

**Master Plan for Aging**  
**Webinar Wednesdays Transportation**  
**February 5, 2020**  
*Captioners Transcript*

Kim: Good morning. Welcome. Thank you for joining us. I'm Kim McCoy Wade, director of the California Department of Aging. I'm thrilled to welcome you to webinar Wednesdays. This week, we'll be focused on transportation. We are watching the numbers rise as we clear 50 and head toward 100 of people with us today. Thank you so much. This is our fourth webinar in our series. Our goal is to have a two-way conversation, share information and hear from you about your priorities for the master plan for aging. Every week we delve into a single topic, transportation, security and more. We feature a state partner, local leader and members of the master plan for aging stakeholder advisory committee. This week we have two, programs, services and recommendations for the master plan.

I want to make sure everybody is connected easily, no registration, all information at our new website [engageca.org](http://engageca.org). You can always find the Zoom link. There will be polls running throughout the presentation. Look for those. Feel free to answer as they run. We'll take breaks between each speaker to hear back from you. Reach out with comments if you have issues we can help with. The materials, video and deck will be posted after the webinar so you have that too. Thank you so much. We just want to take a second to pause after going through all of the logistics to emphasize again how important it is to hear from you and how excited we are to hear from you. We have had hundreds of comments helping us refine so far through community round tables to hear gaps we have missed.

We have so many topics to cover, building aging disability friendly California. This is time to speak up, join us on Twitter, Facebook, let's keep

the dialogue going. Today, transportation. We have such an all star lineup again. I am thrilled for our state partner. We have Avita Ibarra. We have John Cunningham from Contra Costa county, and we have the members of the stakeholder advisory committee with deep expertise in transportation. Before I hand the floor over to them, let's do a quick grounding in our master plan for aging foundation. This all began when our governor in June having heard from so many of you in community forums and on the campaign trail and as he began his administration of the need for master plan for aging, the governor issued in June, calling for a ten year plan, stakeholder advisory committee and a special focus on the need for long-term support.

Why would he do this? Besides his own experience and hearing from you, the data is overwhelming. Here is a new slide of the demographic trends in California. California like the rest of the nation is aging. These are wonderful charts called population pyramids. On the left, 1989. Middle one, 2019 and right, 2049. On the bottom is the number of people that belong to each age group starting with the youngest rising to the oldest on the left are male and right female. In 1989, California looked like a pine tree, if you will, with a bulge around 2030 with folks coming for campuses and military bases but tapering in the later years. 2019, we are starting to look more like a pillar as more and more of us are living longer and birthrates are falling. It's looking like as many aging as younger and 2049, stretching to 80s, 90s and 100. Tremendous opportunities with our changing face of aging.

Not everyone's experience of aging is the same. Aging is changing. We wanted to lift up new data elements shared with us at our research committee and will start next week. First and foremost, older Californians are growing diverse, reflecting trends toward diversity. Here is a chart of Dr. Steven Wallace of UCLA showing in 2000, 70% of older adults in California were non-Latino white, 13% were Latino. Those lines cross each other about 2050. You will have the same number of white elders and Latino elders. The trends are reflecting a diversified California. Not only diversity, we have disparities. The next slide shows equity of disability for

higher rates of Asian and Latinos, while African American and white are 6.8%. Similarly, economic and security has disparities.

When you look at the combination of poor, using a broader number of economic security in California, 40% of Latino, African and Native American Californians over 65 are poor or near poor, creating challenges more than categories like Asian and white. In some, it's changing. More diversity. More of us live alone as we age, more risk of poverty and more awareness of the stage of aging as we live to 60, 70, 80, and 90 and there are so many challenges as we reimagine our families and our state. The advisory committee got to work laying out a vision for California for all across the life spine by choice, equity, dignity, inclusion, innovation and strong partnerships. More details is on our web page.

We accepted our mission from the governor to create a person centered ten year master plan for aging with a state plan and blueprint to help local communities driving their own goals, a data dashboard to measure progress and best practices to fill in the gaps. To organize this work, aging is everything, we have focused in four different goal areas looking at services and supports so we can live where we choose as we age and have help to do so. Living communities and purposes, we'll live in communities age friendly, dementia friendly, disability friendly. Health and well being, we'll live in communities with optimizing health and quality of life and economic security and safety. We'll be economically secure and safe throughout our life.

With that ambitious framework, we have been busy. We launched in June and spend our fall and winter digging into all of the policy proposals that you have, our stakeholders have, our committees have to lift up and identify the opportunities and priorities. You will see we'll get a stakeholder report on one topic next month, pulling it together in the summer, synthesizing and by October, releasing the master plan. Now you know where we are and where we are headed. Let's dive into transportation.

I'm pleased to have this topic be in focus at CDA where I have the privilege to be the director. We have been involved with services for transportation and delighted to partner with our local area agencies to fund a range of transportation services. That remains a bedrock. At the same time, we hear from all of you how transportation is changing, just like aging. Three trends stick out for us. You hear more about them from the experts today. Californians are living longer than we can safely and effectively drive. How do we keep the advantages of mobility and seeing our friend and getting to the doctor and volunteering and all of the fit ways mobility keeps us connected to our purpose is driving is not in the mix? Particularly in California where we love our cars, what does that look like?

