

Transit Implementation Plan

Transit Equity

Listening Session

- Purpose of meeting

New Caltrans Support for Transit

TRANSIT EQUITY LISTENING SESSION

With the release of the Caltrans Director's Policy on Transit (DP-40), the Department is working to develop the Transit Implementation Plan to effectively enact the goals and objectives outlined in the policy. As a step towards developing the Caltrans Transit Implementation Plan, this meeting will gather feedback from external stakeholders related to transit equity.



Agenda

Overview

Caltrans ADA Infrastructure Program

CAL-ITP and Equity in Payments

Ongoing Engagement Opportunities

Q&A/Open Discussion



CALTRANS OVERVIEW

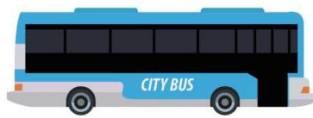
Our Focus: State Highway System (SHS)

Orange lines are State Highways

Blue lines are Interstate Routes

TRANSIT TRIPS ON THE STATE HIGHWAY SYSTEM:

Data Source: State Controller's Office –Transit Operators Raw Data for Fiscal Year 2023-24



927 Million
Passenger Trips



\$1 billion
Passenger Fares



585 Million
Vehicle Miles



CALTRANS OVERVIEW

Caltrans Districts

District	Counties
1	Del Norte, Humboldt, Lake, Mendocino
2	Lassen, Modoc, Plumas, Shasta, Siskiyou, Tehama, Trinity
3	Butte, Colusa, El Dorado, Glenn, Nevada, Placer, Sacramento, Sierra, Sutter, Yolo, Yuba
4	Alameda, Contra Costa, Napa, Marin, San Francisco, San Mateo, Santa Clara, Solano, Sonoma
5	Monterey, San Benito, San Luis Obispo, Santa Barbara, Santa Cruz
6	Fresno, Kings, Madera, Tulare, a portion of Kern
7	Los Angeles, Ventura
8	Riverside, San Bernardino
9	Inyo, Mono, a portion of Kern
10	Alpine, Amador, Calaveras, Mariposa, Merced, San Joaquin, Stanislaus, Tuolumne
11	Imperial, San Diego
12	Orange



Listening Sessions

Completed



Project delivery & Implementation Plan



Transit design



Infrastructure & funding



Performance metrics

Scheduled



Maintenance
June 11, 2026
2:00 – 3:30



Equity
June 12, 2026
1:00 – 2:30



Permits
June 24, 2026
1:00 – 2:30

Meeting material and session recordings: <https://dot.ca.gov/programs/transportation-planning/division-of-transportation-planning/office-of-transit-planning/transit-implementation-action-plan>

Implementation Milestones

Action	Anticipated Completion Date
Listening Sessions	March – June 2026
Transit Policy Implementation Plan Release	Fall 2026
*Project Intake Process/Report	Early 2027
*Transit Guidance with Performance Metrics	January 2027
District Transit Plans	February 2027
*Transit Priority Design Guidance	Summer 2028

*SB 960 Statutorily Required Action Items

Accessibility, Civil Rights, and Transit Equity

- Caltrans' responsibilities under CA Government Code 11135 and 11136 are addressed through multiple programs and compliance processes.
- ADA, Title VI, transit funding, design standards, technology standards, and encroachment permits all play a role in supporting equitable and accessible transit.
- Transit-related encroachment permits are routed for functional review, and a certificate of compliance is required.
- Today's discussion will help identify where additional coordination, clarification, or implementation actions may be needed in the Transit Implementation Plan.

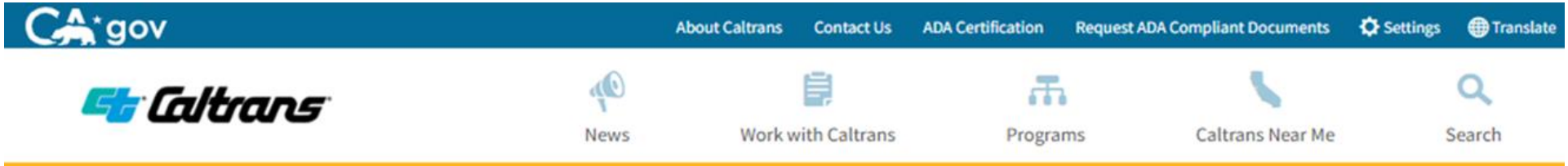
Caltrans ADA Infrastructure Program

Max Maurer for Brandy Ketner
Caltrans Statewide ADA Coordinator

Purpose of ADA Infrastructure Program

- Responsible for managing Caltrans ADA Title II requirements such as:
 - Designation of ADA coordinator
 - Establishment of grievance procedure
 - Addressing access requests
 - Development of the Transition Plan
- <https://dot.ca.gov/programs/civil-rights/ada-transition-plan>

