

County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

countyconnection.com

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Friday, December 3, 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/87576330404>

Meeting ID: 875 7633 0404

One tap mobile

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Meeting ID: 875 7633 0404

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 November 5, 2021*
4. Bus Stops & Amenities – Information Only*
(Staff will provide information about County Connection's bus stops and amenities.)
5. Go San Ramon Update – Information Only*
(Staff will present an update on the Go San Ramon on-demand pilot program.)
6. Paratransit Joint RFP Summary – Information Only*
(Staff will provide a summary of the Joint RFP for the ADA Paratransit Services Pilot Project for CCCTA and LAVTA for FY22-23, Pending Both board approvals)
7. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – January 7, 2022 (8:15am, location to be determined)
11. 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, December 16, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, December 8, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, January 11, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, December 2, 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

County Connection

INTER OFFICE MEMO

**Summary Minutes
Operations & Scheduling Committee
Friday, November 5, 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 Reeks, Madeline Chun

Public: None

Call to Order: Meeting called to order at 8:15 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None

3. Approval of Minutes of October 1, 2021

The Committee approved the minutes.

4. One-Seat Ride Extension

Ms. Kamara informed the Committee that the One-Seat Ride pilot program is currently set to end in November. Staff is requesting a one-year extension of the pilot in order to work through several issues and determine the best way to make the program permanent. Director Sos asked how much staff time has been invested in program administration and whether those costs are being absorbed by County Connection. Ms. Kamara responded that County Connection has been absorbing those costs due to the agency being responsible for the operating contract. Director Storer asked if the \$170,000 cost is County Connection's share or the total cost that will be divided between the participating agencies. Ms. Kamara responded that it's the total cost, but that currently the other three agencies are only paying the operating costs for the trips within their service area, which doesn't include program administration costs. The Committee forwarded the item to the Board for approval.

5. Ridership and Operations Update

Ms. Horta presented an update on the impacts of COVID on fixed-route ridership and operations. There has been a shift in ridership demand, with a significant drop in ridership on express routes as a proportion of total ridership and an increase in the proportion on

school routes. The agency had not been able to hire and train new drivers for most of 2020 and 2021, but driver attrition continued at normal levels, resulting in a decrease in operator availability and increase in missed trips. A training class was completed over the summer, and another one is currently in progress, which will help sustain service levels for the Fall and Winter bids. Director Tatzin asked whether any trips that carry a large number of students are being missed. Ms. Horta responded that no school service has been missed to date, as those trips are being prioritized. Director Sos asked if there is any service that staff would like to restore but can't due to the operator shortage. Ms. Horta responded that there are some high ridership corridors that would benefit from additional service frequency, and if commuters start to return to work, more express service would likely need to be restored.

6. Monthly Reports

Ms. Reeks reported that fixed-route ridership in September increased significantly largely due to the free rides promotion. Overall ridership was up about 17% over August, and average weekday ridership was up 23%.

Ms. Kamara noted that staff has added an executive summary to the monthly report in response to the Committee's feedback. She reported that in August ridership was up about 40% compared to last year, although this is still a significant drop from pre-COVID. Productivity remains low despite restarting shared ride service in June.

7. Committee Comments

None

8. Future Agenda Items

None.

9. Next Scheduled Meeting

The next meeting was scheduled for December 3rd at 8:15 a.m. via teleconference.

10. Adjournment – The meeting was adjourned at 9:12 a.m.

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

County Connection

INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 11/11/2021

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

WC.

SUBJECT: Bus Stops and Amenities

Background

The Operations and Scheduling Committee (O&S) requested information about County Connection's bus stops and amenities. Fixed-route buses typically serve corridors connecting residential areas with those that feature employment, shopping, education, or medical services, as well as municipal and government offices, and often link up to transit hubs and other transportation centers. The spacing of bus stops is not consistent across our service area, but traditionally, on a local bus route, should be within a convenient distance of each other – about a quarter mile. Neighborhood preference, geography, right-of-way and accessibility are some of the factors that determine bus stop locations.

County Connection does not have purview over the public right-of-way and works with cities and the County via the encroachment permit process to install, remove or relocate bus stops, as needed. The County and cities in County Connection's service area approve bus stop locations and have bus shelter agreements with Outdoor Media – an ad agency.

Private Sector Amenities

County Connection serves over 1,200 stops. All stop locations include at minimum, a bus stop pole and flag. In addition, over 100 locations include a bench and approximately 160 locations include a shelter with seating area (see Attachment 1).

In 2014 County Connection was awarded a federal grant to improve access to transit. Since then, County Connection staff has worked with various cities to replace and/or relocate shelters. Existing shelters can be relocated but must be approved by Outdoor Media and the respective jurisdiction. Per the ad agency's contract with the various jurisdictions, the total shelter count does not change, unless specifically outlined in the agreement. Existing agreements require the ad agency to provide all maintenance, which includes cleaning, trash removal and graffiti removal and repairing any damage. County Connection does not receive any revenue from bus shelters advertising. All proceeds go to the respective jurisdiction.

Recent shelter replacement/relocation projects focused on stops with the highest boardings. For example, the City of Concord requested the relocation of a shelter from a location with minimal boardings, to another area that is close to senior housing, shops, and businesses.

In other cases, shelter installation has not been feasible due to limited public right-of-way, resistance from private property owners near the bus stop, and/or accessibility improvements being cost prohibitive.

Public Sector Amenities

Once a bus stop location is approved by the City/County, County Connection can install information panels on the bus stop pole or in the shelter. Information panels include schedule information for each route that services that stop. Stops that are only served by one route do not have an information panel, due to maintenance staff constraints. Staff is working to enhance information available at the bus stops as part of the larger regional mapping and wayfinding efforts aimed at streamlining service.

In addition to bus stops managed by cities/county, stops at BART stations are assigned and maintained by BART or the developer within each station. Finally, County Connection collaborates with other transit agencies when serving bus stops out of County Connection's service area to minimize conflict and ensure adequate information is available.

As new developments and requests for bus stops come up, County Connection staff works with developers and city/county staff to ensure adequate access is incorporated in the design.

Financial Implications:

None.

Recommendation:

None, for information only.

