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CTSA-AC
CONSOLIDATED TRANSPORTATION SERVICES AGENCY
ADVISORY COMMITTEE (CTSA-AC)
9:30 a.m., Monday, June 7, 2021

Join Zoom Meeting

https://us02web.zoom.us/j/88377013632?pwd=cGZhcUwUjdHaGZVV2o4SWw3MW1Idz09

To Join by Telephone

Dial: 1(408)-638-0968

Meeting ID: 883 7701 3632 / Password: 450783

Click here for Zoom Instructions

MEETING AGENDA

Table with 2 columns: ITEM and STAFF PERSON. Items include CALL TO ORDER, INTRODUCTIONS, APPROVAL OF THE AGENDA, and OPPORTUNITY FOR PUBLIC COMMENT.

CTSA-AC MEMBERS

Table listing CTSA-AC members with their names and titles, such as Richard Burnett (MTC PAC Representative/Lifeline Committee) and Jim Spring-Chair (STA Board Member).

- 5. CONSENT CALENDAR** Committee Members
Recommendation: Approve the following consent item.
(9:50 – 9:55 a.m.)
- A. Minutes of the CTSA-AC Special Meeting of December 3, 2020** Cecilia de Leon, STA
Recommendation:
Approve the CTSA-AC Minutes of December 3, 2020
Pg. 5
- 6. PRESENTATIONS**
(9:55 – 10:15 a.m.)
- A. Blue Ribbon Transit Recovery Task Force Update** Jim Spring, Chair
- B. Older Adults Pedestrian Safety Project** Josh Pilachowski, DKS
- 7. ACTION ITEMS**
- A. CTSA Draft Work Plan for FY 2021-22 and FY 2022-23** Debbie McQuilkin, STA
Recommendation:
Forward the CTSA Draft Work Plan to the STA Board for approval
(10:15 – 10:20 a.m.)
Pg. 7
- B. CTSA Re-Designation** Debbie McQuilkin, STA
Recommendation:
Forward recommendation to the STA Board for approval
(10:20 – 10:25 a.m.)
Pg. 11
- 8. INFORMATIONAL ITEMS – DISCUSSION**
- A. Appointment/Expansion of CTSA-AC Committee Members** Ron Grassi and
Debbie McQuilkin, STA
(10:25 – 10:35 a.m.)
Pg. 13
- B. STA to Serve as Local Access Fund Administrator (LAFA) for the Access for All Program for Solano County** Ron Grassi, STA
(10:35 – 10:40 a.m.)
Pg. 15
- C. Vallejo California Air Resources Board (CARB) Program Update** Lloyd Nadal, STA
(10:40 – 10:45 a.m.)
Pg. 17

D. Solano Mobility Third Quarter Update

1. Travel Training
 2. Countywide ADA In-Person Eligibility Program
 3. Taxi Card Program utilizing the PEX card
 4. Medical Trip Concierge using GoGo Grandparents
 5. Call Center
- (10:45 – 10:50 a.m.)

Pg. 19

Debbie McQuilkin and
Amy Antunano, STA

9. CTSA-AC MEMBER COMMENTS

10. FUTURE AGENDA ITEMS

- A. Suisun City Community Based Transportation Plan**
- B. Connected Mobility Implementation Plan**
- C. Access to Medical Facilities**
- D. OBAG 3 Priorities**
- E. STA Transportation Equity Chapter**

11. ADJOURNMENT

The next CTSA-AC meeting is scheduled for **9:30 a.m., Thursday, September 23, 2021 via Zoom.**

NOTE: During the COVID-19 virus shelter-in-place time period, CTSA-AC meetings will be conducted via Zoom.

CTSA-AC 2021 Meetings

9:30 a.m., Thursday, September 23, 2021 via Zoom

9:30 a.m., Thursday, December 9, 2021 at a location to be determined

**For questions please contact Ron Grassi, STA's Director of Programs,
at (707) 399-3233 or rgrassi@sta.ca.gov**

Translation Services: For document translation please call:

Para la llamada de traducción de documentos:

對於文檔翻譯電話

Đối với tài liệu gọi dịch:

Para sa mga dokumento tawag sa pagsasalin:

707-399-3239

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CTSA-AC
CONSOLIDATED TRANSPORTATION SERVICES AGENCY
ADVISORY COMMITTEE
Draft Minutes for the Special Meeting of December 3, 2020

1. CALL TO ORDER

Pursuant to Governor Newsom’s Executive Order N-29-20 and the Shelter at Home order issued by Solano County Public Health, the CTSA-AC members and other invited participants attended the meeting via Zoom.

