



MEMORANDUM

To: Ying Smith, CCTA,
Contra Costa County Board of Supervisors c/o
Transportation, Water, and Infrastructure Committee

From: Nelson\Nygaard

Date: March 3, 2023

Subject: Q3 and Q4 2022 Measure X Progress Report

Introduction

The Accessible Transportation Strategic (ATS) Plan defines how Contra Costa will improve transportation options for older adults, persons with disabilities, and veterans. The ATS Plan was collaboratively developed over several years in consultation with elected officials, non-profit based advocates, users of the system, and planning/operations staff. This effort was jointly conducted by the Contra Costa Transportation Authority (CCTA) and Contra Costa County with oversight provided by a Policy Advisory Committee (PAC) and Technical Advisory Committee. The Board of Supervisors approved the ATS Plan on March 9, 2021 as did CCTA shortly thereafter.

Consistent with the recommendations of ATS Plan, the details and timing of implementation activities will be governed by a newly formed Task Force (another recommendation of the ATS Plan) which had its first meeting on October 21, 2021. The Task Force has a similar composition to the PAC with elected officials, advocates, users of the system, etc.

The Measure X Goals align with the goals of ATS Plan implementation. The approved ATS Plan strategies proposed to the Measure X Advisory Committee and the Board of Supervisors to be funded by \$1,400,000 of Measure X funds initially are:

- **User-side Subsidies** for low-income populations for whom existing fares represent a barrier to access.
- **Expansion and Enhancement of One Seat Ride Pilot Program** allowing paratransit riders to travel throughout the county (and possibly outside the county) without having to transfer between paratransit vehicles.
- **One Call/One Click Operations Center.** Countywide, centralized phone and internet resource for all modes of transportation serving target populations. Assisting callers in making travel plans based on their abilities.

- **Establishment of a Coordinated Entity** that will be responsible for short- and long-term implementation of accessible transportation strategies including the identification of a new, on-going funding source to support continuing operations.

Measure X Goal

The County's Accessible Transportation Strategy falls under the **GOAL 4: INTERGENERATIONAL THRIVING** goal area established by the Measure X Community Advisory Board:

GOAL 4: INTERGENERATIONAL THRIVING

We strive to be a community that intentionally strengthens and provides support for all residents and for family members of all generations, including children, youth, and older adults.

The selected strategies align with the Measure X Goal of Intergenerational Thriving in several ways. User-side subsidies will allow qualified low-income older adults and people with disabilities to make necessary trips with less impact on limited incomes. Expansion and enhancement of the One Seat Ride Pilot Program will increase access to potentially challenging trips, for example medical trips to different parts of the county. Development of a countywide one call/one click center will make it easier for individuals to identify appropriate transportation modes by phone or online and assist people in making travel plans. Establishment of a Coordinated Entity will help coordinate the variety of services in the County, allowing for seamless service for riders.

Objectives

- Task 1: User-side Subsidies – By the end of 15 months, the Accessible Transportation Strategy will expend approximately \$200,000 to provide User-Side subsidies to low-income older adults and people with disabilities.
- Task 2: One Seat Ride (OSR) Program Expansion and Enhancement – By the end of 15 months, this strategy will expend \$500,000, of which \$250,000 will be derived from Measure X funds, the remainder from participating transit agencies. Participation in the current program will have increased and OSR trips will reduce on board time relative to a comparable multi-agency transfer trip, and participants will have access to one seat rides throughout the county, and potentially to locations outside of the county.
- Task 3: One-Call\One-Click Center – By the end of 15 months, this strategy will expend \$315,000 to research and evaluate different models and then establish and operate a one call/one click center for individuals to identify appropriate

transportation modes by phone or online, and assist people in making travel plans. This will include at least one staff person, a telephone line, and website.

- Task 4: Establishment of Coordinated Entity (CE) – Over the span of 15 months, and an expenditure of \$635,000 (with potential rollover to the next fiscal year), a CE will have been established by the Task Force, with the responsibility of coordinating a range of strategies to enhance the mobility of Contra Costa residents with disabilities including but not limited to the recommendations of the ATS Plan. The CE will incorporate the functions of the One-Call\One-Click Center, and identify new strategies for mobility enhancement, identify new funding sources, and serve as an advocate at local and state levels for expanded mobility options for people with disabilities.

