

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

Friday, November 5, 2021
8:15 a.m.

PURSUANT TO THE PROVISIONS OF ASSEMBLY BILL 361, WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT, THIS MEETING WILL BE CONDUCTED AS A TELECONFERENCE.

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

Committee Directors, staff and the public may participate remotely by calling:

Join Zoom Meeting

<https://us02web.zoom.us/j/83658764572>

Meeting ID: 836 5876 4572

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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.

Should Zoom not be operational, please check online at: www.countyconnection.com for any updates or further instruction.

*Enclosure

FY2021/2022 O&S Committee

Don Tatzin – Lafayette, Robert Storer – Danville, Renata Sos – Moraga

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

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. Approval of Agenda
2. Public Communication
3. Approval of Minutes of October 1, 2021*
4. One-Seat Ride Extension*
(Staff will request a one-year extension on the one-seat ride pilot.)
5. Ridership and Operations Update – Information Only*
(Staff will provide an update on the current impacts of COVID-19 on service and operations.)
6. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – December 3, 2021 (8:15am, location to be determined)
10. Adjournment

General Information

Public Comment: If you wish to address the Committee, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

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: 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 and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be sent to the Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org. Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, November 18, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, November 10, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, November 9, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, November 4, 8:30 a.m., via teleconference

The above meeting schedules are subject to change and may be conducted as teleconference meetings. Please check the County Connection 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 County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California

**Summary Minutes
Operations & Scheduling Committee
Friday, October 1, 8:15 a.m.**

Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of Assembly Bill 361.

Directors: Robert Storer, Renata Sos, Don Tatzin

Staff: Rick Ramacier, Bill Churchill, Ruby Horta, Rashida Kamara, Melody Reebbs, Pranjali Dixit

Public: None

Call to Order: Meeting called to order at 8:25 a.m. by Director Sos.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None

3. Approval of Minutes of September 3, 2021

The Committee approved the minutes.

4. New Fixed-Route Monthly Reports

Ms. Reebbs presented a draft of the new layout for the monthly fixed-route report, which was developed based on Committee feedback and focuses on making the information more easily digestible. She noted that most of the data is now presented visually as charts and the metrics being shown focus on the key performance measures used to evaluate service. Director Sos asked why some of the metrics such as number of operators don't show targets. Ms. Reebbs responded that the metrics with targets are ones which were adopted in the agency's Short Range Transit Plan. Mr. Churchill added that there isn't a goal for number of operators due to service levels being dynamic such as when school is or isn't in session.

5. Monthly Reports

Ms. Kamara reported that in July ridership was up about 50% compared to last year. However, ridership is still significantly lower than pre-COVID. Director Storer asked if staff can provide an executive summary with the paratransit report that highlights the most important metrics. Director Tatzin asked how ridership has been trending in August and September. Ms. Kamara responded that ridership has been inching up as schools and other programs have been reopening but it has been very gradual.

6. Committee Comments

None

7. Future Agenda Items

Director Storer asked if staff could bring an informational item on bus stops, including what the agency's responsibilities are and how they are managed and developed.

8. Next Scheduled Meeting

The next meeting was scheduled for November 5th at 8:15 a.m. via teleconference.

9. Adjournment – The meeting was adjourned at 9:18 a.m.

Minutes prepared and submitted by: Melody Reeb, Manager of Planning

To: Operations and Scheduling Committee

Date: October 29, 2021

From: Rashida Kamara, Director of ADA, Specialized Services

Reviewed by: *WC.*

SUBJECT: One-Seat Regional Ride Pilot Update and Request for One Year Extension

Background:

In November 2020, the Board of Directors approved a six-month pilot to provide a One-Seat Regional Ride program (Program) for paratransit passengers wishing to travel across multiple transit agency service areas. Participating in the program is Eastern Contra Costa Transit Authority (Tri-Delta Transit), Western Contra Costa Transit Authority (WestCAT), Livermore-Amador Valley Transit Authority (Wheels Bus) and Central Contra Costa Transit Authority (County Connection LINK). The pilot program aims to streamline current regional ride practices by eliminating required transfers for trips that cross multiple transit service areas. With the Program, passengers can have a one-seat ride for the entire duration of their trip. The Program has been in development for quite some time, but amid COVID-19 concerns, the implementation date was accelerated to help minimize interactions between passengers, drivers, and vehicles.

The pilot was then extended in April 2021, because the participating agencies experienced challenges, such as billing algorithms, data management and mapping trips crossing multiple service areas and providing test trips for East Bay Paratransit.

After one year, while it is clear that from the rider's perspective the Program has been successful, the participating agencies are still collecting and analyzing data on the Program, including all the pricing ramifications to determine the best way to make the Program permanent. These challenges include but are not limited to:

1. Identifying the full cost that should be allocated to each participating agency.
2. Should County Connection charge an administrative fee for managing the one seat project, since a considerable amount of staff hours have been dedicated to managing this program from both an administration and operations perspective?
3. Should County Connection take the One Seat Ride project and make it its own transportation mode (it is not an ADA mandated service but continues to be a necessary and vital need for the community)?
4. Should the cost model be changed from an hourly cost, which includes deadhead (that is currently being absorbed by County Connection only), to a cost per trip which is more cost effective for all participating agencies. Doing this would mean negotiating a different cost proposal with Transdev (County Connection's Paratransit Contractor).

