

To: Board of Directors

Date: 12/12/2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: WC.

SUBJECT: Paratransit Resources Serving the Central Contra Costa Service Area

Background:

Over the past 10 years, our over 65 population has experienced a growth that is not necessarily reflected in the overall Paratransit use. Paratransit ridership has only experienced a minimal increase over the same period of time. Paratransit costs continue to rise as a result of the many components necessary to provide such service. The Americans with Disabilities Act (ADA) mandates comparable service to fixed route at a minimum of $\frac{3}{4}$ of a mile from fixed route. County Connection provides an enhanced service of 1.5 miles around our fixed route service. For the past 20 years or so, First Transit has provided this service with some degree of difficulty especially when it comes to hiring and retaining quality drivers. This is a challenge that was not unique to County Connection Paratransit but has been felt across the nation with most of the popular transit providers. In addition, the strict parameters, travel distance, time constraints and eligibility criteria, that is necessary for compliance with the ADA mandate, make it difficult for all who are seniors or persons with access and functional needs to use Paratransit service.

As a result, a boom of small transit services provided either by a city or non-profit organizations have sprung up and make up the fabric of a more complete set of transit options to service our community. In an effort to provide a method to access all of these services, a mobility management service, Mobility Matters, began providing mobility management services in Contra Costa County facilitating collaboration and coordination between public and private transportation providers in order to create a network of integrated transit options. Please see attached a list of those services.

It is important to note that each of these agencies, whether city based, volunteer program or non-profit, are all recipients of different funding streams that are not necessarily available to County Connection. County Connection works in conjunction with these transit services in many ways, like participating in multiple committees that explore transportation needs for seniors and persons with access and functional needs. Some of those committees are:

- SMAC (Senior Mobility Action Council)
- PCC (Paratransit Coordinating Council)
- BAPAC (Bay Area Partnership Accessible Committee)

Current System:

After careful review, County Connection decided to maintain its traditional Paratransit service, but to modify the transit model to include transit partnerships. This would allow for different vehicle types like accessible vans, manage tail ends of the day, provide user friendly technologies and incorporate non-dedicated services like TAXI companies to improve efficiencies. Transdev (County Connection LINK contractor) has provided such services and as we enter into the 6th month of such transit collaborations, we are experiencing incremental increases in service quality, and rider usage. County Connection continues to work in conjunction with social service agencies, like the pilot program with Choice in Aging where a TNC (Transportation Network Company) is used to provide difficult services for our riders. In addition, on our County Connection website is a link to Way to Go Contra Costa (Produced by Mobility Matters), a resource guide to transportation options servicing the Contra Costa and Alameda County service areas.

County Connection continues to work with partner agencies to strengthen the fabric of options to match rider needs. As costs go up, this partnership will be essential to the sustainability of Paratransit services by lessening the load that would otherwise be placed on traditional Paratransit.

Financial Implications:

Continued partnerships mitigate the financial burden of Paratransit costs by providing options for transportation services.

Attachments:

List of Transit agencies servicing the Contra Costa and Alameda Counties

Paratransit Statistics

Quick Reference

Public Transit

AC Transit
510-891-4700
www.actransit.org

Amtrak
800-USA-RAIL
800-872-7245
www.amtrak.com

BART
925-676-2278
510-236-2278
www.bart.gov

County Connection
925-676-7500
www.cccta.org

Tri Delta
925-754-4040
www.trideltatransit.com

WestCAT
510-724-3331
www.westcat.org

ADA Transportation

County Connection LINK
925-938-7433
www.countyconnection.com/link

East Bay Paratransit
510-287-5000
800-555-8085
510-628-0719
www.eastbayparatransit.org

Rossmoor Paratransit
925-988-7676

Tri Delta Transit Paratransit
925-754-3060
www.trideltatransit.com

WestCAT Paratransit
510-724-6320
www.westcat.org/dialaride

City Based Providers

City of Lafayette
925-283-3534
<http://lovelafayette.org>

El Cerrito Easy Ride
510-559-7677
www.el-cerrito.org

Get Around Taxi Program
925-671-3320
ci.concod.ca.us

Lamorinda Spirit Van
925-283-3534
www.ci.lafayett.ca.us

Pleasant Hill Senior Van Service
925-671-5272
www.ci.pleasant-hill.ca.us

R – Transit
510-307-8026
www.rtransit.com

Rossmoor Bus
925-988-7670

San Pablo Senior Transportation
510-215-3090
www.sanpabloca.gov/seniors

Senior Express Van
925-973-3250
www.sanramon.ca.gov/parks/programs/ages55+.htm

Walnut Creek Senior's Club
Mini-Bus
925-933-1434
www.walnut-creek.org

Volunteer Transportation

Mobility Matters
925-284-6161
www.mobilitymatterscc.com

Seniors Around Town
925-402-4506
www.orindaassociation.org

Travel Training

City of El Cerrito
510-559-7677
www.l-cerrito.org

Independent Living Resources
925-363-7293
www.ILRSCC.org

Rossmoor Transportation
925-988-7670
buses@rossmoor.com
www.rossmoor.com/resident-information/transportation

San Pablo Senior Transportation
510-215-3095
www.sanpablo.com/seniors

Tri Delta Transit
925-754-6622
www.trideltatransit.com

WestCAT
510-724-3331
www.westcat.org

Paratransit Statistics							
	FY 13-14	FY 14-15	FY 15-16	FY 16-17	FY 17-18	FY18-19	Change from FY17-18 to FY18-19
Operating Cost	\$ 5,230,925.00	\$ 5,117,037.00	\$ 5,408,838.00	\$ 5,219,273.00	\$ 5,517,364.00	\$ 6,296,163.52	12.4%
Farebox Revenue	\$ 545,015.00	\$ 520,959.00	\$ 475,006.00	\$ 515,182.00	\$ 504,028.00	\$ 532,080.88	5.2%
Net Subsidy	\$ 4,685,910.00	\$ 4,596,078.00	\$ 4,933,832.00	\$ 4,704,091.00	\$ 5,013,336.00	\$ 5,764,082.64	12.9%
Total Passengers	159,294	156,832	153,715	145,185	146,331	152,606	4.8%
Revenue Hours	74,394	73,716	76,308	69,795	70,222	79,565	11.7%
Non-Revenue Hours	18,403	17,908	19,689	18,855	22,031	21,691	(1.9%)
Total Hours	92,797	91,624	95,997	88,650	91,260	101,256	9.9%
Total Revenue Miles	1,219,582	1,204,823	1,089,545	893,938	1,054,542	1,185,946	10.9%
Non-Revenue Miles	260,310	247,562	238,117	244,800	265,002	282,923	6.3%
Total Miles	1,479,892	1,452,385	1,327,662	1,278,218	1,318,993	1,468,869	9.7%
Road Calls	44	32	25	22	24	26	7.9%
Complaints	18	25	9	10	44	146	232.0%
Accidents	7	12	6	6	5	8	60.0%

Note: FY16-17 has been updated with POST-AUDIT figures

Note: FY17-18 figures are AUDITED numbers

Note: FY 18-19 figures are pre-audit