How to Submit an ADA Access Request



[Home](#) | [Programs](#) | [Civil Rights](#) | ADA Infrastructure Program

ADA Infrastructure Program

The California Department of Transportation (Caltrans) does not discriminate on the basis of disability in providing equal access to its programs, services, and activities, or in its treatment of individuals.

One of Caltrans' key goals is [System Performance](#) : "Utilize leadership, collaboration, and strategic partnerships to develop an integrated transportation system that provides reliable and accessible mobility for travelers." In support of this goal, Caltrans established the ADA Infrastructure Program.

The objective of the ADA Infrastructure Program is to ensure that Caltrans-owned and operated transportation facilities such as highways, freeways, pedestrian overcrossings, sidewalks, and rest areas are accessible to persons with disabilities. This includes removing barriers and incorporating accessible design features to promote safe and functional mobility throughout California's transportation network.

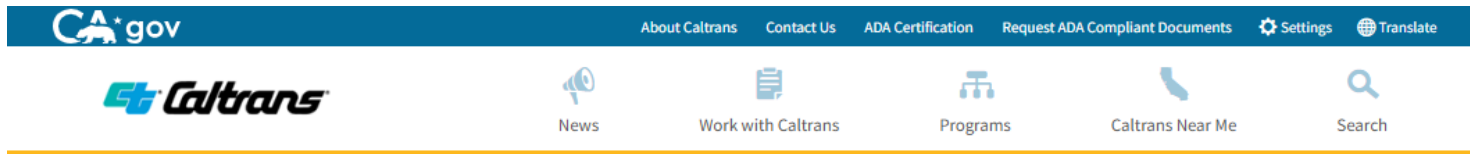
[Create ADA Access Request](#)



In accordance with Title II of the Americans with Disabilities Act of 1990, Caltrans has designated a Statewide ADA Coordinator who is responsible to coordinate ADA compliance across the State.

Caltrans Statewide ADA Coordinator
Brandy Ketner

How to Submit an ADA Access Request



ADA Access Request

An ADA Access Request is a formal submission to report and request the removal of access barriers on Caltrans-owned infrastructure, signals (APS), and similar facilities that may present issues like uneven sidewalk surfaces, excessive ramp slopes, narrow pathways. Caltrans facilities comply with the Americans with Disabilities Act (ADA) by addressing physical access concerns.

A Customer Service Request (CSR) should be used for non-ADA-related issues, including general roadway conditions such as potholes, graffiti, traffic signal issues, or homeless encampments.

Requests that fall outside Caltrans' jurisdiction will be referred to the appropriate agency. You will be notified in writing with the correct agency.

Non-ADA-Related Request

A Customer Service Request (CSR) for Non-ADA related issue can be submitted to Caltrans at:

- **Online Customer Service Request**
csr.dot.ca.gov

ADA Access Requests

An ADA Access Request may be filed by one of the following ways:

1. **Online**
[ADA Access Request Online](#)
2. **By Email**
Email your ADA Access Request to ada.compliance.office@dot.ca.gov
3. **By Phone**
Call [1-866-810-6346](tel:1-866-810-6346) (TTY 711) to file your ADA Access Request
4. **By Mail**
Mail your ADA Access Request to Caltrans at the following address:
ADA Infrastructure Program
Office of Civil Rights
California Department of Transportation
P.O. Box 942874, MS #48
Sacramento, CA 94274-0001

ADA Access Requests

An ADA Access Request may be filed by one of the following ways:

1. Online

[ADA Access Request Online](#)

2. By Email

Email your ADA Access Request to ada.compliance.office@dot.ca.gov

3. By Phone

Call [1-866-810-6346](tel:1-866-810-6346) (TTY 711) to file your ADA Access Request

4. By Mail

Mail your ADA Access Request to Caltrans at the following address:
ADA Infrastructure Program
Office of Civil Rights
California Department of Transportation
P.O. Box 942874, MS #48
Sacramento, CA 94274-0001

How to Submit an ADA Access Request



ADA Grievance Form

All fields with an asterisk (*) are required for submittal.