What does it look like for mobility when we are older? Second, huge trend around sustainability and climate change that get us out of our cars and options to drive sustainability, that benefits all groups and promise for older adults working together toward sustainable liveable communities for all. Rideshare and more has created new opportunities, new questions to think about how does that fit into the ecosystem of transportation options for all of us? I have been thrilled as I travel the state to hear transportation in every forum I have been at. I could name off a ton, but let me lift up three, Nevada county transit agency has created a golden ticket. Once you reach 80, you have a lifetime free pass in transit in Nevada county encouraging ridership and offers respect for our elders.

That's supported by transit orientation classes. L.A. county put out a comprehensive aging report that I commend to you highly looking at a large jurisdiction, diverse population and many modes of transit. Many of you are familiar with and are participates with the movement with a lot of volunteer matching of rides, a key piece of the network of transportation. Wonderful to hear about so many strategies for transportation. Delighted to be about to turn it over to our experts, but before we do, we want to hear from you, our experts around the state and find out who is with us today? I'll have Adam will by, director of public affairs let us know who's here.

>> Adam: Thank you so much, Kim, and everyone on the webinar. We asked three poll questions. I'll report out on those results and thank you

again for participating in those polls and responding. The first question we asked, are you an interested member of the public and employed or connected to the fields of aging or transportation? 68% of folks indicated they are employed or connected to the field of aging. 24% of respondents indicated they are an interested member of the public, and 9% indicated they are employed or connected to the field of transportation. The second poll that we asked, we asked what age group do you belong to? 23% of respondents indicated that they are between the ages of 55 and 64. 21% of respondents indicated they were between 45 and 54. 18% of respondents indicated they are between 65 and 74. The third and final poll that we asked you, we ask you where you live in California. It looks like we have a tie coming in at 22% for both the Sacramento region and the San Francisco Bay area.

Second, looks like 18% of folks are tuning in from the Los Angeles area. Third looks like 16% of the north coast area. Those are the three polls I'm going to report out on at this point. Thank you for responding. Please look for additional polls as this webinar continues.

>> Kim: Great. I'm seeing poll responses and chats and questions. We have a question about door to door versus door through door. I know our panelists will address that. I'll turn it over to Avita to kick it off.

>> Thank you so much. I'm the deputy secretary for the transportation agency. I would like to introduce my colleague Bryan Travis, senior planner with the California Department of Transportation, known at caltrans in the room with me this morning. I'm pleased to talk about resources to serve aging Californians. I have been invited to speak to you as a state partner on the intersection of transportation and aging. The California transportation agency is focused on a variety of programs, plans for the future of transportation and funding to support transportation operations, operation and investments to benefit all Californians including older adults. I'll go into more detail in my presentation. Next slide, please.

The California transportation agency is a new agency created in 2013 to serve as an umbrella over the state transportation functions which you can

see here. This includes Caltrans, California highway patrol, Department of Motor Vehicles, office of traffic safety, high speed rail authority, transportation commission, board of commissioners and the new motor vehicle board. As an agency, we help transportation functions in the state are coordinated led by David Kim reporting to governor Newsome. I'll focus on Caltrans, California highway patrol and the DMV. Next slide, please?

One of the first things that may come to mind when you think of transportation is driving. California is a state highly dependent on driving posing challenges for older adults driving less or declining in skills. California currently has more than 27,000,000 licensed drivers, and more than 4.5 million, 17%, are 65 or older. The stark reality is that older drivers, particularly those age 75 and up have higher crash death rates than drivers 35 to 54. Higher crash death rates are due to increased vulnerability to injury in a crash. California specifically, the highway patrol reports in 2018, 558 drivers of 65 drivers were in fatal collisions and 297 were at fault.

Driving helps older individuals stay independent, but it requires physical, visual and cognitive abilities and as people age, the abilities often change. The changes lead to increased risk of being injured or killed in a motor vehicle crash. Thankfully there are resources to stay safe on the road.

One resource is a two hour course called age well, drive smart. This course provides older drivers with the necessary tools to remain safe and confident on the road. Through this program, older Californians sharpen driving skills, refresh their knowledge and adjust to age related changes. The course includes a self-assessment to help older drivers identify mental or sensory changes to drive safely, effects of hearing loss, results on the body and reaction time. For many, a broader awareness of the solution rather than focusing on the problem is the key to continued safe driving.

I have a true story about a woman that took the age well, drive smart course. She had gone to the DMV to get her license and was told she had to take the test on a computer. She was not comfortable using the computer and panic. A family member heard about the course and they went to the DMV to explain what changed from the last visit. She signed up for the course and no longer felt uncomfortable. She decided to stop driving during certain hours of the day when she realized she may not be as safe on the road. The age well drive smart course teaches participants about ultimate modes of transportation in the area. The courses offered throughout the year at area offices and other venues around the state. Last year, 127,000 Californians took the age well drive smart course. More information is available on the highway patrol website, and anyone that would like to attend a course can sign up through their highway patrol area office.