Chair Sperring called the CTSA-AC Virtual Special Meeting to order at 2:03 p.m. A quorum was confirmed via roll call by Cecilia de Leon, STA’s Administrative Assistant.

Voting Members Present: *In Alphabetical Order by Last Name*

Richard Burnett	MTC PAC Representative/Lifeline Committee
Diane Feinstein	Fairfield and Suisun Transit (FAST)
Joyce Goodwin	Solano County Health & Social Services (<i>for Elaine Clark</i>)
Gerald Huber	Solano County Health & Social Services
Louren Kotow	Dixon Redit-Ride
Ronald Kott	STA Board Member/Mayor of Rio Vista
Beth Kranda	Solano County Transit (SolTrans)
Harry Price	CTSA Vice Chair/STA Board Member/Mayor of Fairfield
Kari Rader	Community Action North Bay
Beth Roberts	Rio Vista Delta Breeze (<i>for Brandon Thomson</i>)
Ernest Rogers	PCC Committee Member
Susan Rotchy	Independent Living Resources (<i>joined at 2:07 p.m.</i>)
Bob Sampayan	STA Board Member/Mayor of Vallejo
Jim Sperring	CTSA Chair/STA Board Member/Solano County Supervisor

Voting Members Not Present: *In Alphabetical Order by Last Name*

Elaine Clark	Area Agency on Aging
Lori DaMassa	Vacaville City Coach
Brandon Thomson	Rio Vista Delta Breeze

Also Present: *In Alphabetical Order by Last Name*

Cecilia de Leon	STA
Ron Grassi	STA
Daryl Halls	STA
Cindy Hayes	Independent Living Resources
Debbie McQuilkin	STA
Elizabeth Richards	STA Consultant/ERC
Amber Villarreal	FAST

2. INTRODUCTIONS

3. APPROVAL OF AGENDA

At this time, Ron Grassi, STA's Director of Programs, clarified that Item 6 is an Action Item and requested the Committee to approve the recommendation after discussion.

On a motion by Board Member Kott, and a second by Board Member Sampayan, the CTSA-AC approved the December 3, 2020 agenda to include the following amendment for Item 6 as shown below in ~~striketthrough~~ ***bold italics***. (13 Ayes.)

4. OPPORTUNITY FOR PUBLIC COMMENT

None.

5. CONSENT CALENDAR

Minutes of the CTSA-AC Meeting of October 22, 2020

Recommendation: Approve the CTSA-AC minutes of October 22, 2020.

On a motion by Board Member Sampayan, and a second by Diane Feinstein, the CTSA-AC approved the CTSA-AC minutes. (13 Ayes, 1 Abstention)

6. ~~INFORMATIONAL ITEMS – DISCUSSION ACTION ITEM~~

A. Solano Mobility Study for Older Adults and People with Disabilities Project Funding Priorities

Elizabeth Richards led the discussion on funding additional projects to improve mobility for Older Adults and People with Disabilities. She presented a list of additional projects from the Solano Mobility Study ("Study") for funding consideration and explained the project polling process. Ron Grassi explained that there were a variety of funding options to choose from, and that while all projects could be funded to some extent, all the funds could be allocated to one project, or a variety of funding options in between. He noted that the proposed funding cost estimates for the seven projects had been included as a starting point for discussion. During the group discussion, the Committee members were able to ask questions and explain their reason for their suggested allocations. After much deliberation, the CTSA Advisory Committee members unanimously recommended the following funding allocations for the top seven project priorities identified in the Study: (1) Solano Older Adults Medical Trip Concierge Call Center Program; (2) Sutter/Solano Medical Trips; (3) Medical – Other; (4) Veterans Mobility Study; (5) Improve Non-Profit Partnerships; (6) Improve Bus Stops; and (7) Older Adult Medical Concierge Program – Marketing. It was requested by Vice Chair Price, and agreed upon by the CTSA-AC members, that the CTSA revisit the projects that were recommended in six months.

Recommendation:

Recommend to the STA Board to allocate \$125,000 of STAF funds to the priority projects.

