

To: Operations & Scheduling Committee

Date: 10/18/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RN*

SUBJECT: One Seat Regional Ride Pilot Program Extension November 2023

Background:

In November 2020, the Board of Directors approved a six-month pilot program for a One Seat Regional Ride serving paratransit-eligible passengers across multiple transit agency service areas. Participating agencies include Tri-Delta Transit, WestCAT, LAVTA, and County Connection. The pilot program simplifies regional travel by eliminating the need for transfers when crossing multiple service areas, ensuring passengers have a continuous One Seat Regional ride throughout their journey.

Pilot Extension:

In April 2021, the pilot program, which had been operational for six months, was extended. This extension allowed partnering agencies to maintain a service that received immediate customer satisfaction feedback. It also facilitated the ongoing collection of data, streamlining of billing algorithms and data management, and the inclusion of East Bay Paratransit for test trips.

The pilot was extended again in November 2022 as staff continued to address National Transit Database (NTD) reporting challenges due to the collaborative nature of the pilot involving multiple transit agencies spanning various urbanized areas (UZAs) as defined by the Federal Transit Administration (FTA) in collaboration with the FTA, NTD and the Metropolitan Transportation Commission (MTC). While this was ongoing, the One Seat Ride partners proposed a one-year extension of the program, incorporating travel training to better assist users and exploration of collaborations with the County of Contra Costa and Contra Costa Transportation Authority on how to expand the program into all of Contra Costa.

While staff continues to work through the NTD reporting issues, the One Seat Ride partners are proposing to extend the program's pilot status for one more year by modifying the existing program to include acceptance of paper tickets as a form of payment. This will enhance the accessibility of the program as passengers will have more than one option for form of payment. The second proposed modification is the inclusion of passengers' trip management capabilities through a mobile app.

Financial Implications:

The FY 2024 budget for Paratransit services incorporates the expenses associated with the pilot program at approximately \$600,000.

Recommendation:

Staff respectfully requests the O&S Committee to recommend to the Board an additional one-year extension of the Program through November 2024, or until the trip reporting issues are 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 it to the full Board for approval.

Attachments:

None