

Monterey County Transportation Needs Assessment

for Seniors and Persons with Disabilities

Prepared by the
Transportation Agency for Monterey County



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Chapter 1

INTRODUCTION

The number of Monterey County residents 75 years of age and older is projected to increase from 19,000 in 2000 to 44,000 in 2030. The health and well-being of seniors and persons with disabilities depends on their ability to travel to health care, engage in social activities, and go shopping independently. The Transportation Agency's Measure X Senior & Disabled Transportation Program currently funds non-profit transportation services to support seniors and persons with disabilities.

Purpose of Study

The key objectives of this study are to:

- Review existing transportation services to determine the most effective way to spend current and future Measure X funding for the Senior & Disabled Transportation Services Program;
- Determine where there are gaps in service, potential enhancements, and opportunities for improved coordination; and
- Propose short- and long-term strategies to cover identified gaps.

Measure X

In November 2016, voters of Monterey County passed **Measure X** which, by enacting a tax of three-eighths of one percent (0.375%) over a period of thirty (30) years, will help pay for regional and local transportation projects and programs in the Transportation Safety and Investment Plan. The sales tax is expected to generate an estimated \$20 million annually, for a total of \$600 million.

Measure X funds are divided into two programs:

1. Local road maintenance, pothole repairs, and safety: 60% of Measure X funds are allocated to the County of Monterey and incorporated cities for specific projects.
2. Regional safety, mobility, and walkability: 40% of Measure X funds are allocated to regional safety and congestion relief, transit, and bicycle/pedestrian projects.

The Transportation Agency's **Senior & Disabled Transportation Services Program** is part of the Regional Safety, Mobility and Walkability Measure X Program. The purpose of this program is to increase transportation services for seniors and persons with disabilities to support their ability to live independently in their homes and communities. Per Measure X policies, this program is intended to fund non-profit organizations.

This program funding allocation is \$15 million over 30 years, which is approximately \$500,000 per year.

Summary of Cycle 2 Measure X Funded Programs

Approximately \$1.5 million were set aside for the program’s second 3-year cycle covering fiscal years 2020/21, 2021/22, and 2022/23 (July 2020 to June 2023). Funds not expended in the current funding cycle will be carried forward and made available in future cycles. **Table 1-1** summarizes the programs awarded funds in the second grant cycle. **Table 1-2** summarizes the work completed by each applicant from January 2021 to December 2021, including funds expended and funds remaining.

Table 1-1 Cycle 2 Measure X Senior & Disabled Transportation Successful Applications

Applicant	Project Title	Summary	Total Request	Total Project Budget	Rank	Average Score	Average Rank
Independent Transportation Network (ITN) Monterey County	Dignified Transportation for Seniors and Visually Impaired Adults	24hrs/7days transportation to seniors and visually impaired adults.	\$930,000	\$1,702,834.50	1	97.25	1.2
Alliance on Aging	Senior Transportation Coordination and Advocacy Project	Provide trainings, and advocacy to increase transportation in South and North Monterey County.	\$287,000	\$346,000	2	91.25	1.8
Josephine Kernes Memorial Pool	Transportation for Senior and People with Disabilities to Receive Therapeutic Services at Josephine Kernes Pool	Trip subsidy program to provide low-income senior and disabled residents with transportation to attend therapeutic aquatics.	\$177,000	\$200,859.37	4	80	3.2
Partnership for Children	Transportation Services for Children Living with Serious Illness	Increase existing transportation services for children living with serious illness.	\$297,000	\$682,150	3	88.5	2.6

Table 1-2 Cycle 2 Summary of Work Completed (January 2021 to December 2021)