Part 1 – Report an Accessibility Barrier

The Caltrans Americans with Disabilities Act Grievance Process addresses access requests that pertain specifically to Caltrans infrastructure (physical structures) such as sidewalks, curb ramps, accessible pedestrian signals (APS), etc. for persons with disabilities or their representative experiencing issues accessing Caltrans infrastructure.

Caltrans jurisdiction includes State Route Highways and adjacent pedestrian pathways. If the location is outside Caltrans jurisdiction, your request will be forwarded to the responsible agency. You will also be notified with a letter including the contact information for the responsible agency.

For Non-ADA related requests (obstacles on the roadway, potholes, landscape issues, signage, graffiti, homeless encampments, or requests for new installations for crosswalks or pedestrian warning beacons, etc.), please submit a Customer Service Request (CSR) to Caltrans at: <https://csr.dot.ca.gov/>.

Description of ADA barrier

The description of the grievance should provide the general details of the access barrier including your concern and how it affects your daily activities.

* ADA Grievance or Barrier (such as sidewalks, curb ramps, accessible pedestrian signals):

Where is the location of grievance or area of barrier?

This information will allow us to pinpoint location. This allows us to coordinate with local government personnel as well as Caltrans district personnel.

* Address or Location:

* Highway Route:

* Direction of Travel (i.e. Northbound, Eastbound, etc.):

Nearest Cross Street:

In or Near City/Town:

How to Submit an ADA Access Request



ADA Grievance Form

All fields with an asterisk (*) are required for submittal.

Part 2 – Your Contact Information

* First Name:

* Last Name:

Preferred Contact Method:

* Email:

Phone:

Address:

Apt/Suite:

City:

State:

Zip Code:

Thank you!

ADA.Compliance.Office@dot.ca.gov

Equity in Payments

Eric Dasmalchi, Transit Data Scientist
Ritu Muralidharan, Senior Transportation Planner

What is the CIM?

The **California Integrated Mobility Program**, or CIM, is a Caltrans program that aims to reduce barriers between and within modes, so travelers can make the trips they need to take, ***seamlessly***.

This includes car, bus, train, bikeshare, EV, etc.

The CIM is housed within the Data & Digital Services Division (DDS) at Caltrans HQ

What is Cal-ITP?

The **California Integrated Travel Project**, or Cal-ITP, is a statewide initiative designed to unify transit in California with a common fare payment method, real-time data standard, and seamless verification of eligibility for transit discounts.

The Cal-ITP is housed within the DDS at Caltrans HQ on behalf of the California State Transportation Agency (CalSTA) and is funded by a TIRCP grant.

Our Objectives

Making travel simpler and more cost-effective by developing standardized policies and practices to:

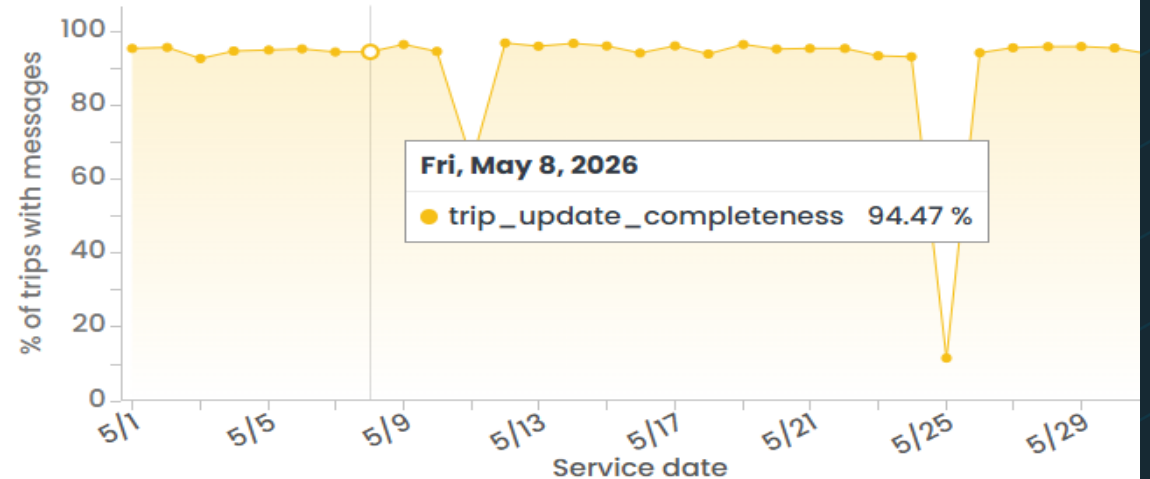
- Get accurate and complete information to plan trips in real time
- Enable contactless payments
- Automate transit eligibility verification & discounts
- Advance financial inclusion for un/underbanked



