

To: Operations & Scheduling Committee

Date: 09/30/2022

From: Rashida Kamara Director of ADA & Specialized Services

Reviewed by: WC.

SUBJECT: One-Seat Regional Ride Pilot Program Extension November- 2022

Background:

In November 2020 the Board of Directors approved a six-month pilot to provide a one-seat ride across multiple transit agency service areas to passengers eligible for paratransit service. Participating transit agencies include Eastern Contra Costa Transit Authority (Tri-Delta Transit), Western Contra Costa Transit Authority (WestCAT), Livermore-Amador Valley Transit Authority (LAVTA), Central Contra Costa Transit Authority (County Connection). The pilot program has streamlined regional ride practices by eliminating required transfers for trips that cross multiple transit service areas. When utilizing this service, passengers have a one-seat ride for the entire duration of their trip.

Pilot Extension

The pilot was extended in April of 2021 after having been in operation for six months. The extension allowed partnering agencies to continue to offer a service that passengers voiced immediate customer satisfaction. It also allowed partnering agencies to continue to gather data and work on streamlining certain processes such as billing algorithms and data management as well as incorporating another neighboring paratransit agency, East Bay Paratransit, to provide test trips for their passengers. The collaborative nature of this pilot encompassing multiple transit agencies crossing various urbanized areas (UZAs), as defined by the Federal Transit Administration (FTA) has presented reporting difficulties in the National Transit Database (NTD). County Connection staff is working with staff at the FTA, NTD and the Metropolitan Transportation Commission (MTC) to resolve these reporting issues.

While staff works through the NTD reporting issues, the One Seat Ride partners are proposing to extend the programs pilot status for one more year by modifying the existing program to include a travel training component to better support users of the system. Additionally, Contra Costa County and the Contra Costa Transportation Authority (CCTA) have expressed a strong interest to expand the program to include residents of Contra Costa County that reside outside the jurisdictions of the existing four partners. This would include residents of Richmond, San Pablo, El Cerrito, El Sobrante and Kensington. Staff has been working with both the County and CCTA to secure Measure X funding to allow for the expansion.

Financial Implications:

Projected cost for a one-year extension is approximately \$300,000 which is within our current budget for Paratransit services. The potential additional cost of expanding services to the aforementioned residents in the western part of the county would amount to \$50,000 of which County Connection would use Measure X funding to offset the cost.

Recommendation:

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 2023, or until the trip reporting issues is resolved, whichever comes sooner.

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.

Attachments:

None