Staff and the participating agencies believe they need the one-year extension to work through the aforementioned issues.

Recommendations:

Participating transit agencies have expressed their desire to extend the One-Seat Ride Regional Pilot program for one additional year, and as a result, staff respectfully requests the O&S Committee to recommend to the Board an additional one-year extension of the Program through November 30th, 2022.

Financial Implication:

Projected cost for a one-year extension is approximately \$170,00, and one of the components of staffs request for the extension is to determine how to equitably divide the cost among the participating agencies.

Action Requested:

Staff respectfully requests the committee approve the one-year extension to the One-Seat Ride Regional Pilot program and forward to the full Board for approval.

To: Operations & Scheduling Committee

Date: 10/27/2021

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

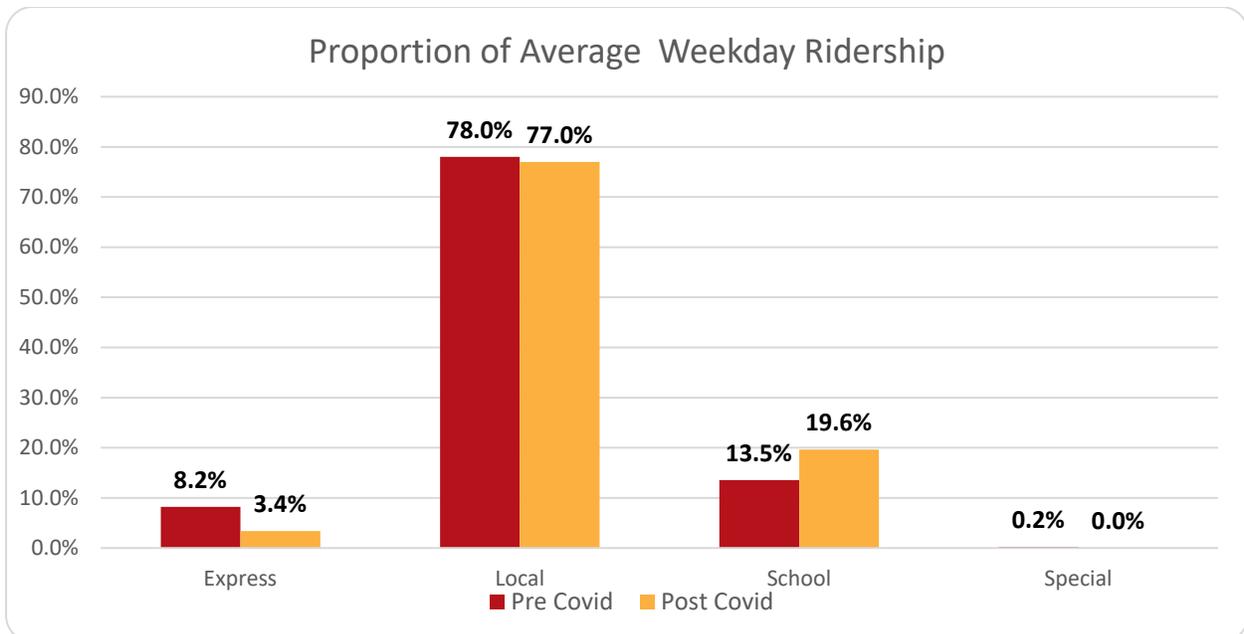
SUBJECT: Ridership and Operations Update

Background:

In the months following the shelter-in-place order, service provision was rather unpredictable as staff tried to address both labor uncertainties and new demands for essential service. As the COVID-19 pandemic continued, County Connection staff decided to implement a major service change in response to the shift in ridership demand, the 10-year financial forecast, and regional equity goals. Implementing this change provided a certain level of operational predictability to both the public and our operations department.

Ridership Composition:

Staff has been providing monthly ridership updates, and periodically focusing on different aspects of our riding public. As of September 2021, County Connection ridership is about 50% of pre-COVID levels. However, the types of services and, as a result, the composition of that ridership has changed slightly, as shown in the chart below.

