

County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

countyconnection.com

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, March 10, 2020
1:00 p.m.**

**County Connection
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, California**

The committee may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the committee.

1. Call to Order
2. Roll Call
3. Agenda Approval
4. Approval of Minutes of January 14, 2020*
5. Public Comment
6. Consent Calendar: None
7. Ridership Update*
8. Choice in Aging Expansion Request*
9. Fixed Route Monthly Report
 - a. Fixed Route Ridership Reports – November and December 2019*
 - b. Clipper Use Trend – November and December 2019*
10. Paratransit Quarterly Report October 2019 – December 2019*
11. Alternate Meet Times and Location*
12. Committee Member Communications
13. Adjournment – Next Meeting – May 12, 2020

*Enclosure

General Information

Public Comment: Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair.

Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee. A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Board Clerk, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@countyconnection.com

Shuttle Service: With advance notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call (925) 938-7433 between 8:00 am and 5:00 pm at least one day before the meeting.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, March 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Tuesday, April 1, 9:00 a.m., 100 Gregory Lane, Large Community Room, Pleasant Hill
Advisory Committee:	Tuesday, March 10, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, April 2, 8:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, April 3, 8:15 a.m., 3338 Mt. Diablo Blvd, Lafayette

**The above meeting schedules are subject to change. Please check
the Website (www.countyconnection.com) or contact County Connection staff at 925/676-1976
to verify date, time and location prior to attending a meeting.**

**This agenda is posted on County Connection's Website (www.countyconnection.com) and
at the Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**Summary Minutes
Advisory Committee
County Connection
Gayle B. Uilkema Memorial Board room
2477 Arnold Industrial Way
Concord, CA
Tuesday January 14, 2020**

Members: Mr. Donnelly, Marjorie McWee, Mathew Horne, Jason Somers, and Wayne Mortensen

Staff: Rashida Kamara, Bill Churchill and Sean Hurley

Public: Jessica Dominguez (Overcoming Transportation Barriers)

1. Call to Order:

Meeting was called to order at 1:05pm

2. Roll Call

(See Attendance sheet)

3. Approval of Agenda:

The agenda was approved.

4. Approval of minutes of November 12, 2019:

The minutes were approved as presented.

5. Public Comment:

None

6. Consent Calendar:

None

7. Appointment of Wayne Mortensen to the Advisory Committee (City of San Ramon):

Mr. Donnelly welcomed Mr. Mortensen to the Committee, then asked him to introduce himself. Mr. Mortensen is an advocate for Transit, especially seniors. Considered himself very vocal and that is why the City suggested and appointed him to this committee. His neighborhood does not have fixed route bus for 5 miles out. He is interested in seeing a small bus used to augment fixed route, by having a dial a ride like service where seniors can call when they need a ride to where they are going, and the bus can be filled going and coming. Bill welcomed Mr. Mortensen.

Mr. Donnelly asked if the committee could vote on the chair. Mr. Churchill responded, that yes they can, but reminded Mr. Donnelly that he has volunteered for that position for the next year. Mr. Donnelly said after more members are appointed and become more familiar, they will address that issue again.

8. MTC-On-board Passenger Survey

Mr. Churchill presented the on-board passenger survey. He mentioned this was a fixed route only survey that is done every couple of years. The goal is to better understand ridership shifts that tend to occur and help keep us on point. Especially since there was a recent service restructure in March 2019. This survey revealed several surprises.

- a. Through the survey we discovered 69% of trips begin and end In Contra Cost County. This attest to job growth as many of these routes feed into BART.
- b. Clipper usage has increased from 31% to 70%, making it easier to travel across systems, like County Connection, BART, AC Transit and Muni. This promotes overall ridership in the region and increases boarding time preventing lines to pay cash fare and improving overall on-time performance. Most users of our services are on the lower economic scale even though we live in a wealthy area. Most of these are cash-based fare, in turn they are not getting the benefit of a discount by using clipper.

Ms. McWee mentioned that service dropped from Walnut Creek to Shadelands and it takes forever in the middle of the day to get from one point to the other. Improvements to route 9 would help. Again, she reiterated that staff that plan routes must go out and ride service for at least a week to see how the service levels are. Some trips can take 3-4 hours. The elderly would find it difficult to take such routes because of the duration. Ms. McWee related her circuitous trip to the dentist along with another passenger. Realized routes are geared to commuters. Mr. Mortensen mentioned a city in St. Louis, that uses small buses where the elderly would call on the same day for service. The bus served multiple passengers and fed them to fixed route. This was a dial-a-ride service.

9. Paratransit Transition Update Part 2:

Ms. Kamara gave an update on the Paratransit Transition. Since the initial update, LINK services have gone completely paperless, by use of tablets by drivers in the field. LINK has also launched their MyTranist App for riders. This app allows riders, to monitor their trips in real time, receive notification of trip arrivals, notify caregivers of trip location and provide a platform for passengers to rate their trip experience which feeds back to LINK office and Transdev's office for immediate follow-up. Ms. Kamara, also passed out user guides and flyers for members to distribute to individuals who may want to use the app.

10. Update on Travel Training Programs (Verbal Update):

Ms. Kamara gave a verbal update on the travel training efforts, which include working with Sean Hurley (CCCTA's Customer Service Manager) to identify resources to help us build a travel training program. Ms. McWee mentioned that she would like to be involved in the efforts moving forward. CCCTA, in the meantime, had an appointment to meet with Susan Rotchy of Independent Living Resources and had received a proposal from a Paratransit Consultant, Tom Roberts, to create and implement a Travel Training program. In addition, CCCTA has also engaged in dialog with Tri-Delta to partner in this effort, since we tend to service same passengers. Ms. McWee also mentioned that the training should be more than just taking someone on a ride, but should include training passengers on how to:

- Set someone up who has never used the bus system before
- Plan a fixed route trip online using a trip planning website
- What to expect if boarding a bus using a wheelchair, how to align your wheelchair
- How to board and where to sit when using a walker

