

Metropolitan Transportation Commission
Policy Advisory Council Equity & Access Subcommittee

Packet Contents

Subject:

The Policy Advisory Council (Council) and Council Equity & Access Subcommittee meetings scheduled for November 17, 2023, are canceled due to the Asia-Pacific Economic Cooperation (APEC) meeting with several heads of state in attendance. This email contains the packet information that would have been presented, and staff requests your feedback. Comments received will be distributed to the appropriate staff for input and added to the December Council packet.

Issues:

None identified.

Recommendations:

Information.

Attachments:

- Attachment A: Regional Transit Connection (RTC) Program Update
- Attachment B: Transformation Action Plan Action 22, One-Seat Ride Pilot Program Draft Concepts

Regional Transit Connection (RTC) Program Update

Subject:

RTC Program update on the new Verifier transition.

Background:

The RTC discount card is available to persons with qualifying disabilities. Individuals may use the card as proof of eligibility to receive discounted fares on fixed-route bus, rail, and ferry systems throughout the San Francisco Bay Area. The RTC discount card is also a Clipper® card, and individuals can add cash value or passes to their card. Each transit agency's specific fare information and discounts can be found on their respective websites. Applications for the program are verified for eligibility against the program guidelines by a verifier.

MTC staff presented to the Policy Advisory Council Equity and Access Subcommittee on August 26, 2022 regarding a general update that MTC took over administration of the RTC program and that it will be publicly rebranded as the Clipper Access program in the near future. MTC staff also presented an update on the procurement process for a new eligibility verifier for the RTC program at the Regional Network Management Customer Advisory Group (formerly the Policy Advisory Council Transit Transformation Action Plan Subcommittee) at the June 12, 2023 meeting. It was noted in that update that staff received approval for a contract with TransSIGHT as the new verifier of the program.

TransSIGHT began work in July 2023. They completed a two-month transition period from July through August which included trainings on the RTC program's policies and procedures, Clipper's personally identifiable information (PII) policies, and the RTC Salesforce database, among other key trainings for the verifier of the program. During this transition period, the now former verifier, Cordoba, continued operations of the program. Beginning September 1, 2023, TransSIGHT's operations as the verifier of the RTC program commenced. TransSIGHT is currently fully operational as the RTC verifier, with MTC providing support as needed as the administrator of the program.

Issues:

None identified.

Recommendations:

None. Informational item.

Attachments:

- None.

Transformation Action Plan Action 22, One-Seat Ride Pilot Program Draft Concepts

Subject:

Draft Concepts of the Transformation Action Plan Action 22, One-Seat Ride Pilot Program.

Background:

Action 22 of the Transformation Action Plan is to “fund additional subregional one-seat ADA paratransit ride pilots and develop cost-sharing policies for cross jurisdictional ADA paratransit trips.” This item provides a progress update on Action 22.

As with fixed route, traveling across transit agency service boundaries on a paratransit ride necessitates a transfer between vehicles. Although paratransit transfer trips account for around 10% of all paratransit trips, they have an outsized impact on paratransit operations. While riders need only to book the trip through the agency managing the trip origination, it takes considerable resources and time for transit agencies to book, schedule, dispatch and deliver a cross-jurisdictional paratransit trip. The trip itself can be very expensive for both the agency and the rider, can take several hours, and can be arduous for the rider due to the transfer process.

Transfers often do not go smoothly, leaving riders in potentially vulnerable situations while awaiting their next vehicle. Instead, a one-seat paratransit ride is a trip to a rider’s final destination without transferring vehicles when crossing transit agency service boundaries.

MTC’s One-Seat Ride Pilot Program is intended to test different concepts for delivering non-transfer paratransit trips to improve paratransit service for riders traveling across transit agency boundaries.

Progress Update

Staff developed a draft list of service concepts for delivering a non-transfer paratransit trip. The draft concepts list also provides background on existing Bay Area one-seat ride pilots and proposes methods to focus pilot service on existing transfer trip demand. In September, staff held two information sessions with transit agency and contracted paratransit staff, as well as two information session with members of the Bay Area’s nine county paratransit coordinating councils to discuss the concepts, receive feedback, and field questions about the pilot program. Following these meetings, staff revised the draft concepts (Attachment A, Transformation Action

Plan One-Seat Ride Pilot Program Draft Concepts) to include more examples of non-transfer paratransit trips service within the Bay Area.

Staff has identified \$1 million for the program and is aiming to fund three additional pilots, which will each last approximately one year.

Next Steps

Staff plans to revise the draft concepts based upon additional input and develop draft guidelines for transit agency pilot proposals over the next month and a half. Staff will return in the late winter or early spring with draft guidelines before issuing a call for proposals to transit agencies in spring 2024. Following the pilot awards, staff will work with agencies to evaluate service during and after the pilots.

