

To: Board of Directors

Date: April 8, 2021

From: Rashida Kamara, Director of ADA Services

Reviewed by: *WC.*

---

### **SUBJECT: One Seat Ride Pilot Update and request Six Month Extension**

---

#### **Background:**

In August 2020, the Board of Directors approved a six-month pilot to provide a One-Seat Regional ride for paratransit passengers wishing to travel across multiple transit agency service areas. Participating in the program is Eastern Contra Costa Transit Authority (Tri-Delta Transit), Western Contra Costa Transit Authority (WestCAT), Livermore-Amador Valley Transit Authority (Wheels Bus) and Central Contra Costa Transit Authority (County Connection LINK). The pilot program aims to streamline current regional ride practices by eliminating required transfers for trips that cross multiple transit service areas. With the new program, passengers can have a one-seat ride for the entire duration of their trip. The program has been in development for quite some time, but amid COVID-19 concerns, the implementation date was accelerated to help minimize interactions between passengers, drivers and vehicles.

The pilot project is currently set to end April 30, 2021, staff from all four partner agencies agree the project has not been in operation for a sufficient amount of time to determine whether it is a success especially from an expansion and funding perspective. Additionally, staff is still working through significant technical challenges ranging from billing algorithms, data management and mapping trips crossing multiple service areas. East Bay Paratransit has expressed an interest in joining the program and as such we still need to work out what phase two and possibly three would look like. However, despite these challenges passengers who are currently participating in the One Seat Pilot have expressed their satisfaction with the service. As a result, the four partners would like to extend the project an additional six months in order to work through the remaining outstanding issues and ultimately determine the success of the project.

#### **Financial Implication:**

Staff has identified some upfront cost savings attributed to each agency. Staff has also determined that a 6-month pilot has not been enough to quantify some of the financial impacts.

#### **Action Requested:**

The O&S committee and staff request the Board of Directors approve the extension of the One Seat Regional Ride program through October 31, 2021 adopting resolution No. 2021-021.

#### **Options:**

- 1) Approve the Six-month extension by adopting resolution No. 2021-021.
- 2) Decline to approve the extension.
- 3) Provide staff with other direction.

**RESOLUTION NO. 2021-021**

**BOARD OF DIRECTORS CENTRAL CONTRA COSTA TRANSIT AUTHORITY  
STATE OF CALIFORNIA**

\* \* \*

**APPROVING EXTENSION OF ONE-SEAT RIDE PARATRANSIT PILOT PROGRAM AND AUTHORIZING THE  
GENERAL MANAGER TO EXECUTE AN AMENDMENT TO THE MEMORANDUM OF UNDERSTANDING  
REGARDING THE IMPLEMENTATION OF THE PILOT PROGRAM**

**WHEREAS**, the County of Contra Costa and Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code section 6500 *et seq.*, for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions;

**WHEREAS**, as a result of the COVID-19 pandemic, and pursuant to Resolution No. 2021-006, CCCTA, along with the Livermore Amador Valley Transit Authority ("LAVTA"), East Bay Paratransit, the Western Contra Costa Transit Authority ("West Cat"), and the Eastern Contra Costa Transit Authority ("Tri-Delta") partnered to conduct a pilot program ("Program"), whereby the parties' paratransit customers could voluntarily book a one seat regional ride, rather than transferring between several different agencies' paratransit service providers;

**WHEREAS**, the Program is set to expire on April 30, 2021, and due to a number of operational challenges, the four agency partners desire to extend the Program an additional six months in order to work through the remaining outstanding issues and ultimately determine the success of the Program; and

**WHEREAS**, the Operations and Scheduling Committee recommends approving a six-month extension of the Program, through October 31, 2021, and authorizing the General Manager to execute a corresponding amendment to the Memorandum of Understanding implementing the Program.

**NOW, THEREFORE BE IT RESOLVED** that the Board of Directors of the Central Contra Costa Transit Authority hereby approves a six-month extension of the one-seat regional paratransit pilot program, through October 31, 2021; and

**BE IT FURTHER RESOLVED** that the General Manager is authorized to execute a corresponding amendment to the Memorandum of Understanding implementing the Program and to take any other actions necessary to related to this resolution.

Regularly passed and adopted this 15th day of April 2021, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

\_\_\_\_\_  
Keith Haydon, Chair, Board of Directors

ATTEST:

\_\_\_\_\_  
Lathina Hill, Clerk to the Board