On a motion by Board Member Kott, and a second by Board Member Sampayan, the CTSA-AC approved the recommendation. (14 Ayes)

7. ADJOURNMENT

The meeting adjourned at 2:40 p.m. The next CTSA-AC Meeting is scheduled for **Thursday, January 28, 2021 at 9:30 a.m. via Zoom.**

CTSA-AC

DATE : May 7, 2021
TO: Consolidated Transportation Services Agency Advisory Committee (CTSA-AC)
FROM: Debbie McQuilkin, Transit Mobility Program Coordinator
RE: CTSA Draft Work Plan for FY 2021-22 and FY 2022-23

Background:

In September 2014, the Metropolitan Transportation Commission (MTC) designated Solano Transportation Authority (STA) as the Consolidated Transportation Services Agency (CTSA) for Solano County. STA received a re-designation in October 2017 for a period through September 2022. The CTSA Advisory Committee Work Plan is incorporated into the STA Overall Workplan.

The CTSA facilitates mobility management and transportation coordination efforts in Solano County by providing information and managing demand across a family of transportation regional services. The Solano Mobility Programs that were implemented in 2014 were a result of coordination and advocacy of the CTSA-AC and others to promote transportation for the benefit of human service clients including the elderly, people with disabilities and people of low income.

Discussion:

STA staff is presenting the Draft Work Plan (Attachment A) for discussion and comments. Included in the Draft Work Plan are the most recent priority projects as identified in the 2020 Solano Mobility Study for Older Adults and People with Disabilities and recommended for funding by the CTSA-AC. A brief update of these priority projects is presented here:

Older Driver Medical Trip Concierge Program – Operations

This program provides medical and other essential rides for Solano residents 60+ and ADA Eligible residents. The committee’s recommendation for this program was to expand it to provide transportation to non-ambulatory individuals. On April 1, 2021, STA entered into a contract with a non-ambulatory service provider and is now offering this transportation county wide.

Sutter/Solano Medical Trips

STA Staff is currently reaching out to Sutter/Solano Staff for discussion.

Medical – Other

In December 2020, STA joined the UniteUs platform which is an online coordinated care network that connects health and social care providers through a shared technology platform. Information about the Solano Mobility Programs and Services are shown on the platform. Referrals can be sent directly to the Mobility Call Center from local and regional providers with clients that may benefit from our programs.

Veterans Mobility Study/Assessment

In April 2021, STA contracted with consultant Elizabeth Richards to conduct a needs assessment into the mobility challenges for Solano County veterans. Interviews with various veteran organizations have been conducted in this preliminary phase.

Improve Non-Profit Partnerships

STA staff met with the local Meals on Wheels (MOW) to discuss distribution of the Solano Mobility Programs brochures and information with meal deliveries. MOW staff was receptive to this and STA staff will be providing the updated literature once printed and available. STA Staff gave presentations about the Solano Mobility Programs to both MOW and Caminar staff in Q3 of this Fiscal Year. STA staff also met with North Bay Regional Center to share information about existing Solano Mobility Programs and services.

Older Driver Medical Trip Concierge Program - Marketing

STA staff designed and procured “inserts” promoting the expanded service available to Rio Vista residents through the Medical Trip Concierge Program. In coordination with Rio Vista City staff, the inserts, which were included in the Rio Vista March utility billing, went to all residents. The program continues to be promoted in various local publications.

Fiscal Impact:

None

Recommendation:

Forward the CTSA Draft Work Plan to the STA Board for approval.

Attachment:

