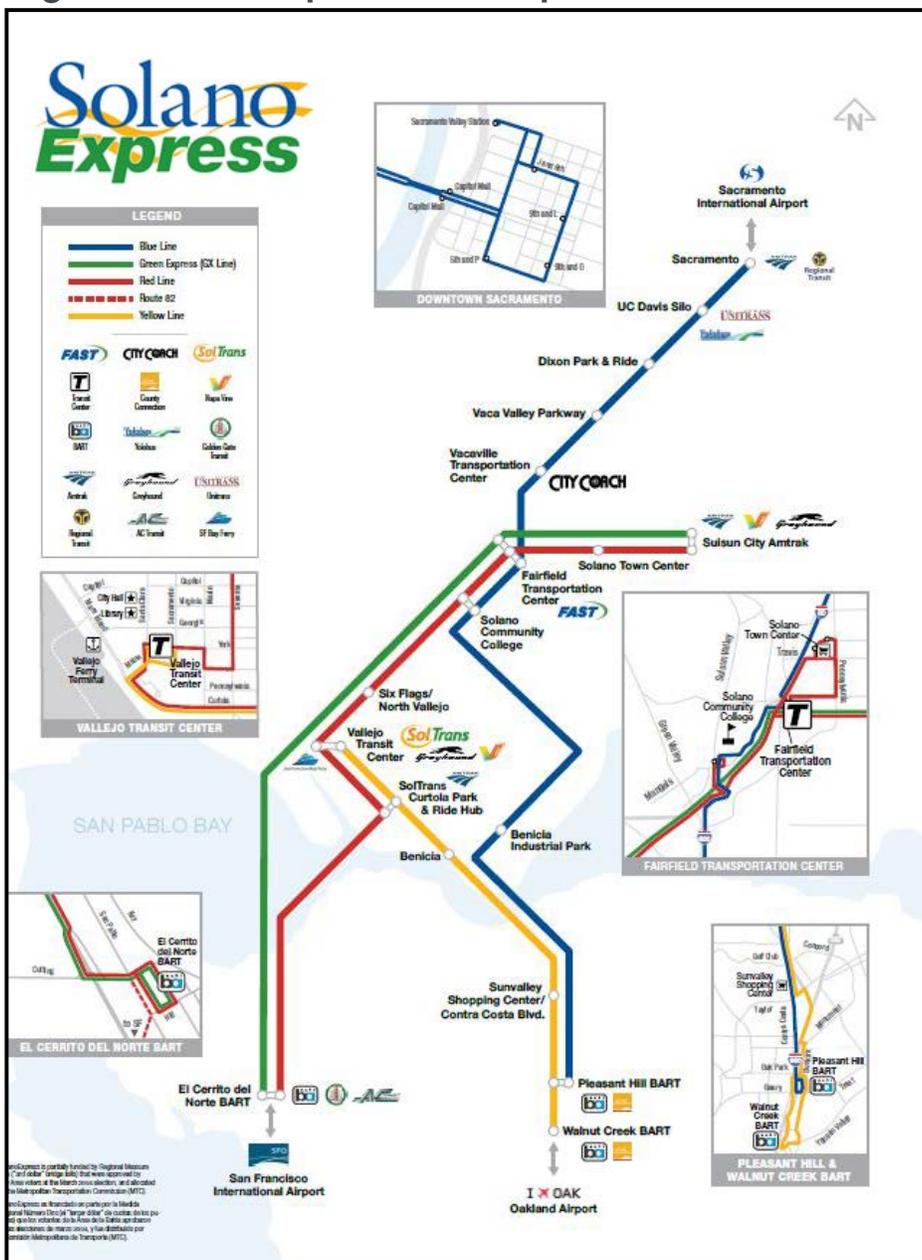


The four SolanoExpress routes served multiple cities along I-80 and I-680. They travel from BART stations (El Cerrito del Norte, Pleasant Hill and Walnut Creek) to downtown Sacramento and UC Davis. They stop not only in Fairfield but also Suisun City, Vacaville, Dixon and Benicia.

DART is FAST's ADA paratransit service that is operated locally (within Fairfield and Suisun City) and for intercity trips to Vacaville. For intercity trips to the west, transfers are made to SolTrans ADA paratransit in the Cordelia area. DART takes passengers to major medical facilities in Vacaville and otherwise transfers passengers to City Coach Special Services. DART operates the same days/hours as local fixed-route service.

FAST has a local older adult (60 and older) subsidized taxi program for Fairfield and Suisun City residents. Service is available 24 hours a day, 7 days a week. The subsidy is 50% of the fare and administered through the use of taxi scrip. FAST participates in the intercity ADA subsidized taxi card program managed by the STA.

Figure 5 SolanoExpress routes map



FAST operates the Blue and Green SolanoExpress routes that were established July 2018. SolTrans operates the Yellow Line (established July 2018) and Red Line (established June 2019)

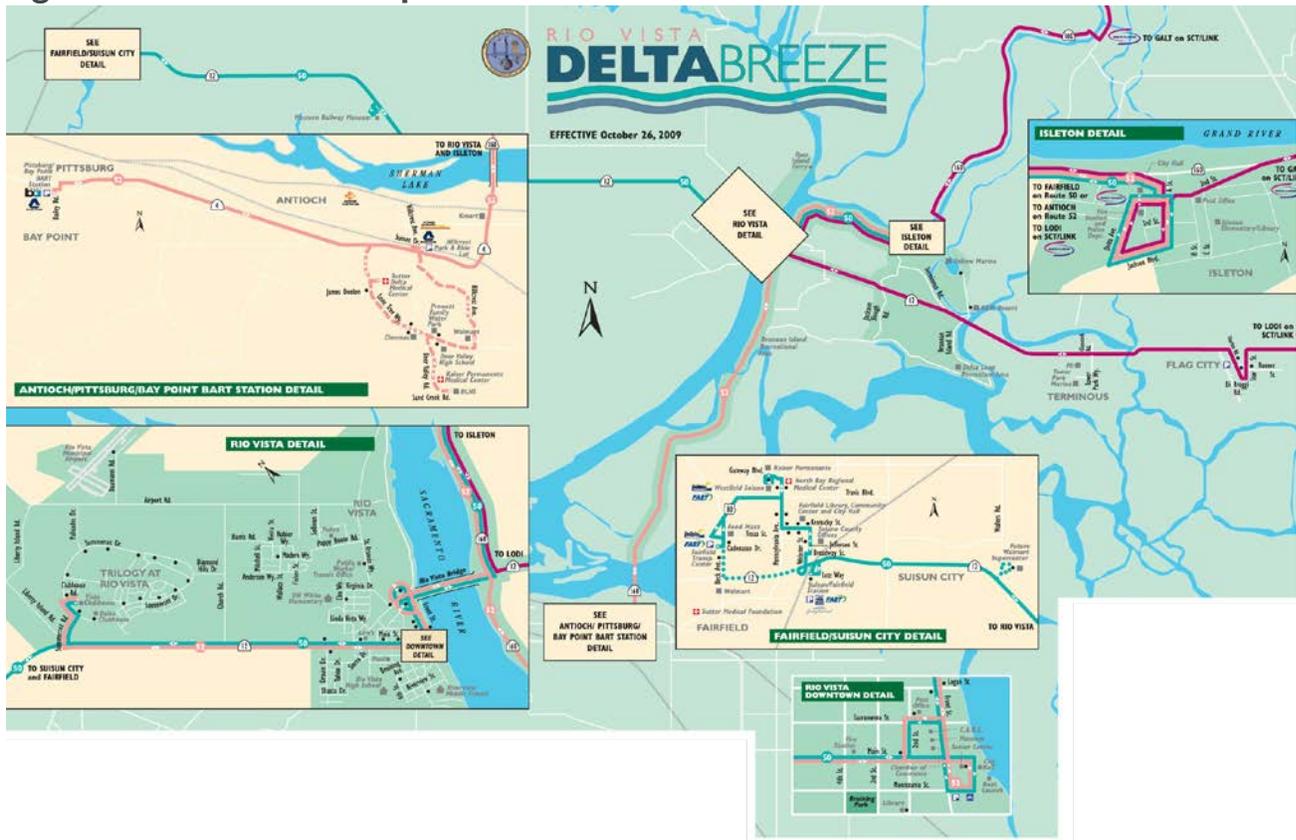
Rio Vista Delta Breeze (RVDB)



The Rio Vista Delta Breeze (RVDB) operates local and intercity bus service Monday through Friday. Route 51 is a general public dial-a-ride service operating from 10:00a.m. – 1:00p.m. and 3:00p.m. – 4:30p.m. within Rio Vista and to Isleton and some other locations in the delta. There are two intercity deviated fixed routes. Rt. 50 travels to Fairfield/Suisun City several times a day with stops at local and intercity transfer locations, Suisun City Walmart, and the Suisun City Amtrak station. Rt. 52 travels to the Antioch Park and Ride (PNR) and Pittsburg/Bay Point BART station making one trip in each direction daily. Cutaway vehicles are used on all of these routes.

Fares are discounted for riders 55 and older and priority is given for ADA eligible riders. Delta Breeze participates in the Intercity ADA Subsidized Taxi Program managed by the STA.

Figure 6 Delta Breeze map



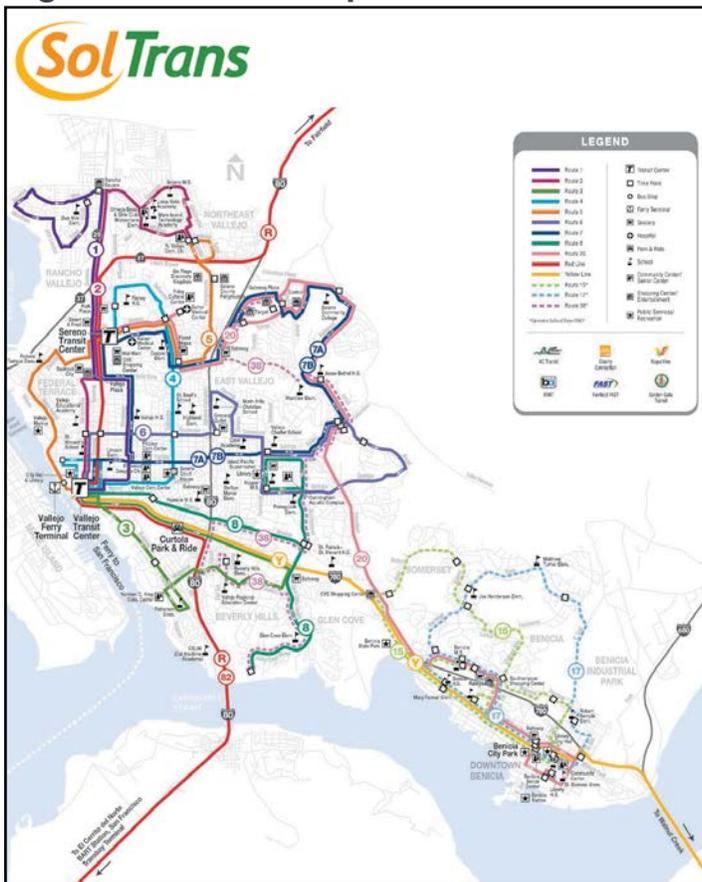
SolTrans



SolTrans serves Benicia and Vallejo. At the time when community input was collected, SolTrans operated nine local fixed routes and three intercity SolanoExpress routes. Most routes operated Monday–Saturday. There was limited Sunday service. All the local routes served within Vallejo while Rt. 20 connected Vallejo and Benicia. Transit hubs, major activity centers, and neighborhoods were served by SolTrans local transit. Major transit hubs included the downtown Vallejo Transit Center (VTC), Sereno Transit Center and the Curtola Park and Ride. A general public dial-a-ride was offered within Benicia city limits. Local fares were discounted for older adults and people with disabilities. There were often promotions for special events and further fare reductions.

The VTC and Curtola PNR were key stops of SolanoExpress bus routes. At the time Vallejo community outreach was collected, there were three SolanoExpress routes operated by SolTrans. Rt. 80 connected Vallejo and El Cerrito del Norte BART station seven days a week; Rt. 85 connected Vallejo to Fairfield Monday through Saturday. These two routes were combined in June 2019 to become the Red Line which also extended service to Suisun City. The Rt. 78 (or the Yellow Line as of July 2018) connected Vallejo, Benicia and the Walnut BART station seven days a week. Rt. 82 connects Vallejo to San Francisco with one roundtrip a day.

Figure 7 SolTrans map



SolTrans operates an ADA paratransit local and intercity paratransit service which operates the same days/hours as fixed route transit. A local subsidized (50%) taxi program was established for older adults, people with disabilities and Medicare cardholders living in Benicia and Vallejo. SolTrans participates in the ADA intercity subsidized taxi program managed by the STA. Taxi service is available 24 hours a day, 7 days a week.

VA Medical Shuttle



The VA Northern California Health Care System operates an interfacility shuttle bus system. There are four shuttle stops in Solano County: Fairfield Outpatient Clinic (OPC) on Travis AFB, the Mare Island OPC in Vallejo, the Vallejo Transit Center, and Vacaville on request. The shuttle system connects Travis AFB with Sacramento Veterans Medical Center (at Mather) and Martinez VA Clinic. Upon request, some trips may stop in Vacaville at a park and ride. Another shuttle travels between the Mare Island VA Clinic and Martinez VA Clinic with a stop at the Vallejo Transit Center.

Additional Public Transit – Serving Solano

Most of the following services offer discounted fares for older adults people with disabilities while some also have reduced fares for veterans. They are all are wheelchair accessible and have other features that make travel for people with disabilities easier.

Capitol Corridor – The Capitol Corridor train makes two stops in Solano County – in



Fairfield/Vacaville and Suisun City/Fairfield. This train travels between the Sacramento region and San Jose multiple times a day, 7 days a week. There are connections to other Amtrak train and bus routes that travel throughout California and to other states.

Napa VINE – Napa VINE Route 21 stops in Fairfield and Suisun City and connects these cities to downtown Napa via Highway 12. Hourly weekday service on Rt. 21 picks up at the Fairfield Transportation Center (FTC) and the Suisun City Amtrak Station. VINE Rt. 21 is operated by the Napa Valley Transportation Authority (NVTA) with funding provided by STA.



SF Bay Ferry – The San Francisco Bay Ferry Vallejo station has service 7 days a week connecting



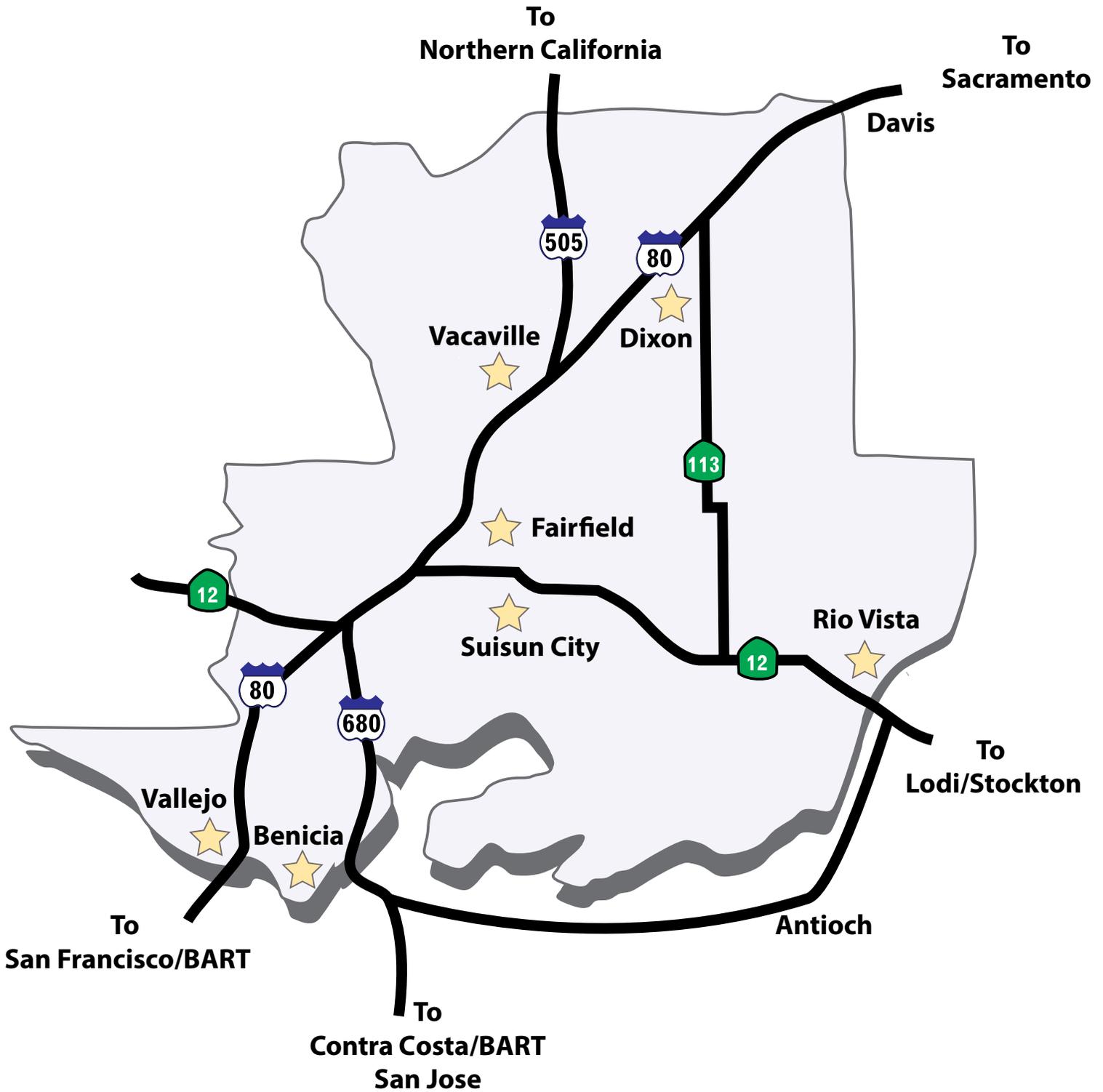
Vallejo directly to San Francisco. All trips serve the SF Ferry Building and there are also daily stops at Pier 41 and Oracle Stadium during Giants baseball season.

Yolobus – Yolobus Rt. 220 connects Vacaville to Davis, via Winters Monday through Saturday.



Several roundtrips are made each day. Yolobus operates throughout Yolo County serving its cities and rural areas and also serves downtown Sacramento and the Sacramento Metropolitan Airport.

Figure 8 Solano County map



Cities – Descriptions and Transportation

Benicia

A city of 27,000 it is located along the Carquinez Strait and adjacent to Vallejo. It is connected to Vallejo via I-780 and limited surface streets. Benicia is an established city nestled in bayside hills with an historic waterfront downtown and an artist community in the Benicia Arsenal area. On its eastern border lies a growing port-based, industrial park straddling I-680 and bound by hills and wetlands. There are several retail centers have with basic neighborhood services. Many major services (medical, social services, large retail, entertainment) are located in neighboring Vallejo and other cities.



Currently 15% of Benicia residents are 65 or older which is higher than the county average of 11%. Twenty-five percent (25%) of residents are 50 or older. Six percent (6%) of Benicia residents under 65 years old have a disability

SolTrans is the primary public transportation provider in Benicia. SolTrans primary service area is Benicia and Vallejo. Trips within Benicia are served by a general public Benicia Dial-a-Ride service that operates Monday-Saturday. Reservations are required and recommended to be made one to three days in advance.

When community input was collected, SolTrans Rt. 20 was a weekday, fixed-route service that traveled between Benicia and eastern Vallejo via surface streets. This was a key connection to medical services and major retail centers in Vallejo for Benicia residents.

SolTrans SolanoExpress Rt. 78 (now the Yellow Line) was a freeway-based route connecting Benicia and Vallejo to Diablo Valley College and BART stations in Contra Costa County. It operated 7 days a week. The Yellow Line began July 2018 and offered a more streamlined service to Pleasant Hill and Walnut Creek BART stations.

For intercity ADA paratransit trips, SolTrans operates curb-to-curb paratransit service. SolTrans offers a local subsidized taxi program for older adults and people with disabilities and participates in the countywide intercity ADA subsidized taxi program. SolTrans, via a partnership with STA, offers Travel Training.

FAST SolanoExpress route between Vacaville/Fairfield and Contra Costa BART stations stops in Benicia in the Industrial Park off I-680. An Amtrak train station is located across the Benicia toll bridge in Martinez.



A variety of private services such as regular taxis, Lyft, Uber, NEMTs, and airporter shuttle services are available along with volunteer driver programs.

Dixon

With a population of 18,400, Dixon is one of the smaller cities in Solano County. It is the most eastern city in Solano located in the Sacramento Valley with flat terrain. Located east of and adjacent to I-80, it is only 25 miles from downtown Sacramento and 10 miles from its nearest Solano neighbor Vacaville. Dixon has an historic downtown and an industrial park yet is rural in nature and surrounded by cropland. Dixon has been adding housing and projects modest growth. Ten percent (10%) of the population is 65 or older and another 25% are between 50 and 64. Nine percent (9%) of people of all ages have a disability. While most basic services are available in Dixon, residents need to travel beyond the City for some services such as most medical, legal and social services.



