



CONTRA COSTA  
transportation  
authority

# People Centered Mobility

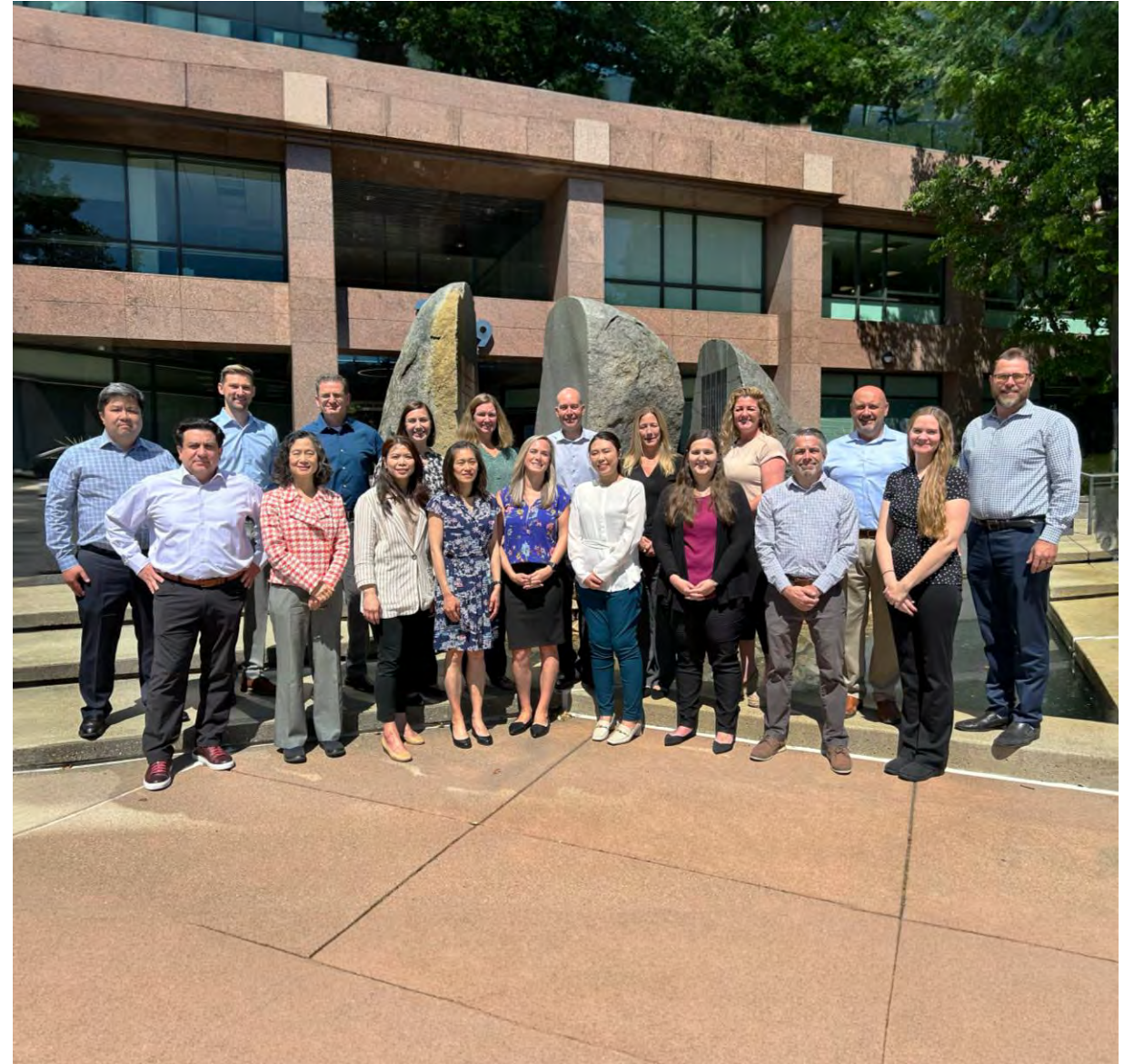
Advisory Council on Aging  
April 16, 2025

Timothy Haile  
Executive Director



# Introducing the Contra Costa Transportation Authority

- Formed by voters to manage transportation sales tax program and transportation planning efforts.
- Maintains and improves transportation through infrastructure projects.
- Committed to innovation that enhances mobility, quality of life, and economic vitality in Contra Costa County.