- A. Overall Work Plan for CTSA FY 2021-22 and FY 2022-23

DRAFT

**OVERALL WORK PLAN FOR
CONSOLIDATED TRANSPORTATION SERVICES AGENCY (CTSA)
FY 2021-22 AND FY 2022-23**

PROJECT DESCRIPTIONS	LEAD AGENCY	FUND SOURCE	EST. PROJECT COST
<p><u>Consolidated Transportation Services Agency (CTSA)</u> Established in 2015 to provide countywide coordination to pursue Mobility Management funding and identify and facilitate implementation of various Mobility Management Programs and Services to support Mobility for Solano County Older Adults, People with Disabilities and Low-Income Residents</p> <p><u>Milestones:</u></p> <ul style="list-style-type: none"> o Solano Mobility Study for Older Adults and People with Disabilities was completed in October 2020. o Vehicle Share Program was implemented September 2019 and have 6 non-profits participating in the program. o Community Based Transportation Plan (CBTP) in Vallejo obtained public input to identify transit gaps and pedestrian safety concerns. o CTSA rated 6 priority projects resulting from Solano Mobility Study for Older Adults for implementation: Medical Trip Concierge Program Operations (enhancement), Sutter/Solano Medical Trips, Medical-Other, Veterans Mobility Study, Improve non-profit partnerships, Medical Trip Concierge Program (Marketing). These projects were approved by the STA Board in January 2021. <p><u>Status:</u></p> <ul style="list-style-type: none"> o Monitor and Evaluate Mobility Management Programs o Commencing the CARB STEP grant work in May 2021-2023 aligning with the CTSA and Equity Working Group process. o Vehicle Share Program is a partnership with non-profits to provide medical trips for non- ambulatory older adults and people with disabilities. o Travel Training o Solano Mobility Call Center o Senior Safety Driver Program Information o In-Person ADA Eligibility o Faith in Action Volunteer Driver Program o Intercity Taxi Card Program o CTSA Work Plan FY 2021-22 and FY2022-23 o Implement and report progress of the 6 Priority Projects to the CTSA 	STA	STAF & 5310	\$145,000

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CTSA-AC

DATE : April 13, 2021
TO: Consolidated Transportation Services Agency Advisory Committee (CTSA-AC)
FROM: Debbie McQuilkin, Transit Mobility Program Coordinator
RE: CTSA Re-Designation

Background:

Since STA was designated the CTSA for Solano County in September 2014 and then redesignated in 2017, the STA has been actively planning and implementing a number of mobility management programs to help meet the mobility needs of our growing population of seniors, people with disabilities and low-income residents. The Solano Mobility programs implemented were identified in the Solano Transportation Study for Seniors and People with Disabilities (2011). The Solano Mobility Management Plan (2014) outlined several programs that STA, partner agencies, non-profits and advisory committees prioritized for implementing.

In October 2020, the STA Board approved the updated Solano Mobility Study for Older Adults and People with Disabilities. The Study included recommended strategies to address the priority issues raised. Twelve of those strategies were presented to the CTSA-AC committee in October for funding prioritization. At a special meeting of the CTSA-AC held on December 3rd, the committee members voted to recommend the STA Board allocate \$125,000 of STAF funds to these 6 priority projects:

- 1) Solano Older Adults Medical Trip Concierge Call Center Program
- 2) Sutter/Solano Medical Trips
- 3) Medical – Other
- 4) Veterans Mobility Study
- 5) Improve Non-Profit Partnerships
- 6) Older Driver Medical Concierge Program - Marketing

The CTSA-AC members provide feedback and guidance towards ensuring programs and projects for the betterment of the Older Adult, People with Disabilities and Low-Income communities continue.

Discussion:

The current CTSA designation will expire in September 2022. STA is seeking redesignation as the CTSA for Solano County. STA staff will obtain a letter Support for STA's CTSA Re-Designation for Solano County to be forwarded to the Metropolitan Transportation Commission. STA staff presented this item at the Paratransit Coordinating Council (PCC) meeting on May 20, 2021, requesting the PCC support the redesignation and offer a letter of support. The PCC will provide a letter of support prior to the September STA Board.

This item will be brought to the August Consortium and TAC to forward to the September STA Board for approval.

Fiscal Impact:

None

Recommendation:

Forward recommendation to the STA Board for approval.

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CTSA-AC

DATE: May 25, 2021
TO: Consolidated Transportation Services Agency Advisory Committee (CTSA-AC)
FROM: Ron Grassi, Director of Programs
Debbie McQuilkin, Transit Mobility Coordinator
RE: Appointment/Expansion of CTSA-AC Committee Members

Background:

The Consolidated Transportation Services Agency Advisory Committee (CTSA-AC) was formed in 2015 to provide countywide coordination to pursue Mobility Management funding, identify and facilitate implementation of various Mobility Management Programs and Services to support Mobility for Solano County Older Adults, People with Disabilities and Low Income. The CTSA-AC makes recommendations to the Solano Transportation Authority (STA) Board.

Discussion:

Currently the CTSA-AC is comprised of fourteen members which includes representatives from SolanoExpress Intercity Transit Consortium (5 Transit operators), Paratransit Coordinating Council, Solano County Health and Social Services, Veteran/Low Income, Area Agency on Aging, and four STA Board Liaisons. (Attachment A). In order to appeal to a broader audience and create a more diverse committee STA staff is requesting recommendations to expand the CTSA-AC to include other Solano County non-profits and/or transit dependent individuals.