Dixon Redit-Ride is the primary public transit service in Dixon. It is a general public demand-responsive service. Dixon Redit-Ride makes seasonal special trips to destinations such as Pedrick Produce, Factory Outlet Stores (Vacaville) and recreational destinations. For more information, see above.

At the time when the majority of community input was received in 2017, the SolanoExpress Rt. 30 had a stop in Dixon at the Market Lane park and ride. Rt. 30 service to Dixon operated Monday-Saturday and connected Dixon to Fairfield, Vacaville, UC Davis and downtown Sacramento. In addition to the Market Ln PNR, there was a PNR downtown adjacent to the train station. July 2018, Rt. 30 was replaced with the SolanoExpress Blue Line which extended direct transit service to Benicia and BART stations.



A variety of private services such as regular taxis, Lyft, Uber, NEMTs, and airporter shuttle services are available and to some degree access to countywide volunteer driver programs.

Fairfield



With a population of 112,800, Fairfield is Solano's second largest city and county seat. Bisected by the I-80 freeway and Hwy 12, is located mid-county and mid- mega regions. It is 45 miles from both San Francisco and Sacramento. Fairfield extends from the coastal hills on its southwestern borders near the I-80/I-680 interchange to the northern open fields a few miles from Vacaville's southern city limits and is continuing to grow. On its eastern border is

Suisun City and Travis Air Force Base (TAFB). Travis AFB is an active military base with several thousand military personnel stationed there. Medical, retail, and other on-base services are used by veterans living in Fairfield and other nearby communities. As the county seat, all government and court services are located in Fairfield as well as a wide variety of medical, retail, recreational, community, educational, and social services. Thirteen percent (13%) of Fairfield's residents are 65 or older; another 19% are 50-64 years old. Twelve percent (12%) of the general population have a disability.

Fairfield is served by Fairfield and Suisun Transit (FAST) local and SolanoExpress bus service. Local routes operate Monday-Saturday and serve most neighborhoods, community centers, medical and retail centers, social services and downtown. They travel to Suisun City and Travis AFB. The main local transfer hub is on Gateway Blvd at Solano Mall. Fares are discounted for older adults and people with disabilities.

Multiple SolanoExpress routes serve the Fairfield Transportation Center (FTC) and connect Fairfield to Vacaville, Dixon, Benicia, BART stations, UC Davis and Sacramento. See details above for more information about FAST local or SolanoExpress services.



Real-time trip times are available through NextBus. FAST has an in-house Travel Ambassador program.

FAST also offers ADA Paratransit service for Suisun City residents and a local older adult subsidized taxi program¹ and participates in the countywide ADA subsidized intercity taxi program.¹

Napa VINE Transit Rt. 21 serves the FTC and connects it to downtown Napa with hourly weekday service. The Rio Vista Delta Breeze also serves FTC and the Solano Mall transfer center and the

¹ To enroll, must be Fairfield or Suisun City resident 60 or older or ADA qualified. Eligible passengers may purchase a \$20 book of local taxi scrip for \$10. Local taxi scrip purchases are limited to 40 books per eligible passenger, per month. Taxi service available 24 hours a day/ seven days a week

Business Park along Hwy 12 on weekdays. There is a relatively new Fairfield/Vacaville Hannigan train station at Peabody/Vanden Rd with daily Capitol Corridor service. At the time of the Fairfield Mobility Summit, there was not local bus service to the train station. There is now transit service to the station.

A variety of private services such as regular taxis, Lyft, Uber, NEMTs, and airporter shuttle services are available along with volunteer driver programs.

The Linear Park offers a protected pedestrian and bicycle route through the center of Fairfield and continues to Suisun Valley Rd. The Laurel Creek trail is a north-south off-street trail from Paradise Valley to Sunset Ave with a pedestrian crossing over Air Base Pkwy.

Rio Vista

Although Rio Vista is a rapidly growing city, it is still Solano’s smallest city and most isolated city with a population of 8,300. It is located along the Sacramento River, Highways 12 and 160 and about 20 miles from a larger city. Suisun City is its closest neighbor to the west and Antioch in Contra Costa County is to the south via Hwy 160. Both routes are 2 lane, undivided highways. With over a third of its population 65 and older (50% are 50 or older), Rio Vista has the highest percentage of older adults in Solano. This is due in large part to the Trilogy housing development for 55 and older households that has been developed over the past twenty years. Many of these older adults relocated from the more urbanized Bay Area and continue to have ties there. Rio Vista will continue to grow. Rio Vista has an historic waterfront downtown where most services are located. Services are understandably limited to basic services: grocery store, pharmacy, fuel, restaurants, churches, a few community services, etc. There are no medical, entertainment, significant retail or social services. The County of Solano delivers some medical services through a weekly van. Along with its significant older adult population, 13% are people with disabilities which is higher than the county average of 8%.



Rio Vista’s main public transit service is delivered by the City’s Rio Vista Delta Breeze bus service. RVDB offers weekday service in town and to Isleton, Fairfield, Suisun City, Antioch, and Pittsburg/Bay Point BART. For more details, see above description. RVDB offers connections not only to BART, but also Suisun City Amtrak station, FAST local bus system and SolanoExpress intercity bus services at the Fairfield Transportation Center. Rio Vista participates in the countywide

ADA subsidized taxi program. Lyft and Uber are available although their response time is longer due to vehicles typically needing to travel to Rio Vista for pick-up.



Suisun City

Suisun City has a population of 29,300. Ten percent of the residents are 65 or older and 10% (of all ages) have a disability. Suisun City is located along both sides of Hwy 12 immediately east and adjacent to Fairfield. Active railroad tracks define the majority of their shared border. Suisun City is otherwise bound by wetlands and Travis AFB. Its historic and redeveloping, mixed-use downtown includes the county's social security office and a Capitol Corridor train station. The train station is connected by a pedestrian bridge to downtown Fairfield and by the Central County Bikeway to numerous neighborhoods and retail centers along the Hwy 12 corridor to Walter's Rd.



Suisun City is served by Fairfield and Suisun Transit (FAST) local and SolanoExpress bus service. Local routes operate Monday -Saturday and serve the Suisun Senior Center, community centers, neighborhoods, retail centers, train station and downtown. They travel to points in Fairfield including local route and intercity transfer hubs. Through local route transfers, key locations such as medical centers, social services, education and Travis AFB can be reached. Fares

are discounted for older adults and people with disabilities.

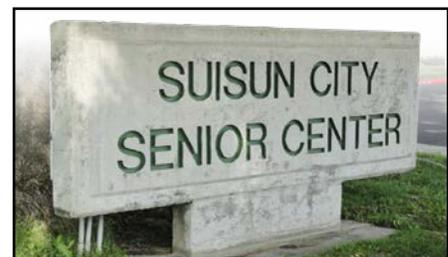
SolanoExpress serves a Park and Ride across the street from the Suisun City Train station and the route takes passengers to El Cerrito del Norte BART and the SF Bay Ferry station Monday through Friday with limited Saturday service. Other SolanoExpress routes maybe boarded by taking a local bus (or driving and parking at) the Fairfield Transportation Center. See details above for more information about FAST local or SolanoExpress services.

Real-time trip times are available through NextBus. FAST has an in-house Travel Ambassador program.

FAST also offers ADA Paratransit service for Suisun City residents and a local older adult subsidized taxi program and participates in the countywide ADA subsidized intercity taxi program.

Other public transit that serve the Suisun City Amtrak station are the Rio Vista Delta Breeze and the Napa's Vine Transit Rt. 21 which delivers hourly weekday service to downtown Napa. Greyhound makes daily stops at the Suisun City Train station along its I-80 service.

A variety of private services such as regular taxis, Lyft, Uber, NEMTs, and airporter shuttle services are available along with volunteer driver programs.



Vacaville

Vacaville is one of the three large cities in Solano with a population of 97,000 and located along I-80 like the other two large cities. Ten percent (10%) of Vacaville residents are 65 or older; another 20% are 50-64. Twelve percent (12%) of residents have a disability. Bound by coastal hills on its south and western borders, it is primarily in the flatlands of the Sacramento Valley. Its eastern city limits are within 5 miles of Fairfield and Travis AFB. While I-80 is the primary connection to Fairfield, there are a few rural roads that offer options. Major services such as retail, medical, county social services, recreation, and other services are available in Vacaville. There is a large age-restricted housing community (Leisure Town) that has been established for many years as well as numerous older adult housing complexes.



Vacaville City Coach is the primary local transit service in Vacaville and it is operated by the City of Vacaville. Special Services is City Coach's local ADA paratransit and Vacaville participates in the countywide ADA subsidized taxi program. City Coach also offers a local ADA subsidized (50%) taxi program.

There are two major transit centers in Vacaville. The Vacaville Regional Transportation Center (VRTC) on Allison Dr is the primary transfer location for local and intercity bus routes. From this location, passengers can park and ride or transfer to SolanoExpress routes to locations from downtown Sacramento to the BART system in Contra Costa County Monday through Friday. SolanoExpress routes from Vacaville also stop in Dixon, UC Davis, Fairfield, and Benicia.

Local buses serve the downtown transfer center on Monte Vista Ave. A VA shuttle stops in Vacaville on request with service to Fairfield and Martinez VA clinics.

Yolobus Rt. 220 serves Vacaville three times a day Monday-Saturday. It connects Vacaville to Winters and Davis. Key stops are at the Vacaville Transportation Center, Kaiser Medical Facility, and Solano Community College.

The Fairfield/Vacaville Hannigan train station is located south of Vacaville at the intersection of Vanden and Peabody Rd. The Capitol Corridor (Sacramento-San Jose) makes multiple stops at the station. There is no bus service from Vacaville to this train station.

A variety of private services such as regular taxis, Lyft, Uber, NEMTs, and airporter shuttle services are available along with volunteer driver programs.

Multiple paved trails along several creeks that weave through town and abandoned rights of way create miles of protected routes for pedestrians and bicyclists.

Vallejo

With a population of 120,600, Vallejo is Solano's largest and western-most city. Located at the confluence of the Carquinez Strait and San Pablo Bay, its population is spread among coastal hills and onto Mare Island. Benicia neighbors Vallejo in Solano County, American Canyon in Napa County, and Crockett in Contra Costa County across the Carquinez Bridge. Vallejo has a blend of historic neighborhoods and new development. I-80 bisects the city, I-780 connects Vallejo to Benicia, and Hwy 37 connects Vallejo to Sonoma and Marin counties across the bay's wetlands. Hwy 29/Sonoma Blvd runs north/south through the city and connects Vallejo to Napa County. Major services such as retail, recreational, medical, educational, social, legal and other services are available within Vallejo. There are several sizeable age-restricted apartment buildings.



SolTrans is the primary public transit operator in Vallejo and operates nine local routes and three SolanoExpress intercity routes all serving Vallejo to some degree. SolanoExpress routes connect Vallejo to Benicia, Fairfield, and BART stations. Most services operate Monday-Saturday; there is limited Sunday service. There are services for ADA-eligible individuals such as ADA paratransit and a subsidized intercity ADA taxi program. They would also qualify for a local subsidized taxi program that older adults may also use. For more details about SolTrans, see description earlier in this chapter.

Other public transit services in Vallejo include the San Francisco Ferry which operates 7 days a week from downtown Vallejo. Service is direct to the San Francisco Ferry Building with more limited service to Fisherman's Wharf and Giants games. Fisherman's Wharf and Giants games and Route 82 that connects Vallejo to San Francisco.

Napa VINE Transit and American Canyon Transit come into Vallejo. Napa VINE Rts. 11/11x operate on Hwy 29 and connect Vallejo to Napa. American Canyon Transit operates a route that stops in north Vallejo. An Amtrak feeder bus stops in Vallejo en route to the Martinez Amtrak station.

Greyhound and a Veterans Administration (VA) shuttle stop at the VTC. The Greyhound stop is along an I-80 based Greyhound route. The VA shuttle serves the VA clinics on Mare Island and Martinez. A private airporter bus stops in Vallejo and serves Oakland and San Francisco airport 7 days a week.

A variety of private services such as regular taxis, Lyft, Uber, NEMTs, and airporter shuttle services are available along with volunteer driver programs.

Common Transportation Services

Public Services

The STA offers a variety of Mobility Management Services. A number of these were developed as a result of the last 2011 Solano Senior and People with Disabilities Transportation Study and the subsequent Mobility Plan.

Solano Mobility Call Center: The Solano Mobility Call Center serves all of Solano County and is located in Suisun City. The two nearby locations' combine hours of operation are weekdays from 7:00 a.m. – 5:00 p.m.; calls are answered by live operators. Callers may receive information on bus, ferry, train services, and bicycling. Its expanded services added information such as private and non-profit transportation programs and mobility management services such as Travel Training, ADA In-person Assessments, subsidized taxi, gogograndparent², and first/last mile programs.



The Call Center Calls tables at community events and makes presentations to further promote alternative transportation information to the public. The Call Center manages the solanomobility.org website which was a new product developed after the 2011 study. The Call Center produces materials about various services and programs for public consumption. It also sells the Regional Transit Discount Card (RTC)³, the Senior Clipper Card and will process FasTrak

applications.

Travel Training Program: Travel Training instruction is designed to teach people to travel independently on fixed-route public transportation in their community and beyond. The Travel Training program has several elements and has been growing in popularity. Personalized one-on-one training to and from a specific location has helped people who are new riders and need personalized assistance in the field. On-line video trainings and guidebooks were developed for self-travel training. Group trainings and presentations have been given in partnership with organizations such as CHP and senior organizations.



Solano Mobility Website: Created in response to 2011 study. This is a hub of information that would be of value to older adults and people with disabilities. Much of the information that is available by calling the Call Center is available on- line. In addition, Travel Training videos and guidebooks are available with other informational brochures. Older driver safety training information described below is located here.

2 Gogograndparent is a service that people without a smartphone can call to arrange a ride on Lyft/Uber; gogograndparent also troubleshoots any issues that arise during the ride.

3 RTC is a discounted Clipper Card for those able to use fixed-route transit but are a disabled veteran, DMV disabled, have a Medicare card, completed a medical eligibility form by a licenses CA physician.

Older Driver Safety Training Information: Information about driving safety training (on-line and in-person) for older adults available in Solano was included on the new Solanomobility.org website. STA joins the California Highway Patrol (CHP) at Older Adult driver training workshops to share information about options to driving.

ADA In-Person Assessments: These are held in each city on a regular, rotating basis at least twice a month in the larger cities and once a week in the smaller cities. Individuals must make an appointment and may receive a free ride to the assessment. After an assessment, individuals may be qualified, to varying degrees, for ADA eligible services such as ADA paratransit and subsidized taxi programs.



The biggest service change was the consolidation of the SolanoExpress Routes 20, 30 and 40 into the Blue Line in mid-2018. Routes 20, 30, and 40 all operated on I-80 covering different segments with some overlap from Sacramento to the Walnut Creek BART station. Similarly, the new Blue Line serves Fairfield, Vacaville, Dixon, and Benicia and runs between downtown Sacramento and Pleasant Hill BART in Contra Costa County with a stop in Davis. The route operates Monday-Saturday. Similar to the previous service, frequency and coverage are reduced on Saturday and terminates service in Davis rather than Sacramento on Saturday.

Service frequency also varies along the route on weekdays. As one route, transfers are eliminated and stop locations changed in Fairfield and Vacaville.

The new Green Line is similar to the previous Rt. 90 (Suisun City-Fairfield-El Cerrito del Norte BART). The new Yellow Line is similar to the previous Rt. 78 (Vallejo-Benicia-Walnut Creek BART). These changes were made by STA, SolTrans and FAST.

A Red Line was introduced in July 2019. The Red Line replaced SolTrans SolanoExpress Routes 80 and 85 and operates between Fairfield, Vallejo and El Cerrito del Norte BART. The Red Line will be a more streamlined version of the previous routes.

ADA Subsidized Intercity Taxi Program:

This taxi program is for trips between cities within Solano County⁴ for ADA qualified individuals. Service is available 24 hours a day, 7 days a week. Taxi rides are subsidized by 60% and for low-income passengers the subsidy increases to 80%. There are monthly limits on the amount that may be purchased. The program is managed by the STA, funded by a partnership among the County of Solano and the five transit operators, and available to all Solano residents who are ADA eligible.

⁴ Except between Benicia and Vallejo as well as between Fairfield and Suisun City which are both covered by local subsidized taxi scrip programs.

In the Fall of 2018, this program began to phase in service for non-ambulatory passengers. The payment process changed: paper scrip was replaced with a Pexcard which is a debit card specifically for this service. Acquiring value no longer required monthly trips to a retail location or office to purchase more scrip; value can be added by a simple phone call. The card, along with an ADA identification card, can be used on participating taxi services as well as a selection of wheelchair accessible vehicle services. Phasing in the PexCard and non-ambulatory service began in the SolTrans service area in October 2018 and was phased in countywide by July 2019.

Lyft to SolanoExpress Program

In early 2019, the STA expanded an existing program that offered subsidized Lyft rides to/from the Suisun City train station. The expanded program offers similar subsidized Lyft service to/from any SolanoExpress stop or Solano train station. Eighty percent (80%) of the Lyft ride is subsidized up to a \$25 value.

Private Transportation

A variety of local and long-distance transportation operate in Solano County. Traditional taxis, Uber, Lyft and NEMTs (non-emergency medical transportation) serve all locations with response times longer in outlying areas. Greyhound (stops in Vallejo and Suisun City) and airporters are other long-distance transportation services. Megabus and Flixbus (newer long-distance private carriers) travel along I-80 in Solano County. Megabus does not stop in Solano County. Flixbus has a stop in Vallejo with service to 14 California cities as far south as San Diego.



Non-Profits Throughout County

Below is a list of Solano non-profits that provide some degree of transportation services to older adults to some degree. While several serve the county as a whole, their impact is not necessarily even across the county. Some serve specific areas of the county as noted. This is followed by a discussion of transportation for people with disabilities.

Faith in Action:



Faith in Action, a Solano non-profit, provides non-medical support services to older adults. Volunteer caregivers offer assistance to help older adults stay in their homes and remain connected to the community. Ride with Pride and Caregiver Respite Program are two programs that offer different levels of transportation.

Ride with Pride volunteers drive older adults to medical appointments primarily within Solano County. The Caregiver Respite Program is for the most frail older adults and offers transportation door-through-door to medical appointments as well as for shopping and other errands. Faith in Action is funded by multiple public and private organizations. While a small donation is requested from clients, services are provided regardless of payment. The volume of service is dependent upon the availability of volunteers and has been most successful in central Solano.

American Cancer Society/Road to Recovery:



Road To Recovery®

This program offers rides to and from cancer treatment or related medical appointment for those who cannot drive themselves nor have a ride. Trips may be to points in and beyond Solano and are only limited by where volunteer drivers are willing to drive. The program is managed through the national organization and long-distance trips may be coordinated. Solano is in the northern California patient service area.

Imagine Me Foundation:



A non-profit, local chapter of Imagine Me Foundation (IMF) is located in Suisun City. IMF staff and volunteers have provided cancer support services to individuals of all ages for the past seven years. Transporting and accompanying individuals to chemotherapy treatments are among its services.

Independent Living Resources (ILR) of Contra Costa and Solano:



The ILR is a non-profit dedicated to helping people of all ages with any type of disability live normal, independent lives. Services are free to individuals, their families, and agencies that serve them. The STA contracts with the ILR to provide Travel Training services countywide. The ILR has a mobility device loan program among other services. The Solano office is located in Fairfield. The local ILR is one of a network of statewide ILR supported by the State Independent Living Council.

Solano/Napa Area Agency on Aging (AAoA):



Operating since 1980, the AAoA offers a variety of support services for Solano and Napa residents 60 and older. In the past, it has had a volunteer driver program. It works closely with the County and is jointly governed by representatives from both counties and report to the Boards of Supervisors.

It has undergone significant organizational changes in the past few years.

Carquinez Village



A non-profit, Carquinez Village is a local membership organization of neighbors-helping-neighbors that offers programs, services and information so older adults can be independent, active and socially connected. Services include driving individuals to medical appointments and other activities. Volunteers of all ages welcomed; volunteers need not be members. Carquinez Village is part of a growing caring network across the nation. Based in Benicia, it also serves Vallejo. This chapter was established in the past few years.

Transportation for People with Cognitive Disabilities



A number of organizations such as PACE, Milestones and others serve people with cognitive disabilities and transport these individuals of all ages to their program's day activities.

The North Bay Regional Center is one of 21 designated regional centers in California to support people with developmental disabilities. The North Bay Regional Center (NBRC) oversees services in Solano, Napa, and Sonoma counties supporting over 5,000 clients. Among its many functions, the regional centers provide independent living skills to adults including tasks such as housekeeping and money management and also mobility skills.

