

County Connection

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

ADVISORY COMMITTEE

MEETING AGENDA

Tuesday, March 14, 2023, 1:00 p.m.

The Governor has announced that the State of Emergency due to COVID-19 will be lifted on February 28, 2023. Accordingly, this Board Meeting will be held in-person at:

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

Members of the public may attend in person or may participate remotely via ZOOM at:

<https://us02web.zoom.us/j/85742852363>

Or Telephone:

Dial: US: +1 669 900 6833

Webinar ID: 857 4285 2363

The committee may take action on each item on the agenda, even items that are listed as “information only”. The action may consist of the recommended action, a related action, or no action. Staff recommendations are subject to action and/or change by the committee.

1. Call to Order
2. Roll Call*
3. Agenda Approval*
4. Approval of Minutes of January 10, 2023*
5. Public Comment
6. Consent Calendar:
 - a. Fixed Route Ridership Report *
 - b. Paratransit Performance Report *
7. Chair and Vice Chair Selection
8. Brown Act Training
9. Regional Fare Transfer Policy*-Informational Only
10. Route 99X*-Informational Only

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

11. Marketing Plan FY 23-24*-Update
12. Committee Member Communications
13. Future Agenda Items
14. Adjournment – Next Meeting May 9, 2023

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: 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.

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, March 16, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, April 5, 2:00 p.m., 100 Gregory Ln, Large Committee Room
Operations and Scheduling:	Wednesday, April 5, 8:00 a.m., 3338 Mt. Diablo Blvd., Lafayette
Marketing, Planning & Legislative:	Monday, April 3, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

The above meeting schedules are subject to change. 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

MEMBERSHIP ROSTER/ATTENDANCE REPORT - 2023

Member Name	Jurisdiction	Jan-23	Mar-23	May-23	Jul-23	Sep-23	Nov-23	Original Appointment	Term Expires
Robert Barnes	Concord	A						Mar-22	Apr-24
Marjorie McWee	Contra Costa County	P						Jun-20	Jun-23
Richard Campagna	Danville	P						Jul-21	Jul-23
Jim Yu	Moraga	P						Nov-21	Nov-23
Jason Sommers	Pleasant Hill	P						Apr-21	Apr-23
Andrew Fontan (alternate)	Pleasant Hill	A						Apr-21	Apr-23
Ian McLaughlin	Walnut Creek	P						Apr-22	Mar-24
Vacant	Contra Costa County								
Vacant	Orinda								
Vacant	Clayton								
Vacant	Lafayette								
Vacant	Martinez								
Vacant	San Ramon								

CCCTA Staff - 2023

Member Name	Jurisdiction	Jan-23	Mar-23	May-23	Jul-23	Sep-23	Nov-23
Bill Churchill	County Connection Staff	A					
Ruby Horta	County Connection Staff	A					
Rosa Noya	County Connection Staff	P					
Rashida Kamara	County Connection Staff	P					
Melody Reebbs	County Connection Staff	P					
Pranjal Dixit	County Connection Staff	P					
Ryan Jones	County Connection Staff	P					
Johanna Duran	Transdev Staff	P					

P = Present

A = Absent

C = Cancelled

Vacant

**Summary Minutes
Advisory Committee
Tuesday, January 10, 2023**

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

Members: Marjorie Mc Wee, Ian McLaughlin, Jim Yu, Jason Sommers, and Richard Campagna (arrived at 1:04pm).

Staff: Rashida Kamara (CCCTA), Rosa Noya (CCCTA), Melody Reebbs (CCCTA), Pranjal Dixit (CCCTA), Ryan Jones (CCCTA) and Johanna Duran (Transdev)

Public: Sarah Birdwell,

- 1. Call to Order:** Meeting was called to order at 1:02 PM
- 2. Roll Call**
- 3. Approval of Agenda:** The agenda for the January 10, 2023, meeting was approved by present committee members.
- 4. Approval of minutes of November 8, 2022:** The minutes of the November 8, 2022, meeting was approved (one abstention from member Sommers) with an amendment to agenda item 12- inclusion of member Barnes' emailed suggestions on future agenda items. M/S: Yu/Campagna
- 5. Public Comment:** None
- 6. Consent Calendar:** No comments submitted. Unanimous approval of consent calendar items. M/S: McLaughlin/Sommers
- 7. Regional Network Management Overview:** Ms. Kamara provided a verbal update on a new regional initiative initiated by the Metropolitan Transportation Commission as a means to collaborate with regional transit agencies under one network. She highlighted that decisions on how funds and service areas are divided up amongst varied transit agencies could be potentially determined by such a network. Chair Mc Wee asked about how the creation of such a network would impact local services such as County Connection and what role the advisory committee plays into this network. Ms. Kamara advised that it would be beneficial to continue to bring concerns, feedback to the advisory committee and to attend any MTC public meetings

related to this initiative. Chair Mc Wee requested further clarification on the impact to local services from County Connection's General Manager at a future advisory committee meeting.

8. CCTA Framework for the Development of a Coordinated Entity (CE) Update: Ms.

Kamara started off by providing a historical reference of the development of the Coordinated Entity, spearheaded by Contra Costa Transportation Authority(CCTA) as a means to execute some of the strategies identified through the Accessible Transportation Services Plan. CCTA's Board voted on December 12, 2022 to proceed with the establishment of a hybrid model (Non-Profit/Authority Partnership) Coordinated Entity (CE) for Contra Costa. Ms. Kamara also highlighted that the creation of the CE will come along with guardrails /assurances that services and associated funds provided by existing transit agencies will not be affected by the creation of the CE. Chair Mc Wee asked if the CE would impact paratransit services only to which Ms. Kamara clarified that was inclusive of all accessible transportation services. Member Campagna asked if the services are for the general public or specific groups of people. Ms. Kamara clarified it's geared towards citizens in Contra Costa who are seniors and people with disabilities. Chair Mc Wee asked about what the next steps are and how the advisory committee may engage in the process. Ms. Kamara informed the committee that city leaders have been involved in decision making. She also referred members to the CCTA website for access to future meetings. No comments or question submitted from the public.

9. Marketing Plan for Fiscal Year 23-24: Mr. Ryan Jones presented to the committee the marketing plan for the upcoming fiscal year. He reviewed the four major components of the plan including:

- a. Events and Promotions
- b. Service Alerts and General Updates
- c. Education
- d. Recruitment

The projected expense cost for the marketing plan equates to \$170K. Mr. Jones explained that staff would recommend that the Advisory Committee review and provide feedback on the draft plan. A final version of the plan will be presented to the Board for review and approval in March.

Member Campagna suggested some locations to connect with seniors. He also suggested that CCCTA present at an upcoming "share" meeting that is held in Pleasant Hill for agencies involved with healthcare for seniors.

Chair Mc Wee suggested promoting public transit to neighborhoods surrounding transit hubs as well as other surrounding non-profit and religious organizations in areas such as the Monument Corridor.

Member Yu asked if any transportation promotion efforts were being targeted towards newer residents such as Afghan refugees. Both members Yu and Campagna suggested partnering with nutrition based organizations – providing brochures along with meals. Member McLaughlin agreed to provide Mr. Jones some detailed suggestions for disability-oriented agencies that CCCTA could partner with. Member Sommers suggested having the public access a QR code in strategic locations for them to access transportation information.

No comments or suggestions offered by the public.

10. Committee Member Communications: Member McLaughlin informed the committee that he will be attending the Walnut Creek’s Mayor’s breakfast meeting in February and looks forward to branching out with other stakeholders in the community.

11. Future Agenda Items (see attachment with list of items): Ms. Mc Wee explained that a list of suggested agenda items will be created as a means to plan future advisory committee agenda. She asked the committee members if they had any other suggested agenda items. Member Campagna asked the location of the list to which Ms. Kamara explained it will be included in the minutes. Member Mc Laughlin asked how a member could submit suggestions in between meetings, Ms. Kamara stated sending them to the Chair or Vice Chair and Chair Mc Wee requested copying Ms. Kamara and Ms. Noya.

12. Adjournment- The meeting was adjourned at 2:10pm. Next meeting to be held on March 14, 2023. M/S: Campagna, Yu

Minutes prepared by Rosa Noya on February 10, 2023.

To: Operations & Scheduling Committee

Date: 12/27/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for November 2022

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

	FY22-23		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	198,379	196,284	
Average Weekday	8,621	8,364	
Pass/Rev Hour	12.8	12.6	Standard Goal > 17.0
Missed Trips	0.33%	0.83%	Standard Goal < 0.25%
Miles between Road Calls	42,196	35,081	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was lower in November 2022 (8,621 passengers) than the previous month of October 2022 (10,141 passengers) and is 26% higher than November 2021 (6,852 passengers). In addition, County Connection operated BART Bus Bridges on two days in November, carrying a total of 9,060 passengers.

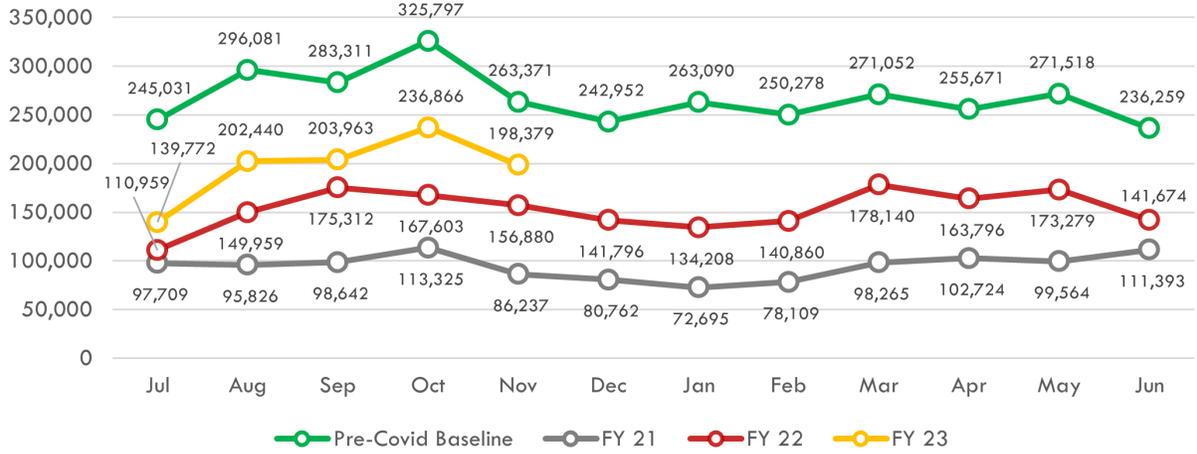
Passengers per hour in November was 12.8, which is lower than 15.0 in October 2022 and higher than November 2021 when passengers per hour was 10.0.

The percentage of missed trips in November was 0.33%, which is lower than the prior month when it was 0.40%. This was also the lowest percentage of missed trips since over a year ago, although it is still above the standard goal of less than 0.25%.

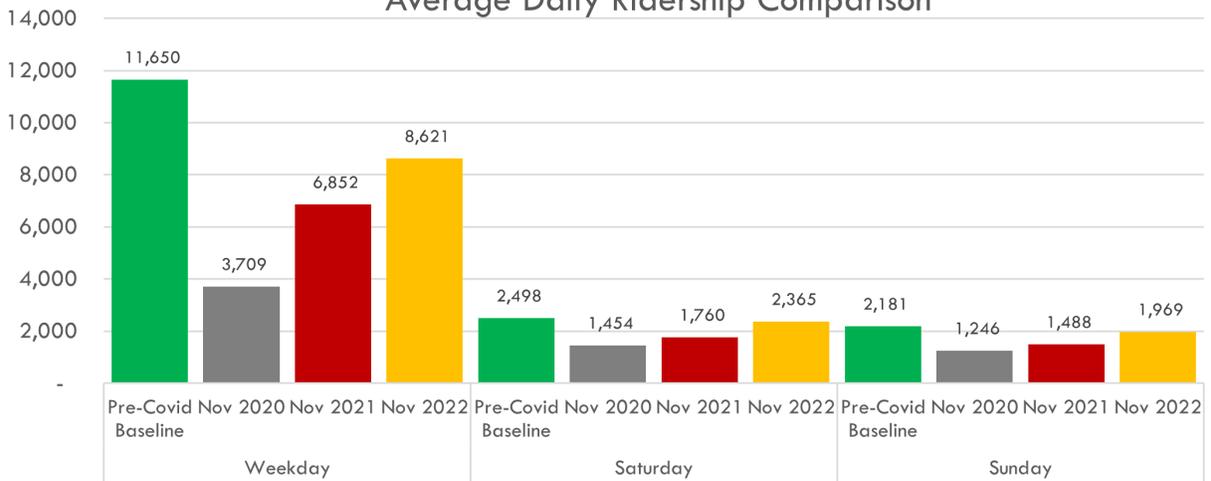
The number of miles between roadcalls was 42,196 miles in November, lower than the prior month in which there were 53,203 miles between roadcalls. The rolling 12-month average is 29,561 miles between roadcalls.

Of a total 207,449 passengers, 114,231 passengers had the potential to use a Clipper card aboard County Connection since 93,218 either used an employer or school pass or were on a free route. About 78.2% of the 198,379 potential Clipper card users paid using Clipper during this month.