Next slide, please? Another way the state transportation agency is considering older Americans, is through plan 2050. This is the long range transportation plan to create a vision and articulate goals, policies and recommendations to improve mobility over the next 30 years. The plan is under development and has eight goals, safety, equity, public health, accessibility, economy, environment, climate and preservation. As we saw at the beginning of the webinar the ratio of the state population is increasing. Demographic shifts demonstrate the plan for all Californians including older adults and incorporates all transportation modes. 2050 is focused on providing sustainable forms of transportation such as high speed rail, walking and biking creating a system to connect people to crucial destinations without necessarily having to drive.

In particular, the plan addresses aging due to equity, quality of life, public health and accessibility goals by high quality, safe and mobility options for all Californians. Next slide, please.

As discussed on the previous slide, an aging state requires multimodal transportation solutions for those who cannot drive. This is a particular

challenge to us in California because of how many communities have been built. What we call the transportation and land use Nexus. This is a photo of the Los Angeles area. It shows urban sprawl, a common phenomenon with serious complexity for Californians with limited ability. The doctor's office, grocery store, social activities and more. In sprawling areas, the only way is to drive. The problem is getting worse.

More communities are being built on a way that depends on driving rather than less, which can be detrimental to older adults that are no longer driving. We are rising to the challenge by working with state partners that focus on housing and land use to create policies and ensure housing, jobs and key destinations are accessible by multiple forms of transportation. The transportation agency has a work group to make sure transportation planning is not separated from community planning. Next slide, please. Investments to close the land use gap are supported by a variety of programs for transit and active transportation. To be clear, I mean regular busses and trainings, conversely, door to door transportation for people with disabilities scheduled in advance.

now that we understand the definitions, I'll go over a variety of sources to provide funding for transportation to benefit older adults. The most well known may be the 5310 program, for individuals with disabilities, which provides funding for vans, busses and related equipment, operating assistance and mobility management of paratransit. The purpose of the grants is to improvement mobility by removing barriers to transportation services and expanding mobility options. Cal trans solicits applications for funding every two to three years with \$53 million available for the next amount of grands. The demand exceeds the amount of money, but this provides an opportunity to fill the gap as we hear about later in the webinar.

I would like to focus on the mobility management of the grants funding travel training programs to increase individual awareness, knowledge and skills. One is Nevada Sierra connecting point. We have a short video of



how training has made a positive difference in the life of an older adult. Nelson, would you please play the video?

[Video ]

[Video ends ]

>> Great will you can see from the video that Mary learned to use the bus through travel training giving her confidence and independence. These programs are available all over the state and funded by the 5310 funding program. Next slide, please? In addition, we have other transportation grant programs funded through senate bill 1, road repair and accountability act of 2017, the state's landmark transportation investment. This includes the rail program, providing grants for the urban rail systems and bus and ferry transit systems. Through three previous rounds of funding, the California state transportation agency has awarded \$5.3 billion to 56 transformative projects throughout the state. Under Governor newson and secretary Kim, new guidelines focus on the importance of housing around transit projects as well as considering how this contributes to disadvantaged communities that need it most.

In addition, they fund rail service expansion and operations. Since 2018, over \$77 million from this program has been awarded to projects that expand rail service. One funding recipient is the altman express initiating service Saturday and Sunday when previously ran only during the week. Another is the active transportation program which funds increased use of modes of transportation such as walking and biking. This grant program provides \$100 million annually for the construction of facilities to increase walking and biking as well as educational efforts related to active transportation. Similar to the travel training program, the training initiatives can be useful to older Californians looking for safe ways to travel by bike, scooter or wheelchair. Next slide, please.

The state transit assistance program provides \$250 million annually for infrastructure and operational costs. This includes busses or mobility for transits users. Relatedly, the repair program provides \$500 million annually to repair existing facilities or purchase new vehicles to improve existing transit service. An example project funded by the state of good repair program is an \$87,000 grant to rehabilitate the transit center to bring the facility into compliance with the Americans with Disabilities Act. Grants are being used to upgrade curbing, provide striping and other ADA upgrades. The last program is the low carbon transit operations program.

This is a program established by 862 in 2014. This program provides funding to transit agencies to use greenhouse gas emissions from bus, or operating services for disability community. 152 projects received \$97 million funding from the program with 87% of the funding specifically benefits disadvantaged and low income California communities. This includes a \$2 million grant to Metro link in Southern California to offer 80,000 free tickets for target populations including new transit riders and those over the age of 65.

That concludes my presentation on the transportation program and resources that California state transportation agency is providing to serve an aging population. I hope this has been informative. I look forward to your questions.

>> Jen or Kim or Nelson? We can't hear you.

>> Kim: Everyone, thank you for joining us. Thank you for your presentation. Kim and Adam, are you on the phone and ready to go over some polls?

>> Kim: For the handoff. Adam is going to go through the poll response and I'll share back the questions and comments rolling in. Adam?

>> Adam: Thank you so much. During the presentation we asked three additional polls. Thank you for responding to those. I'm going to report on those. What modes of transportation do you typically use? 83% of respondents indicate they drive themselves. Second, coming in at 7%,

indicated they use conventional transportation. Then there were a number of others each at 2%, including bicycle, walking and other.

>> Adam, we have to say, we have a shoutout in the chat for skateboarding and ferries. Next question. Golf carts. Thank you, Jeffrey. Golf carts too.