Outcomes

Limitations on mobility options for people with disabilities contribute to lower quality of life for older adults and people with disabilities in all aspects, including physical and mental health. They also exacerbate existing inequities among communities.

- Task 1 Outcome: User-side Subsidies - Achieving this objective will result in more affordable mobility options for qualifying low-income older adults and people with disabilities in the county.
- Task 2 Outcome: One Seat Ride Program Expansion and Enhancement - Achieving this objective will result in some paratransit trips in Contra Costa County being provided on one vehicle, whereas before it would require the major inconvenience of having to coordinate and wait for transfers between vehicles.
- Task 3 Outcome: Establishment of a One-Call\One-Click Center – Achieving this objective will result in the establishment of a more user friendly, single point of entry for Contra Costa residents seeking transportation options and planning for older adults and people with disabilities in the county.
- Task 4 Outcome: Establishment of Coordinated Entity – Achieving this objective will result in a new entity and function that centralizes advocacy and oversight of accessible transportation resulting in a more seamless transportation network available to people with disabilities and others throughout the county.

Task 1: User-Side Subsidies

Funding Sources: Measure X and CCTA Measure J

In-Kind: CCTA and County Staff time.

Noteworthy Activities

CCTA staff and the consultant team have done background research on means-based fare programs and created pilot parameters. Specific activities include:

- Task Force Meeting Support, presentations, and research on means-based fare programs
- Developed case studies on means-based fare programs
- Identification of potential future funding sources for means-based fare programs
- Implementation considerations for a means-based fare program
- Recommendations for a means-based fare program
- Trip and cost estimates for a means-based fare subsidy program
- Coordination with Contra Costa County transportation providers to select an operator partner for the pilot
- Selection of Tri Delta Transit as a partner for a means-based fare program
- Creation of administrative and operations parameters for an East County means-based fare pilot
- Coordination with Contra Costa Crisis Center to handle applications
- Coordination meetings between Tri Delta Transit, Contra Costa Crisis Center, CCTA staff, and the consultant team to prepare for pilot

Activity (Task)	Update	Start Date	End Date
TASK 1: User-side Subsidies		April 1, 2022	June 30, 2023
Design of the subsidy program for paratransit and TNC providers. (e.g. Tri-Delta Transit Paratransit and Uber/Lyft) through consultation with the Task Force, CCTA and the County	In Progress	Q3 2022	Q4 2022
Initial implementation of subsidy in specific mode	Proposed Launch in First Quarter 2023	Q2 2023	Q3 2023
Expanded implementation to more modes	Proposed Expansion Concept in Three Months After Launch	Q3 2023	Q4 2023
Evaluation of Program Effectiveness	Not Started	Q3 2023	Q4 2023

Task 2: One Seat Ride (OSR) Program Expansion and Enhancement

Funding Sources: Measure X and CCTA Measure J

In-Kind: CCTA and County Staff time.

Noteworthy Activities

CCTA staff and the consultant team have worked extensively with the existing OSR pilot operators and potential expansion partners to design an expanded OSR program.

- ATSP Task Force and Working Group meeting support, presentations, and research on one-seat ride programs
- Meetings with current OSR providers and other providers to discuss financial, operations, and policy issues with an expanded pilot
 - October 2022 and December 2022
- Concept for an Expanded One-Seat Ride Pilot Memorandum, with a proposed expansion service area, demand for an expanded pilot, funding requirements and cost sharing, and implementation issues.
- Developed cost estimates and operating parameters for an OSR expansion

Activity (Task)	Update	Start Date	End Date
TASK 2: One Seat Ride (OSR) Program Expansion and Enhancement		April 1, 2022	June 30, 2023
Consult with the Task Force, CCTA and the County throughout this task	In Progress	Q2 2022	Q2 2023
Evaluate the strengths and weaknesses of existing pilot program	Complete	Q2 2022	Q3 2022
Establish goals for program expansion	In Progress	Q2 2022	Q3 2022
Create cost allocation formula to lighten administrative burden and incorporate in revised memoranda of understanding	In Progress	Q3 2022	Q3 2022
Secure agreement of participating transit agencies on increased scope of OSR program	In Progress	Q3 2022	Q1 2023