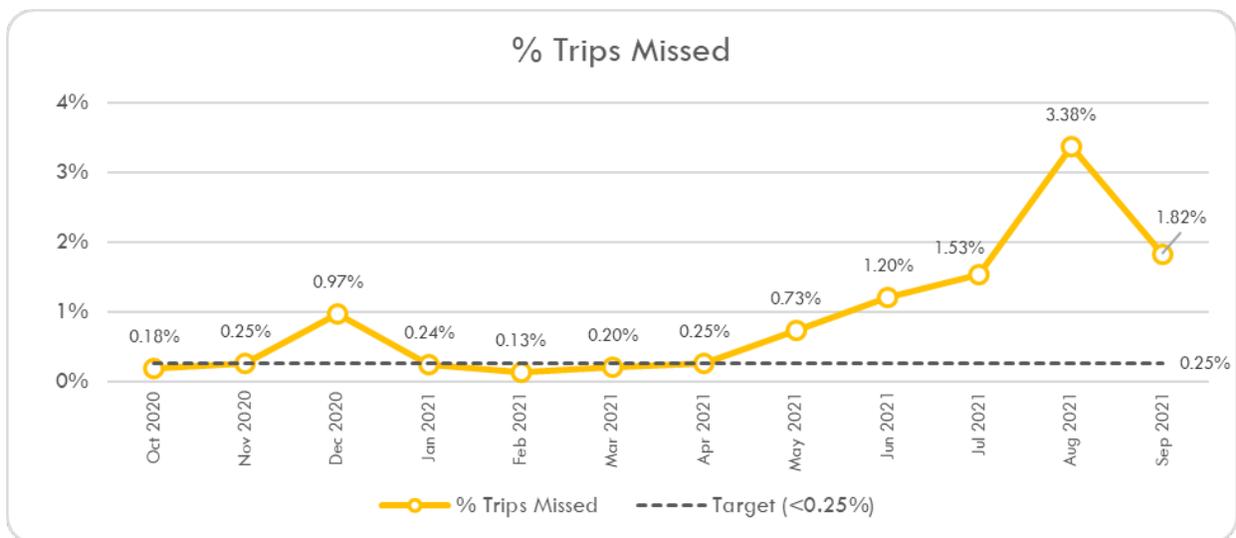


Ridership on local service, as a proportion of overall ridership, has remained consistent. However, as would be expected, given the shift to remote work for many office workers, riders on our express services only make up about 3% of total ridership compared to 8%, pre-COVID. On the opposite end, our school routes are operating at pre-pandemic levels and those riders have returned to transit at a higher rate. Our special services have been temporarily discontinued, except for the Alamo Creek shuttle, but riders have not returned at significant levels.

Operator Availability

Due to COVID-19 guidelines, the hiring and training of operators was not feasible for over a year after the pandemic started. While we were not able to hire new operators for most of 2020 and 2021, attrition continued at normal levels. An unexpected positive by-product of the major service change was having a service profile that was more evenly aligned with our reduced operator availability. However, despite these efforts, there is still an operator shortage and hiring new operators is imperative to meet currently scheduled service levels and, more importantly to be able to restore or add any additional service. County Connection’s hiring and training departments have been actively recruiting new operators completing a class over the summer and having started another class in September. Staff will continue to recruit and train operators until such time the open positions are filled.

Although our missed trip trend has increased over the last several months, largely due to operator availability and school service resuming, our ridership continues to recover. This demonstrates our operations department’s commitment to deploy available operators where our riders need it most.



Financial Implications:

None, for information only.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

To: O& S Committee

Date: 10/29/2021

From: Melody Reeb
Manager of Planning

Subj: Fixed Route Report

Fixed Route Operating Reports for September 2021

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

	FY21-22		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	175,312	145,410	
Average Weekday	7,590	6,138	
Pass/Rev Hour	11.3	9.3	Standard Goal > 17.0
Missed Trips	1.82%	2.24%	Standard Goal < 0.25%
Miles between Road Calls	16,199	23,857	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

