

To: Board of Directors

Date: 11/12/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by:

Ref

SUBJECT: Permanent One-Seat Ride Program and Memorandum of Understanding

Background:

In November 2020, the Board of Directors approved a six-month One-Seat Ride (OSR) pilot program serving paratransit-eligible passengers across multiple transit agency service areas, governed by a Memorandum of Understanding (MOU) between participating agencies including: Tri-Delta Transit, WestCat, LAVTA, and County Connection. The pilot program simplified regional travel by eliminating the need for transfers when crossing between paratransit service areas, ensuring passengers have a continuous One-Seat ride throughout their journey.

Pilot Extensions:

The pilot program was extended in April 2021, November 2022, and November 2023, while the program matured and partner agencies implemented a variety of innovations and improvements, including: streamlining customer service procedures, expanding fare payment options to include County Connection prepaid fare accounts and Tri Delta, LAVTA, and WestCat paratransit tickets, unified data management and invoicing algorithms, and procedures for reporting OSR program data to the National Transit Database (NTD).

Ongoing Program & Permanent MOU:

After an extended pilot phase, the OSR program has proven itself to be enormously beneficial for riders as well as operationally advantageous and cost-effective for the partnering agencies, when compared to the previous system of coordinated inter-operator transfer trips. Customers benefit from shorter and more comfortable origin to destination rides as well as lower fares, while OSR partner agencies benefit from significantly greater predictability and much lower shared per-trip costs.

All OSR trips are booked and dispatched through County Connection's LINK paratransit call center. OSR trips are performed primarily by County Connection's paratransit subcontractor, with the primary contractor providing "reverse rescue" service in cases where the subcontractor is unable to provide the trip – typically about 12% of monthly OSR trips. OSR passengers are charged the local ADA paratransit fare for the jurisdiction where each one-way trip originates. Following the close of each month, County Connection invoices the other partner agencies for the actual hours and reverse rescue miles operated within each partner's jurisdiction. Going forward, County Connection will report all OSR operations data to the NTD in the same way as ADA paratransit service is reported, and the partners will report program costs through coordinated reports.

In consultation with the partner agencies and Legal, staff has prepared a draft permanent MOU to govern the OSR program going forward. The draft MOU is based largely on the earlier pilot-phase agreements

and incorporates significant changes at the request of all parties involved. Notable changes from the pilot MOUs include clarification of party roles and responsibilities, and new provisions for cost sharing and monthly reporting. As before, the operating costs for OSR service will be apportioned between the partners based on the actual time and distance traveled in each agency's service area. However, the new MOU also includes partial support for County Connection's overhead costs. The new MOU also includes a list of specific metrics that will be reported to the partner agencies every month – which is also expected to facilitate more detailed and timely reporting and analysis to the Board.

Financial Implications:

Negligible. The FY 2025 budget for Paratransit services incorporated the expenses associated with the OSR program at approximately \$738,000. Staff anticipates that the new MOU's cost sharing provision will offset County Connection's OSR overhead costs by approximately 10%.

Recommendation:

The Operations and Scheduling Committee and Staff recommend that the One-Seat ride program be made permanent through the execution of a permanent MOU.

Action Requested:

The Operations and Scheduling Committee and Staff respectfully request that the Board of Directors approve Resolution No. 2025-15, approving the One-Seat Ride program as a permanent program, and authorizing the General Manager to enter into an MOU with Tri Delta Transit, LAVTA, and WestCat to implement the program.

Attachments:

Resolution No. 2025-15

RESOLUTION NO. 2025-15

**BOARD OF DIRECTORS
CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

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**APPROVING ONE-SEAT RIDE PROGRAM AND
AUTHORIZING THE GENERAL MANAGER TO EXECUTE A
MEMORANDUM OF UNDERSTANDING IMPLEMENTING THE PROGRAM**

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (Member Jurisdictions) have formed the Central Contra Costa Transit Authority (CCCTA), a joint exercise of powers agency created under California Government Code Section 6500 et seq., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions and certain unincorporated portions of Contra Costa County;

WHEREAS, on August 20, 2020 by Resolution 2021-006, CCCTA's Board of Directors approved a six-month pilot program to provide a one-seat regional ride for paratransit passengers wishing to travel across multiple transit agency service areas;

WHEREAS, the participating agencies included the Eastern Contra Costa Transit Authority (Tri-Delta Transit), Western Contra Costa Transit Authority (WestCAT), Livermore Amador Valley Transit Authority (LAVTA), and CCCTA;

WHEREAS, the pilot program streamlined regional ride practices by eliminating required transfers for trips that crossed multiple transit service areas, enabling passengers to have a one-seat ride for the entire duration of their trip;

WHEREAS, due to the success of the pilot program and the participating agencies' need to collect and analyze data, the pilot program was extended through November 30, 2024;

WHEREAS, due to the continued success of the pilot program, CCCTA and the other participating agencies wish to implement the One-Seat Regional Ride Program as a permanent program; and

WHEREAS, staff recommends and the Operations and Scheduling Committee concurs that the Board of Directors approve the One-Seat Regional Ride Program as a permanent program and authorize the General Manager or designee to execute the Memorandum of Understanding with the participating agencies implementing the program.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority approves the One-Seat Regional Ride Program as a permanent program, which will begin on December 1, 2024 and continue until terminated by mutual written agreement of the parties; and

BE IT FURTHER RESOLVED that the Board of Directors authorizes the General Manager or designee to execute a Memorandum of Understanding implementing the program and to take any other actions necessary to implement the program.

Regularly passed and adopted this 21st day of November, 2024 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Kevin Wilk, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board