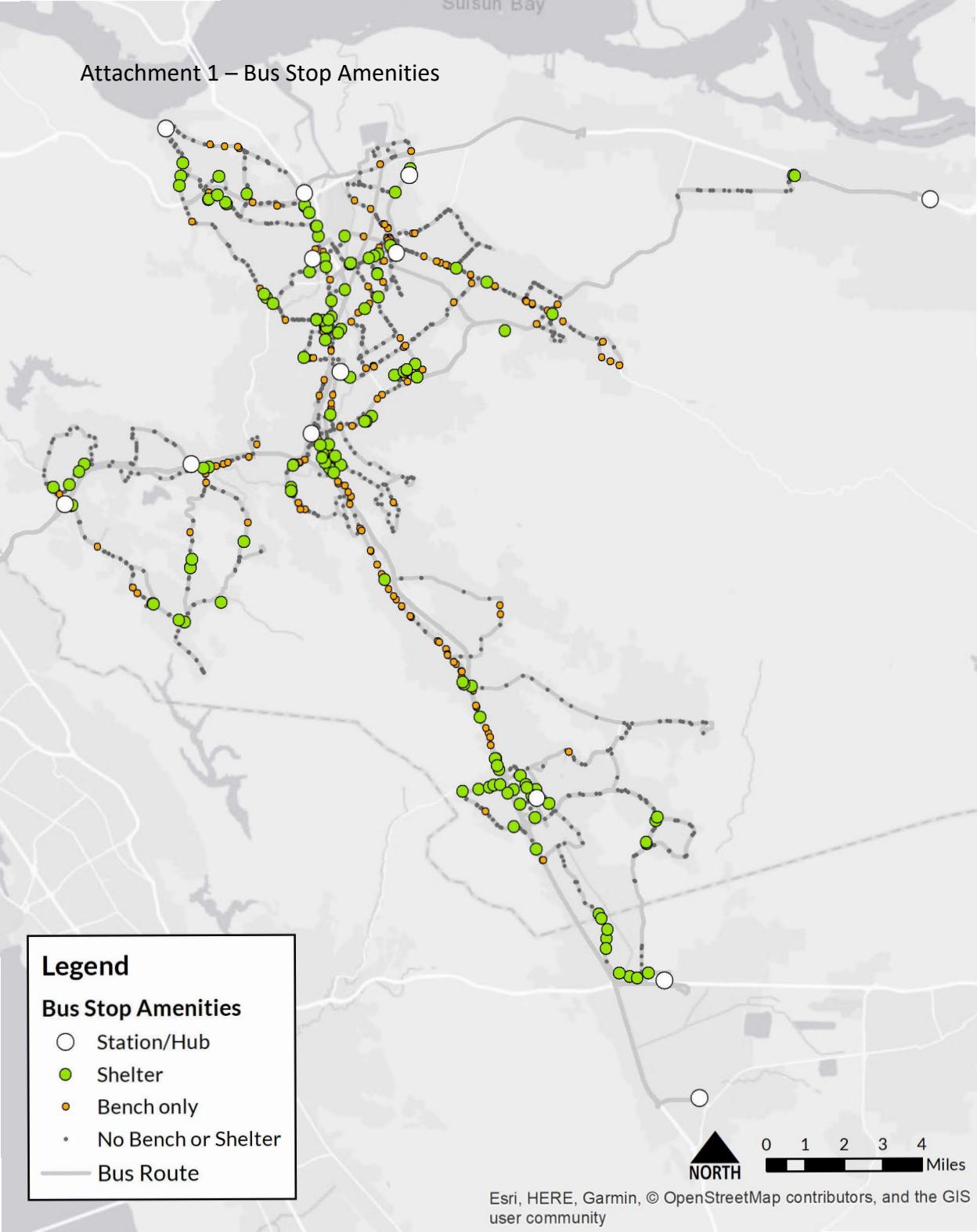
Action Requested:

None, for information only.

Attachment:

Attachment 1 – Bus Stop Amenities

Attachment 1 – Bus Stop Amenities



Legend

Bus Stop Amenities

- Station/Hub
- Shelter
- Bench only
- No Bench or Shelter
- Bus Route



0 1 2 3 4
Miles

County Connection

INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 11/23/2021

From: Melody Reebs, Manager of Planning

Reviewed by: *RH*

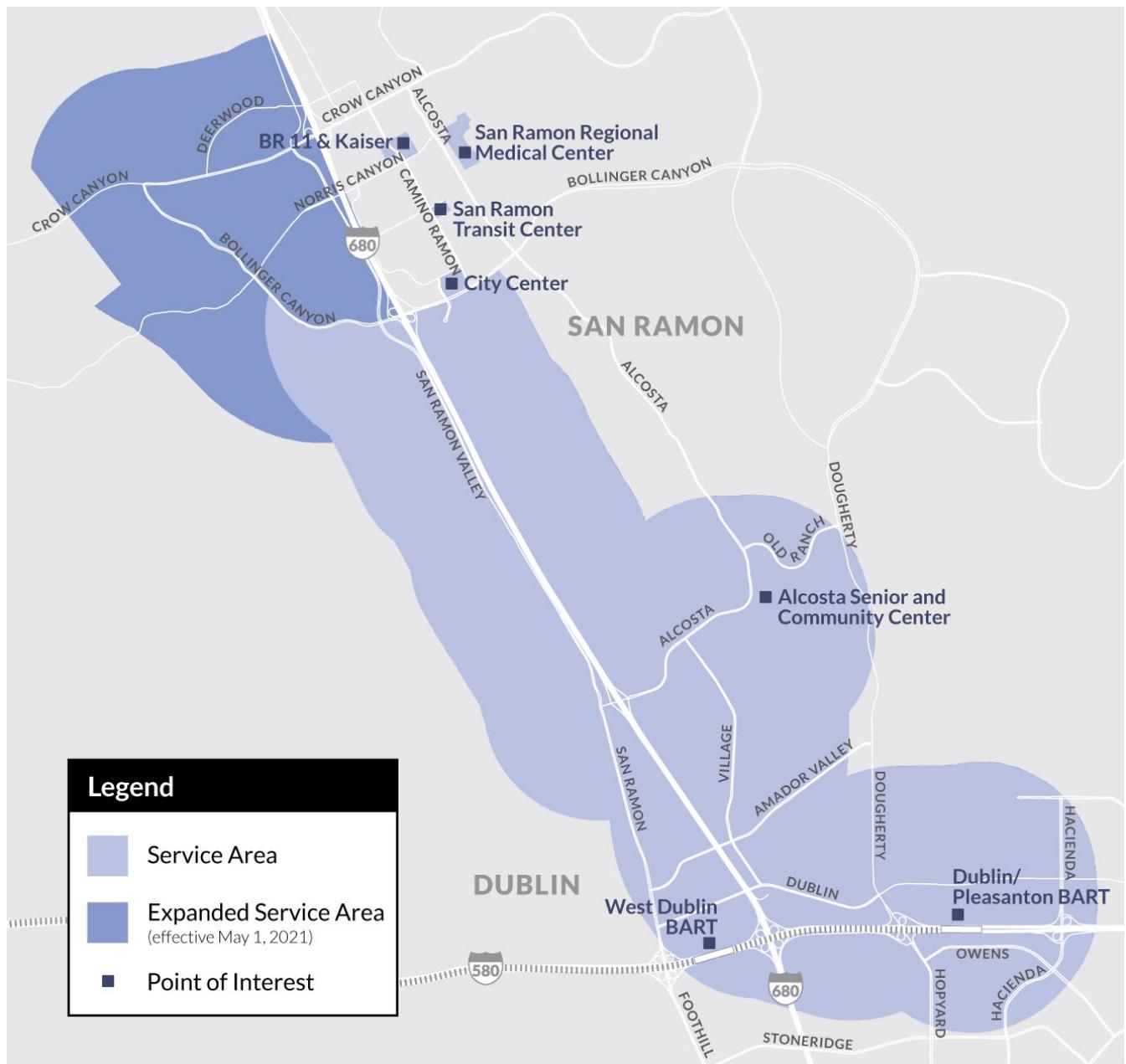
SUBJECT: Go San Ramon Update

Background:

In 2019, County Connection launched Go San Ramon, an on-demand pilot program, in partnership with the City of San Ramon and the Livermore Amador Valley Transit Authority (LAVTA). The program provides a 50% fare subsidy (up to \$5) for rideshare trips on Uber and Lyft within the designated service area, which includes parts of south and west San Ramon, as well as the San Ramon Transit Center, San Ramon Regional Medical Center, Kaiser, Alcosta Senior and Community Center, and West Dublin and Dublin/Pleasanton BART stations. LAVTA currently administers the program, and the City of San Ramon covers the costs of the fare subsidies and administrative fee.