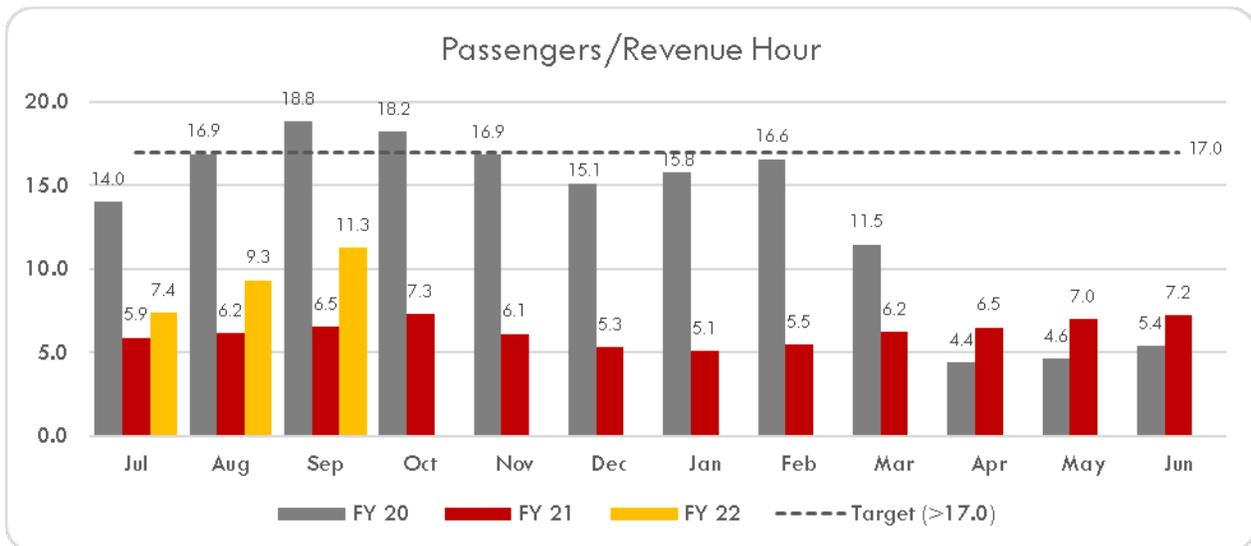
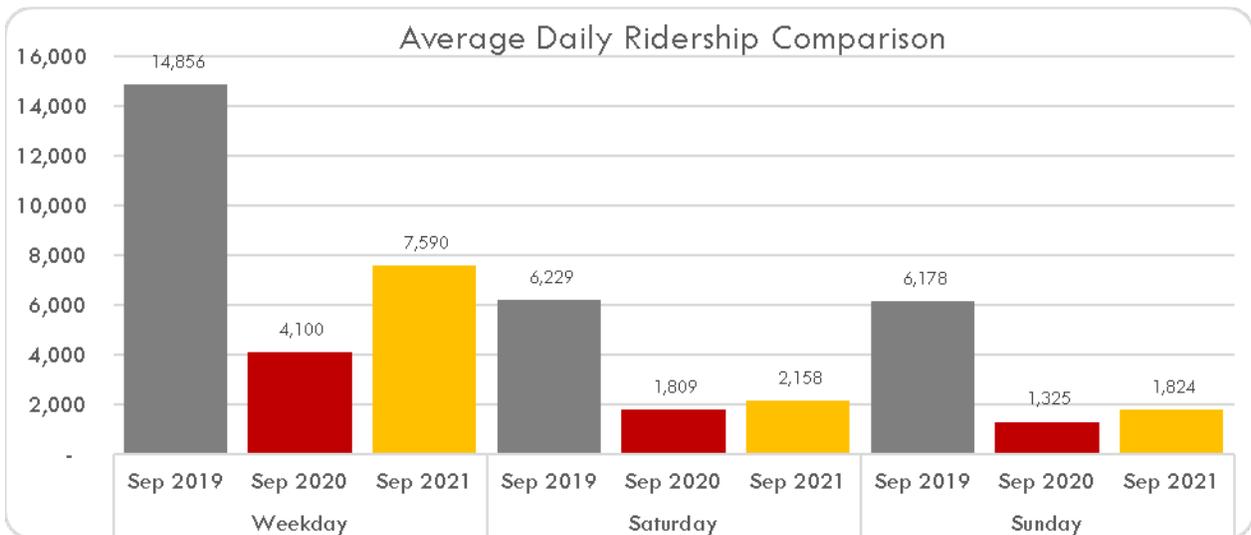
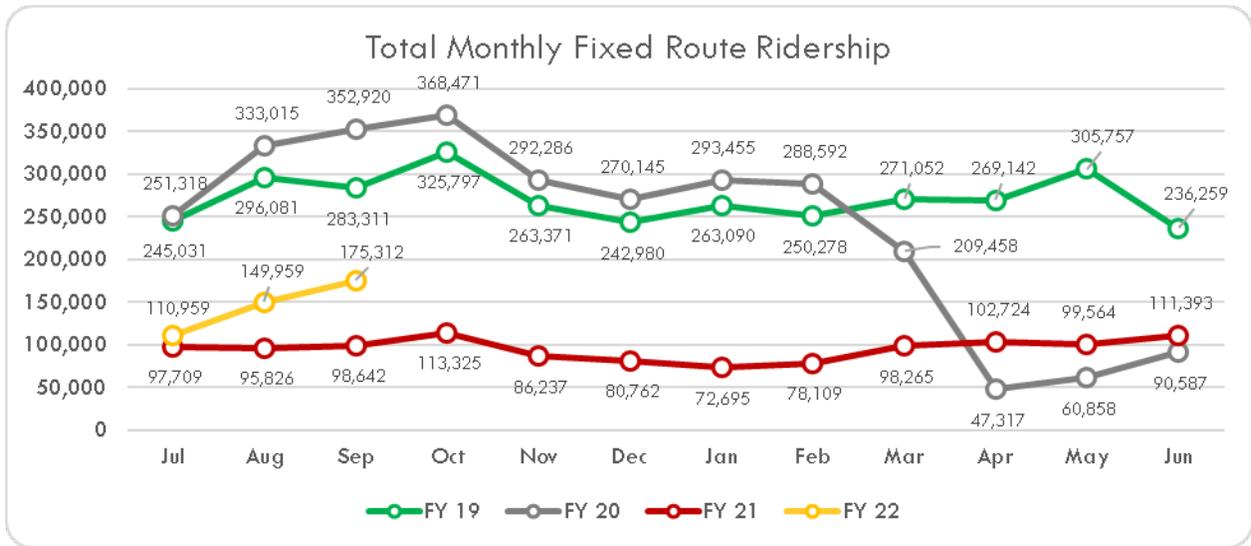
Average weekday ridership was higher in September (7,590 passengers) than August 2021 (6,172 passengers) and higher than September 2020 (4,100 passengers) or 85.12%. This month marks a year and 6 months since the first shelter-in-place order took effect in response to Covid-19.