GTFS/Trip Planning

- Accurate information and guidance for trip planning: reduce cognitive load on transit riders
- Knowing exactly when transit is coming respects riders' physical comfort and time – avoid waiting around at stop
- [California Transit Data Guidelines](#)

Trip Updates Completeness by Day





A NEW WAY TO PAY FOR TRANSIT (BUT NOT NEW FOR ANYTHING ELSE)

Contactless Open Payments

From a customer's perspective, paying for transit should be as easy as paying for a cup of coffee - customers know they can instantly pay by tapping their bank card or smartphone, no matter where they travel.

A NEW WAY TO PAY FOR TRANSIT (BUT NOT NEW FOR ANYTHING ELSE)

Contactless Open Payments

Allowing customers to use what's already in their pockets—bank cards or smart devices—to pay for transportation creates advantageous outcomes, including:



**Improved
customer
experience**



**Higher
ridership**



**Lower costs
for consumers
& providers**



**Reduce
emissions by
reducing
dwell times**



**More
equitable
access
through fare
capping &
automated
discounts**

A NEW WAY TO PAY FOR TRANSIT (BUT NOT NEW FOR ANYTHING ELSE)

Contactless Open Payments

An estimated 4.5 percent of U.S. households were “unbanked” in 2021, meaning that no one in the household had a checking or savings account at a bank or credit union (i.e., bank). This proportion represents approximately 5.9 million U.S. households.

Conversely, 95.5 percent of U.S. households were “banked” in 2021... This proportion represents approximately 126.6 million U.S. households.

WHO ACCEPTS CONTACTLESS PAYMENTS, AND WHO DOESN'T ACCEPT CASH?

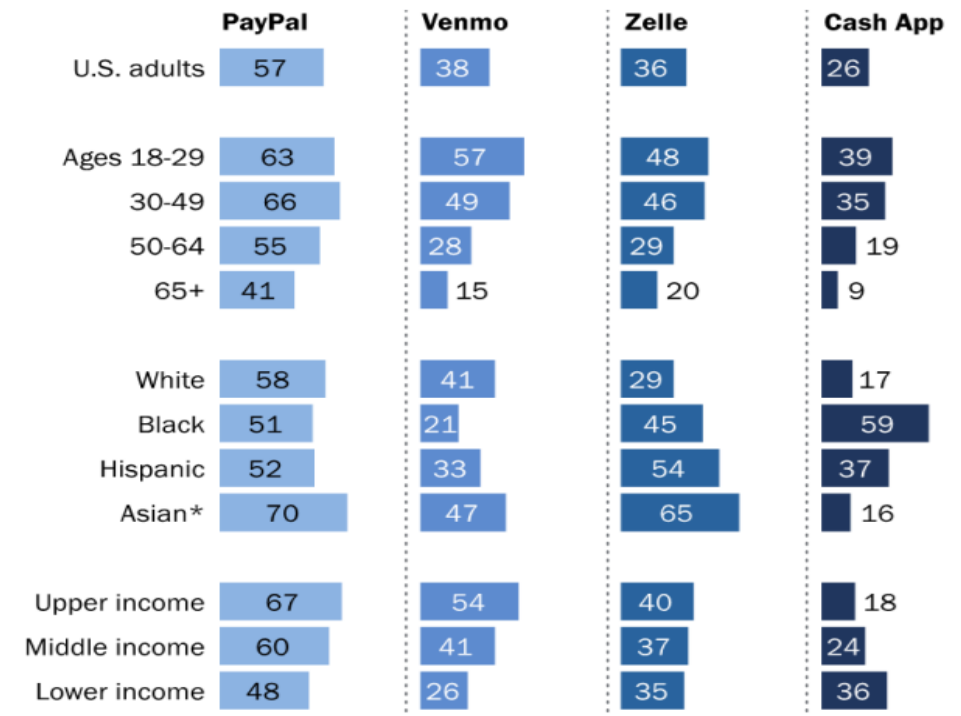
Cash App, Venmo, and Zelle

Monterey-Salinas Transit

You can order a contactless-enabled [Cash App Card](#); no need to have a bank account.