Service Area:

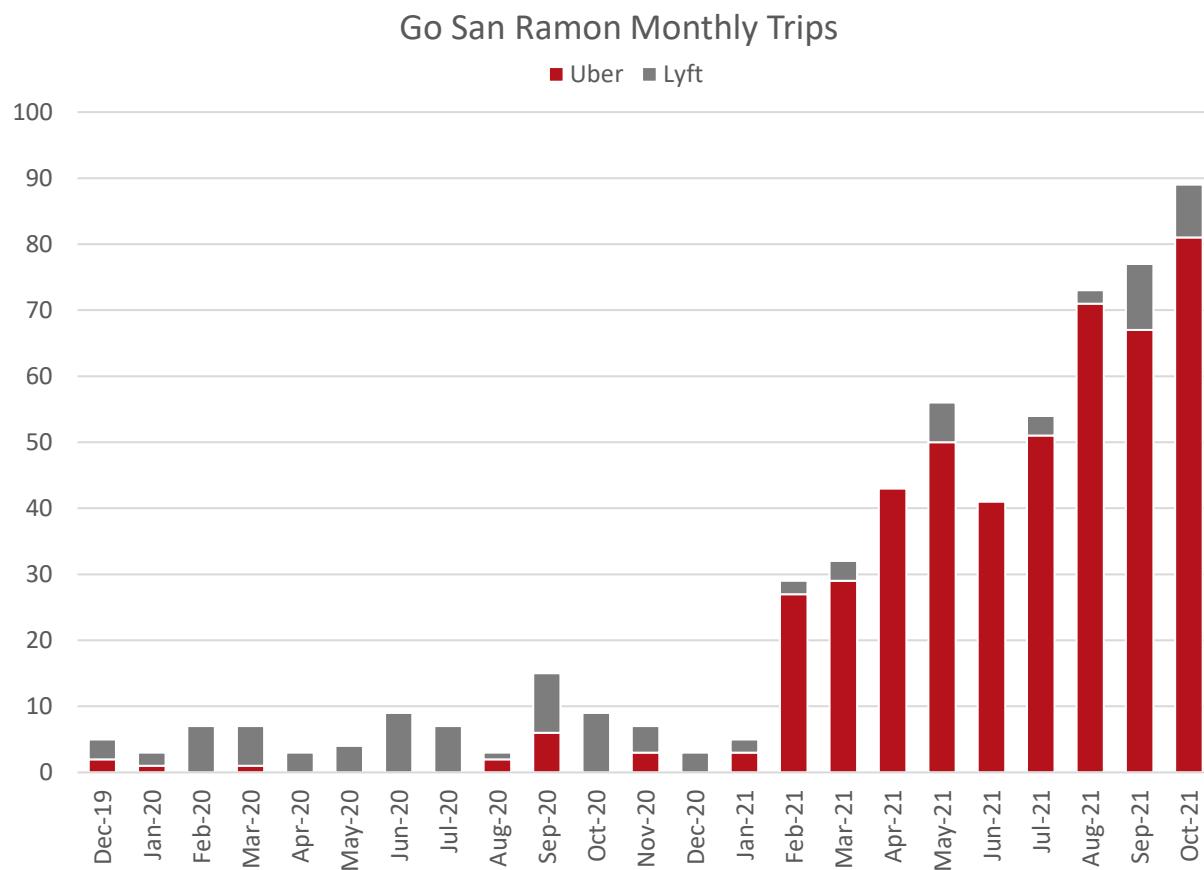
The fare subsidy is valid only for trips that both start and end within the program service area, which targets parts of San Ramon that currently have limited or no fixed-route transit service. The program had a “soft launch” on November 1, 2019 and was initially limited to the Valley Vista Senior Housing facility and key destinations including the Transit Center, Regional Medical Center, and BART. The program then fully launched in the rest of the south San Ramon service area on March 1, 2020. Starting May 1, 2021, the program service area was expanded to include additional areas of west San Ramon. Service area map available on the following page.



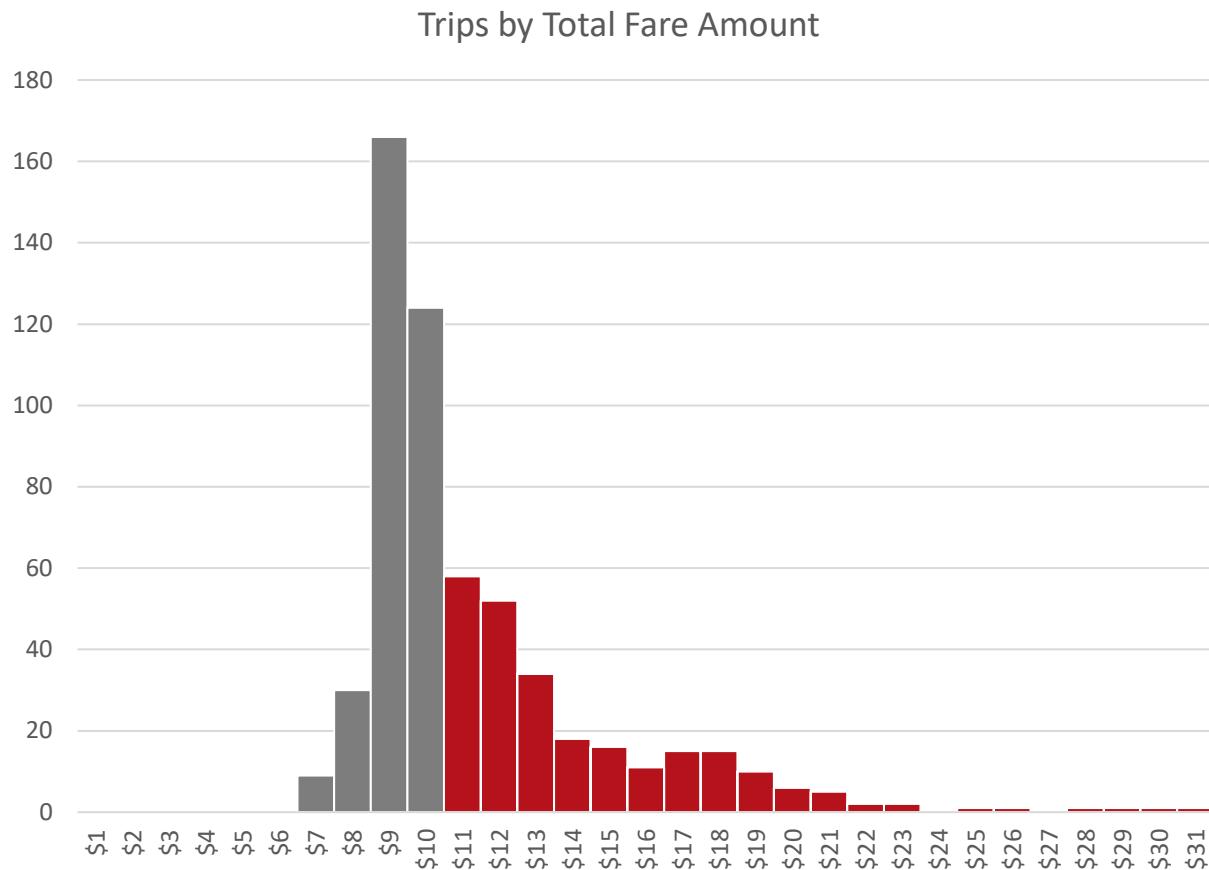
Ridership:

As the full program launched right at the beginning of the pandemic, ridership was very low over the first year and averaged about 6 trips per month. However, since shelter-in-place restrictions were lifted starting in February 2021, usage has been increasing and is now averaging around 80 trips per month. Overall, a total of 581 trips have been made using the program.

