

County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-7500 countyconnection.com

ADVISORY COMMITTEE MEETING AGENDA

Tuesday, September 28, 2021

DUE TO COVID-19, THIS MEETING WILL BE CONDUCTED AS A TELECONFERENCE PURSUANT TO THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDERS N-25-20 AND N-29-20, WHICH SUSPEND CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT.

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON.

Topic: Advisory Committee

Time: Sep 28, 2021 01:00 PM Pacific Time (US and Canada)

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Public comment may be submitted via email to: hill@cccta.org. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the committee Directors before or during the meeting. Comments submitted after the meeting is called to order will be included in correspondence that will be provided to the full Board.

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 May 11, 2021*
5. Public Comment
6. Consent Calendar: None

*Enclosure

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

7. Member Update
 - a. New Member - Richard Campagna
 - b. Reappointed Member – Marjorie McWee
8. Chair and Vice Chair Selection (if quorum is met) – review of By-laws*
9. Clipper Mobile App*
10. San Ramon Valley Unified School District Transition Program-Midday Free Request*
11. Clipper START & Youth Fare Pilot Extension*
12. Return to Transit Outreach Efforts*
13. Fixed Route Monthly Report
 - a. Fixed Route Ridership Reports – April, May, June 2021*
 - b. Clipper Trends – April, May, June 2021*
14. Paratransit Monthly Report – April 2021*
15. Committee Member Communications
16. Adjournment – Next Meeting – November 9, 2021

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, October 21, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, October 6, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, November 14, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, October 7, 8:30 a.m., via teleconference
Operations & Scheduling:	Friday, October 1, 8:15 a.m., via teleconference

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

MEMBERSHIP ROSTER/ATTENDANCE REPORT 2021

Member Name	Jurisdiction	Jan-21	Mar-21	May-21	Jul-21	Sep-21	Nov-21	Original Appointment	Term Expires
Vacant	Clayton								
Rich Eber	Concord	P	P	P	C			Sep-20	Sep-21
Marjorie McWee	Contra Costa County	P	P	P	C			Jun-20	Jun-23
James Donnelly	Danville	P	N/A	N/A	N/A	N/A	N/A	Jun-17	Jun-21
Richard Campagna	Danville	N/A	N/A	N/A	N/A			Jul-21	Jul-23
Vacant	Lafayette								
Vacant	Martinez								
Vacant	Moraga								
Vacant	Orinda								
Jason Sommers	Pleasant Hill			P	C			Apr-21	Apr-23
Andrew Fontan (alternate)	Pleasant Hill				C			Apr-21	Apr-23
Matthew Horne - resigned	Pleasant Hill	P	N/A	N/A	N/A	N/A	N/A	Jun-20	Jun-21
Wayne Mortensen	San Ramon	P	P	A	C			Dec-20	Dec-21
Adrian Byram	Walnut Creek	P	P	A	N/A	N/A	N/A	Feb-20	Feb-22
Vacant	Walnut Creek								

P = Present

A = Absent

C = Cancelled

Vacant

CCCTA Staff 2021

Member Name	Jurisdiction	Jan-21	Mar-21	May-21	Jul-21	Sep-21	Nov-20
Bill Churchill	County Connection Staff	P	P	P	C		
Ruby Horta	County Connection Staff	P	P	P	C		
Sean Hurley	County Connection Staff				C		
Rashida Kamara	County Connection Staff	P	P	P	C		
Melody Rees	County Connection Staff		P	P	C		
Erick Cheung	County Connection Staff			P	C		

P = Present

A = Absent

Summary Minutes
County Connection Advisory Committee
Tuesday, May 11, 2021

Members: Marjorie McWee, Jason Sommers, Rich Eber (On Phone)

Staff: Rashida Kamara, Bill Churchill, Ruby Horta, Melody Reeb, Erick Cheung

Public: Johanna Duran (Transdev General Manager)

1. Call to Order:

Meeting was called to order at 1:00 PM

2. Roll Call

(See Attendance Sheet. No quorum was established) Ms. McWee welcomed Mr. Sommers from the City of Pleasant Hill. Ms. Kamara reminded the sitting chair, that Mr. Sommers was sitting in as an alternate and his primary appointment was going to the Board for approval later in the month. Ms. Kamara also introduced Ms. Duran of Transdev and was then welcomed by Ms. McWee.

3. Approval of Agenda:

The agenda was approved as presented.

4. Approval of minutes of March 9, 2021:

The minutes were presented and approved by Mr. Sommers and seconded by Ms. McWee.

5. Public Comment:

None

6. Consent Calendar:

None

7. Chairman Selection:

Ms. McWee asked if there was a quorum to proceed with this item. Ms. Horta said no there was not. Ms. McWee stated the selection process would be moved to the next meeting.

8. LAVTA/CCCTA Pilot Update #1:

Ms. Kamara gave an update on the collaboration between CCCTA/LAVTA pilot program. The pilot program will be tested over one-year and managed by CCCTA through Transdev. Dispatchers, managers, and schedulers will be shared resources between the two agencies which also included hiring an ops manager. Vehicles were outfitted with LAVTA signage, tablets to manage digital manifest, and routed phone numbers to CCCTA call center. Database was transferred from LAVTA to CCCTA Trapeze software, which caused some passengers to be duplicated which has been resolved. Go live went well with 57 trips booked with a 98% on time performance rate. CCCTA expects to see cost savings effective July 1, 2021. Ms. McWee thanked staff for their report. She asked what feedback we were getting from riders. Ms. Kamara stated that most riders wouldn't notice a change, but some feedback was received that included different scheduling windows. A complaint was made regarding a same day trip, however, the passenger didn't book a return ride

and also provided the wrong address. The driver proved to be on time at the address given but took 20 minutes to get to the passenger. Ms. McWee asked how drivers and staff were responding. Ms. Duran, LINK General Manager, said staff and drivers had no trouble transitioning because drivers were brought over from the previous LAVTA contract.