Fiscal Impact:

None

Recommendation:

Informational

Attachment:

- A. Member Roster

ATTACHMENT A

<p>STA Board Liaisons (4 Positions)</p>	<p>Jim Spering – Solano County Supervisor Harry Price – City of Fairfield Ronald Kott – City of Rio Vista VACANT – City of Vallejo</p>
<p>Transit Operators (5 Positions)</p>	<p>Beth Kranda – SolTrans Louren Kotow – Dixon Read-Ride Diane Feinstein – FAST Lori DaMassa – Vacaville City Coach Brandon Thomson – Rio Vista Delta Breeze</p>
<p>County of Solano Director of Health & Social Services</p>	<p>Gerald Huber</p>
<p>Independent Living Resources</p>	<p>Susan Rotchy</p>
<p>MTC Policy Advisory Council Representative</p>	<p>Richard Burnett</p>
<p>Paratransit Coordinating Council</p>	<p>Ernest Rogers</p>
<p>Community Action North Bay</p>	<p>Kari Rader</p>
<p>Area Agency of Aging</p>	<p>Elaine Clark</p>
<p>Committee Staff Person</p>	<p>Ron Grassi Director of Programs (707) 399-3233</p>

CTSA-AC

DATE: May 25, 2021
TO: Consolidated Transportation Services Agency Advisory Committee (CTSA-AC)
FROM: Ron Grassi, Director of Programs
RE: STA to Serve as Local Access Fund Administrator (LAFA) for the Access for All Program

Background:

In September 2018, Governor Newsom signed into state law [Senate Bill \(SB\) 1376: TNC Access for All Act \(Hill, 2018\)](#). The California Public Utilities Commission (CPUC) created the Transportation Network Company (TNC) Access for All Program to implement Senate Bill (SB) 1376, which directed the Commission to establish a program relating to the accessibility of TNC services for persons with disabilities, including wheelchair users who need a Wheelchair-Accessible Vehicle (WAV). The purpose of the TNC Access for All Program is to incentivize the expansion and availability of on-demand transportation service for people with disabilities statewide.

To create more transportation accessibility for persons with disabilities, including wheelchair users who need a wheelchair-accessible vehicle, the CPUC made Decision 19-06-033 which requires TNCs to collect an “access fee” for distribution to “access providers” that establish on-demand transportation programs to meet the needs of persons with disabilities. The Commission also established procedures for selecting Local Access Fund Administrators (LAFAs); the operational, fiscal, and reporting requirements for entities serving as LAFAs; and the requirements for Access Providers chosen to provide on-demand transportation to meet the needs of persons with disabilities

As of July 1, 2019, TNCs have charged customers \$0.10 per completed trip. The funds collected are being deposited in a Public Utilities Commission Access Fund (attributed to the county where the trip originated), eventually to be spent on WAV service. The fee will be distributed to eligible LAFAs to create local programs that increase availability of wheelchair accessible vehicles.

Discussion:

The CPUC’s LAFA application was due on May 1, 2021. The application included 4 (four) separate documents, one of which was a Board Resolution (Attachment A). STA staff completed and submitted the application, and the STA Board approved the Board Resolution on May 12, 2021.

STA as the designated LAFA for Solano County will be able to utilize Access for All Funds to further enable on-demand transportation programs or partnerships to meet the needs of persons with disabilities, including wheelchair users who need a WAV, within Solano County.

Solano Mobility pursuant to the direction of CTSA has incorporated wheelchair accessible service to the Solano Older Adults Medical Trip Concierge Program. STA staff is also exploring utilizing the funding to support the Vehicle Share Program and micro transit. Currently, STA is partnering with Rio Vista Delta to pilot an Uber Transit program that would add the Rio Vista Delta Breeze as the WAV provider in Rio Vista. The Rio Vista Delta Breeze pilot is expected to be operational by September 1, 2021.

As the State program gets refined, there will be more guidelines developed for the implementing agencies, like the STA. With this, staff may need to return to the CTSA and STA Board with further actions to implement the Access for All Program.

Fiscal Impact:

Currently funding is estimated at \$50,000 annually to implement the Solano County Access for All Program.

