

To: Board of Directors

Date: 11/26/2024

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: *Ref*

SUBJECT: Choice in Aging Memorandum of Understanding

Background:

Choice in Aging (CiA), an adult social service agency accounted for about 20% of County Connection's daily paratransit trip volume, before the COVID-19 pandemic. In the summer of 2017, under the prior paratransit service contractor, CiA and its clients experienced a number of challenges related to County Connection LINK paratransit service. To address these issues, County Connection retained a consultant to make recommendations to improve communication between County Connection and CiA, and to improve service outcomes for CiA's most vulnerable clients.

One of the solutions proposed by the consultant was that County Connection and CiA work together to provide a more tailored service using an accessible Transportation Network Company (TNC) partner for the small number of CiA clients that were unable to use LINK paratransit to access the CiA program. As a result, in March 2019, the Board approved a six-month pilot project, in which Choice in Aging would retain the services of SilverRide.

In January 2022, following a nearly two-year hiatus due to the pandemic, the Board again approved a demonstration pilot project as County Connection staff worked with Choice in Aging staff to reopen and identify new passengers. The new pilot also included a same-day booking option for the first time, enabling qualified program participants to book same-day trips to CiA using SilverRide. The same-day option was intended to eliminate unforeseen no-shows to the CiA day program and gave other clients the opportunity to benefit from the program by reducing or eliminating unused program placements.

Program Update

In January 2023, the Board authorized the General Manager to enter into a one-year Memorandum of Understanding (MOU) with CiA for reimbursement of SilverRide program expenses. The Board acted again in December of 2023 to authorize a new MOU allowing County Connection to continue reimbursing CiA's program expenses through December 2024.

Staff has continued to monitor the program over the past two years. On-time performance has remained exemplary, while the anticipated decrease CiA day-program no shows due to late LINK rides has been sustained since the beginning of the program. At the same time, the CiA - SilverRide program has benefited the LINK program by reducing both trip demand and the administrative load for dispatch

during the busiest hours of the day. The proven success of the program for all parties more than justifies County Connection's continued support.

Financial Implications:

Total CiA - SilverRide program costs of slightly under \$400,000 are expected for the current Fiscal Year (FY2025) and are included in the FY2025 budget. The SilverRide per-trip price of \$36.95 falls well below the average LINK paratransit trip cost of \$74.85, observed over the past 28 months.

Recommendation:

The Operations & Scheduling (O&S) Committee and Staff recommend executing a new one-year MOU with Choice in Aging, to enable them to extend their contract with SilverRide. This will continue to provide an alternative transportation service, offered by County Connection through CiA which is safe reliable and cost effective for a vulnerable population in our service area.

Action Requested:

The O&S Committee and Staff respectfully request that the Board of Directors authorize the General Manager to enter a new one-year MOU enabling County Connection to reimburse CiA for their SilverRide trip costs.

Attachments:

Resolution No. 2025-17

RESOLUTION NO. 2025-017

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

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**AUTHORIZING NEW MEMORANDUM OF UNDERSTANDING
WITH CHOICE IN AGING**

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, in 2019, CCCTA retained Douglas Cross Transportation Consulting to investigate, summarize and recommend best practices to improve CCCTA's Americans with Disabilities Act (ADA) paratransit services;

WHEREAS, as a result of this investigation, CCCTA's Director of ADA and Specialized Services worked in conjunction with Choice in Aging to launch a six month pilot program in June 2019 to passengers most affected by the constraints of CCCTA's ADA paratransit services, using SilverRide to provide round-trip door-through-door service for eligible Choice in Aging participants;

WHEREAS, in March 2020, the program was temporarily suspended as a result of the COVID-19 pandemic;

WHEREAS, on January 1, 2022, CCCTA and Choice in Aging entered into a Memorandum of Understanding (MOU) to resume the program by extending it for one year, during which SilverRide continued to deliver the aforementioned round-trip services;

WHEREAS, on January 1, 2023, the parties entered into a new MOU to continue the program through December 31, 2023;

WHEREAS, on January 1, 2024, the parties again entered into a new MOU to continue the program through December 31, 2024;

WHEREAS, given the success of the program, the parties wish to continue the program;

WHEREAS, the program will continue to be managed by Choice in Aging (utilizing SilverRide to provide the round-trip services) and CCCTA will provide guidance and periodic audits to ensure the program is meeting its intended goals; and

WHEREAS, staff recommends and the Operations and Scheduling Committee concurs that the Board authorize the General Manager to enter into a new MOU with Choice in Aging to continue the program for one year, commencing January 1, 2025.

NOW, THEREFORE, BE IT RESOLVED that the Central Contra Costa Transit Authority Board of Directors hereby authorizes the General Manager to execute a new MOU with Choice in Aging for a one year term, in a form approved by legal counsel, and to take all other actions necessary to give effect to this Resolution.

Regularly passed and adopted this 19th day of December, 2024 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

Kevin Wilk, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board