Later in 2024, staff will begin working on the second part of Action 22, which will examine formal and informal cost-sharing agreements for cross-jurisdictional paratransit trips, and potentially develop new cost-sharing agreements. This work will also include evaluating and identifying safer transfer points and policies for cross-jurisdictional paratransit trips.

Issues:

None identified.

Recommendations:

Information

Attachments:

- Attachment A: Transformation Action Plan One-Seat Ride Pilot Program Draft Concepts



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Transformation Action Plan

One-Seat Ride Pilot Program Draft Concepts (*October 2023*)

Contents

- **Concept of the One-Seat Ride Pilot Program**
- **Existing One-Seat Ride Delivery Models in the Bay Area**
- **Proposed Methods to Focus One-Seat Ride Service on Existing Transfer Trip Demand**

Concept of the One-Seat Ride Pilot Program

A One-Seat Ride (OSR) program provides ADA paratransit rides across existing transit agency service-area boundaries without requiring a transfer. OSR service should continue to be shared-ride service to the extent possible.

The intent of the OSR pilot program is to focus service principally on ADA paratransit trips that are currently being made with transfers. Since paratransit vehicle transfers would no longer need to be coordinated, riders would receive more convenient service while transit agencies (in theory) could achieve cost savings or at least avoid incurring added costs. Testing whether this mutual benefit is achievable in practice is one of the aims of the OSR pilot program.

Existing One-Seat Ride Delivery Models in the Bay Area

a. Limited overlapping service. Each agency serves its own customers

Example: Santa Rosa CityBus and Sonoma County Transit (SCT)

SCT already operates within Santa Rosa with at least two routes that go all the way through the city, but its ADA service area leaves out much of the city. Under their agreement, SCT now takes its customers to and from anywhere in the Santa Rosa ADA area. Typically, this would take an SCT paratransit vehicle no more than a mile beyond the strict ADA paratransit service area.

For its part, Santa Rosa, whose ADA service area roughly corresponds to the city limits, takes its customers to and from points within the SCT ADA corridors extending roughly two miles beyond the Santa Rosa ADA area.

This arrangement requires no on-going coordination or cost-sharing agreement between the two agencies and allows riders to arrange their trips using procedures they are already familiar with. The arrangement was implemented during the pandemic as a way to reduce contact between riders and drivers.

Application: Where two agencies with overlapping service areas maintain separate ADA paratransit operations. Any two agencies with adjoining service areas could agree to extend their service by a limited amount, creating areas of service overlap that would include many of the most-desired cross-boundary trips.

b. Service beyond existing corridors within another agency's service area

Example: Golden Gate Transit and East Bay Paratransit (EBP) service in San Francisco

Both Golden Gate and East Bay Paratransit (BART) have obligations within San Francisco, including trips to and from limited corridors in San Francisco and Marin / the East Bay respectively. Both Golden Gate and EBP provide one-seat ride trips for their customers to and from anywhere in San Francisco and their home jurisdiction. This includes customers who live in San Francisco. Without this arrangement,

transfers would need to be arranged between San Francisco Paratransit and both Golden Gate and EBP. In consideration of the effort that San Francisco is spared by this arrangement, the San Francisco Paratransit pays a portion of the trip cost.

Application: Applies where one agency already has an ADA paratransit obligation in a neighboring jurisdiction.

c. Third-party, non-dedicated operators for non-overlapping areas

Example: Solano Inter-city Taxi

The Solano Transportation Authority STA (aka Solano Mobility) operates a taxi subsidy program that allows ADA paratransit registrants to travel between jurisdictions within Solano County. This enables ADA registrants to travel between Vallejo/Benicia, Fairfield, Vacaville, Rio Vista, and Dixon. The system uses a prepaid card. Credit available for taxi rides can be purchased in increments of \$100 for \$40 (or \$20 for qualified low-income users). Accessible vehicles are available, operated by a separate vendor. Fares are based on a zone system. Some representative fares (before the discount) are:

- Vallejo – Fairfield: \$65
- Fairfield – Vacaville: \$35
- Vacaville – Dixon: \$35

STA's scope is the entire county, but taxis are licensed by individual cities. As a result, users typically need to call two different companies for their going and return trips.

Application: In principle, a similar program could be created wherever two agencies have non-overlapping (or minimally overlapping) service areas. There may be few other cases where an umbrella agency covering multiple agencies could implement a similar program. Where there is no appropriate umbrella agency, the transit agencies would need to negotiate some division of responsibilities for a joint

program. Although the Solano program uses taxis, a similar program could use TNCs instead of taxis. A wheelchair accessible option would be required.

d. Dedicated Contractor

Example: Contra Costa County One Seat Regional Ride Program

County Connection contracts for one-seat ride service on behalf of itself, Tri-Delta Transit, WestCAT, and LAVTA (East Bay Paratransit does not participate). County Connection bills the participating transit agencies based on miles of service provided to riders within each of their service areas.

