

To: Board of Directors

Date: August 30, 2013

From: Bill Churchill, Director of Transportation

Reviewed by:

SUBJECT: Board Workshop to Study Paratransit Service Options

Background:

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 Paratransit service delivery and even more importantly the fundamental organizational structure of the system. Additionally, staff continues to strive for a high quality Paratransit system that is still relevant and affordable within the very dynamic communities that we serve. With this in mind, staff has invested significant effort in conducting research regarding the Paratransit system with the goal of understanding the various challenges posed in maintaining the program both in the short term and distant future. Staff intends to summarize the research and various options available for the Board in order to clarify key policy issues facing County Connection and to facilitate the Board providing direction regarding Paratransit services.

Paratransit Presentation Topics

Staff will provide the Board with a presentation describing multiple facets of Paratransit services in Contra Costa County from the historical background of what existed in the 1980's, what exists today to potential organizational structures that could be implemented in the future. The following outline provides the range of topics to be discussed in the presentation.

I. LINK History, Background & Funding

- Staff will provide historical background regarding the evolution of the existing Paratransit system and what existed prior to LINK
- Funding History, Sources and Constraints

II. Current LINK Performance and Paratransit Trends

- Historical and Current ridership Trends
- Cost Per Pass/Trip over time
- Other Agency Ridership trends
- Background on other non-public Paratransit providers
- Central County Demographics and what it means for projected demand of Paratransit systems in Central County

III. Managing Future Growth on LINK Service & Improving Paratransit service Delivery to the Public

- Mobility Management, Challenges, Potential Benefits & Current Status
- Development of a CTSA
- Joint Contracting for Paratransit Services
- Centralized licensing of Local Taxi Companies

IV. RFP Development Options

- Flexible Contract Span
- Use of Sub-Contractors
- Shift Contract from Hourly rates to charging by the trip
- Provide Scoring advantages for Productivity Plan, Partnerships with other properties or for creative solutions for efficiency improvements

V. Board Discussion & Direction

- Board discussion
- Direction related to RFP development
- Direction regarding final contract structure
- Direction regarding regional Paratransit efforts

Desired Outcome

Staff will seek final direction from the Board regarding incorporating preferred options into a Request for Proposal (RFP) that will ultimately define the scope and characteristics of a contract for Paratransit services to be implemented next July. Staff will also seek direction from the Board regarding County Connection involvement in potential regional Paratransit service efforts.