11. Quarterly Report from CAC to Board of Directors and Alternate meeting location:

Bill relayed the request from the Board of Directors to CAC members to provide a quarterly report to the Board. Bill reiterated that the Board express their interest in the CAC and acknowledge the contributions the CAC can make to the transportation system. The Board wants them to know that they want to hear from them and want them to know that they can provide useful information or recommendations to the system. In the past, it has been difficult to get members to participate in the committee, but the individual Board members are working with their cities to ensure representation. As a result, we now have 5 seats filled and are working to fill the rest. Also, the location of the meeting has not always been ideal, so Bill asked the committee members what they thought about choosing an alternate location. Ms. McWee suggested CCTA building in Walnut Creek which is easily accessible by bus and by BART. Bill said he would inquire with Peter Engle regarding using CCTA office and report back on the March 10th meeting. Mr. Donnelly mentioned the timing of the meeting. His concern was having the meeting in enough time to make a recommendation that could go to the Board. At the moment, the CAC meeting is in the same week as the Board meeting and suggested meeting in the first or second week of the month, so recommendations can be reviewed by O&S and then passed on to the Board. Mr. Donnelly asked the committee if they would like to move the meeting to the first Tuesday of the month. All members present said yes. Jason Sommers said he would like to learn more about what we do and how the committee can help or advise on. Both Mr. Donnelly and Mr. Mortensen said they would like to see the budget.

12. Fixed Route Monthly Report:

Mr. Churchill gave a report of the fixed route monthly report. He focused on the change in service since the March 2019 service cut. Normally it takes up to two years to see the

overall effects of service cuts, but it is clear that the routes that are now free are experiencing a surge in ridership. In March and April 2019, saw a 21% decrease in service where service was cut, but in August and October there was a 13% growth in ridership. The overall growth far outweighed the shrinkage that was experienced. During this service restructure, CCCTA, was able to turn around a 4-year ridership decline. Mr. Donnelly asked why there was a drop in Martinez. Mr. Churchill said it may have to do with the fact that most Martinez residents, pay a cash fare and do not take advantage of the service discount that comes with using Clipper. Cash fare is \$2.50 and Clipper fare is \$2.00. Mr. Sommers wanted to know whether we collect destination data. Mr. Churchill responded that we currently do not. Ms. McWee asked about tagging oneself when they board and not be charged the full fare. This is currently not in practice. Mr. Churchill said he would look into Clipper rules. Knows it is currently different from Golden Gate Marin. This works because they are zone based. Ms. McWee said it was important to look at where people are going. She is sure it has changed from 20-30 years ago. Most of our routes are geared to commuters, the average senior, wants to go to shopping centers in the middle of the day.

13. Paratransit Monthly report:

Ms. Kamara gave an update on the paratransit statistics and the MyTranist app. Ms. McWee wanted us to look into the early arrival button. Her phone shows the driver has already arrived when he/she was actually not there yet. Ms. Kamara said she will look into it and report back.

14. Committee Member Communications:

Mr. Mortensen said he will provide more information on the demand response efforts of St Louis. He also asked us to check Yelp for service reviews and issues and would like to see County Connection participate in the City of San Ramon Health and Wellness day. Ms. McWee mentioned that she recommends reading Door-to-Door by Edward Hume's. Mr. Sommers will check with the city on what they would like to see him do on the committee.

15. Adjournment-Next Meeting March 10, 2020:

Meeting adjourned at 3:15PM

Minutes prepared by Rashida Kamara January 27, 2020.

MEMBERSHIP ROSTER/ATTENDANCE REPORT 2020

Member Name	Jurisdiction	Jan-20	Mar-20	May-20	Jul-20	Sep-20	Nov-20	Original Appointment	Term Expires
Vacant	Clayton								
Rich Eber	Concord	A						Sep-20	Sep-21
Marjorie McWee	Contra Costa County	P						Jun-20	Jun-21
James Donnelly	Danville	P						Jun-17	Jun-21
Vacant	Lafayette								
Vacant	Martinez								
Vacant	Moraga								
Mark Lewis	Orinda	A						Jan-18	Jan-20
Vacant	Orinda								
Jason Sommers - alternate	Pleasant Hill	P						Jun-20	Jun-21
Matthew Horne	Pleasant Hill	P						Jun-20	Jun-21
Wayne Mortensen	San Ramon	P						Dec-20	Dec-21
Jeremy Weinstein	Walnut Creek	A						Mar-18	Mar-20

P = Present

A = Absent

Term Expires 2020

Vacant

CCCTA Staff 2020

Member Name	Jurisdiction	Jan-20	Mar-20	May-20	Jul-20	Sep-20	Nov-20
Bill Churchill	County Connection Staff	P					
Melody Reeks	County Connection Staff	A					
Sean Hurley	County Connection Staff	P					
Rashida Kamara	County Connection Staff	P					
Ruby Horta	County Connection Staff	A					

P = Present

A = Absent

County Connection

INTER OFFICE MEMO

To: Board of Directors

Date: 1/9/2020

From: Ruby Horta, Director of Planning, Marketing & Innovation **Reviewed by:** *WC.*

SUBJECT: Ridership Update

Background:

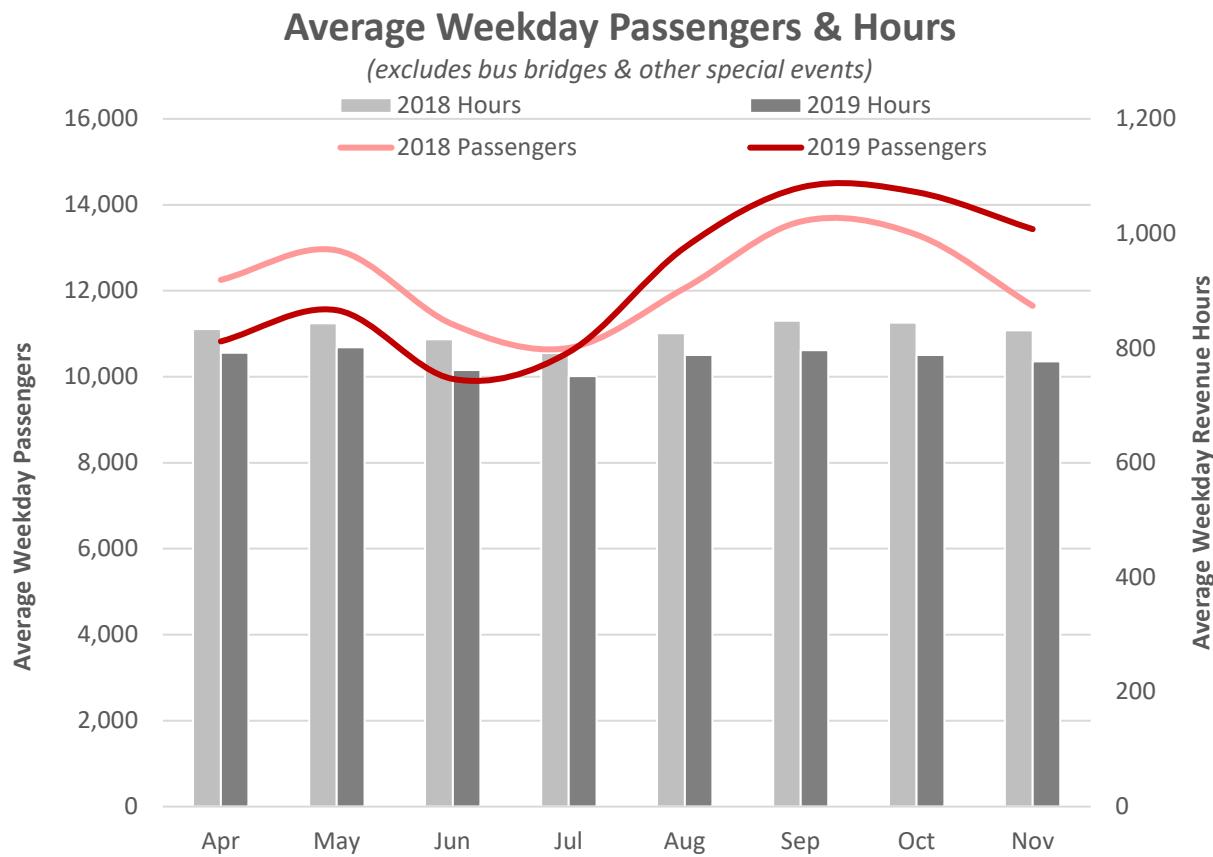
County Connection staff prepared a Comprehensive Operational Analysis (COA), which was completed in January 2018. The COA provided staff with the foundation for a data-driven planning effort to restructure County Connection's service focused on increased ridership. Since January 2018, the Board approved a major service change which was implemented in March 2019. The service change included cuts, adjustments and enhancements throughout the service area. Subsequently, a minor service change was implemented in Fall 2019, to routes serving Bishop Ranch.

Overall Trends

Service changes typically require a couple of years to realize the full effects, whether positive or negative. Staff anticipated a reduction in ridership given the reduction in overall service hours. Although service was increased along certain routes, potential new riders require various levels of persuasion try the new service. However, over the last several months, routes with increased service have gained additional ridership.

The following analysis compares 2018 to 2019 from April – November. It should be noted that in addition to the service changes that went into effect in March 2019, three (3) routes serving the Monument Corridor offer free fares since July 2019. The data demonstrates a significant shift in the ridership trend (starting July 2019), despite the reduction in revenue hours.

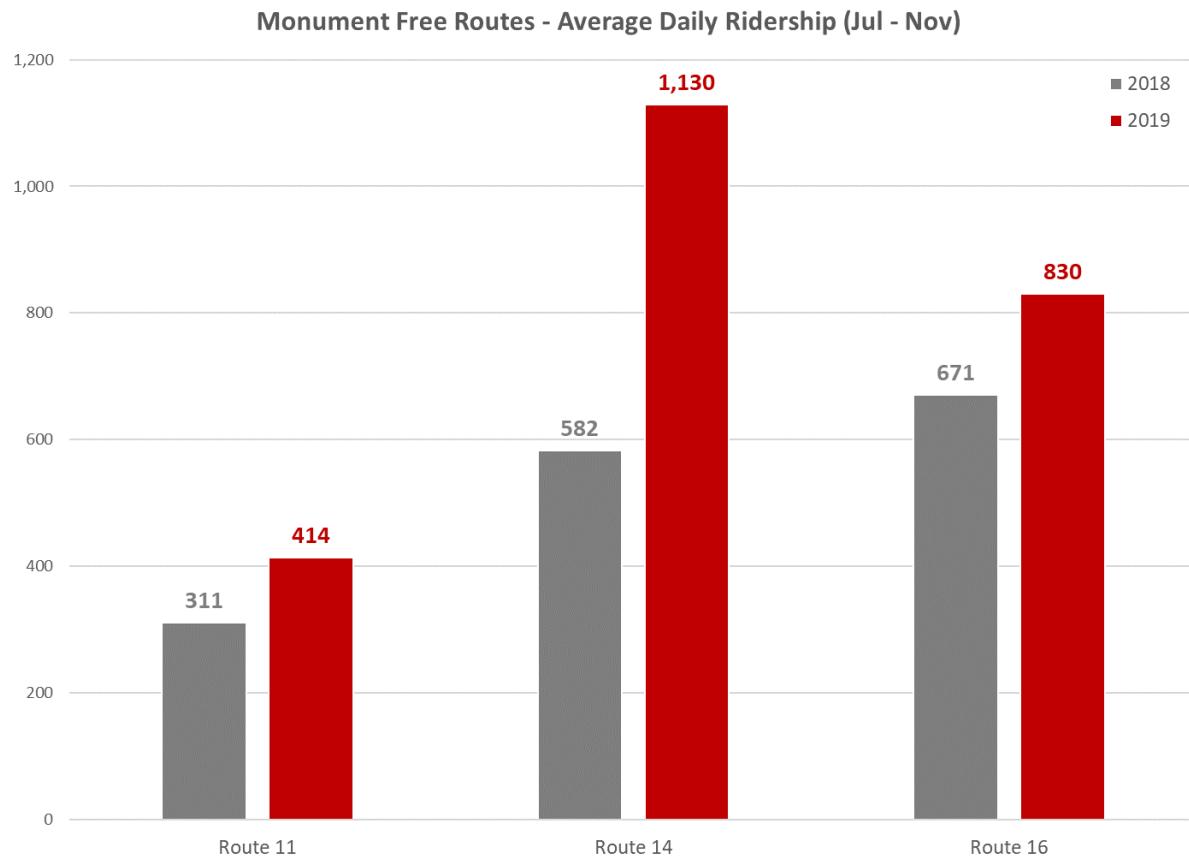
The chart on the next page compares average weekday passengers and revenue hours. Staff has excluded bus bridges and other special events to depict solely County Connection passengers. From April to June, ridership continued to decline, year over year. However, starting in July 2019, the trend has shifted and although revenue hours have not increased, ridership was about 11 percent higher in November 2019, when compared to the same month last year.