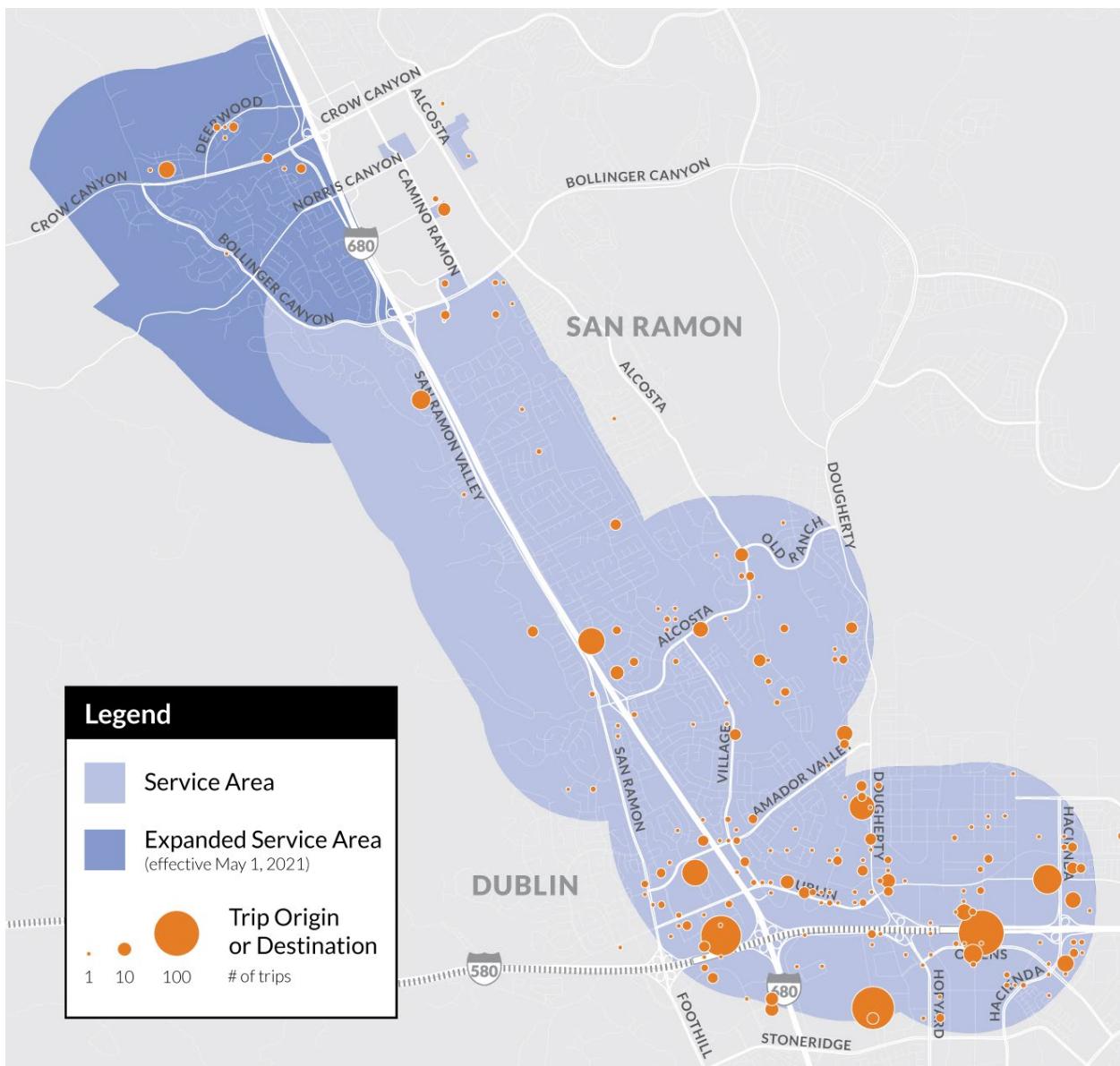
The following chart shows monthly trips by provider. It should be noted that because users may be traveling with others when booking a trip, these numbers do not necessarily represent individual riders or passengers.



Not surprisingly, fare amounts have tended to be under \$10, which is the point at which the subsidy cap is reached, and the rider is fully responsible for any additional fare. The following chart shows the distribution of total fare amounts. Just over half of the trips taken had a total fare amount between \$8 and \$10. Overall, the average fare was \$11.06, with an average subsidy of \$4.68 per trip.



The Dublin/Pleasanton BART station was the most common origin and destination with just over 100 trips starting or ending there. The West Dublin BART station was also a popular location with around 80 trips. The following map shows locations and volume of trips. Trip lengths ranged up to 10 miles and were about 2.9 miles on average, and average trip duration was about 7 minutes.



Financial Implications:

All fare subsidies and administrative fees for the program are being paid by the City of San Ramon.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

County Connection

INTER OFFICE MEMO

To: Operations and Scheduling Committee

Date: November 26, 2021

From: Rashida Kamara, Director of ADA and Specialize Services

Reviewed by: *WC.*

SUBJECT: Release of Request for Proposal for County Connection and LAVTA Joint Paratransit Procurement

Background:

In April of 2021, County Connection, in collaboration with Livermore Amador Valley Transportation (LAVTA), initiated a pilot project to provide paratransit services for both transit agencies using a single contractor. The purpose of the pilot was to explore the potential of streamlining services across a larger region with the goal of reducing expenses and improving customer service. In order to ensure the goals of the pilot were met, a special ad hoc committee made up of board members of both transit agencies was formed. The next Ad Hoc Committee meeting is scheduled to take place on December 6th, when staff anticipates they will review the success of the pilot by evaluating service quality, cost savings, and rider satisfaction.

If County Connection chooses not to move forward with a joint paratransit procurement it is important to note the current ADA Paratransit contract with Transdev expires on June 30th, 2022 and has two 1-year options that could be exercised.

Current Staff Evaluation:

Staff from both agencies meet weekly to discuss the efficacy of the program using metrics such as on time performance, customer satisfaction, and shared resources. Despite low ridership numbers due to COVID-19, metrics performed under this pilot have either met or exceed the standard performance criteria for both authorities. Staff from both authorities have learned to successfully collaborate in resolving challenges and effectively hold the contractor to a high standard of service. As a result, staff from both authorities agree that they will recommend the Ad Hoc Committee approve moving forward with a joint paratransit procurement.

