

December 14, 2023

Accessible Transportation

Strategic Plan Task Force

Committee

Regular Meeting

*Handout*

*Regular Agenda Item No. 4.A*

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## CCTA Accessible Transportation Coordinating Entity (CE)

## Roles and Responsibilities

Updated December 2023

One of the Recommendations from the Accessible Transportation Strategic Plan (ATSP) is to:

*"... Establish a Dedicated Countywide Coordinated Entity (CE): Mission: The role of the CE would be to implement study recommendations...Present a unified voice regarding policy and funding at the local, state, and federal levels..."*

Coordination is emphasized in the ATSP because it is well-known, long-established industry best practice described as:

*"the best way to stretch scarce resources and improve mobility for everyone"<sup>1</sup>.*

The Coordinating Entity (CE) will coordinate all accessible transportation resources and will serve as a one-stop source for accessible transportation in Contra Costa County. The CE's functions are defined in the ATSP and can be grouped into the following categories for better organization.

*Accessible transportation partners, community leaders, and providers have general consensus on the CE functions. The following is intended to document that consensus.*

**1. Improve Access to Service**

- Facilitate overall system coordination.
- Serve as a central information source for customers. For example, establish a One Call/One Click Center.
- Implement means-based fare programs for paratransit passengers and other vulnerable populations
- Work with partners to define and deploy technology improvements to improve customer information and service
- Provide information, education, and travel training to riders and caregivers
- Conduct continuous coordination interconnecting the various nonprofit, private, social service providers, and public service transportation and other providers to work together to enhance existing services, revenue streams, and identify solutions to problems in a cost-effective manner.

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<sup>1</sup> National Academies of Science: Transit Cooperative Research Program #91, [\*"Economic Benefits of Coordinating Human Service Transportation and Transit Services"\*](#)

- Provide passengers with Real-Time Transportation Information (Paratransit Vehicle Location, BART elevators, Wheelchair Spaces on Buses), including real-time information about vehicles, bus stops and various accessibility features.
- Work with partners to develop and administer a uniform Countywide ADA Paratransit Eligibility Certification Program to support the regional effort currently overseen by the Metropolitan Transportation Commission (MTC).

## 2. Support Service Delivery

- Conduct services gap analysis: and identify which organizations might best fill the needs. Track complaints and difficulties and address them specifically and systemically. The CE is responsible for understanding the system, what is working, not working, and identifying what is needed. For example, conduct planning work on the One Seat Ride expansion, and support West County Pilot.
- Make recommendations about system needs, resources, and improvements. Provide regular reports to the CCTA.
- Support services beyond ADA complimentary parameters: Identify areas of greatest need that are viable for added service, develop service model most appropriate for those areas, Identify potential providers.
- Review Scheduling Software that create a seamless system of services for passengers.
- Coordinate and support ongoing efforts to secure funding (Examples: FTA 5310, state legislation, other grant programs).
- Facilitate a volunteer driver program

Explore, and support trip planning and reservation apps

*The CE's implementation of ATSP recommendations will rely on a scaled approach which prioritizes the use of existing institutional capacity: Implementation will follow the following approach: 1) For expansion/improvement of existing services, support the scale up the existing providers through the provision of additional resources, 2) For new services, consult with providers in this service area to gauge interest/capacity to provide additional services, 3) For new services with no existing local capacity only then will the CE examine the potential for contracting with a new provider or initiating operations independently.*

*Tasks in the next category require different expertise and resources compared to the first three categories.*

## 3. Policy Influence, Leadership, and Fund-Development

- **Advocate** for all forms of accessible transportation at the state and local level with a unified voice. Engage Board of Supervisors, MTC, and other key leaders to help solve problems and remove roadblocks.
- **Advance** accessible transportation vision and monitor progress toward ATSP goals.
- **Cultivate** community engagement and ownership.
- **Funding advocacy:** advocate for priorities for accessible transportation.
- Seek and secure additional funding opportunities (beyond Measure J and Measure X funds) that will fund the CE and the accessible transportation ecosystem

### **What value will the CE bring that is not already possible with existing entities?**

The CE will add value to the current ecosystem of accessible transportation partners by contributing the following:

- **Fill the accessible transportation policy/advocacy vacuum** – The CE is a necessary response to our 35-year experience with mobility planning and is consistent with and validated by the 2004, 2013 and 2021 studies and addresses unfulfilled direction in the Measure J expenditure plan.
- **Focused system coordination** – Consistent with widely accepted industry best practices and the aforementioned prior studies, an organization focused solely on system coordination, collaboration, and brokering resources to improve accessible transportation.
- **Advocacy**- An independent entity with diverse representation that can play an advocacy role to improve accessible transportation resources and credibly influence and advance policy change.
- **Fund-development**- Access and develop private and public funding sources not available to other entities. More research is needed to determine what these sources might be.
- **Reduce costs**- Reduce costs via coordination and efficiency.
- **Trusted leadership** – A dedicated resource that can credibly broker trusting relationships and partnerships with both riders and service providers.

### **What will the CE not do?**

- **Operate service;** unless no operator is willing or able to do so; there are three capable operators in the County that can meet the needs of the community if properly funded.
- **Dictate policy or direction** to the existing operators on **how to provide ADA service** as that is a core requirement of each agency as defined by federal law
- Schedule or **determine how existing services are provided.**
- **Dictate the software solutions** operators use in managing and providing the existing services offered.