# Our Mission

Enhancing mobility and quality of life in Contra Costa County.



Reduce Traffic  
Congestion



Promote  
Safety



Advance Innovation  
and Technology



Prioritize Accessibility  
and Equity



Protect the  
Environment



Uphold Accountable  
and Transparent  
Government



Stimulate Economic  
Development



Promote and  
Develop Public  
Transportation



# What We Do



## PEDESTRIAN

Improvements to sidewalks, crosswalks, trails, and paths



## LOCAL STREETS

Smooth traffic flow on major roads and make surface improvements such as pothole repairs



## BUSES

Invest in a reliable, comfortable and convenient bus network



## SAFE ROUTES TO SCHOOLS

Focus on programs and projects aimed at bicycle and pedestrian safety for K-12 students



## FERRIES

Expand ferry system by looking to ferries as an alternate commute method between West County and San Francisco



## BICYCLE

Invest in safe routes and infrastructure improvements for bicyclists



## BART

Improve BART service and stations, extend routes and increase parking



## HIGHWAYS

Complete Contra Costa's highway system, and improve air quality and noise protection along corridors



## INNOVATIVE SOLUTIONS

Implement smart transportation infrastructure to reduce congestion and encourage greener travel



## PROGRAMS FOR SENIORS AND DISABLED

Enhance transit options to improve mobility for seniors and people with disabilities