Proposed RFP/Contract Timeline for Joint ADA Paratransit Services

- | | |
|--|------------------------------------|
| 1) December 3, O&S Meeting | Present RFP Highlights |
| 2) December 6, Ad Hoc Committee | Determine Joint RFP |
| 3) December 16, CCCTA Board Meeting | Board Authorizes Release Joint RFP |
| 4) January 10, LAVTA Board Meeting | Board Authorizes Release Joint RFP |
| 5) January – February 2022 | RFP available to proposers |
| 6) March 2022 | Bid Evaluation |
| 7) April 2022, O&S Meeting | Staff recommendation of Bid Award |
| 8) April 2022, CCCTA Board Meeting | Board Meeting Approval |
| 9) May 2022 – June 30 th , 2022 | Potential Contractor Transition |
| 10) July 1 st , 2022 | Winning Contractor Starts Service |

Recommendation:

Staff respectfully asks the Operations and Scheduling Committee to forward to the full board a request for release of an RFP for a joint paratransit procurement pending approval from the Ad Hoc Committee. Additionally, at the Board level, staff will request approval to release the RFP, pending approval from LAVTA Board scheduled for January 10th, 2022.

Financial Implications:

None at this time. Staff will bring a recommendation to the Board for contract award and will provide financial information at that time.

County Connection

INTER OFFICE MEMO

To: O& S Committee

Date: 11/26/2021

From: Melody Reeks
Manager of Planning

Subj: Fixed Route Report

Fixed Route Operating Reports for October 2021

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

FY21-22			
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	167,603	150,958	
Average Weekday	7,184	6,400	
Pass/Rev Hour	10.5	9.6	Standard Goal > 17.0
Missed Trips	1.73%	2.12%	Standard Goal < 0.25%
Miles between Road Calls	20,181	22,938	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

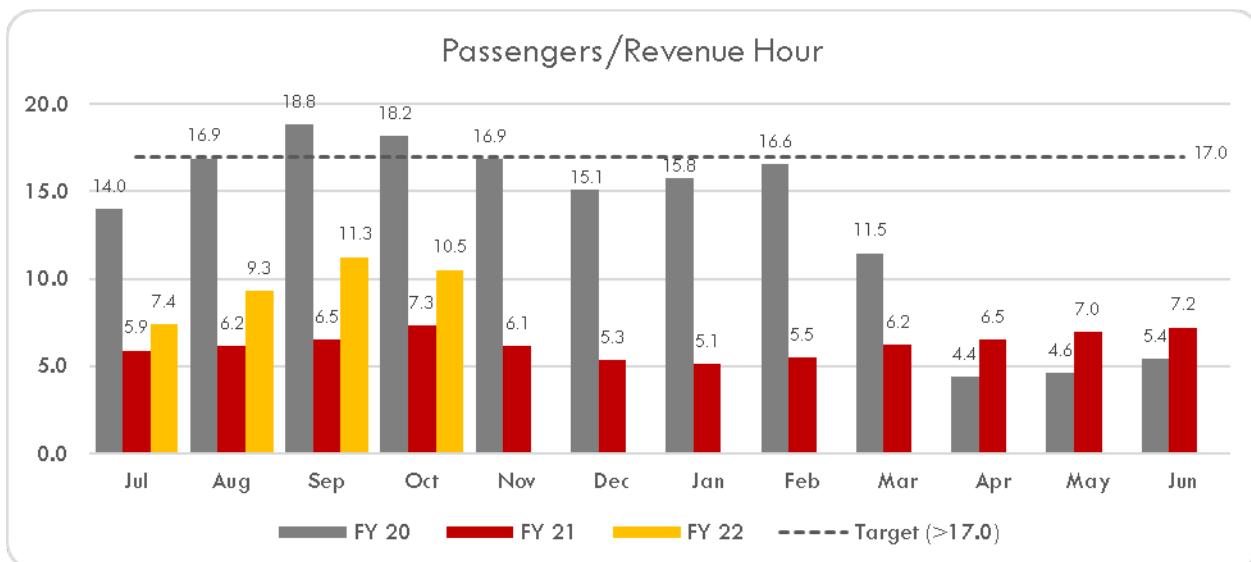
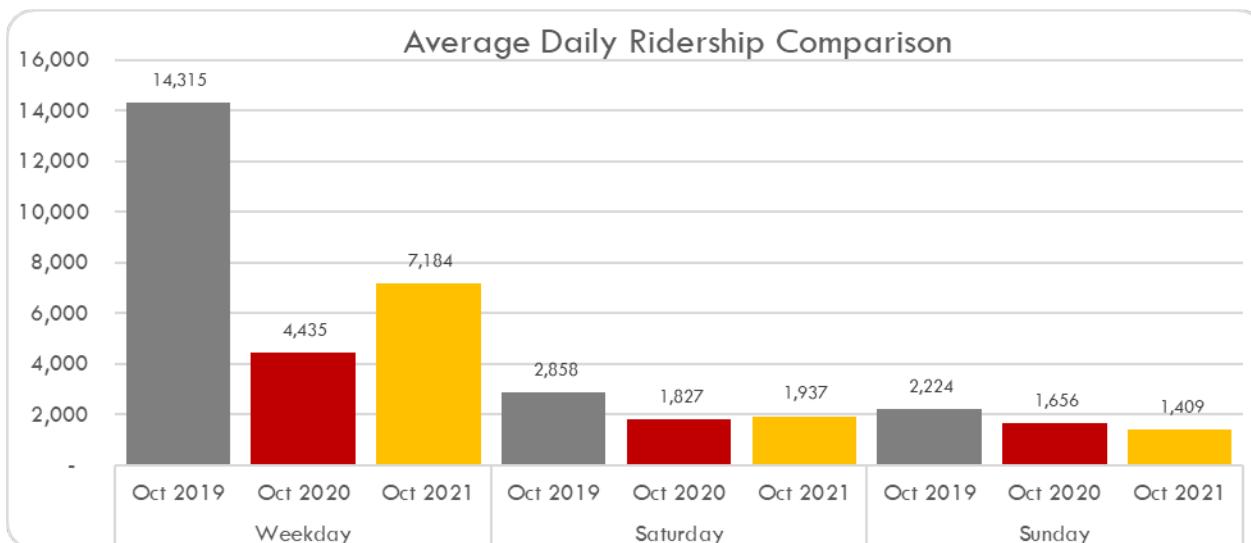
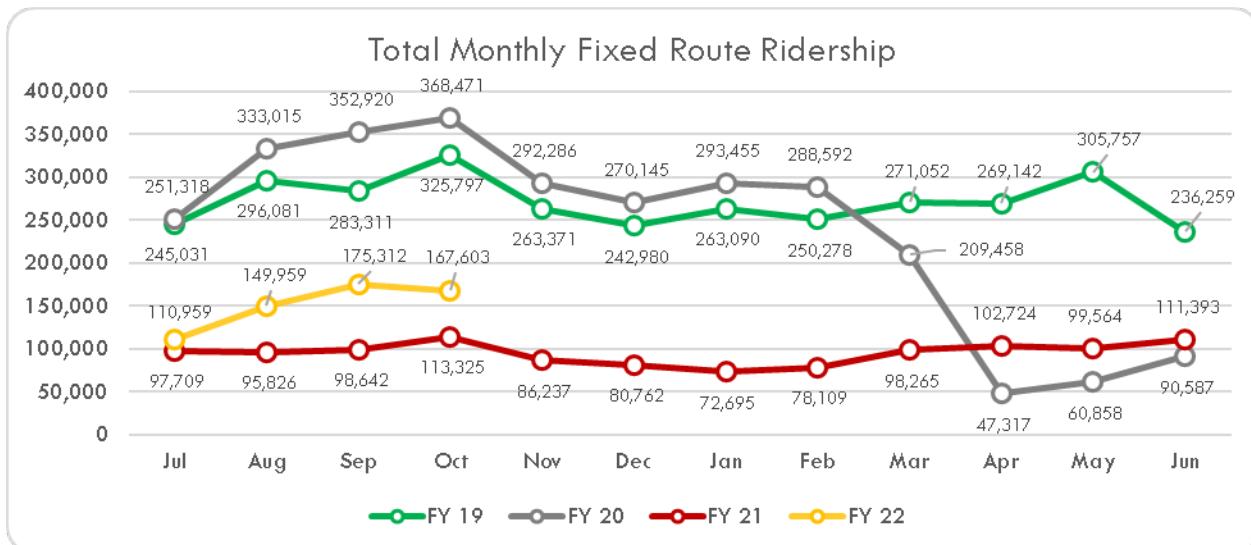
Average weekday ridership was lower in October (7,184 passengers) than September 2021 (7,590 passengers) and higher than October 2020 (4,435 passengers) or 61.98%. This month marks a year and 7 months since the first shelter-in-place order took effect in response to Covid-19.