Connections for Life (C4L)

Connections for Life offers services that expand opportunities for personal freedom, choice and independence for adults with intellectual disabilities. Developing clients' personal mobility and their ability to be mobile throughout the community are some of the skills taught. Connections for Life has been serving Solano residents with intellectual disabilities for over 25 years and is located in Vacaville.



Chapter 4

Community Outreach and Findings

In each city, a Mobility Summit was held along with other outreach as discussed above. This section will summarize the community input from each city. Within each city, community input received from Mobility Summit, surveys and community focus groups were sometimes consistent and other times revealed different perspectives. Therefore, they will be presented by source and as a city overview.

Other sources of input crossed geographical boundaries. As described earlier, “Mini-Summits” were held with several important groups who work closely with Solano older adults and people with disabilities. These were all slightly different in nature given the size of the groups. Sometimes they were dedicated discussions while at other times they were part of a larger agenda. The findings are presented below and prior to the findings by city and county.

Mini- Summits



County of Solano/Health and Social Service (HSS) department: Held December 5, 2017, a one-hour Mini-Summit was conducted in conjunction with a HSS staff meeting. The attendees were staff from Older Disabled Adults Services (ODAS), Public Authority/THSS, Adult Mental Health, Employment and Eligibility who work closely with older adults and/or people with disabilities programs and services. The time was used to give a brief overview of the project and the majority of the time used for the two key discussion questions: What are the mobility challenges and what are your ideas for solutions. Over 80 HSS staff attended and engaged in lively discussions. Key issues that were identified were that transit takes too long and it is difficult to schedule. There is a lack of awareness about transportation and mobility management services. Transportation is difficult to understand especially by those with cognitive and/or physical challenges. There are real and perceived issues of safety concerning transit. It is difficult for clients who need to get to VA clinics at Travis AFB and Martinez.

Among the solutions discussed was partnering more with HSS to keep staff informed about transportation and mobility management services so that they can better assist their clients and possibly arrange transportation as they schedule client appointments. Generally, increase awareness of services and of Solano Mobility Call Center (800) 535-6883 as a resource. Consider a callbox type system for older adults using transit.



Independent Living Resources (ILR)

The lack of evening bus service makes it difficult to have a job that ends in the evening, to attend evening classes at Solano Community College and to go home after being discharged from an emergency room in the evening. Closely timed transfers between bus systems at times are difficult as the two systems don't seem to communicate. This is a particular issue for ILR staff from Vallejo who have to use FAST and SolTrans to commute to the Fairfield office.

Riders felt uncomfortable asking drivers questions and felt drivers generally could use sensitivity training. Bus drivers on SolanoExpress change several times a year and they don't seem as familiar with the lift and route as they could be.

Bus stops are too far away in some areas. Some people use taxi scrip to get to bus stops. Bus stop signs are too small and hard to see when it is dark. There is at least a perception that a bus will pass by a wheelchair passenger if the bus is running late.

Difficulties with paratransit service were expressed. Among some of the difficulties with paratransit that were raised: a neighborhood doesn't get served, passengers are being passed by, there is difficulty getting a response, and passengers are not being given an estimated drop-off time.

Using alternatives to transit are expensive such as owning an accessible vehicle or using non-emergency medical transport. Uber is not accessible.

Paratransit Coordinating Council (PCC)

The STA's PCC works on countywide senior and disabled transit issues as required by the Metropolitan Transportation Commission (MTC) and makes recommendations on transit and paratransit funding, claims and coordination. The PCC meets every other month. In November 2017, a "Mini-Summit" for its members was conducted as part of its regular meeting. Most of the challenges raised focused on paratransit: the lack of ADA paratransit in Benicia on weekends and it doesn't start early enough on weekdays, too often have to leave a message when scheduling a paratransit ride and not receiving a callback, it's difficult to know what's going on when a paratransit ride doesn't show up when expected, and limited paratransit service between Vallejo and Solano Community College. Not enough bus stops have seating, shelter, etc. Rural residents are not aware of transportation and mobility service.

Ideas for solutions included increasing paratransit and fixed route service on weekdays and weekends and having a dedicated phone number to inquire about ADA paratransit rides that don't show up when expected. Also, reach rural residents through Solano Irrigation District (SID) mailings.

Senior Coalition



The mission of the Senior Coalition is to advocate for and support efforts that improve and enrich the lives of seniors living and working in Solano County. The vision of the Coalition is that Solano County is a place where seniors are healthy, safe and secure, share their skills

and experience, and are valued and celebrated for their wisdom and contributions. Project staff attended one of their monthly meetings in December 2017 to conduct a "Mini-Summit" as an agenda item. About two dozen Senior Coalition members attended and participated during the 30 minutes of allotted time. Challenges raised included a lack of awareness of free transportation to ADA eligibility appointments and that there should be an easier way for clients to purchase taxi scrip. There is a need for volunteer personal care attendants (PCAs) to help older adults navigate transit; some without family are able to hire caregivers for this task but this is too expensive for many. Bus stops are often long distances for older adults and lack seating and shelter. Some require crossing wide streets such as N. Texas St in Fairfield that don't offer enough signal protection time for slower moving older adults. Distance to bus stops was also mentioned as a concern in

the hilly areas of Benicia. There is limited transportation for very early morning (3-4am) dialysis appointments. There are safety concerns for motorized mobility devices using street versus pathways.

Solutions suggested included developing partnerships with organizations to assist clients purchase taxi scrip and have a better understanding about mobility services, improve bus stop amenities, and increase pedestrian protected signal time at locations that are highly used by older adults. There was a further suggestion to develop a program for volunteer transit PCAs and safety training for users of motorized mobility devices including any legal requirements.

Solano Community Foundation (SCF)



The Solano Community Foundation is a non-profit that manages financial resources of individuals, families, and business to support effective nonprofits in Solano County. As a community foundation, SCF is a grantmaking organization that helps improve lives of people in Solano including older adults and people with disabilities.

As part of its support to non-profits, SCF offers monthly workshops. In April 2018, one of these workshops was used for a Mini-Summit with about a dozen attending. Challenges that were raised were that in general there is a lack of awareness of transportation and mobility services and schedules should be more available. Transit doesn't serve Nut Tree Airport where there are veteran events or the new Fairfield/Vacaville train station from Vacaville. There's not a VA shuttle between Solano and the veteran facility in Yountville where clients are sometimes referred and there is not an older adults/people with disabilities discount on Napa VINE which travels between Solano and Napa.

Solutions suggested included implementing deviated fixed route service so that places like the Nut Tree Airport could be served as needed. Several ideas were given on how to make more people aware of existing transportation and mobility programs and services: public service announcements, evening/weekend events in partnership with organizations that work with older adults, use Facebook Live highlighting different services which can then be saved and reviewed at later times by others, and special free ride promotions for older adults/people with disabilities to encourage them to try transit.

Solano Mobility Call Center

In June 2018 a focus group was held with about a half dozen staff from the Mobility Call Center. These staff handle callers daily from all over the county inquiring how to travel from one point to another and how to use various services. The Call Center also fields these types of question when they are in the field at events and presentations. The challenges the Call Center identified included the difficulty for paratransit clients communicating with schedulers and the 'gaps' in service for areas beyond ¾ mile of fixed-route. There are older adults who don't meet the criteria for ADA eligibility who are fragile and could benefit from door-to-door services especially for intercity trips. Transferring between fixed-route services is often difficult due to schedules not being coordinated and transfer policies are inconsistently applied. VA shuttles underserve Vacaville and Dixon.



Some of the solutions suggested included improving communication between the Call Center staff and transit customer service staff, partnering with medical providers and other agencies to find ways to help people get to their medical appointments, developing more first mile/last mile options for medical appointments perhaps with Lyft/Uber, training for newly approved ADA eligible individuals to make them aware of services, and more VA shuttle service to Vacaville.

Definitions:



A few phrases will be used below that should be defined to give the reader a better understanding of their meaning in this study. The phrases are rather broad statements but they represent a spectrum of specific issues and comments. These were not multiple-choice responses. Challenges were identified through verbal comments at events as well as survey responses from open-ended questions. Comments were sometimes very general and

other times very specific. These phrases capture the most dominant types of challenges as a step toward addressing them.

Traveling to Medical Appointments

This refers to comments that range from the specific (e.g. traveling to Kaiser in “x” city is difficult, Sutter appointments off Chadbourne, getting to VA Martinez clinic, too many transfers to get to Sacramento Medical Center) to general (e.g. getting to doctor’s appointments, doctor is too far, “doctors, grocery store, pharmacy”,) and a good deal in between. This includes medical appointments to all providers in and beyond Solano County and also includes references to local and out of county VA medical facilities.

Traveling to Daily Activities

This covers comments that mentioned it was challenging to get to a variety of locations considered under the umbrella of ‘daily activities’ and typically local in nature. Sometimes one location was mentioned and sometimes multiple locations. Locations falling under this category included grocery store, bank, post office, pharmacy, library, movies, senior center, social service, social security office, etc. Though grocery shopping and pharmacy were often mentioned, they were not dominant to call out on their own as a category.

Traveling with Disabilities

Responses included in this description sometimes described the difficulty they had traveling with a specific mobility or medical device, not being able to walk, stand or sit for very long, the challenge of getting places due to a specific chronic condition or ailment such as a bad back, COPD, rheumatoid arthritis, dementia, etc..

Improve Bus Service

This covers a wide range of comments made about bus service. It is presumed to be fixed-route unless specifically identified as paratransit. There were a range of comments: I have to wait for the bus too long and it is uncomfortable, the bus should be more reliable, it is difficult to ride the bus with bags of groceries, some drivers don't kneel the bus, there should be more frequent service, and routes are too circuitous are a sample.

Traveling beyond "X" location"

This describes responses ranging from specific identification of locations, cities, counties, or general areas and to statements along the line of "any place outside city".

Benicia

Mobility Summit



Benicia's Mobility Summit was held August 4, 2017 at the Benicia Library Dona Benicia Meeting Room. There were nearly 50 community members attending and they were a very engaged group. The top mobility challenges identified were related to SolTrans general public paratransit service which is the primary public transit service within Benicia city limits. While there was general consensus that it was a good and valuable service, there were a range of operational and customer service issues raised. More service on evenings and weekends was

desired. Difficulty getting to some bus stops particularly due to Benicia's hilly terrain was raised. Adding more service, make call-in communication easier, and better information were the key solutions suggested.

Community Focus Groups

Two community focus groups were held at Rancho Benicia and Casa de Vilarrasa. These are both senior housing (apartments and a mobile home park) near downtown Benicia; a combined total of

450 surveys completed by Benicia residents – the highest from any Solano city

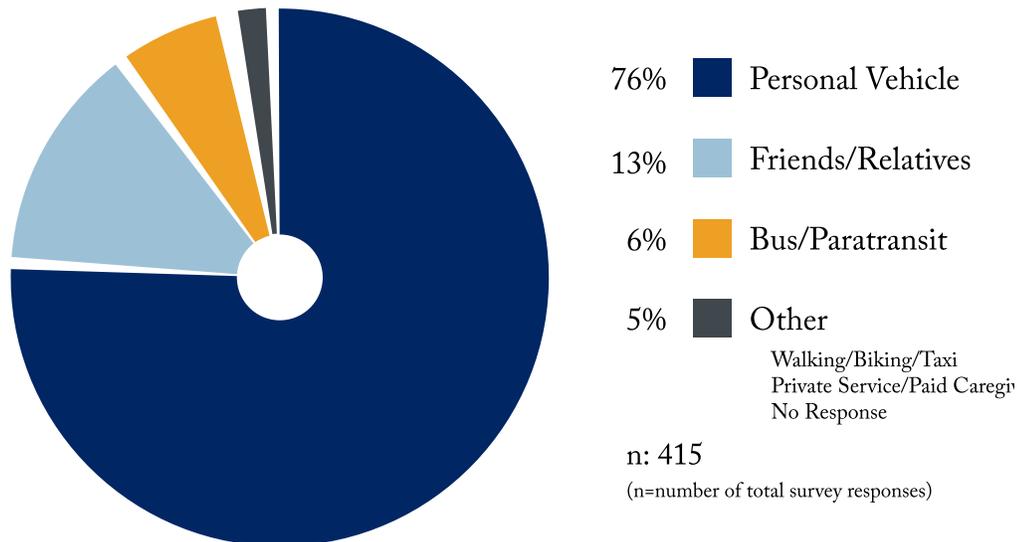
36 people attended. Challenges included DAR customer service and scheduling Saturday trips, making connections between Rt. 20 and Rt. 78 (now Yellow Line), Rt. 20 being unreliable and fear of being stranded or in the dark, bus stops are too far apart and lack of adequate seating. It is difficult to get to BART,

Amtrak, and Vallejo airporter bus stop outside Benicia. Solutions offered were to increase bus service, improve transfers and improve seating at bus stops.

Surveys

Over 450 surveys were received from Benicia residents this being the highest from any one city, an impressive percentage as Benicia is a medium size city. Traveling to Medical Appointments was the top challenge. Easier options to reach Martinez Amtrak and BART in the I-680 corridor were mentioned. Many also expressed that although they were independent currently, they understood the situation may change as they age and they wanted to be prepared to maintain their mobility in other ways than driving. This aligned with many who wanted more information about transportation and mobility services. Below are Benicia highlights from the survey.

Primary Method of Travel Benicia



- ◆ **Driving capability:** The majority of the respondents (68%) stated they had no driving restrictions. Of those who did, the biggest restriction was that they only drive during daylight hours (7%). Thirteen percent (13%) stated they no longer drive. Two percent (2%) stated they required adaptive driving equipment.
- ◆ **Primary mode of travel:** The majority of respondents (76%) drive themselves. The next most common method of travel (13%) rely on friends/relatives. The bus is the primary mode of 6% of respondents.
- ◆ **Other modes of travel:** In the past year, while the vast majority have driven themselves or used friends/relatives, 40% have walked/bicycled and 25% have used a bus service
- ◆ **Transportation Needs being Met:** 85% noted the their transportation needs are met all or most of the time. 13% noted that their transportation needs are being met only some of the time or not at all.
- ◆ **Smartphones and Apps:** The majority of respondents have smartphones (64%) and know how to use apps (57%).
- ◆ **Awareness of Mobility Programs:** Most respondents did not use and were unaware of the 12 programs presented. The Senior Clipper card was the most used program (15%) with 26% being aware of the program. Two other programs with relatively high awareness were the Senior Safe Driver program (17%) and RTC (16%).

- ◆ **Demographics:** Respondents were 43% male, 53% female. The income of the majority (54%) was over \$40,000, 24% made \$25,000 or less, and 8% did not answer the question. 55-75 years old was the dominant age range (57%) with 33% 75 years and older. Over 87% live in their own home. 31% live alone and 39% are in 2-person households.

Overall

By a significant margin, the top challenge for Benicia residents is Traveling to Medical Appointments. Many of these respondents specifically noted medical complexes in nearby Vallejo, but to a lesser degree, other locations both in and out of the county. Secondly, Traveling to Daily Activities and then Traveling with Disabilities. Rounding out the top five issues were Traveling to Vallejo and to the Fairfield/Vacaville area.

Benicia Top Challenges	
Mobility Summit - August 4, 2017 Surveys - over 450	
1	Traveling to Medical Appointments
2	Traveling to Daily Activities
3	Traveling with disabilities
4	Traveling to/from Vallejo
5	Traveling to/from Fairfield/Vacaville

Dixon

Mobility Summit

Dixon's Mobility Summit was held October 12, 2017 at the Dixon Veteran's Hall. This was the first community where direct mail outreach was tested and proved effective. An event notice and a survey were mailed to households with older adults in Dixon and the surrounding rural area. Forty-two community members attended including some who were Spanish speaking. Bilingual STA staff supported these individuals throughout the program. The local transit service, Dixon Read-Ride, was highly valued and top challenges included a desire for more of its service in terms of span of service and weekends. Other top mobility challenges identified included the difficulty of traveling to other cities (without driving) more easily and transportation is expensive. Key improvements suggested were to increase bus service, fare reduction options, more information about transportation services, and opening up ADA intercity service to non-ADA riders.



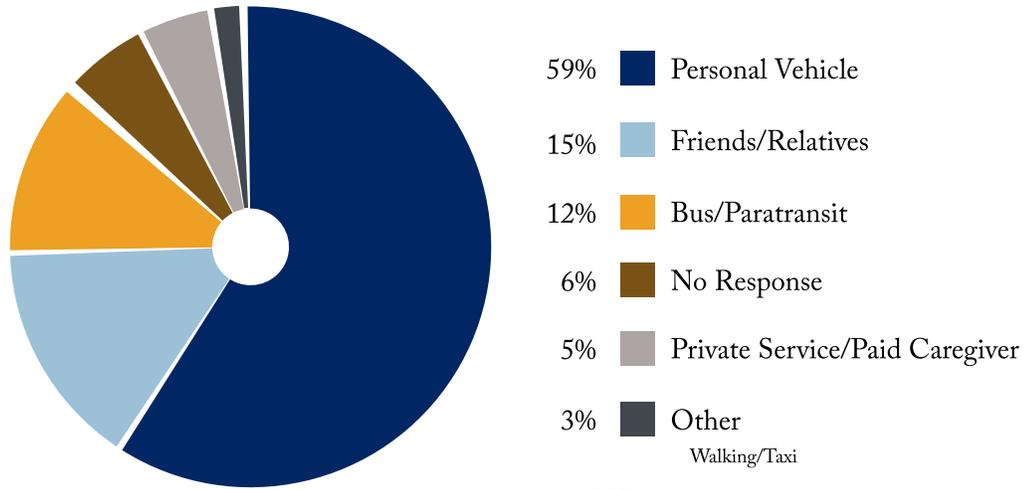
Community Focus Groups

About 20 people attended two community focus groups held at Dixon Family Services and Heritage Commons. Challenges mentioned most often were not enough Dixon Read-Ride service on weekends, getting out of town without a car is difficult, not enough information about many transportation services, traveling with a wheelchair. Key solutions offered were more bus service and a variety of traffic calming and pedestrian friendly improvements.

Surveys

Over 113 surveys were received from Dixon residents. Over half offered comments about the mobility challenges and the top challenge was Traveling to Medical Appointments. With medical services limited in Dixon, residents must travel to a variety of locations for services and perhaps why a variety of places (Fairfield/Vacaville area, Davis/Sacramento area, Kaiser, VA clinics) were mentioned as the most difficult locations to travel to.

Primary Method of Travel Dixon



n: 113
 (n=number of total survey responses)

- ◆ **Driving capability:** Half of the respondents stated they had no driving restrictions. 22% stated they no longer drive and 12% restrict their driving to daylight hours.
- ◆ **Primary mode of travel:** The majority of respondents (59%) drive themselves. The next most common method of travel (15%) rely on friends/relatives. The bus is the primary mode of transportation for 12%.
- ◆ **Other modes of travel:** In the past year, while the vast majority have driven themselves (65%) or used friends/relatives (52%), 33% have ridden a bus, and 28% have walked/bicycled.
- ◆ **Transportation Needs being met:** 68% noted the their transportation needs are met all or most of the time. 30% noted that their transportation needs are being met only some of the time or not at all.
- ◆ **Importance of Mobility:** 32% stated mobility is extremely important and 5% stated mobility is potentially life threatening (need for medical treatment, etc.)
- ◆ **Smartphones and Apps:** The majority of respondents have smartphones (54%) and many know how to use apps (47%).



- ◆ Awareness of Mobility Programs: Most respondents did not use and were unaware of the 12 programs presented. Travel Training and the Solano Mobility Call Center were the most used programs (7% each) with 18% being aware of Travel Training and 23% being aware of the Call Center.
- ◆ Demographics: Respondents were 36% male, 48% female. The income of 35% was under \$15,000, 25% made between \$15,000 and \$40,000, and over 30% made over \$40,000. 55-75 years old was the dominant age range (55%) with 35% 75 years and older. Over 76% live in their own home. 59% handle their own mobility needs; 28% have a relative or caregiver help them with mobility. 47% live in alone and 26% are in 2-person households.

Overall

The top challenge for Dixon older adults and people with disabilities is Traveling to Medical Appointments followed by 2) Traveling out of Dixon in general; 3) Not enough evening/ weekend service (local and intercity). The top destinations out of town that were challenging were the Vacaville/Fairfield area and then Davis/Sacramento area. Destinations were for the most part within Solano county or east such as Davis and Sacramento. VA clinics were specified by several as difficult to get to both in Solano and in Sacramento. In general, transit service has a positive image but there is a desire for more service locally and to other cities to for easier mobility.

Dixon Top Challenges	
Mobility Summit - October 12, 2017 Surveys - over 100	
1	Traveling to Medical Appointments
2	Traveling out of Dixon in general
3	Not enough evening/weekend service (local and intercity)
4	Traveling to/from Vacaville & Fairfield
5	Traveling to/from Davis, Bay Area, VA Clinics

Fairfield

Mobility Summit

The last city Mobility Summit was held May 18, 2018 at the Fairfield Community Center and was attended by over 50 community members. The top challenges identified were Traveling to Medical Appointments outside Fairfield, scheduling and using paratransit service, bus stops (lighting, passenger visibility, amenities, placement), and intercity bus service frequency and transfers. Ideas to address these issues were to streamline the paratransit trip scheduling process, to develop a door-to-door service that will take people to same-day medical appointments, and to improve bus stops and bus stop announcements.