**2004  
MEASURE J  
PASSED**

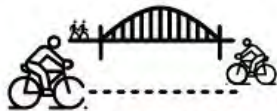


**CALDECOTT TUNNEL**  
fourth bore opens

**I-680  
IMPROVEMENTS**  
express and auxiliary lanes opened



**ROAD WIDENING**  
Kirker Pass Road and Vasco Road



**BICYCLE AND PEDESTRIAN  
IMPROVEMENTS**  
Treat Blvd and San Pablo Dam Road

**HIGHWAY 4  
IMPROVEMENTS**



**BART EXTENSIONS**  
to Pittsburg City Center and Antioch



**TRAIN STATION**  
Richmond

**I-680/SR-4  
IMPROVEMENTS**



**EXPANDED AND  
IMPROVED TRAILS**

**MORE  
INVESTMENTS  
TO COME**

# Leverage Local Funding

# 3:1

LEVERAGING RATIO





# People Centered Mobility



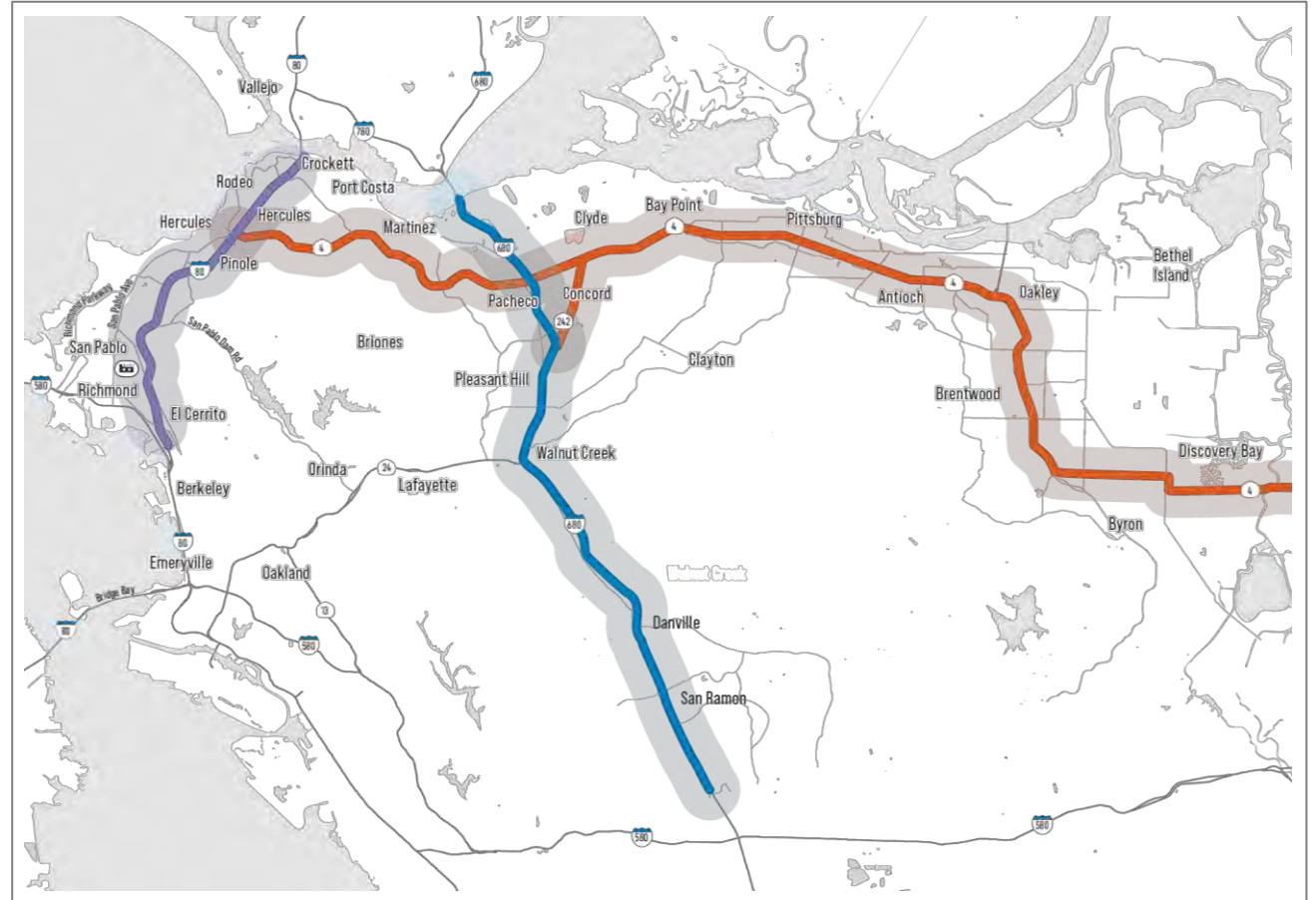
# Access to Reliable Transportation

Representative surveys along our three major corridors found that:

**1 out of 4** residents lacked access to reliable transportation

Challenging trips included:

- Spending time with friends or family
- Getting groceries or other essential goods
- Accepting a job or working
- Attending medical appointments