Applicant	Project Title	Summary of Work Completed	Funds Expended	Funds Remaining
Partnership for Children	Transportation Services for Children Living with Serious Illness	<ul style="list-style-type: none"> • Purchased one mid-sized vehicle to transport children to Bay Area hospitals. • Provided 231 rides for hospital visits, medical appointments, and legal appointments. • Added an additional Program Services Coordinator. 	\$111,280.92	\$185,969.08
Josephine Kernes Memorial Pool	Kernes Pool Transportation Voucher Program	<ul style="list-style-type: none"> • No Measure X activities were conducted through this year due to COVID-19. The Kernes Adaptive Aquatics’ facility and programs were closed during this time, but have resumed in FY 2021-22 Quarter 2. 	\$0	\$128,859.37
Alliance on Aging	Senior Transportation Coordination and Advocacy Project	<ul style="list-style-type: none"> • Coordinated steering committees with North and South County stakeholder to help ITN launch their Rural Pilot Expansion Program. • Attended outreach events, developed transportation services flyer and coordinated interagency meetings. • Distributed MST bus passes. 	\$70,274.64	\$216,725.36
ITN Monterey County	Dignified Transportation of Seniors and Visually Impaired Adults	<ul style="list-style-type: none"> • Provided over 5,195 arm-through-arm, door-through-door rides. • Added 91 new members and recruited and trained 10 new volunteers. • Partnered with Meals on Wheels to delivery lunches 5 days a week during the “Shelter in Place” mandate to over 280 seniors. • Expanded partnerships with Alliance on Aging to seniors living in North and South Monterey County Regions. 	\$255,969.55	\$674,030.45

Local Context

Monterey County covers 3,771 square miles of coastal mountains and valley stretching along 100 miles of the California coastline. The County is considered mostly rural with scattered unincorporated communities and small towns. However, the City of Salinas and the Monterey Peninsula cities are urban in nature.

Monterey County can generally be divided into five sub-areas:

1. **North Monterey County:** including the unincorporated communities of Castroville, Prunedale, Moss Landing, Pajaro and Aromas;
2. **Greater Salinas area:** including Salinas and unincorporated communities to the west;
3. **Monterey Peninsula:** including the cities of Marina, Seaside, Del Rey Oaks, Monterey, Pacific Grove, Carmel-by-the-Sea, and the unincorporated communities of Pebble Beach and Carmel Valley;
4. **South Monterey County:** including the Salinas Valley cities of Gonzales, Soledad, Greenfield and King City, as well as the unincorporated communities of Chualar, San Lucas, San Ardo, and Bradley; and
5. **Big Sur Coast:** between Carmel and San Luis Obispo County.

Seniors are showing a preference to age in place rather than relocate to traditional retirement communities elsewhere. The mild coastal climate also encourages seniors to relocate to the Monterey Bay Area to enjoy their golden years. Seniors and people with disabilities sometimes require out-of-county medical trips to facilities in Santa Clara County and San Francisco.

Due to the range of geographies (rural areas, unincorporated towns, areas surrounding incorporated cities) and client needs in Monterey County, one service type often cannot effectively serve the needs of all seniors and persons with disabilities living in various parts of the County.

Figure 1-1 illustrates the study area.

Summary of Prior and Current Studies

The first step of the Study reviews existing studies and planning documents about paratransit and senior mobility services in Monterey County and the Monterey Bay Area region.

Transportation Alternatives for Rural Areas - A Regional Study, Association of Monterey Bay Area Governments (AMBAG), 2017

This study provides a high-level overview of the characteristics of the rural communities and the transit services that operate in the Association of Monterey Bay Area Governments (AMBAG) region. The study established rural study areas in Monterey, San Benito and Santa Cruz counties, where strategic investments in transit projects and other transportation services have the best chance for success.

The study provides the following overarching problem statement for alternative transportation in rural areas:

Transit service in rural communities often lack effectiveness and efficiency due to: cultural and language barriers that inhibit effective public engagement that hampers the planning process; lack of funding and funding partnership opportunities; land uses that do not support high quality transit service; and a lack of policies that govern the appropriate balance between providing regional connectivity and local access.

Findings from this study include:

- Even though a high number of people live relatively close to a transit line, transit service in rural areas tends to be infrequent.
- Land uses that do not support high quality transit service and provide less opportunity for walking or biking.
- Cultural and language barriers can inhibit effective public engagement that hampers the planning process.
- Lack of funding and funding partnership opportunities.
- Lack of policies that govern the appropriate balances between providing regional connectivity and local access.
- Each rural community has its own unique needs – there is no “one strategy fits all”.