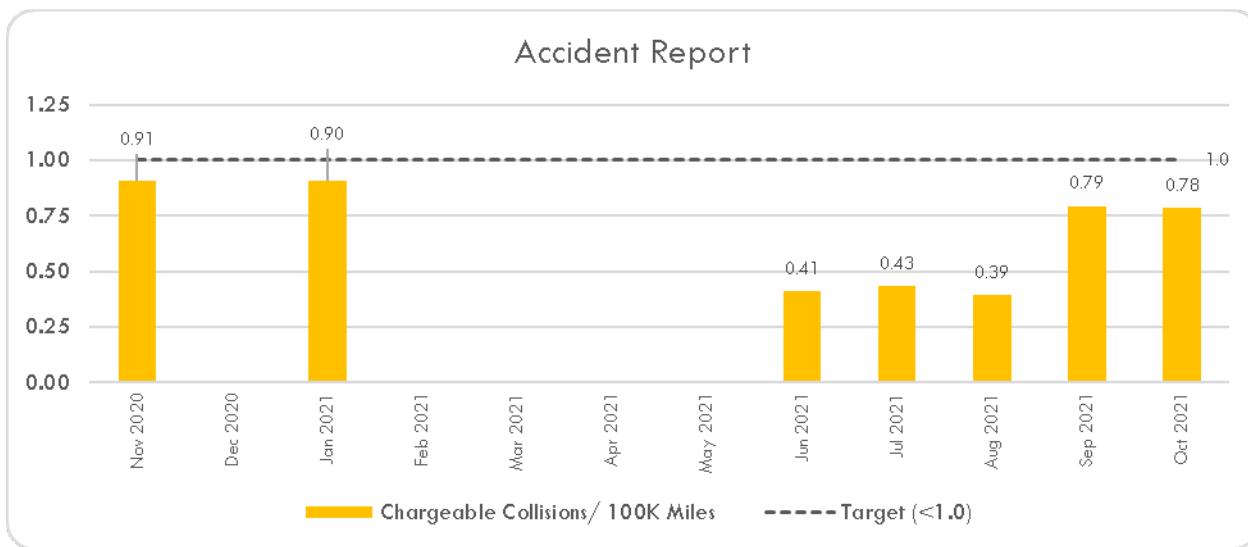
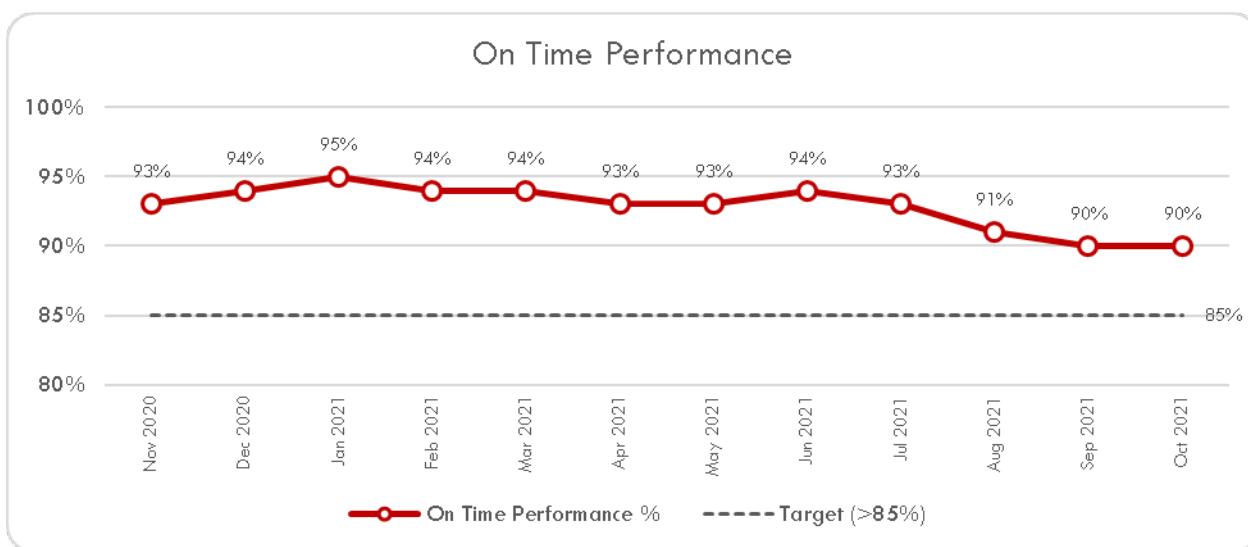
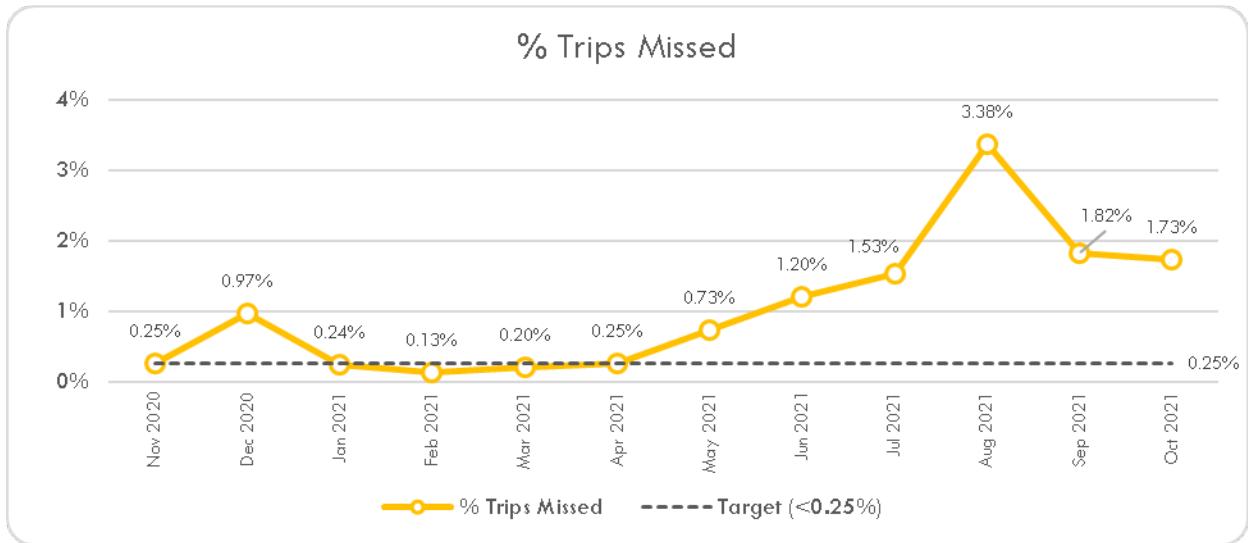
Passengers per hour in October was 10.5 which is lower than September 2021 at 11.3 and higher than October 2020 when passengers per hour was 7.3.