# Access for Seniors and Persons with Disabilities

## Trip Difficulty



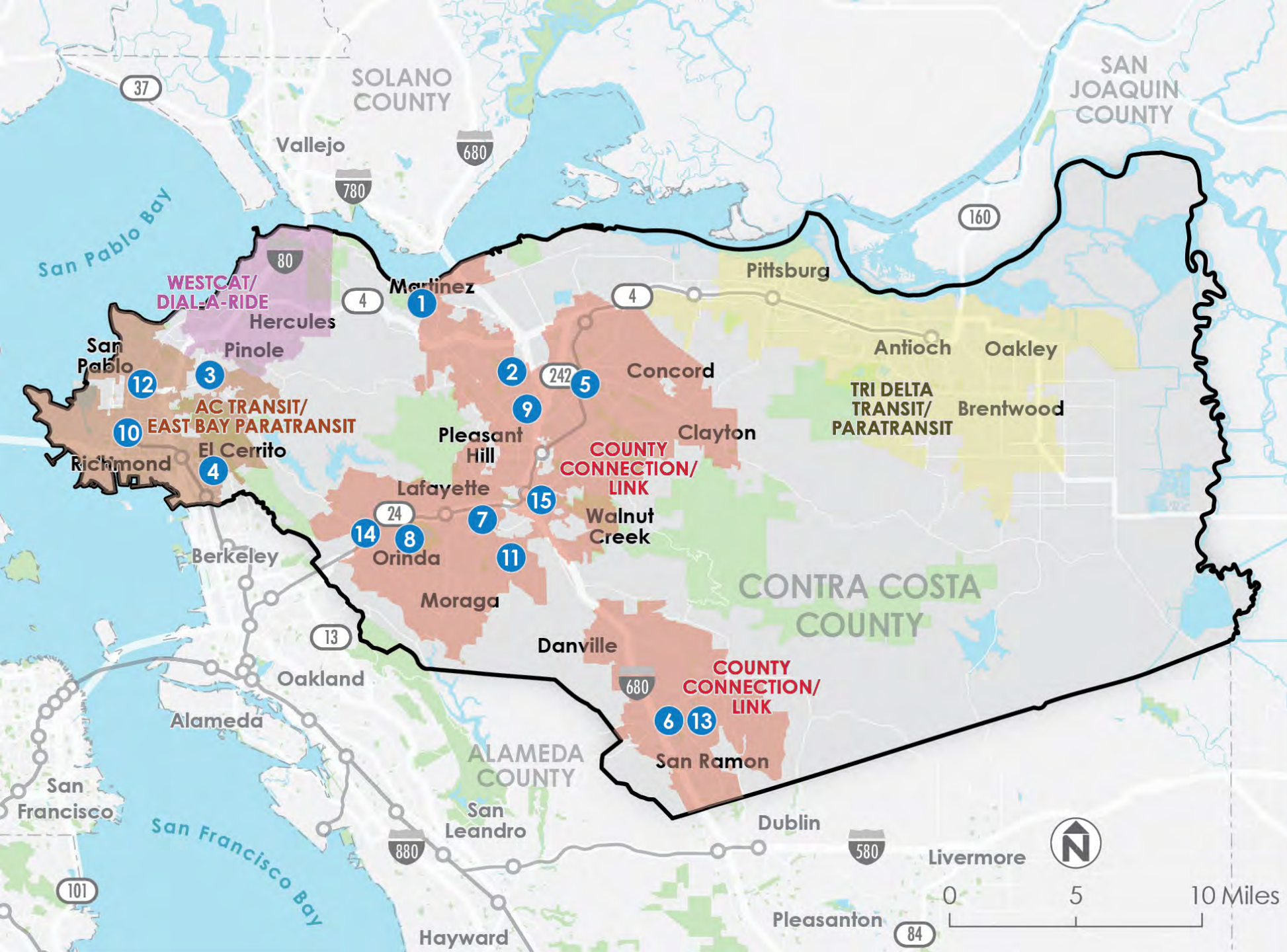
\* Respondents could choose up to three trips that they take most often. Percentages reflect total respondents (1,063) for each trip type.