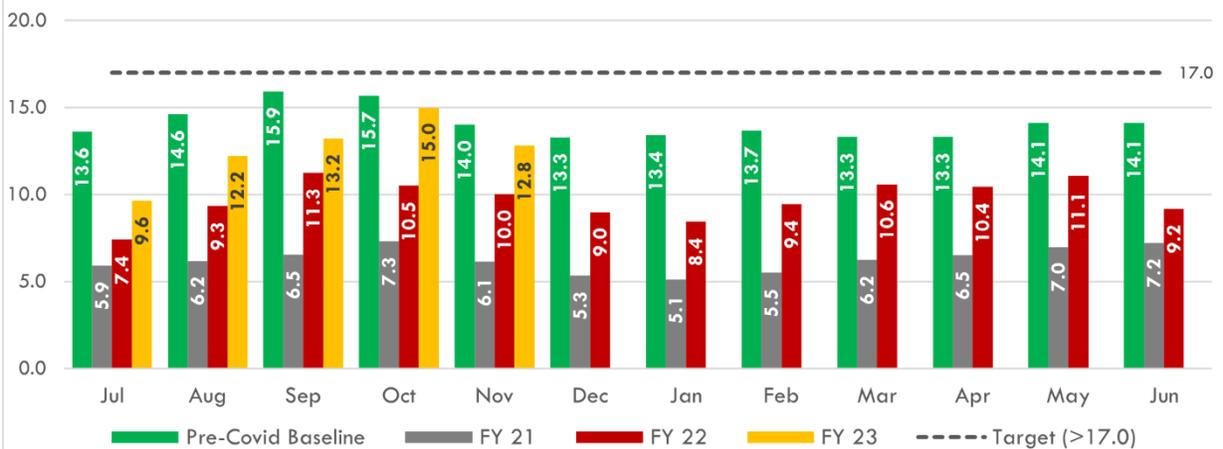
Total Monthly Fixed Route Ridership



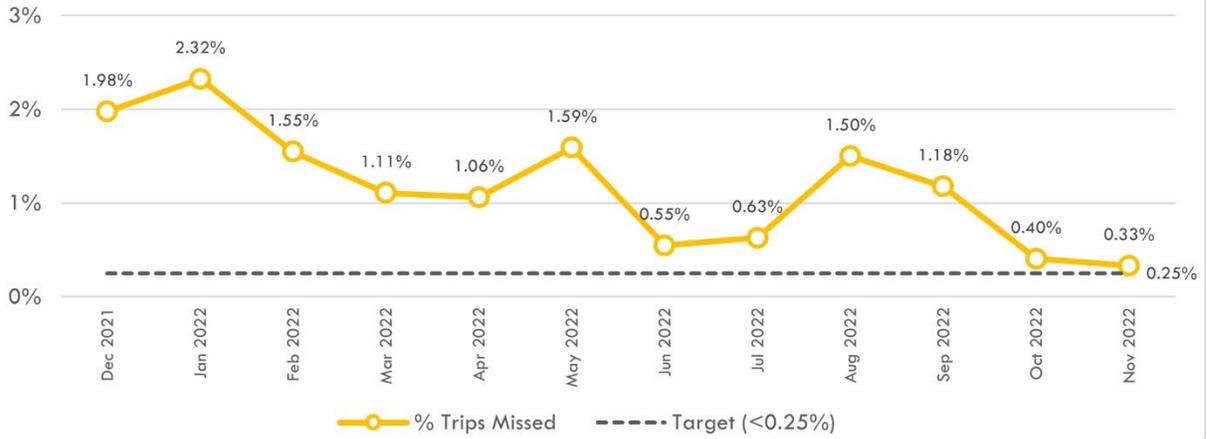
Average Daily Ridership Comparison



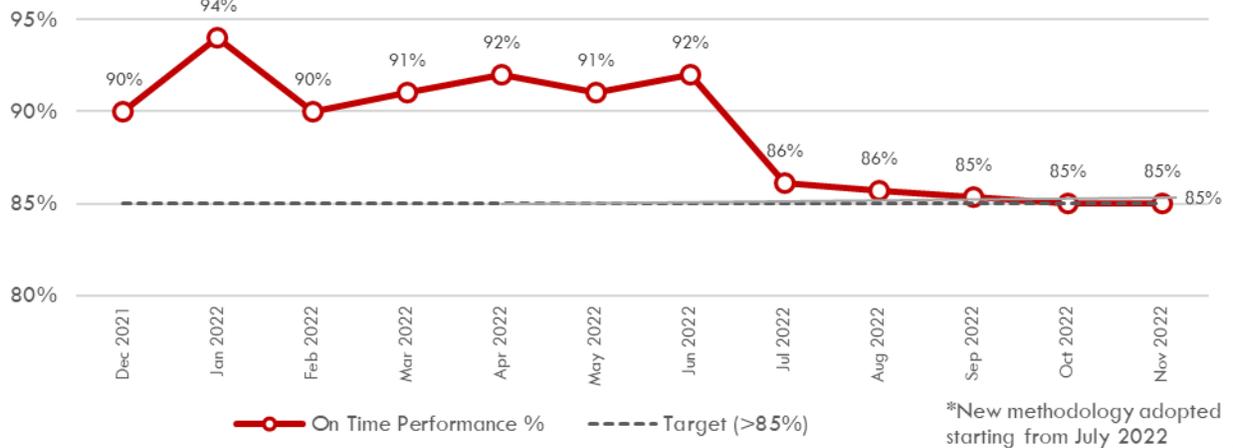
Passengers/Revenue Hour



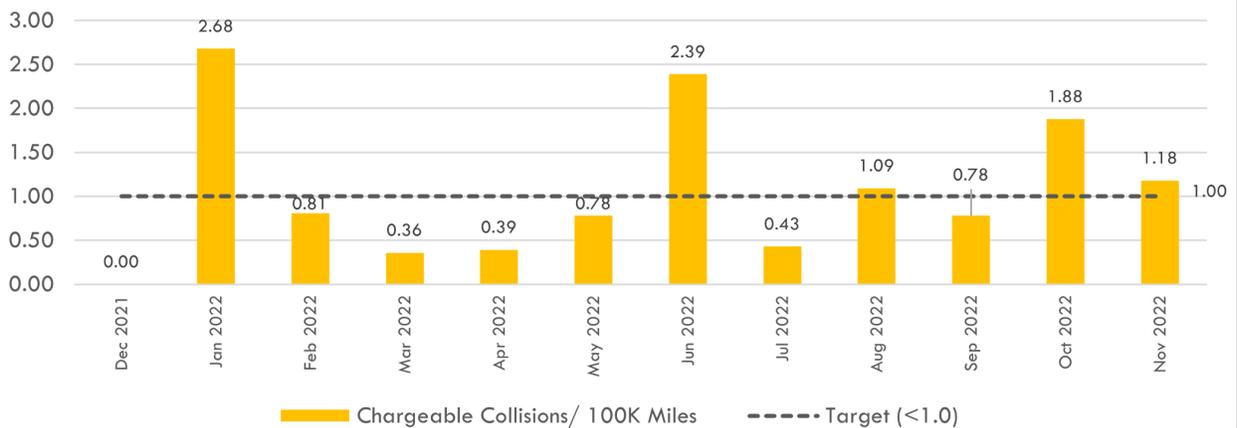
% Trips Missed



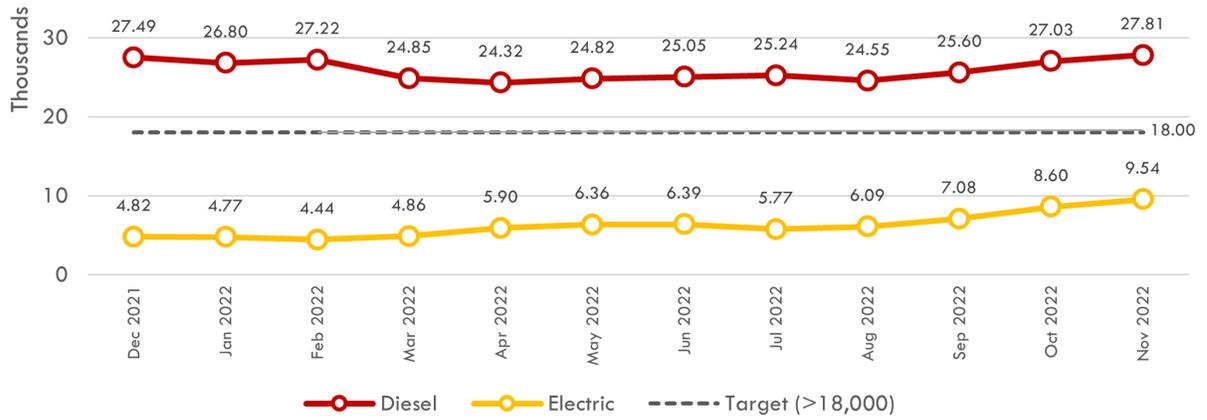
On Time Performance*



Accident Report



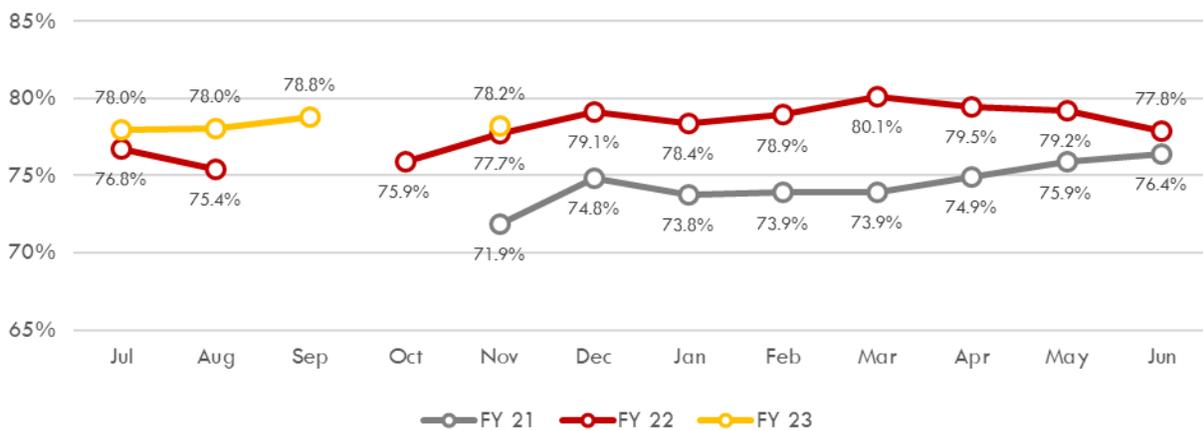
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 1/24/2023

From: Pranjali Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for December 2022

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

	FY22-23		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	185,212	194,439	
Average Weekday	8,019	8,306	
Pass/Rev Hour	11.9	12.7	Standard Goal > 17.0
Missed Trips	0.80%	0.82%	Standard Goal < 0.25%
Miles between Road Calls	41,503	36,151	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

Average weekday ridership was lower in December 2022 (8,019 passengers) than the previous month of November 2022 (8,621 passengers) and is 30.7% higher than December 2021 (6,135 passengers).

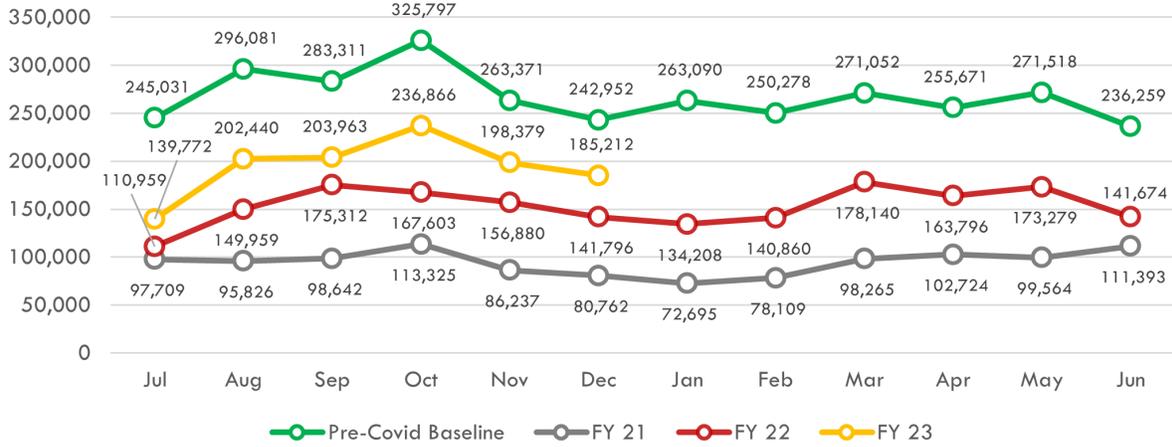
Passengers per hour in December was 11.9, which is lower than 12.8 in November 2022 and higher than December 2021 when passengers per hour was 9.0.

The percentage of missed trips in December was 0.80%, which is higher than the prior month when it was 0.33%.

