

# SENIOR TRANSPORTATION UPDATE

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City Council

October 2, 2017

Anna Grant, Active Adult and Senior Services Supervisor

Bryan Albee, Transit Systems Manager, Sonoma County Transit



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# Background

- 2014: Senior Citizens Advisory Commission surveyed Healdsburg's older adults. Top three issues:
  1. Transportation
  2. Housing/Home Maintenance
  3. Health Services

# Transportation Background

- For many years, City operated a “deviated fixed route” transit system + Paratransit through County
- 2010: Initiated transfer to County
- 2014: Fully transferred system to County (Route 67)

# Recent Work

- Senior Citizens Advisory Commission created a transportation subcommittee to study the issue
- Worked closely with the Area Agency on Aging's Transportation and Mobility Subcommittee
- Goal: study and learn more about transportation options, including potential service changes to Sonoma County's Transit program currently available in Healdsburg

# Preliminary Models Under Analysis

- Volunteer Driver Program
- For-Pay/On Demand: Uber, Lyft, Women Driving Women, Chariot, Taxi, etc.
- Sonoma County Transit / Enhancements

# Preliminary Models Under Analysis

- Volunteer Driver Program
  - ∅ On-demand program
  - ∅ Utilized in other communities in the area
  - ∅ Area Agency on Aging planning group and grant funding through Caltrans
  - ∅ Utilize existing volunteer programs (e.g. Neighbor's Network) or partner with existing driver program (e.g. Petaluma Peoples Services, Catholic Charities, etc.)
  - ∅ Risk/liability?

# Preliminary Models Under Analysis

- For-Pay/On Demand: Uber, Lyft, Women Driving Women, Chariot, Taxi, etc.
  - ∅ Technology based
  - ∅ Call-in options being launched; voucher programs for some services:
    - § Lyft's operator service for seniors is only available to GreatCall members (Jitterbug phones)
    - § Uber's operator service through 24Hr Home Care, named RideWith24, is available to the public via a toll-free number
    - § Gogo Grandparent works with Uber and not only drives passengers, but delivers food & Groceries. Adds a ~\$2 charge to the Uber bill to pay for the service
  - ∅ Transfer assistance in and out of vehicle?
  - ∅ Uber/Lyft service not always readily available in Healdsburg; can be more expensive during peak times
  - ∅ Chariot: costly for fixed route option

# SonomaCounty Transit



**System**

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## Routes Serving Healdsburg:

**Intercity Route 60** - Provides daily service between Cloverdale, Healdsburg, Windsor and downtown Santa Rosa.

**Local Route 67 - Healdsburg Shuttle** - Provides local transit service within the city of Healdsburg. Two loops serve the north and south sections of the city. The Shuttle operates Monday thru Saturday.

**SMART Connector Route 56** - Operates on Weekdays and provides express service between the Cloverdale Depot, Healdsburg Depot, Windsor Depot and the SMART Airport Blvd. station. Two southbound trips are provided in the morning with two northbound trips in the evening.

## Sonoma County Paratransit:



- ADA paratransit service operates the same hours and days, and within the same service areas, as Sonoma County Transit's fixed-route service.
- Paratransit services are provided with a mix of vehicles including accessible minibuses, minivans and sedans.
- Passengers must apply for paratransit service and have a disability that prevents independent use of fixed-route transit services.
- Paratransit operates as a shared ride, door-to-door service.
- Rides can be scheduled 1 to 7 days in advance.

