

# Contra Costa/LAVTA Paratransit One-Seat Ride Program

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# Problem

## Paratransit Transfer Trips = Awful for Everybody!

### ➤ For Riders/Caregivers:

- Exhausting → Can take HOURS from original pickup (origin) to final drop-off (destination)
- Uncomfortable → Transfer points often lack amenities (i.e. restrooms, climate control, etc.)
- Frustrating & Complicated → Different agencies have different rules; Where's my Ride calls can feel like a game of "Telephone"...

### ➤ For Operators

- Expensive → Take disproportionate share of labor/vehicle hours admin resources
- Unpredictable → Often no way to know when vehicle/driver will be available again
- Disruptive → Unpredictability can impact & disrupt core service – OTP, productivity, etc.
- Complicated → Can be challenging to coordinate between neighboring agencies – worse if more than 2 are involved...

# Solution

## One-Seat Ride, from Origin to Destination!

### ➤ For Riders/Caregivers:

- Much Easier → No need to transfer between vehicles!
- More Comfortable → No more waiting at transfer points!
- Simple & Intuitive → Only one set of rules! One Where's My Ride number!

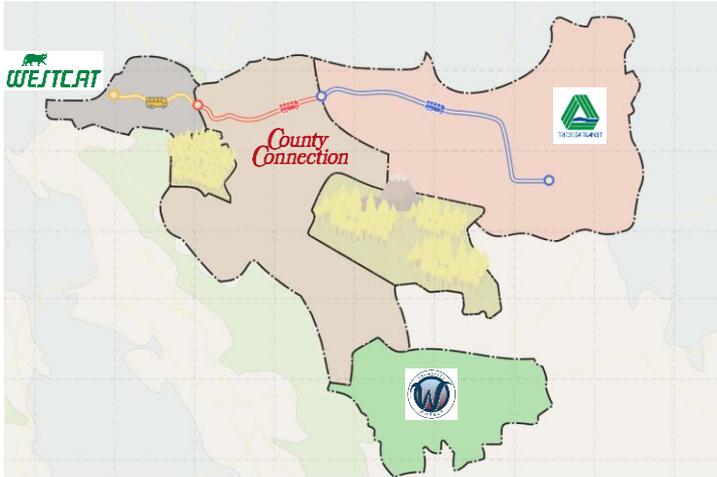
### ➤ For Operators

- Net Cost Savings → Shared cost for a single trip much lower than aggregate costs for multiple coordinated trips.
- Predictable → No more waiting at the rendezvous point means knowing when the driver/vehicle will be available again.
- Beneficial for Core Service → Lower resource demands & better predictability => Much less impact to core area OTP, productivity, etc.

# Project Summary

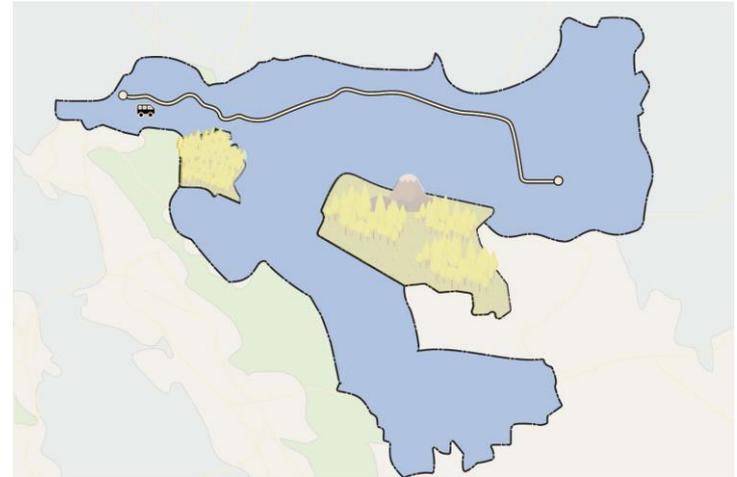
## Before:

- Complicated/Divided System
- Duplication of Effort/Resources
- Poor customer & Operator outcomes



## After:

- Unified System under shared MOU
- Resource savings due to Cost Sharing
- Improved Customer & Operator Outcomes



# Project Partners

## One-Seat Partner Agencies



## Contractor Partners



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Thank You

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