9. Marketing Plan 2022:

Ms. Horta updated the committee on the marketing plan. In hopes of removing 6ft distancing requirements on transit, transit agencies are looking at coordinating local and regional efforts to gain ridership back to pre-COVID levels. Promotions for Clipper programs include discounted rates for low-income adults and Clipper Youth fares. Ms. McWee said she heard BART is ramping up and how will CCCTA plan to line up with that? Ms. Horta explained we would have free rides for month of September to coincide with BART 50% off fares. We are also in communication with LAVTA, Tri-Delta and WestCat to provide similar discount to incentivize usage. Ms. McWee wanted to know if there is a coordinated effort to have press conferences to promote this. Ms. Horta mentioned the communication sub-committee working with MTC Return to Transit campaign which incorporates all 27 transit agencies.

10. Adoption of Draft Fiscal Year 2022 Proposed Draft Budget and Forecast:

Mr. Cheung gave an update on the fiscal year draft budget. During the year, the Administration and Finance Committee (A&F) gave updates on fare revenues, Cares Act funding, and service reductions. Mr. Cheung presented the draft budget through a PowerPoint presentation which was approved by the Board in April. An application was submitted to MTC to receive TDA funding, which is the largest funding source for County Connection. Mr. Sommers wanted to know what it would take for us to trend upward? Is there a solution? Mr. Cheung replied that the budget assumes a decent recovery from paratransit and the cost has been overestimated but unsure how fast it will come back. The reality is that there isn't enough funding for transit. Fare increases are not enough to offset the curve. Ms. McWee wondered what's the sustainability of service? Mr. Churchill says staff is concerned, but Mr. Cheung took a conservative approach. There is a balance between how we are funded and the service we provide. Concern is a few years down the road, but we do need to address. Ms. McWee says who is we that needs to address this issue? Mr. Churchill said policy makers have to decide if they are going after funds. Our job is to educate policy makers, who are aware, and in the next couple of years there may be an attempt at another tax measure and CCCTA will be a recipient. Mr. Cheung says we may get something from CARISA act that will help us in the future. We must also remember that we have never really have had to come out of a pandemic before. This forecast may not necessarily reflect how long it will take to come out.

11. 2021 Service Plan and Title VI Analysis:

Ms. Reeb gave an update since last meeting. The Board approved the 2021 service plan, keeping the same levels of service implemented last year in response to Covid. We did have to do a Title VI analysis. Generally, approach was to retain essential services, and transit dependent populations. The analysis saw no impact to minority riders, less than 1.3% and low income less than 12%. A few minor changes include restoring service on 6 and 93X. Plan is designed with flexibility to add service if ridership comes back.

12. Vaccination Sites and Routes to Sites-Verbal update/Information Only

Ms. Kamara gave a service update on free rides to vaccine sites La Clinica in Concord starting May 1st. Free fares will be offered 7 days a week on routes 11 (currently free) and 311 (free to August 1st). Paratransit trips will also be free if they fall along the free routes. Ms. McWee wanted to know how others may know about the free service. Ms. Kamara stated its on our website. Ms. McWee wanted to know if the clinic put something up. Ms. Horta said we are unaware. Ms. McWee wanted to know if we can find out since there may be an extension in the service offered especially for the student and senior populations that cannot drive. If they know they can take free rides, it will make it easier and make more people will be willing to get the vaccine.

13. Fixed Route Monthly Reports

- Fixed Route Ridership Report- January and February 2021
Ms. Reeb gave the update. Ridership is down 75% compared to last year, modest increase of 10% in the Monument corridor. Moderate increases in routes serving restaurants and retail since they're opening.
- Clipper Trends- January and February 2021

14. Paratransit Monthly Reports-January February and March 2021

Ms. Kamara gave an update. Paratransit riders slowly inching upwards. March highest transport month. With vaccines rolling out we hope to see a continuous increase. MOPS, do not include the One Seat data. Our ability to reconcile some trips with mileage. Certain travel areas may fall out of a transit area service area. OTP continues above 90%, we have some trips that are outside of the window. We've asked Transdev to work on those late trips. We need to keep those drivers on-time despite COVID. Ms. McWee said keeping trips on-time is very important. There is nothing more frustrating than not keeping on time and thinks it great we are making that commitment our top priority.

15. Committee Member Communications

Ms. McWee has a couple of items she wants the committee to focus on:

- Each committee member should have a copy of the by laws.
- Committee to review the by laws on how members are selected.
- By laws should include active members be using the service so they can comment on the service for their community needs.
- What can staff do to recruit members from other cities that are not represented?

Mr. Churchill responded to this saying that staff has reached out to the cities to encourage them to work on it but staff should not be recruiting. The goal of the committee members are independent and giving an independent view. It may be helpful if current advisory members reach out to the cities and encourage them for new recruits. This approach may be more of an impact.

16. Adjournment: Meeting Adjourned at 2:17pm

Minutes prepared by Rashida Kamara June 10, 2021

Central Contra Costa Transit Authority Advisory Committee

Role and Function

Approved June 16, 2011
Amended September 19, 2019

Purpose

The primary purpose of the Central Contra Costa Transit Authority Advisory Committee will be to review, analyze and advise the County Connection Board of Directors on issues and policies relating to fixed-route and paratransit service. The Advisory Committee will be asked to consider and make recommendations on finance and planning documents that include but are not limited to the following:

- CCCTA Ten Year Short Range Transit Plan
- Annual operating and capital budget
- Annual marketing plan
- Other issues such as operations, scheduling, administration, finance, and legislation.

Composition

The Advisory Committee shall be comprised of eleven (11) members from Central Contra Costa County. Each member jurisdiction will be requested to recommend one member from that jurisdiction for appointment by the CCCTA Board of Directors. Each member jurisdiction may also recommend an alternate member from that jurisdiction for appointment by the CCCTA Board of Directors. The following criteria should be considered:

- Representative should be active in community participation and involvement
- Representative should reside in the appointed community
- Representative should be a current or former user of fixed-route and/or paratransit service, or an advocate for transit users in their communities.