## Trip Challenges



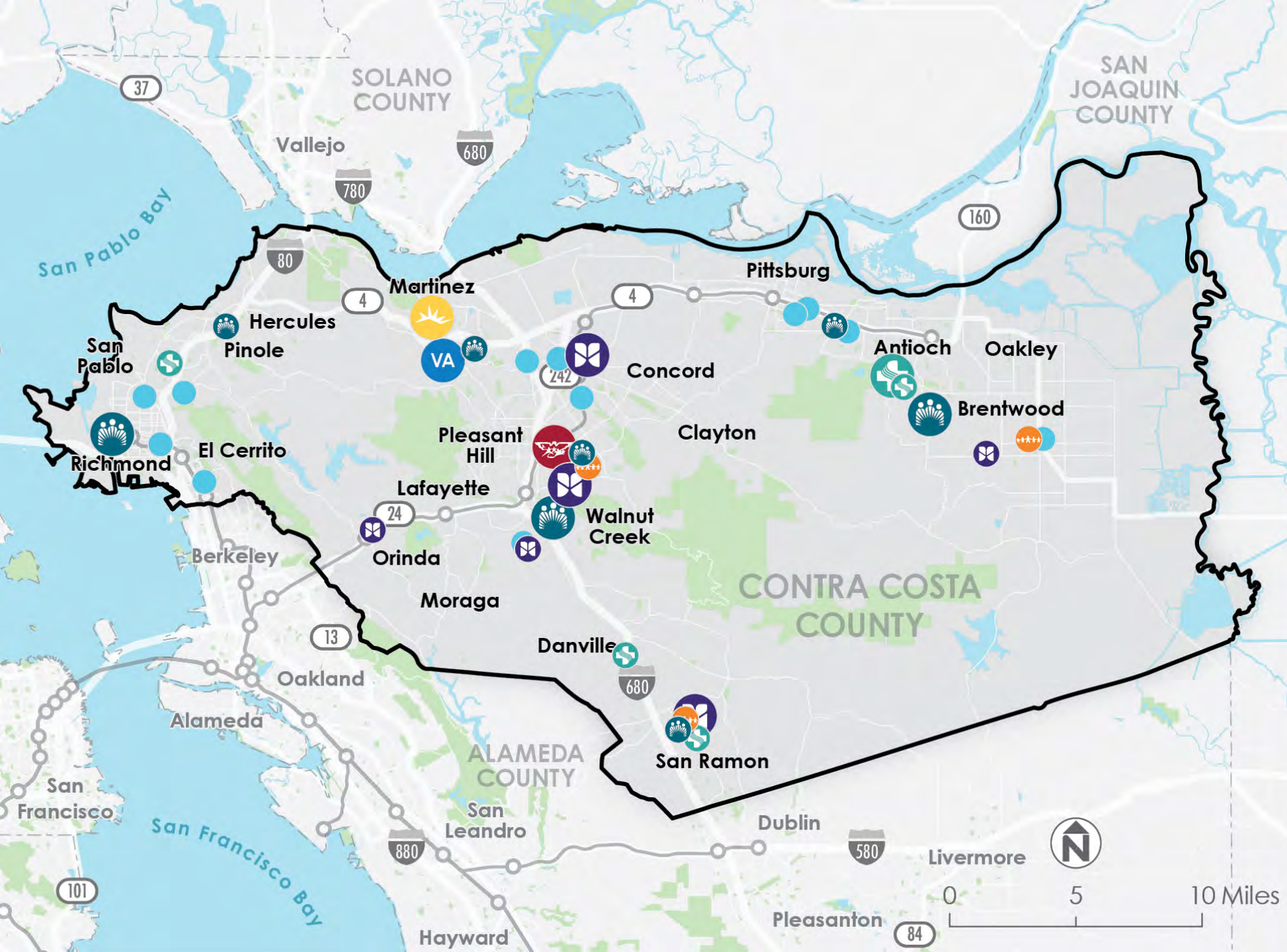
\* Respondents could choose up to three challenges that they faced most often. Percentages reflect total respondents (1,063) identifying each trip type.

# Community-Based Transportation Programs



- 1 Arc Contra Costa (Martinez)
  - 2 Choice in Aging (Pleasant Hill)
  - 3 Centers for Elders Independence (El Sobrante)
  - 4 El Cerrito Easy Ride
  - 5 Get Around Taxi Program (Concord)
  - 6 Go San Ramon!
  - 7 Mobility Matters (Countywide)
  - 8 Lamorinda Spirit Van
  - 9 Pleasant Hill Senior Van Service
  - 10 R-Transit (Richmond)
  - 11 Rossmoor Dial-a-Bus
  - 12 San Pablo Senior Transportation
  - 13 Senior Express Van (San Ramon)
  - 14 Seniors Around Town (Orinda)
  - 15 Walnut Creek Senior's Club Mini-Bus
- BART

# Medical Facilities



-  Kaiser Permanente
-  John Muir Health
-  Sutter Health
-  La Clinica
-  Contra Costa Regional Medical Center
-  VA Medical Center
-  UCSF Benioff Children's Hospital
-  Dialysis Clinic
-  Major medical facility
-  Clinic or small medical facility
-  BART

# MOBILITY FOR ALL

## Accessible Transportation Strategic Plan

### TRANSPORTATION NEEDS AND GAPS

The project team's review of existing conditions and survey data identified key needs and gaps in accessible transportation in Contra Costa County. These include:



**New Funding** – Grants are sometimes available for planning and pilots, but all recommendations will require new sustainable funding



**Safety** – Many respondents feel unsafe while traveling



**Volunteer Driving Programs** – Additional volunteers are needed, with more reliable funding to increase capacity



**Medical Access** – The Regional Medical Center and VA Medical Center in Martinez need reliable access throughout the county



