



Contra Costa Accessible Transportation Strategic Plan

Task Force Meeting #2

November 18, 2021



Measure X Funding Accessible Transportation Strategic (ATS) Plan Implementation Older adults, Persons with disabilities, and veterans

ATS IMPLEMENTATION ACTIVITIES

- **Establishment of a Coordinating Entity.** Responsible for short and long term implementation of accessible transportation strategies including the identification of a new, ongoing funding source to support operations.
- **One Call/One Click Operations.** Countywide, centralized phone and internet -resource for all modes of transportation serving target populations.
Assisting callers in making travel plans based on their abilities.
- **User-side Subsidies** for low-income populations for whom existing fares are a barrier to access.
- **Expansion and Enhancement of One Seat Ride Pilot Program** allowing passengers to travel throughout the county (and possibly outside the county) without having to transfer between paratransit vehicles.
- **Funding Proposal: On-going funding of \$1.4 Million until stable funding is identified**



Accessible Transportation Terms and Concepts

ADA-mandated paratransit service

Human Service Transportation

Mobility Management

Transportation Network Company (TNC)

Microtransit

One Seat Regional Ride Program

RASHIDA KAMARA, DIRECTOR OF ADA AND SPECIAL SERVICES

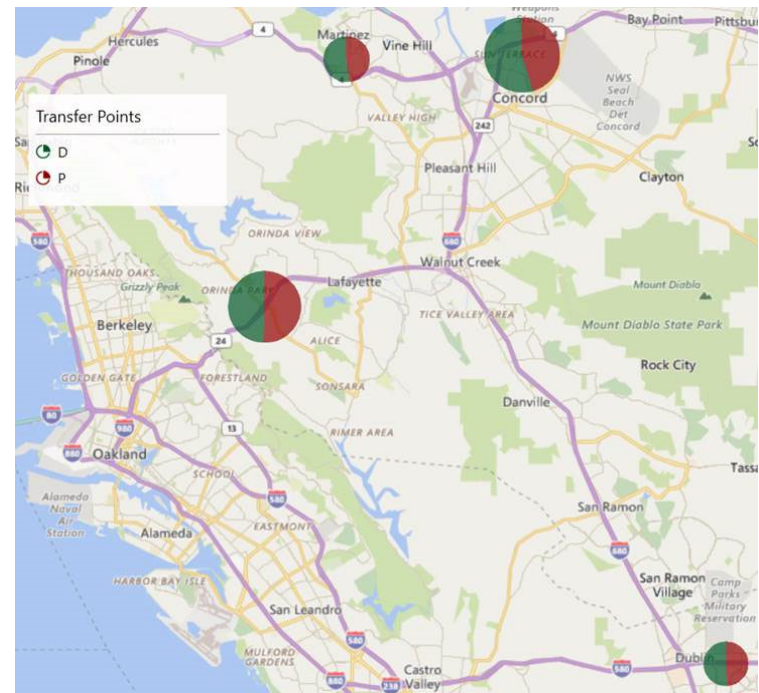
NOVEMBER 16, 2021

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Background

- Actual Dwell Time 2-3X Longer
- Agency time to book
- Time to coordinate
- Days to coordinate
- Driver wait time at meet point
- Ripple Effect on the Schedule
- Passenger Safety/Satisfaction



*Depicting Trips for County Connection Only

Before One Seat

12 Months Pre-COVID

(Nov. '18 – Oct. '19*)

- Total Transfer Trips – 14,734
- No Shows – 2.3%
- Cancellations – 20.3%
- OTP – 84.3%
- Avg. Dwell Time (CCCTA) – 9.8 Minutes

12 Months Partial - COVID

(Nov. '19 – Oct. '20)

- Total Transfer Trips – 8,657
- No Shows – 5%
- Cancellations – 21%
- OTP – 92.6%
- Avg. Dwell Time (CCCTA) – 7.2 Minutes

Streamlining Procedures

- Inter-Agency Agreements
- Trapeze Maps
- Policy Updates
- Fare Structure
- Booking Policy – One Day Advance
- Cancellation Policy -1 Hour
- One Phone Number – Centralized Scheduling

Participating Agencies:



County Connection

More Efficient Transfer Trips

- Elimination of Touch Points/Wait Times
- From 4 reservation Agents to 1
- From 4 Drivers and 4 Vehicles per one ROUND trip to 2 Drivers and 1 Vehicle
- Agencies Share Cost Based on Time Spent in Each Service Area
- Choosing a low-cost vendor

After One Seat

Nov. '20 – Current (**11 Months)

- Total Transfer Trips – 6,311
- No Shows – 3%
- Cancellations – 12%
- OTP – 96.3%
- Avg. Dwell Time (CCCTA) – 44% Decrease