Potential strategies to rural challenges from these studies include:

- User Subsidized Program with Taxi and Transportation Network Companies: by partnering with taxi companies and transportation network companies (i.e., Uber & Lyft), transit agencies are essentially extending a user subsidy program to provide on-demand rural neighborhood-based transportation at a lower cost, helping user’s access destinations within their communities and high quality transit that may be inaccessible otherwise.
- Expansion of Transit Sponsored Vanpools: vanpool groups in rural areas either self-organize or are assisted in organizing by the transit agency. Then the group applies to be a transit sponsored vanpool. While arrangements vary, in general the transit agency supplies the van along with the subsequent maintenance to the group. In return the vanpool group pays a monthly fare that can be shared among members to the transit agency.
- Development of Mobility Hubs & Express Transit Service: mobility hubs are transportation centers located opportune that could be served by higher-frequency express transit. These centralized multimodal developments in rural towns can be linked by rapid transit service creating connectivity to urban destinations and the greater region in addition to making short trips within the neighborhood to other destinations.
- Rural Transit Oriented Development: a type of community development that includes a mixture of housing, office, retail and/or other amenities integrated into a walkable

neighborhood and located near public transportation station or hub. This strategy would be best explored in rural towns and jurisdictions that are linked to major transit corridors and basic town centers already exist. The transit service needed in these areas would need to be served by high quality express type transit service in order to link them to urban areas in a time effective manner.

Measure Q Transit Investment Plan for Seniors, Veterans, and People with Disabilities, Monterey-Salinas Transit, 2016

In November 2014, the voters of Monterey County approved Measure Q, a countywide 1/8-cent sales tax measure for public transit to be used solely to protect transportation programs that serve veterans, seniors, and people with disabilities, and to identify new programs that will meet the mobility needs of these communities. The Measure Q Transit Investment Plan provides guidance on how to invest the approximately \$7.5 million per year that is anticipated to be generated by this tax over 15 years.

The Plan's highest priority is to preserve existing services, including fixed-route capital and technological needs, RIDES ADA paratransit service, senior- and veteran- focused shuttles, taxi vouchers, and bus stop accessibility improvements.

Six new projects are expected to be implemented by 2024:

1. Expand the MST Navigators program to serve more passengers who need assistance navigating the transit system.
2. Pilot flex voucher program that will allow residents to use vouchers for transportation options in addition to MST's taxi voucher program.
3. Nominate veterans for free passes to honor veterans for their outstanding service or simply to provide extra help
4. Launch a veterans-helping-veterans program that will include training of veterans to help other veterans use public transit
5. Assist families and friends with volunteer driver reimbursements to encourage use of informal mobility support networks
6. Purchase a Paratransit Emergency Response Module to allow MST to dynamically manage ADA paratransit service disruptions due to local or regional emergency situations

Long-Term Projects:

The Long-Term Vision Plan includes worthy projects that will be considered as additional funding becomes available. Some may be implemented on an incremental basis depending on additional grants or other funding availability.

- Taxi Voucher Program expansion to veterans
- Paratransit Easy Wallet that can offer passengers the ability to prepay fares at the time of booking using a virtual account
- Weekly medical transportation pilot program outside of Monterey County
- Community transportation services grant program funding

Figure 1-1 Map of Study Area



Source: Transportation Alternatives for Rural Areas - A Regional Study, Association of Monterey Bay Area Governments (AMBAG), 2017

2015 Transit Routes (including 3/4-mile RIDES ADA service)



Source: Monterey Bay Area Coordinated Public Transit-Human Services Transportation Plan, Association of Monterey Bay Area Governments (AMBAG), 2018

American Community Survey – Statistical Geographic Boundaries

Monterey County is composed of a range of geographies, including rural areas, unincorporated towns, incorporated cities, and areas surrounding incorporated cities. To account for this range of geographies, two statistical boundaries set by U.S. Census Bureau for the American Community Survey (ACS) were used to determine the geographical distribution of seniors and persons with disabilities in Monterey County:

1. **Census Designated Place (CDP)** – the statistical counterpart of incorporated places and are delineated to provide data for settled concentrations of population that are identifiable by name but not legally incorporated under the laws of the state in which they are located.
2. **Census County Division (CCD)** – a subdivision of a county that is relatively permanent statistical area established by the Census Bureau and state and local government authorities. Used for presenting decennial census statistics in those states that do not have well-defined and stable minor civil divisions that serve as local government.

