

To: Operations and Scheduling Committee

Date: October 29, 2021

From: Rashida Kamara, Director of ADA, Specialized Services

Reviewed by: *WC.*

SUBJECT: One-Seat Regional Ride Pilot Update and Request for One Year Extension

Background:

In November 2020, the Board of Directors approved a six-month pilot to provide a One-Seat Regional Ride program (Program) 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 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 was then extended in April 2021, because the participating agencies experienced challenges, such as billing algorithms, data management and mapping trips crossing multiple service areas and providing test trips for East Bay Paratransit.

After one year, while it is clear that from the rider's perspective the Program has been successful, the participating agencies are still collecting and analyzing data on the Program, including all the pricing ramifications to determine the best way to make the Program permanent. These challenges include but are not limited to:

1. Identifying the full cost that should be allocated to each participating agency.
2. Should County Connection charge an administrative fee for managing the one seat project, since a considerable amount of staff hours have been dedicated to managing this program from both an administration and operations perspective?
3. Should County Connection take the One Seat Ride project and make it its own transportation mode (it is not an ADA mandated service but continues to be a necessary and vital need for the community)?
4. Should the cost model be changed from an hourly cost, which includes deadhead (that is currently being absorbed by County Connection only), to a cost per trip which is more cost effective for all participating agencies. Doing this would mean negotiating a different cost proposal with Transdev (County Connection's Paratransit Contractor).

Staff and the participating agencies believe they need the one-year extension to work through the aforementioned issues.

Recommendations:

Participating transit agencies have expressed their desire to extend the One-Seat Ride Regional Pilot program for one additional year, and as a result, staff respectfully requests the O&S Committee to recommend to the Board an additional one-year extension of the Program through November 30th, 2022.

Financial Implication:

Projected cost for a one-year extension is approximately \$170,00, and one of the components of staffs request for the extension is to determine how to equitably divide the cost among the participating agencies.

Action Requested:

Staff respectfully requests the committee approve the one-year extension to the One-Seat Ride Regional Pilot program and forward to the full Board for approval.