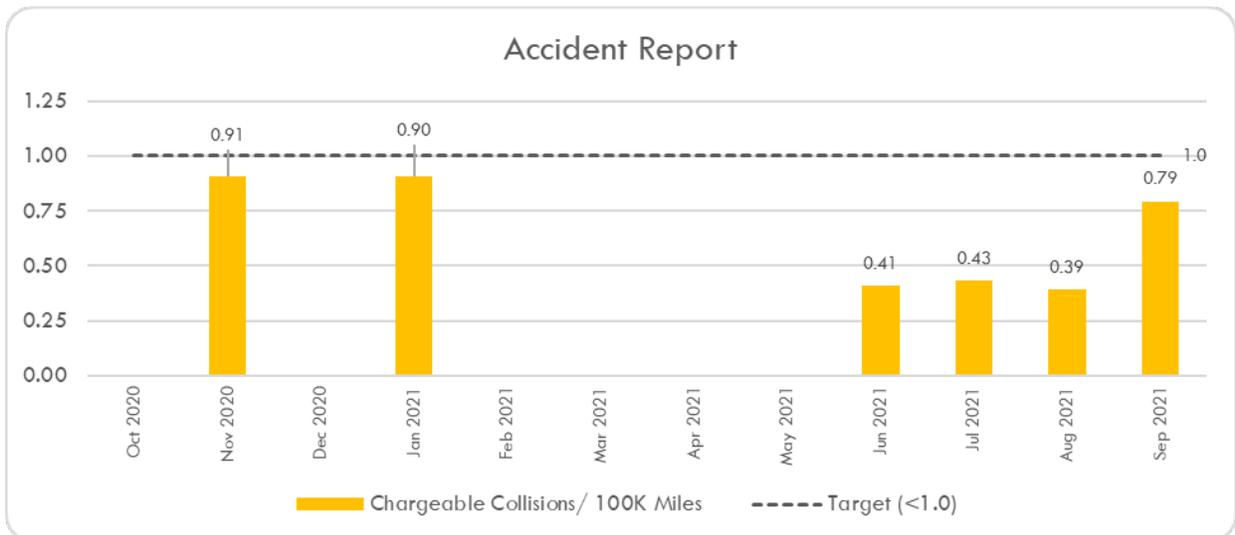
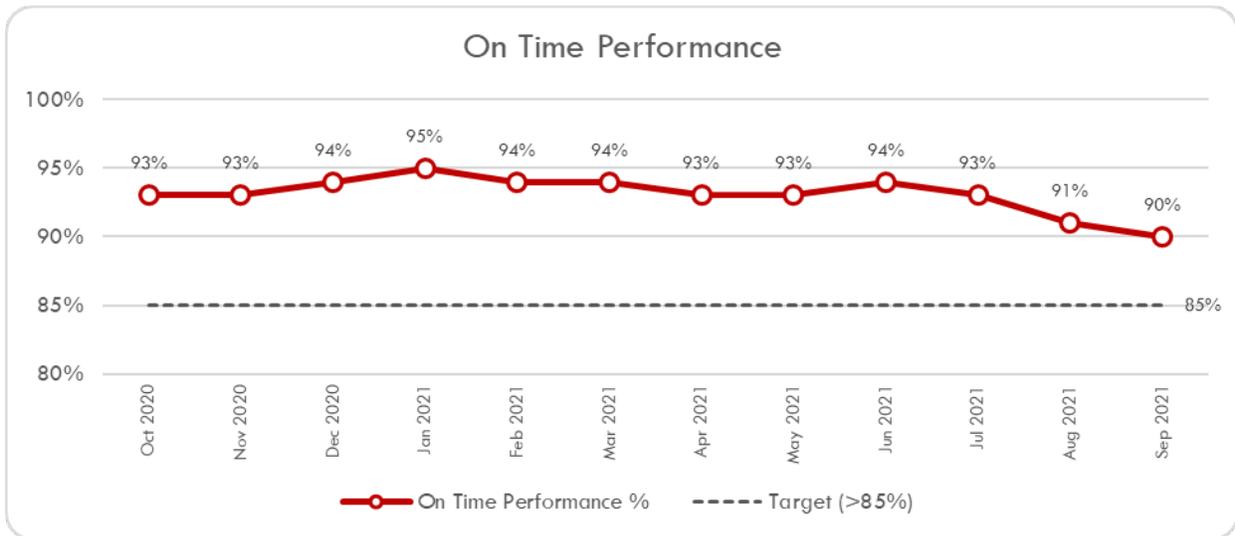
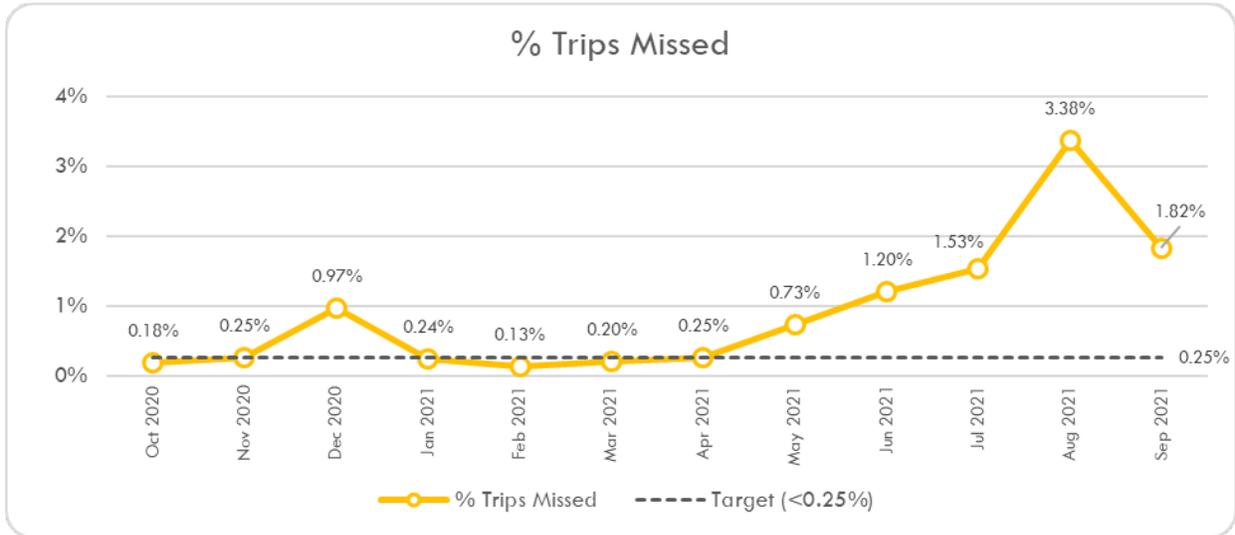
Passengers per hour in September was 11.3 which is higher than August 2021 at 9.3 and higher than September 2020 when passengers per hour was 6.5.