Community Focus Groups



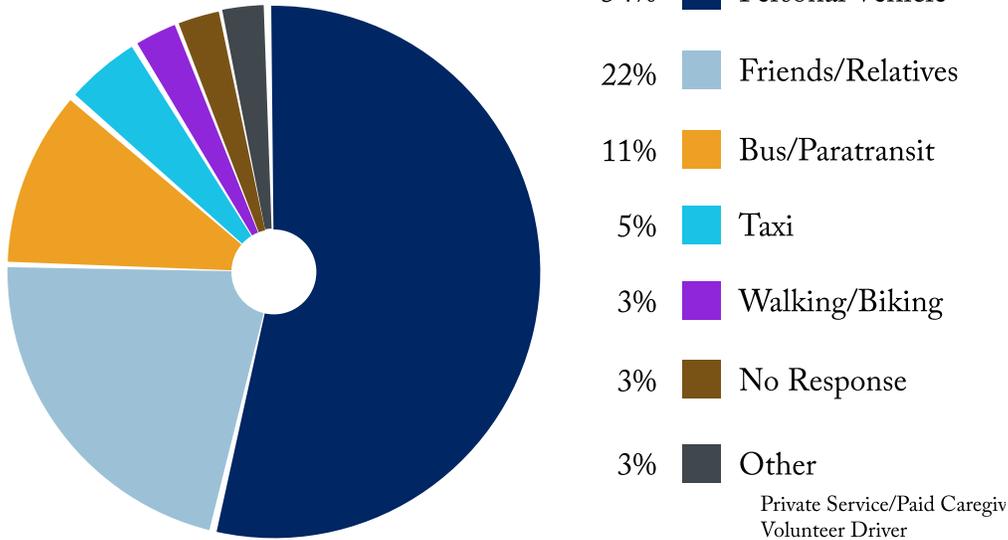
The two held in Fairfield were at the Casa Nova Mobile Home Park and Travis AFB Call Center. Two dozen people attended with the majority at the Casa Nova group. The biggest issue for Casa Nova was the lack of any transit service in their neighborhood and people walking long distances on Waterman Blvd/Air Base Parkway to grocery stores and other retail locations, the condition of the sidewalks around Casa Nova, the volume and speed of traffic on Hilborn Rd. and paratransit issues. Suggestions to improve mobility were to resume bus service in the area and better customer service.

The Travis AFB Call Center employees are visually impaired and the majority use taxi scrip to commute and for other trips. One overall challenge raised was the lack of mobility options. Taxi, with the help of the ADA subsidized taxi programs, was the main transportation used and the target of most of the challenges – how long it takes to get a ride, complaints about the scrip program including how limited it was, and the lack of sensitivity to the blind during the ADA assessment process. Key solutions suggested to address the challenges were to make more scrip available and sensitivity training specifically about the visually impaired.

Surveys

Over 370 Fairfield residents completed surveys. Some key highlights of the respondents:

Primary Method of Travel Fairfield



n: 350
 (n=number of total survey responses)

- ◆ **Driving capability:** Almost half of the respondents (47%) stated they had no driving restrictions. Thirty percent (30%) no longer drive, or never drove. Of those who did, the biggest restriction was that they only drive during daylight hours (7%).
- ◆ **Primary mode of travel:** The majority of respondents (54%) drive themselves. A sizable share (22%) relied on friends/relatives. The bus (including paratransit) was the primary mode for 11%.
- ◆ **Other modes of travel:** In the past year, numerous modes were used by many respondents: 65% in a personal vehicle, 55% with friends/family, 30% bus, 29% walking/bicycling, 28% taxi, and 12% paratransit and other modes.
- ◆ **Transportation Needs being Met:** 76% noted that their transportation needs are met all or most of the time. 18% noted that their transportation needs are being met only some or 4% not at all.
- ◆ **Importance of Mobility:** 34% stated mobility is important, 31% extremely important and 5% stated mobility is potentially life threatening (need for medical treatment, etc.)
- ◆ **Smartphones and Apps:** The majority of respondents have smartphones (55%) and know how to use apps (43%).



- ◆ Awareness of Mobility Programs: Most respondents did not use and were unaware of the 12 programs presented. The local taxi scrip program was the most used program (13%) with 28% being aware of the program. Three other programs with the most use and relatively high awareness were the Intercity Taxi scrip program (8% used; 25% aware), Senior Clipper Program (8% used; 16%), and the RTC (7% used; 21% aware).
- ◆ Demographics: Respondents were predominantly female (62%) with 32% male. The income of 30% was under \$15,000 with 16% more making between \$15,000 and \$25,000; 42% made over \$25,000 and over 10% not answering the question. 55-75 years old was the dominant age range (43%) with 36% 75 years and older. Over 85% live in their own home. One-third live alone.

Overall

The top mobility challenge identified by Fairfield residents were Traveling to Medical Appointments. This was closely followed by Traveling to Daily Activities and Traveling with Disabilities. The next three priority challenges were a second lower tier of concerns: Traveling to/from Vacaville, FAST fixed-route service/customer service, and Need for more/better information about services.

Kaiser in Vacaville and Vallejo were frequently mentioned as difficult to travel to along with two areas in Fairfield. One was VA medical services on Travis AFB. The other, medical services near Hilborn/Martin area where there is no transit service. This latter area was also brought up consistently by residents in the area (at summits, on surveys and via a focus group) seeking transit or some other mobility service to connect them to services and the transit system on the other side of the freeway.

Fairfield Top Challenges	
Mobility Summit - May 18, 2018 Surveys - over 370	
1	Traveling to Medical Appointments
2	Traveling to Daily Activities
3	Traveling with disabilities
4	Traveling to/from Vacaville
5	FAST fixed-route service/customer service
6	Need more/better information about services

Rio Vista

Mobility Summit

The first Mobility Summit for Older Adults and People with Disabilities was held April 7, 2017 at the Rio Vista Veterans Hall. There were 24 community members in attendance including several councilmembers. The top challenges were transit service to medical appointments and shopping in other cities, not enough service to Fairfield on weekdays and weekends, and transit too expensive.



Some solutions offered were to partner with the medical community to create a medical shuttle or to partner with a church to develop a volunteer driver program. There was interest in exploring Lyft/Uber options and to consider weekend bus service on a reservation basis.

Community Focus Groups

Two focus groups were held and were very well attended by over 50 people at the Rio Vista Senior Center and Rio Vista American Legion. Challenges raised included the cost of Rio Vista Delta Breeze, the midday gap and lack of evening service within Rio Vista, RVDB not being reliable all the time, the difficulty of traveling long distance due to schedules not matching up well including to the VA services, and lack of awareness of mobility options. Some ideas for solutions were to create a sliding scale fare/cost of a bus pass, coordinate schedules to make transfers easier, more information about mobility options through local



Need information available to all seniors when the time comes that they cannot drive. It's stressful to imagine."

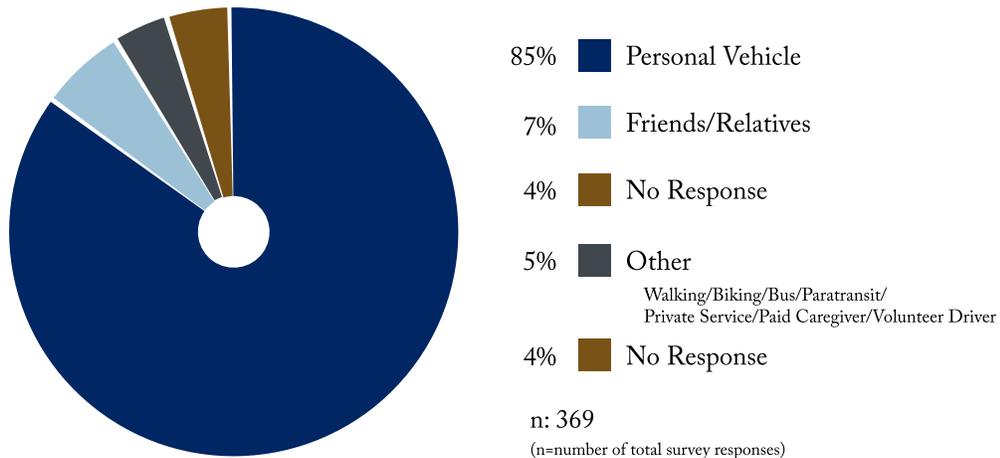
publications/directly to new residents/to veterans, and partner with a non-profit to start a volunteer driver program. Non-transit challenges raised were that there were several roads parallel to Hwy 12 that are unpaved and roads in town have potholes and

cracks making it difficult for vehicles and bicyclists. Sidewalks are uneven and have obstacles making them difficult for wheelchairs and are too steep downtown. Delays crossing the Sacramento River due to bridge repairs and car ferry that is often down. Solutions included paving roads of concern, coordinating bridge repairs and ferry service, and participating in Hwy 12 meetings.

Surveys

Over 360 surveys were received from Rio Vista residents. This was one of the highest return rates of all the cities in the county. The challenge of Traveling to Medical Appointments dominated. Some key highlights of the respondents:

Primary Method of Travel Rio Vista



- ◆ Driving capability: The majority of the respondents (74%) stated they had no driving restrictions. Of those who did, the biggest restriction was that they only drive during daylight hours (10%).
- ◆ Primary mode of travel: The majority of respondents (85%) drive themselves. The next most common method of travel (7%) rely on friends/relatives.
- ◆ Other modes of travel: In the past year, while the vast majority have driven themselves or used friends/relatives, 20% have walked/bicycled and 12% have used a bus service
- ◆ Transportation Needs being Met: 88% noted that their transportation needs are met all or most of the time. 12% noted that their transportation needs are being met only sometimes or not at all.
- ◆ Smartphones and Apps: The majority of respondents have smartphones (70%) and know how to use apps (64%).
- ◆ Awareness of Mobility Programs: Most respondents did not use and were unaware of the 12 programs presented. The Senior Clipper card was the most used program (12%) with 22% being aware of the program. Two other programs with the relatively high awareness were the Senior Safe Driver program (23%) and RTC (19%).
- ◆ Demographics: Respondents were 42% male, 53% female. The income of the majority (55%) was over \$40,000, 15% made \$25,000 or less, and over 10% did not answer the question. 55-75 years old was the dominant age range (52%) with 40% 75 years and older. Over 85% live in their own home. 31% live alone and 45% are in 2-person households.

Over 360 surveys were received from Rio Vista residents – one of the highest return rates of all Solano cities

Forty percent of respondents wrote comments to the open-ended questions about challenges and solutions. Traveling to Medical Appointments was by far the most frequently mentioned challenge. Medical services are extremely limited in Rio Vista and residents have to travel many miles to services in other cities. Kaiser in Vacaville and other locations was specifically mentioned the most. The next biggest challenge was travel to the Antioch/BART area for various purposes. Rio Vista is the one city that raised road conditions to a high priority challenge – specifically Hwy 12 between Rio Vista and Suisun City/Fairfield; comments were made concerning its poor physical condition and too much traffic. The next two challenges were very close in priority and in theme. More information about existing transportation and mobility services and programs now, and concern about the need for these services in the future when respondents recognize that they may not be as mobile independently.

Overall

Taking into account all the input, the top issues for Rio Vista were:

1. Traveling to Medical Appointments
2. Better service to BART/Antioch/Brentwood
3. Improve Hwy 12

With no medical offices in Rio Vista, travel out of town is required. This may relate to the second highest challenge as many residents are likely previous residents of the urban Bay Area. In addition to the above challenges, there was a significant interest in additional mobility options. People indicated that although they may not currently need mobility services, they recognize that they may need them in the future and support the development of these services. There were a variety of service improvements desired for Rio Vista Delta Breeze and improved service to the Fairfield/Suisun City area.

Rio Vista Top Challenges	
Mobility Summit - April 7, 2007 Surveys - over 360	
1	Traveling to Medical Appointments
2	Better service to BART/Antioch/ Brentwood
3	Improve Hwy 12
4	Anticipate need for mobility options in future
5	More info and improve Rio Vista Delta Breeze
6	Better service to Fairfield/Suisun City

Suisun City

Mobility Summit

The Suisun City Mobility Summit was held June 1, 2017 at the Nelson Community Center with 36 community members in attendance. Attendees were not exclusively Suisun City residents and came from several other cities. Key challenges raised were that the Golden Pass couldn't be used countywide, customer service issues relating to taxi and bus riders, not enough intercity bus service, and bus stop amenities should be improved.



Solutions raised were to expand the eligible area of the Golden Pass, improve taxi and bus driver complaint process, and offer materials in larger print.

Community Focus Groups

Two focus groups were held at the Suisun City Senior Center and the Kroc Community Center. There were about ten individuals in total who attended these events. The key issues raised were difficulty boarding the bus with a personal carrier with groceries, some bus drivers are considered rude and impatient when older adults could use a little help, buses are crowded (standing room only) at school bell times, bus stops need to be cleaned more frequently, and the crosswalk near Suisun City Senior Center and bus stops feel unsafe. Other comments were that the bus routes are circuitous and take too long which is tiring for a person with a disability. Others noted they didn't know about mobility services and where to find the information. Crossing Hwy 12 as a pedestrian is difficult as there isn't enough time on the pedestrian signal. The yellow dots for the visually impaired are dangerous for knee scooters and are slippery when wet and have been problematic for those using a cane.

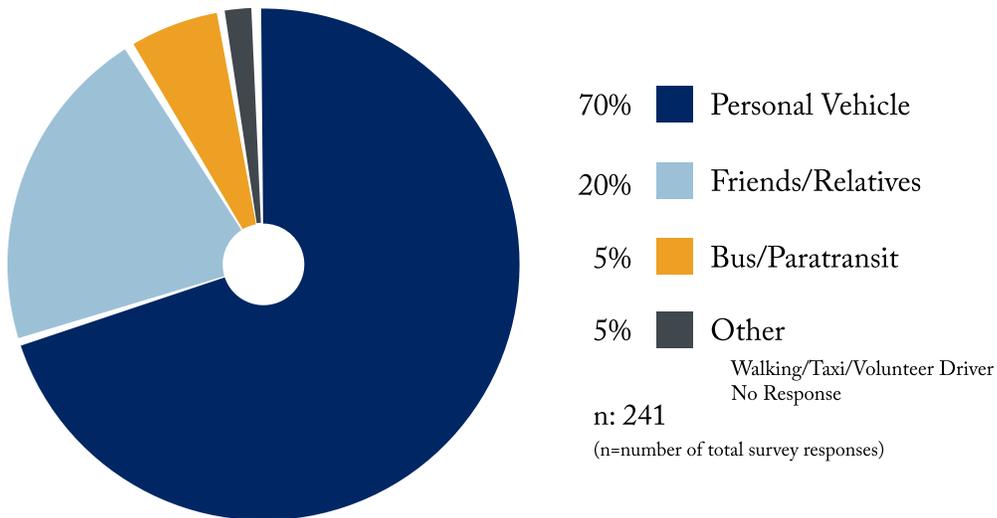
Solutions suggested were to clean bus stops at least weekly and that drivers should be more courteous and proactive managing crowded buses. There should be more information available about transit and other mobility services throughout the community and more efforts to educate staff who work with older adults and people with disabilities. Consider special shuttles on a weekly basis to directly connect Suisun City residents to services.



Surveys

Over 240 surveys were received from Suisun City residents. The surveys came primarily as a result of the direct mail campaign to households with older adults and this was the primary source of input for Suisun City. Some key highlights of the respondents:

Primary Method of Travel Suisun City



- ◆ **Driving capability:** The largest share of the respondents (60%) stated they had no driving restrictions. The two main restrictions were during the daylight only (9%) and only locally (6%). Fifteen percent (15%) stated that no longer drive.
- ◆ **Primary mode of transportation:** The majority of respondents (70%) drive themselves. The next most common mode of travel (20%) rely on friends/relatives.
- ◆ **Other modes of transportation:** In the past year, while the vast majority have driven themselves or used friends/relatives, 24% have walked/bicycled and 21% have ridden a bus, and 13% have used a taxi
- ◆ **Transportation Needs being met:** 81% noted that their transportation needs are met all or most of the time. 19% noted that their transportation needs are being met only some of the time or not at all.
- ◆ **Importance of Mobility:** 40% stated mobility is important, 25% extremely important and 2% stated mobility is potentially life threatening (need for medical treatment, etc.)
- ◆ **Smartphones and Apps:** The majority of respondents have smartphones (62%) and know how to use apps (52%).
- ◆ **Awareness of Mobility Programs:** Most respondents did not use and were unaware of the 12 programs presented. At best, over 20% were aware of and 3% used the Senior Clipper and RTC cards. Two other programs with the relatively high awareness were the Senior Safe Driver program (18%) and Veterans’ Shuttle (17%).

- ◆ Demographics: Respondents were 40% male, 53% female. While the income of many (45%) was over \$40,000 , 30% made \$25,000 or less, and over 10% did not answer the question. 55-75 years old was the dominant age range (62%) with 21% 75 years and older. Over 81% live in their own home. Three quarters handle their own mobility or it is handled by their spouse.

Overall

The top challenge for Suisun City residents is Traveling to Medical Appointments. This was followed by two challenges that were of almost equal concern: Traveling to Daily Activities and Traveling beyond Suisun City/Fairfield area. The remaining three challenges were of significantly lower concern. They were 3) Improve bus service; 4) Traveling beyond Solano County; and 5) Need info about various mobility services.

There are very few medical services in Suisun City but there are numerous medical services in adjacent Fairfield and nearby Vacaville. There were no clear services or locations that were identified as most challenging by Suisun City respondents. Suisun City has the majority of services generally described under the category of Daily Activities. FAST serves Suisun City, Fairfield and operates SolanoExpress intercity services. The major local and intercity transit hubs for the area are in Fairfield.

Suisun City Top Challenges	
Mobility Summit - June 1, 2017 Surveys - over 240	
1	Traveling to Medical Appointments
2*	Traveling to Daily Activities
2*	Traveling beyond Fairfield/Suisun Area
3	Improve bus service
4	Traveling beyond Solano County
5	Need more info about various mobility services
* tied	

Vacaville

Mobility Summit

The Vacaville Mobility Summit was held March 23, 2018 at the Ulatis Community Center with about 50 community members in attendance. There was general appreciation of the local transit system City Coach. The main challenges identified were that there was not enough bus service on evenings and weekends, issues with priority seating on buses for older adults and people with disabilities, and improvements are needed at bus stops. Transportation to destinations outside Solano is difficult to access for older adults and veterans.



Solutions suggested included a reservation-based service for Sunday service delivered by City Coach or spiritual organizations, increasing funding so that more service can be provided, driver training to increase use of priority seating by older adults and people with disabilities, and bus stop amenities moved from low-use stops to higher use bus stops.

Community Focus Groups

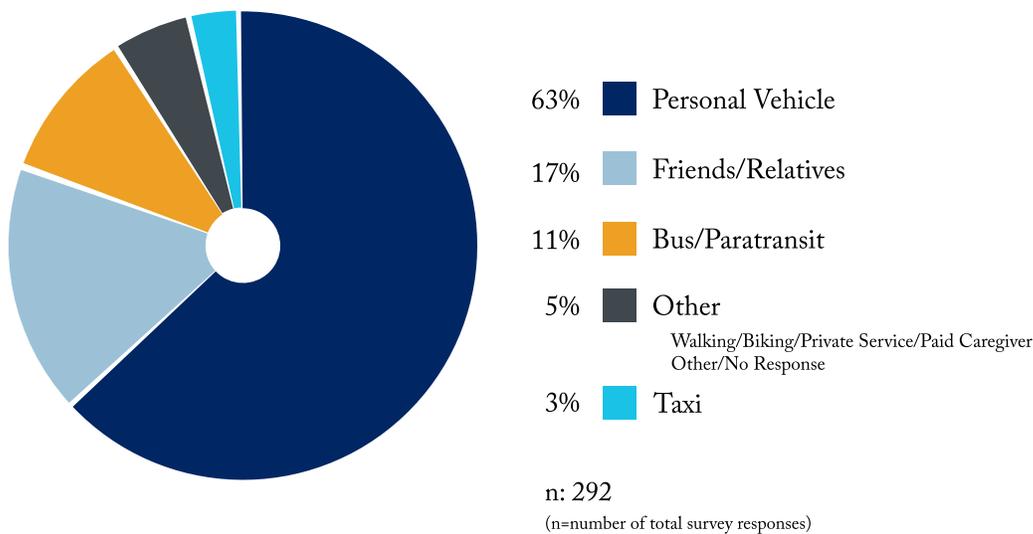
Twenty people attended the two community focus groups held at the McBride Senior Center and Autumn Leaves Apartments. Lack of information was raised in a variety of ways: lack of transit schedules and seating at bus stops, and generally where to get transit information. It is a difficult and long-consuming journey to the Senior Center from south and eastern Vacaville. It takes too long to travel by transit to Fairfield and Travis AFB. Some key medical facilities don't have bus stop amenities. Numerous streets were identified as difficult to cross and the pedestrian timing signals don't give enough time for older adults to walk across the street. Solutions included increasing the pedestrian crossing time at numerous locations, displaying and/or announcing clearer bus stop information on the bus and alerts at bus stops announcing bus arrival details. There was interest in having a special shuttle for older adults to travel directly to Senior Center.