Term

- Members will be appointed for a two-year term, with no limit on the number of terms served.
- If during his/her term, a representative resigns, is removed, or unable to continue to serve, the recommending jurisdiction will be requested to appoint a successor, to be approved by the CCCTA Board of Directors to serve the balance of the term.
- If a member misses three or more consecutive meetings without cause, the Advisory Committee may request that member resign or be removed by the CCCTA Board after consultation with the affected jurisdiction.

Officers

- The Advisory Committee will elect officers who will serve one-year terms. Officers will include a chair and a vice chair.

Meetings

- The Advisory Committee will meet every other month. However, if the Committee wishes to have a special meeting, any member may request that the Chair ask the staff liaison to schedule such a meeting.
- A majority of those present shall be required to adopt an action.

Charge

The Advisory Committee is charged with the responsibility of acting as ADVISORS to the CCCTA Board of Directors, and of collecting and reporting service issues and concerns received from the jurisdictions. Members may volunteer, or be appointed by the Chair to attend scheduled CCCTA Committee meetings, participate in Advisory Committee subcommittees, or undertake other duties for the Advisory Committee.

Furthermore, the Committee is charged with the responsibility of acting as DISSEMINATORS of information in their community, and of assisting in the education of their jurisdictions regarding the fixed-route and accessible services that are available.

In fulfilling these responsibilities the Committee will:

- Make formal recommendations in the form of written communications and reports to the CCCTA Board of Directors, and where appropriate, supplement with oral comments
- Appoint a member to serve as the Committee liaison to the Contra Costa County Paratransit Coordinating Council
- Act as a forum for fixed-route, accessible services, and LINK paratransit users to express concerns or ideas about the services to the Authority.

In fulfilling this charge, individual members may be expected to:

- Network with other interested citizens and groups in the community.
- Maintain a working relationship with the Board representative from his/her jurisdiction
- Assist CCCTA staff at community or business events

Conflict of Interest Regulations

An Advisory Committee member shall not engage in any employment, activity, or enterprise for compensation which is inconsistent, incompatible, in conflict with, or inimical to his or her duties, functions or responsibilities on the Citizens Advisory Committee (CAC). Such member shall not perform any work, service, or counsel for compensation outside of his or her responsibilities where any part of his or her efforts will be reviewed by the CAC.

Members of the CAC shall comply with the provisions of the California Political Reform Act (Government Code Section 87100, *et seq.*) and doctrine of common law conflicts of interest. Each member shall file an Annual Statement of Economic Interest. Individual members shall disclose and disqualify themselves from participating in any decision in which they have a financial interest under the standards of the California Political Reform Act.

To: Board of Directors

Date: 5/10/2021

From: Melody Reeb, Manager of Planning

Reviewed by:



SUBJECT: Clipper Mobile App Marketing and Outreach Plan

Background:

At the April 2021 Board meeting, staff announced that the new Clipper Mobile App had just been launched on Apple Pay, which allows riders to pay their transit fares with an iPhone or Apple Watch. The Metropolitan Transportation Commission (MTC) has also been working with Google to add Clipper to Google Pay, which is expected to launch in May and will provide similar functionality for Android phones. In addition to paying fares, the Clipper app also allows users to manage their accounts from their mobile device and provides trip planning tools, including real-time transit information.

Marketing and Outreach:

MTC has been developing a regional marketing and communications plan for the launch of the app. The app will be promoted through various outlets, including digital and out-of-home advertising, social media, and the Clipper and MTC websites. MTC has also created a toolkit for transit operators to utilize in their own marketing efforts, which includes graphics, social media content, and copy for newsletter articles. Staff has begun using these on the County Connection website and social media channels.

In addition, staff plans to augment MTC's regional efforts with marketing and outreach that targets specific audiences and highlights certain features of the app that provide a particular benefit to those groups of users. One potential opportunity will be marketing the app to youth and their parents/guardians, which could be done in conjunction with promoting the new youth fare discount. Another opportunity will be working with employers as employees start returning to offices to promote the app as a convenient and contactless way to pay their fares. Bishop Ranch employees will also be able to transfer their Bishop Ranch Clipper pass onto their mobile phones.

Finally, as with prior marketing efforts, staff plans to work closely with cities and community-based organizations as they begin to ramp up their services and activities. One of the major barriers to Clipper adoption, especially among lower-income riders, has been the fact that value

can only be added on a card for immediate use at a physical location, of which there are very few within our service area. Now, riders will be able to add value immediately to the Clipper cards on their phones.

Financial Implications:

A significant portion of the costs associated with marketing the Clipper Mobile App will be covered by MTC. Any additional costs are included in the FY 2021 promotions budget.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

To: Board of Directors

Date: 09/12/2021

From: Ruby Horta, Director of Planning & Marketing

Reviewed by: WC.

SUBJECT: San Ramon Valley Unified School District Transition Program – Midday Free Request

Background:

In December 2019, the Board of Directors approved the Midday Free Request from the San Ramon Valley USD Transition Program. The approval was authorized for the remainder of the 2019-2020 academic school year. By March 2020, shelter-in-place orders were established, and in-person school was cancelled. Staff from the San Ramon Valley USD has reached out to County Connection staff to request ongoing support for the midday free exemption.

San Ramon Valley USD Transition Program:

In recent weeks, County Connection staff was contacted by the San Ramon Valley Unified School District staff with the request to have the Midday Free Program extended to students in their transition program. The transition program is located at Del Amigo High School in Danville. School District staff indicates students access County Connection services daily to travel to Alamo, Walnut Creek, Danville and San Ramon. The program at Del Amigo High School serves approximately 49 students and 20 staff.

