

## INTER OFFICE MEMO

**To:** Board of Directors

**Date:** 11/7/2023

**From:** Rosa Noya, Manager of Accessible Services

**Reviewed by:** JS

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**SUBJECT: One Seat Regional Ride Pilot Program Extension November 2023**

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### **Background:**

In November 2020, the Board of Directors approved a six-month pilot program for a One Seat Regional Ride serving paratransit-eligible passengers across multiple transit agency service areas. Participating agencies include Tri-Delta Transit, WestCAT, LAVTA, and County Connection. The pilot program simplifies regional travel by eliminating the need for transfers when crossing multiple service areas, ensuring passengers have a continuous One Seat Regional ride throughout their journey.

### **Pilot Extension:**

In April 2021, the pilot program, which had been operational for six months, was extended. This extension allowed partnering agencies to maintain a service that received immediate customer satisfaction feedback. It also facilitated the ongoing collection of data, streamlining of billing algorithms and data management, and the inclusion of East Bay Paratransit for test trips.

The pilot was extended again in November 2022 as staff continued to address National Transit Database (NTD) reporting challenges due to the collaborative nature of the pilot involving multiple transit agencies spanning various urbanized areas (UZAs) as defined by the Federal Transit Administration (FTA) in collaboration with the FTA, NTD and the Metropolitan Transportation Commission (MTC). While this was ongoing, the One Seat Ride partners proposed a one-year extension of the program, incorporating travel training to better assist users and exploration of collaborations with the County of Contra Costa and Contra Costa Transportation Authority on how to expand the program into all of Contra Costa.

While staff continues to work through the NTD reporting issues, the One Seat Ride partners are proposing to extend the program's pilot status for one more year by modifying the existing program to include acceptance of paper tickets as a form of payment. This will enhance the accessibility of the program as passengers will have more than one option for form of payment. The second proposed modification is the inclusion of passengers' trip management capabilities through a mobile app.

### **Financial Implications:**

The FY 2024 budget for Paratransit services incorporates the expenses associated with the pilot program at approximately \$600,000.

**Recommendation:**

O&S Committee and staff recommend to the Board an additional one-year extension of the Program through November 2024, or until the trip reporting issues are resolved, whichever comes sooner.

**Action Requested:**

The O&S Committee and staff respectfully request the Board of Directors adopt resolution No. 2024-09, authorizing the approval of the one-year extension to the One-Seat Regional Ride Pilot program.

**Attachments:**

Resolution No. 2024-09

**RESOLUTION NO. 2024-009**

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

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**APPROVING A ONE-YEAR EXTENSION TO THE ONE-SEAT REGIONAL RIDE PILOT PROGRAM  
AND AMENDMENT TO CORRESPONDING MEMORANDUM OF UNDERSTANDING**

**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 program to provide a One-Seat Regional Ride ("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.;

**WHEREAS**, the Program was previously extended in April 2021, November 2021, and October 2022 for a total of thirty additional months;

**WHEREAS**, CCCTA, in partnership with the Federal Transit Administration (FTA), the National Transit Database (NTD) and the Metropolitan Transportation Commission (MTC), is continuing to work through NTD reporting difficulties;

**WHEREAS**, the agencies participating in the Program have proposed extending the Program for another year to modify the existing Program to include acceptance of paper tickets as a form of payment and include a mobile app with trip management capabilities; 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 30, 2024.

**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 30, 2024; and

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

Regularly passed and adopted this 16th day of November, 2023 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

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Don Tatzin, Chair, Board of Directors

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