**Quality of Life Visits** – Consumers have difficulty making quality-of-life essential trips to visit friends and family, the senior center, and church



**Service Coordination** – Accessible services need improved coordination because they are siloed between agencies, cities, and non-profit organizations

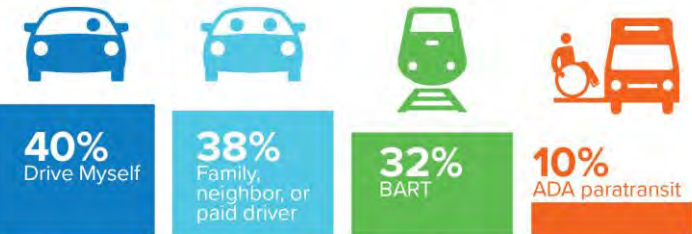
### SURVEY RESULTS

#### Trip Destinations and Challenges

An online survey provided insight into how respondents get where they are going, where they go, and what factors complicate their trips.

#### Mode to Destination

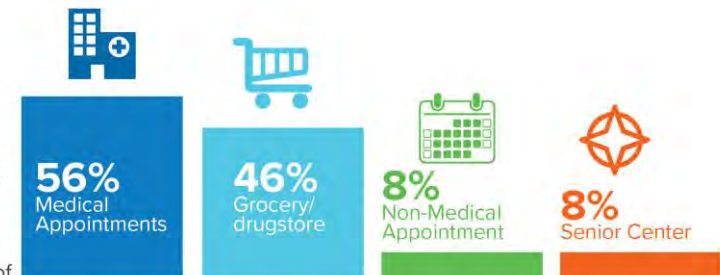
Trips were most commonly made by solo drivers, followed by those driven by a family, neighbor or paid helper. BART was used by about a third of respondents, with ADA paratransit utilized by 10% of the entire survey sample.



\* Respondents could choose as many modes as they used. Percentages reflect total respondents (1,063) selecting a particular mode they used.

#### Destinations

The top destination was medical appointments, with grocery/drugstore shopping in second place. Senior Center trips and non-medical appointments each accounted for an 8% share of destinations.



\* Respondents could choose up to three trips that they take most often. Percentages reflect total respondents (1,063) identifying each trip type.

# Possible Programs

- Mobility Management
- One-call, one-click
- Travel training
- Means-based fare subsidy program
- One seat ride
- ADA paratransit support
- Intercity trip program
- Volunteer driver and door-thru-door program
- Community outreach and engagement

# One Seat Ride

**ONE SEAT**  
REGIONAL RIDE



 CITY OF SAN PABLO  
SENIOR AND DISABLED TRANSPORTATION

Do you live in the 94806 Zip Code?

**One-Seat Ride Shuttle from San Pablo Senior Center to Martinez Medical Center**

*\$5 one-way  
Attendants ride for free  
Available three days a week*

*Reduced fares available.  
Please call to see if you qualify.*



**Apply today!**

**Tuesday-Wednesday-Thursday**  
**Do you need a ride to the Martinez Medical Center?**  
*If so, register today!*

**For more information:**  
Call 510-215-3095  
Or email: [paratransit@sanpabloca.gov](mailto:paratransit@sanpabloca.gov)



SAN PABLO COUNTY  
transportation authority

# Low Income Fare Equity (LIFE)



## Low Income Fare Equity (LIFE) Fare subsidy program

### Subsidize Your Dial

Do you qualify as a low-income resident of Contra Costa County?

\* Low Income = less than 30% of area median income; call 510-724-3331 ext 113



Riders using WestCAT Dial-A-Ride may be eligible for FREE Rides!

The LIFE Program is paid for by Contra Costa County Measure X Funding

For more information:

Call 510-724-3331 ext 113  
Or email: [Life@westcat.org](mailto:Life@westcat.org)



NEW

## Everybody Loves a Free Ride

ADA paratransit riders using Tri Delta Transit services may be eligible for FREE paratransit rides!



## The East County Ticket Program

Households eligible for assistance programs should call 211 in Contra Costa County to see if they qualify

If information is needed in another language, please contact 1-925-754-6622.