Black Americans more likely than other racial, ethnic groups to say they use Cash App; Venmo use varies widely by age, household income

% of U.S. adults who say they ever use the following



*Estimates for Asian adults are representative of English speakers only.

Note: Family income tiers are based on adjusted 2020 earnings. White, Black and Asian adults include those who report being only one race and are not Hispanic. Hispanic adults are of any race. Those who did not give an answer are not shown.

Source: Survey of U.S. adults conducted July 5-17, 2022.

PEW RESEARCH CENTER

WHO GETS TRANSIT DISCOUNTS? HOW DO THEY WORK?

Transit Discounts

Transit providers offer reduced fares to specific rider groups, typically those presumed most transit-dependent and/or high-need, including older adults, veterans, students, low-income consumers, and persons with disabilities.

Today, the burden of proving discount eligibility falls on the consumer.

- Confusing policies that vary by jurisdiction and/or agency
- Complex instructions
- Invasive verification, with storage of personal data
- In-person process, limited to business hours
- Requirement to recertify eligibility (e.g., every three years for seniors)

MAKING TRAVEL EASY AND WELCOMING THROUGH TRANSIT
DISCOUNT AUTOMATION

Cal-ITP Benefits

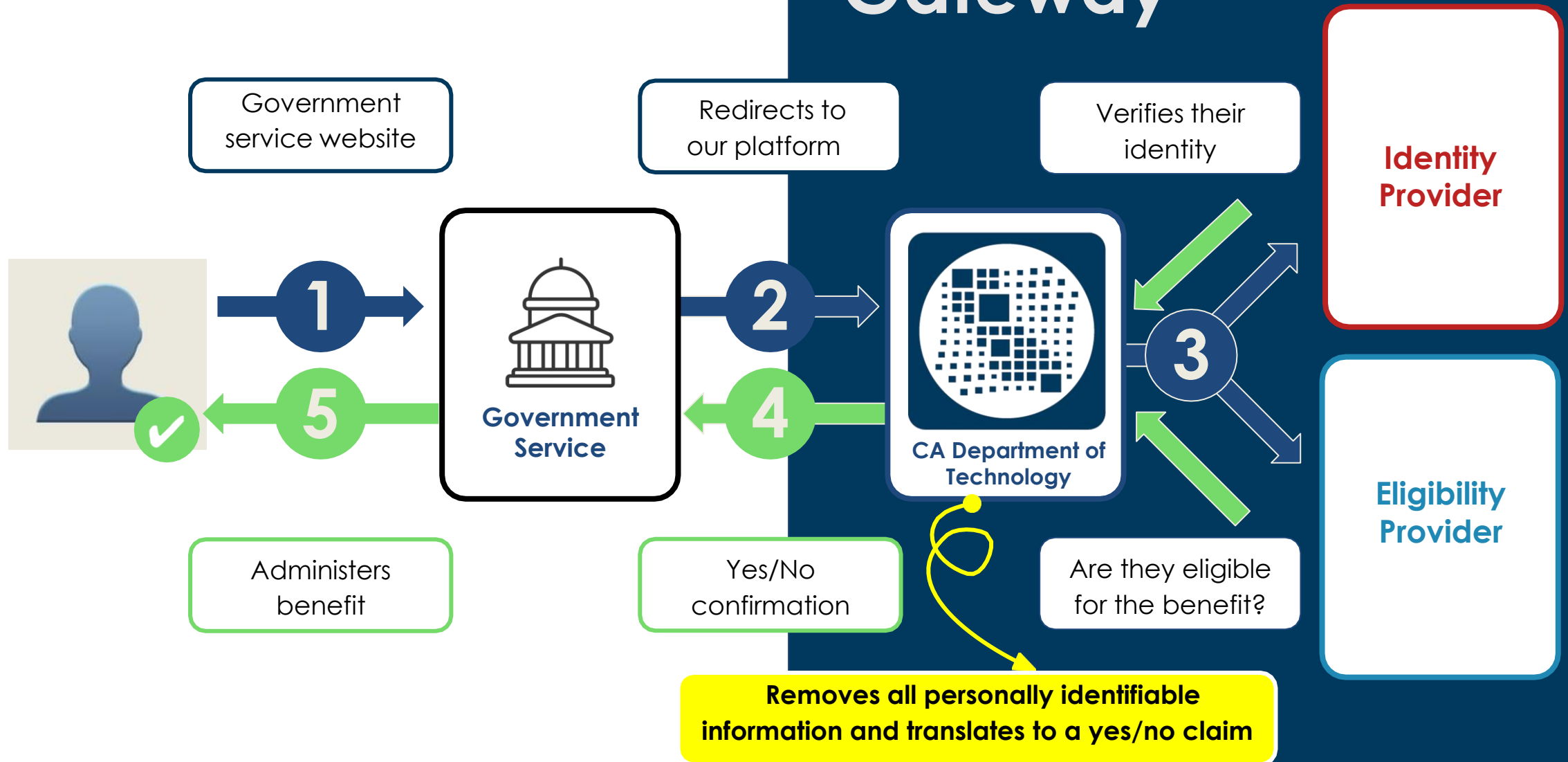
The Cal-ITP Benefits tool aims to:

- Increase ridership by improving consumer experience
- Reduce burden on local transit providers to define and verify eligibility for transit discounts
- Reduce burden of discount enrollment for consumers by demystifying bureaucracy.



Californians

California Identity Gateway



Supported Enrollment Pathways

Cal-ITP Benefits offers the following enrollment pathways to all transit providers as part of the standard product offering.

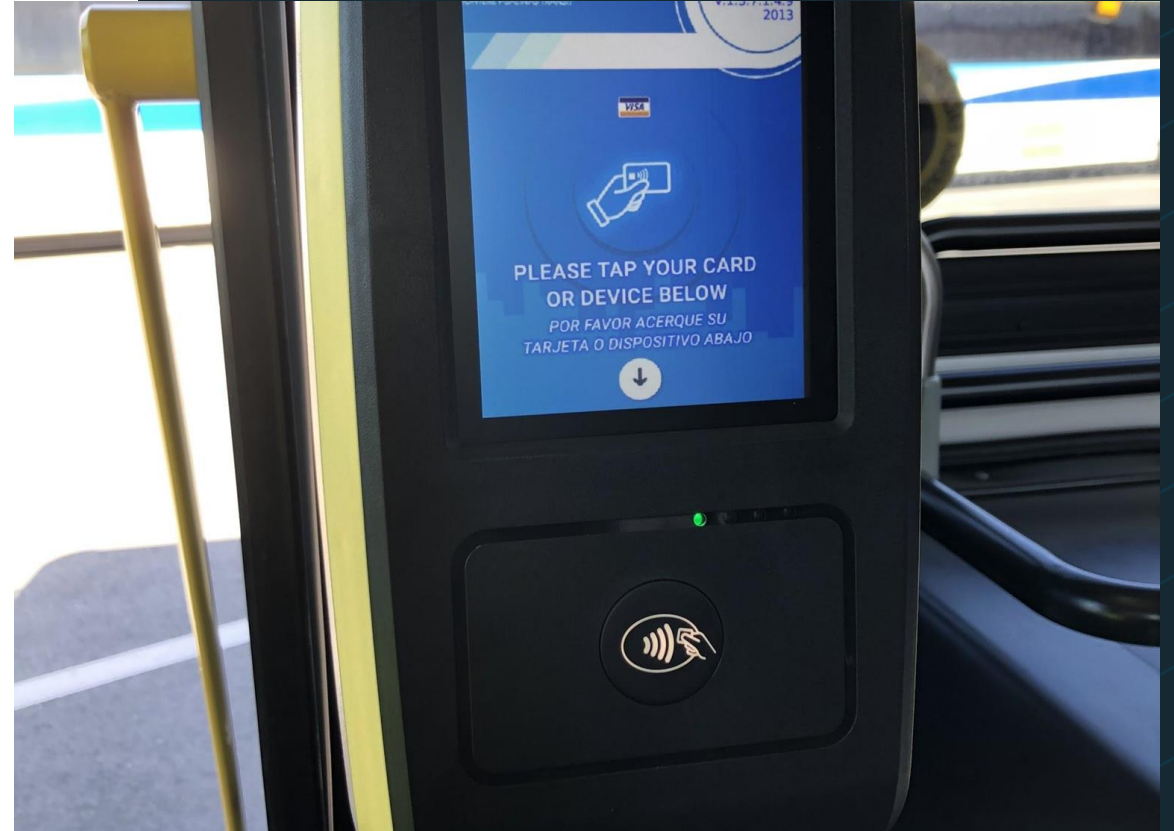
Enrollment Pathway	Self-Service Eligibility Verifier
Existing Agency Cards	Eligibility API
Older Adults	Login.Gov ID Proofed
Veterans	Veteran Confirmation API
Veterans with Disabilities	Veteran Service History and Eligibility API
Medicare Cardholders	Blue Button API
Low-income Individuals	CalFresh Confirm API

