

CCTA, Office of Accessibility and Equity  
Funding and Support

CCCTA  
Travel Training Leads

ILRSCC  
Vendor

Satellite 1 (WCCTAC)  
West County

Satellite 2 (ILR)  
Central County

Satellite 3  
East County

Potential Riders/Trainees  
Attend satellite offices, but billed to CCCTA

# Travel Training

- New pilot for implementation, identified in the Accessible Transportation Strategic Plan
- County Connection (CCCTA) will pilot a county-wide travel training program
- Independent Living Resources of Solano and Contra Costa Counties (ILRSCC) will be a vendor
- There will be three satellite offices
  - West Contra Costa Transportation Advisory Committee (WCCTAC) – West County
  - ILRSCC – Central County
  - East County - TBD
- The travel trainers will work with riders through the satellite offices
- Modeled off the successful WCCTAC program

# Satellite Sites

## Satellite 1 – West County

- WCCTAC

## Satellite 2 – Central County

- ILRSCC

## Satellite 3 – East County

- Need partner for East County  
– suggestions?

# Travel Training Funding

- West County – Measure J
  - West County’s program will continue be funded using Measure J funding
- Central County – Measure J (TRANSPAC grant) funding
  - Central County’s program will be funded using Measure J (TRANSPAC grant) funding
- East County – Measure X
  - East County’s program (and any gaps in other areas) will be funded using Measure X funding

# Draft Scope of Work

- Oversight
  - CCCTA will manage/oversee program through ILRSCC
  - CCCTA has an existing partnership with ILRSCC. WCCTAC also has a successful program. At least two additional satellite offices will be identified (Central/Southwest County and East County)
  - CCTA and the Office of Accessibility and Equity will support the program as necessary
- Satellites
  - There will be at least three satellite offices for travel training. The travel training will occur through these locations.
- Funding
  - Funding will come from Measure J, TRANSPAC grant, and Measure X

# Draft Scope of Work (continued)

- Peer Exchange and Program Administration
  - Partners and trainers will need to meet at least quarterly (ILRSCC to host) for peer exchange and coordination.
  - CCCTA and CCTA will establish a peer exchange on outreach and training methodologies.
  - This exchange will include information on different outreach options, what outreach options have been successful, and different training methodologies used by each office.
  - CCCTA will develop post-training evaluation materials, to be given to riders and participants after the travel training. This will help track identified metrics.
- Marketing materials
  - CCCTA will create marketing materials for the program with support from CCTA and CCTA's consultants



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ACCESSIBLE TRANSPORTATION STRATEGIC PLAN

# Program Updates

June 13, 2024



# Implementation of The Office of Accessibility & Equity Timeline

- Adopt the OAE as the CE and the proposed organizational structure (July Task Force)
  - Build out operating documents and plan staffing, financing marketing, and technology (July – September, 2024)
  - CCTA Board adoption of the OAE/CE along with operating documents and staffing plan (October-December)
  - Launch the OAE/CE, including Accessibility Advisory Committee (December and beyond)
  - Launch One Call One Click Call center January 2025)
-



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# SMART Award One Call One Click development





# San Pablo Medical One-Seat Pilot

- The West County Medical Trip Pilot was created to provide direct shuttle rides from the City of San Pablo to medical facilities throughout Contra Costa County
- The City of San Pablo is beginning **marketing** efforts
  - Flyers to paratransit participants, seniors, medical offices, and posted on San Pablo and partnering agency buses
  - Notices in the newsletter promoting the program
  - Website and IVR messaging effort coming soon
- **Hiring** a part-time driver, conducting background check
- Hoping to start providing trips in **July 2024**



 CITY OF SAN PABLO  
SENIOR AND DISABLED TRANSPORTATION

Do you live in the 94806 Zip Code?

One-Seat Ride  
**Shuttle from  
San Pablo  
Senior Center to  
Martinez Medical  
Center**

*\$5 one-way  
Attendants ride for free  
Available three days a week*

*Reduced fares available.  
Please call to see if you qualify.*

**Apply today!**

Tuesday-Wednesday-Thursday  
**Do you need a ride  
to the Martinez Medical Center?**  
*If so, register today!*

For more information:  
Call 510-215-3095  
Or email: [paratransit@sanpabloca.gov](mailto:paratransit@sanpabloca.gov)

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# LIFE Program Expansion

- Tri Delta Transit
  - Program start: **April 2023**
  - Participants: **214**
  - Challenges:
    - Tickets lost in mail or not received by riders
    - Riders expect all rides to be free or expect more tickets and call repeatedly to request them

*Testimonial from a rider*



**Everyone loves a FREE Ride!**

*Call Today!*

If you use Tri Delta Transit's **ADA paratransit service**, you may be eligible for **FREE paratransit rides through the Low Income Fare Equity Program (LIFE).**

The Tri Delta Transit LIFE Program is paid for by Contra Costa County Measure X Funding

To find out if you qualify call the **LIFE Department** at **1-925-706-4399**

**Just a few easy steps:**

1. Call the number above or email
2. See if you qualify
3. Send in your income verification documents by email, mail, fax, or drop them off at our office
4. Receive paratransit tickets for the duration of the program

**Phone: 1-925-706-4399**  
**Email: LIFE@ECCTA.ORG**  
**Fax: 1-925-754-9631**  
**Website: www.trideltatransit.com**  
**Office: 801 Wilbur Ave., Antioch**

**CONTRA COSTA transportation authority** **CONTRA COSTA COUNTY**  
**TRI DELTA TRANSIT** **CRISIS CENTER**



If information is needed in another language, please call 1-925-754-4040. | Si necesita información en español, llame al 1-925-754-4040. | 如果需要中文信息, 請致電 1-925-754-4040 | Kung kailangan ng impormasyon sa Tagalog, mangyaring tumawag sa 1-925-754-4040. | Nếu cần thông tin bằng tiếng Việt, vui lòng gọi 1-925-754-4040.