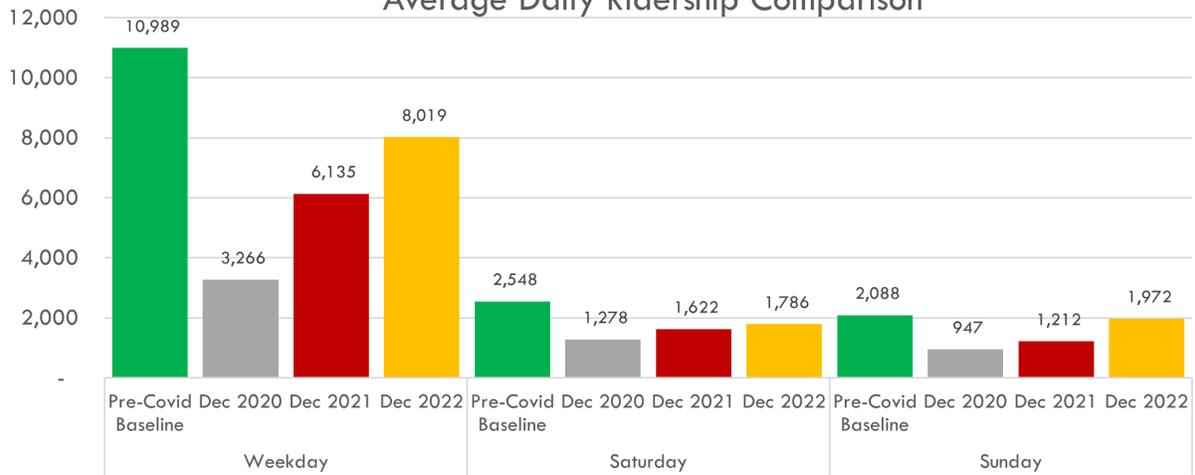
The number of miles between roadcalls was 41,503 miles in December, lower than the prior month in which there were 42,196 miles between roadcalls. The rolling 12-month average is 30,642 miles between roadcalls.

Of a total 185,212 passengers, 106,865 passengers had the potential to use a Clipper card aboard County Connection since 78,347 either used an employer or school pass or were on a free route. About 79.1% of the 185,212 potential Clipper card users paid using Clipper during this month.

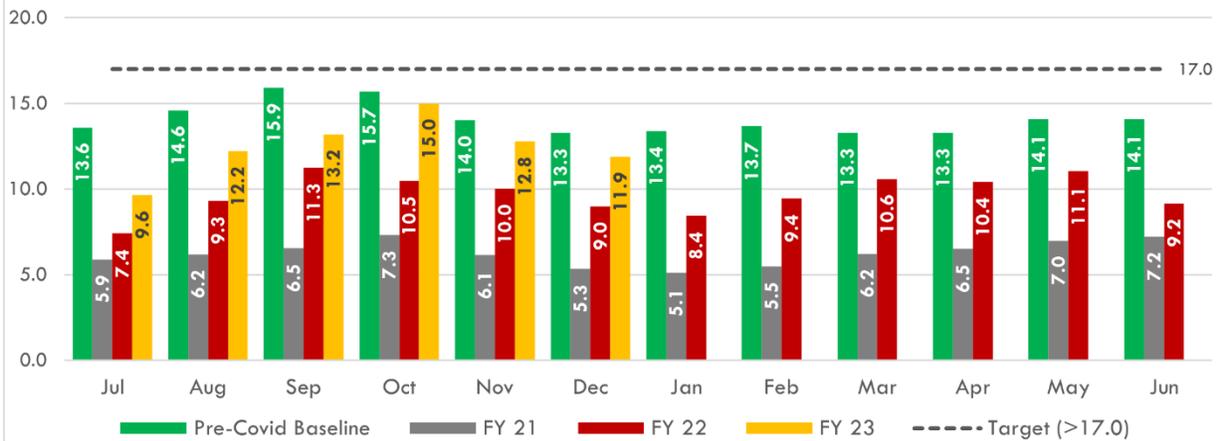
Total Monthly Fixed Route Ridership



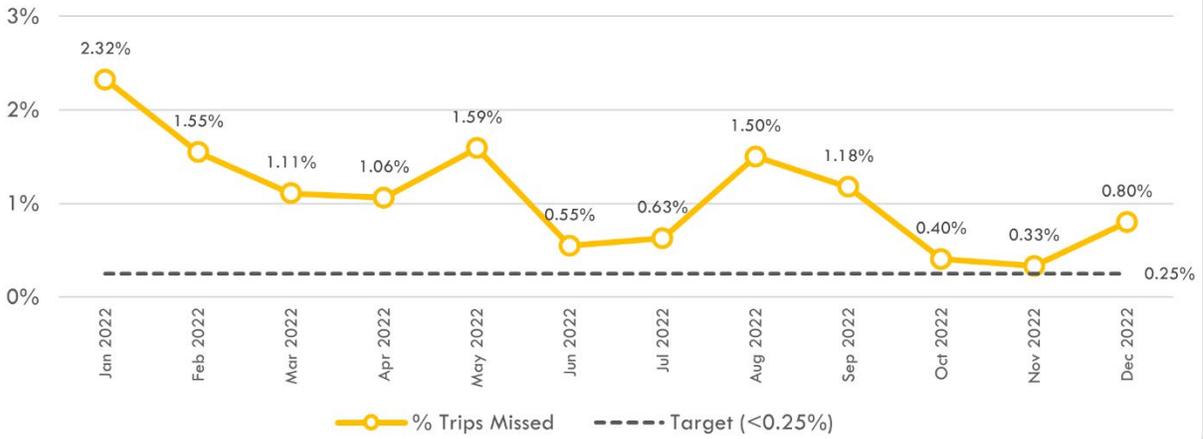
Average Daily Ridership Comparison



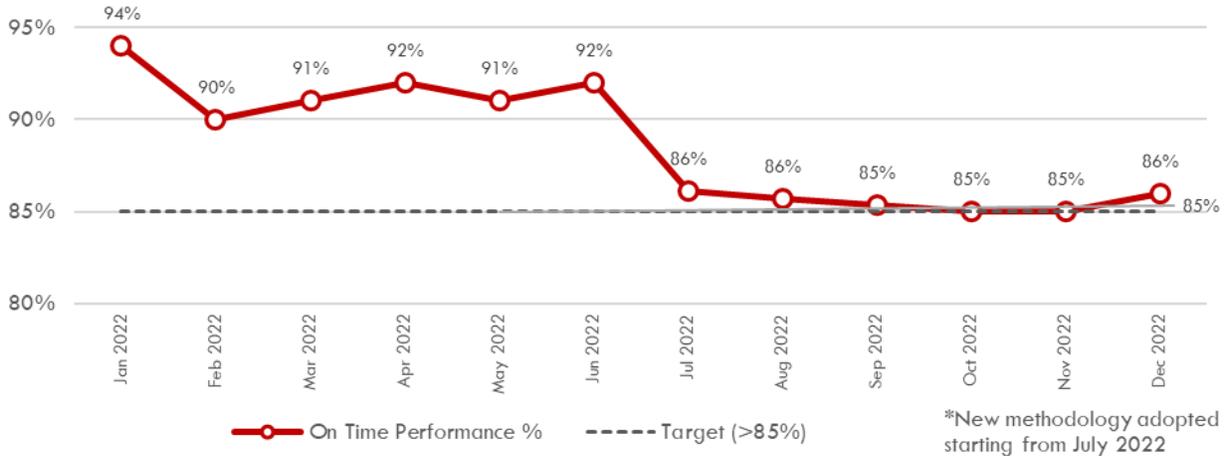
Passengers/Revenue Hour



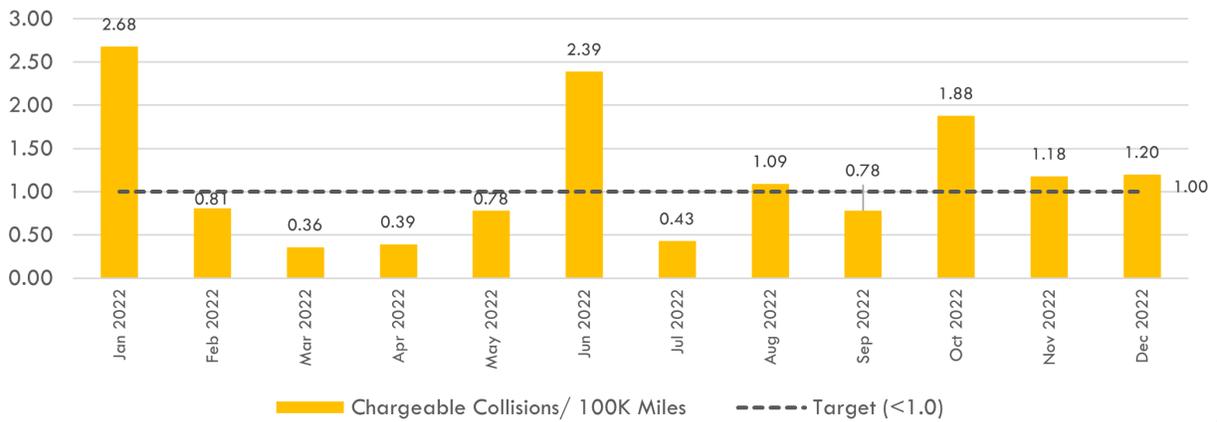
% Trips Missed



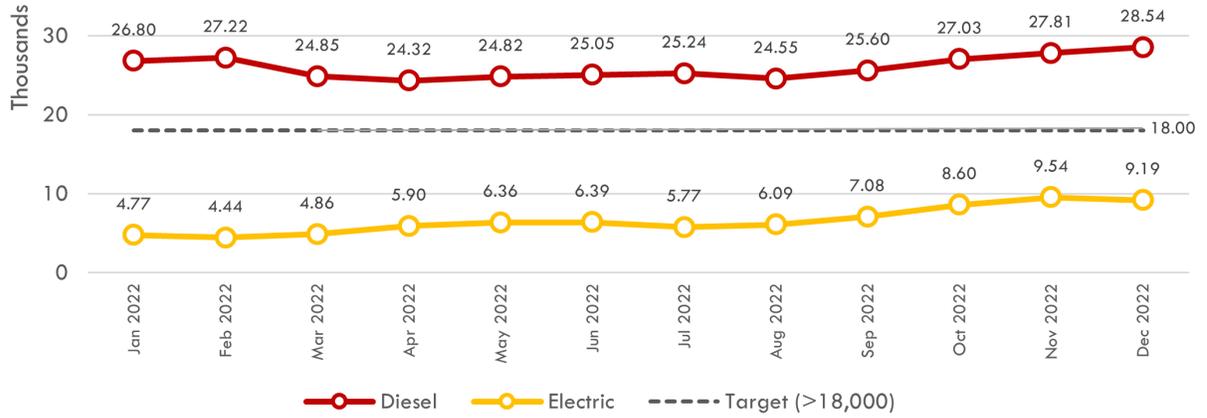
On Time Performance*



Accident Report



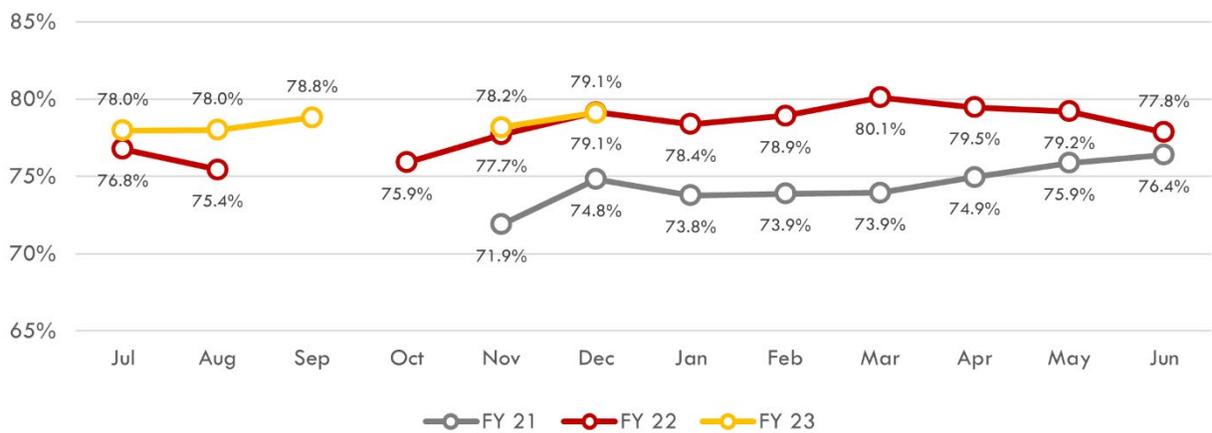
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 2/20/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for January 2023

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

	FY22-23		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	187,984	193,517	
Average Weekday	8,107	8,278	
Pass/Rev Hour	11.9	12.4	Standard Goal > 17.0
Missed Trips	0.76%	0.80%	Standard Goal < 0.25%
Miles between Road Calls	42,450	37,051	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was higher in January 2023 (8,107 passengers) than the previous month of December 2022 (8,019 passengers) and is 41.1% higher than January 2022 (5,746 passengers). In addition, County Connection operated a BART Bus Bridge on one day in January, carrying a total of 285 passengers.