There are several positive results from the service restructure, however, the most impactful variable (within a short time frame) has been the Monument Corridor Free Fares Pilot, funded by the State's Cap and Trade grant under the Low Carbon Transit Operations Program (LCTOP). Some of those positive results, outside of the LCTOP sponsored routes include increased productivity on routes 1, 7, 9, 10, 20, 91X, 99X and 320 and increased ridership on routes 6 and 35. On the flip side, about half of the weekend routes experienced a decrease in ridership. Additionally, routes like 15 and 28 were altered to allow other routes to cover certain segments more effectively, and thus have declining ridership. Route 15 no longer serves a segment between Pleasant Hill BART and Walnut Creek BART and Route 28 no longer serves the Homeless Shelter on Arnold Industrial Way. Route 14 was extended to Walnut Creek BART to better connect passengers from the Monument Corridor and Route 27 connects the Homeless Shelter to North Concord BART. While some routes are still experiencing declines in ridership, the trend is slowing down, and in some cases has even become positive in the last few months.

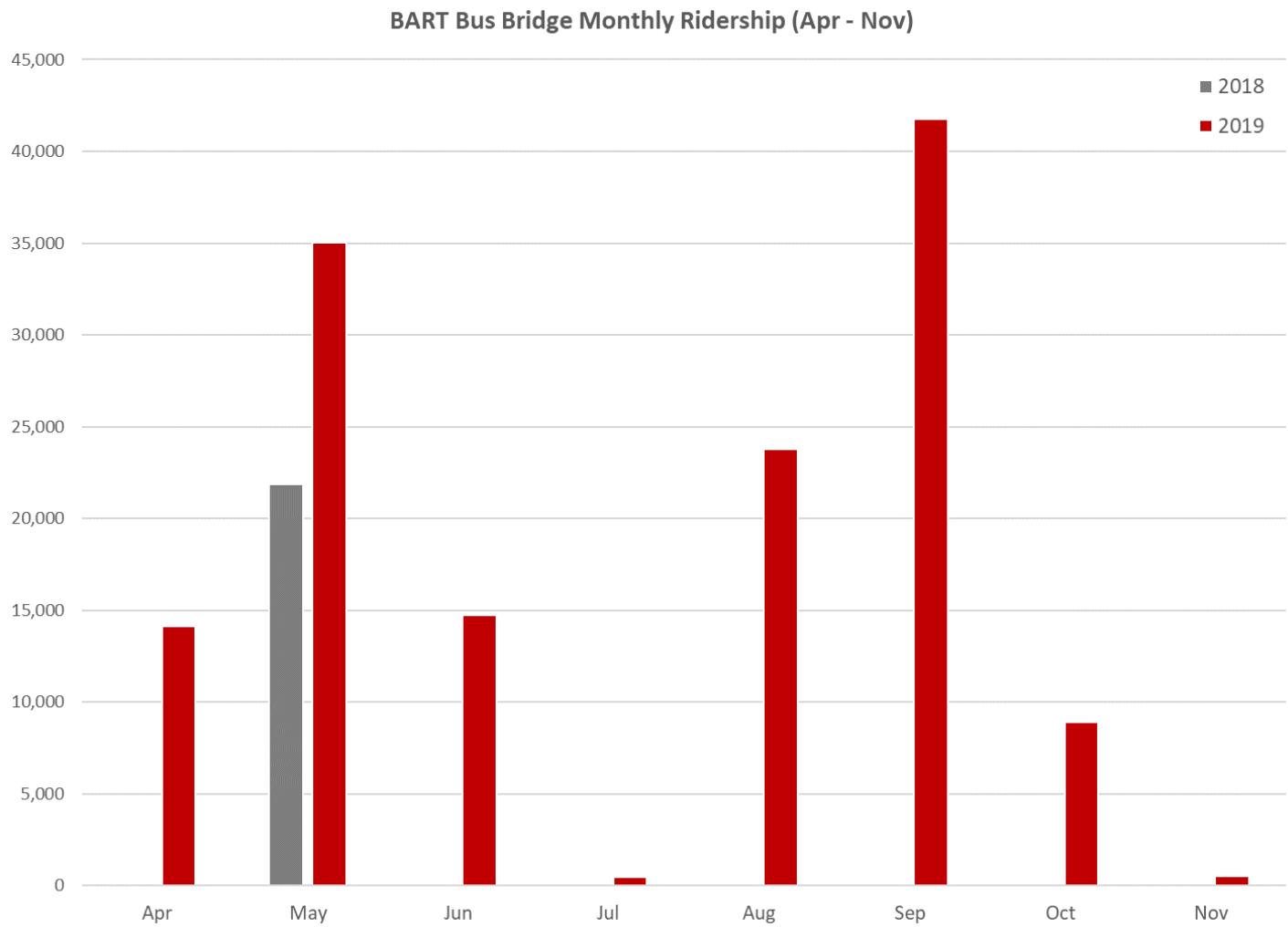
Monument Corridor – Free Fares

The three LCTOP-sponsored routes include routes 11, 14 and 16. They have been offering free trips since July 2019. Year-over-year, combined ridership (for the months of July through November) on these three routes has increased from approximately 1,500 in 2018 to 2,300 in 2019. That's more than 50 percent increase, over a 5-month period.