>> Adam: The second question we asked, are you familiar with California highway patrols age well drive smart course? 60% of respondents indicated that this is the first time they have heard of it. Coming in at second with 28% indicating they have heard of it before. 7% of folks indicated they have not participated, and 5% indicated that they have participated. The third and final poll that we asked, we asked if you regularly use public transit. For example, bus, train, subway etc. 78% of respondents indicated they did not. 22% of respondents indicated that they did.

>> Kim: A couple of comments about why not had to do with convenience and location near work. The question we asked open-ended, do you have a plan for if or when you stop driving? We have wonderful diversity of comments I would love to share with you. One said, yes, I am fortunate to live in a transit rich area. A shoutout for fare discounts and the importance of Saturday service, that it not be based on the traditional workday rush hour schedule. Transit is an important part. Lynette says she plans to move and downside to be closer to transit as she ages.

>> Sheila intends to walk as much as possible. She is walking a considerable amount so that continues to be a viable option. Others are getting rides from wise and healthy aging and the west side village movement that use the 5310 funds to purchase a van and share it for trips to adult day centers and destinations during the day. Others talk about using rideshare and expect to use rideshare. We have future, forward looking. Judy talks about the continued innovation and automotive safety, the lights that flash when a car is close to you, safety technology to make it drive longer and safer. Bill says fully autonomous vehicles are part of the plan for mobility when aging.

One other theme has come up repeatedly in the questions which is, don't forget rural communities. We have heard about Nevada in the marks so

far. These are a perfect segue to introduce John from Contra Costa. Contra Costa is one of the counties with rural and suburban. John Cunningham as a statewide leader can speak to that as well. John, I'll hand it off to you for your remarks.

>> John: This is John Cunningham, transportation planner in Contra Costa county. This is in the nine county San Francisco Bay area. Next slide, please. A bit of professional background and context, not a self-exorb about exercise, but I wanted to pass along how this is handled compared to other areas I have been involved in. I began with American disability act paratransit for older adults and disabilities. I'll provide a view of the operation in a bit. I switched to a jack of all trades transportation planner, working on bicycle projects, impact, that sort of thing.

This type of transition is unusual. It sort of operates on its own out there. This transition has allowed me to see how older persons and those with disability differ from the public. Moving on, we need to provide a definition. Accessible transit covers an array of functions, management, programs, volunteer driver programs, that sort of things. The core of accessible transit is paratransit. Paratransit, called dial a ride service, taking you will from a unique location to another unique location, home to shopping, home to dilation, that sort of thing. It can be door to door but the requirement is curb to curb, dropping you at the curb and you find your way to the door of your final destination or someone escorts you to the door. Next slide, please?

Introduction and definitions aside, here's what I'm going to present to you. I'm going to define the problem with systems and policies. I gave you a bit of a glimpse when I mentioned disparities. I'll describe a operation well regarded and award winning. Spoiler alert -- it doesn't end well. I want to talk about replicating the best practices in a systemic, stayed wide manner. We talk about the barriers and opportunities. There are plenty of both. Next slide, please. Let's get into it, here. The problem is transportation services for older adults and persons with disabilities is a poorly performing segment of the transportation system.

Disclaimer, there are areas providing excellent services. I'm describing the lack of statewide structure to support successful operations. This is a poorly performing segment of the system. It's not unique to California. It's universal, frankly. I'm saying the quiet part out loud. It's an open secret that people have been -- decision makers have been grappling with this for some time. With typical finance issues, road building for cars, and capital programs like rail extensions and bridges, a need is identified. It's not universal, but generally speaking the funding is secured if the need is great enough. If you want a demonstration? The Bay Area, we have we have numerous extensions under way. There are green bike lanes for cyclists everywhere and a toll lane installed in the Bay Area. Love them or hate them, they improve freeway operations.

There is no such progress in persons with disabilities. It's stagnant with incremental improvement at best. This is a sensitive population and continues for quite some time. This is at pace for decades. I'm not exaggerating here. Next slide, please? I had studies on the slide. There are numerous studies conducted by Federal, state and local agencies. We are talking about dozens of studies. They are not looking at different aspects of the service. They are studying the same thing over and over again. My own home jurisdiction, Contra Costa county, we have completed three studies over the last 30 years. None of the recommendations have been implemented. We are conducting a fourth study now.

Moving away from the problem to a bright spot, outreach paratransit was a mobility management operation providing service on behalf of the Santa Clara provider, with a continuum of services available at one location, one phone number, one website. It was a rider-focused system. The core of the service we provided was ADA paratransit service. This is no unique location to unique location, home to shopping, home to friends, that sort of thing. It was mobility management and brokerage operation. This means matching passengers with the most appropriate travel mode, taxi, Lyft equipped vehicle or taxi service such as Lyft or Uber.

We taught folks to use conventional bus and rail services which also improves costs. Also, in the back end, and this particular function cannot -- the importance can't be under stated. The financial services and administration function, this warrants an entire preparation, but this part of the presentation has the ability to aggregate funding streams on behalf of clients and other agencies that can cost allocate on behalf of other parties. This is no small task talking about trips. This allowed the management of rider subsidies, encouraging people for subsidies. The city has a program to provide outreach funding and we distribute. A nonprofit provides funding for visually impaired clients. No problem. Applied to the account, records for auditing and accounting. One stop shop, seamless and convenient.

