

## Contra Costa County: Paratransit Policies/Guidance 2004 - 2013

Highlighted policies/recommendations have not been implemented.

### Measure J 2008 Transportation Expenditure Plan - Excerpts

*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 - Excerpts

*"At this time, the consulting team recommends the continued delivery of ADA paratransit services 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" of service strategies."*

**\*County Staff Note:** The approach recommended in the 2004 study, "...continued delivery...under the current decentralized model...improvements to service efficiency...service quality" was subsequently identified as a flawed approach in the 2013 Study, "...lack of a structural platform...major impediment to action..."

#### **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 - Excerpts

*The plan has broad support from CCTA, Contra Costa 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.*

---

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