Recommendation:

The A&F Committee and staff recommend authorization to extend the Midday Free Program to the students/staff of the San Ramon Valley Unified School District Transition Program. Staff will develop a policy to address future requests for the Midday Free Program.

Financial Implications:

Assuming an average weekday usage of 70 passengers, and \$1.75 for a senior/disabled day pass, County Connection's maximum fare loss would be approximately \$32,000. However, given the level of stimulus funds available, those funds could be used to offset these fares.

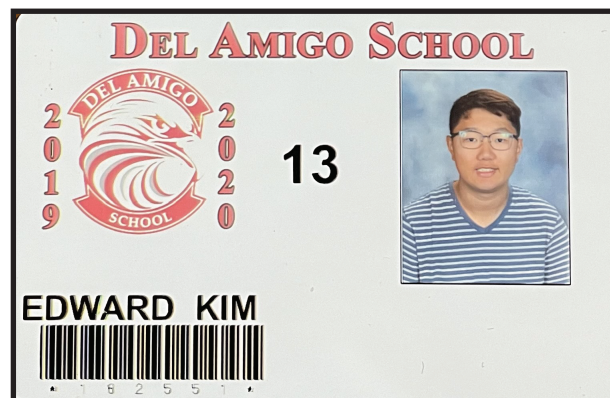
Action Requested:

The A&F Committee and staff request Board approval to extend the Midday Free Program to the San Ramon Valley Unified School District's Transition Program.

Attachments:

Attachment 1: Del Amigo High School IDs

Del Amigo High School IDs



To: Board of Directors

Date: 8/20/2021

From: Melody Reeb, Manager of Planning

Reviewed by:



SUBJECT: Clipper START and Youth Fare Pilot Extension

Background:

In November 2020, the Board approved the Clipper START and Youth Fare pilot programs. These one-year pilot programs were launched on January 25, 2021 and provide a 20% discount off the Clipper single-ride fare for eligible low-income adults as part of the regional Clipper START program, and for youth ages 6-18 when using a Youth Clipper card.

The regional Clipper START program originally began as an 18-month pilot in July 2020. It was initially launched on four of the larger Bay Area transit agencies, and in January 2021, it was expanded to include additional operators, including County Connection. The Metropolitan Transportation Commission (MTC) has been administering the program and providing funding during the pilot period to offset some of the fare revenue losses.

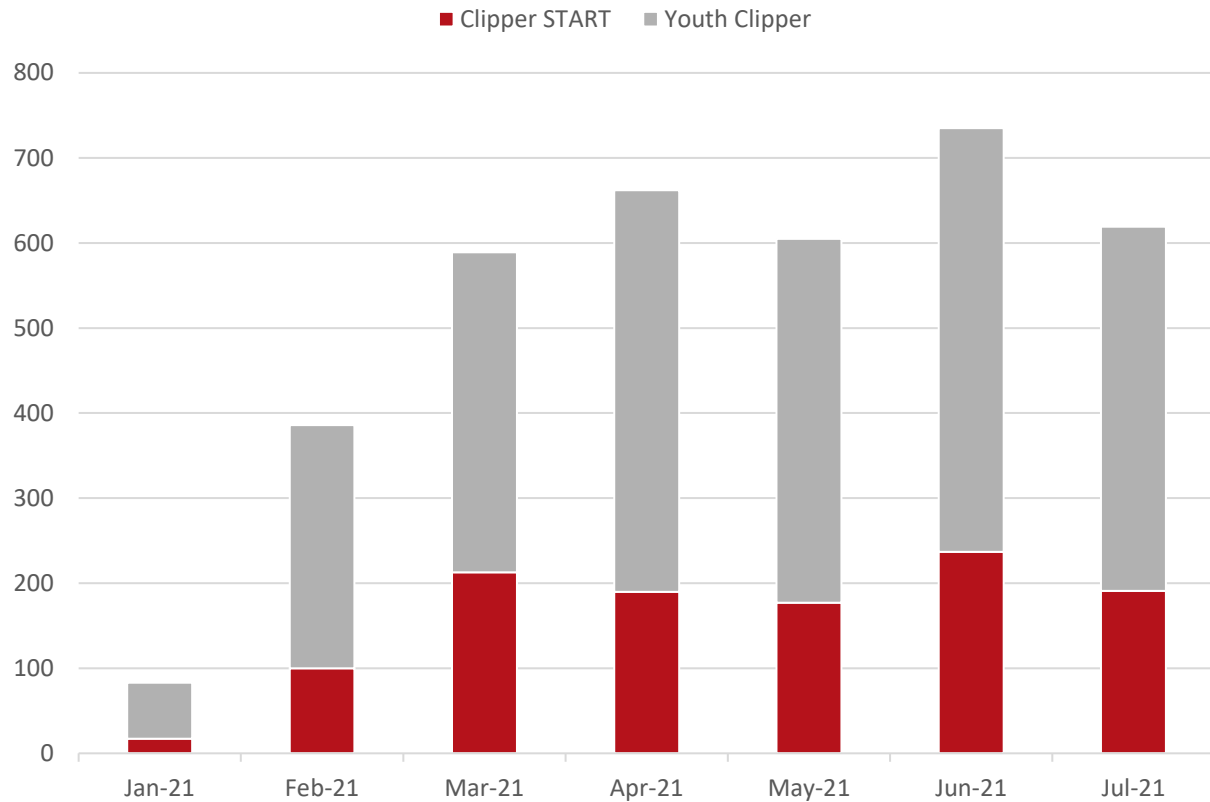
Because the Clipper START program is only available to adults, a discount for youth was also implemented to address potential inequity between low-income adults and low-income youth. Staff completed a Title VI analysis as well as public outreach for both programs prior to implementation.

Towards the end of the pilot period, staff will conduct an evaluation of both the Clipper START and youth fare discounts to determine whether they should be continued and if there is funding available to continue to offset revenue losses.