This gets a bit wonky as mobility on demand or as a service type systems. These are new systems being developed for able bodied people. Bus, electric scooter, Lyft, Uber, rail -- they are reconfiguring the system for able-bodied people. They put the mod or moss label on it. The systems have been around for decades though not deployed because they are complex and expensive to get up and running. Back to out each paratransit. It was a rider centered system, no wrong door resulting in -- next slide, please.

It was an award winning system. The community transportation association of America gave outreach its first mobility management award. CTAA is the national adequacy organization for this type of transportation. The Federal transit administration identified this operation as a best practice. Let's talk about cost. Next slide, please. In addition to the depth and quality of service came cost savings. The chart shows the difference over time aspirations improved and were refined, cost dropped. This is unheard of in the field. In the uncoordinated system, you can see the costs rise. I mentioned the spoiler earlier, this agency exists but a number of functions we talked about are no longer in place in their entirety. They were eliminated in an unconventional manner. Even highly regarded operations are not immune from politics and funding battles. This needs to change if we are to see progress.

Next slide, please. Why is improving the accessible transportation field so difficult? Why are we in the study, analyze, stagnate? There are no robust policies or revenue streams. The previous example made it clear even with a successful process, there is no survival. Imagine if involving commute was left to chance? Half hour commutes would be three hours. The number and type of services provided by public agencies, nonprofits, cities, county, health plans with different funding and authority. Herding cats would be a vast improvement. With all of the providers, there is no need identified. There is a vacuum. In addition, this is a technically complex service to provide and administer.

I mean resource intensive. I talked about that in the financial services discussion. Bear with me here. The complexity includes dynamic vehicle types, the need to adhere to ADA time restrictions, allocating revenue streams, co-mingling of passengers with different disabilities. The first four bullets are solvable problems. The next two are suggested as a solution when in fact they aren't. One of the biggest buzz words in the transit field is coordination. I'm going to highlight a study with that word in a bit. Recognizing coordination without supportive policies is the thoughts and prayers of the successful transportation world. It's meaningless. The next one is technology. It consumes attention. We heard about that earlier. I see in the comments, technology is growing in the transportation field.

There are a lot of new options popping up and autonomous vehicles are popular, being discussed quite a bit. They are coming. It's just a matter of when. However, assurances that autonomous vehicles will help in the transit field seem disingenuous considering we have systems that would help that are not being implemented. The elephant in the room, next slide, please. The elephant in the room really is politics. Institutions resist change. I apologize for pointing out the obvious, but it's a problem. The problem is so acute that the transit research program, an arm of the Academy of sciences produced the record on the screen. This organization is a public policy think tank for transportation. They are nerds. They are geeks. They do technical studies. The first problem they

identified making improvements in the area was politics. They entitled the report as you see it on the slide -- politics, politics, politics. Next slide, please.

The good news is there are existing mechanisms in place to pick up and use fairly quickly. There is a limited need for additional studies or a wholesale fashion of statutory language. Some existing mechanisms policy and revenue are on this page. We have the luxury of knowing what the solutions are. The luxuries have to be robust enough to overcome the politics, politics of the previous slide. The first bullet you see there is consolidated transportation service agency, CTSA, a designation on state law around since 1979 that came about with AD120, social services transportation act. CTSA is to fashion transportation providers to better utilize existing transportation resources. The CTSA designation is to apply to nonprofit agencies. Other type of agencies are eligible for the designation. There have been several planning efforts at the state.

I mentioned them earlier, that have recommended expanding authority and providing real funding. You will hear a subsequent presenter in TSAs. The next few bullets, these are revenue streams to tweak to enhance progress on the field. Greenhouse gas reduction fund. In addition to reduced cost and improved service, it typically results in a reduction of greenhouse gases which would make the service eligible for the funding stream. 5310. You heard this discussed earlier. It's a funding program administered at the state level for seniors and those with disabilities. A subsequent presenter will talk about this as well. Allocations need to be closer to the local level. Decisions made at the state level for service that is only understood at the local level doesn't make much sense.

The 5210 program had many successes and helps many people. Substantial support is in the community, but it does need tweaking. The transportation development act review process, those are wide open fields that require dedicated conversation. There are opportunities there if we want to take advantage of it. Late breaks news, assembly bill 57 was



announced with fanfare yesterday, intends to seamlessly integrate operators in the bay region. Seniors and disabilities are not excluded but they are not included either. I think we should keep an eye on that. In closing, the commonalities we see in successful transportation service nonprofits are a strong charismatic influential leader that has cobbled together revenue in an unsupportive policy. We shouldn't rely on a superhero to fix the problem.

It's not good policy and shown to be unsustainable. I hope this will act as a catalyst to implement a resilient policy solution. That ends my presentation. I would be happy to answer questions.

>> Kim: Great. We'll do a quick poll recap. Then we have questions before turning it over to staff members. Adam?

>> Adam: during John's presentation we asked four questions. What are some of your typical destinations? 44% of respondents indicated their destination was work. Second place with 32% respondents indicated their destination was medical or dental appointments. Third, at 28% was to visit friend or family, and finally, at 20% respondents indicated grocery as household shopping stores.