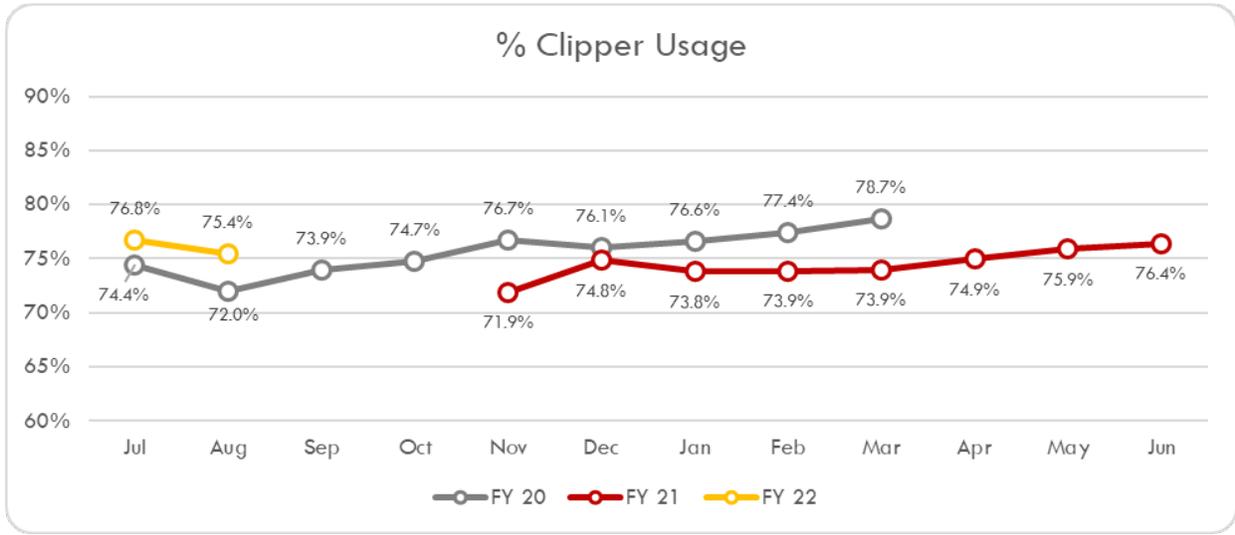
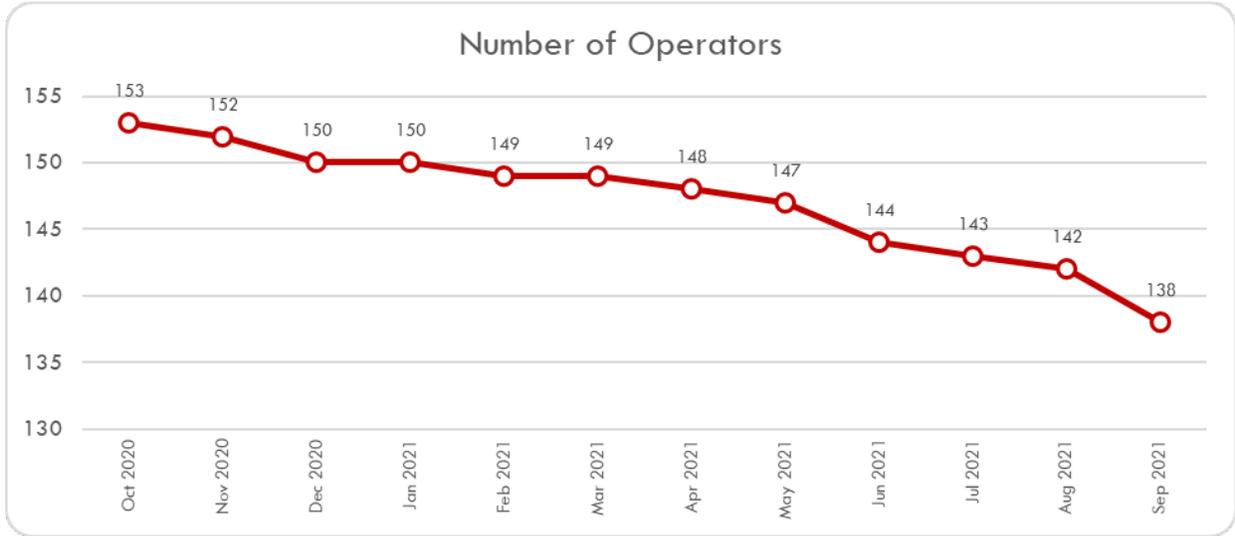
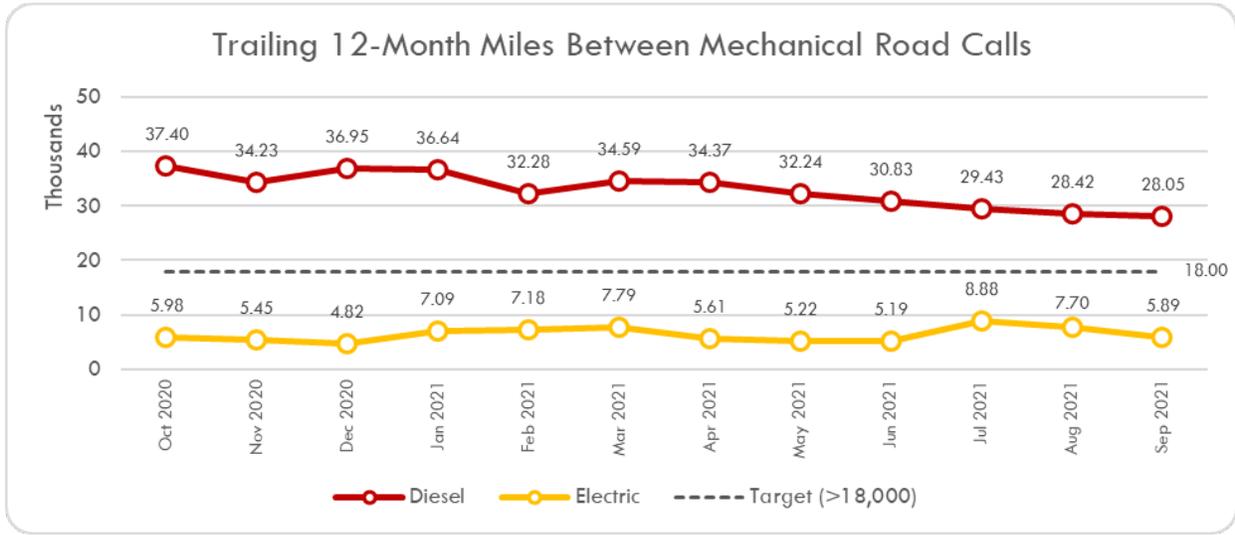
The percentage of missed trips in September was 1.82% which is lower than the prior month when it was 3.42%.