Program Usage:

The pandemic has had a significant impact on ridership, so usage of the two discount programs over the first six months has been very low. Since the launch in January through the end of July, there have been a total of 1,125 passengers using Clipper START and 2,554 passengers using a Youth Clipper card on County Connection. The following chart shows a breakdown of monthly ridership by discount program. The return of schools to in-person learning in August is expected to significantly increase the number of youth riders.

Clipper START & Youth Clipper Usage



Pilot Extension:

The current Clipper START pilot is set to expire in January 2022. However, due to the COVID-19 pandemic and its impact on transit demand and ridership, MTC approved an 18-month extension of the pilot until June 30, 2023. The extension will allow additional time for ridership to recover and provide a more complete dataset for program evaluation. It will also coincide with the timing and rollout of the next-generation Clipper system, which increases the policy and design options for implementing any program changes as a result of the pilot.

Financial Implications:

Staff originally estimated revenue losses of \$120,000 for the youth fare discount and \$328,000 for the Clipper START discount during the one-year pilot based on pre-COVID ridership levels. When accounting for subsidies from MTC, the total net loss was estimated to be \$308,000 for both programs combined.

Over the first six months of the pilot, revenue losses based on actual usage have been \$804 for the youth fare discount and \$341 for the Clipper START discount. MTC will be reimbursing \$171 for the Clipper START program, so net revenue losses to date have been \$975.

While staff anticipates a significant increase in youth ridership starting in August now that schools have reopened, ridership growth will likely be very gradual as many businesses and workplaces are taking a phased or hybrid approach to reopening. Staff anticipates that an 18-month extension of the program will not result in revenue losses that exceed the original estimates, which were quite conservative since they were based on pre-pandemic ridership levels and full adoption among eligible riders.

Recommendation:

The A&F Committee and staff recommend that the Board approve an 18-month extension of the Clipper START and Youth Fare discount pilot programs through June 30, 2023.

Action Requested:

The A&F Committee and staff request that the Board approve the pilot extension.

To: Board of Directors

Date: 09/09/2021

From: Ruby Horta, Director of Planning, Marketing & Innovation

Reviewed by: WC.

SUBJECT: Return to Transit Outreach Efforts

Background:

County Connection's fixed route and paratransit services were deemed essential since the beginning of the pandemic. One aspect of our operation that was required to be closed to the public was the front lobby. The front lobby has been closed to the public since March 2020 due to the risk factors at the time and its nature of being indoors. As restrictions were lifted for outdoor activities, staff decided to pilot the initiative of a "mobile lobby" before considering opening the front lobby to the public. Additionally, customer service staff attended various back-to-school events to disseminate information about the 600 series and the Pass2Class available to students. These efforts were achieved by shifting existing customer service staff to better serve the public.

Mobile Lobby:

County Connection staff identified various locations throughout our service area that would more adequately serve passengers, in lieu of the front lobby. During the month of July 2021, we deployed staff to the following locations between the hours of 8:30am-2pm:

- Concord BART
- Walnut Creek BART
- Pleasant Hill BART
- Lafayette BART
- Dublin/Pleasanton BART
- Orinda BART
- Martinez Senior Center
- Concord Senior Center
- San Ramon Transit Center
- Meadow Homes Park
- Amtrak
- Veteran's Administration
- Concord Farmers' Market
- Martinez Farmers' Market

Services Provided:

Staff was equipped to process all services, just like they would at the front lobby. Overall, we assisted over 500 passengers with registering for various Clipper programs (youth, senior, START, Regional Transit Card (RTC)), schedules and trip planning, and paratransit information. We also distributed close to 100 of the County Connection promotion Clipper cards loaded with the Day Pass (\$3.75 value). As a point of comparison, the front lobby assisted close to 400 individuals in July 2019. We were able to increase the number of passenger contact by more than 100 individuals by carrying out the mobile lobby initiative. Staff plans to continue these efforts in the coming months and will evaluate the merits of the mobile lobby as a permanent service.

School Outreach:

Staff contacted all middle school and high schools within our service area. Due to various levels of uncertainty and some schools opting for online registration, staff received responses from a limited number of schools. For examples, Walnut Creek Intermediate is a high priority school for us, however, this year, it was strictly online registration. However, they made our information available on their websites and in the parent packets.

We were able to coordinate with the following: Acalanes High School, Campolindo High School, College Park High School, Concord High School, and Oak Grove Middle School. Despite the low response rate overall, we were able to process 189 Youth Clipper cards.

- Acalanes High – 17
- Campolindo High – 2
- College Park High – 28
- Concord High – 14 (11 English/3 Spanish)
- Oak Grove Middle – 128 (29 English/99 Spanish)

Based on the success of this year's outreach efforts, we intend to have a greater focus on middle schools as they tend to have higher ridership than the high schools, in future years.

Transit Fall Promotions:

Over the summer, the Metropolitan Transportation Commission worked with the 27 Bay Area operators to create a marketing campaign welcoming riders back to transit. The "All Aboard" campaign was launched in early August and is being promoted by all transit agencies. Additionally, County Connection joined BART in their efforts to incentivize transit ridership during the month of September. BART is offering 50% off fares on Clipper and County Connection will offer free rides on all its services. Other neighboring agencies,

including WestCAT, TriDelta and Wheels, have joined the effort and will also offer free rides in September.