Our next poll that we asked, we said if you use paratransit or dial a ride type service, how often do you use this service? We had a tie, both at 40%, folks indicated once a month or less than once a month, and at 20%, folks indicated that they use these type of services once a week. In our third poll that we asked, if you use paratransit or dial a ride type service, how would you describe your satisfaction? 57% of respondents indicated they were neutral. Both coming in at 29% was somewhat dissatisfied or dissatisfied. The fourth poll that we asked, if you use car share services such as Uber or Lyft, how would you describe your satisfaction? 47% of respondents indicated that they were satisfied. 28% of respondents indicated that they were somewhat satisfied. 22% of respondents indicated neutral. Thank you again for responding to the polls. Please be looking for more.

>> Kim: Great. Now we'll take questions for our speakers before turning it over to the stakeholder committee advisory members. Deputy secretary, there has been a lot of questions about the data you shared. In chat, you offered to follow up to the webinar with more data about drivers over 65 and the miles driven by people over 65 and more information about accidents and fatalities. That's a great follow up item. The question I hope you can speak to now, the number of rural communities. How do they benefit and what are barriers you described from the state?

>> Thank you, Kim. I'll get back on the numbers for crash tests. I would like to turn this over to Brian Travis, the expert.

>> Hi, I'm Brian. The rural aspect is a tough nut to crack. There is limited funding. The 5310 program is something rural communities can apply to. I strongly encourage the RPAs and MPOs to create strong plans so projects they put forward compete well in the program. The LC program is for rural communities. The 5311 program, regional apportionment to rural communities. Essentially, it's about engagement. If there is more engagement or coordination between partners at the local level, those that stand up to have their voices heard tend to do better.

>> That's rural?

>> It's a rural apportionment that every county gets in California for fixed route transportation.

>> Kim: Thank you. A couple of questions for John Cunningham. John, what was the bill number again? People were excited to hear about that.

>> John: That was AB2057. that's the Bay Area seamless transit act.

>> Kim: One request for follow up homework for you. If you are aware of other states that have done good work in this area, the great state of Los Angeles planned on this earlier, but if you are aware of other states, we would like to get the plans and share them as part of our resource kit. A request for homework if you don't mind.

>> John: No problem.

>> Kim: The link last week was about housing and it's always and housings and transportation, age friendly community. What happen when you see all of this housing going up in many communities. How is

transportation figured into that? How can people have access to transportation without a car?

>> It's an important question. It's so important that a lot of transportation professionals work on housing a big part of the time. A lot of it comes down to density in order to make public transit available. When you have a spread out suburban type of environment, it's difficult to run an effective, efficient transit service. Building housing is important for a whole variety of regions in the news right now. Through the transportation lens, it's important to have housing that's higher density and it's more centrally located, I guess is one way to put it. I hope that answers the question?

>> That's great. Thank you. Many other questions have come in. I know some will be addressed by our next speakers. A couple of people are asking how the insurance works for driver networks. Debbie can speak to that. People are asking how can we speak to active transportation and aging? What is the real connection possible as we age to active transportation. I'll leave them out there and know that we'll address them in the next comments or last Q&A session.

We are getting feedback from expert places. We have Clay and Debbie. I'll introduce them in a second. We have David Ragland of the Berkeley research center advising as well. Our new master plan aging equity network begins next week. We look at our equity lens around race, ethnicity, language, lesbian, gay, by sexual plus communities. Inclusion from all perspectives. I'm thrilled to introduce our stakeholder advisory member, clay Kemp, of the senior council, area aging Santa Cruz county.

>> Clay: To cover everything, we cover San Bernardino county. I want to echo what John said. In a former career I ran a CTSA. Everything he said was resonating with me a lot. I encourage people to look up the model. A number of years ago, a dear friend in Sacramento county wrote an E-book on what a CTSA is, can and should do with processes you might go for. I think that's on the California association for coordinated transportation website. That would be something -- a resource to look at if you want to do more work in this area.

For me, my presentation is going to address, mainly what we have been seeing in the feedback that has been received online or writing on master plan and aging. Debbie will talk about goals we have moving forward. Ultimately, we'll put together those comments and all of the comments and recommendations here and in response to the polls as a recommendation to go fourth to the master plan for aging. We didn't want to do that without hearing all of your feedback. We think it's a critical piece of this. Just to start on the things we have seen, we should go to next slide, I really tried to look at some of the themes. We are hearing them today. Look at what showed up over and over and was an innovative approach to the challenges. The first one has come up a couple of times.

That is the method of specialized transportation. Should it be curb to curb or door to door or door through door? I think there are a lot of stereotypes about what each of those things are and how much more or less they cost to do. There has not been meaningful analysis of each. Too often in paratransit models for example, curb to curb is the system design. That's the minimum standard required. The argument is that it saves money v. door to door. Does it really and how much does it save? It saves money by being a barrier to the service. If someone has to go curb to curb and they have dementia, that eliminates paratransit for them to use. That's a manufactured barrier. We need to address those.

Same day service versus advanced registration. People have asked that numerous times. A lot of systems were created in the '90s. Advanced registration was required because of limited technology. In the 20 or 30 years since Americans with Disabilities Act passed, technology has come up to speed much more sophisticated than back in the early days. Systems track where vehicles are, and it's relatively easy to add same day service in a partial level to all paratransit services. Next slide.