Table 1-2 Census Designated Places and Census County Divisions in Monterey County

Census Designated Place (CDP)		Census County Division (CCD)
Incorporated Cities	Unincorporated Towns	Rural Areas
Carmel-by-the-Sea	Aromas	Big Sur
Del Rey Oaks	Boronda	Carmel-by-the-Sea
Gonzales	Bradley	Carmel Valley
Greenfield	Carmel Valley Village	Castroville
King City	Castroville	Gonzales
Marina	Chualar	Greenfield
Monterey	Del Monte Forest	King City
Pacific Grove	Elkhorn	Pajaro
Salinas	Las Lomas	Salinas
Sand City	Lockwood	San Ardo
Seaside	Moss Landing	Seaside-Monterey
Soledad	Pajaro	Soledad
	Pine Canyon	Toro Park
	Prunedale	
	San Ardo	
	San Lucas	
	Spreckles	

Maps included in **Appendix A** and **Appendix B** illustrate the geographical distribution of seniors and people with disabilities in Monterey County, respectively. **Table 1-3** summarizes the senior

and disabled populations in Monterey County. In order to avoid double counting, the population with a disability numbers do not include seniors who are also disabled.

Table 1-3 Senior and Disabled Populations in Monterey County

North County					
Jurisdiction	Population	65 and older	65-74	75 and older	Population with a disability
Aromas	2,609	355	260	95	152
Castroville	6,332	725	474	251	485
Elkhorn	998	172	92	80	89
Las Lomas	3,818	157	125	32	219
Moss Landing	31	4	4	0	2
Pajaro	3,509	143	89	54	226
Prunedale	20,538	3,254	2,210	1,044	1,069
TOTAL	37,835	4,810	3,254	1,556	2,242
Greater Salinas Area					
Jurisdiction	Population	65 and older	65-74	75 and older	Population with a disability
Boronda	1,740	180	147	33	76
Salinas	155,281	14,023	8,291	5,732	6,839
Spreckels	373	180	128	52	0
TOTAL	157,394	14,383	8,566	5,817	6,915
Monterey Peninsula					
Jurisdiction	Population	65 and older	65-74	75 and older	Population with a disability
Carmel-by-the-Sea	3,789	1,900	1,154	746	69
Carmel Valley	4,175	1,594	1,265	329	39

Del Monte Forest	3,723	1,789	880	909	22
Del Rey Oaks	1,508	334	224	110	131
Marina	21,857	3,025	1,687	1,338	1,542
Monterey	25,183	5,190	2,693	2,497	933
Pacific Grove	15,083	4,083	2,581	1,502	750
Sand City	310	40	34	6	29
Seaside	33,360	4,219	2,306	1,913	1,891
TOTAL	108,988	22,174	12,824	9,350	5,406

South Monterey County

Jurisdiction	Population	65 and older	65-74	75 and older	Population with a disability
Bradley	99	23	18	5	7
Chualar	1,413	86	72	14	50
Gonzales	8,348	572	342	230	182
Greenfield	17,565	1,114	823	291	100
King City	13,787	941	698	243	642
Lockwood	351	50	25	25	3
Pine Canyon	2,934	375	172	203	416
San Ardo	628	29	17	12	7
San Lucas	415	23	14	9	13
Soledad	17,070	1,362	806	556	588
TOTAL	62,610	4,575	2,987	1,588	2,008

Big Sur Coast

Jurisdiction	Population	65 and older	65-74	75 and older	Population with a disability
Big Sur	1,786	332	225	107	77
TOTAL	1,726	332	225	107	77

Seniors

Approximately 14% of Monterey County's population is age 65 and older (8% are between ages 65-74 and 6% are age 75 and older).

About two-thirds (**80%**) of Monterey County's senior population live in incorporated cities and one-third (**20%**) live in unincorporated towns and rural areas.

Most seniors live in the City of Salinas (**30% of the County's total senior population**). Very few seniors live in the unincorporated towns of Bradley (**0%**), Moss Landing (**0%**), Lockwood (**0.1%**), Pajaro (**0.3%**), San Ardo (**0%**), San Lucas (**0%**) and the City of Sand City (**0%**).

The highest concentrations of seniors (**as a percentage of total population**) live in the City of Carmel-by-the-Sea (**50%**) and the unincorporated town of Spreckels (**48%**). The lowest concentrations of seniors live in the unincorporated town of Pajaro (**4%**).

People with Disabilities

Approximately 9% of Monterey County's population reports a disability.

Over two-thirds (**82%**) of Monterey County's disabled population live in incorporated cities and nearly one-third (**18%**) live in unincorporated towns and rural areas.