Challenges

- Non-ADA mandated service
- Unknown expense
- Deadhead cost
- Long trips like San Francisco and Stanford
- Matching Agency Performance criteria
- On-going funding
- Keeping a low-cost Vendor
- Low Productivity With Social Distancing Protocols

COVID Cost Structure

Actual Trip Duration vs. Full CCCTA Trip Cost (launch to present)

- All Agency Cost for Trips Within the Polygons: \$82,466.60
- CCCTA Cost for Unreimbursed Deadhead: \$40,856.79

Share of Trips



49%



4%



42%



5%

County Connection ○ — ○ — ○ — ○ — ○

Improved Passenger Experience

“The one seat pilot has given me back my life. I feel secure, safe, it’s the next best thing to putting my key in the ignition and starting my own car. I now live in Livermore territory and continue to take regional transfer trips, but with one, seat, I call one number to book, drivers are always on time, they take care of me, they have given me back my independence.”

- Alana Pineda, Passenger

“The best experience I have had has been with County Connection LINK One Seat Program. The drivers are well trained, they are very friendly, and I always arrive on time to my medical appointments.”

- Arvid Diwakar, Passenger

Improved Passenger Experience

"I am very pleased with the One Seat Program, and I would love to continue using it because it eliminates the communication problem between agencies. I always arrive on time to my appointments using One Seat, and due to my physical condition (severe lumbar pain/sciatica pain), I cannot wait for a long period of time at the Bart station. The One Seat Program eliminates many of my worries because I am dealing with one agency that transports me from point A to point B and is efficient and reliable."

- Sharon Diston, Passenger

"One Seat cuts my trip time from 3 hours to now about 1 hour depending on traffic, I just wish it was cheaper, because I do not work anymore."

- Vandaya Vyas, TriDelta Passenger

"The drivers do an excellent job and above all, my state of health is fragile, and after dialysis treatments I can come home sooner than if I was using Traditional Transfer and can begin to rest and take my medication on time in order to recover."

- Monisha Whigham, Passenger

Next Steps

- MTC Transformation Action Plan – Unfolding Plan to Fund Subregional One Seat Paratransit Ride Pilot Projects
- Post Pandemic Cost Structure
- Reduced Rate Per Trip

Decisions to Make

- Extension of the Pilot Program (up to one year)
- Conversion to a Permanent Program
- Premium Fare, Rider's Choice, Fees for No Shows and Cancellations

Questions?

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RASHIDA KAMARA CCCTA ADA DIRECTOR 11.16.21

Begin Overview of Organizational Structures

- Our goal is to create a Coordinated Entity – Mobility Management Center
- Consolidated Transportation Service Agency (CTSA)s
- Examples of Mobility Management Centers
- What are the research questions we should focus on?

Consolidated Transportation Service Agency (CTSA)

- Designation is incorporated in the California Transportation Development Act (TDA) to promote service coordination
- In the Bay Area, the MTC designates an agency as a CTSA
 - Appendix D3 of ATSP lists MTC process
- The designee can be an existing agency, new agency (e.g. a joint powers authority), or a non-profit organization
- Can be designated Countywide or by a smaller area (e.g. by planning area) – Coordinated Plan focuses on County level
- Designation may give preferential access to certain funds, such as Federal Section 5310

Examples of Mobility Management Centers

Name	Type of Agency	Programs Supported (Excerpt)	Funding
Access Services (LA)	Local public entity	<ul style="list-style-type: none"> • Call Center • ADA paratransit - utilizes a fleet of small buses, mini-vans, and taxis • Travel Training 	Federally funded regional contracts with independent private transit providers, Proposition C sales tax, 5310, and farebox
Facilitating Access to Coordinated Transportation (FACT) – San Diego	Nonprofit agency	<ul style="list-style-type: none"> • Call Center / online tool • ADA paratransit • City programs • RideFACT 	TDA, 5310, Senior Mini Grant (SMG), Neighborhood Reinvestment Program (NRP), Community Enhancement (CE)
Omnitrans – San Bernardino	Transit Agency	<ul style="list-style-type: none"> • Travel Training • Volunteer Driver Reimbursement • Taxi / Lyft RIDE Program 	5310, Measure I
Solano Mobility	Transportation Authority	<ul style="list-style-type: none"> • Call Center • Travel Training • Countywide ADA Eligibility • Intercity Taxi Card Program • Medical Trip Concierge Program (GoGo Grandparent) 	<p>One-time: AAA, County, Yocha Dehe Winton Nation</p> <p>Regular: STAF, TDA, 5310, CPUC (planned)</p>