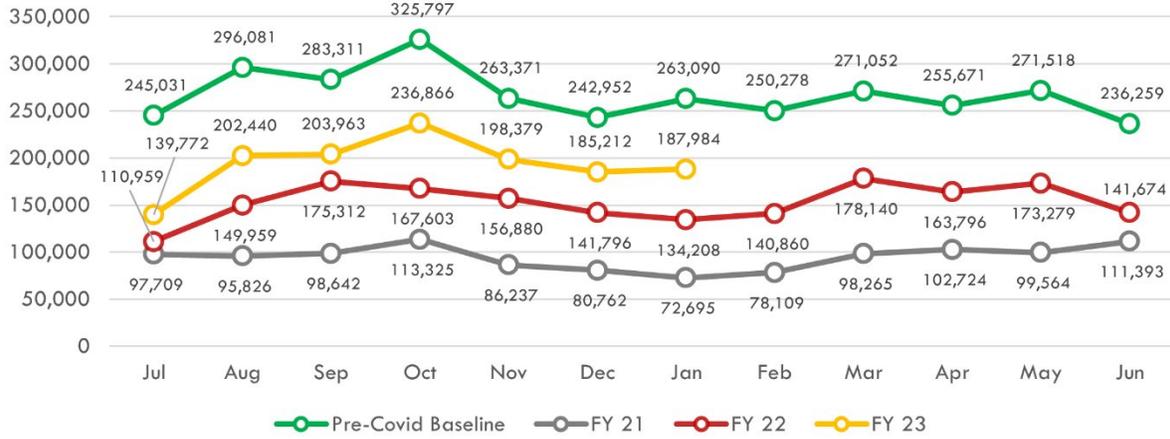
Passengers per hour in January was 11.9, which is the same as in December 2022 and higher than January 2022 when passengers per hour was 8.4.

The percentage of missed trips in January was 0.76%, which is lower than the prior month when it was 0.80%.

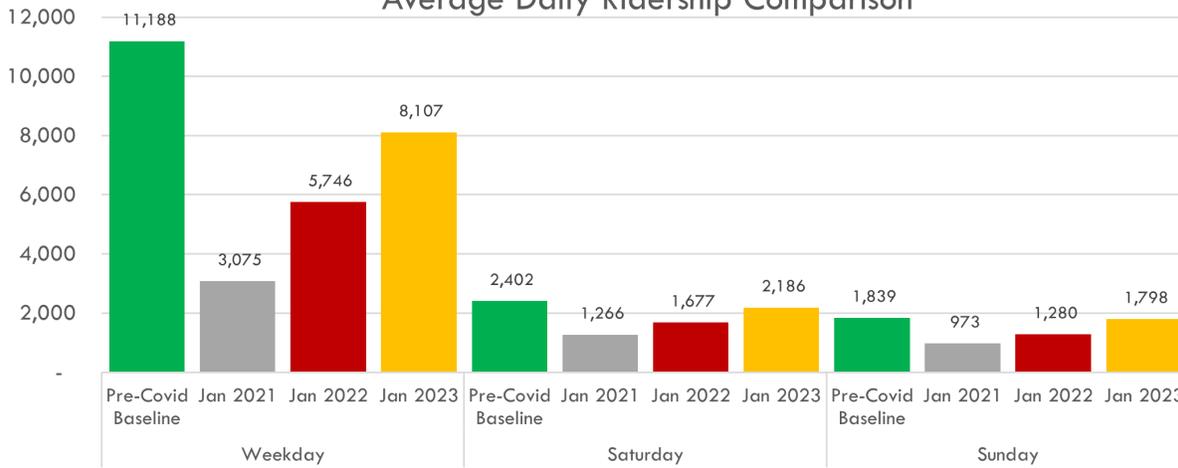
The number of miles between roadcalls was 42,450 miles in January, higher than the prior month in which there were 41,503 miles between roadcalls. The rolling 12-month average is 31,458 miles between roadcalls.

Of a total 187,984 passengers, 110,013 passengers had the potential to use a Clipper card aboard County Connection since 78,256 either used an employer or school pass or were on a free route. About 79.1% of the 187,984 potential Clipper card users paid using Clipper during this month.

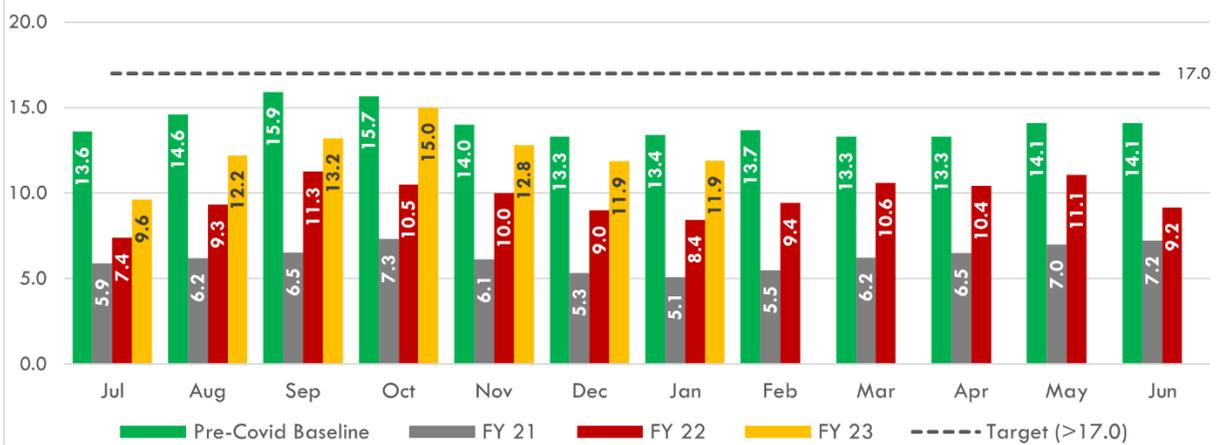
Total Monthly Fixed Route Ridership

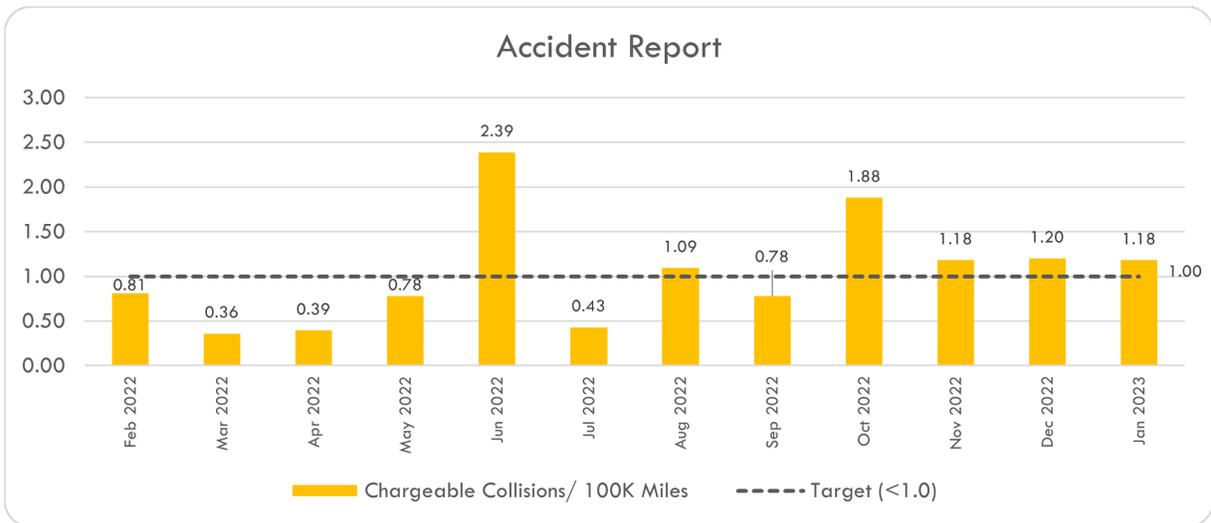
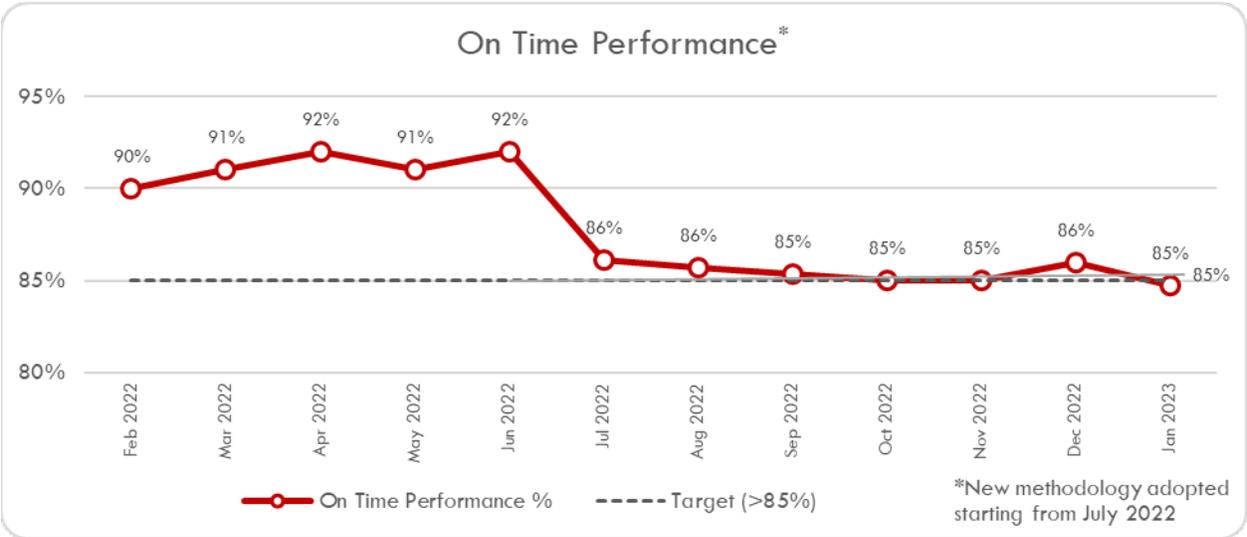
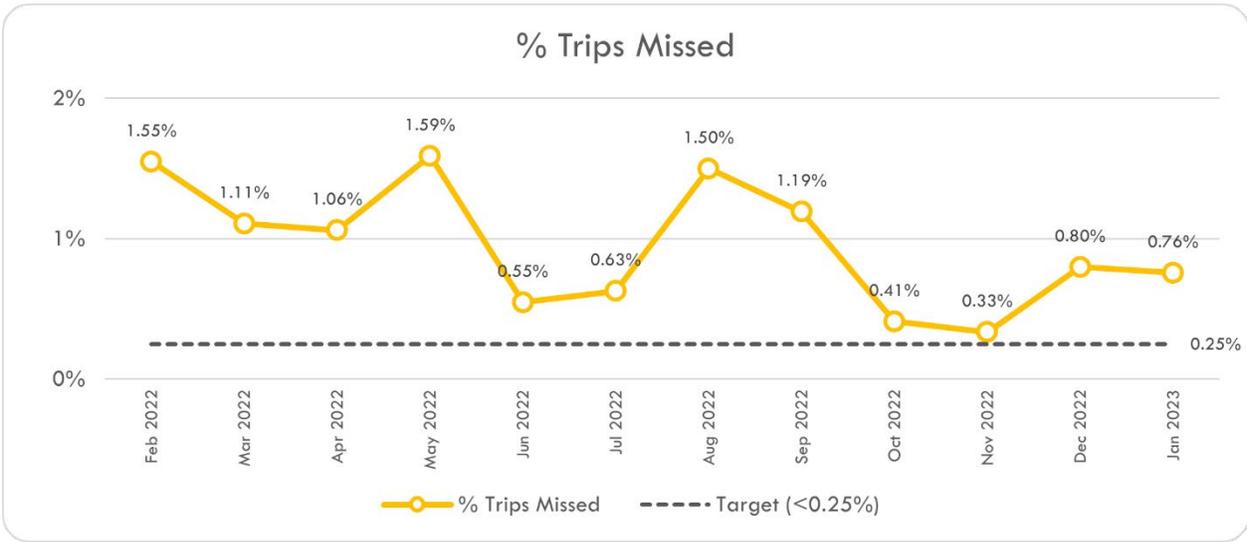