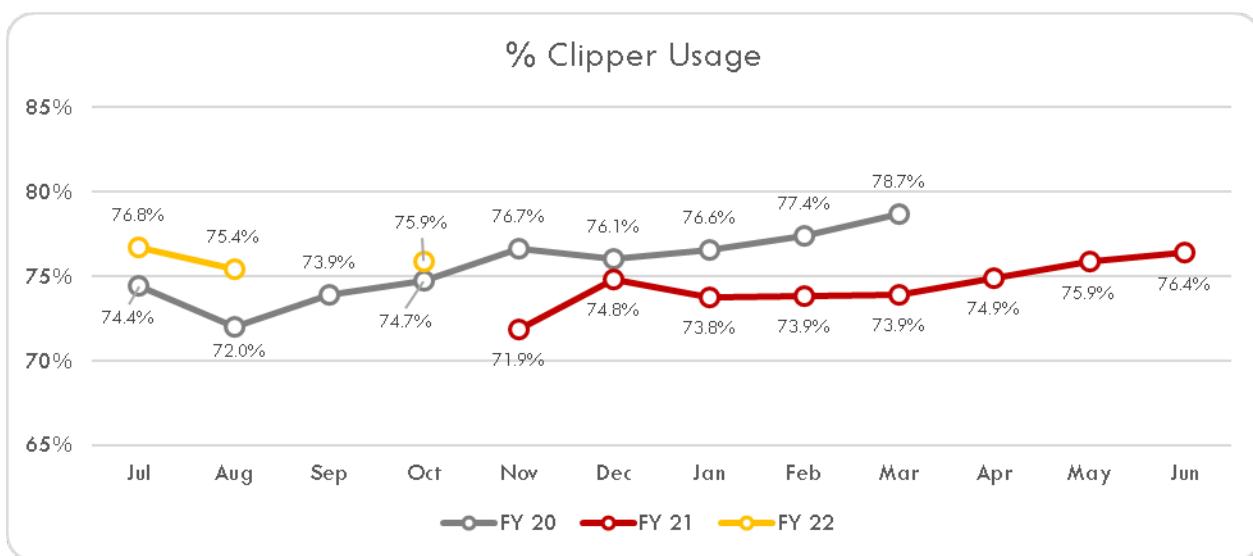
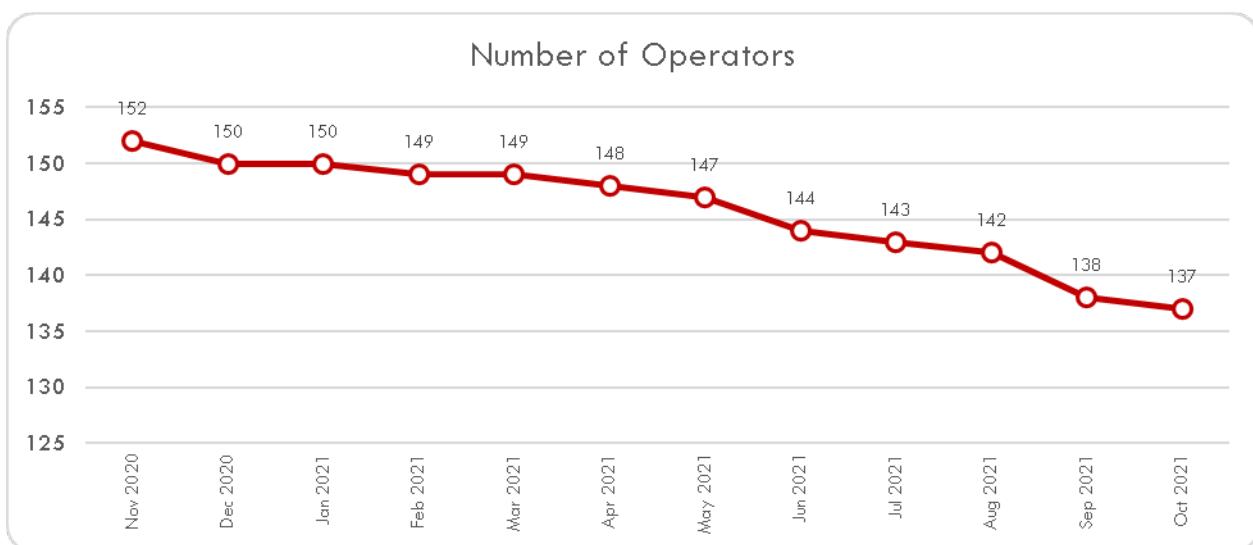
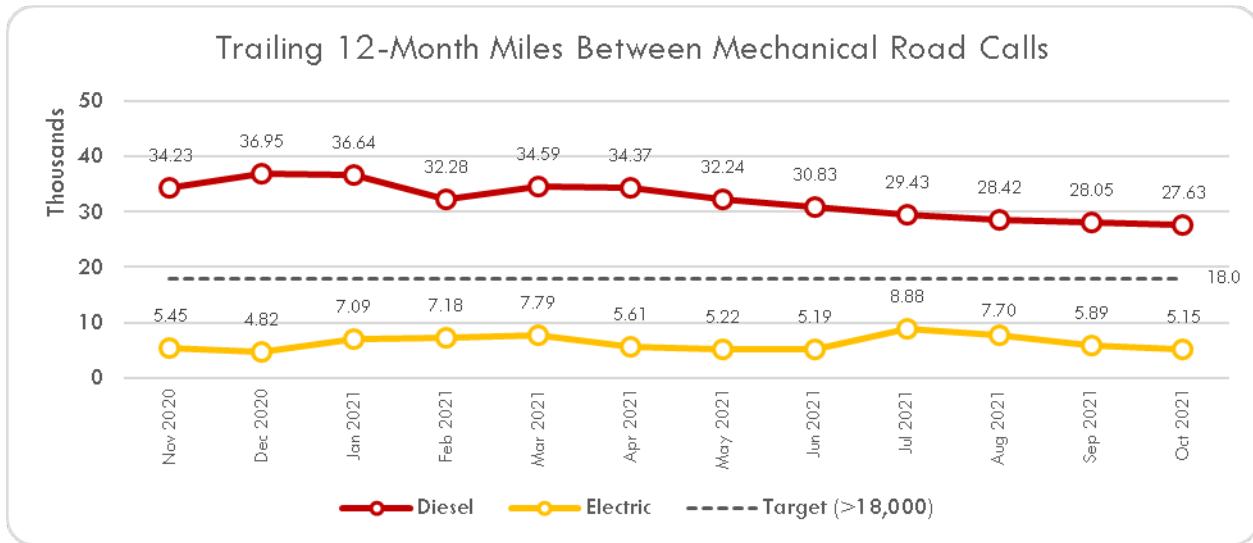
The percentage of missed trips in October was 1.73% which is lower than the prior month when it was 1.82%.