WHERE ELSE CAN WE ADMINISTER BENEFITS?

Why stop at Transit?

Here are some other benefits that require cumbersome verification:

- State Parks (age)
- Tolling Agencies (income)
- CARB Programs (income, age)
- California Lifeline – Phone and Internet Services (income)
- Medi-Cal (income)



WHAT ARE MOBILITY WALLETS?

Mobility Wallets

- A Mobility Wallet refers to an electronic or card-based payment account that can be used to pay for public and private shared mobility services.
- To be effective at encouraging the use of multimodal transportation, Mobility Wallets include monetary subsidies that increase use of sustainable travel behavior.



A PILOT PROGRAM FUNDED THROUGH A FHWA GRANT

Southern CA Mobility Wallet

- Joint effort between Caltrans, LA Metro, and UC Davis
- Provides mobility wallets, or prepaid debit cards with funds for transportation purposes, to un/ underbanked individuals in Los Angeles County
- Pilot set to begin in 2027.



WHERE IS CAL-ITP?

Our Statewide Footprint

[Cal-ITP Product Services Map](#)



Thank you!

Contact us at hello@calitp.org

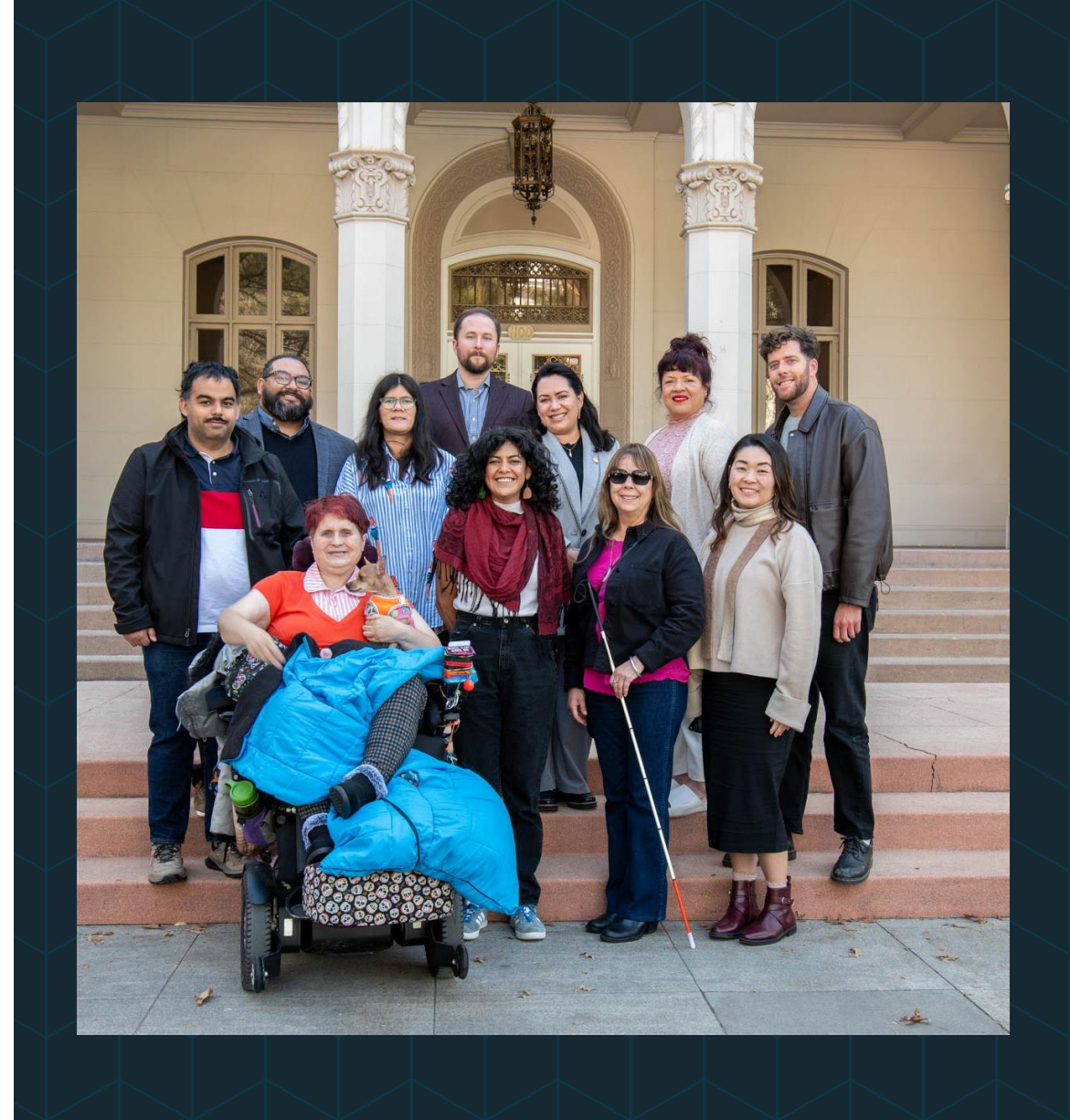
Ongoing Engagement Opportunities

Carolyn Abrams, Senior Advisor for Transportation Equity

Statewide Equity Advisory Committee (EAC)

The EAC was established by CalSTA, CTC, and Caltrans to elevate diverse and historically marginalized voices.

- **Purpose:** Review, advise, and make recommendations on transportation-related plans, programs, and policies.
- **Membership:** The EAC is comprised of equity experts representing historically marginalized communities in California.
- **Structure:**
 - 15-member committee
 - Meets six times annually
 - Operates three ad hoc subcommittees
 - Public meetings (virtual and in person)



Caltrans Engagement Portal

New online platform to gather and analyze public input and share updates on transportation plans and projects. Key features:

- **Project Updates:** Access dedicated pages for specific plans, projects, or initiatives in your area.
- **Interactive Feedback:** Ability to complete surveys and submit direct comments or questions on transportation plans, projects, and initiatives.
- **Public Meetings:** Find out about upcoming community meetings and events to attend in-person or livestream.
