

To: Board of Directors

Date: November 11, 2021

From: Rashida Kamara, Director of ADA, Specialized Services

Reviewed by: *WC.*

---

### **SUBJECT: One-Seat Regional Ride Pilot Update and Request for One Year Extension**

---

#### **Background:**

In November 2020, the Board of Directors approved a six-month pilot to provide a One-Seat Regional Ride program (Program) 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 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 was then extended in April 2021, because the participating agencies experienced challenges, such as billing algorithms, data management and mapping trips crossing multiple service areas and providing test trips for East Bay Paratransit.

After one year, while it is clear that from the rider's perspective the Program has been successful, the participating agencies are still collecting and analyzing data on the Program, including all the pricing ramifications to determine the best way to make the Program permanent. These challenges include but are not limited to:

1. Identifying the full cost that should be allocated to each participating agency.
2. Should County Connection charge an administrative fee for managing the one seat project, since a considerable amount of staff hours have been dedicated to managing this program from both an administration and operations perspective?
3. Should County Connection take the One Seat Ride project and make it its own transportation mode (it is not an ADA mandated service but continues to be a necessary and vital need for the community)?
4. Should the cost model be changed from an hourly cost, which includes deadhead (that is currently being absorbed by County Connection only), to a cost per trip which is more cost effective for all participating agencies. Doing this would mean negotiating a different cost proposal with Transdev (County Connection's Paratransit Contractor).

Staff and the participating agencies believe they need the one-year extension to work through the aforementioned issues.

**Financial Implication:**

Projected cost for a one-year extension is approximately \$170,00, and one of the components of staffs request for the extension is to determine how to equitably divide the cost among the participating agencies.

**Action Requested:**

The O&S committee and staff request the Board of Directors approve the extension of the One Seat Regional Ride program through November 30, 2022, adopting resolution No. 2022-013

**Options:**

- 1) Approve the one-year extension by adopting resolution No. 2022-013.
- 2) Decline to approve the extension.
- 3) Provide staff with other direction.

**RESOLUTION NO. 2022-013**

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

\* \* \*

**APPROVING A ONE-YEAR EXTENSION TO THE ONE-SEAT REGIONAL RIDE PILOT PROGRAM  
AND CORRESPONDING AMENDMENTS TO CORRESPONDING MEMORANDUM OF  
UNDERSTANDING AND TRANSDEV SERVICES, INC. CONTRACT**

**WHEREAS**, the County of Contra Costa, the Cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon and Walnut Creek, and the Towns of Danville and Moraga (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 ("Service Area");

**WHEREAS**, in November 2020, the CCCTA Board of Directors approved a six-month pilot to provide a One-Seat Regional Ride Program ("Program") for paratransit passengers wishing to travel across multiple transit agency service areas;

**WHEREAS**, the Program's participating agencies are 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");

**WHEREAS**, the Program aims to streamline current regional ride practices by eliminating required transfers for trips that cross multiple transit service areas, enabling Program passengers to have a one-seat ride for the entire duration of their trip;

**WHEREAS**, the Program utilizes the services of CCCTA's paratransit service provider, Transdev Services, Inc. ("Transdev");

**WHEREAS**, the Program was previously extended in April 2021 for an additional six-month period;

**WHEREAS**, after one year, while it is clear that from the rider's perspective that the Program has been successful, the participating agencies are still collecting and analyzing data on the Program, including all the pricing ramifications to determine the best way to make the Program permanent; and

**WHEREAS**, staff recommends and the Operations and Scheduling Committee concurs that the Board of Directors approve an additional one-year extension of the Program through November 30th, 2022.

**NOW, THEREFORE, BE IT RESOLVED** that the Board of Directors of the Central Contra Costa Transit Authority approves an additional one-year extension of the Program through November 30th, 2022; and

**BE IT FURTHER RESOLVED**, that the Board of Directors authorizes the General Manager to execute amendments to the participating agencies' Memorandum of Understanding and the Transdev Contract in order to reflect the one-year Program extension.

Regularly passed and adopted this 18th day of November, 2021 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

\_\_\_\_\_  
Dave Hudson, Chair, Board of Directors

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