A couple of things that resonated a lot with me was age, disability, friend and transit design. What we see sometimes are systems that don't realize that paratransor special transportation or dial a ride are the last available

options for a number of users. That needs to be probably more heavily weighted than it often is in terms of the systems. Another emerging issue is the Uber and lift car share services. The impact or availability of wheelchair users to ride in the system. Historically, when taxi companies are the name of the game for demand response service, while there were pros and cons to taxi services, one thing developed in a lot of areas were basically subsidies to make sure that taxis operated wheelchair equipped or accessible vehicles 24-7.

With taxis being replaced by more personalized service, that availability -- wheelchair services, is being compromised. One of the things we need to focus is how we can recreate public/private partnerships to highlight the usage of taxi-like vehicles or Uber and Lyft to provide taxi-like services that are accessible. Next slide? Walkable design in each city, active transportation, sometimes is designed very poorly just by some of the end users or by box stores or neighboring rivals. For example, in many communities, you see grocery stores located adjacent to one another. Neither store wants folks in one parking lot get to the next parking lot. What do they do? They create a barrier between the two stores so you cannot only drive from one parking lot to the other, you can't walk one to the other unless you make a large detour and come back. That's an unfriendly design for people that walk, those with disabilities and older adults.

In similar stores, fixed route transit may be present, but usually, you are dropped off at the curb and there is a large parking lot that you have to navigate cars trying to get to the store. Trying to carry the groceries back out to the sidewalk to pick up the bus is a huge disincentive to the services. Free fixed route was mentioned numerous times to provide people with ADA eligible, fixed ride on transit anytime they wish. Off peak hours for people to ride for free when commuters are not currently on the bus. It's a nice introduction to transit and a motivate to getting there. Lastly, and probably the most common comment, most frequent comment was lack of transportation services in rural areas, and what do we do about it?

This was maybe the most challenging solution out there. The resources are not available in rural areas. Often the distance of the ride that someone needs to take is longer than it is in a more densely populated area. How do you compromise those two? One idea I think is excellent and low cost is the expansion of driver programs, another comment we often say through the survey. In areas where there are limited resources but more critical need, there is a lack of resources to create volunteer programs. That is very cost effective and effective in terms of getting rides out to people to explore that.

I think that's a place rural communities could tremendously benefit from. Lastly, to wrap up, I'm handing off to Debbie. There are a couple of things to throw out there. How we measure transportation effectiveness is part of the problem. We need to see the impacted rides rather than the number of rides needed. Paratransit is far too often designed as to the minimum. I don't think fixed group would see that. Turning inside out, how we measure transportation systems to make them more effective and user friendly is not done through any systemic model by which the funding flows. It's time to start rethinking what an effective transportation service is, and the efficient model is.

With that, I'll turn it over to Debbie. She will talk about the solutions to the challenges.

>> Debbie: Thank you, Clay. I want to put a caveat out there, I'm sitting next to the adult day program, if you hear people interacting, that's what you are hearing. Hi, everyone. I'm thrilled to examine one of the opportunities we can navigate as we age, transportation. I'm Debbie. I have the honor of working with older adults more than half of my life and have found the transportation system to be one of the greatest challenges to ensure people can live in their setting of choice on their terms. We have heard about pieces of increased mobility for people with disabilities, but we have heard they have insufficient funding and we need opportunities for uniformed best practices. We heard from our local leader, John Cunningham, a person centered mobility option can exist and can in time improve rider outcome, increase supply and reduce the per trip cost.

We can't continue to study and plan and study and plan. In case you didn't hear him say that, I'm repeating it. We have systems in place to be funded and allow for the systems to engage now. In the webinar chat, John gave a link so people can read more about CTSA if they want to but we need standardized best practices. We heard from Clay, my colleague on the stakeholder advisory committee. He summarized the external feedback on transportation and painted a picture of why the comments are coming in and where they are coming from. I hope you are getting the sense that the feedback is being listened to, incorporated, and part of the planning process. I think that's incredible that the Department of Aging has the leadership to be able to bring in all of the feedback and incorporate it into the process. Next slide?

I think I did the content summary there before diving into the recommendations, I think it's important to expand the conversation beyond services and look at access or lack of access to services. There are a variety of access to services. We must consider this as we formulate our plans. For example, we know that compared to heterosexual adults, LGBTQ adults have fewer options for informal care. They are more likely to be single and living alone and less likely to have children that care for them. There are abilities for trips established to support aging adults. People can't afford, necessarily, transportation options.

Think of the cost of a Lyft and Uber and if you could do that in the absence of having a job. There are disparities in income. Beyond the LGBTQ community, race plays a role. When Kim was presenting and setting up the stage to talk about this, we see race plays a role in services and an increased rate of disability and they are impacted related to poverty. Language plays a role. How you access information, how people that don't speak English know we have alternate transportation options. Where you live plays a role. What you use plays a role. Let's look at rural. That has come up in the chatter a lot too. Also in our feedback. Rural transportation issues are real and vastly different than urban. There are roads that a paratransit vehicle can't travel. There are places with no Uber

or Lyft. There are devices that don't allow the use of taxis, and even driver volunteer programs don't exist everywhere.