Surveys

Over 290 surveys were received from Vacaville residents. Some key highlights of the respondents:

Primary Method of Travel

Vacaville



- ◆ **Driving capability:** The largest share of the respondents (52%) stated they had no driving restrictions. The two main restrictions were during the daylight only (6%) and only locally (3%). Nearly a quarter (22%) stated they no longer drive and 8% never drove.
- ◆ **Primary mode of travel:** The majority of respondents (63%) drive themselves. The next most common method of travel (17%) rely on friends/relatives. For 11%, the bus (including paratransit) was their primary mode of travel.
- ◆ **Other modes of travel:** In the past year, about two-thirds have driven themselves or by friends/relatives, 26% have walked/bicycled and 21% have ridden a bus, and 18% have used a taxi.
- ◆ **Transportation Needs being met:** 82% noted that their transportation needs are met all or most of the time. 13% noted that their transportation needs are being met only some of the time and just 1% not at all.

- ◆ Importance of Mobility: 36% stated mobility is important, 26% extremely important and 4% stated mobility is potentially life threatening (need for medical treatment, etc.)
- ◆ Smartphones and Apps: The majority of respondents have smartphones (58%) and know how to use apps (52%).
- ◆ Awareness of Mobility Programs: Most respondents did not use and were unaware of the 12 programs presented. At best, over 24% were aware of and 9% used the local taxi scrip. Three other programs with the relatively high awareness (over 30%) were the Intercity Taxi program, Travel Training and the RTC card.
- ◆ Demographics: Respondents were predominantly female (62%) and 32% male. While the income of many (32%) was over \$40,000 , 34% made \$25,000 or less, and over 10% did not answer the question. 44% were 75 years and older and 43% 55-74 years old. Over 78% live in their own home and 7% live in a residential community. Over half (54%) handle their own mobility and another 28% receive assistance from their spouse or a relative.

Travel to Medical Appointments and Travel to Daily Activities were the clear top two challenges. Medical destinations are scattered within and beyond the county and include VA medical locations.

Overall

The community identified Traveling to Medical Appointments as its top challenge. This was followed by Traveling to Daily Activities and Traveling to Fairfield destinations which rounded out the top three issues. The next three issues were close as issues, but were cited much less frequently than the top three challenges: not enough weekend service, traveling with disabilities/ mobility devices/paratransit service, not enough evening bus service. In general, the community appeared pleased with City Coach service and wanted more service.

Vacaville Top Challenges	
Mobility Summit - March 23, 2018 Surveys - over 290	
1	Traveling to Medical Appointments
2	Traveling to Daily Activities
3	Traveling to Fairfield destinations
4	Need more weekend bus service
5*	Traveling with disabilities & mobility devices; paratransit service
5*	Need later evening bus service
* tied	

Vallejo

Mobility Summit

The Vallejo Mobility Summit was held February 8, 2018 at the Florence Douglas Senior Center. With over 85 community members in attendance, it was the most well attended city Mobility Summit. Bus stops dominated the challenge discussion. There was interest in having more bus benches and more comfortable, age-appropriate benches. Additionally, there should be more and improved bus stops and shelters. Bus schedules should be easier to read and to locate. Paratransit service was considered challenging and customer service for fixed-route and paratransit should be improved. Traveling to veteran clinics is often difficult.



Solutions: To address bus stop issues raised, a funding increase was suggested so that more bus stops could be placed and their amenities improved, and inclusion of the public in the process of placing and improving them. The use of larger fonts in transit materials and making materials more available to the community was also suggested. Suggestions were made to improve the paratransit phone system and partner with the Veterans Administration to improve access to veteran clinics.

Community Focus Groups

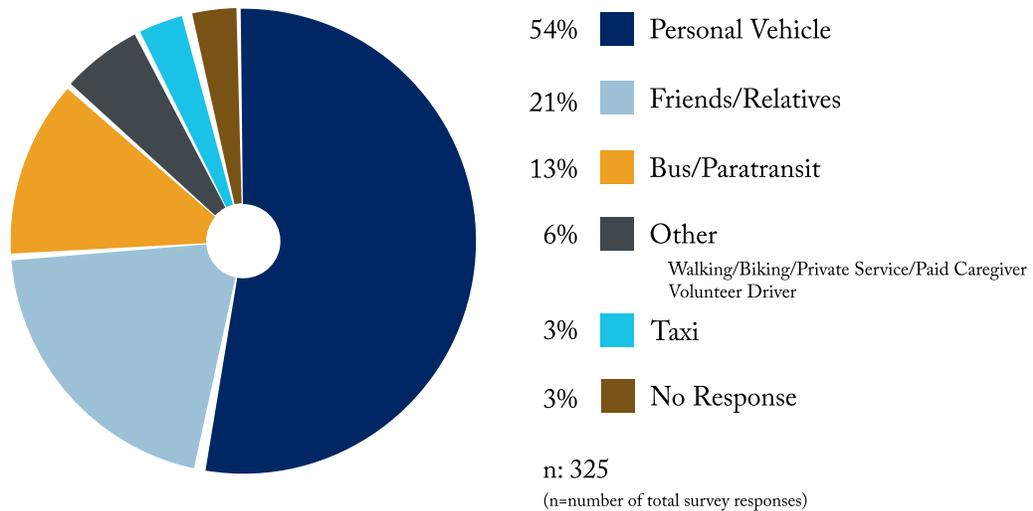
Over 20 individuals participated in two focus groups held at Legacy at Sonoma and Valle Vista Apartments. Bus fare is expensive for low-income older adults. Bus/paratransit/taxi often run late and it is difficult to wait. Not all bus stops have seating and shelter. It's a long walk to the bus stop from senior housing and it's a long walk from bus stop to shops in retail centers. Riders don't feel safe waiting for bus in area around Valle Vista Apts due to other activities in the area. The Sonoma/Capitol near Legacy at Sonoma has been a difficult intersection for pedestrian crossings. Other issues raised were to improve the bus stops serving Legacy at Sonoma, improve bus service frequency, getting to BART is difficult, and obtaining taxi scrip is difficult.

Solutions suggested included making bus fares free for low-income older adults and people with disabilities. Add more service so the waiting time is not so long. Add bus stops near Valle Vista Apts and new senior housing. Have special shuttles that can go into shopping centers and for medical appointments. Restore Rt. 4 and 7 in front of Legacy at Sonoma, make taxi scrip easier to obtain, and create partnerships with Lyft/Uber.

Surveys

Over 350 surveys were received from Vallejo residents. The top challenge identified was Traveling to Medical Appointments followed by Traveling with a Disability. Most mobility comments seem locally oriented, though there are several out of town destinations that are challenging. Some key highlights of the respondents:

Primary Method of Travel Vallejo



- ◆ **Driving capability:** The largest share of the respondents (45%) stated they had no driving restrictions. Nearly a quarter (27%) stated they no longer drive and 8% never drove. The main restriction was limiting driving to daylight hours by 8%.
- ◆ **Primary mode of travel:** The majority of respondents (54%) drive themselves. The next most common method of travel (21%) rely on friends/relatives. For 13%, the bus (including paratransit) was their primary mode of travel.
- ◆ **Other modes of travel:** In the past year, more have been driven by family/friends (60%) than driven themselves (58%). 40% rode the bus (including paratransit) 30% had used a taxi and 29% have walked/bicycled.
- ◆ **Transportation Needs being met:** 70% noted that their transportation needs are met all or most of the time. 22% noted that their transportation needs are being met only some of the time and 3% not at all.
- ◆ **Importance of Mobility:** 35% stated mobility is important, 33% extremely important and 6% stated mobility is potentially life threatening (need for medical treatment, etc.)
- ◆ **Smartphones and Apps:** The majority of respondents have smartphones (56%) and know how to use apps (49%).
- ◆ **Awareness of Mobility Programs:** Most respondents did not use and were unaware of the 12 programs presented. At best, over 28% were aware of and 11% used the local taxi scrip program. Ten percent (10%) used the Senior Clipper card and 22% were aware of it. The Intercity Taxi program was used by 6% and 23% were aware of it.

- ◆ Demographics: Respondents were predominantly female (66%) and 30% male. The income of many (51%) was \$25,000 or less, 24% had an income over \$40,000, and over 10% did not answer the question. The majority (59%) were 55-74 years old and 27% were 75 years and older. Over 71% live in their own home and 9% live in a residential community. Over half (51%) handle their own mobility and another 27% receive assistance from their spouse or other relative.

Overall

The top challenges identified were Traveling to Medical Appointments followed by Traveling with a Disability. The top medical locations mentioned were Kaiser and VA clinics in and beyond Vallejo. Third, Traveling to Daily Activities and fourth Improvements to Bus Service. Issues identified as a fifth issue: Bus stops improvements, paratransit improvements, traveling to Fairfield/Suisun City/Travis AFB area. Bus stop improvements should be considered of high importance as this topic dominated the Vallejo Mobility Summit, was a frequent topic of discussion at both community focus groups and was raised in the survey comments.

Vallejo Top Challenges	
Mobility Summit - February 8, 2018 Surveys - over 350	
1	Traveling to Medical Appointments
2	Traveling with disabilities
3	Traveling to Daily Activities
4	Improve bus service
5*	Bus stops
5*	Improved paratransit
5*	Traveling to/from Fairfield/Suisun City/ Travis AFB area
* Tied	

Countywide

The city Mobility Summits were completed in May 2018. Based upon leads received at the Mobility Summit, additional outreach always occurred after each summit in terms of surveying, community focus groups and more. In the summer of 2018, along the routine outreach activities related to the last few Mobility Summits, several communities were also targeted with a User Survey direct mail campaign. Hundreds of surveys were collected through these campaigns. Over 2,200 surveys were received countywide. At least 100 surveys were received from each city.



A wide variety of challenges were raised throughout the county. Some were very specific to a given city. Nevertheless, there were some common themes across the county. The top two challenges were:

- ▶ **Traveling to Medical Appointments**
- ▶ **Traveling to Daily Activities**

“Traveling with a Disability” was the next most common challenge and was not far behind the top two challenges. The direction from the CTSA¹ was to focus the countywide mobility summit on finding solutions and strategies to address the top two challenges: Traveling to Medical Appointments and Traveling to Daily Activities.

These challenges are broad themes. The next chapter will focus on the data and what it means at the city and county level.

¹ Consolidated Transportation Services Agency (CTSA). In California, CTSA's have been designated to facilitate the coordination of transportation services for mobility challenged populations such as older adults, people with disabilities and those with low-income. The STA has been designated the CTSA for Solano County.

Chapter 5

Priorities and Analysis

Upon review of the community input received in each city and comparing it across the county a pattern became apparent. There were two challenges that were consistently at the top of the city lists: Traveling to Medical Appointments was the Number 1 issue in all cities and Traveling to Daily Activities was second in nearly all cities. Close behind was Traveling with Disabilities

Throughout this project, the CTSA provided guidance to the project team. Prior to the Countywide Summit, the CTSA gave direction that focus be directed on these top two challenges as priorities. The Countywide Summit would focus on strategies to address these two issues.

The Countywide Mobility Summit results will be presented first below. While there were some significant common issues among cities, there are some differences in terms of the details of common issues and differences in priorities beyond the top tier.

Countywide



The Countywide Mobility Summit for Older Adults and People with Disabilities community discussion focused on the top mobility challenges identified countywide: Traveling to Medical Appointments and Traveling to Daily Activities. Attendees were presented with categories of strategies to discuss and prioritize which they thought would be the best to address the two top challenges. The discussion and prioritizing were conducted in the sub-groups as described earlier. The five subgroups were primarily geographical except for one that was for People with Disabilities. Attendees selected which group they chose to attend.

The seven strategy categories were:

1. Transit
2. Curb-to-curb Services
3. Assistance and Information
4. Vehicle Programs
5. Walking/Rolling/Biking
6. Partnerships
7. Long-term Strategies

Before the discussion groups assembled, these categories were defined for the types of services and programs each represented. Strategies were derived from community suggestions and professional input. The category descriptions were not intended to be all-inclusive but to offer definition to the broad strategy categories.

Transit:

Existing or improved bus service, medical or shopping shuttles, reservation-based bus service were the types of services that would be captured under the “Transit” category.

Curb-to-Curb Services:

A number of services fall under this category in their present or modified form such as paratransit, local and intercity taxi programs, Lyft/Uber, Volunteer driver programs (Faith in Action, American Cancer Society, etc.), non-emergency medical transport, Guaranteed Ride Home.

More Assistance/Information: Easier to understand materials of existing and future services, Personal Care Attendant (PCA) program, third-party arranges rides on Lyft/Uber were examples of items in this category.

Vehicle Programs:

This category covered a broad range of types of vehicle programs that could be focused on older adults and people with disabilities. Having a driver for one’s own vehicle (paid or volunteer), assistance securing adaptive vehicles and improving disabled parking, vehicle share program that may include adaptive vehicles, carpools, vanpools that would accept an occasional rider when a regular rider’s seat is available.

Walking/Rolling/Bicycling:



This covered a wide range of potential strategies including crosswalk improvements to allow more protected time for slower pedestrian crossings, street calming tactics to slow traffic and improve the pedestrian environment, bike programs including adaptive bicycles, promotion of an existing mobility device loan program, mobility device user training, allowing golf carts and scooters on bike paths where riders feel safer, and pedi-cabs.

Partnerships:

Several organizations to potentially partner with were presented.

- ◆ Medical Providers: Kaiser, Sutter Solano, dialysis centers, etc.
- ◆ VA Clinics, veterans’ organizations and veterans’ families
- ◆ Churches, service organizations, and community groups
- ◆ Older Adult communities and housing managers

Longer-term Strategies:

These were types of activities that would take years to implement and likely significant changes in policy and/or technology. The following activities were listed. As with all the other categories, attendees were not to be limited by the examples and could add other ideas within the category.

- ◆ Intergenerational housing
- ◆ Medical services closer to home (e.g. home health services, health vans, tele-medicine, etc.)
- ◆ Shopping and other daily activities/services closer to home
- ◆ Add requirements to developers and builders of older adult housing communities
- ◆ Driverless, or remote-operated, vehicles

The five groups assembled in different areas to discuss the two challenges and the seven strategies separately. Although the goal was to have groups of fairly equal size, attendees decided which group they wanted to join. There ended up being two large groups with 25-30 people (Fairfield and People with Disabilities¹), two medium groups (Vallejo/Benicia and Suisun City/Rio Vista) and one small group with about a half dozen people (Dixon/Vacaville). This is reflected in the prioritizing dot exercise count. Interestingly, when the groups came together to share their priorities, there were significant similarities with the top strategy priorities.

For Traveling to Medical Appointments, four of the five groups ranked Transit as the top priority with Door-to-Door Service a close second. This is shown in the two tables below.

Each discussion group had a facilitator. Attendees were given six dots – three for each challenge. The groups began by discussing the first challenge and the various types of strategies. After a healthy discussion, attendees were invited to place their three dots on three or fewer strategies to indicate which they thought would be best to deal with the challenge. This first table shows the dots assigned to each strategy for each discussion group. All except the Benicia/Vallejo group ranked Transit as the top strategy. Benicia/Vallejo ranked Door-to-Door services as the top strategy which was the second most popular strategy for all the other areas.

Table 4. Discussion Session #1 – Traveling to Medical Appointments (Dot Count)

Dot Count Discussion Group	1 Transit	2 Door-to-Door	3 Info/ Assistance	4 Vehicle Programs	5 Walk/ Roll/Bike	6 Partner-ships	7 Long-Term
Benicia/Vallejo	3	13	6	0	6	5	3
Dixon/Vacaville	6	2	0	0	1	6	3
Fairfield	24	14	12	2	5	4	10
Rio Vista/Suisun City	14	13	8	7	0	10	0
People w/Disabilities	23	21	11	4	6	15	4
TOTAL	70	63	37	13	18	40	20

Some of the other results are noteworthy. Partnerships was ranked relatively high by Dixon/Vacaville (tied for 1st) and Rio Vista/Suisun City and People with Disabilities (3rd). The Fairfield group ranked Longer-term strategies relatively high (4th) as compared to the other groups.

The Dot Count table gives an idea of the size of each group and the degree of separation between the ranked priorities. The table below simplifies the data of the table above by showing the rank order of strategies by each discussion group with “1” is the highest priority (most dots).

Table 5. Discussion Session #1 – Traveling to Medical Appointments (Rank Order)

Ranking Discussion Group	1 Transit	2 Door-to-Door	3 Info/Assistance	4 Vehicle Programs	5 Walk/Roll/Bike	6 Partnerships	7 Long-Term
Benicia/Vallejo	5	1	2	-	2	4	5
Dixon/Vacaville	1	4	-	-	5	1	3
Fairfield	1	2	3	7	5	6	4
Rio Vista/Suisun City	1	2	4	5	-	3	-
People w/Disabilities	1	2	4	6	5	3	6
Average	1.8	2.2	3.25	6	4.25	3.4	4.5
Countywide Rank	1	2	3			4	

The discussion groups addressed the second issue – Traveling to Daily Activities. Several groups had robust discussions on the first challenge and had limited time to spend on this issue. Thus, fewer attendees voted by dot to prioritize the strategies. The People w/Disabilities group didn’t rank the strategies for Traveling to Daily Activities. There was a sense that if they had, it would be similar to the one done for Traveling to Medical Appointments. This is why the counts are lower in the table below.

Of those who did vote for Traveling to Daily Activities, Door-to-Door Service was highest ranked by the groups with Transit and Assistance/Information both close second priority. Partnerships and Long-term were the next tier of priority strategies.

Table 6. Discussion Session #2 – Traveling to Daily Activities (Dot Count)

Dot Counts Discussion Group	1 Transit	2 Door-to-Door	3 Info/Assistance	4 Vehicle Programs	5 Walk/Roll/Bike	6 Partnerships	7 Long-Term
Benicia/Vallejo	4	12	4	1	5	6	4
Dixon/Vacaville	1	2	0	0	1	1	5
Fairfield	17	8	15	2	6	3	7
Rio Vista/Suisun City	7	12	11	4	3	9	1
People w/Disabilities							
TOTAL	29	34	30	7	15	19	17

The table below simplifies the results by showing the ranking of the strategies by each discussion group. As the People with Disabilities group did not complete the dot exercise for this challenge, the rank order from the first challenge was used based upon input from those involved with that discussion group. The average rank priority is shown (it does not reflect any weighting) and the rank order.

Table 7. Discussion Session #2 – Traveling to Daily Activities (Rank Order)

Ranking Discussion Group	1 Transit	2 Door-to-Door	3 Info/Assistance	4 Vehicle Programs	5 Walk/Roll/Bike	6 Partner-ships	7 Long-Term
Benicia/Vallejo	4	1	4	7	2	3	4
Dixon/Vacaville	3	2	-	-	3	3	1
Fairfield	1	3	2	7	5	6	4
Rio Vista/Suisun City	4	1	2	5	6	3	7
People w/Disabilities	1	2	4	6	5	3	6
Avg	2.6	1.8	3	6.25	4.2	3.6	4.4
Countywide Rank	2	1	3	7	5	4	6

City Updates and Analysis

Benicia

Transportation needs are being met all or most of the time for 85% of Benicia respondents. This was one of the highest rates of all Solano cities. The majority of respondents drive (76%) as their primary mode of travel, but many used other travel modes in the past year: 40% walked/biked and 25% used a bus service. Nevertheless, there was great interest in transportation as reflected in the high survey response rate (over 450 surveys) and attendance at the Mobility Summit.

An issue that was discussed in depth at the well-attended August 2017 Benicia Mobility Summit was SolTrans Benicia general public dial-a-ride service (DAR). This is the local transit service for travel within Benicia city limits. Attendees liked the service, but raised their frustrations with customer service at different times of the day and the lack of later evening and weekend service. There was a fear of being stranded at the end of the Benicia DAR service day. Some of the same issues arose at community focus groups and through the survey. Transferring to fixed routes was also a frequently mentioned concern.

In 2018, SolTrans initiated a Comprehensive Operational Analysis (COA). One of the service recommendations from the COA is to replace the Benicia DAR service with a subsidized Lyft/Taxi program. A subsidized Lyft/taxi program would offer door-to-door service like Benicia DAR but for a longer period of time. TNCs are available 24 hours a day, 7 days a week. This would eliminate the concern about being stranded and address the interest in having later evening and weekend service. This would also remove the communication issues that had been raised with Benicia DAR.

Concern about getting to bus stops was raised and Benicia's hilly terrain was mentioned as one of the factors. SolTrans operates two fixed-route bus services with bus stops in Benicia: Rt. 20 (a local route between Benicia and Vallejo) and SolanoExpress Yellow Line/Rt. 78 (an express route connecting Benicia to Vallejo and BART stations). Rt. 20 directly connects Benicia with retail, medical and other services in Vallejo.