# Clipper Regional Transit Pass:

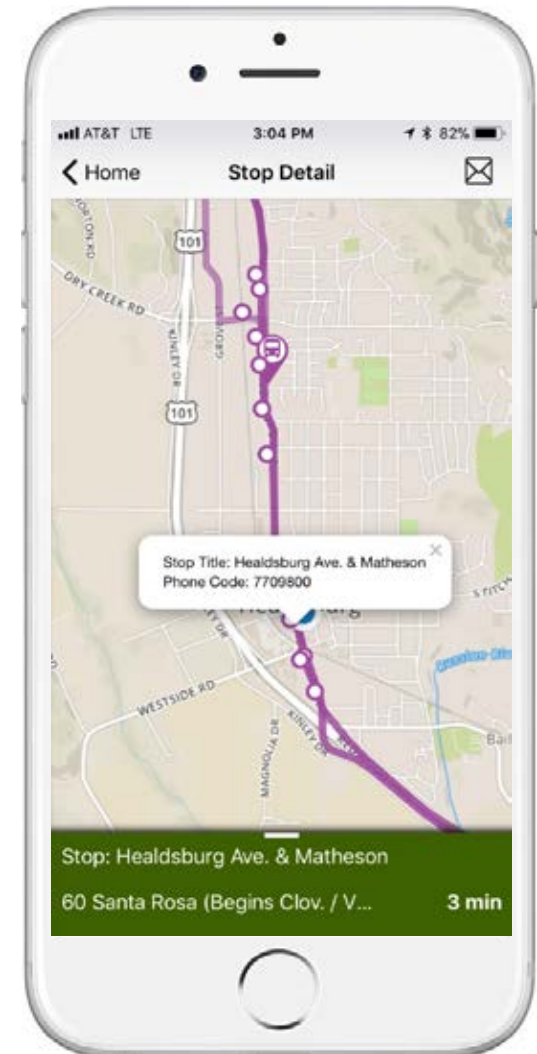
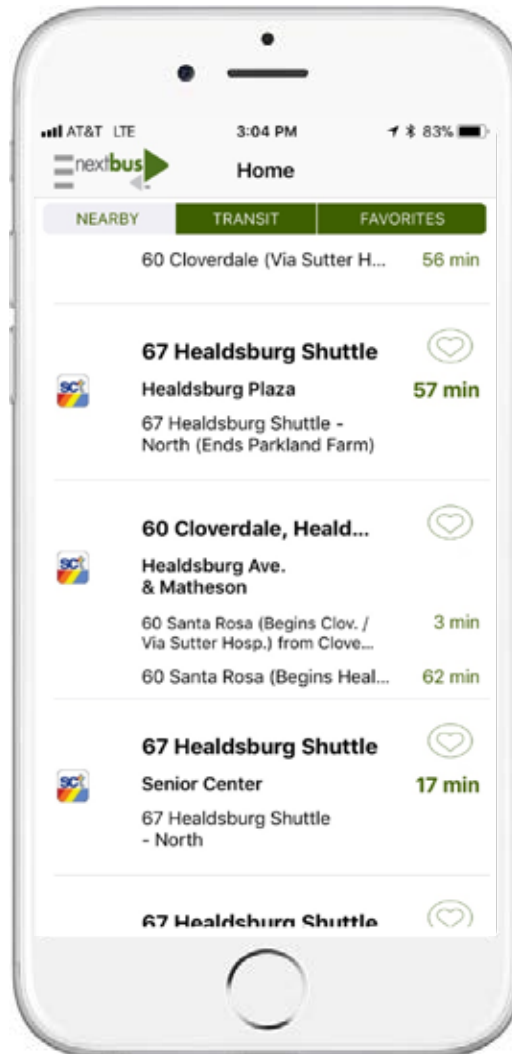


- The Clipper Card is an electronic fare payment card.
- It can be use as a cash payment card or as an unlimited ride monthly pass.
- Requires passengers to “Tap On” when boarding and to “Tap Off” when alighting their bus to ensure proper fare payment for the trip taken (intercity routes only.)
- Clipper is honored on all Sonoma County Transit, Santa Rosa CityBus, Petaluma Transit and Golden Gate Transit buses.
- Primary fare media on SMART.



# Real-Time Transit Information

SCT's new "NextBus" system provides real-time bus arrival information via shelter LED signs, PC's and Smart Phones...



# Process

- June – July: Onboard the new Active Adult and Senior Services Supervisor, Anna Grant, assigned to work on transportation options for older adults
- August – November:
  - Focus Groups with Sonoma County Transit
  - Work with Senior Citizens Advisory Commission to finalize analysis and recommend future options
- Winter 2018: Recommendation to City Council
- Winter / Spring 2018+: Implementation; request additional funding through budget process (if needed)

# Discussion/Thank You!



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