

To: Board of Directors

Date: April 11, 2013

From: Bill Churchill, Director of Transportation

Reviewed by:

SUBJECT: Board Workshop to Study Paratransit Service Options

Background:

Over the last year the O&S Committee and the Board of Directors have invested significant time and effort in understanding and evaluating multiple facets of the County Connection paratransit system. This body of work began early last year with the comprehensive vehicle size analysis of the existing fleet. Work continued throughout the year as staff and the board became aware of new concepts in service delivery models and attempted to ascertain their viability for implementation in the County Connection service area. Finally, in November 2012 the Board received a presentation from Phil McGuire of Innovative Paradigms providing a summary of work to date and introduced the concept of potentially implementing a Consolidated Transportation Service Agency (CTA) for managing paratransit services in the Contra Costa area.

With the anticipation of the end of the existing contract with First Transit, it is appropriate to begin to explore and evaluate the potential for alternative methods of service delivery and even more importantly the fundamental organizational structure of the system. Prior to the development of an RFP, the Operations and Scheduling committee suggested that a workshop be held with the full board to gain a greater understanding of current issues, investigate opportunities for greater coordination, and to explore potential alternative service delivery options. The attached document "Items to be covered in a Board paratransit Workshop" provides a comprehensive list of subjects that could be included in a paratransit workshop. If the Board agrees to such a workshop the committee recommends the focus of the meeting to center on the greater policy issues of service deployment, institutional structure and coordination rather than RFP development.

Recommendation:

The O&S Committee recommends the full Board conduct a paratransit workshop immediately following a normal board meeting sometime between July 1, 2013 and September 30, 2013

Attachments:

General Managers memo to O&S: Items to be covered in a Board paratransit Workshop

To: O & S Committee

Date: April 3, 2013

From: Rick Ramacier
General Manager

Reviewed by:

SUBJECT: Items to be covered in a Board paratransit workshop

Staff believes a Board workshop on paratransit lasting between 90 and 120 minutes would serve to give the Board a much greater understanding of the key policy issues facing County Connection, and would facilitate the Board giving clear direction to staff therein. Such a workshop could be staged in three distinct but related areas within paratransit service. This memo provides a likely framework for such a workshop.

PARATRANSIT SERVICE DEMAND

Staff will present up-to-date information on:

- Projected ridership demand growth for County Connection paratransit service based on demographic trends, and other ridership projection work.
- Projected growth in the cost of County Connection paratransit service based on historical trends as well as certain future assumptions.
- Projected trends in East Bay Regional Center paratransit services including ridership, funding, and costs.
- Projected ridership growth for other paratransit providers within the county.
- The growing trend of senior group homes and long term health care facilities providing their own transportation.
- Projected growth in senior and disabled fixed route ridership.
- Potential ways County Connection can influence fixed route and/or paratransit demand one way or the other.

PARATRANSIT SERVICE DELIVERY OPTIONS

Staff will present up-to-date information on the alternative service delivery modal most commonly known as the American Logistics Company (ALC) model. This will likely include:

- A recap of the ALC experiences to date.
- An update on the potential for County Connection to use this newer model for a part to all of our paratransit service delivery.
- A discussion of the opportunity costs for moving in this direction which could include the loss of ability to replace paratransit rolling stock, the opportunity to do route deviation with smaller vehicles that provide both the fixed route and the ADA paratransit service in certain low volume corridors or sub-areas.
- The benefit of the paratransit user knowing and trusting their paratransit driver, dispatcher, and reservation staff.
- Discussion of how the County Connection brand either fits in or does not.
- The potential for the ALC model to evolve into one that provides service beyond the senior and disabled community to cover other transit needs that are not easily served otherwise in an efficient manner.

PARATRANSIT INSITUATIONAL POSSIBILITIES

Staff will present information on the potential to use a Consolidated Transportation Service Agency (CTSA), on any possibility to partner more closely with the Regional Center, on any potential to share organizational arrangements with the other county operators, and on any potential for greater coordination with other social service providers. Some of the things that we will present or ask you to discuss include:

- Presenting some of the information and recommendations in the Contra Costa Mobility Management study that will be completed this spring.
- Looking at the information in that study regarding the creation and usage of a CTSA.
- Looking at using the Regional Center for some of our service delivery or having them purchase service from us.
- Building upon volunteer based services that use our replaced vehicles.
- Looking at possible opportunities to consider joint contracts for service with other operators.
- Looking at what role – if any – we can play to further increase private senior shuttle tied to senior homes, etc.

Staff will develop a series of options that spin off of the ideas listed above and perhaps one or two more not listed here. We would like to give the Board background information on each area, present it, take questions, and then have you discuss these options. Finally, the Board would be asked to state preferences for select options.

Staff also will seek direction from the Board, based on your discussion at a workshop, on how to incorporate some of the options presented into a Request for Proposals (RFP) for the contract provision of paratransit service. This RFP will be released this fall. So, the workshop should occur before that.

The timing of the workshop should be before we develop the RFP and after the completion of the Contra Costa Mobility Management Plan. Thus, it should be scheduled no earlier than July 1, of this year and no later than September 30. It should take 90 to 120 minutes.

I hope this brief memo helps us have a discussion at your meeting on Friday, April 5, 2013 about holding such a workshop later this year.