The SolTrans COA is recommending the elimination of Rt. 20 due to its low performance. For Benicia residents, SolTrans proposes to replace the service with subsidized Lyft/taxi service. A subsidized Lyft/taxi service would be a door-to-door service and address the concerns raised about the difficulty getting to bus stops. Lyft/taxi services, unlike large buses, can pick-up/drop-off passengers in parking lots and often much closer to the rider's actual destination.

Traveling to Medical Appointments was the top challenge raised by Benicia respondents. Medical services in Benicia are limited and many mentioned the need to travel to medical services in Vallejo. A subsidized Lyft/taxi program (Older Adult Medical Concierge Program) would provide the direct connection to medical appointments in Vallejo. As a door-to-door service, it would eliminate transfers and walking to a bus stop. For medical services beyond Vallejo, a SolTrans subsidized Lyft/taxi program could take passengers to transfer locations in Vallejo for a direct connection to intercity services. Concerns about the cost and level of subsidy have been raised. A decision by the SolTrans Board was pending as of April 2019.

If the local and intercity subsidized Lyft/taxi programs are implemented, they could also address the next two Benicia challenges: Traveling to Daily Activities and Traveling with Disabilities. By eliminating the need to walk to a bus stop, wait for a bus, and fewer transfers, door-to-door subsidized Lyft/taxi service should make it easier to access more locations easier.



A majority of Benicia respondents have smartphones (64%) and use apps (57%) and should feel comfortable using an app-based transportation service such as Lyft. Others will need training or an alternative way to use the service such as Gogograndparent. For trips beyond the Benicia/Vallejo area, some may be eligible for the intercity ADA reduced-fare taxi program which doesn't require using a phone app. If SolTrans implements the local and intercity subsidized Lyft/taxi program, monitoring and evaluating the new service models will be important to see how the public adapts to the changes in service and if further adjustments will be needed.

Travel to the Fairfield/Vacaville area was the remaining priority challenge by survey respondents. The SolanoExpress Blue Line began service in July 2018 increasing the level of intercity transit service to Benicia. Previously, SolanoExpress Rt. 40 stopped in Benicia en route to Fairfield, Vacaville and BART stations on weekdays during peak hours. With the start of the SolanoExpress Blue Line, service to Benicia is more robust on weekdays and Saturday service is added. The Blue Line serves Benicia at least hourly weekdays and Saturday with more frequent service during weekday peak hours. In addition, the Blue Line travels beyond Vacaville to Dixon, Davis and Sacramento.

If fixed-route bus service in Benicia is reduced, removing bus stop amenities such as benches and shelters may disappoint riders of the replacement subsidized Lyft/taxi service. Riders will still need to wait for their rides and having a comfortable place to sit and wait was identified as important by many older adults and people with disabilities. The amenities may also be used by pedestrians as resting spots.



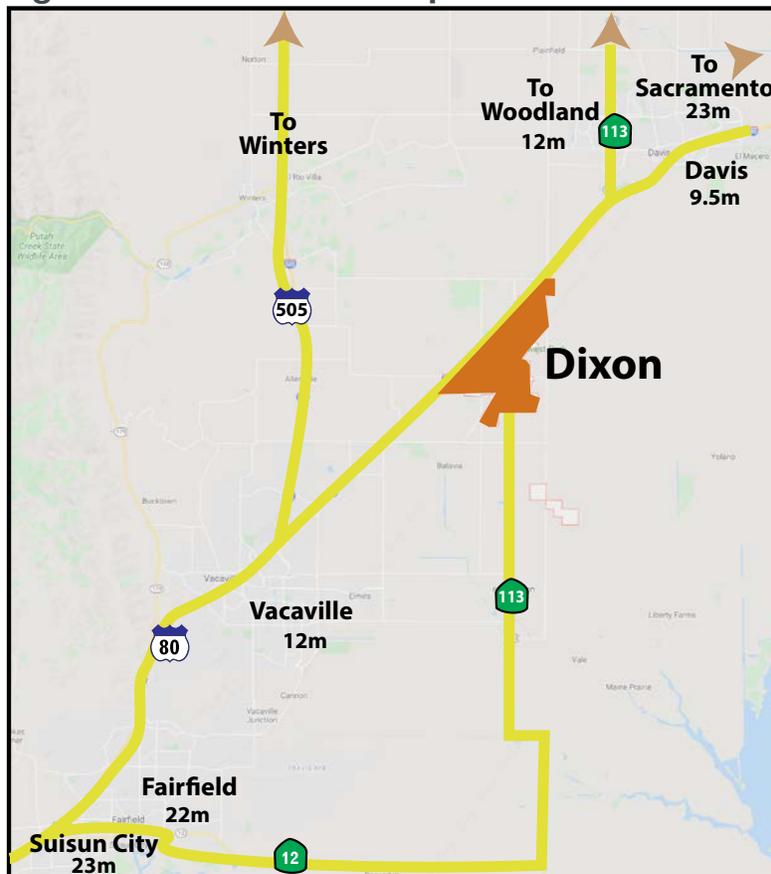
Dixon

There was general satisfaction with the local public transit service Dixon Read-i-Ride. Dixon Read-i-Ride is a general public dial-a-ride service that serves within Dixon city limits. Response time is typically within 30 minutes. A common critique of the service was that there wasn't enough service. There was interest in longer hours of service when it operates on weekdays and Saturday and the addition of Sunday service. There was also interest in more frequent service to destinations beyond the city. The main destinations are the Vacaville/Fairfield area and Davis/Sacramento areas.



The desire for more service may in part be reflected by the fact that 22% of the survey respondents no longer drive and another 12% limit their driving to daylight hours. Thirty percent (30%) stated that their transportation needs are met only some of the time or not at all; this was the highest rate of all the cities.

Figure 9 Dixon location map



The top challenges were:

1. Traveling to medical appointments
2. Traveling outside Dixon in general
3. Not enough evening and weekend service

A variety of city destinations for medical appointments were mentioned and all were out of town though some were not specified by any city. VA clinics were included as difficult places to travel to.

There was a desire for more information about mobility options. The cost of travel, particularly out of town, was mentioned as a challenge. There was interest in pedestrian improvements and traffic calming. Dixon has a flat terrain and is relatively small and compact making it a walkable city.

The SolanoExpress Blue Line has been serving Dixon since July 2018. Prior to that time a similar intercity bus service (SolanoExpress Rt. 30) served Dixon with service to Vacaville, Fairfield, UC Davis, and Sacramento. The Blue Line serves those four cities as well as continuing beyond Fairfield to Benicia and the Pleasant Hill and Walnut Creek BART station in Contra Costa County. The change to the Blue Line eliminates the need to transfer in Fairfield and gives Dixon direct bus service to Benicia and BART. The Blue Line increases the frequency of service on weekdays and weekends as well.



Fairfield

Traveling to Medical Appointments was the top challenge for Fairfield residents. Although specifics were not always given, two locations most frequently mentioned were Kaiser in Vacaville and Vallejo. Medical services at these two out of town locations are much more extensive than those offered at Kaiser Fairfield. The most frequently mentioned difficult to reach locations with Fairfield were the VA medical services on Travis AFB and NorthBay Healthcare services located on Hilborn/Martin Rd.



SolanoExpress service changes were made July 2018 soon after the Fairfield Mobility Summit and while community focus groups and surveying were still occurring in Fairfield. Given the timing, the impact of the SolanoExpress service change was presumably not reflected in the responses received.

In July 2018, the SolanoExpress Blue Line was implemented. The Blue Line consolidated several previous routes along I-80/ I-680 corridor: Routes 20, 30, and 40. All three previous routes connected Fairfield and Vacaville but none of them served Vaca Valley Parkway directly as does the new Blue Line. The Blue Line does not serve the Kaiser Vacaville complex directly, but the Vaca

Valley Pkwy stop is nearby. With a single route providing all the service between Fairfield and Vacaville, it is easier to understand and service is more frequent than the combined services prior. Overall, transit service overall to Vacaville improved with the Blue Line.

In the summer of 2019, SolTrans' SolanoExpress Routes 80 and 85 became a single route known as the SolanoExpress Red Line. The Red Line is a streamlined, limited-stop, freeway-based version of Routes 80 and 85 combined. Service runs from Fairfield/ Suisun City to BART with a few stops in Vallejo including the VTC and Sereno Transit Center. This will make accessing medical and other services in Vallejo easier.

The expanded subsidized ADA intercity taxi program being phased in from late 2018 to mid-2019 also offers better service between Solano cities particularly for non-ambulatory ADA riders for all types of trips.



Fairfield residents remain challenged trying to access medical services at two locations that were identified as important: Hilborn/Martin Rd. and Travis AFB. There is no fixed-route transit service to the Hilborn/Martin Rd area. FAST Rt. 4 continues to serve Travis AFB. Once on base, it makes a large loop with stops at a variety of services including the David Grant Medical Center. The medical center is also a stop for the VA clinic shuttle to Martinez and Sacramento VA clinics. Frequency is hourly Monday through Saturday. Rt. 4 travels through north Fairfield neighborhoods to the N. Texas St transit

hub at Walmart where two other routes intersect. For Fairfield residents in central Fairfield or the Cordelia/Green Valley neighborhoods, two transfers would usually be required. An alternative would be to use a regular taxi, a TNC, or FAST's subsidized local taxi program for older adults and people with disabilities.

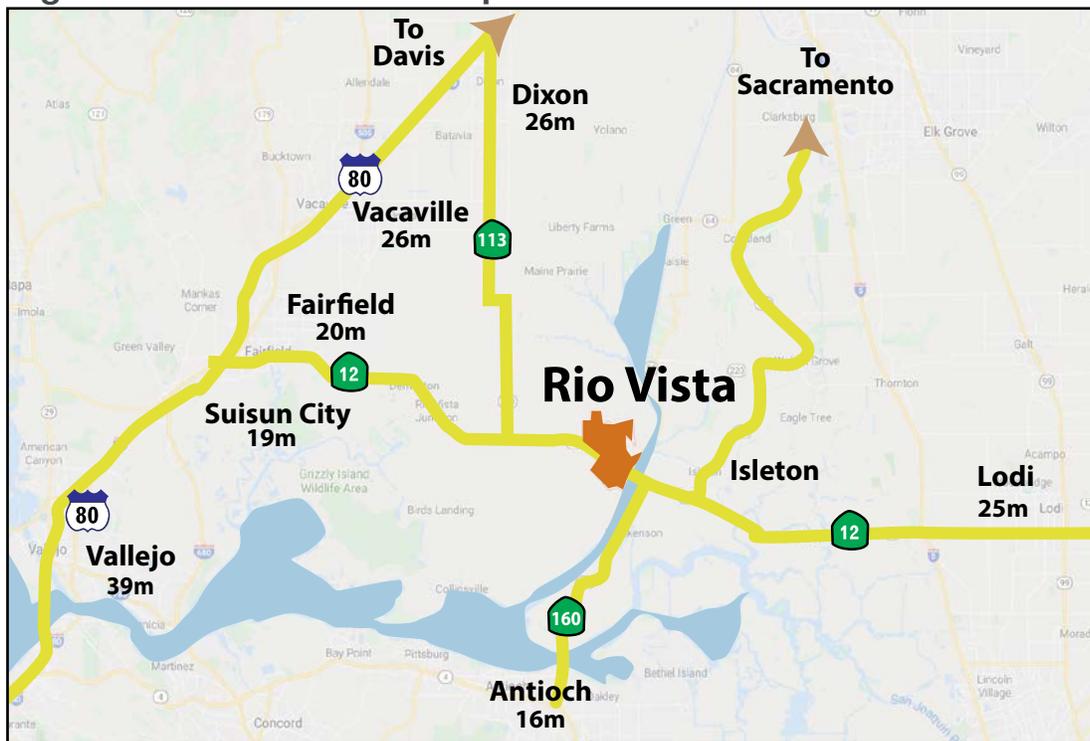


Rio Vista

Traveling out of town was the overriding issue from the Rio Vista community whether it is by driving on roads, transit or other services. Travelling to Medical Appointments was the top challenge; by what mode wasn't specified. "Better service to Antioch/Brentwood/BART was the second biggest challenge mention" with "Improve Hwy 12" next. Medical services are very limited in Rio Vista, so it is necessary to travel out of town for most medical appointments. Travel to nearby cities is mostly via 2-lane highways and about a 40-mile roundtrip minimum. There were comments that Hwy 12 needs improvements and that there's too much traffic on Hwy 12. Fairfield/Suisun City were mentioned as places that were challenging to travel to as well as Kaiser Vacaville. Locations beyond Solano and the delta were also mentioned.

Rio Vista Delta Breeze (RVDB) connects Rio Vista and Fairfield/Suisun City on weekdays with two roundtrips and a late afternoon trip to Rio Vista. RVDB serves several medical facilities in Fairfield directly and more through route deviations on request. Transit hubs such as the Solano Mall, FTC, and the Suisun City train station (on request) are served and are locations riders can transfer to other points in the FAST service area or to cities beyond. On request, RVDB will stop in front of several medical facilities: Kaiser on Gateway Blvd, Sutter Fairfield at Low Ct, and RAI Dialysis on Chadbourne Rd. It is unclear how widely this is known by Rio Vista residents.

Figure 10 Rio Vista location map



RVDB makes one trip in the morning to the Antioch/BART station and one return trip in the afternoon on weekdays. This is an important connection but is not convenient for riders who want to spend less than 13 and a half hours roundtrip on their transit journey.

Other than driving or using RVDB, options are limited. Taxis, Lyft and Uber will come to Rio Vista on request. Response time will be longer than in locations where these services regularly circulate and fares will be relatively high for the distances needed to travel.

There were fewer comments about RVDB local general public dial-a-ride service. There was interest in eliminating the midday gap in service and having more evening service. A focus group at the Senior Center and where Meals on Wheels serves lunch on weekday noted that the midday gap in local service makes it difficult to attend by those dependent on transit.



A large percentage (over 50%) of the respondents to the survey were younger older adults (aged 55-75 years). The majority had smartphones (70%) and 64% knew how to use apps. The majority drive themselves (86%) and didn't have driving restrictions (74%). Those who had restrictions were restricted to driving in daylight (10%). The majority of respondents (88%) stated their transportation needs were being met. However, there were a significant number of comments about the need for more information about mobility options and a concern expressed that alternatives to driving would be needed in the future.

Given there is interest in receiving more information about mobility options, it would be advantageous to respond to that interest sooner rather than later and help older adults prepare for when they expect to drive less. While there is interest in printed materials, there is a relatively high rate of older adult who have smartphones and use apps and newer technology-based avenues should also be pursued.

Taking into account the geographic challenges of significantly expanding productive transit service without substantially increasing local funding, exploring creative mobility options is warranted. New or expanded partnerships and volunteer driver programs should be explored. Faith in Action provides service in Rio Vista depending on available volunteers. In FY 2017- 18, FIA provided 46 one-way trips for medical purposes. Informal ride arrangements have been made through groups like the Trilogy Kare Bears. Community suggestions were made to partner with churches or non-profit organizations. Identifying local champions would be a key first step.

Suisun City

Traveling to Medical Appointments was the top challenge for Suisun City residents. There are some medical services in Suisun City but no major medical facilities. Many are in nearby Fairfield and at David Grant Medical Center on Travis AFB. Others are in Vacaville, Vallejo and points beyond the county. The community input did not lend consensus on specific locations that are difficult to travel to for medical appointments.



There was a relatively high awareness of the Veterans shuttle (17%). This was the highest awareness of any city. This may reflect its close proximity to Travis AFB/David Grant Medical Center - a shuttle pick-up location for VA medical services in more distant locations. Suisun City has one of the highest percentage of veterans in their population as compared to other Solano cities.

In July 2018 the new SolanoExpress Green Line was implemented with service to the Lotz Park and Ride in downtown Suisun City. The Green Line replaced a similar intercity express bus service to BART (Route 90). Both offered limited weekday peak period express service to BART.

Vacaville:

The Vacaville community identified Traveling to Medical Appointments as its top challenge. This was followed by Traveling to Daily Activities and Traveling to Fairfield destinations which rounded out the top three issues. To some degree these issues overlap; some medical appointments and daily activities that are challenging to travel to are in Fairfield.

There are other transportation challenges related to medical appointments. Some medical facilities don't have adequate bus stop amenities. There were complaints that the travel time to the VA clinic on Travis AFB is too long; it was noted by some eastside Vacaville residents that there was a lack of transit along surface streets that directly connect Vacaville and east Fairfield/ Travis AFB.

The SolanoExpress Blue line connects Vacaville to Fairfield and other cities along the I-80 corridor. In July 2018, several months after the Vacaville Mobility Summit and during the time some of the community outreach was still occurring, the Blue Line was implemented. The Blue Line replaced several I-80 based routes (Rt. 20, 30, and 40) that operated from BART stations to Sacramento serving multiple cities in between. As one combined route, the need to transfer was eliminated and more out of town locations were able to be reached directly. The three routes all served the Vacaville-Fairfield link. By having consolidating all the trips into one route it became easier for riders to identify all the Vacaville-Fairfield service and the service was more frequent.



The next three issues were close as issues but cited significantly less than the top three challenges: not enough weekend service, traveling with disabilities/mobility devices/paratransit service, not enough evening bus service.

In general, the Vacaville community expressed overall support for City Coach that serves the city. There was interest in more City Coach service on evenings and weekends. There was significant interest in improving bus stops by having more amenities: more benches and more information at bus stops including alerts at bus stops announcing approaching bus details. An issue about how priority seating for older adults and people with disabilities on City Coach is handled was raised.

Nearly a quarter of Vacaville respondents (22%) no longer drive and 8% never drove; this is relatively high compared to other Solano cities. For 11%, the bus is their primary mode.

At the time of the Vacaville Mobility Summit and community outreach, the Vacaville City Coach was in the process of conducting a Vacaville Transit Service Evaluation Study. The study was completed in Spring 2018 and addressed some issues raised at the Vacaville Mobility Summit or through other community outreach. Service changes were made in August 2018.

Bus stops: The study recommended the placement of bus stops in numerous locations and made recommendations for improved bus stop amenities based on passenger usage including at the Kaiser medical center. Identifying bus stop locations on route maps and schedules was recommended so the passengers may more easily find bus stops. Adding more transit schedule information at bus stops was also recommended.

Bus stop locations were added to route maps. Bus maps and schedules were added to all us shelters.

More evening and weekend service: Various scenarios of additional evening and weekend service were evaluated. Although additional evening service was the highest requested service improvement in that study, no additional evening or weekend service was recommended for the 2018 service change due to performance issues.

Increased frequency on City Coach Rt. 5: The study recommended more frequent service on Rt. 5. Rt. 5 has the highest ridership of all City Coach routes and connects the Vacaville Transportation Center and the downtown Transit Plaza via Nut Tree Rd, Alamo Dr, and Merchant St. Along its routes are the Vaca Valley Hospital and medical complex, retail centers, low and high-density housing. City Coach chose not to increase Route 5's frequency from every 30 minutes to every 20 minutes with their August 2018 service change.

More frequent service on Route 5 was not added due to the route's projected performance and impact on City Coach's overall system performance.

Vallejo

The top mobility challenge for Vallejo was Traveling to Medical Appointments. The top medical locations mentioned were Kaiser and VA clinics in and beyond Vallejo. Kaiser Vallejo and most other medical facilities in Vallejo are served by fixed-route and ADA paratransit. The free Mare Island VA clinic is served by the VA Shuttle that connects with many SolTrans routes at the downtown Vallejo Transit Center. The Vallejo Kaiser and Sutter Solano medical complexes are both located in north Vallejo and each served by one SolTrans local route and the intercity Routes 20 and 85.

Vallejo respondents did not offer specific detail on what was challenging about traveling to medical appointments. The challenge may be that the majority of Vallejo residents would need to transfer from other routes to reach the two major medical complexes within Vallejo. Traveling beyond Vallejo may also involve transfers and long trips. The nearest cities (Benicia and America Canyon) offer fewer medical services than Vallejo therefore necessitating travel to distance points such as Fairfield/VA clinic, Vacaville, Napa, Martinez, Concord/Walnut Creek and farther. Some mentioned the need for a personal care attendant (PCA) and/or door-to-door service.



SolTrans undertook a Comprehensive Operational Analysis (COA) in 2018. In Summer 2019, the first phase of service recommendations were made. Further changes were planned for the Fall. A restructuring of local routes was proposed which, if implemented, would have impacted transit service to medical appointments. A fixed-route bus service to the Sutter Solano medical complex and La Clinica/North Vallejo on Tuolumne at Hospital Dr was modified to eliminate service directly into the medical campus via Hospital Dr. Fixed route bus service to the Kaiser medical complex on Sereno Dr remained. Similar to the prior service, with only one route serving the facility many would need to transfer to the route. The new route would connect with all other local routes at either the Sereno Transit Center or the downtown Vallejo Transit Center.