Most people with disabilities live in the cities of Salinas (**41% of the County's total disabled population**) and Seaside (**11%**). Very few people with disabilities live in the unincorporated towns of San Ardo, Bradley, San Lucas, and Chualar (**0.1%**).

The highest concentrations of disabled populations (**as a percentage of total population**) live in the incorporated cities of Carmel-by-the-Sea (**17%**) and Marina (**14%**). The lowest concentrations of disabled populations live in the unincorporated towns of Lockwood (3%) and Spreckels (**0%**).

More than three-quarters (**76%**) of all persons with disabilities are also seniors age 65 and older (**Figure 1-2**). Most seniors in the County experience ambulatory (**16%**) and hearing (**11%**) difficulties (**Figure 1-3**).

Figure 1-2 Monterey County's Disabled Population by Age Group¹

Age	Total Population	People with Disabilities	% of County's Population
Under 5 years	30,731	185	0.6%
5 to 17 years	82,472	3,529	4.3%
18 to 24 years	97,778	3,924	4.0%
35 to 64 years	148,394	11,231	7.6%
65 to 74 years	34,213	6,688	19.5%
+75 years	23,837	11,525	48.3%

¹ 2016-2020 American Community Survey 5-Year Estimates, Table S1810

To determine disability, the American Community Survey asks questions regarding hearing or visual impairments, cognitive difficulties, difficulty walking or climbing stairs, difficulty dressing or bathing, and difficulty doing errands alone.

The most common disabilities in the county are ambulatory (4%), cognitive (3%), and independent living (3%) (Figure 1-3).

Figure 1-3 Monterey County's Population by Disability²

Disability Type	Total Population	% of County's Population	Total Seniors with Disability	% of County's over 65 Population
Hearing	11,140	2.7%	7,805	13.4%
Vision	6,738	1.6%	2,607	4.5%
Cognitive	13,734	3.6%	4,995	8.6%
Ambulatory	18,055	4.7%	11,048	19.0%
Self-care	8,650	2.2%	4,890	8.4%
Independent living	13,188	4.3%	7,395	12.7%

Population Projections

The Association of Monterey Bay Area Governments (AMBAG), the region's metropolitan planning organization (MPO), projects the Monterey County population to increase nearly 12% between 2020 and 2040. The senior population – age 65 and older – is expected to increase by more than 60%.

Figure 1-4 shows the growth of Monterey County's older adult population from AMBAG's 2018 Regional Growth Forecast.

Figure 1-4 Monterey County Senior Population Projections³

Year	Monterey County Population				
	Overall	65+	65-69	70-84	85+
2020	448,211	66,421	21,582	35,915	8,924
2030	476,588	90,385	22,821	54,889	12,675
2035	489,451	100,044	22,877	59,084	18,083
2040	501,751	108,960	24,406	60,841	23,713

² 2016-2020 American Community Survey 5-Year Estimates, Table S1810

³ AMBAG, 2018 Regional Growth Forecast – Technical Documentation

Demographics Key Takeaways

- 18% of Monterey County's population qualifies for senior and disabled transportation services.
- Over three-quarters of Monterey County's senior and disabled populations live in incorporated cities.
- About a quarter of Monterey County's senior and disabled populations live in unincorporated towns and rural areas.
- The top three disabilities for seniors are ambulatory, independent living, and hearing difficulties.
- The top three disabilities countywide are ambulatory, cognitive, and independent living.
- The City of Salinas has the greatest concentration of seniors and people with disabilities countywide (about one-third of seniors and two-fifths of people with disabilities in Monterey County live in Salinas).
- The City of Carmel-by-the-Sea has the greatest concentration of seniors per capita (1 out of 2 Carmel residents are seniors).

Chapter 2

EXISTING SERVICES

Background

The Transportation Agency for Monterey County (TAMC) is designated by the State of California to serve as the regional transportation planning agency (RTPA) for the County. TAMC is responsible for administering some federal and most state funds for public transit service operated by Monterey-Salinas Transit.

There are several different transportation options that seniors and people with disabilities can access in Monterey County. These include fixed-route transit, ADA-mandated paratransit, shuttle services, non-profit transportation services, private transportation such as taxis, Lyft, Uber, and volunteer driver programs. Other transportation options include walking, biking (for limited portions of the population), and driving or being driven by family, friends, or neighbors. Additional transportation-related resources can include subsidized fare/voucher programs, travel training, and information and referral services.