Recommendation:

Informational

CTSA-AC

DATE: June 7, 2021
TO: Consolidated Transportation Services Agency Advisory Committee (CTSA)
FROM: Lloyd Nadal, Program Services Division Manager
Katelyn Costa, Program Coordinator
RE: California Air Resource Board (CARB) Sustainable Transportation Equity Project (STEP) Grant Pilot Project

Background:

In August 2020, STA, along with the City of Vallejo, Solano Community College, Club Stride and SolTrans were awarded a California Air Resource Board (CARB) Sustainable Transportation Equity Project (STEP) Planning and Capacity Building grant for \$299,998. STEP is a new pilot program of CARB that takes a community-based approach to overcoming barriers to clean transportation. It aims to address community transportation needs, increase residents' access to key destinations (e.g., schools, grocery stores, workplaces, community centers, medical facilities), and reduce greenhouse gas emissions. The Solano STEP (SolSTEP) Project was one of eight projects selected statewide (only one of two in the Bay Area) with \$1.75 million funding available.

In 2010, the STA Board adopted a climate change strategy dedicated to reducing greenhouse gas emissions among the 7 Solano County cities. STA, in conjunction with each of the 7 cities and county, completed a greenhouse gas (GHG) inventory. This information was used to create the 2011 Solano County Climate Action Plan. From this plan, the County established a GHG emissions reduction goal of 20% below 2005 levels by 2020 which exceeds guidance from the Scoping Plan and BAAQMD CEQA Guidelines. Solano County has met these goals but are not on the trajectory for 2030 goals set forth by the State of California. Also, STA has a historical successful community engagement model that works to ensure that resident stakeholders are involved in the planning process – however, these plans need to be updated for each of the cities.

Through oversight and direction from the Solano County Equity Working Group, STA will engage community residents as a Consolidated Transportation Services Agency (CTSA) using the recently adopted Equity Guiding Principles. STA will work with up to 5 Solano County cities including Vallejo to update their Community Based Transportation Plans (CBTP) and help organize and fund future equitable and accessible transportation programs and projects to adhere with California's GHG emissions goals. The objective of this community-based approach is to develop a post COVID plan through a collaborative process that identifies transportation needs,

Description:

Through oversight and direction from the Solano County Equity Working Group, STA staff will engage community residents and youth in Vallejo as part of the SolSTEP team using the recently adopted Equity Guiding Principles. While leveraging its role as a Consolidated Transportation

Service Agency (CTSA), STA staff will work collaboratively with the City of Vallejo and project partners to help create, organize and implement future equitable and accessible transportation programs and projects in Vallejo to adhere with California's GHG emissions goals.

Also as part of the SolSTEP Project, stakeholders will work together to co-create a Transportation Career Pathway Pilot Program leveraging existing internship opportunities to encourage youth towards transportation related jobs throughout Solano County preferably in Vallejo. Solano Community College and Club Stride will help lead the effort creating program guidelines and determining appropriate stipends and incentives to encourage ongoing participation during the project period. As such, the STA will need to enter into funding agreements with the City of Vallejo, Solano Community College and Club Stride to participate in the implementation of this grant.

The city of Vallejo has been an ongoing leader in community engagement through their participatory budgeting (PB) process. In 2012, the Vallejo City Council established the first city-wide PB process in the United States, where residents directly engaged with their local government to develop and recommend projects as part of the annual budget. Over the past five cycles, the City of Vallejo has allocated over \$8.3 million to fund a total of 47 projects, while engaging over 20,000 residents of Vallejo.

Vallejo also recently updated their CBTP Plan in 2019 in which the process and plan will be used as a framework to guide community and participatory engagement in the other 6 cities. STA also plans to reengage the Vallejo community stakeholder group and partner with the Solano County Workforce Development Board and SolTrans to create microtransit programs or opportunities to support low-income workers from Vallejo. SolTrans also recently completed their Comprehensive Operational Analysis (COA) which will need to be re-addressed in this post COVID environment.

Fiscal Impact:

The SolSTEP Project was awarded \$299,998 which will be budgeted amongst its partners to execute the grant deliverables within a 2-year time period.