In the summer of 2019, SolTrans' SolanoExpress Routes 80 and 85 were merged into one route known as the SolanoExpress Red Line. The Red Line is a streamlined, limited-stop, freeway-based version of combined Routes 80 and 85. Service runs from El Cerrito BART station to Suisun City

via Fairfield with a few stops in Vallejo including VTC, the Sereno Transit Center, and North Vallejo/Six Flags. Frequency will remain at the current high levels between Vallejo and the BART Station. This will make accessing medical and other services in the Fairfield/Suisun City area easier.

SolTrans intercity ADA paratransit service underwent a change in late 2019. At the time of Vallejo community outreach, ADA paratransit trips between Fairfield and Vallejo were handled by SolTrans with the transfer occurring in the Fairfield/Suisun City Valley Rd. area. Based upon the low volume of trips, SolTrans discontinued intercity ADA transit service and entered into an agreement with the STA to accommodate those riders through the Solano County Intercity Taxi Card Program which can transport ambulatory and non-ambulatory passengers. Currently, ADA paratransit trips between Fairfield and Vallejo are handled by SolTrans with the transfer occurring in the Fairfield/Suisun Valley Rd area. Based upon the low volume of trips, SolTrans will be referring those rides to the new and recent expansion of the STA's countywide subsidized ADA intercity taxi program to handle riders who need an accessible vehicle.

Bus stops and amenities were key discussion subjects at the very well attended February 2019 Mobility Summit in Vallejo. These were also raised by the two community focus groups and in the survey. There was significant interest in better bus stop amenities: more bus stops with seating and seating that is appropriate for older adults. Seating is important for those who can't stand for long and even more important when buses run late as noted by the community. Riders want more bus stops with shelters. There were specific safety concerns about bus stops near Legacy of Sonoma and Valle Vista Apts (both housing for older adults and locations of focus groups). The safety issues at Legacy of Sonoma had more to do with the high volume of vehicular traffic on Sonoma Blvd and other nearby streets; they are difficult to cross for pedestrians. The location of the bus stops/service are inconvenient to residents. At Valle Vista Apts, residents didn't always feel personally safe waiting for the bus at the nearest stop due to other activity in the neighborhood. There was a request for a bus stop closer to Valle Vista Apts. SolTrans has a Bus Stop Committee and created a Bus Stop Management and Development Policy. Requests for bus stops and stop improvements can be submitted by the public and will be considered by the Bus Stop Committee.

Countywide Summary

Traveling to Medical Appointments was the top issue throughout the county. For the smaller cities without many medical services, this involves making intercity travel more convenient. In the larger cities, it is both a local and intercity issue (within and beyond Solano). Local transit service changes in 2018 and 2019 by SolTrans and Vacaville City Coach as well as SolanoExpress service changes will address these issues to some degree. In late 2018, the STA began the process of expanding the the STA Intercity Taxi Card Program to include non-ambulatory riders and simplify the fare process. A new partnership among medical providers/STA/Gogograndparent/Lyft and AAoA was developed in the Spring of 2019 and continued to evolve once implemented. This partnership (Solano Older Adult Medical Trip Concierge Program) created a new service that will offer Lyft rides to low-income Medicare Solano residents who need transportation to medical appointments at the medical partners' locations. With this series of changes, they need to be promoted and given some time to have an impact. How these changes impact access to medical facilities should be taken into consideration when considering further service and program changes.

Traveling to Daily Activities was the second highest challenge. The discussion above applies to this issue as well.

Bus stops and stop amenities were common issue heard throughout the county. Most importantly, rides desire a place to sit and wait for a bus (or other services) preferably on seating designed for older adults and people with disabilities. Many desire bus stop shelters, lighting, and information as well.

More information about existing and new mobility options was of significant interest by individuals and organizations.

While there is a clear preference for traditional printed materials, there are increasing opportunities to present information through various mediums such as phone apps and other means. Presenting highly personalized information to individuals and organizations and doing so proactively would be the most beneficial.

Partnering with organizations that interact with older adults and people with disabilities to reach these populations was valuable during this planning effort. Organizations expressed interest in future partnerships and many community comments suggested building partnerships. Partnerships ranked well at the Countywide Mobility Summit by the discussion groups overall.

Chapter 6

Funding Opportunities, Resources and External Developments

Funding is needed to maintain and expand existing services and to add new services or programs. Transit and Mobility Management Services are funded from a variety of funding sources.

Transportation Development Act (TDA)/LTF funds.

This is a major funding source for transit operating and capital. Solano TDA funds are generated as a percentage of Solano sales tax. Along with providing funding, the California TDA Act also stipulates farebox recovery standards to qualify for the funds. Each transit operator receives these funds directly and programs how they will be used. There are some cost-sharing agreements among Solano operators to fund joint services such as SolanoExpress and the Solano County Intercity Taxi Card Program.

State Transit Assistance funds (STAF).

This revenue is generated from statewide sales tax on diesel fuel. There are different types of STAF that are allocated through different channels in the Bay Area. Revenue-based STAF is directly allocated to the transit operators for general purpose use. The population-based STAF is directed to the Solano Transportation Authority (STA) for allocation within the county. STAF dedicated to the Lifeline program are for projects identified through a community-based, collaborative and inclusive process.

Passenger Fares.

Passenger fares generate revenue to operate transit systems. As noted above, passenger fares must meet a minimum threshold but passenger fares are not the majority of the revenue source for bus transit service. Generally for fixed-route, a systemwide 20% farebox recovery rate (passenger fares and any local contribution) is required. For paratransit, 10% is the farebox recovery requirement. There are some variations. Each transit operator receives the passenger fare revenue for its own operation and may use the funds for operating or capital purposes.

Low Carbon Transit Operations Program (LCTOP).

This relatively new program allocates 5% of funds from California's Greenhouse as Reduction Fund (also known as Cap-and-Trade funds) to transit operators on a formula basis using largely the same structure as the STAF. Projects are to reduce greenhouse gas emissions and improve mobility with a priority on serving disadvantaged communities. Funds may be used for transit operating or capital assistance that increase transit mode share or are related to purchase of zero-emission buses. In addition, funds may be used for expenditures that enhance or expand transit service, intermodal transit facilities including equipment, fueling, maintenance and other costs to operate the services and facilities.

In November 2018, Proposition 6 was on the California ballot. If passed, Proposition 6 would have removed the protection that SB1 had recently given to various State transportation funds to avoid their diversion to other purposes. Proposition 6 was defeated giving more certainty to State transportation funding in the future.

Bridge Toll Funds

This funding source is derived from a portion of bridge tolls collected on the seven state-owned bridges in the Bay Area. The funds are used for projects that relieve congestion or make improvements in the bridge corridors including express bus service such as SolanoExpress.

Federal Transit Administration (FTA) 5307

These federal transit funds are a formula-based allocation that is directed to transit operators in urbanized areas which in Solano includes FAST, SolTrans, and Vacaville City Coach. 5307 funds may be used for operating or capital expenditures and along with TDA is one of the primary sources of funding.

FTA 5310

This program provides formula funding to States for the purpose of assisting the transportation needs of older adults and people with disabilities. The funds may be distributed by formula, competitive or discretionary and recipients may be local government, private non-profit organizations and/or operators of public transportation. In Solano County, these funds are distributed through a competitive process.

Some of the traditional uses of 5310 funds have been for vehicle and equipment purchases for non-profits that transport people with disabilities and mobility management programs. The 5310 may also be used for mobility management travel training, accessible capital improvements, way-finding technology, incremental cost of providing same day service or door-to-door service and other types of improvements.

FTA 5311

These funds are allocated to the state and then to MTC by formula and are for transit operators' service in non-urbanized areas (population of 50,000 or less). Dixon Read-Ride and Rio Vista Delta Breeze (RVDB) are eligible for 5311 funds which are distributed locally by the STA Board. There are varying match requirements for the different uses of these funds (operating, capital, and ADA non-fixed route paratransit service)

FTA 5312

Mobility on Demand (MOD) Sandbox. Eleven MOD Sandbox projects shared \$8million in funding awarded in 2016. These projects were intended to demonstrate innovative MOD and transit integration concepts such as developing business models, acquiring/developing software and hardware interfaces to implement projects, obtain equipment and service, and operating the demonstration. Eligible recipients were not only state or local government but also transportation operators, private for-profit and not-for-profit organizations. Researchers would assess the projects. In early 2019, the FTA announced it was launching an Integrated Mobility Innovation Demonstration program to advance mobility on demand. This new program would be a combination of Mobility on Demand, Strategic Transit Automation Research, Mobility Payment Integration and FTA's role in the Accessible Transportation Technologies Research Initiative.

AARP (American Association of Retired Persons)

In 2017, AARP began an annual Community Challenge grant program to fund ‘quick action’ projects that help make communities more livable for people of all ages. One area of focus was mobility. Nationwide, \$1.3million was distributed to 129 projects. Projects funded include transit training, shared-mobility modes training, bus stop enhancements, crosswalk improvements, and pedestrian safety improvements.

Other Resources

National Center for Mobility Management (NCMM)

A national technical assistance center funded through a cooperative agreement with FTA and operated through a consortium of three national organizations – American Public Transportation Association (APTA), the Community Transportation Association of America (CTAA), and Easter Seals Inc. The purpose for NCMM is to promote customer-centered mobility strategies that advance good health, economic vitality, self -sufficiency, and community. NCMM also supports the goals and activities of the Federal Coordinating Council on Access and Mobility (CCAM).

Coordinating Council on Access and Mobility (CCAM)

A federal interagency council established in 2004 by Executive Order. The purpose of the CCAM is to issue policy recommendations and implement activities that improve the availability, accessibility, and efficiency of transportation for older adults, people with disabilities, and individuals of low-income.

Partnerships

Partnerships may be developed with organizations for jointly designed, operated and/or funded services. This could be with non-profits, private, or public organizations that share similar mobility goals for older adults and people with disabilities. Funding may be in the form of direct payment or in-kind services. Partnerships present opportunities to leverage existing resources and realize cost-savings as well as to avoid duplication of services among organizations.

Currently several non-profits are funded by the STA to provide mobility services such as Faith in Action, Independent Living Resources and Connections for Life. The most recent funding partnership was created with the Area Agency on Aging, County of Solano, and the medical community.

The Solano Community Foundation (SCF) engaged in this Mobility Study and expressed interest in partnering. The SCF is a local non-profit that has been distributing grants since 2016. As a community foundation, SCF manages the financial resources of individuals, families and businesses to improve the community. SCF offers training and other support services to other non-profits.

Other groups may become interested. Consideration should be given to partner on programs and services especially those that directly offer transportation.

Medi-Cal Transportation Funding

Federal policy dictates that Medicaid (Medi-Cal in California) pay for transportation to some medical appointments for Medi-Cal recipients. Medi-Cal is medical coverage for low-income individuals including those who may be older adults and people with disabilities. Partnership Health Plan (PHP) is the primary local insurer for Solano Medi-Cal recipients and they contract with a national transportation broker to handle their patients' needs. Mileage reimbursement, taxi rides and non-emergency medical transportation are the primary methods of transportation used. Transit, paratransit, and Lyft/Uber are used to a lesser degree. PHP clients use services at the County of Solano HSS, Sutter Solano, NorthBay Healthcare, and community clinics.

External Developments

The transportation field has changed tremendously in the past ten years with the advent of high-speed data transmission and the widespread use of smartphones. These were essential to the development of “shared mobility” and on-demand services which have been introduced: TNCs (Uber, Lyft), micromobility (bikeshare, ebikes, escooters), microtransit, and more. Many have gone through growing pains. Some continue to expand while others have folded. While the exact mix for the future is unknown, as a type of service they appear to be here to stay as more and more larger companies invest in and acquire these transportation creations.



These services are more commonly located in areas more urbanized than Solano County, but some are already located in this county and others may arrive. Cities and regulators have at times had to catch-up with the quickly evolving transportation services and their impacts. One recent regulatory development of note may potentially significantly increase the availability of accessible vehicles.

Transportation Network Companies (TNCs) Accessibility

In 2018, the California legislators passed to create an “Access for All” Fund to increase accessible vehicles in TNC operating areas. The California Public Utilities Commission (CPUC) is the lead agency. Beginning in late 2019, TNCs will be required to contribute \$0.05/ride originating in a designated geographic area to fund the “Access for All” program. The CPUC will administer the program to fund projects that increase accessibility. Beginning in 2020, projects will be selected on a competitive basis. A report on the effectiveness of the program is due back to the California legislature in 2024 and the provisions of the bill expire January 2026. As of the writing of this report, where Solano fits into the geographical designations is undetermined.



TNC Fees

Some states and large cities have begun regulating and applying a tax or fee to TNCs. In California, the CPUC regulates TNCs and will soon be collecting a fee for the Access for All Fund as described above. Some California cities (LA, Oakland, San Francisco) have considered taxing TNCs and have taken preliminary step. Some of the rationale for regulating and/or taxing TNCs is to address congestion and transportation inequities among neighborhoods

Personal Vehicle Sharing



Some forms of vehicle sharing, such as ZipCar, have been around for over ten years. These began as essentially short-term (hourly vs. daily) rentals of vehicles from fleets that are conveniently located throughout typically urban communities. After initial registration into the ZipCar program, for example, a user could easily find and access a vehicle via web-based maps, or now smartphones, and a smart card entry. Unlike a rental car agency, each use does not require going through a laborious process. The nearest ZipCar pick-up locations are in Davis and Pleasant Hill. With 72 hours notice, ZipCar does offer hand control vehicles. ZipCar has other policies focused on people with disabilities relating to service animals, accounts for drivers of people with disabilities, and other issues.

Vehicle share programs have expanded and become more diverse. In some vehicle sharing models, such as GetAround, individuals enroll in the program to share their own vehicle to be driven by others and they receive a portion of the payment. Getaround is active in the East and South Bay as well as San Francisco, but not in Solano or the other North Bay counties as this time. This may be an opportunity for older adults to have access to a vehicle for occasional use, but not have to own it. By making their vehicles available when it's convenient, others may generate income to help with the cost of owning the vehicle or for other transportation choices. There is not an option to select accessible vehicles. Program registration is free and verification is required through a Facebook account.



Enterprise has expanded from rentals, commuter vanpools and other traditional services into the hourly vehicle sharing space nationwide. In California, Enterprise's current vehicle sharing is limited to specific southern California locations.

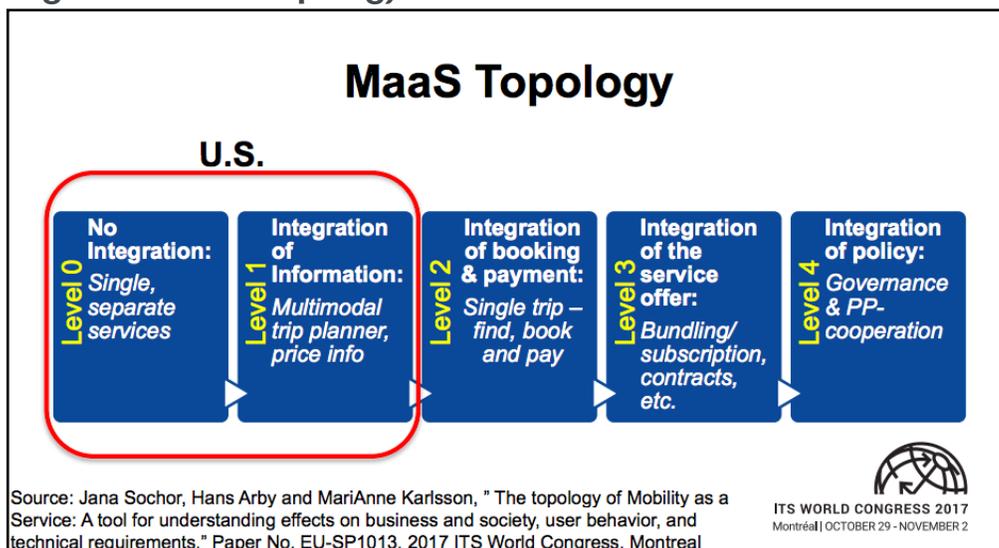
Existing vehicle sharing programs will change over time and new versions will likely be introduced. These should be monitored and leveraged for Solano's older adults and people with disabilities' benefit.

Mobility as a Service (MaaS)

MaaS is a somewhat new term based on a traditional adage that the customer comes first. Focus is on mobility of a person rather than the focus being on a mode of transportation. There are different levels of MaaS but the basic concept is to direct people to the most appropriate mobility option and as often as possible in real time through a single, unified trip planning and payment application.

Trip planning tools are a basic level of MaaS. With Google Transit a person can input their origin and destination and receive scheduled information on multiple transit systems for the specified route. Quality transit data is needed to ensure the information is current and accurate; it becomes even more important when real-time information is shared with a customer. This integration of information could be made more robust by including more private transportation providers' information.

Figure 11 MaaS Topology



Beyond the integration of information, MaaS could include the integration of booking and paying for travel including subscription bundles. One level further would be the integration of services through partnerships and contracts. The highest level of MaaS would be the integration of policy and governance.

The State of California is undertaking a statewide effort to develop an integrated public and private transportation information and payment system framework. The Cal-TIP Project (California Integrated Travel Project) is a partnership among CalSTA, Caltrans, the Capitol Corridor JPA (CCJPA) and local regional and state partners. As the lead agency, the CCCJPA released an RFP in late 2018 to select a consultant to conduct a multi-year trial of a travel planning and payment pilot project including small, medium and large agencies and private providers. This pilot project is due to be completed in 2022.

Each level of MaaS is a more refined tool that would make non-drive alone travel easier by simplifying the process of identifying travel options and connections as well as paying for them in not only urban but also suburban and rural areas. Ensuring the MaaS tools are using quality input from Solano public and private transportation providers will be critical to successfully inform the public.

Mobility on Demand (MOD)

Mobility on Demand (MOD) is an innovative transportation concept where consumers can access mobility, goods, and services on demand by dispatching or using shared mobility, public transportation, courier services, and autonomous vehicle (AVs) solutions. For passengers, this may include “shared” cars, public transit, taxis, bicycles, scooters and more. Shared mobility has been developed in the last ten years and has enabled users to have short-term access to a transportation mode such as a vehicle, bicycle or other low-speed vehicle.

MOD services have grown rapidly in recent years in the wake of advances in technology, shared mobility, consumer habits and other areas. These types of services are expected to continue to grow. How the mix of services grows is yet to be determined and is likely to vary by location and settings. The services are largely, though not entirely, operated by the private companies. Nevertheless, public transit and transportation service providers, transportation planners and public officials should be aware of how these services are operating, or plan to operate, in their area to grapple with related issues. How will they impact existing public services, the built environment, social equity, local policies and regulations? These are some of the issues that are being considered nationwide in this rapidly evolving field. There is an opportunity to learn from others so that MOD type services best serve the local community.

Autonomous Vehicles

The development of autonomous vehicles (AVs) continues to advance with much of it occurring in the Bay Area. There are multiple levels of automation with driverless being the highest level. Driverless vehicles may be an opportunity for a new type of mobility by older drivers or people with disabilities who don't drive. These opportunities do not appear imminent as personal vehicles but are being introduced in transit settings outside of California. In the Bay Area, at least one pilot program has begun to develop and test a driverless vehicle for people with disabilities. The practical application of AVs, in at least limited settings, is likely to occur within the mid to longer-term timeframe of this study.

Chapter 7

Strategies

Funding for transit and mobility management services are assumed to be reasonably stable with modest growth. Transit operators have been modifying services to address changing local needs, to adapt to realigned intercity SolanoExpress services, and to maintain cost-effective services. Substantial, costly strategies will be difficult. Leveraging existing resources and developing partnerships are likely to be the most successful methods of implementing improvements.

It will more be more important than ever to implement, monitor, evaluate and adjust diligently. The broader transportation environment is rapidly changing. Staying abreast of those changes and finding ways to incorporate and maximize their benefits for Solano residents will be the challenge going forward.

Countywide

1-5 Years

Solano Older Adult Medical Trip Concierge Program



Patients will have a new way to travel to and from medical appointments. This program is a partnership among medical providers, STA, Lyft/Uber, providers of lift-equipped vehicles and the Agency on Aging (AAoA). Participating Solano medical providers will identify their patients who are older adults or a person with a disability who needs transportation to their medical appointments. These Solano patients will receive a subsidized ride on Lyft/Uber or a lift-equipped vehicle if needed. The program was implemented in 2019. During its first year, the program was monitored and modified to refine the service delivery and funding needs for the future.

Vehicle Share Program

Solano non-profit organizations who transport older adults and people with disabilities who need a wheelchair accessible vehicle would be able use vehicles purchased for this program. This would be a partnership among the STA and participating non-profits. STA will initially purchase two wheelchair accessible vans and loan them to participating non-profits and government agencies on a reservation basis. The non-profits' staff would drive the vehicles and their clients. The program began in 2019 and will be monitored and evaluated for possible modification and/or expansion.



Lyft to SolanoExpress Program



In early 2019, the STA expanded an existing program that offered subsidized Lyft rides to/from the Suisun City train station. The expanded program offers similar subsidized Lyft service to/from any SolanoExpress stop or Solano train station. Eighty percent (80%) of the Lyft ride is subsidized up to a \$25 value.