Average Daily Ridership Comparison

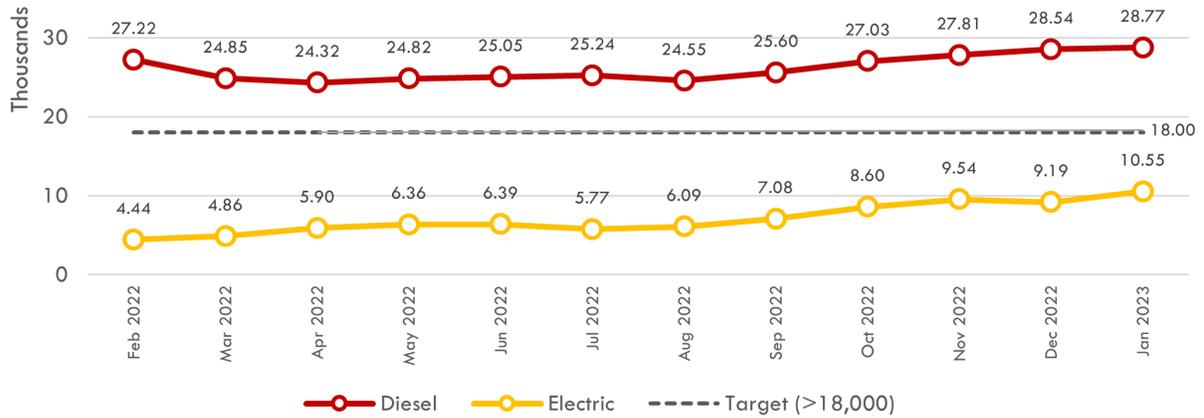


Passengers/Revenue Hour

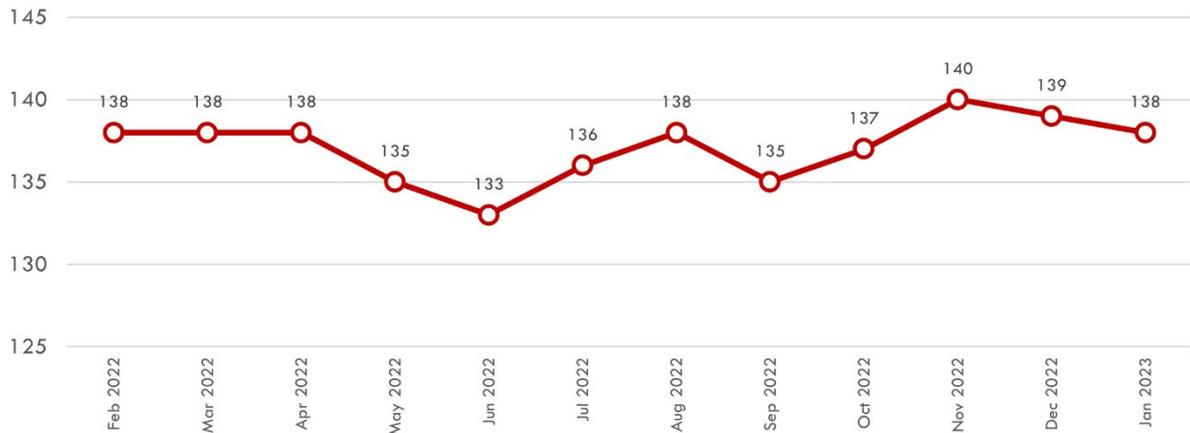




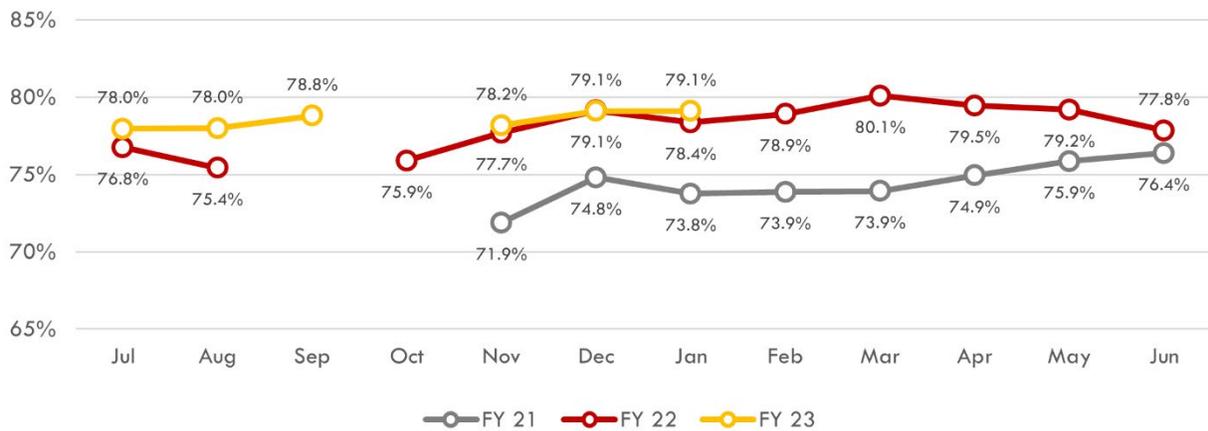
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 12/30/2022

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –November 2022

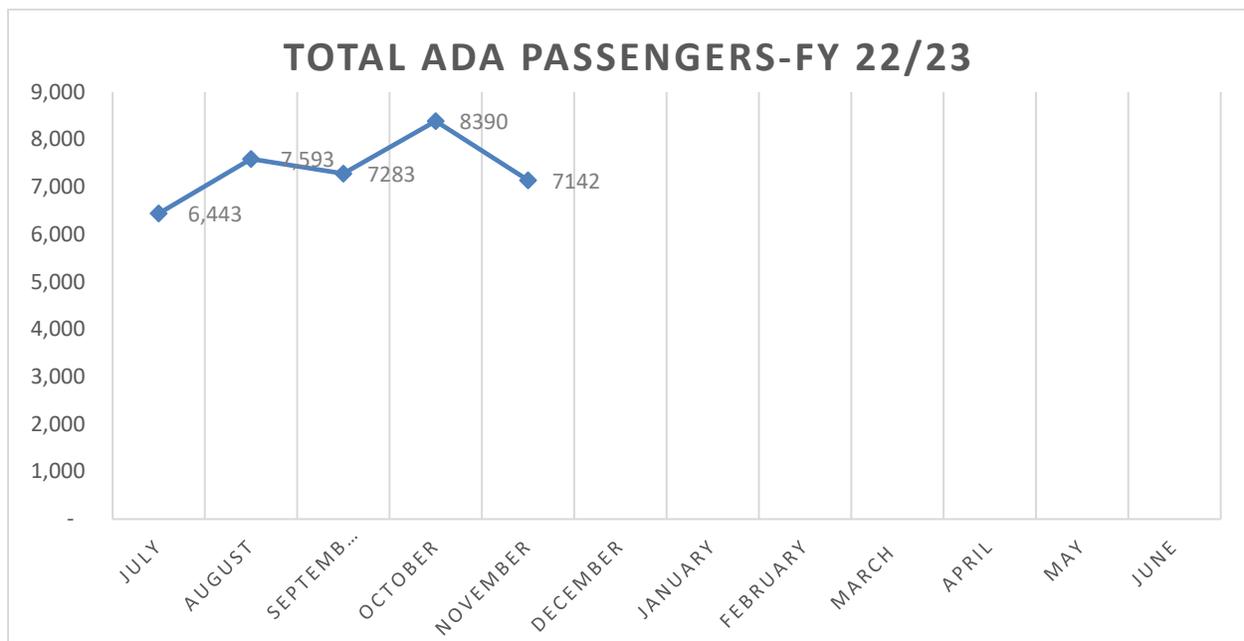
Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of November 2022.

November 2022 Performance Report:

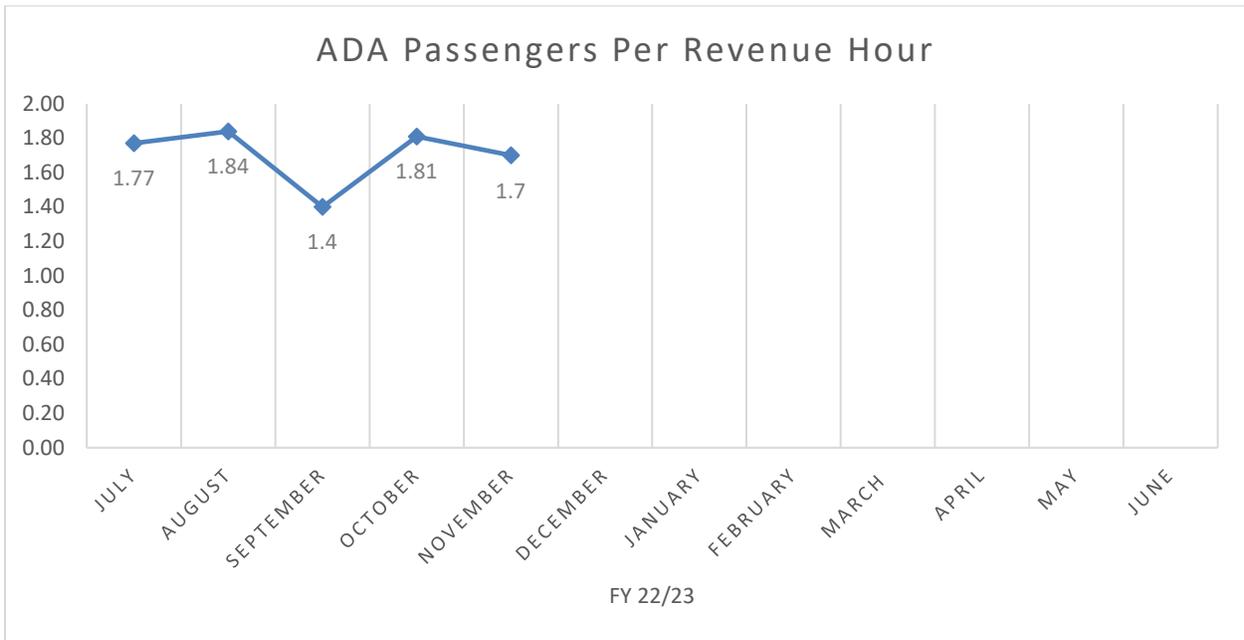
Ridership:

The total reported number of ADA passenger trips in November was 7,142; 1,248 less trips than in October. The total reported number of ADA Passengers reported in November of 2022 is approximately 70% of pre-pandemic ridership levels (November 2019).



Productivity:

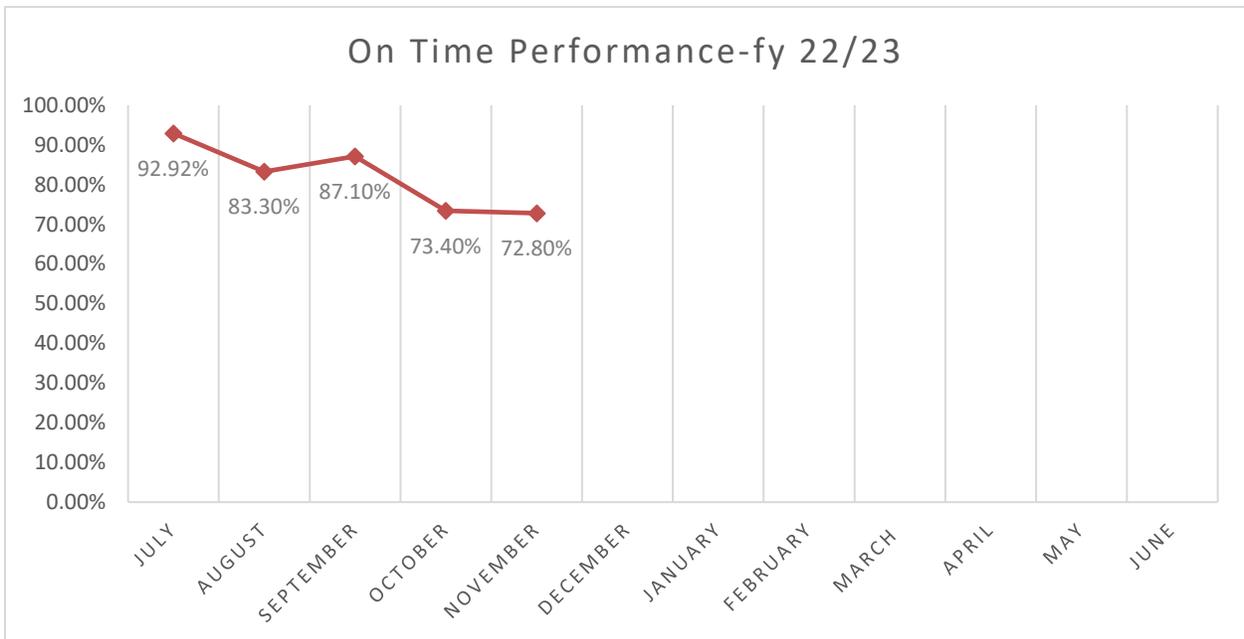
Productivity decreased in November compared to October. November reported productivity of 1.70 ADA passengers per revenue hour which was lower than October's 1.81 ADA passengers per revenue hour. Despite the slight decrease, November still reported productivity above the performance standard of 1.50 ADA Passengers per revenue hour.



On-time Performance:

On-time performance in the month of November reflects a slight decrease from the prior month from 73.4% on time performance in October to the current 72.8% for November. Driver shortages and increased ridership plays a major role in decreased on-time performance. Staff has been working with the contractor to run job fairs, and to certify sedans as an easier option for Big Star to recruit drivers.

