

## Contra Costa County: Paratransit Policies/Guidance 1990 - 2019

Highlighted policies/recommendations from the following approved/adopted documents have **not** been implemented:

1. CCTA Measure J (2004) Transportation Sales Tax Expenditure Plan (Ordinance # 04-02)
2. CCTA Paratransit Improvement Study – 2004
3. Contra Costa Mobility Management Plan 2013
4. Contra Costa County Paratransit Plan 1990

### Contra Costa Transportation Authority Measure J (2004) Transportation Sales Tax Expenditure Plan (Ordinance # 04-02)

*Transportation for Seniors & People with Disabilities funds shall be available for*

*(a) managing the program,*

*(b) retention of a mobility manager,*

*(c) coordination with non-profit services,*

*(d) establishment and/or maintenance of a comprehensive paratransit technology implementation plan, and*

*(e) facilitation of countywide travel and integration with fixed route and BART specifically, as deemed feasible.*

### Paratransit Improvement Study 2004

*"...the consulting team recommends continued delivery of ADA paratransit in Contra Costa under the current decentralized\* model. Under the current model, improvements to service efficiency and service quality are possible through the implementation of selected elements from the following "toolbox..."*

**\*Note:** The approach recommended in the 2004 study, "...continued delivery...under the current decentralized model..." was subsequently and unintentionally identified as a flawed approach in the 2013 Mobility Management Plan (described below and which also contains substantial unimplemented recommendations), "...lack of a structural platform...major impediment to action...". In addition to the need for a "structural platform" to implement findings in the 2004 study, the recommendations would not likely be cost effective on a sub-regional (aka "decentralized") level.

#### 6.4.2 ESTABLISHMENT OF A SEPARATE OPERATING ENTITY TO COORDINATE TRANSFERS

#### 6.4.4 STANDARDIZATION OF ADMINISTRATIVE, OPERATIONAL AND SERVICE DELIVERY POLICIES AND PROCESSES

6.4.4.1 *Standard Policies Regarding Scheduling Parameters (including advance booking times, application of scheduling windows, etc.)*

6.4.4.2 *Automating Scheduling of Inter-Agency Transfers*

6.4.4.3 *Allocate a Dedicated Fleet of Vehicles for Inter-Agency Transfers*

#### 6.4.8 COORDINATION OF COMMUNITY-BASED AGENCY TRANSPORTATION

*A mobility manager is a transportation organization serving the general public that responds to and influences the demands of the market by undertaking actions and supportive strategies, directly or in collaboration with others.*

*The mobility management function may assume one or more of the following responsibilities:*

*Centralized information dissemination and referral service -*

*Support services*

*Brokerage service*

#### 6.4.9 TECHNOLOGY ROLE

*Trip Planning*

*AVL Implementation*

*MDT Implementation*

*Coordinated Client Data Management*

*IVR implementation*

### Contra Costa Mobility Management Plan 2013

*The plan has broad support from CCTA, transit operators, and human service agencies.*

*This Plan recommends the formation of an organization to take the lead in implementing a broad range of mobility management strategies. Specifically, a Consolidated Transportation Services Agency (CTSA) is recommended for*

**Contra Costa County.** Further, careful consideration has been given to alternative legal structures for a CTSA. The result of that dialog has been **the agreement to pursue a non-profit corporation model.** The principal basis for recommending this structural model is the level of success in other communities that have adopted this structure.

The planning process identified that **a major impediment to action is the lack of a structural platform to serve as the vehicle through which action is accomplished.** **That vehicle has now been identified as a Consolidated Transportation Services Agency (CTSA).**

Of the models presented above the **non-profit agency model has historically been the most notable in terms of implementing programs with long-term sustainability.** Non-profit agencies such as Outreach<sup>1</sup> and Escort, Ride-On, and Paratransit, Inc. have delivered successful coordinated transportation programs throughout California for many years. Each of these organizations continues to evolve to meet the needs of the communities they serve. **Non-profit organizations have typically been the most successful CTSA model for a number of specific reasons.**

### Contra Costa County Paratransit Plan 1990

**Mission:** Promote a **comprehensive, integrated quality paratransit system** to meet the special needs of persons, who, because of age or disability, are unable to use the County's fixed-route public transportation services.

**Goal 1:** Promote **standardized service policies to equitably improve mobility** for persons unable to use fixed-route transit.

**Goal 2:** Promote a coordinated paratransit service network within the County to maximize convenience and ease of use.

**Goal 3:** Ensure the most efficient\*\* and effective service within available funding.

### Other

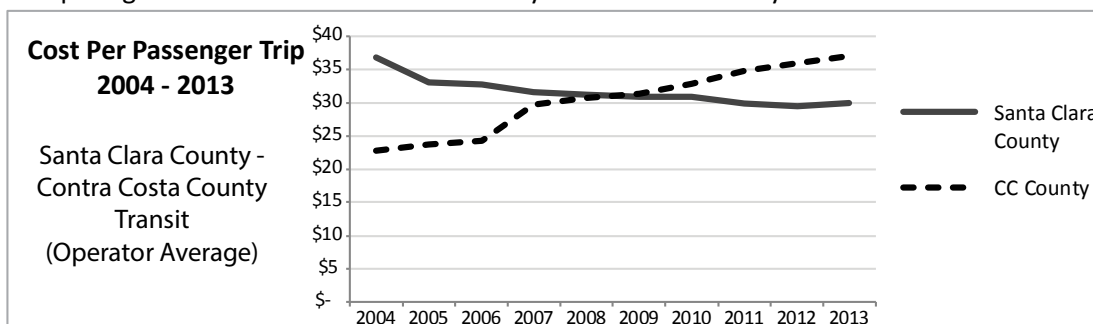
It is the Transportation Authority's view that **one way to meet the County's paratransit goals and objectives might be to allocate funds for a professional paratransit coordinator or broker from the sales tax revenues targeted for paratransit.** This approach has been recommended in Alameda County as part of that County's Measure B transportation program.

The Transportation Authority sees **the development of a cohesive, coordinated paratransit plan as a key milestone in addressing Countywide paratransit issues.**

Due to staff constraints, a critical deficiency in the PCC is **the lack of performance monitoring and operational analysis, both of which are crucial to making informed planning decisions.** Existing PCC members have indicated they would welcome objective, non-operator, professional paratransit input on a regular basis as a means to broaden the group's planning perspective.

**Different service hours, reservation and shared ride procedures, fares, eligibility criteria, escort procedures and trip purposes served make it difficult to effectively coordinate service among the various operators. Differing service policies also result in inequities from a user perspective.**

**\*\*Note:** Relative to the "most efficient" goal, the data<sup>2</sup> and chart below were provided during the 2016 Measure X effort comparing the cost effectiveness of a countywide coordinated system relative to Contra Costa's system:



<sup>1</sup> Relative to the claims of fraud by the Valley Transportation Authority and subsequent investigation by the FBI of Outreach Paratransit in 2016, an audit in 2018 by the County of Santa Clara found no wrongdoing, no charges were ever filed.

<sup>2</sup> 60% increase in paratransit cost per trip from 2004 - 2013 (average of all Contra Costa transit agencies) Data source: 2004-2013 National Transit Database