Description of Services

Monterey-Salinas Transit (MST) operates several mobility services that provide a variety of travel options that allow travelers to participate fully in their communities. These services are funded partially through customer fares but mostly through grants and allocations from federal, state, and local sources, including public agencies and private foundations. *Some of the services described below have changed or are no longer in service because of the COVID-19 pandemic. This will require further review with MST to identify the current operations for the senior and*

disabled population. MST is also working on implementing the Comprehensive Operational Analysis which will include some modifications of these services.

FIXED-ROUTE TRANSIT

MST provides fixed-route bus service to the greater Monterey and Salinas areas - as far as Paso Robles and Big Sur and as far north as Santa Cruz and San Jose. Service originates from two primary service hubs - the Monterey Transit Plaza (in downtown Monterey) and the Salinas Transit Center (in downtown Salinas). From these hubs, 59 routes branch out like spokes on a wheel.

Fixed-route fares range from \$1.50 for local services, \$2.50 for primary services, \$3.50 for regional services, and \$12.00 for commuter buses. A 50% discount is available to people age 18 or younger or age 65 or older; individuals with disabilities; Medicare Card holders; or veterans. Free bus passes are available to active duty military personnel and Department of Defense civilians who qualify under the federal government's transit benefit program.

ADA PARATRANSIT (RIDES)

MST RIDES serves most of the same geographic area as the fixed-route system in the portion of the county between Prunedale and Watsonville in the north and San Lucas in the south (within $\frac{3}{4}$ of a mile from any of MST's regular bus routes). Outside that area, MST had received a waiver from the Federal Transit Administration that allows the agency not to operate paratransit service in very remote areas in the south part of the county along Highway 1 down to Big Sur.

ADA fares range from \$1.50 for one-way trips up to 2.7 miles, \$2.50 for trips up to 17 miles, and \$3.50 for trips over 17 miles.

RIDES Special Transportation (RIDES ST)

Limited service is available in parts of unincorporated North and South Monterey County that area outside MST's ADA service area for the purpose of traveling into the ADA service area. Once inside the ADA service area, certified RIDES customers may take full advantage of the RIDES program.

The MST RIDES Special Transportation (ST) service is a non-ADA, locally funded transportation program. The service area for North Monterey County includes unincorporated areas within Prunedale, Castroville, and Aromas. The MST RIDES ST service area for South Monterey County extends one mile on either side of Highway 101 from Salinas to Bradley, including the unincorporated community of San Ardo.

Passengers must be ADA Paratransit certified and may use the service for any reason; however, the point of departure must be within specified ST service areas. This service accounts for about 2% of all paratransit rides. There is a \$2.00 surcharge (on top of the RIDES fare) for trips originating or ending in the ST zone(s).

Special Medical Trips

MST Special Medical Trips provides transportation for out-of-county medical appointments four days per month: twice to the San Jose area and twice to the San Francisco area.

This service is available to the general public on a first come/first served basis and must be scheduled at least three days in advance by 5:00 p.m. A round-trip fare is \$20 payable in cash or with MST Special Medical Trips tickets, available at Salinas Transit Center or on board the bus. A personal care attendant (PCA) rides for free when registered with MST. If space is available, other companions may ride for an additional \$20 each. For residents of King City, Greenfield, Soledad, and Gonzales, only designated stops will be served when requested and prior to the 9:00 a.m. departure from Salinas Transit Center. No discounts are available for seniors, people with disabilities, or veterans.

TRIPS

Eligible seniors, veterans, or persons with disabilities living outside MST's service area can request a reimbursement of 40 cents per mile, up to 250 miles per month, to compensate family members and friends who volunteer their time and privately-owned vehicles to transport them. There are no restrictions on trip purpose for this program.

SENIOR SHUTTLES

MST has four Senior Shuttles - community routes that are meant to deliver service for seniors with no transfers required, but with slightly more circuitous routes than other fixed-route lines. These MST lines (91, 92, 94, and 95) are operated daily on fixed routes and schedules and are open to the general public. They serve important shopping, medical, and residential locations.