BART Bus Bridges:

County Connection has operated bus bridges on behalf of BART for many years. Traditionally, bus bridges occurred in case of emergencies when BART service was interrupted for an extended period. Starting in 2019, BART began scheduling several maintenance projects on their tracks, which required working with transit agencies to operate bus bridges. For County Connection, the bus bridges in 2019 represent a significant boost to ridership. From April to November of 2018, BART bus bridges accounted for a little over 20,000 passengers. This was for a single bus bridge in May 2018. During the same period in 2019, County Connection carried close to 140,000 passengers, with bus bridges every month, from April to November.



Next Steps:

The analysis above, though relatively preliminary, provides staff with initial guidance on potential areas for improvement. Weekend routes and routes that offer infrequent service should be further analyzed. Additionally, the one-year LCTOP pilot expires in June 2020, and although additional funding will be available, staff must ensure federal regulations (Title VI) will not be violated if we extend the program beyond the one-year pilot.

Financial Implications:

None, for information only.

Recommendation:

None, information only.

Action Requested:

None, for information only.

County Connection

INTER OFFICE MEMO

To: Citizen Advisory Committee

Date: 3/04/2020

From: Rashida Kamara, Manager of Accessible Services

Reviewed by:

SUBJECT: Choice in Aging Program, Request for Expansion

Background:

In response to overwhelming LINK Paratransit issues associated with some Choice in Aging passengers, County Connection embarked on a Demonstration project to improve services. The Board of Directors approved a 6 month pilot program where Choice in Aging chose a TNC vendor that would provide services for a selected amount of passengers that were experiencing adverse effects to their overall health as a result of long rides, wait times and circuitous trips on regular ADA services. This service is paid for by County Connection and commenced in June 2019.

The goal of the service was to improve on-time performance, reduce ride times while maintaining shared ride services. Below are the performance statistics from June 2019 through December 2019:

Total trips performed	2,923
Highest Ontime performance	100%
Lowest Ontime performance	95.8%
Total Cancellations	461
Total No-shows	48
Total Complaints	0
Total passengers on program	20
Cost	\$99,934.40

Recommendation:

Staff would like to recommend that County Connection enter into an MOU with Choice in Aging for a permanent and expanded program for the period of one year, to commence July 1, 2020 and to be reviewed at the end of that time.

Financial Implications:

As a result of the Choice in Aging program, overall cost per passenger has been reduced by 1.2%. As the cost for paratransit service continues to rise, programs like these provide rider friendly

options at a reduced cost. Staff will continue to monitor the impact this service has on the overall budget.

Action Requested:

Staff requests that the Citizen Advisory Committee approve and forward this recommendation to the Operations and Scheduling Committee.

Attachments:

Letter of Request for Expansion



September 20, 2019

Rashida Kamara
Manager of Accessible Services
County Connection
2477 Arnold Industrial Way
Concord, CA 94520

Re: Expansion of the SilverRide Transportation Pilot for Mt. Diablo Center Participants

Dear Rashida:

We are following up with you regarding progress with the SilverRide program and expansion of the pilot. We are requesting that an additional twelve participants be added to the program (two SilverRide carpools making two runs to/from Mt. Diablo Center each day).

In the MOU between Choice in Aging and CCCTA, dated June 1, 2019, Section IIC states: "If, after the first two months of service, it is determined that the Program is successful, additional CiA participants may be added to the Program, upon communication with CiA, CCCTA, and SilverRide, as long as the Program remains within the total compensation..." The pilot expires on December 31, 2019. With approximately three months remaining, and sufficient funds to cover the cost, we would like to add twelve additional frail, elderly participants to the SilverRide pilot.

We are making this request for the following reasons:

1. As we all know, our clients really need the SilverRide service based upon the unique nature of their disabilities, and the difficulties that they have using ADA paratransit service.
2. The pilot has been a huge success, as evidenced by the weekly and monthly reports, and comments from our participants and their families/caregivers. SilverRide's performance has been exemplary, and the cost is lower than a paratransit trip. Participants receive the unique benefit of SilverRide's door-through-door service, consistent driver and route, and the ride only going to/from Mt. Diablo Center.
3. The pilot has allowed our staff to spend more time on the participant experience at Mt. Diablo Center, and to focus more on their health outcomes versus spending time resolving transportation issues and the negative impacts of excessive trip times.

AGING & DISABILITIES PROGRAM LOCATIONS

1811 C STREET
ANTIOCH, CA 94509

Bedford Center for California Community
Adult Day Health Care Transitions (CCT)
925 778 4171 925 778 4171

490 GOLF CLUB RD
PLEASANT HILL, CA 94523

Mt. Diablo Center for
Adult Day Health Care
925 682 6330

1234 EMPIRE ST, STE 1420
FAIRFIELD, CA 94533

Napa/Solano Multipurpose Senior
Services Program (MSSP)
925 356 6777
707 708 0571

Prevention and Early
Access for
Seniors (PEAS)
707 708 0582

Rashida Kamara – Page 2
September 20, 2019

4. We have many clients who would benefit from being in the pilot. The budget for the program is \$250,000. To date, only approximately \$60,000 has been expended. Adding twelve new participants until December 31, 2019 would increase the cost by \$30,000. The total expense would then be approximately \$125,000 for the six-month period, or 50% of the budget.

5. We are anxious to have our participants that have transfer trips between County Connection LINK and another provider in the region start the SilverRide service. A proposal was provided earlier this week. The cost for those trips, if added under the current SilverRide budget, would be approximately \$25,000, still leaving us well under budget for the pilot. Hopefully, these five transfer trips can be started in the next few weeks.

Finally, we would like to discuss the process for converting the pilot to a permanent program well in advance of the December 31, 2019 expiration so that there are no gaps in the current SilverRide service, and so that we can expand the pilot to additional Choice in Aging participants.

Thank you so much for your help with the pilot. SilverRide transportation and your leadership on this pilot program are making a huge difference in the lives of our participants!