# LIFE Program Expansion

- WestCAT
  - Program start: **February 2024**
  - Participants: **13**
  - Marketing progress:
    - Postcards mailed to paratransit & Dial-A-Ride riders, placed at senior centers
    - Flyers on all vehicles, continuing social media
  - Challenges:
    - Riders often call about getting started but take time to provide proof of income
    - Still working with contractor MV Transportation to set up IVR messages

WESTCAT 

## Low Income Fare Equity (LIFE)

Fare subsidy program

**NEW!**

### Subsidize Your Dial-A-Ride

Do you qualify as a low-income resident of Contra Costa County?\*

\* Low Income = less than 30% of area median income; call 510-724-3331 ext 113 to see if you qualify



Riders using WestCAT Dial-A-Ride may be eligible for FREE Rides!

The LIFE Program is paid for by Contra Costa County Measure X Funding

For more information:

Call 510-724-3331 ext 113  
Or email: [Life@westcat.org](mailto:Life@westcat.org)



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# LIFE Program Expansion

- County Connection
  - Expected program start: **July 2024**
  - Marketing progress:
    - Flyers on all vehicles, staggered IVR messaging
    - Link to online application form on website
  - Challenges:
    - Waiting on contractor, Transdev, to finish backend development on Trapeze system
    - Subsidy program will work through pre-paid fare account, instead of mailing ticket
    - Needed to do extra work to make sure the pre-paid fare account can be kept separate from other pre-paid accounts



# Questions?



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ACCESSIBLE TRANSPORTATION STRATEGIC PLAN

# Program Updates

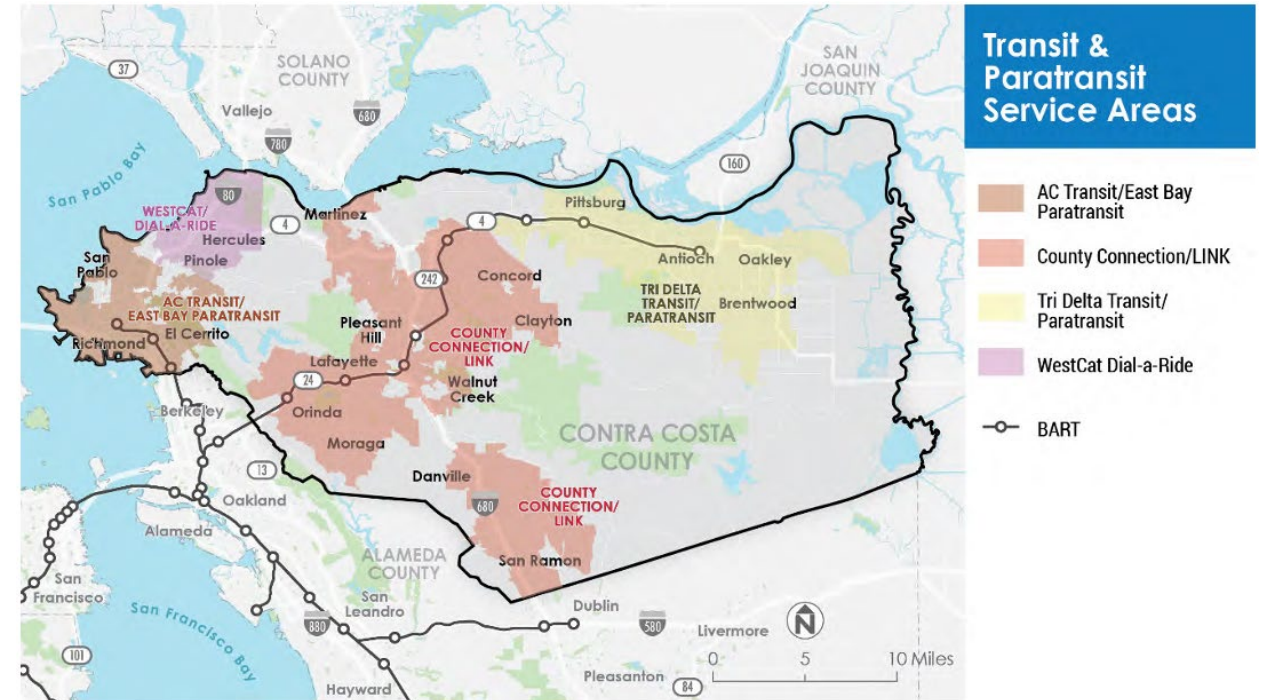
June 13, 2024



# Update on Ongoing Programs

Updates on the following programs:

- San Pablo Medical One-Seat Pilot
- Low-Income Fare Equity (LIFE)
- One-Call/One-Click Center



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# One Call/One Click Center

- Site visit conducted of OC/OC centers in several California locations and Portland
- Working group formed to develop use cases:
  - CCCTA, Solano County, Tri Delta Transit and AC Transit invited to participate
- Drafted scope of work to develop software for OC/OC use
- Drafted a survey to gauge interest among providers in OC/OC offerings



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