ON-CALL SERVICES (Marina, South County)

The MST On-Call, or dial-a-ride, services operate year-round and provide public dial-a-ride in designated service corridors in commercial and residential areas within the Cities of Marina, Gonzales, Soledad, Greenfield, and King City. On-Call replaced the fixed-route in places where there was very low ridership in Marina, and MST's South County On-Call system primarily replaced municipally operated general public dial-a-ride services in King City, Greenfield, and Soledad while providing new service to the City of Gonzales.

The Marina On-Call service operates seven days a week between 7 a.m. and 6 p.m. Monday through Friday and between 8 a.m. and 6 p.m. on Saturdays and Sundays; all other On-Call services operate weekdays only beginning as early as 6:30 a.m. and ending as late as 6:30 p.m. Standard fare is \$1.50; a 50% discount is available for people under age 18 or over age 65, Medicare Card holders, and people with disabilities.

TAXI VOUCHER PROGRAMS

MST offers a taxi voucher program to assist seniors, persons with disabilities, and veterans in accessing important locations within their communities. The Taxi Voucher Program has three

categories of taxi vouchers: seniors, persons with disabilities and veterans, each with its own eligibility requirements.

To receive senior vouchers, an individual must be 65 or older, have a valid photo ID, have proof of residency, and be a resident in one of the following communities: Carmel, Carmel Valley, Del Rey Oaks, Marina, Monterey, Pacific Grove, Sand City, Salinas, or Seaside. The vouchers can be obtained at one of the distribution locations in the city in which the senior resides.

To receive vouchers for persons with disabilities, an individual must be certified in the MST RIDES ADA paratransit program. The vouchers are issued on a quarterly basis and will be mailed when requested.

Veterans Voucher: To receive the veteran vouchers, veterans may visit one of two distribution locations. A qualified veteran is an individual who served active duty in one of the branches of the US Military. The vouchers are provided on a monthly basis.

Each voucher covers up to \$17 worth of taxi fare, but voucher users must pay a \$3 copay and any amount above \$17 total fare. There is a limited number of vouchers available.

Taxi trips using vouchers must be taken on one of three approved taxi providers:

- Central Coast Cab
- Green Cab
- Yellow Cab

So that this program is available to all qualifying seniors regardless of their disability, MST purchased nine wheelchair-accessible vehicles and has leased them to local taxi providers. Disabled persons have a higher priority for usage of these wheelchair-accessible taxis; however, they usually require advanced reservation.

MST has developed a training program for taxi operators who wish to provide service to MST customers through the MST RIDES ADA Paratransit and the Taxi Voucher Program. The classroom training focuses on providing good customer service to seniors, and persons with disabilities, how to accept taxi vouchers, how to properly serve MST RIDES ADA Paratransit customers, and how to comply with ADA requirements for taxi operators, as well as compliance with Federal Transit Administration requirements which extend to MST contractors and subcontractors.

TRAVEL TRAINING

Travel training is a program to increase an individual's confidence in using the fixed-route transit system independently. MST's program is available to any individual, including seniors, people with disabilities, and veterans. Training is available on how to use the fixed-route system, how to access specific destinations, and how to use transit with mobility devices. The service is offered free of charge.

Navigators

MST offers a unique program with its Navigators. Navigators are interns and volunteers that provide general assistance to individuals in using the transit system. Navigators help process taxi vouchers, attend community events, assists frail passengers, provide education, and visit senior centers. The program not only assists people in need but also helps individuals develop empathy for these populations. Individuals in need of assistance by a Navigator can contact MST's Mobility Specialists by phone or email.

NON-PROFIT TRANSPORTATION SERVICES

ITN Monterey County

As part of a national network, Independent Transportation Network (ITN) Monterey County is a local non-profit affiliated with the ITN America that offers mobility services to dues-paying members. Anyone who is age 60 or over or is an adult with visual impairments is eligible to become a member. Transportation is provided primarily by volunteers in private vehicles and the cost to riders is sometime less than an equivalent non-subsidized taxi ride. The service is designed to operate like getting a ride from a friend or family member. Drivers will carry packages and provide a steady hand if assistance is needed. Volunteers earn credit toward future trips for friends and family members, as an incentive to provide service in one's free time. Rides are available 24 hours a day, 7 days a week, for any purpose, and any destination within the service area can be served.

Dues are \$50 per year for an individual or \$75 for a family; scholarships are available to assist low-income riders and shared rides are offered at a 20% discount. Rides are paid for through rider and driver accounts; no cash is exchanged. Each ride costs \$4 per trip plus \$1.50 per mile; the average trip cost is \$11.