The number of miles between roadcalls was 20,181 miles in October, higher than the prior month in which there were 16,199 miles between roadcalls. The rolling 12-month average is 32,483 miles between roadcalls.

Of a total 167,603 passengers, 94,036 passengers had the potential to use a Clipper card aboard County Connection since 73,567 either used an employer or school pass or were on a free route. About 75.9% of the 94,036 potential Clipper card users paid using Clipper during this month.







County Connection

INTER OFFICE MEMO

To: Operations and Scheduling Committee

Date: November 26, 2021

From: Rashida Kamara, Director of ADA and Special Services

Reviewed by: *WC.*

SUBJECT: Paratransit Executive Summary Report September 2021

Paratransit Performance Report September 2021

LINK paratransit service continues to feel the effects of COVID19 pandemic. Below is a summary of Paratransit and other service updates for the month of September.

September 2021 Performance Report:

Ridership: Ridership has increased for the month of September to 5,544, which is an 8.7% increase from the previous month of 5,062 and a 52% increase from the same month last year. Although ridership is increasing, our core-paratransit service is still 50% lower than pre-COVID levels.

Productivity:

Productivity has increased slightly to 1.32, which is an increase from 1.23 from the previous month. With ridership on the rise, the contractor is able to accommodate more shared ride trips. The productivity standard is 2.00 and the last time we experienced such was February 2020, just before the pandemic. We continue to encourage shared rides whenever we can, but we are still unable to fill the vans to capacity.

On-time Performance:

Although on-time performance is above the standard of 90%, it has dropped to 93.9% from the previous month of 96.3%. This of course has to do with shared ride service and increased traffic. We also noticed an increase in late trips. The contractor is working to minimize those trips.

Customer Satisfaction:

There were 12 complaints for the month of September, an 80% increase from the prior month. Six were attributed to drivers, five to timeliness and one to vehicle equipment. These complaints were forwarded to the contractor to address. In addition, we noticed commendations section was empty. Most, if not all, of the commendations come in through the MyTransit App. Unfortunately, we have not been reporting commendations in the monthly report but, effective next month they will be included.

Safety:

There were no chargeable accidents or road calls for this month.

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

We continue to work with Meals on Wheels to provide transportation to seniors by delivering meals. We no longer provide this service monthly but on an as needed basis, and only if we have drivers available. The county health department has asked County Connection to help transport individuals that were previously transported a few months ago from shelters to hotels when placed on quarantine to a new location. Providing this service is another way County Connection continues to be engaged in the Emergency function with Contra Costa County.

The Board approved the one-year extension of the one-seat pilot. Staff is working to finalize the MOU with the participating agencies. In addition, staff presented to the ATS Taskforce a presentation on the one-seat and interest in providing funds through the new Measure X program has grown.

Financial Implication:

Paratransit spent \$473,894.15 in ADA services, which is a 0.3% decrease from the previous month of which we spent \$474,919.90. This was due to the slight increase in productivity. This cost does include any auxiliary services we may offer, like Meals on Wheels or COVID transports for the county as mentioned earlier. Fuel was \$32,467.05, which is slightly lower than last month of which we spent \$33,992.01.

Recommendation:

Information only

Attachments:

- September 2021 MOP

CCCTA PARATRANSIT

Performance Report: 9/01 to 9/30/2021

	FY 21/22 September	Variance from Goal	FY 20/21 September	YTD 21/22
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LINK and BART Statistics

Ridership Statistics				
1 ADA Passengers	5,544		2,667	15,259
2 Companions	49		21	111
3 *Personal Care Assistants	647		196	1,892
4 SilverRide Pilot	-		-	-
5 Total Passengers	6,240		2,884	17,262
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	691		436	1,872
7 SilverRide Pilot No Shows & Late Cancels	-		-	-
8 Total number of Cancellations	470		305	1,184
9 Same Day Trips	170		147	507
10 Denial Trips	-		-	-
11 Go Backs/ Re-scheduled	31		12	84
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP, Ratio of Revenue Hours to Service Hours 83%				
12 Revenue Hours	4,211.16		1,995.40	8,284.76
13 ADA Passengers per RVHr.	1.32		1.33	1.23
14 Average Trip Length (miles)			17.53	
15 Average Ride Duration (minutes)			8.62	
16 Total Cost per ADA Passenger	\$ 85.48		\$ 156.58	\$ 92.98
17 *Service Miles	71,557		33,586	204,335
18 Billable Service Hours	5,813.86		5,574.47	17,354.52
19 SilverRide Pilot Cost	\$ -		\$ -	\$ -
20 LINK & BART Fuel Cost	\$ 32,467.05		\$ 19,741.13	\$ 98,886.10
21 Total Cost	\$ 473,894.15		\$ 451,582.64	\$ 1,418,777.83
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22 Percent on-time	93.9%		94%	95.9%
23 SilverRide Pilot OTP	-		-	-
24 Arrived 15-29 minutes past window	91		40	165
25 Arrived 30-59 minutes past window	43		8	73
26 Arrived 60 minutes past window	1		2	2
27 Total Missed Trips	1		1	4
28 Transfer Trips	260		333	737
One Seat Pilot Data				
29 *Total Trips	704			2,062
30 *Non-CCCTA Cost (Cost for Agencies)	\$ 12,547.74			\$ 29,994.01
31 *Non-CCCTA Miles (Agency Miles)	7,292.45			19,887.06
32 *Non-CCCTA Revenue Hours	221.81			589.15
33 *Total Revenue Hours	421.36			1,211.81
34 *Total Fare Collected	\$ -			\$ -
35 *Non-CCCTA Fare Collected	\$ -			\$ 3,539.00
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
36 Total Complaints	12		0	17
37 Timeliness	5		0	6
38 Driver Complaints	6		0	10
39 Equipment / Vehicle	1		0	1
40 Scheduling/Staff Skill	0		0	0
41 Commendations	0		0	0
42 Ave. wait time in Queue for reservation	0:00:58		0.36	0:00:56
43 Ave. wait time in Queue for customer service	0:00:32		0.26	0:00:31
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
44 Total accidents per 100,000 miles	0		0	0
45 Roadcalls per 100,000 miles	0		1	0
Denials Statistics				
46 *Total ADA Riders in Data Base	1,825		2,363	2,090
47 *Total Certification Determinations	119		130	351
48 *Initial Denials	-		0	0
49 *Denials Reversed	-		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

*For September 2021, all passengers rode free. This also includes the trips for the One Seat Pilot

Transdev G.M.:



Date: 11/03/2021