

To: Board of Directors

Date: December 10, 2020

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

SUBJECT: One Seat Ride Pilot Update

Background:

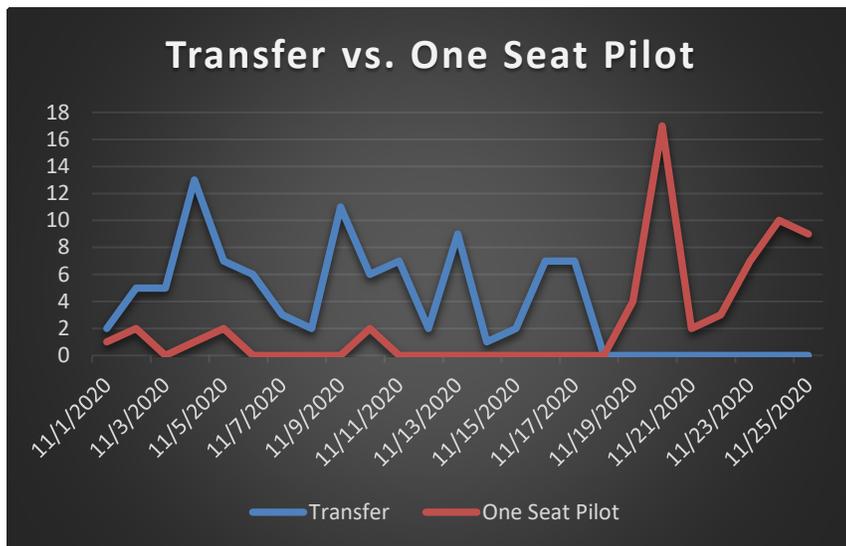
In an effort to make travelling across multiple public transit service areas easier and safer for Paratransit riders, County Connection Board of Directors approved a demonstration project called the “One Seat Regional Ride” program. Participating in the program is Eastern Contra Costa Transit Authority (Tri-Delta Transit), Western Contra Costa Transit Authority (WestCAT), Livermore-Amador Valley Transit Authority (Wheels Bus), and Central Contra Costa Transportation 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 new 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 spread concerns, the implementation date has been accelerated to help minimize interactions between passengers, drivers and vehicles.

One Seat Ride Update:

The One Seat Ride program went into effect on November 1, 2020. It was decided by the participating parties that we would meet often to discuss issues and concerns and address them swiftly to keep the program moving. Initially the participating agencies wanted this to mimic the original idea of making this a “Rider Choice” program with premium fares and special service protocols. Premium service is described as service provided above and beyond the required ADA. As a result we established a premium fare (Which included the base fare for each agency that a passenger transfers with potentially making the fare \$15.50 for a 3 leg one-way trip) , but quickly realized that with free fares still being practiced by some of the participating agencies, many passengers opted to book a traditional transfer trip. Having this as a “Rider Choice” program didn’t mitigate the fact that our main goal was to provide a service that would ease the travel experience of the rider, and minimize the many operational difficulties we experienced in managing wait times, trip coordination failures and lack of resources.

On November 11, 2020, members of the participating agencies met to discuss the need to continue to make the services available to everyone who needed it. After solving the issue of

interagency trips, it seemed clear that persons opting out of using the One Seat, expressly stated that it was too expensive. Very few opted to actually take the One Seat ride. Collectively the members agreed to revamp the fare structure to ensure passengers may actually take advantage of the One Seat solution. Below is a table representing service trends during the first 30 days of the pilot project:



Financial Implication: Staff is yet to quantify financial cost associated with one seat. Staff will work with Transdev to identify cost per trip as a regular transfer and as a one seat ride.

Attachment: One Seat Flyer

Recommendations: None Information Only

It's as easy as

1-2-3...

Reserve Your One-Seat Ride Today!

Introducing a new service that allows you to travel between participating paratransit service agencies without having to transfer or pay an extra fare, saving time and hassle!

1. Call 925-680-2134 to reserve your one-seat ride
2. Pay the driver your total agreed upon fare
3. Travel your One-Seat Ride directly to your destination in a clean, socially distanced and passenger limited vehicle!

- We are eliminating transfers on regional trips and offering a one seat ride during a 6 month pilot project period to gauge interest and demand during the pandemic
- Temporarily, the total fare is simply the paratransit fare of the transit agency that serves the area where you board for your trip
- View the status of your One-Seat Ride at all times using the MyTransitManager App

Participating Agencies:



Watch for additional agencies to join soon!