Establish 'working group' with medical providers to identify additional opportunities to improve mobility beyond Solano Older Adult Medical Trip Concierge Program

A working group could evaluate and identify additional opportunities to improve mobility such as:

- ◆ Monitor, evaluate, and rapidly respond to implementation issues concerning the new Solano Older Adult Medical Trip Concierge Program.
- ◆ How to make transportation info easier to understand for front line medical provider staff and other key players
- ◆ Develop information materials specific to location (print, electronic, other)
- ◆ Proactive communication with public using new methods (Facebook live, Transit Screens, etc.)
- ◆ Patient transportation access plans
- ◆ Patient-facing program development

Non-ADA local or intercity subsidized taxi/TNC program for older adults or people with disabilities

Expand the eligibility beyond ADA qualified riders similar to the RTC¹ which offers discounted transit fares to individuals who have limitations but are not ADA eligible. The RTC criteria could be used or other criteria such as income, proximity to transit, or other criteria. Eligibility may be consistent throughout the county or areas of the county. This could also be a program that is reserved for individuals who have been evaluated and have no other viable option for key travel needs. With program enrollment, offer smartphone/app training.

¹ Regional Transit Connection (RTC) card

Proactive Information Dissemination

Systematically reach out more to this population with relevant information while also responding to information requests. Mobility becomes an increasing challenge with age. Many ‘younger’ older adults in Solano recognized mobility challenges are likely to occur in their future. Transitioning to services and information systems with which this group is comfortable with should begin while not ignoring those in need now. Introduce new methods to engage and personalize information. Consider:

- ◆ Hosting webinars or Facebook Live events; partner with Senior Centers and other organizations to host and promote. Consider a regular monthly time/day to present on different transportation service or program.
- ◆ Promote and target information with enhanced outreach through social media such as Facebook, Next Door, etc. Strategically combine newer social media methods with existing preferred print media.
- ◆ Increase visibility of mobility information at specific locations through use of real-time information and electronic displays.

Improve Bus Stop Locations and Amenities



Throughout the county there was interest in bus stops and improving their amenities. Seating (designed for older adults and people with disabilities) was the most important: higher seats, armrests to push up from, etc. Many have difficulty standing to wait for a bus or need a rest after walking to the bus stop. Shelter was noted as also important for protection against inclement weather. Information and lighting were other desired features in more locations. In Vallejo, the location of bus stops was an issue in terms of personal safety – either getting to and from the bus stop across busy streets or feeling vulnerable in some neighborhoods. Involve the community in the process of prioritizing bus stop placement and improvements.

Maintain Existing Mobility Management Programs and Services

Maintain, monitor and modify the foundation programs that were created as a result of the 2011 Solano Transportation Study for Seniors and People with Disabilities: Countywide Travel Training, Solano Mobility Call Center; ADA in-person Assessment Program; and Older Driver Safety Information Program. These began to be implemented in 2013, adjustments have been made and they have all become established programs. Travel Training has been particularly popular and is at the point of reaching capacity; consideration should be given to expand this

program to reach the increasing demand that this is unlikely to subside. Coordinate with local transit operators and their Travel Training programs.

Build relationships with non-profit organizations that offer highly personalized transportation services

Non-profits² provide highly personalized transportation services to older adults and people with disabilities thanks to volunteer drivers. Some, but not all, of these are supported with public funds. Increase efforts to build relationships with these existing, and potentially new, organizations to support their efforts. Each serve specific niches in terms of geography, distance, or type of disability or illness. Information sharing would be beneficial to backstop their efforts. They could also use support in terms of volunteer driver recruitment.

ADA Services Customer Satisfaction Study

Initiate a study of ADA eligible Solano residents and their travel patterns within and among ADA services (local and intercity taxi programs, paratransit, fixed-route, TNC programs, and other similar programs) to determine supply, demand and quality of travel for local, inter-city, and intercounty trips. Collect quantitative and qualitative information. How well are existing ADA services meeting the mobility needs for ADA eligible Solano residents? What has been the impact on mobility with the implementation of the developing “Access for All” TNC program? Are there opportunities for improvement in terms of operational or customer service, funding, information, promotion, and other areas.

Veterans Mobility Study

The purpose of this study would be to identify and address the unique mobility challenges of Solano veterans focusing primarily on access to medical appointments at VA facilities. Engage a stakeholder group with veterans’ organizations to guide this effort. Stakeholders should include the Solano veteran organizations, veteran halls, County of Solano Veterans Affairs office, Community Action Network-North Bay (CAN-B), David Grant Medical Center, Mare Island Clinic, VA Travel Office, MTC and others. In addition, partner (possibly lead) with MTC on regional effort outlined in 2018 Coordinated Plan Strategy to “Improve Mobility for Veterans”.

Technology Readiness, Customer Service Study

With advances in communication systems, more information can be made available to the public faster. With more information, the public and organizations can make better mobility decisions. This study would evaluate existing technology being used by Solano transit operators, their plans for the future, compare and contrast with technology available and upcoming, identify opportunities to enhance information for the public on single and multiple transit systems, and develop a coordinated countywide transit technology plan.

Cities

Benicia, Fairfield, Suisun City, Vacaville, Vallejo (FAST, City Coach and SolTrans service areas)

There have been several significant transit service changes implemented in 2018 and 2019. As noted in previous chapters, some of these are addressing issues raised during community outreach. It will be important to monitor the impact of the service changes on this segment of the population before recommending further improvements. All these transit operators should continue to improve bus stops sooner and later to address a significant outcry throughout the county. More seating, more shelters along with other amenities such as lighting, information and more to improve passenger safety and the overall experience waiting for a bus. This is particularly important for older adults and people with disabilities.

Dixon

- ◆ Make traveling to medical appointments easier for Dixon residents traveling beyond Dixon and into Dixon from residents living in the nearby unincorporated area. Specific methods would need to be evaluated but could include partnerships with local organizations, medical providers and/or County of Solano, increased promotion and/or a broader eligibility for intercity paratransit service currently offered by Dixon Redit-Ride or broader eligibility of Solano Older Adult Medical Trip Concierge Program to include out of county trips to Yolo and/or Sacramento counties or another strategy.
- ◆ Modify the ADA-only intercity Dixon Redit-Ride service by broadening the eligibility to open it up to other types of riders.
- ◆ Make pedestrian and traffic calming improvements

Fairfield

- ◆ Northwest Fairfield TNC Pilot Program: The focus of this pilot program would be the Waterman/Hilborn area. There are multiple needs in this area that do not have any fixed-route bus service. Without fixed-route bus service, there is no ADA paratransit service. This is primarily a residential area and includes the Casa Nova mobile home park. Residents of Casa Nova were very engaged in this process by attending multiple Mobility Summits, hosting a



community focus group and completing surveys. They made it clear they are interested in transportation service to connect them to services particularly across the freeway. In addition to Casa Nova, there are NorthBay Healthcare medical offices in this area serving occupational therapy patients, Care ‘til 8 urgent care, and internal medicine patients.

Rio Vista

- ◆ Develop partnerships and/or volunteer driver program for Rio Vista residents for intercity travel. Identifying local champions to provide leadership to this effort will be a key first step.
- ◆ Develop a multi-year information campaign to highlight transit and other mobility options for Rio Vista residents’ travel within and beyond Rio Vista. Incorporate multiple methods of communication: print, electronic, personalized, community-oriented, through partnerships, presentations, etc.

Medium Term (5-10 years)

- ◆ More local transit service in Dixon
 - More service on Dixon Read-Ride on weekdays (longer hours)
 - More weekend service on Dixon Read-Ride
- ◆ More service beyond Dixon
 - More frequent service on SolanoExpress Blue Line to Dixon
 - Easier access to VA clinics from Dixon
- ◆ Improve Hwy 12 between Rio Vista and Suisun City



- ◆ More evening and weekend service on Vacaville City Coach



- ◆ **Rio Vista Delta Breeze transit service changes that align with the Daylight Savings Time changes.** Add later service in months when it gets darker earlier in the evening. More options for those who are transit dependent. More mobility for those who restrict their driving to daylight hours which is likely to increase in 5-10 years. Alternative: if not an increase in fixed-route service, identify an alternative service (service on request, taxi, TNC, partnership, other)
- ◆ **Direct transit link between east Vacaville and east Fairfield:** Create a fixed-route (or on-demand) service link between neighborhoods, transit hubs and major activity centers. Service would run along Peabody or Vanden Rd rather than I-80. Locations to connect would include the Fairfield/Vacaville train station, Travis AFB/David Grant Medical Center, Vacaville Transportation Center, Vaca Valley Hospital and medical offices. This could also serve existing east Vacaville neighborhoods and the projected development along Vanden Rd. in Fairfield.

There are no Medium Term strategy proposals specifically for Benicia, Vallejo, Fairfield and Suisun City. SolTrans and FAST implemented local and intercity transit service changes in 2018 and 2019. In the next five years, countywide and statewide program changes could also significantly impact mobility for older adults in these cities. It will be important to evaluate those service and program changes individually and as a whole before recommending further strategies.

The transportation environment will continue to change rapidly. STA and their partners will need to stay alert to the constant changes and opportunities and to learn from the experiences gained by others beyond the county. Public/private partnerships have developed in Solano and are likely to be the most cost-effective and customer-oriented avenues to implement mobility improvements in the future. More creative service models for transportation services have been implemented to serve specialized segments of the population and this is the direction in which to continue. In the future, the aging population will have an increasing comfort level with technology being used to a greater degree in transportation and mobility services. Advances in technology that could be used to deliver more personalized information and services are to be embraced.

Countywide

Update Mobility Study for Older Adults and People with Disabilities within six years

The Solano Comprehensive Transportation Plan (CTP) Transit and Rideshare Element policy 14 directs that a study be conducted focusing on transportation needs of older adults and people with disabilities at least every six years. The transportation field is rapidly changing at the same time as there will be an increase in the percentage of older adults in Solano County. As people age, their rates of disabilities will increase. Newer and established programs and services may be evaluated. Advancements in technology related to services and communication may be incorporated. Community input will remain important to identify transportation challenges and opportunities.

Long-term (Over 10 years)

With rapidly evolving changes in transportation and potential for grand new options such as autonomous vehicles thrown into the mix at that point, it seems imprudent to plan too specifically beyond ten years for a specific segment of the population.

More importantly, between now and then transportation planners and providers need to be adept

and nimble at understanding their community's mobility needs for older adults and people with disabilities and vigilantly stay abreast of transportation developments and changes in related fields that impact mobility. The medical industry and their service delivery options will continue to evolve. On-demand, shared mobility is actively expanding (and contracting) as this project has progressed and will continue to do so over the next ten years.

There will continue to be a need to disseminate information about mobility options. The methods and mediums will change over time. Over time the "younger" older adults who are more comfortable with electronic media will become older adults with even younger older adults behind them who will be more even comfortable with electronic media. To adapt to this change, capital investment related to information dissemination may be necessary to stay current with technological advances to effectively serve the changing audience.

Transmission of electronic information is expected to occur at much faster speeds than today. This should create opportunities to personalize information and reach more people more efficiently. Efforts should be made to proactively present personalized mobility information and rely less on requests for information.

With development still to come in Solano County, there remain opportunities to consider how the built environment may be designed to enhance mobility for older adults and people with disabilities. Placement of housing that will be age-restricted or likely to be used by older adults or people with disabilities and its proximity to transit, protected walkways, other mobility options, and services should be considered. Different kinds of housing that encourage the mixture of older and younger adults living in close proximity may be desired to facilitate family, friends and neighbors assisting older adults with their mobility needs. Streets and adjoining right of way may be designed to be take into account not only personal vehicles but also shared vehicles, pedestrians, bicyclists, and individuals (able-bodied and disabled) with mobility devices.

Automotive technology will continue to advance toward full automation. How much will be accomplished and accepted in ten years is unknown. Partial or full automation may, or may not, be an opportunity for older adults who have stopped driving or restricted their driving. The status of automating transit or other shared mobility in ten years is also unpredictable. These developments will be important to monitor as they could have a major impact on how transportation services are delivered.

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Appendix A

Related Reports

Numerous related reports and documents were reviewed as this Mobility Study for Older Adults and People with Disabilities was being developed. Among those reviewed, several are listed below.

CPUC¹ Order Instituting Rulemaking to Implement Senate Bill 1376 Requiring Transportation Network Companies to Provide Access for Persons with Disabilities, Including Wheelchair Users who need a Wheelchair Accessible Vehicle

FAST SRTP (2016)

MTC Coordinated Public Transit – Human Services Transportation Plan (February 2018)

Rio Vista Delta Breeze Transit Service Outreach & Analysis (March 2016)

SolTrans Comprehensive Operational Analysis (Spring 2019)

SolTrans Board reports

STA Comprehensive Transportation Plan Transit and Rideshare Element (2017)

STA Mobility Management Plan (2014)

STA Solano Transportation Study for Seniors and People with Disabilities (September 2011)

STA SolanoExpress Ridership Study (2014)

US Census/American Community Survey

Vacaville Transit Service Evaluation Study (April 2018)

Appendix B

Solano Comprehensive Transportation Plan (CTP)- Transit and Rideshare Element (2017)

Excerpt:

T&R Policy 14: Conduct a study, or studies, to identify the transportation needs of Solano seniors, people with disabilities, and the low-income population. Update the study, or studies, no less frequently than every 6 years.

Discussion – With a rapidly growing senior population, the countywide Transportation Study for Seniors and People with Disabilities from 2011 should be updated. This study involved significant public outreach which should continue with future updates. Five Community Based Transportation Plans were conducted in the past fifteen years; these focused on outreaching to local communities to identify the transportation needs of the low-income population followed by identifying and prioritizing solutions. Many, but not all, priority projects from these studies have been implemented. More current outreach and study of these groups should be done to address the changes in these groups, the community, and the differing strategies available now and in the future.

Policy Performance Measurements and Milestones – Update of Transportation Study for seniors, people with disabilities and the low-income population at least every 6 years. Milestones will be the completion of the study at least once every 6 years.

This Policy helps implement Goals 4,6,7 and 17.

Comment Card

Community Summits for Seniors and People with Disabilities

Please check which Community Summit you attended:

Benicia Dixon Fairfield Rio Vista Suisun City Vacaville Vallejo

If you want to be contacted regarding mobility issues, please provide:

Name: _____ City: _____

E-mail: _____ Phone: _____

Comments: _____

More room on back for additional comments.



Solano Mobility Outreach

Let's work together to gather information to improve transportation and mobility in Solano County.

Please let us know how you can help us connect with Seniors and People with Disabilities in your community so that we can better understand their transportation/mobility challenges.

Contact Information:

Name: _____

Phone: _____

Email: _____

Organization: _____

Street Address: _____

City, Zip: _____

For more information and updates on the Community Mobility Summits and the Mobility Study visit:

www.solanomobility.org

(800) 535-6883



Appendix D

STA 2017/18 Survey of Transportation Needs of Solano County Seniors and People with Disabilities 

The Solano Transportation Authority is gathering information from seniors and people with disabilities on their transportation needs. The information will be used to identify strategies to improve the overall mobility for these most vulnerable citizens. The survey can be completed online at www.solanomobility.org, or by mailing this completed survey by August 31, 2018.

For more information about the survey, contact Debbie McQuilkin at 707-424-6075 or dmcquilkin@sta.ca.gov. If you need help completing the survey contact the Solano Mobility Call Center at 800-535-6883, Monday-Friday 7am-5pm.

1. CONTACT INFORMATION: Your contact information is not required, but may be helpful if more information is needed to understand your transportation needs. Any information provided will be kept confidential.

Name: _____ Phone: _____

Email: _____

Your answers to the questions below will help us understand your transportation needs as well as provide us with information needed to apply for State and Federal transportation grants.

2. What community do you live in?

- Benicia Rio Vista Vacaville
- Dixon Suisun City Vallejo
- Fairfield Travis AFB Unincorporated Solano County

3. Do you have any limitations on your ability to drive? Mark all that apply.

- No restrictions No longer drive Restricted to local driving
- Never drove Restricted to daylight hours Require adaptive equipment
- Other _____

4. What is your primary means of travel to appointments, work and/or errands?

- Personal vehicle Taxi Private service/paid caregiver
- Friends/relatives Bus Volunteer driver
- Walking/biking Paratransit Other _____

5. Which of the following have you used in the past year? Mark all that apply.

- Personal vehicle Taxi Private service/paid caregiver
- Friends/relatives Bus Volunteer driver
- Walking/biking Paratransit Other _____

6. Is your primary means of travel meeting your transportation needs?

- All the time Some of the time
- Most of the time Not at all, please explain: _____

7. How important are mobility services to you?

- Not Important (I do not need mobility services)
- Important (but I have other transportation options)
- Extremely Important (needed for food and medical appointments)
- Potentially Life Threatening (needed for medical treatment, etc.)

8. Please share any transportation challenges you have or ideas to improve your transportation mobility.

9. What destinations do you need to get to that you can't get to with your current means of travel?

10. Are you interested in learning to ride transit through Travel Training? Yes No
 If YES, please provide your contact information.

Name: _____ Phone Number: _____

11. Do you have a smartphone? Yes No

12. Do you know how to use apps? Yes No

Are you aware of the following Solano Mobility Programs? Check as many as apply.

13. Program	Not aware	Aware	I use	14. Program	Not aware	Aware	I use
Solano Mobility Call Center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Faith in Action Volunteer Driver Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Countywide In-Person ADA Eligibility Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Fairfield Senior Driver Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Senior Safe Driver Information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solano County Intercity Taxi Scrip Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Regional Transit Discount Card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Local Taxi Scrip Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Senior Clipper Card	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
American Cancer Society Transportation Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Veteran's Affairs Medical Shuttle	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- 15. Gender:** Female Male
- 16. Income:** Under \$15,000 \$15,000 - \$24,999 \$25,000 - \$39,999 Over \$40,000
- 17. Age:** Under 16 16 to 21 22 to 54 55 to 74 75 or older
- 18. Where do you live?** With my parents My own residence Relative's residence Residential community Medical facility
- 19. Who helps you with your transportation needs?** Nobody, I live alone Nobody, I'm the caregiver Nobody, I drive Spouse Relative Caregiver Roommate

Complete This Survey & Mail Back by August 31, 2018.

Are you interested in Travel Training?
 FREE one-on-one training that will help you to gain the skills to ride public transit in an independent manner.

Contact the Solano Mobility Call Center at 800-535-6883 (Monday-Friday 7am - 5pm) www.solanomobility.org



The Solano Mobility Call Center provides information about Transportation Options:

- ADA Eligibility Program
- ADA Private Transportation
- Bike Maps
- Clipper Card Sales
- Commuter Bike Incentives
- Commuter Emergency
- Commuter Incentives
- Employer Outreach Program
- Regional Transit Discount Card
- Senior Safe Driving Info
- Taxi Scrip Programs
- Transit Trip Planning
- Transportation Schedules
- Travel Training
- Vanpool and Carpool Programs
- Volunteer Driver Program

Fold and seal with tape. DO NOT STAPLE.



SUISUN CITY CA 94585-9903
 ONE HARBOR CENTER
 SUITE 130
 SOLANO TRANSPORTATION AUTHORITY

BUSINESS REPLY MAIL



Appendix E

Countywide Mobility Summit for Older Adults and People with Disabilities

Countywide Mobility Summit for Older Adults and People with Disabilities

Thursday, Oct. 18, 2018 • 10:00 am - 1:00 pm
Joseph Nelson Community Center, 611 Village Drive, Suisun City

Call Solano Mobility to register for this event (800) 535-6883 by Oct. 11, 2018
Check in: 9:30 am

- Complimentary transportation may be available, ask for details when you register
- Complimentary lunch will be provided by Panera

We Invite You to Attend

- Hear the results of seven City Summits on mobility issues
- Discuss mobility solutions for Older Adults and People with Disabilities
- Help us plan transportation improvements for the future



www.solanomobility.org • info@solanomobility.ca.gov

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707-399-3239



Solano Mobility Community Summits for Seniors and People with Disabilities 2017



Solano County Stakeholders for Seniors and People with Disabilities Survey

The Solano Transportation Authority is gathering information from organizations that provide services to seniors and people with disabilities in Solano County. The information will be compiled to identify needs and opportunities to improve the overall transportation system. Please complete the survey by June 30, 2018.

1. What is the name of your organization? (50 characters)
2. What services does your organization provide? (350 characters)
3. What do you see as the emerging and/or ongoing transportation issues for seniors and people with disabilities? (1000 characters)
4. Identify any audiences that you believe are currently not being served. (350 characters)

5. What obstacles are you facing in delivering your services? (350 characters)
6. Please describe what you see as successful examples of transportation efforts for seniors and people with disabilities in Solano County. (350 characters)
7. Contact Information

First Name _____ Last Name _____

Work Phone (____) _____

Email _____ (emailaddress@xyz.com)

Address 1 _____

Address 2 _____

City, State, Postal Code _____

Return completed survey to Debbie McQuilkin at dmcquilkin@sta.ca.gov or mail to her attention at STA, One Harbor Center Ste 130, Suisun City CA 94585. Survey must be received by June 30, 2018.