Financial Implications:

All costs associated with this promotion are included in the FY 2021 promotions budget.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: July Community Events Calendar

Attachment 2: August Community Events Calendar

July 2021

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
				1 Concord BART	2 Concord BART	3
4	5	6 Walnut Creek BART	7 Walnut Creek BART	8 Pleasant Hill BART	9 Pleasant Hill BART	10
11	12 Martinez Senior Centre	13 Martinez Senior Center	14 Concord Senior Center/Baldwin Park	15 San Ramon Transit Center/Dublin BART	16 Walnut Creek BART	17
18	19 Lafayette BART	20 Dublin BART/San Ramon Transit Center	21 Meadow Homes Park	22 Meadow Homes Park	23 Martinez Amtrak	24
25 Martinez Farmers Market	26 Martinez Amtrak	27 Concord Senior Center/Baldwin Park	28 Martinez VA	29 Pleasant Hill BART	30 Orinda BART	31

ATTACHMENT 1

August 2021

Sun	Mon	Tues	Wed	Thurs	Fri	Sat
1	2 Concord BART	3 Eden Housing	4 Oak Grove Middle Walnut Creek BART	5 College Park High Concord High Oak Grove Middle Walnut Creek BART	6 College Park High Oak Grove Middle 8-4 Martinez Senior Centr	7
8	9 Acalanes High Campolindo High Martinez Senior Center	10 Pleasant Hill BART	11 Pleasant Hill BART	12 Pleasant Hill Senior Center	13 Pleasant Hill Senior Center	14
15	16 Orinda BART	17 Orinda BART Concord Farmers Market	18 Martinez Amtrak	19 Martinez Amtrak	20 Concord Senior Center/Baldwin Park	21
22	23 Conocrd Senior Center/Baldwin Park	24 Martinez VA	25 Martinez VA	26 Walnut Creek BART	27 Pleasant Hill BART	28
29	30 San Ramon Transit Center Dublin BART	31 Concord BART				

TO: O&S Committee

DATE: April 17, 2021

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 2021

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.

FY20-21

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	102,724	92,429	
Average Weekday	4,165	3,769	
Pass/Rev Hour	6.5	6.1	Standard Goal > 17.0
Missed Trips	0.25%	0.29%	Standard Goal < 0.25%
Miles between Road Calls	39,334	30,692	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in April (4,165 passengers) than March 2021 (3,781 passengers) and higher than April 2020 (1,922 passengers) or 116.7%. This month marks 13 months since the first shelter-in-place order took effect in response to Covid-19. Additional restrictions were lifted midmonth as Contra Costa County moved into the "Orange Tier".

Passengers per hour in April was 6.5 which is higher than March 2021 at 6.2 and higher than April 2020 when passengers per hour was 4.4.

The percentage of missed trips in April was 0.25% which is higher than the prior month 0.20%.

The number of miles between roadcalls was 39,334 miles in April, lower than the prior month in which there were 39,487 miles between roadcalls. The rolling 12-month average is 34,372 miles between roadcalls.

Of a total 102,724 passengers, 62,107 passengers had the potential to use a Clipper card aboard County Connection since 40,618 either used an employee sponsored program or free routes. About 74.9% of the 62,107 potential Clipper card users paid using Clipper during this month.

TO: O&S Committee

DATE: June 22, 2021

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for May 2021

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.

FY20-21

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	99,564	93,078	
Average Weekday	4,231	3,811	
Pass/Rev Hour	7.0	6.2	Standard Goal > 17.0
Missed Trips	0.73%	0.33%	Standard Goal < 0.25%
Miles between Road Calls	22,787	29,974	Standard Goal > 18,000

** Based on current standards from updated SRTP*

Analysis

Average weekday ridership was higher in May (4,231 passengers) than April 2021 (4,165 passengers) and higher than May 2020 (2,464 passengers) or 71.71%. This month marks a year and 2 months since the first shelter-in-place order took effect in response to Covid-19.

Passengers per hour in May was 7.0 which is higher than April 2021 at 6.5 and higher than May 2020 when passengers per hour was 4.7.

The percentage of missed trips in May was 0.73% which is higher than the prior month when it was 0.25%.

The number of miles between roadcalls was 22,787 miles in May, lower than the prior month in which there were 39,334 miles between roadcalls. The rolling 12-month average is 32,238 miles between roadcalls.

Of a total 99,564 passengers, 59,466 passengers had the potential to use a Clipper card aboard County Connection since 40,098 either used an employee sponsored program or free routes. About 75.9% of the 59,466 potential Clipper card users paid using Clipper during this month.

TO: O&S Committee

DATE: July 20, 2021

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for June 2021

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.

FY20-21

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	111,393	94,604	
Average Weekday	4,510	3,869	
Pass/Rev Hour	7.2	6.2	Standard Goal > 17.0
Missed Trips	1.20%	0.40%	Standard Goal < 0.25%
Miles between Road Calls	22,377	29,341	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

Average weekday ridership was higher in June (4,510 passengers) than May 2021 (4,231 passengers) and higher than June 2020 (3,595 passengers) or 25.45%. This month marks a year and 3 months since the first shelter-in-place order took effect in response to Covid-19.

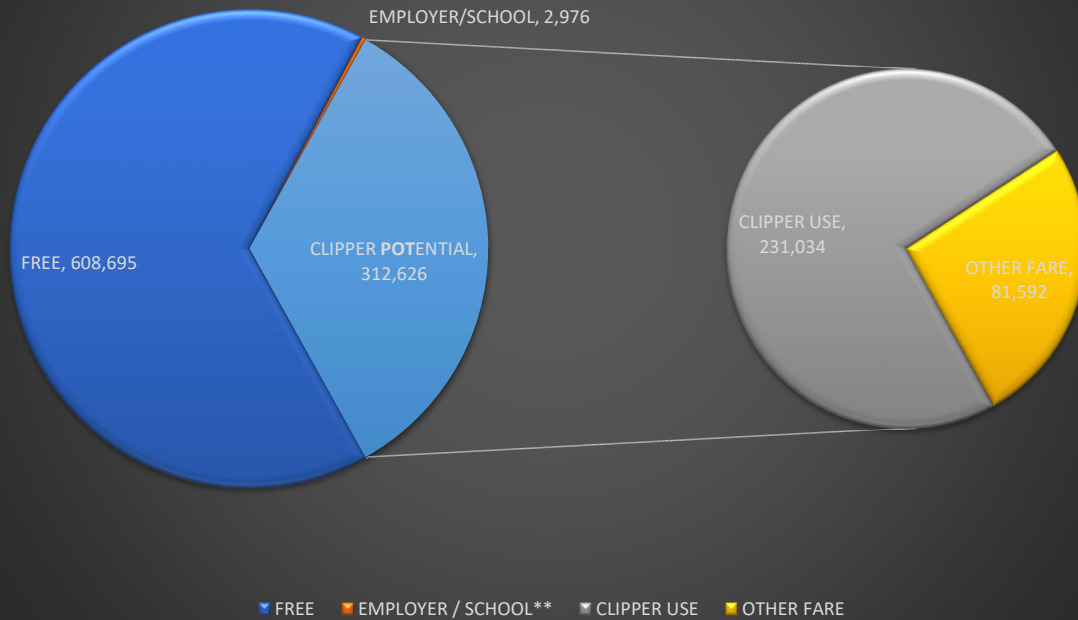
Passengers per hour in June was 7.2 which is higher than May 2021 at 7.0 and higher than June 2020 when passengers per hour was 5.4.

