

To: Operations and Scheduling Committee

Date: March 26, 2021

From: Rashida Kamara, Director of ADA Services

Reviewed by: *WC.*

SUBJECT: One Seat Ride Pilot Update and request Six Month Extension

Background:

In November 2020, the Board of Directors approved a six-month pilot to provide a One-Seat Regional ride for paratransit passengers wishing to travel across multiple transit agency service areas. 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 Transit 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-19 concerns, the implementation date was accelerated to help minimize interactions between passengers, drivers and vehicles.

The pilot project is currently set to end April 30, 2021, staff from all four partner agencies agree the project has not been in operation for a sufficient amount of time to determine whether it is a success especially from an expansion and funding perspective. Additionally, staff is still working through significant technical challenges ranging from billing algorithms, data management and mapping trips crossing multiple service areas. East Bay Paratransit has expressed an interest in joining the program and as such we still need to work out what phase two and possibly three would look like. However, despite these challenges passengers who are currently participating in the One Seat Pilot have expressed their satisfaction with the service. As a result, the four partners would like to extend the project an additional six months in order to work through the remaining outstanding issues and ultimately determine the success of the project.

Financial Implication:

Staff has identified some upfront cost savings attributed to each agency. Staff has also determined that a 6-month pilot has not been enough to quantify some of the financial impacts.

Recommendations:

Staff respectfully request the O&S committee to recommend to the Board an additional six-month extension of the One Seat Regional Ride program through November 30th, 2021.

Action Requested:

Staff respectfully requests the committee approve the six-month extension to the One Seat Ride Pilot project and forward to the full Board for approval.