

To: Board of Directors

Date: April 7, 2026

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: *Ref*

SUBJECT: New Memorandum of Understanding with Choice in Aging

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 January 2022, following a nearly two-year hiatus due to the pandemic, the Board approved a demonstration pilot project through which County Connection reimbursed CiA for door-through-door trips provided by a third-party Transportation Network Company (TNC) operator, SilverRide, for CiA attendees who are County Connection LINK-eligible, but whose needs exceed the standard of care available through shared-ride paratransit service, or who need rides to and from CiA on very short notice. Within a short time, the pilot program proved highly beneficial to CiA and its clients and cost effective for County Connection. As a result, the Board authorized extensions of the pilot program through 2023 and 2024. For 2025, the Board approved transitioning the pilot to a permanent program.

Program Update:

The CiA-SilverRide program continues to provide a comfortable and flexible alternative for qualifying CiA riders and remains very affordable for County Connection. To support the program long term, a new Memorandum of Understanding (MOU) between County Connection and CiA is needed. The new MOU will document the roles and responsibilities of both County Connection and CiA related to the program, clarify and streamline the enrollment process for new program riders, and include necessary “pass-through” provisions to ensure that the service CiA contracts for with SilverRide meets County Connection’s regulatory compliance and reporting needs. The new MOU will include a base term of three (3) years, with two (2) one-year extension options, for a potential term of up to five (5) years. This will allow both CiA and County Connection to effectively incorporate the program into long range plans.

Financial Implications:

In fiscal year 2025 (FY25), County Connection LINK transported 99,677 registered riders at a total contract cost of approximately \$7.7 million, or roughly \$77.24 each. During the same time period the CiA-SilverRide program transported 9,829 registered riders at a cost of \$36.95 each – an average savings of about \$40.30 per trip, or about \$396,000 overall. \$400,000 was budgeted to support the program through FY26. Actual trip counts have come in slightly higher than expected, and as a result \$450,000 has been included in the preliminary budget for FY27.

Recommendation:

The Operations and Scheduling Committee and staff recommend that the Board adopt Resolution 2026-24, included as Attachment A.

Action Requested:

The Operations and Scheduling Committee and staff respectfully requests that the Board adopt Resolution No. 2026-24.

Attachments:

Attachment A: Resolution No. 2026-24

RESOLUTION NO. 2026-024

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, January 1, 2024, and January 1, 2025, the parties entered into new MOUs to continue the program;

WHEREAS, given the success of the program, the parties wish to continue the program on an ongoing basis;

WHEREAS, the program will continue to be managed by Choice in Aging (utilizing a contractor to provide 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 until June 30, 2029, with up to two optional one-year extensions.

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 until June 30, 2029, with up to two optional one-year extension terms, 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 16th day of April 2026 by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

Robert Storer, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board