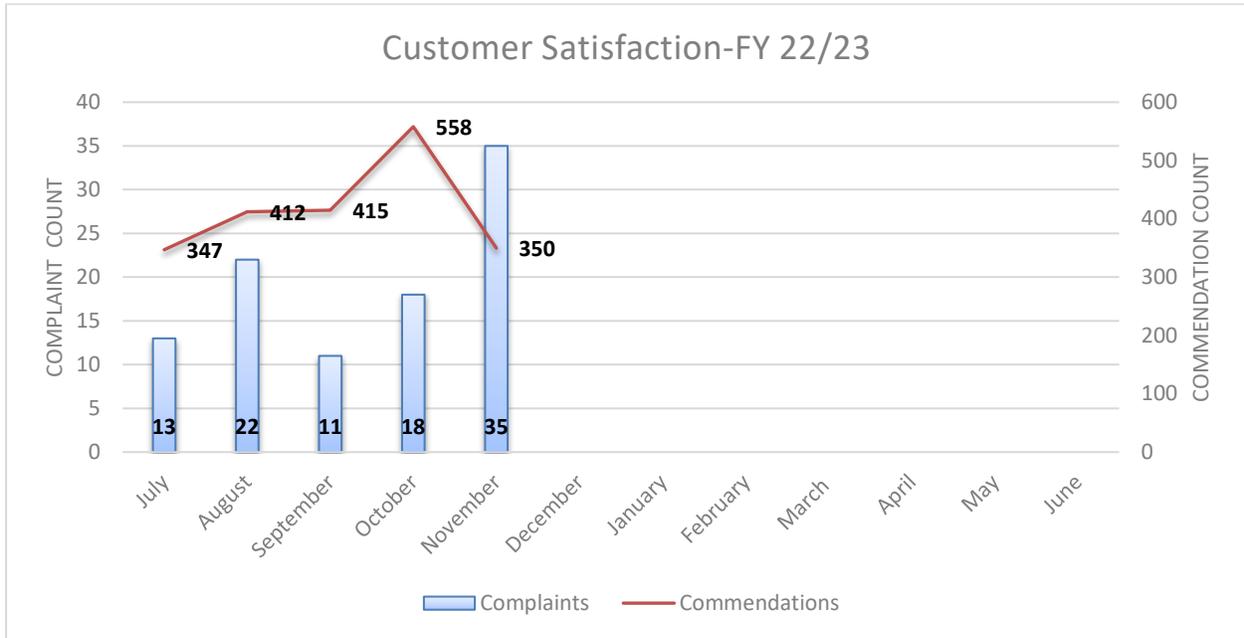
This metric will need to trend up to obtain the standard of 92% on time performance.



Customer Satisfaction:

There was a noted increase in complaints from October to November. The 35 complaints received in November were largely attributed to issues with timeliness (23 out of 35 complaints). The remaining complaints were associated with issues with scheduling/staff skill (6 total), driver complaints (4 total) and issues with equipment/vehicle(2 total).

Commendations continue to remain high; we received an estimated total of 350 in November- a decrease from October's reported 558 commendations.



Safety:

There were no accidents in the month of November.

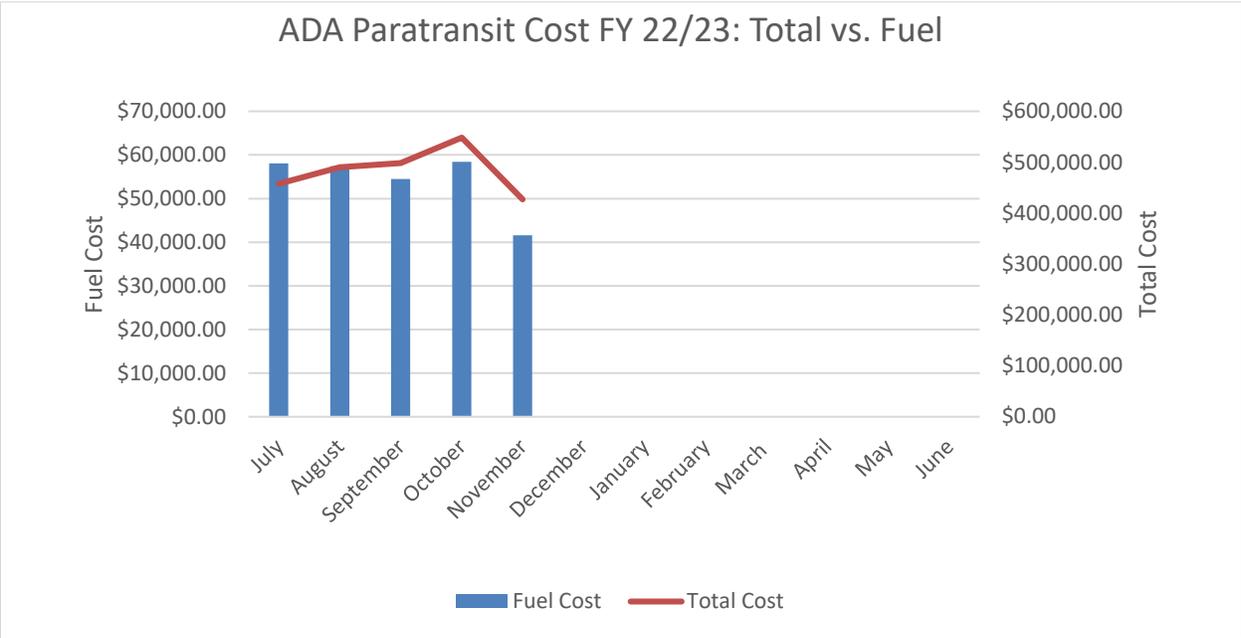
The main area of focus for improvement in the contractor's performance continues to be the on-time performance criteria.

Additional updates:

None.

Financial Implications:

A total of \$427,011.39 was spent for November's ADA paratransit services, a decrease from the \$548,385.60 spent in October. Fuel cost has decreased from \$58,439.44 for the month of October to a reported \$41,592.18 in November.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: November 2022 MOP *pre-audited

CCCTA PARATRANSIT

Performance Report: 11/01 through 11/30/2022

LINK and BART Statistics

FY 22/23
November

Variance
from Goal

FY 21/22
November

YTD 22/23

Ridership Statistics				
1	ADA Passengers	5,953	5,412	31,519
2	Companions	57	31	212
3	*Personal Care Assistants	518	487	2592
4	One Seat Passengers	1,189	737	5,332
5	Total Passengers	7,717	6,667	39,655
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	872	761	4,303
7	Total number of Cancellations	421	357	2,324
8	Same Day Trips	87	128	663
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	56	16	262
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
11	Revenue Hours	3,511.94	4,490.00	14,973.58
12	ADA Passengers per RVHr.	1.70	1.23	2.10
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 71.73	\$ 94.79	\$ 76.83
16	*Service Miles	82,807.00	73,252	201,674
17	Billable Service Hours	4,948.70	6,602.23	24,111.91
18	Fuel Cost	\$ 41,592.18	\$ 31,844.14	\$ 269,981.26
19	Total Cost	\$ 427,011.39	\$ 513,020.85	\$ 2,421,515.07
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
20	Percent on-time	72.8%	94.4%	81.9%
21	Arrived 15-29 minutes past window	658	99	2203
22	Arrived 30-59 minutes past window	327	43	1123
23	Arrived 60 minutes past window	52	7	168
24	Total Missed Trips	9	3	22
25	Transfer Trips	289	257	1506
One Seat Pilot Data				
26	*Total Trips	1,189	737	5,907
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 18,133.86	\$ 10,849.38	\$ 110,976.84
28	*Non-CCCTA Miles (Agency Miles)	12,300.00	7,401.61	61,100.99
29	*Non-CCCTA Revenue Hours	420.75	220.78	2,108.94
30	*Total Revenue Hours	861.56	454.26	4,165.30
31	*Total Fare Collected	\$ 2,385.75	\$ 3,052.00	\$ 18,716.75
32	*Non-CCCTA Fare Collected	\$ 1,412.75	\$ 1,857.50	\$ 10,912.75
Customer Service Complaint Standard Goal = 2/1,000 passengers				
33	Total Complaints	35	9	99
34	Timeliness	23	4	77
35	Driver Complaints	4	2	7
36	Equipment / Vehicle	2	1	3
37	Scheduling/Staff Skill	6	2	12
38	Commendations	350	0	2,082
39	Ave. wait time in Queue for reservation	0:02:15	0:00:27	0:02:51
40	Ave. wait time in Queue for customer service	0:02:04	0:00:31	0:01:46
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
41	Total accidents per 100,000 miles	0.00	0.72	0.00
42	Roadcalls per 100,000 miles	0.00	1	0
Eligibility Statistics				
44	*Total ADA Riders in Data Base	1,663	1,807	2,155
45	*Total Certification Determinations	112	145	559
46	*Initial Denials	0	-	0
47	*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

*The miles, passenger count and revenue hours for the One Seat have been separated in this report

Transdev G.M.:

Date: 12/29/2022

To: Operations & Scheduling Committee
From: Rosa Noya, Manager of Accessible Services

Date: 1/27/23

Reviewed by: *RN*

SUBJECT: Paratransit Executive Summary Report –December 2022

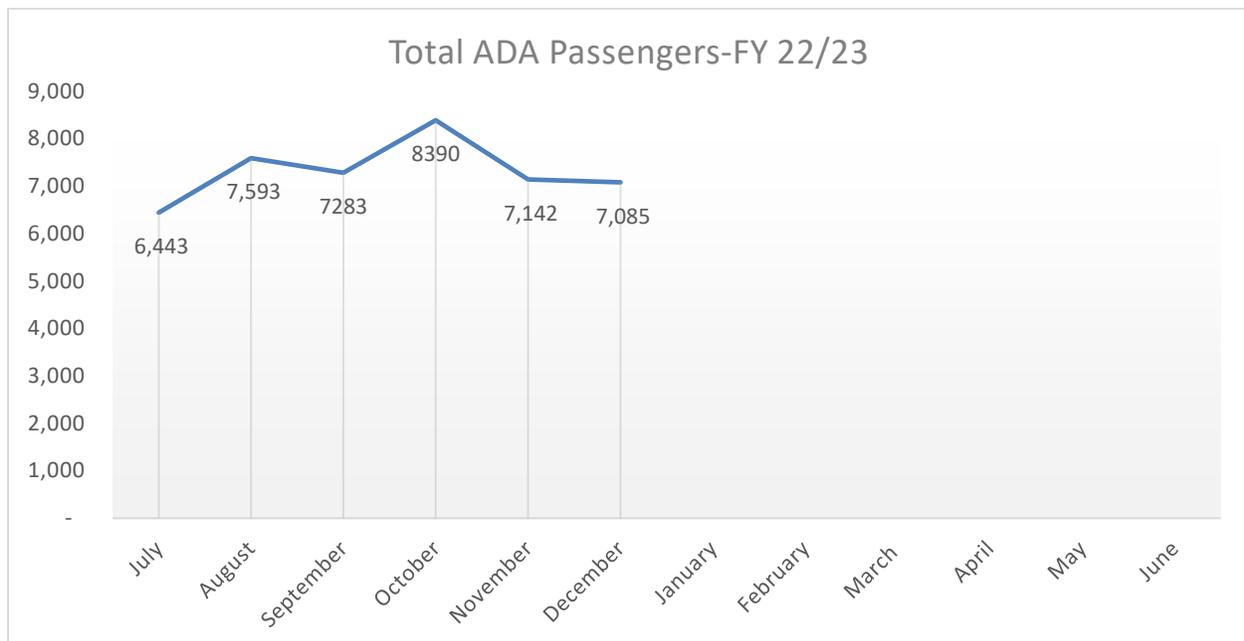
Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of December 2022.

December 2022 Performance Report:

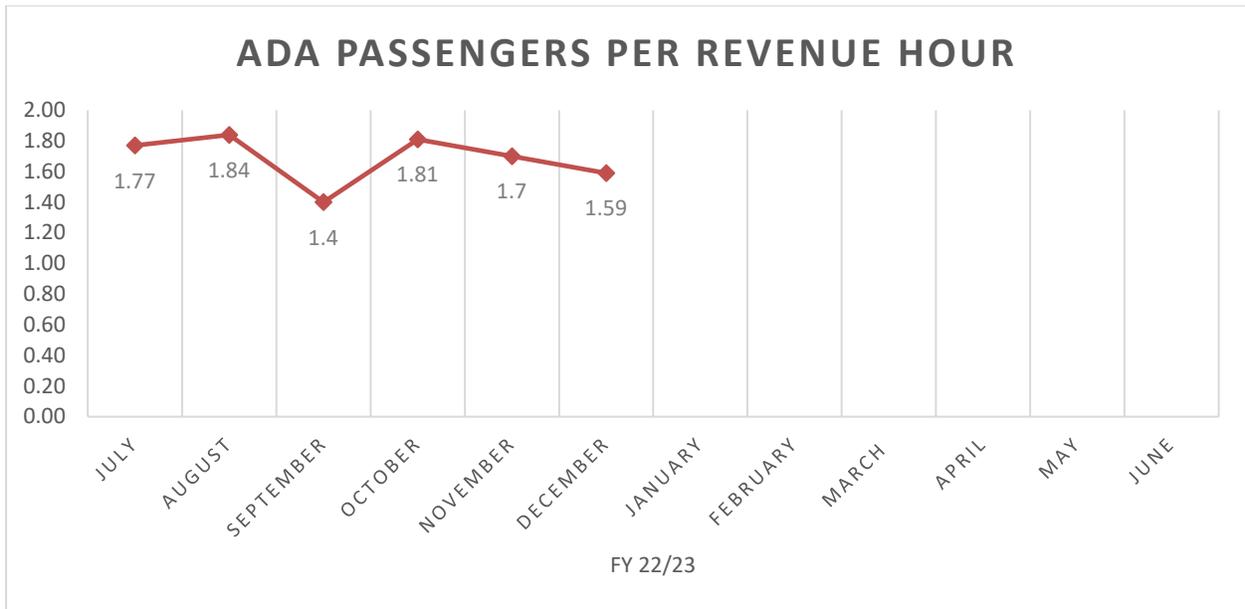
Ridership:

The total reported number of ADA passenger trips in December was 7,085; 57 less trips than in November. The total reported number of ADA Passengers reported in December of 2022 is approximately 62% of pre-pandemic ridership levels (December 2019).