We hope to hear from you soon.

Sincerely,



Debbie Toth, President and CEO

cc: Jeff Maltz, SilverRide
Dhurin Vahia, SilverRide
Lisa Hammon, Choice in Aging

County Connection

INTER OFFICE MEMO

TO: O&S Committee

DATE: December 20, 2019

FROM: Melody Reebs
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for November 2019

1. Monthly Boarding's Data

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system.

FY19-20

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	292,286	319,602	
Average Weekday	13,460	13,165	
Pass/Rev Hour	16.9	16.9	Standard Goal > 17.0
Missed Trips	0.05%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	129,702	36,897	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in November (13,460 passengers) than October (14,315 passengers) and higher than November 2018 (11,650 passengers) or (15.5%).

Passengers per hour in November was 16.9 which is lower than October at 18.2 and higher than November 2018 when passengers per hour was 14.0.

The percentage of missed trips in November was 0.05% which is the same as the prior month of (0.05%).

The number of miles between roadcalls was 129,702 miles in November, higher than the prior month in which there were 62,557 miles between roadcalls. The rolling 12 month average is 36,897 miles between roadcalls.

Of a total 292,286 passengers, 187,520 passengers had the potential to use a Clipper card aboard County Connection since 104,766 either used an employee/school sponsored programs or free routes. About 76.7% of the 292,286 potential Clipper card users paid using Clipper during this month.

County Connection

INTER OFFICE MEMO

TO: O&S Committee

DATE: January 22, 2020

FROM: Melody Reeks
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for December 2019

1. Monthly Boarding's Data

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system.

FY19-20

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	270,145	311,359	
Average Weekday	11,882	12,951	
Pass/Rev Hour	15.1	16.6	Standard Goal > 17.0
Missed Trips	0.08%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	19,259	34,287	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in December (11,882 passengers) than November (13,460 passengers) and higher than December 2018 (10,989 passengers) or (8.1%).

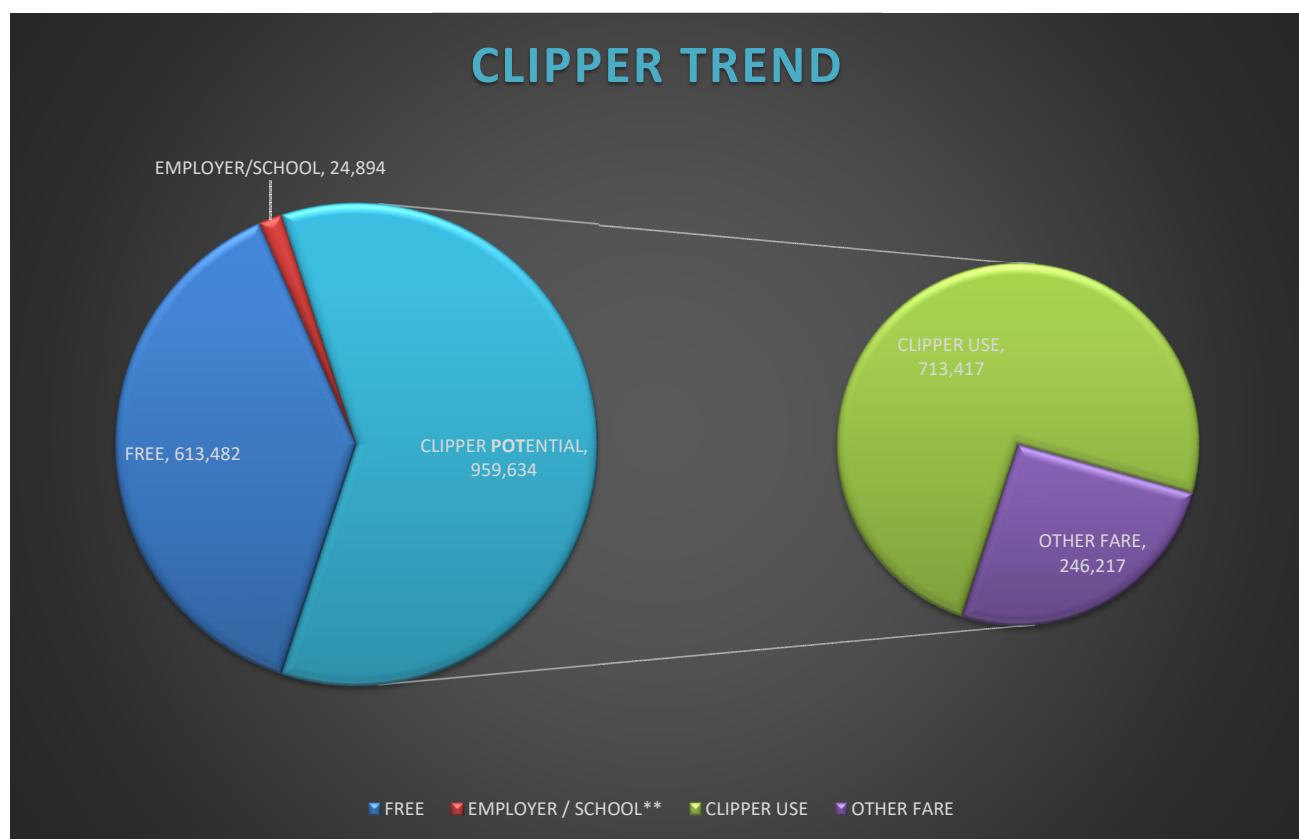
Passengers per hour in December was 15.1 which is lower than November at 16.9 and higher than December 2018 when passengers per hour was 13.3.

The percentage of missed trips in December was 0.08% which is higher than the prior month of (0.05%).

The number of miles between roadcalls was 19,259 miles in December, lower than the prior month in which there were 129,702 miles between roadcalls. The rolling 12 month average is 34,287 miles between roadcalls.

Of a total 270,145 passengers, 168,885 passengers had the potential to use a Clipper card aboard County Connection since 101,260 either used an employer/school sponsored program or free routes. About 76.1% of potential Clipper card users paid using Clipper during this month.