- **Stay Informed:** A centralized hub to sign up for email notifications regarding specific projects of interest.

The screenshot shows the Caltrans Engagement Portal website. At the top is a blue navigation bar with tabs: Home, Plans & Projects, Map, Meetings & Events, and Caltrans Near Me. Below the navigation bar, the 'How to Participate' section explains that users should use the tabs to find projects of interest and lists three steps: clicking on 'Plans & Projects' to search by keyword, county, or route; clicking on 'Maps' to search by location; and clicking on 'Meetings & Events' to find participation ways. The 'Sign Up' section states that while not required, creating a profile allows for managing preferences and subscriptions. It includes a 'Sign up' button and a link to 'Sign in here' for existing users. Below this are two featured project cards. The first card, 'Our Transportation Future - Open House', features a scenic road image. The second card, 'State Route 82 South Comprehensive Multimodal', features an image of a bus and a green shield with the number 82.

Home Plans & Projects Map Meetings & Events Caltrans Near Me

How to Participate
Use the tabs above to find a project you are interested in.

- Click on the **Plans & Projects** tab to search by a keyword or use the category menu to search by type, county, or route.
- Click on the **Maps** tab to search by location near you
- Click on the **Meetings & Events** tab to find more ways to participate

Sign Up
Creating a profile is not required to participate, but creating one enables you to manage your account preferences and subscriptions for a more personalized experience.

Create your profile to participate and customize your notification preferences on your profile page.

[Sign up](#) Already have an account? [Sign in here.](#)

Our Transportation Future - Open House

State Route 82 South Comprehensive Multimodal

Questions and Discussion

Discussion Questions

QUESTION 1

What transit equity related actions would be most impactful to include in the upcoming Transit Implementation Plan?

QUESTION 2

What is one short term action (1-2 years) Caltrans could take to improve transit equity?

QUESTION 3

Are there transit equity related challenges your agency or organization has solved? How did you resolve them?

Thank you!

office.of.transit.planning@dot.ca.gov