The contract is with County Connection's regular provider of ADA paratransit service, Transdev. Transdev in turn contracts with a supplemental provider that works with a flexible pool of independent contractors. This arrangement reduces costs compared to using the regular paratransit fleet, both because the supplemental provider has lower rates and because the regular fleet vehicles are not sent out of the service area. However, there are times when the supplemental provider is unable to provide a trip, resulting in the need for a "rescue trip" provided using CCCTA's regular ADA paratransit fleet.

Application: In principle any agency could administer a similar program for itself and one or more adjoining agencies.

e. One agency extends service into a neighboring jurisdiction

Examples: SamTrans service into Santa Clara; WestCAT service to Richmond and San Pablo

The San Mateo County Transit District (SamTrans) operates some routes in Santa Clara County, but provides ADA paratransit even beyond that, including three specific destinations: the Palo Alto Veterans Administration Medical Center; the Vista Center for the Blind and Visually Impaired; and the REACH program. These locations provide unique services that are not available in San Mateo County. SamTrans does not plan to add more locations.

The Western Contra Costa Transit Authority (WestCAT) provides trips for medical appointments and county services to and from the neighboring cities of San Pablo and Richmond. The service is limited to certain hours on weekdays. It avoids the need to arrange a transfer and only takes a vehicle five to ten minutes out of the way.

Application: Applies where an agency can include specific destinations that are requested frequently by its riders and would not cause undue hardship for existing service.

Proposed Methods to Focus One-Seat Ride Service on Existing Transfer Trip Demand

One-Seat Ride service is not a required component of ADA paratransit since it requires operation beyond any one agency's $\frac{3}{4}$ -mile corridor. Therefore, other ADA service criteria regarding fares, trip limits, service hours, etc. do not apply either. This allows for multiple ways to manage cross-jurisdiction trip demand, to keep it similar to the existing level of demand.

Managing demand will reduce financial risks, avoid creating unrealistic expectations, and allow multiple concepts to be tested with the funds available in this pilot program. Some demand management features that may be appropriate in the pilot program are listed below.

a. Limited-service area

One concern about one-seat ride service is that vehicles can be taken far from an operator's core service area, resulting in a lot of unproductive vehicle time that is unavailable for ADA-mandated service. To address this concern, one-seat ride service could be restricted to areas where providing service would require the least amount of unproductive travel beyond an agency's service area. These are also likely to be where there is the greatest demand and, as a result, the greatest opportunity to reduce transfers. The Sonoma County program described earlier is an example of a limited-service area one-seat ride program.

b. Limited number of trips per person

Although the ADA regulations prohibit trip limits, no such prohibition would apply to a one-seat ride program. A monthly trip limit per rider would avoid the potential for a handful of riders to use most of the available budget taking frequent rides. In the same vein, subscription trips (trips on a repeated or recurring basis, such as to school, work, religious services, dialysis treatment, etc.) could also be excluded from the pilot.

c. Non-standard fare

Currently, the fare of a transfer trip is the combined fare of the two participating agencies' fares. One-seat ride fares could be assessed using other methods, including distance-based and means-based. It would be reasonable to charge up to an amount equivalent to the combined fares of the two participating agencies.

d. Specific times of service

It may be possible to create a quasi-scheduled shuttle service that would provide trips between specified destinations in each agency's service area. In practice, there are few examples of such service. Soltrans at one time attempted to provide scheduled paratransit service for its riders linking to East Bay Paratransit but found it operationally difficult. Shopping shuttles (described below under "Trip purpose limitations") may be a more feasible concept.

e. Off-peak hours only

As noted, transit agencies may be concerned about one-seat rides taking much-needed vehicles far from the regular service area, making them unavailable to carry ADA-mandated trips. A one-seat ride pilot limited to off-peak hours would minimize this issue. Paratransit demand typically peaks around 8 AM and around 2 PM, so a downside of this approach could be very limited hours for one-seat rides.

f. Trip purpose limitations

One-seat ride trips could be limited to certain purposes, for example shopping or medical appointments. In the case of shopping trips, an agency could establish a flexible shuttle service that goes to specific destinations, typically local shopping complexes. Typically, a vehicle collects riders at their homes and goes to the shopping location where the driver may wait for an hour or so before returning to riders' homes. Typically, a weekly schedule identifies a specific location for each day of the week. (San Francisco operates a program of this type, limited to destinations within San Francisco, called Shop-a-Round - <https://www.sfmta.com/getting-around/accessibility/shop-round.>)