CLIPPER TREND



CLIPPER TREND*

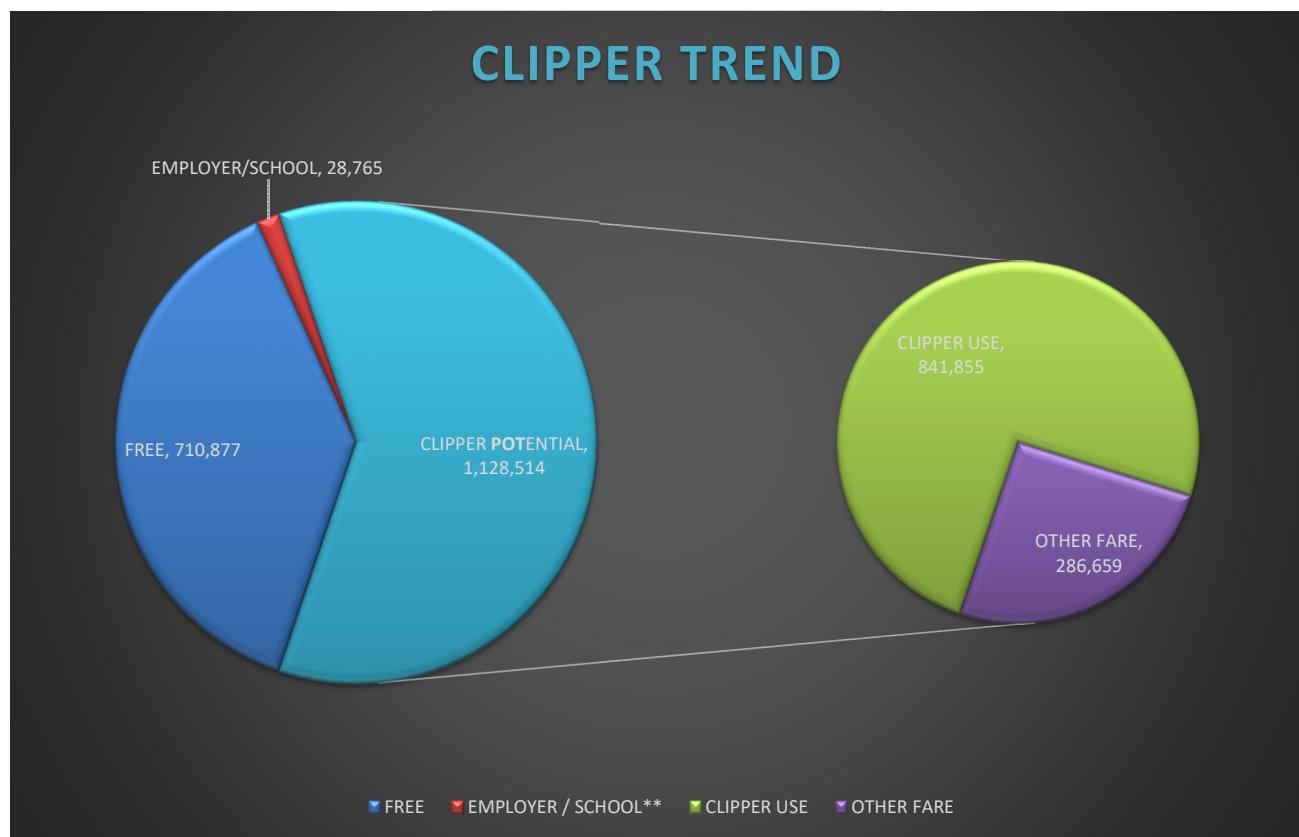
Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	OTHER FARE	% OF POTENTIAL
Jul-19	251,318	93,324	3,387	154,607	115,097	39,510	74.4%
Aug-19	333,015	131,872	4,078	197,065	141,891	55,174	72.0%
Sep-19	352,920	147,674	6,139	199,107	147,198	51,909	73.9%
Oct-19	368,471	140,953	6,183	221,335	165,437	55,898	74.7%
Nov-19	292,286	99,659	5,107	187,520	143,794	43,726	76.7%
Dec-19	-	-	-	-	-	-	-
Jan-20	-	-	-	-	-	-	-
Feb-20	-	-	-	-	-	-	-
Mar-20	-	-	-	-	-	-	-
Apr-20	-	-	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
Grand Total	1,598,010	613,482	24,894	959,634	713,417	246,217	74.3%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude Summer Youth Pass

FREE	Free / Mid-Day Free/ BART Mutual Aid
EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)

CLIPPER TREND



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	OTHER FARE	% OF POTENTIAL
Jul-19	251,318	93,324	3,387	154,607	115,097	39,510	74.4%
Aug-19	333,015	131,872	4,078	197,065	141,891	55,174	72.0%
Sep-19	352,920	147,674	6,139	199,107	147,198	51,909	73.9%
Oct-19	368,471	140,953	6,183	221,335	165,437	55,898	74.7%
Nov-19	292,286	99,665	5,107	187,515	143,794	43,720	76.7%
Dec-19	270,145	97,389	3,871	168,885	128,438	40,447	76.1%
Jan-20	-	-	-	-	-	-	-
Feb-20	-	-	-	-	-	-	-
Mar-20	-	-	-	-	-	-	-
Apr-20	-	-	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
Grand Total	1,868,155	710,877	28,765	1,128,514	841,855	286,659	74.6%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude Summer Youth Pass

FREE	Free / Mid-Day Free/ BART Mutual Aid
EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)

County Connection

INTER OFFICE MEMO

To: Citizen Advisory Committee

Date: February 28, 2020

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

SUBJECT: Paratransit Operations Report Quarter 2 FY19/20

Ridership, Productivity Key Indicators:

Total systemwide passengers transported in the second quarter of FY19/20 were 36,066 of which 1,307 were transported by the choice in Aging pilot project. This is in comparison to 37,555 trips in the same quarter of FY18/19. This represents a 3.9% decrease in passengers transported. Passengers transported YTD at the end of the second quarter in FY18/19 were 37,555 and in FY19/20, 36,339, which includes the Choice in Aging Pilot. This represents a 0.50% decrease in total passengers.

