

Best Practices in Community Transportation

Bayview Hunters Point Neighborhood Transportation Plan
BMAGIC Community Convener Meeting – January 19, 2010

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Overview

- What is Community Transit?
- Challenges in Bayview Hunters Point
- Definitions and Examples of
 - Fixed-Route Services
 - Demand-Responsive Services
 - Community-Based Transportation

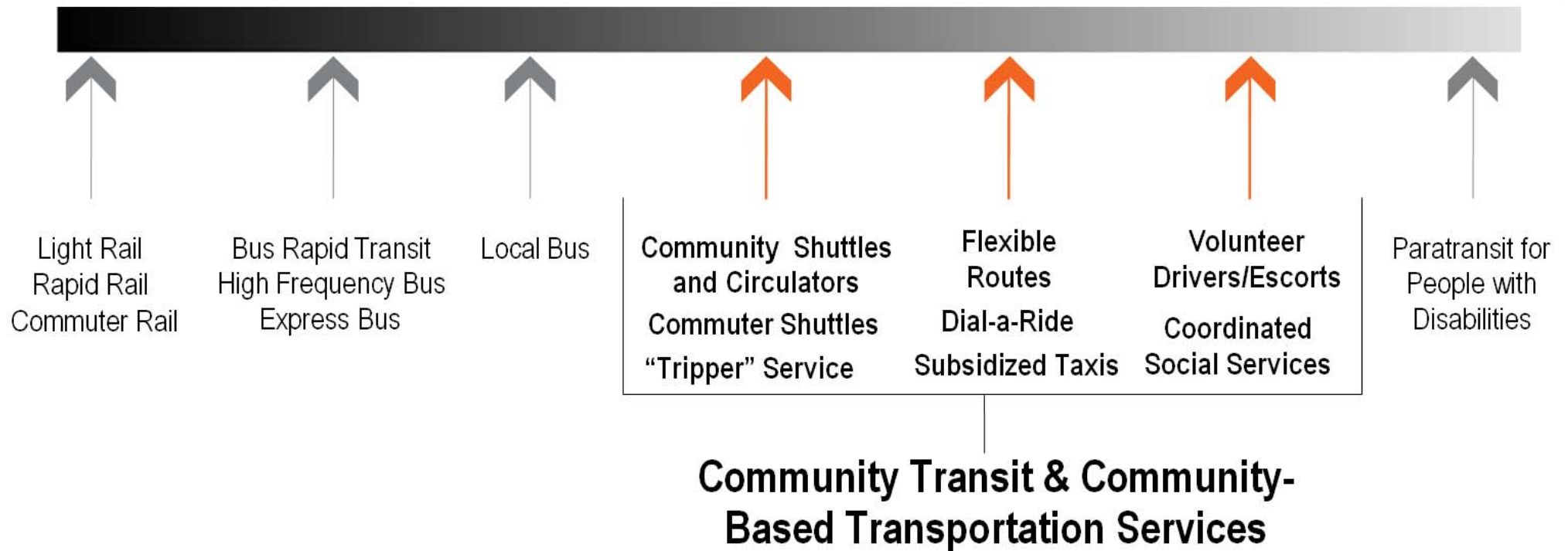
What is Community Transit?

- Local transportation services
- Use smaller vehicles, serve short trips
- Go to
 - Local transportation stations
 - Shopping
 - Medical facilities and appointments
 - Employment
- Sometimes combined with commuter shuttles from rail stations

Spectrum of Transit Services

High Capacity, High Volume
Fixed Route and Schedule
Designed for Longer Trips

Based on Passenger Requests
Designed for Shorter and Local Trips



Fitting with Existing Services

- Designed to fill gaps
- Meet needs left by existing public transit service
- Coordinate with other services and programs
- Improve the effective use of scarce funding



Key BVHP Transportation Issues

- Difficult to get around or travel beyond BVHP without a car
- Walking is not a safe or pleasant way to travel
- Lack of sufficient taxi service
- Muni service can be infrequent and unreliable, particularly beyond Third Street
- Transportation provided by service providers is varied and typically uncoordinated
 - Insurance, mileage expenses, coordination are key challenges



Community Transportation

- Fixed-Route Services
- Demand-Responsive Services
- Community-Based Transportation

Fixed-Route (Community Circulators)

- Fixed route, fixed stop, fixed schedule
- Small vehicles
- Focus on front-door convenience rather than direct routing
- Targeted to seniors, disabled, youth
- Drivers may be trained to provide personalized service (boarding/alighting, packages)

Who is doing it?