The percentage of missed trips in June was 1.2% which is higher than the prior month when it was 0.73%.

The number of miles between roadcalls was 22,377 miles in June, lower than the prior month in which there were 22,787 miles between roadcalls. The rolling 12-month average is 30,833 miles between roadcalls.

Of a total 111,393 passengers, 64,843 passengers had the potential to use a Clipper card aboard County Connection since 46,551 either used an employee sponsored program or free routes. About 76.4% of the 64,843 potential Clipper card users paid using Clipper during this month.

CLIPPER TREND

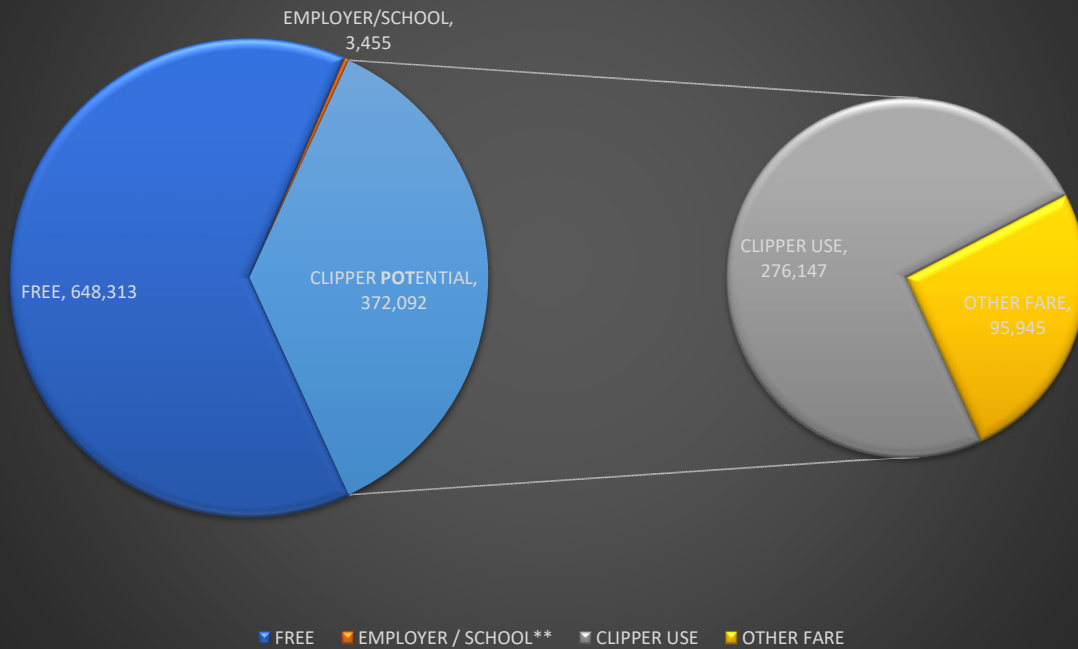


CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	OTHER FARE	% OF POTENTIAL
Jul-20	97,709	97,709	-	-	-	-	
Aug-20	95,826	95,826	-	-	-	-	
Sep-20	98,642	98,642	-	-	-	-	
Oct-20	113,327	113,327	-	-	-	-	
Nov-20	86,237	34,297	415	51,525	37,038	14,487	71.9%
Dec-20	80,762	31,775	60	48,927	36,602	12,325	74.8%
Jan-21	72,695	28,219	573	43,903	32,387	11,516	73.8%
Feb-21	78,109	30,702	453	46,955	34,689	12,265	73.9%
Mar-21	98,265	38,324	732	59,209	43,775	15,435	73.9%
Apr-21	102,724	39,875	743	62,107	46,543	15,564	74.9%
May-21	-	-	-	-	-	-	
Jun-21	-	-	-	-	-	-	
Grand Total	924,296	608,695	2,976	312,626	231,034	81,592	73.9%