Overall on-time performance for this quarter is 92% compared to 80% of the same quarter last year. This represents a 12% improvement in on-time performance. Total passenger productivity averaged 1.83 in FY19/20 compared to 1.76 in FY 18/19 of the same quarter. Service hours in the second quarter of FY 19/20 is 21,966 in comparison to 26,289 of the previous fiscal year. This will explain the slight increase in productivity during this second quarter. Transdev is yet to reach the productivity goal of 2.00 as outlined in the contract. Denials were 0 for the both quarters.

Total complaints were 13, compared to 35 for the same period last year. In FY18/19, complaints were not being captured properly so the extent of service failures eluded us. We received 4 commendations and over 250 5-Star ratings from passengers in real time on the MyTransit App. We received 3 commendation in the same quarter in FY18/19. Riders in the database totaled 2,456 (These numbers only represent riders certified with County Connection; they do not include riders transferring from other transit agencies) There were a total of 343 certification determinations.

Incentives/Disincentives/Liquidated Damages:

Incentives and disincentive were not applied in the last contract which expired in June of 2019. A 90-day grace period was applied to the new contract regarding incentives and disincentives to provide time for the new contractor to complete the transition, therefore there is nothing to report for the first quarter. \$15,000 of liquidated damages were applied to the second quarter. This is the first disincentive applied for this contract. Of the \$15,000, \$3,000 was assessed for

poor productivity (Below 2.0 two months in a row), \$6m,150 was assessed for late responses for complaints, and \$5,850 was assessed for late trips between 30-59 minutes late and more.

Highlights:

MyTransit App was launched in November 2019 receiving approximately 50 ratings. This number increased significantly to 250 ratings in December 2019. Staff continues to promote the Use of MyTransit App with LINK users to gain a better understanding of how effective service is and understand how to improve the system.

The Choice in Aging program has been a successful pilot with 1,307 passengers being transported this quarter. On-time performance continues to be at an all-time high of 98.7%. Because of the demographic of individuals transported, seniors and frail persons, there is about a 20% cancellation rate.

Financial Implications:

Although staff increased the overall budget due to fuel, actual service levels have not increased as expected. In fact, service hours billed compared to last quarter are lower. We anticipate the same trend during the winter months and expect ridership to increase slightly during the last three months of the fiscal year. Currently expenses are on track to be within the new amended budget. Staff budgeted 100,828 hours for the fiscal year with an average of 25,207 service hours for each quarter. Transdev billed 21,966 service hours for this quarter, approximately 12.8% under budget. Total billed in this quarter for service is \$1,487,948.87, plus \$171,974.51 for fuel.

Recommendations:

This item is for information only.

Attachments:

Quarter 2 MOP report

Action Requested:

None

CCCTA PARATRANSIT
Q 2-Performance Report: 10/01 to 12/31/19

	FY 19/20 YTD	FY 18/19 YTD
LINK and BART Statistics		
Ridership Statistics		
1 ADA Passengers	32,908	34,026
2 Companions	164	176
3 *Personal Care Assistants	1,960	3,353
4 SilverRide Pilot	1,307	
5 Total Passengers	36,339	37,555
Scheduling Statistics		
6 Total Number of No Shows & Late Cancels	3,752	10,517
7 SilverRide Pilot No Shows & Late Cancels	227	
8 Total number of Cancellations	2,735	10,322
9 Same Day Trips	572	391
10 Denial Trips	0	0
11 Go Backs/ Re-scheduled	97	
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%		
12 Revenue Hours	18,002.20	20,510.76
13 ADA Passengers per RVHr.	1.83	1.83
14 Average Trip Length (miles)	11.60	10.97
15 Average Ride Duration (minutes)	30.86	30.84
16 Total Cost per ADA Passenger	48.16	
17 *Service Miles	296,863.77	408,676.00
18 Billable Service Hours	21,966.00	26,298.36
19 SilverRide Pilot Cost	44,438.00	
20 LINK & BART Fuel Cost	173,974.51	
21 Total Cost	1,708,244.88	
On Time Performance		
Standard Goal = 90%; Incentive Goal = 92%		
22 Percent on-time	92.5%	80.0%
23 SilverRide Pilot OTP	99.8%	
24 Arrived 15-29 minutes past window	628	
25 Arrived 30-59 minutes past window	205	
26 Arrived 60 minutes past window	24	
27 Total Missed Trips	42	
28 Transfer Trips	3,367	3,191
Customer Service		
Complaint Standard Goal = 2/1,000 passengers		
29 Total Complaints	13	35
30 Timeliness	3	
31 Driver Complaints	10	
32 Equipment / Vehicle	0	
33 Scheduling/Staff Skill	1	
34 Commendations	4	3
35 Ave. wait time in Queue for reservation	0.89	
36 Ave. wait time in Queue for customer service	0.86	
Safety & Maintenance		
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles		
37 Total accidents per 100,000 miles	5	2
38 Roadcalls per 100,000 miles	0	11
Eligibility Statistics		
40 *Total ADA Riders in Data Base	2,496	3,908
41 *Total Certification Determinations	343	
42 *Initial Denials	1	
43 *Denials Reversed	1	

Valerie Volk

From: Valerie Volk
Sent: Tuesday, February 11, 2020 4:47 PM
To: Wayne Mortensen; m.mcwee@att.net; markjlewis@financialguide.com; horne.matthew@gmail.com; mr.jasonsommers@gmail.com; james.r.donnelly@comcast.net; jweinstein@prodigy.net; richeber@amerasa.net; Wayne Mortensen
Cc: Bill Churchill; Rashida Kamara
Subject: Advisory Committee March Meeting

Per the request of the Advisory Committee, staff has reached out to CCTA to reserve a meeting space for the March meeting. CCTA is unable to accommodate this request for the month of March. Future meetings may be able to be scheduled at their office and staff will continue to work on this. Meeting dates and times may be adjusted in order to work with the scheduling of the meeting rooms at CCTA.

In conclusion, the March 10 meeting will be held at County Connection Board Room at 1:00 p.m.