Recommendation:

Informational

Attachment:

A: CARB and STA Master Agreement

<https://sta.ca.gov/wp-content/uploads/2020/12/Attachment-A-Carb-SolSTEP-Grant.pdf>

CTSA-AC

DATE: April 6, 2021
TO: Consolidated Transportation Services Agency Advisory Committee (CTSA-AC)
FROM: Debbie McQuilkin, Transit Mobility Program Coordinator
RE: Solano Mobility Programs 3rd Quarter Update for FY 2020-21

1. Travel Training
2. Countywide ADA In-Person Eligibility Program
3. Taxi Card Program utilizing the PEX card
4. Medical Trip Concierge using GoGo Grandparents

Background:

The Solano County Mobility Management Program was developed in response to public input provided at two mobility summits held in 2009 and the Solano Transportation Study for Seniors and People with Disabilities completed in 2011. Mobility Management was identified as a priority strategy to address the transportation needs of seniors, people with disabilities, low income and transit dependent individuals in the 2011 Solano Transportation Study for Seniors and People with Disabilities. On April 9, 2014, the Solano Transportation Authority (STA) Board unanimously adopted the Solano County Mobility Management Plan which included authorizing the STA to begin implementation of the four key priority elements identified in the Plan: Countywide In-Person American Disability Act (ADA) Eligibility and Certification Program, Travel Training, Senior Driver Safety Information, and the Solano Mobility One Stop Call Center.

Between 2017 and 2018, eight (8) additional mobility summits were held throughout Solano County to update the plan. Based on the findings of this community outreach, the Medical Trip Concierge Program (through GoGo Grandparent) was implemented in order to address the number 1 issue that came up: a need for transportation to and from medical appointments. STA additionally manages the Intercity Taxi Card Program, which transitioned from Solano County in February of 2015, and the SolTrans Local Taxi Program utilizing the PEX card. Both taxi programs require ADA eligibility.

For the purposes of this report, STA staff is providing an update on the following programs:

1. Travel Training
2. Countywide ADA In-Person Eligibility Program
3. Taxi Card Program utilizing the PEX card
4. Medical Trip Concierge using GoGo Grandparents

In response to precautionary COVID-19 safety measures currently established by the Solano County Public Health Department and the Center for Disease Control (CDC), the Solano Transportation Authority (STA) has implemented proactive safety measures for SolanoExpress and Solano Mobility programs. These proactive measures include modification, or disruptions to service levels. The Solano Mobility in-person services were temporarily closed until further

notice, although the Call Center remains open answering calls during the same time period of Monday-Friday 8am-5pm.

Discussion:

Fiscal Year (FY) 2020-21 data shows that the Mobility Programs have sustained usage during the pandemic (Attachment A). Overall, the programs have remained resilient since the onset of COVID-19 which started in March. Here are a few brief highlights:

Intercity Taxi Card Program:

- The total number of trips for March increased by 21% over the previous month and Q3 showed an increase of 5% usage overall compared to Q2.
- Cab companies continue to report a driver shortage, which may be impacting trips taken.

Countywide In-Person Americans with Disabilities Act (ADA) Evaluations:

- The total number of completed evaluations since the beginning of FY 2020-21 is 417, with an average of 45 applications process per month.
- The total number of completed evaluations for March was 70, which was an increase of nearly 46% over February’s totals.
- Evaluations continue to be conducted with the alternative paper application and phone interview process.
- Auto-renewals have remained steady.

Travel Training:

- Travel Trainer, Cindy Hayes, has conducted a total of 34 trainings since the onset of the pandemic.
- To encourage trainings, past trainees are being contacted about the restarting of the program.
- All trainees are and will continue to be provided with Personal Protective Equipment (PPE): masks, gloves, hand sanitizer, and required to view the STA travel training safety video.

Medical Trip Concierge Program (GoGo Grandparents):

- There has been a total of 3,365 rides taken since the beginning of this FY.
- The receipt of CARES Act funding from Solano County allowed for STA to expand the program to ADA Eligible residents in September 2020.
- As of April 1, 2021, the program was again expanded to include wheelchair accessible vehicles to non-ambulatory riders.
- There are now a total of 973 registered users in this program.

Fiscal Impact:

The programs are funded with State Transit Assistance Fund (STAF) and Transit Development Act (TDA) funding provided by Solano County and by the local agencies for the Intercity Taxi Card program. The Fiscal YTD actual expenses versus the budgeted amounts are shown below:

Program	Actual Expense	Budgeted Expense	Funding
Intercity Taxi Program	\$370,589.51	\$687,141	TDA
ADA In-Person Eligibility	\$154,184.07	\$196,053	TDA
Countywide Travel Training	\$144,124.38	\$200,880	STAF
Medical Trip Concierge	\$81,209.05	\$100,000	STAF and CARES Act

Recommendation:

Informational.