Ten local communities are currently served by ITN: Carmel, Monterey, Pacific Grove, Pebble Beach, Seaside, Salinas, Toro Park, Carmel Valley, Marina, and Castroville. Through the Cycle 2 period, ITN has been working with local partners to implement their Rural Pilot Expansion Program. This program would bring service to rural North Monterey County, and to South Monterey County, as far as King City. Service is expected to begin in these regions in the summer of 2022.

Partnership for Children

Partnership for Children (PFC) provides transportation services to children and youth living with serious illness who must travel to the closest children's hospitals in the Bay Area for medical care. A two-tiered transport system offers gas cards and direct-services to qualified families. If a family does not have access to transportation or for various reasons can not use a family vehicle, PFC arranges door-to-door direct transports utilizing an agency owned vehicle. For families who utilize the gas card offer, PFC reloads the gas card with the appropriate funds to cover the cost of the trip for each verified medical appointment.

American Cancer Society Road to Recovery

The American Cancer Society's Road to Recovery program is a volunteer-driver based mobility program for cancer patients going to and from treatment. Patients must be ambulatory, able to walk unassisted to and from the vehicle, or be accompanied by an assistant. All ages are welcome, but people under age 18 must be accompanied by a parent or caregiver. Requests for transportation must be made at least four days in advance. Transportation is available Monday through Friday between 9 a.m. and 5 p.m. The local office is based in Oakland.

Veterans Affairs Office Transportation

The Monterey County Military and Veterans Affairs Office provides transportation for veterans to Palo Alto and San Jose VA clinics. Several other transportation programs are also available to veterans in Monterey County, coordinated through the Veterans Affairs Office:

- Assistance in purchasing and retrofitting wheelchair-accessible vehicles
- Assistance with vehicle repairs and the purchase of used vehicles
- Mobile medical clinics

SERVICES PROVIDED BY PRIVATE PROVIDERS

Transportation Network Company (i.e., Uber/Lyft)

Companies that match passengers with drivers via websites and mobile apps on-demand.

Taxi Services

Taxi service refers to for-hire automobile travel supplied by private companies with a driver, used by a single passenger or small group of passengers.

EXISTING SERVICES KEY FINDINGS

- A variety of transportation services for seniors and persons with disabilities are already available in Monterey County.
- Recent expansion of funds dedicated to transportation services for seniors and people with disabilities through Monterey-Salinas Transit Measure Q (2014) for 15 years and the Transportation Agency's Measure X (2016) for 30 years.
- Transit service in rural communities often lack effectiveness and efficiency due to spread-out land uses that do not support high quality transit service.

Chapter 3

OUTCOMES FROM PUBLIC PARTICIPATION AND OUTREACH EFFORTS

Stakeholder Interview Summary

TBD

Outreach Meeting Summary

TBD

Survey Results

TBD

PUBLIC PARTICIPATION AND OUTREACH KEY FINDINGS

TBD

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Chapter 4 TRANSPORTATION NEEDS AND GAPS

Areawide Mobility Needs

TBD

City-based and Unincorporated Areas Needs

CITY-BASED NEEDS

TBD

UNINCORPORATED AREAS

TBD

Programmatic/Administrative Needs

TBD

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Chapter 5

STRATEGIES

Strategies are based on a review of prior studies and existing conditions, stakeholder interviews, and outcomes from public participation. Short-term strategies are lower in cost and could be implemented in 1-2 years. Funding could come from current Measure X Senior & Disabled Program or other funding identified by Monterey-Salinas Transit. Long-term strategies would take a longer time to implement and would likely take greater coordination and funding. In addition to Measure X, funding for these strategies could come from federal funding or a future sales tax measure like Measure Q.

Short-Term Strategies

- Better coordination of
 - What is it?
 - What need does it solve for Monterey County?
 - Who would be appropriate implementation partners?
 - How much does it cost?
 - Are there any local examples?
 - What are the next steps?

Long-Term Strategies

- Better coordination of
 - What is it?
 - What need does it solve for Monterey County?
 - Who would be appropriate implementation partners?
 - How much does it cost?
 - Are there any local examples?
 - What are the next steps?

Chapter 6 NEXT STEPS

Cycle 3 - Measure X Senior & Disabled Program

TBD

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