The number of miles between roadcalls was 16,199 miles in September, lower than the prior month in which there were 21,747 miles between roadcalls. The rolling 12-month average is 33,064 miles between roadcalls.

County Connection ran a promotion along with other East Bay transit agencies allowing passengers to ride the buses for Free all throughout the month of September.







To: Operations and Scheduling Committee

Date: October 29, 2021

From: Rashida Kamara, Director of ADA and Special Services

Reviewed by: WC.

SUBJECT: Paratransit Executive Summary Report August 2021

Paratransit Performance Report August 2021

As of August 2021, the effects of Covid-19 continue to have a profound effect on the overall performance of our Paratransit service. In March 2020, after the Governors shelter in place order, Paratransit service dropped to 25% of normal levels. As a result, resources were used to serve the community in other ways by delivering meals to seniors, lunch boxes to students, performing emergency services for the county Health department and taking passengers to get vaccines. Paratransit continues to be our core service and below is a summary of our paratransit performance for the month of August 2021:

August 2021 Performance Report:

Ridership: Since March of 2020 due to the COVID-19 pandemic, Paratransit ridership has significantly dropped from previous years. August 2021 represented a full year of that drop and reflects a 40% increase in ridership since August 2020 from 2,613 to 5,062 passengers, which does not include attendants.

Productivity: Productivity continues to remain low as a result of decreased ridership at 1.23. In June of 2021, LINK resumed shared ride service but have yet to fill vans to capacity.

On-time Performance: On-time performance continues to be above standard at 96.3%, but there has been an increase in late trips due to traffic in the bay area. Staff has discussed the issue of late trips with the contractor and asked them to develop strategies to prevent further late trips.

Customer Satisfaction: Two complaints were made for the month of August, and both were against drivers. These complaints were addressed by the contractor, and Customer Service training was instituted in October which is required in accordance with the RFP.

Safety: There were no chargeable accidents this month, but there was one road call.

The contractor continues to remain within County Connection performance standards except for productivity which is a direct result of ridership trends due to the COVID pandemic

Additional Updates: The SilverRide Program with Choice in Aging has not yet resumed, because Choice in Aging has not reached full capacity at their facilities. Staff continues to meet with them on a weekly

basis as they diligently engage in their reopening plan, and we stand ready to resume this project when they reopen to full capacity.

The One Seat Pilot also continues in operation and the participating transit agencies has expressed a desire to continue the pilot for another year while we continue to work out mapping algorithms and cost allocations.

Financial Implication: Paratransit spent \$474,919.90 in ADA services, which includes, meals on wheels and other specialized transportation service, this represents a 3.8% increase over the same services last year. We also spent \$33,992.01 on fuel which represents a 24% increase from the previous year in the same month.

Recommendation:

Information only

Attachments:

- August 2021 MOP

CCCTA PARATRANSIT
Performance Report: 8/01 to 8/31/2021

LINK and BART Statistics

FY 21/22 August Variance from Goal FY 20/21 August YTD 21/22

	FY 21/22 August	Variance from Goal	FY 20/21 August	YTD 21/22
Ridership Statistics				
1	ADA Passengers	5,062	2,613	9,715
2	Companions	23	18	62
3	*Personal Care Assistants	604	235	1245
4	SilverRide Pilot	-	-	-
5	Total Passengers	5,689	2,866	11,022
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	683	340	1,181
7	SilverRide Pilot No Shows & Late Cancels	-	-	-
8	Total number of Cancellations	417	283	714
9	Same Day Trips	178	102	337
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	32	16	53
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,121.30	2,056.50	8,194.90
13	ADA Passengers per RVHr.	1.23	1.27	1.19
14	Average Trip Length (miles)		11.24	
15	Average Ride Duration (minutes)		8.52	
16	Total Cost per ADA Passenger	\$ 93.82	\$ 159.42	\$ 97.26
17	*Service Miles	68,468	40,550	132,778
18	Billable Service Hours	5,803.84	5,555.71	11,540.66
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 33,992.01	\$ 25,972.42	\$ 66,419.05
21	Total Cost	\$ 474,913.90	\$ 456,884.75	\$ 944,883.68
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	96.3%	94%	97.0%
23	SilverRide Pilot OTP	-	-	-
24	Arrived 15-29 minutes past window	50	40	74
25	Arrived 30-59 minutes past window	20	12	30
26	Arrived 60 minutes past window	1	4	1
27	Total Missed Trips	3	0	3
28	Transfer Trips	278	317	477
One Seat Pilot Data				
23	*Total Trips	684		1,358
24	*Non-CCCTA Cost (Cost for Agencies)	\$ 8,822.05		\$ 17,446.27
25	*Non-CCCTA Miles (Agency Miles)	6,227.45		12,594.61
26	*Non-CCCTA Revenue Hours	182.85		367.34
27	*Total Revenue Hours	403.85		790.45
28	*Total Fare Collected	\$ 3,241.25		\$ 6,553.25
29	*Non-CCCTA Fare Collected	\$ 1,733.75		\$ 3,539.00
Customer Service				
Complaint Standard Goal = 271,000 passengers				
30	Total Complaints	2	0	5
31	Timeliness	0	0	1
32	Driver Complaints	2	0	4
33	Equipment / Vehicle	0	0	0
34	Scheduling/Staff Skill	0	0	0
35	Commendations	0	0	0
36	Ave. wait time in Queue for reservation		0.27	0:00:53
37	Ave. wait time in Queue for customer service		0.26	0:00:30
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	0
39	Roadcalls per 100,000 miles	0	1	0
Eligibility Statistics				
41	*Total ADA Riders in Data Base	1,832	2,363	1,971
42	*Total Certification Determinations	117	130	232
43	*Initial Denials	0	0	0
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

Recording Software did not capture data

Transdev G.M.: *jdus*

Date: *10/12/2021*