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

CLIPPER TREND

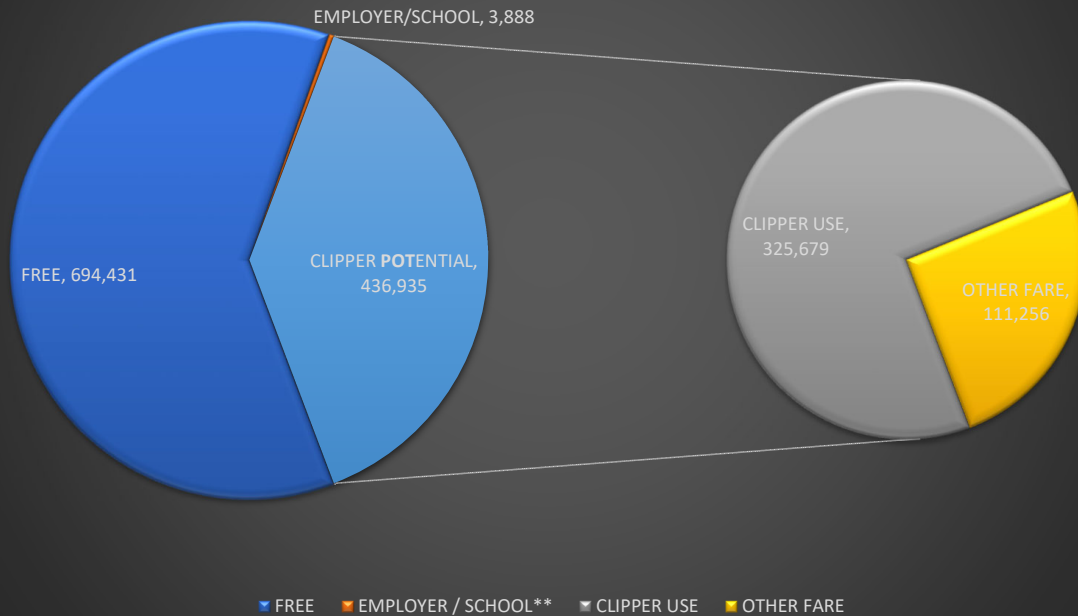


CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	OTHER FARE	% OF POTENTIAL
Jul-20	97,709	97,709	-	-	-	-	
Aug-20	95,826	95,826	-	-	-	-	
Sep-20	98,642	98,642	-	-	-	-	
Oct-20	113,327	113,327	-	-	-	-	
Nov-20	86,237	34,297	415	51,525	37,038	14,487	71.9%
Dec-20	80,762	31,775	60	48,927	36,602	12,325	74.8%
Jan-21	72,695	28,219	573	43,903	32,387	11,516	73.8%
Feb-21	78,109	30,702	453	46,955	34,689	12,265	73.9%
Mar-21	98,265	38,324	732	59,209	43,775	15,435	73.9%
Apr-21	102,724	39,875	743	62,107	46,543	15,564	74.9%
May-21	99,564	39,618	479	59,466	45,114	14,353	75.9%
Jun-21	-	-	-	-	-	-	
Grand Total	1,023,860	648,313	3,455	372,092	276,147	95,945	74.2%

FREE	Free / Mid-Day Free
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-20	97,709	97,709	-	-	-	-	
Aug-20	95,826	95,826	-	-	-	-	
Sep-20	98,642	98,642	-	-	-	-	
Oct-20	113,327	113,327	-	-	-	-	
Nov-20	86,237	34,297	415	51,525	37,038	14,487	71.9%
Dec-20	80,762	31,775	60	48,927	36,602	12,325	74.8%
Jan-21	72,695	28,219	573	43,903	32,387	11,516	73.8%
Feb-21	78,109	30,702	453	46,955	34,689	12,265	73.9%
Mar-21	98,265	38,324	732	59,209	43,775	15,435	73.9%
Apr-21	102,724	39,875	743	62,107	46,543	15,564	74.9%
May-21	99,564	39,618	479	59,466	45,114	14,353	75.9%
Jun-21	111,393	46,118	433	64,843	49,531	15,311	76.4%
Grand Total	1,135,254	694,431	3,888	436,935	325,679	111,256	74.5%

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

Performance Report: 4/01 through 4/30/2021

LINK and BART Statistics

FY 21/22
AprilVariance
from GoalFY 19/20
April

YTD 20/21

Ridership Statistics					
1	ADA Passengers	3,136		1,827	27,238
2	Companions	50		12	311
3	*Personal Care Assistants	409		263	2683
4	SilverRide Pilot	-		-	-
5	Total Passengers	3,595		2,102	30,011
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	440		458	4,230
7	SilverRide Pilot No Shows & Late Cancels	-		0	-
8	Total number of Cancellations	254		360	2,841
9	Same Day Trips	153		83	1,122
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	13		0	141
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
12	Revenue Hours	2,973.70		1,722.19	22,308.19
13	ADA Passengers per RVHr.	1.06		1.06	1.17
14	Average Trip Length (miles)			10.41	12.25
15	Average Ride Duration (minutes)			49.04	9.20
16	Total Cost per ADA Passenger	\$ 136.68		\$ 216.02	\$ 144.42
17	*Service Miles	47,924		28,501.00	396,361
18	Billable Service Hours	6,291.70		4,486.87	51,020.41
19	SilverRide Pilot Cost	\$ -		\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 23,991.11		\$ 19,817.71	\$ 218,139.41
21	Total Cost	\$ 491,357.02		\$384,283.09	\$ 4,620,733.21
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	97.7%		98.30%	96%
23	SilverRide Pilot OTP	-		0%	0%
24	Arrived 15-29 minutes past window	30		12	282
25	Arrived 30-59 minutes past window	7		6	92
26	Arrived 60 minutes past window	1		3	14
27	Total Missed Trips	0		0	6
28	Transfer Trips	188		231	2,300
One Seat Pilot Data					
23	*Total Trips				
24	*Non-CCCTA Cost (Cost for Agencies)				
25	*Non-CCCTA Miles (Agency Miles)				
26	*Non-CCCTA Revenue Hours				
27	*Total Revenue Hours				
28	*Total Fare Collected				
29	*Non-CCCTA Fare Collected				
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
30	Total Complaints	2		0	12
31	Timeliness	1		0	2
32	Driver Complaints	1		0	8
33	Equipment / Vehicle	0		0	2
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		0	1
36	Ave. wait time in Queue for reservation	0.28		0.42	0.38
37	Ave. wait time in Queue for customer service	0.23		0.15	0.24
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
38	Total accidents per 100,000 miles	0		0	4
39	Roadcalls per 100,000 miles	0		1	4
Eligibility Statistics					
41	*Total ADA Riders in Data Base	1,934		2,502	3,316
42	*Total Certification Determinations	105		76	1,091
43	*Initial Denials	0		0	3
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*One Seat Data is currently missing, as it is being audited

Transdev G.M.:

Date: 5/17/2021