



# MEMORANDUM

**To:** **Rashida Kamara, CCTA,**  
**Contra Costa County Board of Supervisors c/o**  
**Transportation, Water, and Infrastructure Committee**

**From:** **Nelson\Nygaard**

**Date:** **July 8, 2024**

**Subject:** **Q3 and Q4 2024 Measure X Progress Report**

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## Strategies Addressed in Cycle 2 to Date

- The ATSP identified the need for implementation support from CCTA. Specifically, Program Manager oversight was determined as necessary to help roll out programs, establish the Office of Accessibility and Equity (OAE), develop KPIs and manage relationships throughout Contra Costa County.
  - In September 2023, an OAE Program Manager was hired.
- The establishment of the OAE stepped into high gear, with stakeholder engagements with the ATS Working group, ATS Taskforce, and County.
- The One Seat Ride Medical Pilot was approved and moved into the implementation planning.
- Tri-Delta continued and expanded the Low-Income Fare Equity program (LIFE, formerly referred to as the Means-Based Fare program).
- County Connection and WestCAT joined the LIFE program.
- The [LIFE program video](#) was filmed in partnership with WestCat, County Connection, and Tri-Delta. Participating in the video were Paratransit riders, drivers, and elected officials.
- Provided support to finalize medical trips pilot program design with the City of San Pablo which has an estimated launch date in fourth quarter 2024.
- Staff prepared a recommendation to designate CCTA's Office of Accessibility and Equity as the Coordinating Entity.
- Engaged stakeholders in developing the OAE structure.

- Collaborating with stakeholders to develop and understand the OAE guiding principles.
- Launched the first ever Accessibility Workshop ([materials attached](#)) in Contra Costa County.
- Commenced development of the One/Call One/Click Call Center business plan.

## **Strategy 11: One Call/One Click (Cycle 1 Task 3: One Call/One Click)**

**Funding Sources:** Measure X and CCTA Measure J

- Scope of Work developed for One-Call/One-Click (OC/OC) software.
- Staff researched several OC/OC call centers to help shape the future of a Contra Costa OC/OC, including site visits of OC/OC centers in Portland and several California locations.
- Formed a working group consisting of transit agency staff, including Solano County, collaborated to develop scope of work and use cases to determine workflow for OC/OC staff.
- Draft organizational chart developed.
- Draft staffing and business plan developed.
- Draft budget developed.
- Drafted a survey to gauge interest among providers in OC/OC offerings.
- Updates provided to the ATSP Task Force and Working Group

## **Strategy 14: Travel Training**

**Funding Sources:** Measure X and CCTA Measure J

Travel Training is a new ATSP recommended strategy being implemented in Cycle 2. Specific activities include:

- Staff and consultant discussions about the design and scope of travel training.
- Staff coordination with transit agencies.
- Meeting with Vendors to review software design that will support a countywide travel training program.
- Developed travel training scope of work.
- Updates provided to the ATSP Task Force and Working Group.

- Countywide Travel Training model approved by ATSP, County Connection Board and CCTA Board. Project to commence Q1 2024/2025.

## **Strategy 20: Means-Based Fare Subsidy for low-income populations, Now named the LIFE program (Low Income Fare Equity). (Cycle 1 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 previously did background research on means-based fare programs and created pilot parameters. Specific activities include:

- Selection of County Connection and WestCAT as new partners for Means-Based Fare programs (program commenced Q3 2024).
- [Video of LIFE program](#) released at March Board Meeting.

## **Task 4: Establishment of Coordinating Entity (CE)**

**Funding Sources:** Measure X and CCTA Measure J

**In-Kind:** CCTA and County Staff time

### **Noteworthy Activities**

Staff and the consultant teams have worked on establishing an Advisory Committee, the CE structure and office. Specific activities include:

- Drafted roles and responsibilities for the CE and Office of Accessibility and Equity advisory committee (Approved in January 2024 by Taskforce Working group and Task Force Members).
- Drafted bylaws for the Office of Accessibility and Equity advisory committee.
- Worked with non-profit and legal consultant to continue working on establishing a CE.
- Updated the ATS Working Group and Task Force and conducted outreach to impacted organizations.

## **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

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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)*

*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)*

# Attachment 1

## Background

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.

## 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.

## Cycle 1

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 Cycle 1 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.

## 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.

## **Cycle 2**

Based on the ongoing work and additional input from stakeholders, the Authority Board entered into a funding agreement with Contra Costa County to allow the Authority to receive \$1,470,000 in Measure X funding, authorize the funds to be used for the tasks identified in the Service Plan in Agreement No. 679, and to allow the Executive Director or designee to make any non-substantive changes to the language.

The FY 2024-25 Measure X Service Plan will focus on the following ATSP strategies:

- Strategy 1: Improve connectivity between paratransit programs/eliminate transfer trips to allow older adults and people with disabilities to travel throughout the county (and possibly outside Contra Costa County) without the need to transfer between paratransit vehicles.

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- Strategy 2: Same-Day Trip Programs (including Wheelchair-Accessible Service) will allow travelers to request a ride without reserving it a day in advance. This strategy can coordinate/overlap with Strategy 1.
- Strategy 3: Expand existing and add new Volunteer Driver programs (such as a Trip Mileage Reimbursement program). Expand the program by working with Mobility Matters and establish a new trip program.
- Strategy 4: Services beyond the ADA service parameters: Identify areas of greatest need that are viable for added service; develop a service model most appropriate for those areas; and identify potential providers.
- Strategy 8: Hospital Discharge Services to increase coordination with the Contra Costa Health Plan and Health Services programs.
- Strategy 11: One-Call/One-Click Information and Referral Program: Establish countywide, centralized phone and internet resources for all modes of transportation serving target populations, and assist callers in making travel plans based on their abilities.
- Strategy 13: Real-Time Transportation Information (Paratransit Vehicle Location, Bay Area Rapid Transit elevators, Wheelchair Spaces on Buses) provides passengers with real-time information about vehicles and various accessibility features.
- Strategy 14: Travel Training (Including Inter-Operator Trips) provides training to individuals to learn and use fixed-route transit, including transferring between different service areas.
- Strategy 16: Administer a Uniform Countywide ADA Paratransit Eligibility Certification Program to support, as necessary, the regional effort currently overseen by the Metropolitan Transportation Commission.
- Strategy 18: Procure Joint Paratransit Scheduling Software to create a seamless system of services for passengers.
- Strategy 20: Means-Based Fare Subsidy for low-income populations for whom existing fares represent a barrier to access.