Productivity:

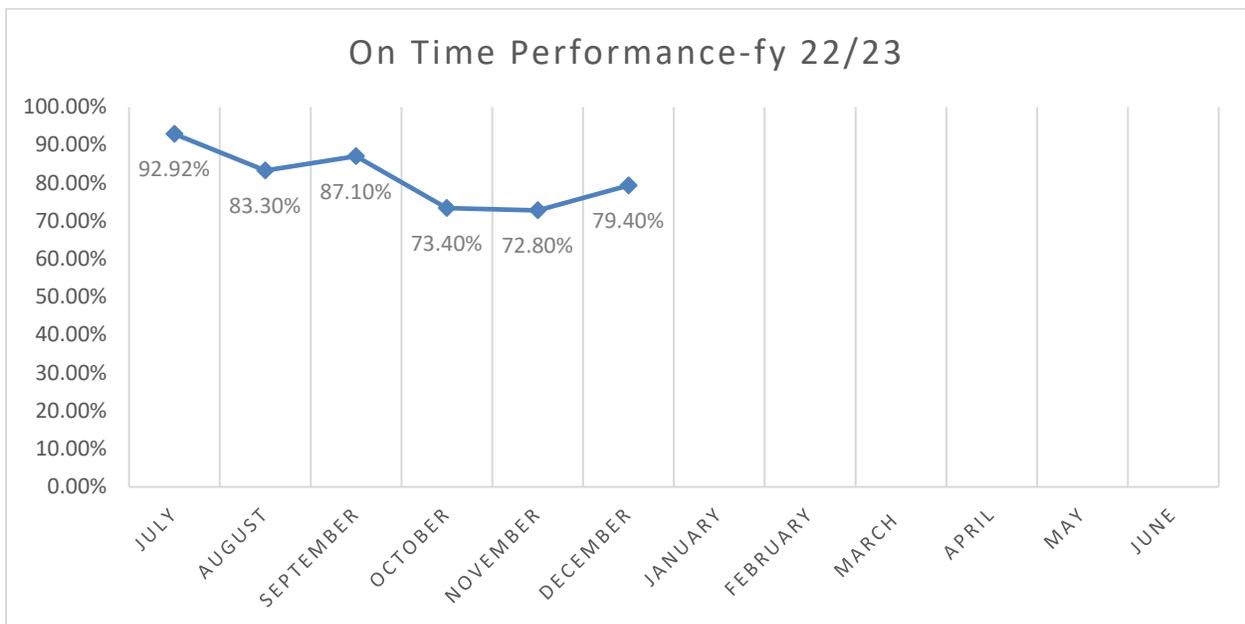
Productivity decreased in December compared to November. December reported productivity of 1.59 ADA passengers per revenue hour which was lower than November's 1.7 ADA passengers per revenue hour. Despite the slight decrease, December still reported productivity above the performance standard of 1.50 ADA Passengers per revenue hour.



On-time Performance:

On-time performance in the month of December reflects an increase from the prior month from 72.8% on time performance in November to the current 79.4% for December.

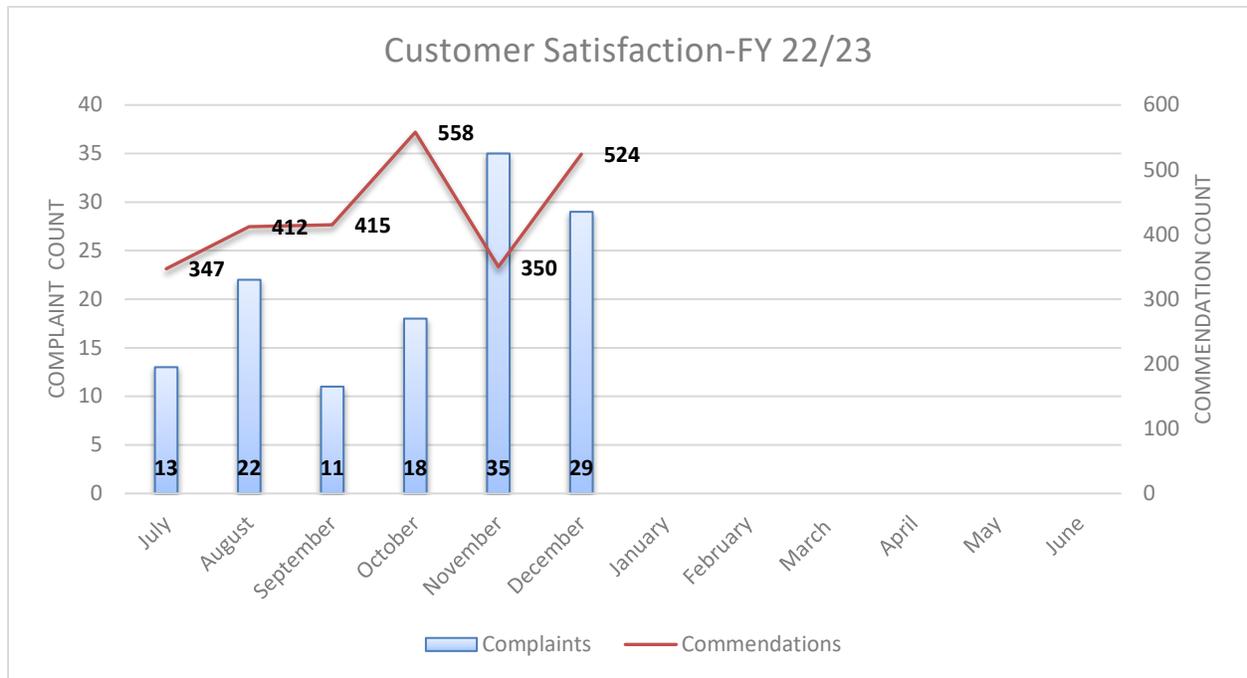
This metric will need to continue to trend up to obtain the standard of 92% on time performance.



Customer Satisfaction:

There was a slight decrease in complaints from November to December. The 29 complaints received in December were largely attributed to issues with timeliness (18 out of 29 complaints). The remaining complaints were associated with issues with scheduling/staff skill (5 total), and driver complaints (6 total).

Commendations continue to remain high; we received a total of 524 in December- a noted increase from November's reported 350 commendations.



Safety:

There were no accidents in the month of December.

The main area of focus for improvement in the contractor's performance continues to be the on-time performance criteria.

Additional updates:

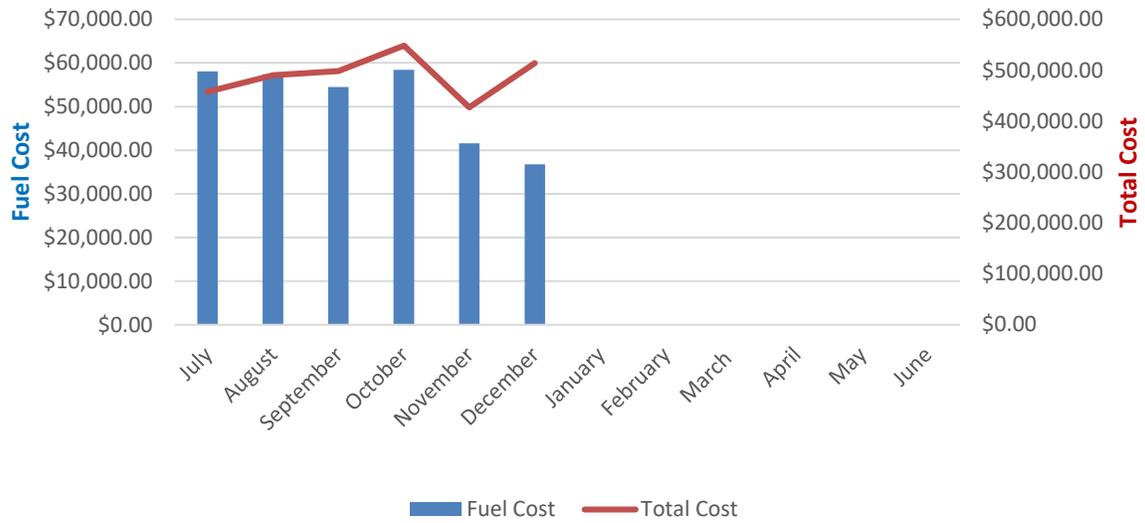
None.

Financial Implications:

An unaudited, preliminary total of \$513,965.87 was spent for December's ADA paratransit services, an increase from the \$427,011.39 spent in November.

Fuel cost has continued to decrease as demonstrated from \$41,592.18 for the month of November to a reported \$36,784.91 in December.

ADA Paratransit Cost FY 22/23: Total vs. Fuel



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: December 2022 MOP *pre-audited

CCCTA PARATRANSIT

Performance Report: 12/01 through 12/31/2022

LINK and BART Statistics

FY 22/23 Variance FY 21/22 YTD 22/23
 December from Goal December

Ridership Statistics				
1	ADA Passengers	5,976	5,357	36,920
2	Companions	65	27	212
3	*Personal Care Assistants	495	371	2592
4	One Seat Passengers	1,109	643	5,907
5	Total Passengers	7,645	6,398	45,631
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	804	837	5,107
7	Total number of Cancellations	426	460	2,750
8	Same Day Trips	63	161	726
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	37	33	299
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
11	Revenue Hours	3,762.83	3,856.12	18,736.41
12	ADA Passengers per RVHr.	1.59	1.22	1.97
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 86.00	\$ 90.64	\$ 79.51
16	*Service Miles	75,627.00	56,637.19	201,674
17	Billable Service Hours	5,270.20	6,039.05	24,111.91
18	Fuel Cost	\$ 36,784.91	\$ 32,794.48	\$ 269,981.26
19	Total Cost	\$ 513,965.87	\$ 485,575.66	\$ 2,935,480.94
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
20	Percent on-time	79.4%	97.1%	81.5%
21	Arrived 15-29 minutes past window	487	57	2690
22	Arrived 30-59 minutes past window	285	18	1408
23	Arrived 60 minutes past window	60	0	228
24	Total Missed Trips	17	0	39
25	Transfer Trips	255	276	1761
One Seat Pilot Data				
26	*Total Trips	1,109	643	7,016
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 18,834.53	\$ 9,025.69	\$ 129,811.37
28	*Non-CCCTA Miles (Agency Miles)	12,250.00	6,513.84	73,350.99
29	*Non-CCCTA Revenue Hours	426.40	189.92	2,535.34
30	*Total Revenue Hours	816.87	384.86	4,982.17
31	*Total Fare Collected	\$ 4,052.50	\$ 2,693.50	\$ 22,769.25
32	*Non-CCCTA Fare Collected	\$ 2,285.25	\$ 1,567.25	\$ 13,198.00
Customer Service Complaint Standard Goal = 2/1,000 passengers				
33	Total Complaints	29	0	128
34	Timeliness	18	0	95
35	Driver Complaints	6	0	13
36	Equipment / Vehicle	0	0	3
37	Scheduling/Staff Skill	5	0	17
38	Commendations	524	69	2,606
39	Ave. wait time in Queue for reservation	0:02:15	0:00:42	0:02:51
40	Ave. wait time in Queue for customer service	0:02:04	0:00:19	0:01:46
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
41	Total accidents per 100,000 miles	0.00	0.00	0.00
42	Roadcalls per 100,000 miles	0.00	3	0
Eligibility Statistics				
44	*Total ADA Riders in Data Base	1,655	1,780	2,244
45	*Total Certification Determinations	89	106	648
46	*Initial Denials	0	0	0
47	*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
 *The miles, passenger count and revenue hours for the One Seat have been separated in this report

Transdev G.M.: 

Date: 1/27/2023

To: Operations & Scheduling Committee

Date: 2/20/23

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –January 2023

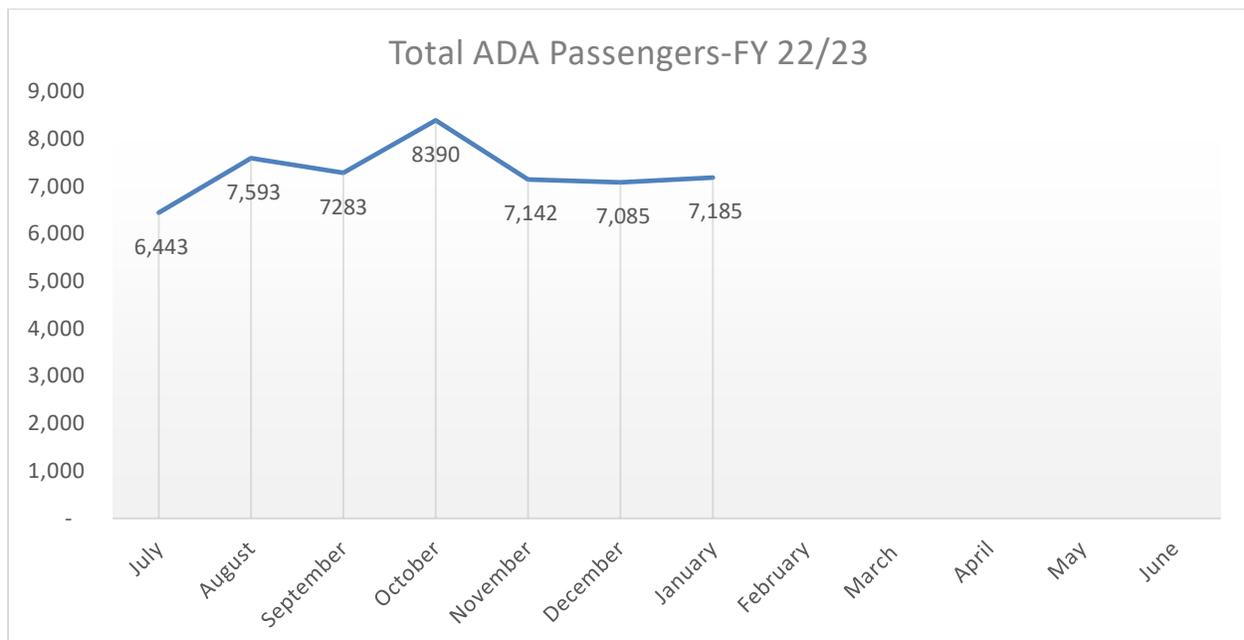
Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of January 2022.