- Transit Operators and the Coordinating Entity will have mutual respect for the funding streams and authority of each agency.



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# Coordinating Entity Development Update

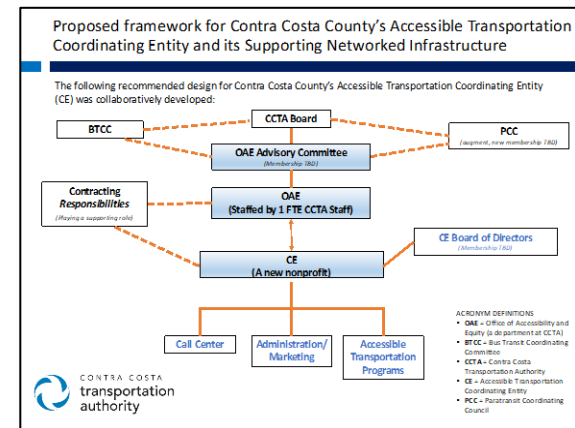
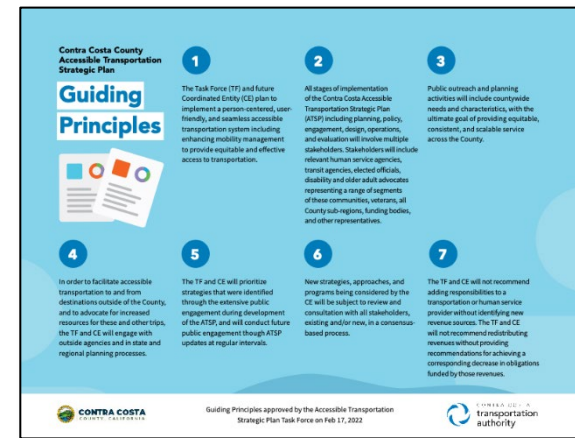
Prepared for Contra Costa Transportation Authority  
Lyons-Newman Consulting | December 14, 2023

# Where We Were – 2021-2022



CCTA adopted the Accessible Transportation Plan (ATSP) in March 2021. The ATSP identified the need for a coordinated structure led by a new Coordinating Entity (CE).

- **Guiding principles** were adopted 2/2022
- A **discovery process** was conducted (20 informant interviews conducted by Lyons-Newman Consulting; Surveys of operators / community partners conducted by CCTA) (9/2022)
- The ATSP Task Force decided to develop a **nonprofit/CCTA partnership “hybrid” model for the CE** (8/2022)
- Lyons-Newman Consulting provided **initial recommendations on CE development** (10/2022), including to take a whole ecosystem approach, use existing resources before developing new ones, and the central CE function should be coordination
- **CCTA board approved the establishment of a CE framework** (12/2022)





# What Has Been Accomplished – 2023



Since January 2023, CCTA staff, in dialogue with our partners, have been developing the Coordinating Entity and its supporting structures.

*Between  
January –  
September  
2023, CCTA  
has:*



- **Clarified the unique value proposition offered by the CE:**
  - Focused system coordination
  - Advocacy
  - Fund development
  - Costs reduction
  - Trusted leadership
- **Defined the core functions of the CE:**
  - a. Serve as a central information source
  - b. Facilitate system coordination and provide leadership
  - c. Assess needs and recommend accessible transportation system improvements and expansions
  - d. Design programs to improve systems needs
  - e. Mobilize resources
- **Hired Rashida Kamara as Program Manager, Accessibility & Equity (9/2023)**

# CORE CE FUNCTIONS AND PARTNER ROLES

## Core CE functions

1. **Serve as a Central Information Source** (Serving as a hub for consolidated accessible transportation information, e.g., travel training, One Click/One Call)
2. **Facilitate System Coordination and Provide Leadership** (Interconnecting the various nonprofit, private, social service providers, and public service transportation and other providers and systems to work together to enhance existing services and identify solutions to problems in a cost-effective manner)
3. **Assess Needs and Recommend Accessible Transportation System Improvements and Expansions** (e.g., Conduct gaps analysis, monitor complaints and difficulties, and identify what is needed systemically and system-wide, make system improvement recommendations, engage elected officials)
4. **Develop Programs to Improve System Needs** (e.g., Deploy technology to improve customer information and service and support transit agencies in expanding their one seat program; in collaboration with Transit agencies and deferring first to operators or nonprofits to do this)
5. **Mobilize Resources** (Seek and procure additional funding opportunities, and coordinate existing funding efforts)

# What Should the CE Not Do?

The success of the CE is dependent on the collaboration and non-compete existence between the CE and existing transit operators. As a result, there are functions that are not necessary for the CE to do.

As conveyed by the Transit Operators, the CE should not:

- **Operate service;** (unless no operator is willing or able to do so); there are three capable operators in the County that can meet the needs of the community if properly funded.
- **Dictate policy or direction** to the existing operators on **how to provide ADA service** as that is a core requirement of each agency as defined by federal law
- Schedule or **determine how our existing services are provided**
- **Dictate the software solutions** operators use in managing and providing the existing services offered
- Transit Operators and the Coordinating Entity will have **mutual respect for the funding streams and authority of each agency.**

**Questions?**

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