

To: O&S Committee

Date: October 27, 2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

SUBJECT: Regional Transfer Trip “Rider Choice” Pilot

Background:

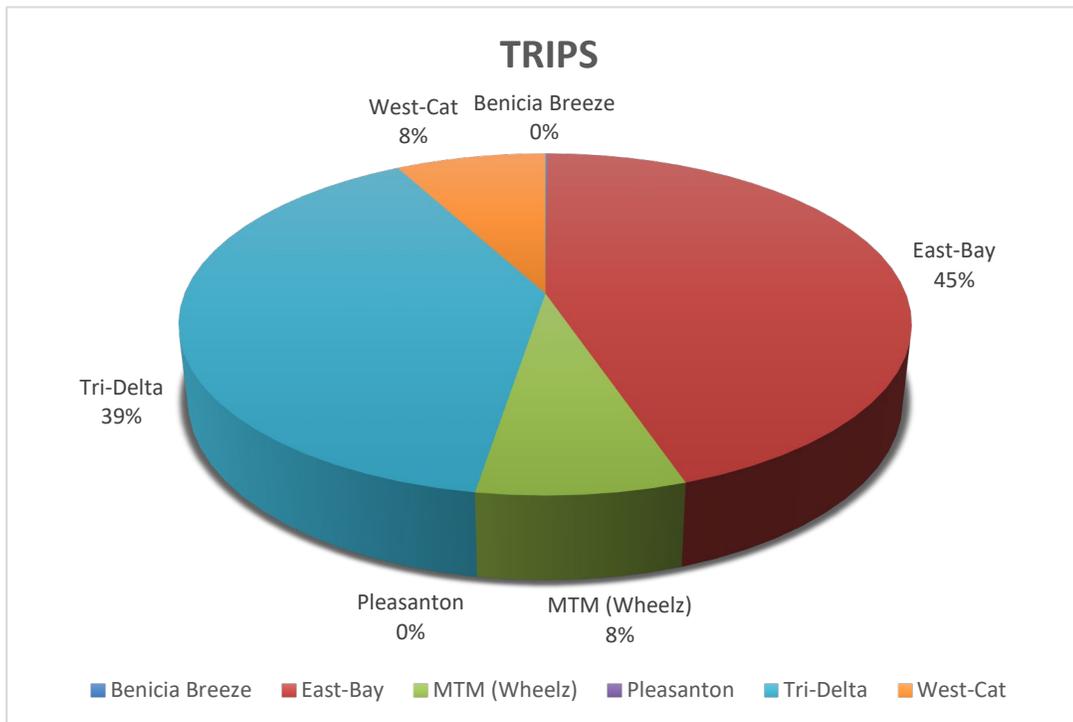
County Connection along with the other Regional Transportation partners must provide ADA service for passengers that need to be transported to destinations in other service areas. These trips are called Regional Transfer trips. The agencies that currently provide regional transfer trips in Contra Costa and Alameda County are County Connection, LAVTA, Tri-Delta, East Bay Paratransit and West Cat. Each agency provides a trip to the outskirts of their service area at designated meet locations and waits for the connecting agency to hand off a passenger.

All of these trips are coordinated in advance and require special booking procedures. These procedures include the passenger calling their home agency, requesting the trip to the final destination, plus a return ride if applicable, then the agency having a dedicated person, coordinate the trip with the partner agency. This process, can take anywhere from 2 to 7 days to complete. The passenger is then notified of the multiple pick-up times, multiple meet locations, multiple fares (especially if they have a three legged trip) and multiple policies that govern each transit agency. On the day of service, travel is especially problematic as each agency deals with driver shortage, miscommunication if the passenger misses one leg of the trip, long hold times on the phones to dispatch, and rebooking trips when the passenger is not ready for multiple agencies. The biggest issues are long wait times at the various meet points, especially when the passenger is on-board waiting for the other transit agency and the drivers wait times that range from 10 minutes to 120 minutes when the other agency is late.

For passengers waiting to go to specialized appointments, they face frustration and anxiety wondering when the next vehicle is coming. For transit providers, there is a drain on resources as drivers are held captive at the meet point and cannot move to their next pick-up. Sometimes the drivers are instructed to take passengers back home or all the way to their destination, potentially taking the driver outside of the service area. This is extremely costly by way of resources, driver/dispatcher time and passenger dissatisfaction.

Below is a chart representing regional trip volume for the month of July 2019.

AGENCY	TRIPS	% of all trips
<i>Benicia Breeze</i>	<i>1</i>	<i>0%</i>
<i>East-Bay</i>	<i>488</i>	<i>4%</i>
<i>MTM (Wheelz)</i>	<i>85</i>	<i>1%</i>
<i>Pleasanton</i>	<i>0</i>	<i>0%</i>
<i>Tri-Delta</i>	<i>432</i>	<i>4%</i>
<i>West-Cat</i>	<i>86</i>	<i>1%</i>
Total Trips:	1092	9%



Percentage Transfer trips between County Connection and other agencies

One Seat Ride Concept;

Although providing transfer trips in the current manner is ADA compliant, they are not very efficient for the agencies or the passenger. As a result, County Connection staff is working on developing a pilot project to provide a “One Seat Regional Ride”. Under the “One Seat Regional Ride” program, a rider will book a regional ride with one agency, the trip will be put into one database, passengers will pay one fare and one service provider will take the passenger from point A to B without waiting or transferring. The cost of the trip will be distributed by formula to each of the participating agencies based on where the trip originates and ends.

In an effort to build this program, staff has met with, East Bay Paratransit, LAVTA, West Cat, and Tri-Delta. Each agency has expressed an interest in this solution. County Connection will continue to collaborate with our partners to develop a Pilot program that will mitigate many of the problems we currently experience. Additionally, staff has brought this concept to CCTA, who is excited to see its development.

All the agencies involved expressed the need for this to be strictly a “Rider Choice Program”. As a Rider Choice pilot program the following will apply:

- Identify and enter into a contract with a service provider to perform the trips.
- Develop a Memorandum of Understanding between the agencies that choose to participate in the Pilot
- Participating agencies will develop a formula to share the cost of each trip
- County Connection will accept reservations, schedule and distribute trips to the service provider
- As this is considered premium service or enhanced service under the minimum ADA guidelines, special pricing will apply to each trip. (The agencies will have to agree on pricing for each trip)
- Passengers will be limited to a certain amount of One Seat rides a month.
- Fees will apply for No-Shows and Penalties for excessive cancellations
- Passenger will experience shared trips whenever possible

Once staff has completed the work to establish the One Seat Ride Model staff will bring it back to the committee for review with the goal of establishing a regional one seat ride pilot project.

Financial Implications:

Staff is currently in conversations with two potential service providers and is working to calculate with potential transit partners cost implications of the pilot project.

Recommendations:

This item is for information only.

Action Requested:

None