

**To:** Board of Directors

**Date:** 12/12/2023

**From:** John Sanderson Director of ADA and Specialized Services

**Reviewed by:** *RS*

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**SUBJECT: County Connection MOU With Choice in Aging**

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### Background:

Choice in Aging (CiA), an adult social service agency accounted for about 20% of County Connection's daily paratransit trip volume, before the COVID-19 pandemic. In the summer of 2017, under the prior paratransit service contractor, CiA and its clients experienced a number of challenges related to County Connection's LINK paratransit service. To address these issues, County Connection retained a consultant to make recommendations to improve communication between County Connection and CiA, and to improve service outcomes for CiA's most vulnerable clients.

One of the solutions proposed by the consultant was that County Connection and CiA work together to provide a more tailored service using an accessible Transportation Network Company (TNC) partner for the small number of CiA clients that were unable to use LINK paratransit to access the CiA program. As a result, in March 2019, the Board approved a six-month pilot project, in which CiA would retain the services of SilverRide.

In January 2022, following a nearly two-year hiatus due to the pandemic, the Board again approved a demonstration pilot project as County Connection staff worked with CiA staff to reopen and identify new passengers. The new pilot also included a same-day booking option for the first time, enabling qualified program participants to book same-day trips to CiA using SilverRide. This same-day option was intended to eliminate unforeseen no-shows to the CiA day program and gave other clients the opportunity to benefit from the program by reducing or eliminating unused program placements.

### Project Update:

Staff continues to review the progress of the project. On-time performance has been sustained above 90%, while no-shows due to late rides have significantly decreased. As a result, the growth and the success of the pilot project calls for continued support from County Connection. With the nationwide labor shortage of commercial drivers facing traditional paratransit services, the partnership with CiA and SilverRide has been beneficial for all.

**Financial Implications:**

County Connection budgeted \$300,000 for FY 23, anticipating the program would ramp up this summer and operate for a full year. The subset of passengers using the SilverRide service has been slower to return than other paratransit passengers resulting in a significant drop in expected expenses. Staff now projects the program expense at not-to-exceed \$250,000 through September 2024 with an average trip cost of \$36.95, per CiA's agreement with SilverRide.

**Recommendation:**

The O&S Committee and staff recommend extending the Memorandum of Understanding (MOU) with CiA, to support the extension of CiA's contract with SilverRide. This will continue to provide an alternative reliable and cost-effective transportation service which meets the needs of a particularly vulnerable population within our service area, for whom traditional ADA paratransit service is not an appropriate option.

**Action Requested:**

The O&S Committee and staff request the Board of Directors to adopt resolution No. 2024-010, authorizing the General Manager to enter a new one-year MOU with CiA enabling CiA to extend their contract with SilverRide.

**Attachments:**

Attachment 1: Resolution No. 2024-010

**RESOLUTION NO. 2024-010**

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

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**AUTHORIZING NEW MEMORANDUM OF UNDERSTANDING  
WITH CHOICE IN AGING**

WHEREAS, the County of Contra Costa and the 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, in 2019, CCCTA retained Douglas Cross Transportation Consulting to investigate, summarize and recommend best practices to improve CCCTA's Americans with Disabilities Act ("ADA") paratransit services;

WHEREAS, as a result of this investigation, CCCTA's Director of ADA and Specialized Services worked in conjunction with Choice in Aging to launch a six month pilot program in June 2019 to passengers most affected by the constraints of CCCTA's ADA paratransit services, using SilverRide to provide round-trip door-through-door service for eligible Choice in Aging participants;

WHEREAS, in March 2020, the program was temporarily suspended as a result of the COVID-19 pandemic;

WHEREAS, on January 1, 2022, CCCTA and Choice in Aging entered into a Memorandum of Understanding ("MOU") to resume the program by extending it for one year, during which SilverRide continued to deliver the aforementioned round-trip services;

WHEREAS, on January 1, 2023, the parties entered into a new MOU to make the program permanent and extend the term for another year;

WHEREAS, given the success of the program, the parties wish to continue the program;

WHEREAS, the program will continue to be managed by Choice in Aging (utilizing SilverRide to provide the round-trip services) and CCCTA will provide guidance and periodic audits to ensure the program is meeting its intended goals; and

WHEREAS, staff recommends the Board authorize the General Manager to enter into a new MOU with Choice in Aging to extend the program for one year, commencing January 1, 2024.

NOW, THEREFORE, BE IT RESOLVED that the Central Contra Costa Transit Authority Board of Directors hereby authorizes the General Manager to execute a new MOU with Choice in Aging for a one year term, in a form approved by legal counsel, and to take all other actions necessary to give effect to this Resolution.

Regularly passed and adopted this 21st day of December, 2023 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

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Don Tatzin, Chair, Board of Directors

ATTEST:

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Lathina Hill, Clerk to the Board