There are rural areas, as we learned in the last stakeholder advisory committee meeting that don't have cell signal. There are challenges to rural areas that must be addressed in this plan. In an urban system we think it has it all, in Contra Costa county, from Richmond to Antioch, 15 miles, they could experience a six hour one way trip with three paratransit providers. Separate regional transportation areas that created artificial boundaries have created a nightmare for those that use paratransit. Can you imagine being incontinent or dementia with six hours, three different busses and people getting on and off the ride? Just because a service is available, doesn't mean it's the right service. Next slide.

It's pretty clear our system isn't working for older adults. It needs to. We must acknowledge that systems only work when they are built to meet the needs of the users of the system. When done well, as we learned from John's example, this can embrace mobility satisfaction and cost. We need policy and financing structures that ensure this paradigm is supported. They must be flexible, best practices and innovation. I'm not talking beam me up, Scotty, but I'm talking about person center piloting. We did this in our adult day program with a highlight of the Lyft paratransit model, three riders, two round trips. Drivers have the same training. They are drug screened. We put the models together and they have three people in them their scheduled trip and the rider can utilize wheelchair, Walker, etc. We need more of this and less battles to pay for the status quo. I'm particularly fond of the way a research paper sets the stage for the kind of work we need to embark on in California.

Bear with me as I read a paper from Portugal, the transportation and research 2016. Grammar may not be perfect, but listen to what they are including.

>> This paper reflects the aging process as a normal transformation. Physical and cognitive eliminations not adapted to the elders in the system



in order to promote the quality of life, access of goods, social groups, providing them with empowerment to fulfill their needs. It's not a set directive, but collaboration and coordination with urban policies and projects such as health, infrastructure and land use to serve the needs of the population, promote security, reflect community values and support development and foster community sustainability. The objective will have a positive effect on vitality, stimulates land use and provides interconnectivity. That's the end of the quote. I think that beautifully articulates the framework to create a seamless system of mobility for older adults. Finally, as to what will be included in the recommendation, think about the fact that in the last century we have added three decades to our life expectancy. We have added three decades and have not created a plan for how we get around in the three decades.

It's not just about the most frail amend paratransit mobility options for that. It's from the time that we retire until the time we need those more increased services. There must be a pathway and continuum of transportation options. Currently, our system, our transportation system, housing system, everything -- parks -- everything, is built around a healthy 32-year-old white person. We need to do different and better. The master plan for aging must include a coordinated continuum for appropriate mobility services. The plan must include funding and policy framework for public and private entities to work together for best practices within existing structures CTSA. At a minimum, access for all needed alternative mobility options, training in travel and mobility options, improved fixed route service with Lyft and trained drives, improved fix paratransits, volunteer driver programs, social service programs. Entries and exits to services. I want to say on the volunteer driver program there was a question about that. There are grants and funding streams to help support those programs.

There are reduced cost insurance for that. There is a ton of research you can read at the national center for mobility management and conference legislature, there is a bunch of info on that. Meaningful data must inform how we shape the plan and course correction to adapt for future years. We

hope to get your feedback and incorporate it more. I'm happy to answer questions.

>> The group is voting on their top recommendations. Adam, what's the poll result? Lots of votes coming in. It's great. I want to also thank all of you commenting and questions our panelists nimbly responding. We have great questions about airports, and Avital was able to answer that. Working at dementia friendly FFO was able to connect. Thank you for responding.

>> We asked a couple of polls. The first was, if you use public transit, paratransit, conventional bus or rail, what is the top barrier you face? 33% of respondents indicated no public transit near me or my destination. Second place, 25% respondents indicated that during the time I would like to travel, for example, night or weekends, there is limbed or no service. Then, coming in at 13% folks indicated no challenges. Thank you for responding to those. The next poll we asked you, clay and Debbie listed a number of comments and recommendations from the public comments being considered by the stakeholder advisory committee. Of the recommendations, tell us your top relation. So 47% indicated access for all, accessible communities was the top priority. Coming in at second place, 20%. Increased volunteer driver programs, 13% indicated improved paratransit services, and coming in at fourth place at 7%, folks indicated that training and travel and mobility options was a top priorities. Thank you for responding to those poll questions.

>> Kim: Thank you to all of you that weighed in today. There are lots of comments and poll results and questions we'll be taking in and sharing with Debbie and Clay to incorporate into stakeholder recommendations and master plans. Lots of questions about paratransit, linking to healthcare. Given our time, I want to thank everyone that participated, especially our four presenters, but all of you. We had expert and collaborative and interactive and bold group calling us to think different, think bigger and build the golden California we know we can do. I invite you to come back next week. We continue the conversation on poverty and homelessness with many superstars. We have leaders from justice and aging, St. Mary's center and housing and community service agency. March is changing around as we line up VIPs. We'll be adding preventing abuse and

exploitation earlier in March before getting to parks and community spaces and civic engagement. For the latest in all of the scheduling, look online and after the preparation, all of the materials will be there. If you can't be with us in realtime, we hope you will follow up, follow us on Twitter so we can be sure to send you the information or get on the engaged e-mail blast. We'll stay connected. Thank you for this inspiring information today. Look forward to seeing you next week.