Attachment:

A. Solano Mobility Programs Chart

FY20-21 Year to Date Program Totals

FY20-21	July	August	September	October	November	December	January	February	March	YTD Totals
ADA Eligibility Total Apps Completed	44	46	51	44	45	40	29	48	70	417
Travel Training Individual/ Group	4	0	12	2	3	0	0	6	7	34
ITX PEX Rides	267	262	289	259	260	292	269	262	318	2478
Medical Trip Concierge GoGo # Trips	240	146	228	494	389	430	464	425	549	3365

FY 20-21 Quarterly Comparison

FY20-21 Quarterly Comparison	Q1	Q2	Q3
ADA Eligibility Total Applications Completed	141	129	77
Travel Training - Individual & Group	16	5	13
PEX Rides - ITX and Local	818	811	849
Medical Trip Concierge Program GoGo # Trips	614	1313	1438

CTSA-AC

DATE : April 13, 2021
TO: SolanoExpress Intercity Transit Consortium
FROM: Amy Antunano, Program Coordinator II
RE: Solano Mobility Call Center/Transportation Depot Third Quarter Update

Background:

The original Solano County Rideshare Program began as part of a statewide network of rideshare programs in the early 1990s funded primarily by Caltrans for the purpose of managing countywide and regional rideshare programs in Solano county and providing air quality improvements through trip reduction. In 2000, Solano Commuter Information was transferred from County Public Works to STA and became Solano Napa Commuter Information a few years later.

In February 2014, the STA has expanded its services to include the Solano Mobility Call Center. This was one of four Solano Mobility priorities identified in the most recent Solano Transportation Study for Seniors and People with Disabilities completed in 2011. In addition to providing commuters and Solano county employers with information on a variety of transit services and incentive programs, the Solano Mobility Call Center provides older adults and people with disabilities with a range of various mobility information. The Transportation Info Depot, at the Suisun-Fairfield Train Depot opened in November 2014, which now provides the public with expanded access to transportation information and mobility options. Solano Mobility staff started with four customer service representatives and has since expanded to six.

Discussion:

Solano Mobility Call Center

In response to precautionary COVID-19 safety measures currently established by the Solano County Public Health Department and the Center for Disease Control (CDC), the Solano Transportation Authority (STA) announced proactive measures to SolanoExpress, Local Route Transit Agencies and Solano Mobility. These proactive measures include modification, or disruptions to service levels. The Solano Mobility resumed in-person services June 1st, 2020 by appointment only. The Call Center remains open answering calls during the same time period of Monday-Friday 8am-5pm.

During the third quarter (Fiscal Year (FY) 2020-21), the Solano Mobility Call Center assisted 1,700 customers, processed three RTC application, and processed 196 Pex card transactions. As of December 18, 2020, Solano County was directed to shelter in place due to the COVID-19 Pandemic. As a result, there was a decrease and walk-in clientele. (Attachment A).

Transportation Info Depot/Call Center Update

While the in-person assistance services are by appointment only due to the pandemic, the Solano Mobility Call Center hotline is still open from 8 am to 5 pm. Additionally, the Solano Mobility website remains a source of assistance.

Fiscal Impact:

None

Recommendation:

Informational.

Attachment:

- A. Call Center Activity Chart

ATTACHMENT A

Solano Mobility Call Center Activity Chart				
	First Quarter Fiscal Year 20/21	Second Quarter Fiscal Year 20/21	Third Quarter Fiscal Year 20/21	Total for the year
ADA Paratransit	150	149	163	462
SolanoExpress	183	134	135	452
General Transit	76	77	102	255
Travel Training	14	9	9	32
Local Scrip	141	90	125	356
ITX	352	470	464	1286
GGG	268	312	315	895
Lyft programs	22	22	15	59
Commuter Incentives	8	5	15	28
Trip Planning	40	27	31	98
General Information	16	10	15	41
Private Transport	31	23	42	96
RTC/Clipper	25	32	29	86
Other	156	312	240	708
Bilingual Calls	7	5	6	18
Walk In	8	7	3	18
Total Calls	1482	1672	1700	4854