County Connection

INTER OFFICE MEMO

To: Operations and Scheduling Committee   Date: 04/30/2021

From: Rashida Kamara, Director of ADA Services   Reviewed by: _WC._

SUBJECT: Pilot Project-Collaboration of CCCTA/LAVTA Paratransit Programs UPDATE #1

Background:

In March of 2021, the Board of Directors approved a one-year Pilot project in which LAVTA (Livermore Amador Valley Transit Authority) and CCCTA would collaborate to operate both agencies paratransit programs under one contractor, Transdev. This Pilot program was an effort to further the MTC goal of public transit agency collaboration to more efficiently spend transportation funding dollars. The pilot program would allow County Connection and LAVTA to share resources in delivering paratransit services in both agency's service areas. These resources include but not limited to, the contractors management, dispatch and customer service, scheduling, scheduling software and road supervison. Transdev would perform the LAVTA trips using their subcontractor BigStar, with signage that specifically identifies the vehicles as "Wheels DAR".

Service Update:

Upon approval of the pilot, an MOU was executed by both General Managers and an amendment was submitted and signed by Transdev to commence service on April 1, 2021. Transdev successfully transitioned and folded in LAVTA Paratransit service on April 1, 2021. Some of the transitional tasks included, hiring an Operations Manager and two dispatchers for LAVTA. Signage for the BigStar vehciles were ordered and mounted, tablets for the BigStar drivers were ordered and Transdev IT team along with CCCTA IT team configured them to receive manifest data. Transdev also worked with LAVTA's incumbent contractor MTM, to receive and download client data into our existing Trapeze scheduling software. CCCTA IT department worked with our phone systems to create phone numbers that would allow for call routing for LAVTA's public facing phone numbers (thus making the transition seemless to the passenger). The CCCTA eligibility department also worked tirelessly to enter subcequent passenger data into our scheduling system to prevent data from being lost. Once that process was complete, CCCTA staff created an automated system that allowed LAVTA staff to enter data directly into the Regional Eligibility Database (RED) and it would automatically download each night into CCCTA Trapeze scheudling software thereby eliminating the need for manual entries.

Day one was a success when you consider a 30 day transition period. 57 trips booked, 51 picked up and 98% on time. Since then Transdev continues to perform between 40 and 57 trips with an average weekeday with 95% to 100% on time performance.

Discoveries:

We have discovered some challenges that needed to be addressed. Our current phone system was unable to host an outside phone tree. Our IT department proposed, that LAVTA phone system host the phone tree and the system would forward calls to our phone, like a cell phone. This workaround was discovered the day before go-live and as such we were able to receive calls on day one. In addition, we have also discovered that many LAVTA passengers are already in our scehduling database because of previous trips in our service area, as a result, the reservations agent may pull up a passenger name and not realize there are two accounts as a result of the data addition from LAVTA. Our IT department has been able to identify which passenger ID belongs to LAVTA and CCCTA and will archive one. The reservation agent will then have to only contend with one passenger ID. In order to do this, trips have to be reconciled so a full passenger history can be avialble in the system. This is an on-going resolution and yet to be completed. Last but not least we need to streamline pick-up window procedures. LINK pick-up window is 0-30 minutes, wheresas LAVTA's pick-up window is 15 minutes before and 15 minutes after the requested pick-up time. As a result, it appears drivers maybe inadvertanly arriving early for LAVTA pick-ups.

Financial Implication:

As a result of this collaboration, County Connection will see a reduction in its FY 22 proposed monthly fixed cost of $153,094.65 to $148,292.28, as well as it's FY 22 variable rate of $50.56 to $50.42.

Attachment:

None

Action Requested

Information Only