- BVHP Community Health Shuttle
- Menlo Park Midday Shuttle
 - Free, hourly Schedule, 9:30AM and 3:30PM
 - Designed to serve seniors
 - Pick up and drop off at front door
 - Stops at SamTrans stops



- senior housing
- grocery stores
- senior centers
- library

- shopping centers
- medical facilities
- downtown Menlo Park

Demand-Response Service

- Serve lower density demand areas
- Easier access for seniors and people with disabilities
- Can provide coverage at lower total cost than traditional fixed route
- Respond to concerns about travel safety
- Includes flexible bus routes, dial-a-ride service, flag stop service, subsidized taxis

Flexible Route Service

What is it?

- Vehicle routing changes in response to passenger requests
- Allows vehicle to cover a larger area
- Used in low-density areas
- Riders usually call in requests
- Challenges: additional work required for vehicle dispatching and scheduling

Who is doing it?

- Napa County operates flexible-route services in St. Helena and Yountville
- St. Helena VINE Shuttle service deviates for seniors over 65 or for people with disabilities
- Same-day requests only
- Monday through Friday
7:45 AM until 5 PM



Flexible Routes: Dial-a-Ride

- Passenger calls for scheduled pick-up
- Like a shared taxi ride
- Challenges:
 - Riders need to learn system
 - Size of service area vs. number of riders

Who is doing it?

- Bayshore/Brisbane Shuttle (San Mateo County)
 - Midday service, connects to Caltrain Station
 - Riders leave a message on driver's cell phone
- Climate Best Express, Redwood City
 - Door-to-door service
 - Free

Community-Based Transportation

- Transportation provided by community-based institutions (social service providers, churches, etc.)
- Coordination can improve effectiveness and efficiency
- Includes
 - Volunteer Driver or Escort Services
 - Coordination Models, Resource-Sharing

Volunteer Driver/Escort Services

- Sponsor organization(s) provides mileage reimbursement to volunteer drivers (typically use own cars)
- *Escorts* are volunteers who travel with riders on bus or paratransit
- Benefits:
 - Comparatively low cost, expands service area and times
- Challenges
 - Recruiting, training and retaining volunteers
 - Fuel cost and insurance
 - May not accommodate wheelchairs or drive at night

Who is doing it?

Transportation Reaching People (TRP) Clackamas County, OR

- Recruits, screens, trains, and schedules 125 volunteer drivers; 17,000 rides in 2005

Independent Transportation Network (ITN)

- National non-profit that helps set up volunteer driver programs
- Drivers are reimbursed or earn credits for future rides

Transportation Coordination

- Organization to coordinate transportation services among multiple providers
- Benefits
 - Stretches transportation funding
 - Reduces duplicate services
 - Method to share cost of increased overall service level in community
- Challenges
 - Institutional barriers and constraints
 - Reluctance to share vans, drivers, clients

Who is doing it?

Ride Connection, Portland OR

- Coordinates transportation operations of 33 small community-based providers of elderly and disabled transportation
- Provides numerous services to partner agencies/providers:
 - Coordination
 - Fundraising
 - Advocacy
 - Insurance
 - Training
 - Grant writing



Discussion

- Which model(s) are of most interest to the Bayview Hunters Point?
 - How?
- What barriers must be overcome?
 - How?
- What technical assistance/support is necessary?
- What are the next steps?
 - What will you commit to doing?