如果需要其他語言的信息，請聯繫 1-925-754-6622。

Kung kailangan ng impormasyon sa ibang wika, mangyaring makipag-ugnayan sa 1-925-754-6622.

This Program is paid for by Contra Costa County Measure X Funding; Low income = less than 30% of area median income.

Pilot program lasts Apr-Sep 2023 or until program funds are expended





# Paratransit Low Income Fare Equity (LIFE) Program





A man with short grey hair and glasses is sitting in a wheelchair on a bus. He is wearing a grey hoodie and a red and white patterned scarf. He is looking out the window to his left. The bus interior has blue seats. The background outside the window is a blurred street scene.

Get Ready to Ride

Try Travel Training!



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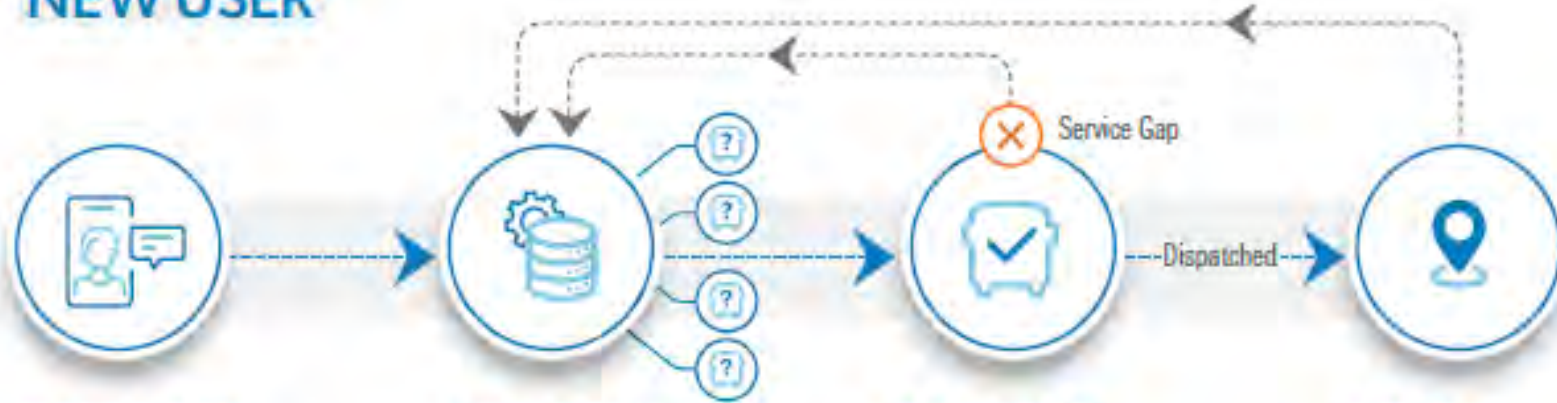
# PRESTO Autonomous Shuttle Pilots

Bishop Ranch | Rossmoor | Martinez



# One-Call, One-Click

## NEW USER



### NEW USER CALLS

A new user calls One-Call, One-Click to request a ride.

### ONE-CALL, ONE-CLICK RESPONSE

The One-Call, One-Click system determines the user's eligibility, offers the ride to available providers, and tracks completed rides and service gaps.

### PROVIDER SELECTED

A provider accepts the ride and picks up the user unless the rider is ineligible or there is no provider available.

### USER ARRIVES

The user arrives at their destination and the provider logs the ride with One-Call, One-Click.

# Building a Transportation Plan from the Ground Up

## CCTA's Process

- Updated Every 4-5 Years
- Documents the Authority's Goals, Vision, and Strategies
- Action Plans are Developed by the Regional Committees
- Includes 10- and 20-Year Financially Constrained Project Lists



*RTPC = Regional Transportation Planning Committee*

# Four principles will guide the CTP and Business Plan





## We're Active in Our Community

- Community events
- Social media
- Public input websites
- Public meetings
- Surveys and polls





# We have a podcast!

Learn more about CCTA's  
innovative work.

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[ccta.net/about-us/on-the-patio-podcast](http://ccta.net/about-us/on-the-patio-podcast)



# 2025

*redefining*

# MOBILITY SUMMIT



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**April 22**

Be there.



# Thank you!

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