

# One Seat Regional Ride Program

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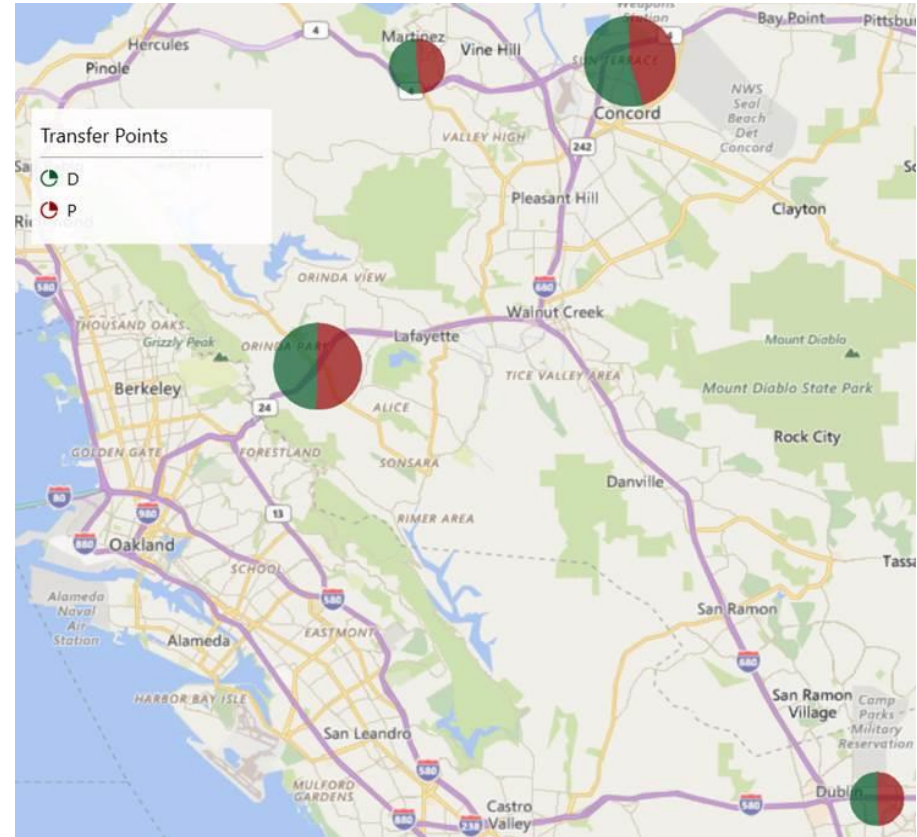
RASHIDA KAMARA, DIRECTOR OF ADA AND SPECIAL SERVICES

*County Connection*



# Background

- Actual Dwell Time 2-3X Longer (30 minutes to 3 hours on average)
- 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

# Transfer Trip Historical Data

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## County Connection Link FY18/19

- Total Trips - 12,791
- Trips Exceeding 1 Hour Wait - 362
- Estimated Cost - \$17,929\*
- Trips Exceeding 15 min 4,560
- Estimated Cost \$56,452

## East Bay Paratransit & County Connection Transfers FY18/19

- Total trips-11,891 Trips Exceeding 1 Hour Wait - 267
- Estimated Cost - \$24,030
- Trips Exceeding 15 min 3,149
- Estimated Cost- \$70,852

\*assumes \$49.53/hr.

\*\*assumes average of \$90/hr.



# Streamlining Procedures

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

Participating Agencies:



# Launch and Initial Adjustments

- COVID Created an Opportunity
- November 2020 Launch
- County Connection Call Center
- Removal of Premium Fare



# Ease of Use

- Centralized Scheduling
- My Transit Manager
  - Real-Time ETA
  - Views of Subscriptions and Future Trips
  - Transit GPS Pick Up
  - Rate My Ride



It's as easy as  
**1-2-3...**

## Reserve Your One-Seat Ride Today!

*Introducing* a new service that allows you to travel between participating paratransit service agencies without having to transfer or pay an extra fare, saving time and hassle!

1. Call 925-680-2134 to reserve your one-seat ride
2. Pay the driver your total agreed upon fare
3. Travel your One-Seat Ride directly to your destination in a clean, socially distanced and passenger limited vehicle!

- We are eliminating transfers on regional trips and offering a one seat ride during a 6 month pilot project period to gauge interest and demand during the pandemic
- Temporarily, the total fare is simply the paratransit fare of the transit agency that serves the area where you board for your trip
- View the status of your One-Seat Ride at all times using the MyTransitManager App

Participating Agencies:

Watch for additional agencies to join soon!

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

# Improved Passenger Experience

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“I’ve been riding Paratransit for 5 years. In that time, I’ve lived in East West and Alameda County. I’ve had chronic back problems and each time I saw a specialist for my back it required I travelled outside of my service area. Long trips and wait times are especially painful and stressful. They make my back pain worse.

On one occasion, I travelled to Brentwood for a Dr’s appointment. I was coming from CCCTA. The driver had to pick-up several individuals before taking me to the North Concord BART station to meet Tri-Delta. We were late getting there but Tri-delta was late arriving. By the time we reached my Dr’s office, it was closed and we had been on the van for almost 6 hours. My son who was travelling with me was so frustrated and expressed himself to the driver, even though he realized it was not the driver’s fault. Transfer trips can be very stressful. You never knew how long it will take, if the other agency will get your reservation or whether you will be late.

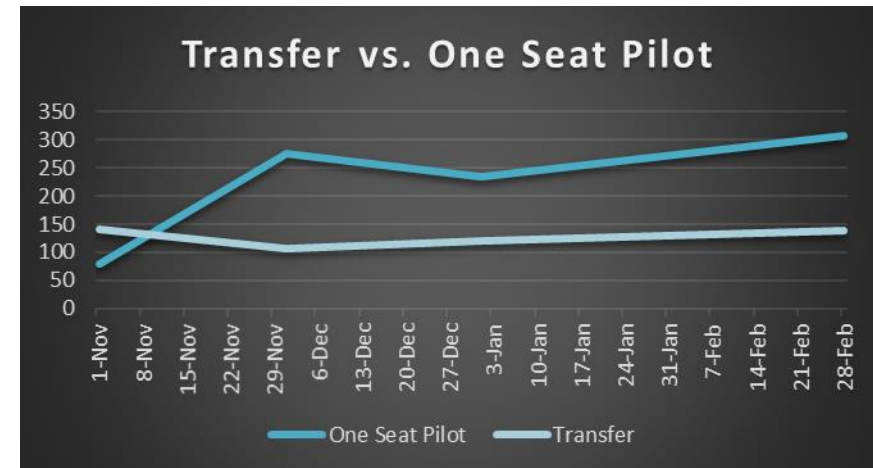
The one seat pilot has given me back my life. I feel secure, safe, it’s the next best thing to putting my key in the ignition and starting my own car. I cannot drive since the onset of my back condition and have since had surgery. I now live in Livermore territory and continue to take regional transfer 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



# 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 1 Vehicle
- Agencies Share Cost Based on Time Spent in Each Service Area
- Choosing a low-cost vendor





# Challenges

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- 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



# Next Phase

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- Testing East Bay Trips
- Expanding program to include One Seat between other agencies
- Buy in from other decision makers (Recognizing our obligation to ensure equality for all through simple transit options, and legislative support)
- Oversight of program and expansion
- Funding (Professionally and morally responsible for securing funds)
- Policy Management By Accessible working Group (BAPAC)



# Questions?

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