Q4 2022 Measure X Progress Report
CCTA

Confirm designation of lead coordinating agency of OSR program	In Progress	Q1 2023	Q2 2023
Initiate increased availability of rides	Not Started	Q2 2023	Q 3 2023
Evaluate effectiveness of program in meeting goals and objectives	Not Started	Q3 2023	Q4 2023

Task 3: One Call/One Click

Funding Sources: Measure X and CCTA Measure J

There was staff discussion of the topics, but the One Call/One Click task will begin in 2023. Staff has been focusing on implementing the Coordinated Entity task. There is currently no staff capacity to initiate this task.

Activity (Task)	Update	Start Date	End Date
TASK 3: One Call/One Click		April 1, 2022	June 30, 2023
Consult with the Task Force, CCTA and the County throughout this task	In Progress	Q2 2022	Q2 2023
Finalize scope of center	Not Started	Q3 2022	Q3 2022
Identify agency/organization where center is housed	Not Started	Q3 2022	Q4 2022
Determine whether a contractor will help develop the OC/OC software	Not Started	Q4 2022	Q1 2023
Implement soft launch of center	Not Started	Q1 2023	Q2 2023
Initial implementation of center functions	Not Started	Q2 2023	Q2 2023

Task 4: Establishment of Coordinated Entity (CE)

Funding Sources: Measure X and CCTA Measure J

In-Kind: CCTA and County Staff time.

Noteworthy Activities

Staff and the consultant team have worked on establishing a CE structure and office. Specific activities include:

Q4 2022 Measure X Progress Report

CCTA

- ATSP Task Force and Working Group meeting support, presentations, and research on coordinated programs
- CCTA December Board Meeting support and preparation
- Drafted a case studies memorandum
- Drafted a memorandum outlining potential structures for a CE and proposed elements of a CE
- Hired a non-profit consultant to advise on the structure of a CE, consulted with CCTA legal team on the same
- Recommended creation of an Office of Accessibility and Equity, which was approved by the CCTA Board in December 2022

Activity (Task)	Update	Start Date	End Date
TASK 4: Establishment of Coordinated Entity		April 1, 2022	June 30, 2023
Consult with the Task Force, CCTA and the County throughout this task	In Progress	Q2 2022	Q2 2023
Review of optional structures with the Task Force	Complete	Q1 2023	Q2 2023
Ongoing operations: to be determined		Q2 2023	

Measure X Expenditure and Invoices

The Funding Memorandum of Understanding between County of Contra Costa and the CCTA for the Implementation of the Accessible Transportation Strategic Plan includes a Payment Schedule as following. CCTA submitted a request for Payment 1 in the amount of \$280,000 on November 4, 2022.

Payment Schedule:

Payment 1: 20% of Measure X funds will be paid within 60 days of receipt of an invoice and supporting documentation establishing that the MOU has been approved by both parties.

Payment 2: 20% will be paid within 60 days of receipt of an invoice and supporting documentation establishing that the means-based user side subsidy pilot program is approved by the CCTA Board and is operational. (Task 1)

Q4 2022 Measure X Progress Report

CCTA

Payment 3: 20% will be paid within 60 days of receipt of an invoice and supporting documentation establishing that the One Call/One Click strategy has been approved by the CCTA Board. (Task 2)

Payment 4: 20% will be paid within 60 days of receipt of an invoice and supporting documentation establishing that the Board of Supervisors and CCTA have approved the Coordinating Entity recommendation in accordance with Schedule 1. (Task 3)

Payment 5: 20% will be paid within 60 days of receipt of an invoice and supporting documentation verifying that the one-seat-ride funding parameters in Schedule 1 can be or will have been met. (Task 4)

ACCESSIBILITY AND EQUITY AND COORDINATING ENTITY WORKPLAN FOR STAGES 1 AND 2

Abbreviations:

<ul style="list-style-type: none"> AC = Advisory Committee CE = Coordinating Entity CTSA = Consolidated Transportation Service Agency MBF = Means-Based Fare 			<ul style="list-style-type: none"> AE = Accessibility and Equity Office (CCTA) OC/OC = One Call/ One Click OSR = One Seat Ride PCC = Paratransit Coordinating Council 				<ul style="list-style-type: none"> PM = AE Program Manager TF = Task Force WG = Working Group 					
Working Group Meetings <i>(Third Thursday of month)</i>	Jan 24 <ul style="list-style-type: none"> Update: Establish AE Recruitment of an AE program manager 2023 Workplan Options for communications 	Feb 16 <ul style="list-style-type: none"> Report on peer agency best practice on AC Draft AE AC membership and bylaws OSR/West County 	Mar 16 <ul style="list-style-type: none"> Continue with membership and bylaws Update on PM recruitment Update on Measure X funding Update on OSR 	Apr 20 <ul style="list-style-type: none"> Continue with membership and bylaws AC roles and responsibilities West County pilot Measure X FY23/24 Program 	May 18 <ul style="list-style-type: none"> Forwards membership and bylaws to TF Recommend Measure X FY23/24 Program West County pilot 	Jun 15 <ul style="list-style-type: none"> CTSA: Background and Options Discuss draft AE budget and work program PCC Reform 	Jul 20 <ul style="list-style-type: none"> CTSA Options and Funding Discussion Discuss draft AE budget and work program 	Aug 17 <ul style="list-style-type: none"> Forward CTSA decision to AC Forward AE budget and work program MBF three-month report 	Sep 21	Oct 19 <ul style="list-style-type: none"> Develop draft CTSA application 	Nov 16 <ul style="list-style-type: none"> Review draft CTSA application Discuss CE formation MBF final report 	Dec 21
Task Force Meetings <i>(Second Thursday of even months)</i> AE AC Meetings <i>(After October, dates TBD)</i>		Feb 9 <ul style="list-style-type: none"> Draft 2023 workplan Update on AE PM recruitment Establish WG OSR update 		Apr 13 <ul style="list-style-type: none"> Report on peer agency best practice on AC AC Membership Measure X Report OSR Update MBF Update 		Jun 8 <ul style="list-style-type: none"> Recommend AE AC membership and bylaws to Board West County pilot Recommend Measure X FY23/24 Program Plan to sunset 		No Meeting		Oct 12 (tentative) <ul style="list-style-type: none"> Convene AE AC (orientation) Recommend AE budget and work program Consider CTSA application MBF three-month report 		Dec 14 (tentative) <ul style="list-style-type: none"> Approve AE budget and work plan Updates on MBF, OSR and OC/OC MBF final report
Authority Board Meetings <i>(Third Wednesday of Month)</i>			<ul style="list-style-type: none"> Update to Salary & Benefits to add AE PM Approval of other contracts 		<ul style="list-style-type: none"> Receives updates on AC development 	<ul style="list-style-type: none"> Considers AE AC membership and bylaws for approval Approves Measure X FY23/24 Program 	<ul style="list-style-type: none"> Appoints AE AC members Approves Measure X Agreement or Amendment 	No Meeting	<ul style="list-style-type: none"> Update on CTSA background and options 		<ul style="list-style-type: none"> Considers CTSA application for approval 	<ul style="list-style-type: none"> Approve AE budget and work plan
Support Tasks <i>(AE & CE only)</i>	<ul style="list-style-type: none"> Draft Workplan Review of peer agency examples 	<ul style="list-style-type: none"> Draft membership and bylaws (inc. roles and resp.) to WG 	<ul style="list-style-type: none"> Draft CTSA Options and Funding for WG 	<ul style="list-style-type: none"> Draft AE budget and work program 	<ul style="list-style-type: none"> Continue to draft AE budget and work program Updated for PCC Bylaws for WG 		<ul style="list-style-type: none"> Staff works on AE AC appointments 	<ul style="list-style-type: none"> AE continues budget and work plan Restart work on CE 	<ul style="list-style-type: none"> AE continues budget and work plan 	<ul style="list-style-type: none"> AE continues budget and work plan 	<ul style="list-style-type: none"> AE works on CTSA application 	<ul style="list-style-type: none"> AE drafts CE membership and bylaws