

# BIG MOVE #5:

## Expand Service for Seniors, Veterans, and People with Disabilities

### Overview

Some seniors, veterans and people with disabilities have difficulty finding transportation services that meet their needs. The RTC already provides service aimed at these populations with on-demand transportation programs and bus routes that connect senior communities with activity centers, like shopping centers, medical services and recreational areas. On Board will go beyond existing programs to include strategies to expand transportation services to more areas so they can serve more people. Recommendations also add new technologies to make it easier to plan, book and pay for trips (but also maintain existing methods).

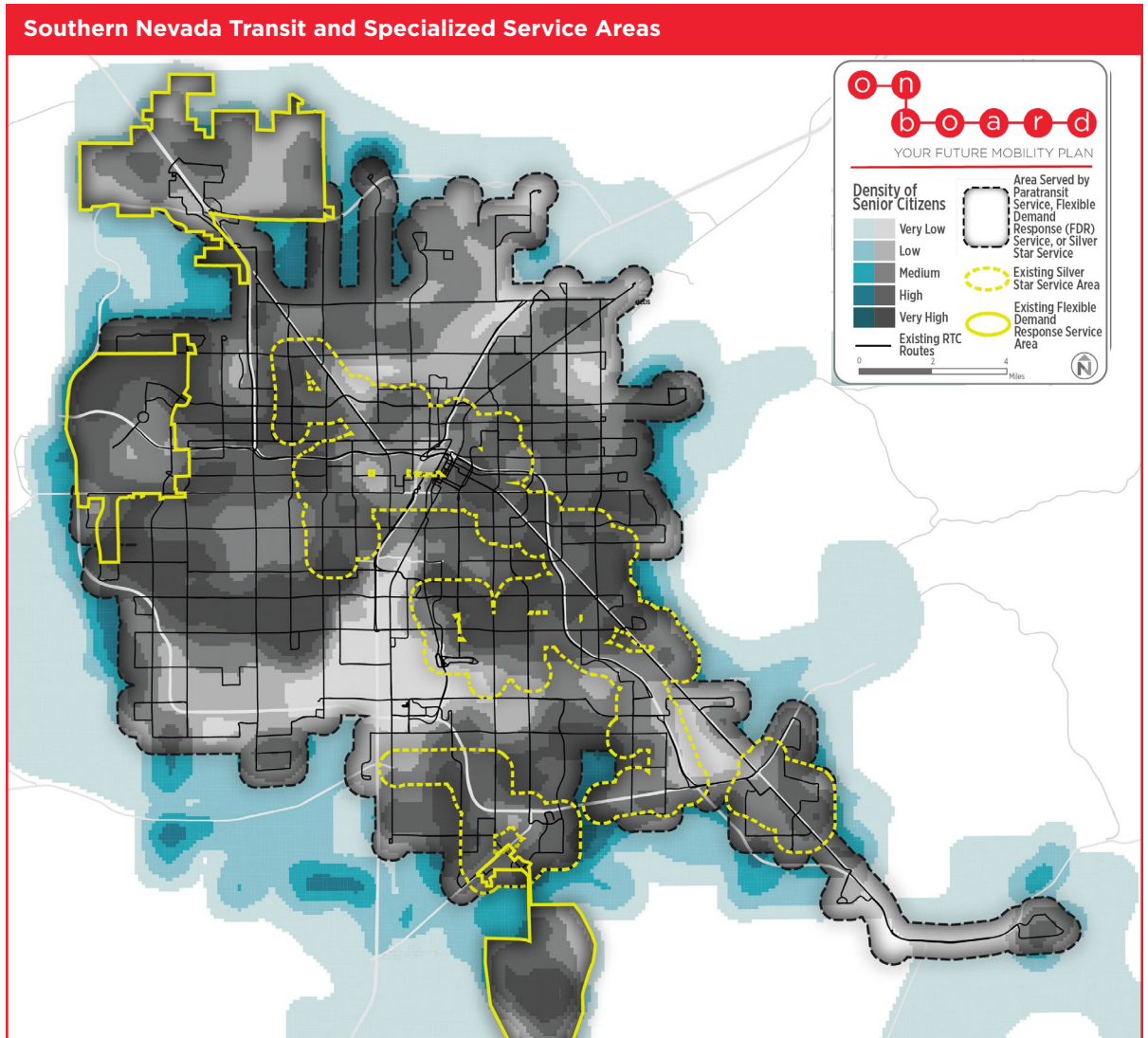
Providing specialized access to transit for people who cannot easily use regular transit services increases mobility for our region's residents who have the greatest need. Expanded programs will make it easier for these population to participate in daily life and ensure they have access to employment, health facilities, and community services.

### You told us...

"Specialized senior services" is most important service **23%**

"Improved paratransit" is most important service **34%**

Source: RTC OnBoard Seniors and Paratransit Survey, 2018





## Projects and Programs

Double Silver STAR Service for Seniors

Double Flexible Demand Response (FDR) Service for Areas for Seniors

Double Service for Veterans

Provide Full Regional Coverage for People with Disabilities (Paratransit)

Provide App-Based Reservations and Fare Payment for Dedicated Services

Provide App-Based Vehicle Tracking for Dedicated Services



## Key Benefits

All mobility strategies generate benefits for individual travelers, the regional economy and the environment. The graphic below provides a relative scale of the benefits.



## Effectiveness in Addressing Regional Priorities

Expanding Service for Seniors, Veterans, & People with Disabilities will directly help achieve the following priorities identified through extensive public outreach with nearly 80,000 people and multiple surveys that had almost 25,000 combined responses:

### REGIONAL MOBILITY PRIORITIES

|    |  |   |
|----|--|---|
| 1  | Improved Road & Transit Safety                                     | ○ |
| 2  | Fewer Traffic Jams   | ○ |
| 3  | High Capacity Transit (including light rail)                       | ◐ |
| 4  | Better Connectivity  | ● |
| 5  | Well-Maintained Roads  | ○ |
| 6  | Frequent Bus Service   | ◐ |
| 7  | More Transportation Choices  | ● |
| 8  | Expanded Service for Seniors, Veterans, & People with Disabilities | ● |
| 9  | Improved Job & Housing Access                                      | ◐ |
| 10 | Better Walking & Biking Conditions                                 | ○ |
| 11 | New Modal Technologies & Investments                               | ● |
| 12 | Expanded Transit Service Area                                      | ● |
| 13 | New Information Technologies                                       | ● |
| 14 | Better Transit Stops & Stations                                    | ◐ |
| 15 | Improved Transit Security  | ◐ |

**KEY**  
 ● Strongest  
 ◐ Strong  
 ○ Less Strong