January 2023 Performance Report:

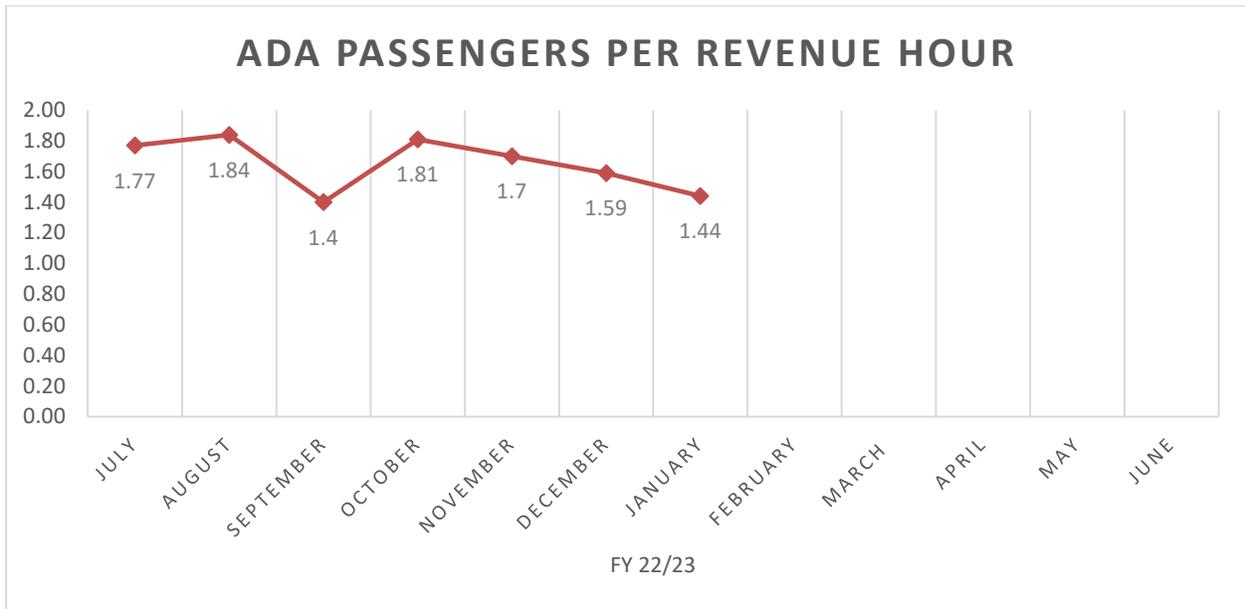
Ridership:

The total reported number of ADA passenger trips in January was 7,185; 100 more trips than in December. The total reported number of ADA Passengers reported in January of 2023 is approximately 59% of pre-pandemic ridership levels (January 2020).



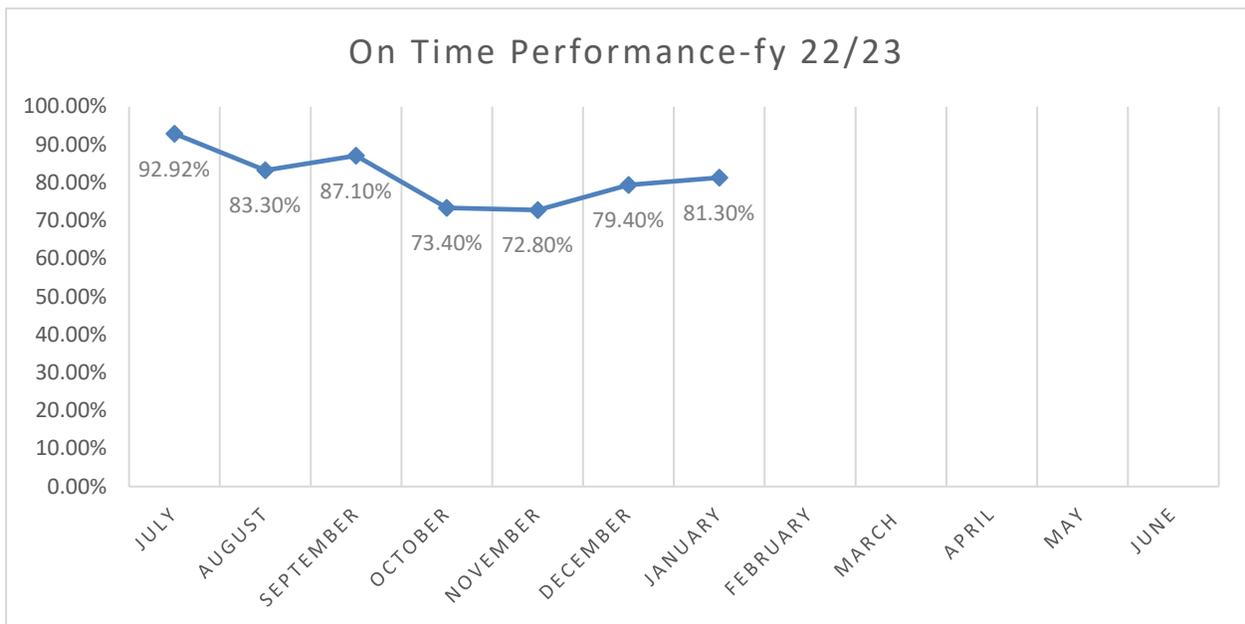
Productivity:

Productivity decreased in January compared to December. January reported productivity of 1.44 ADA passengers per revenue hour which was lower than December's 1.59 ADA passengers per revenue hour. January reported productivity below the performance standard of 1.50 ADA Passengers per revenue hour.



On-time Performance:

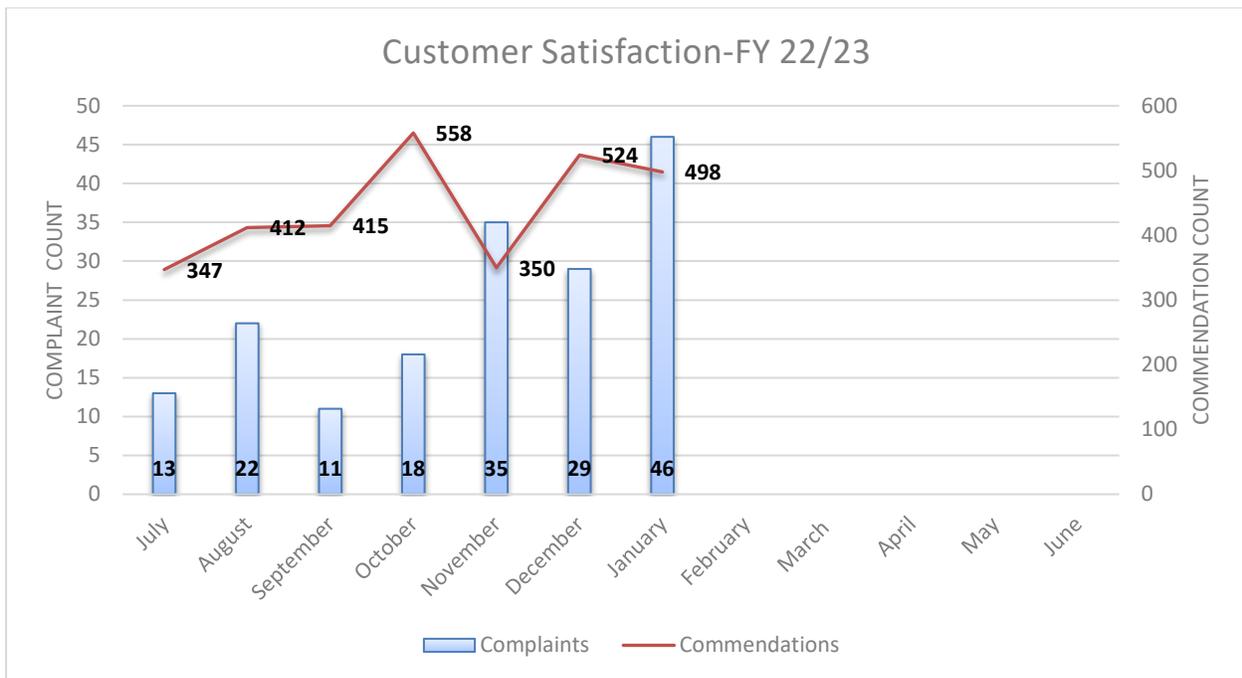
On-time performance has increased to 81.3% in the month of January-a 2% jump from 79.4% in December. This also means we are trending upwards towards the standard of 92% on time performance.



Customer Satisfaction:

There was an increase in complaints from December to January. The 46 complaints received in January were largely attributed to issues with timeliness 30 out of 46 complaints). The remaining complaints were associated with issues with scheduling/staff skill (8 total), and driver complaints (7 total).

The total number of commendations received for January was 498- a slight decrease from the 524 reported in December of 2022.



Safety:

There were no accidents in the month of January.

The main area of focus for improvement in the contractor’s performance continues to be the on-time performance criteria.

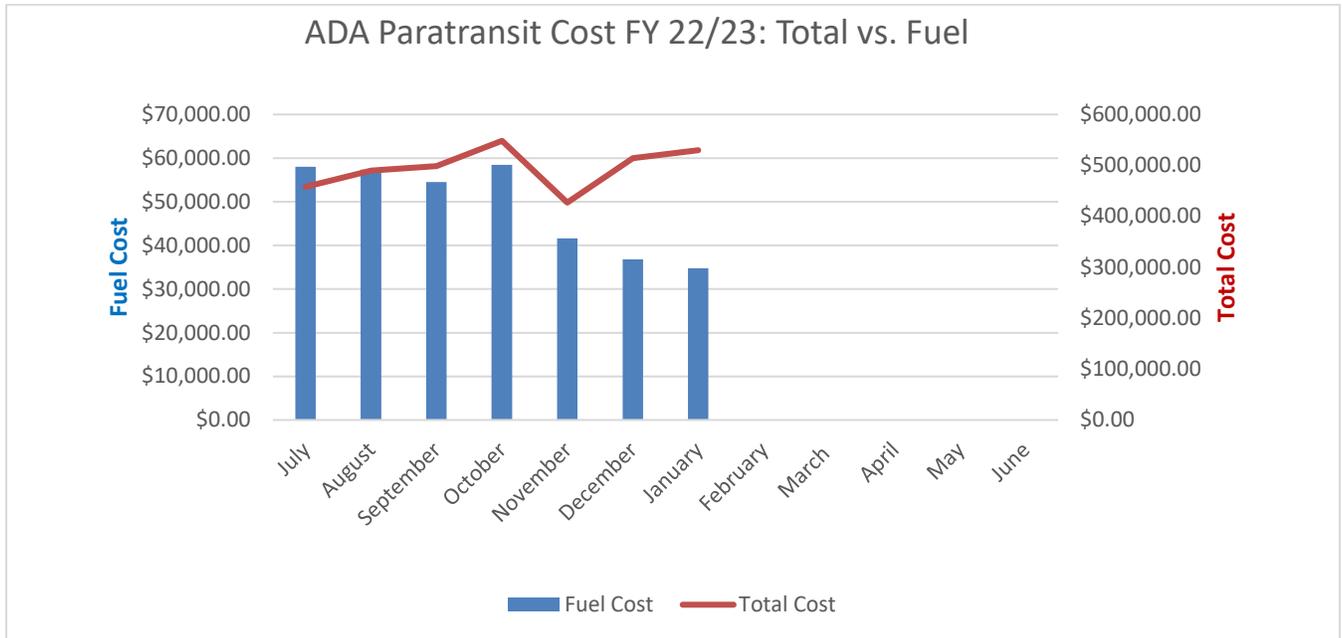
Additional updates:

As more COVID-19 related restrictions are being lifted including the most recent that had affected Brown Act meetings and the temporary allowance to meet via teleconference, the need to find suitable space to conduct varied operational processes including Paratransit driver training and in person interview assessments for ADA Paratransit eligibility- both of which pre-pandemic took place in the County Connection Boardroom. As the need to hire more drivers for the LINK paratransit service is present, the need to have an available space to conduct more frequent driver training is also needed. Staff is looking for a location that includes indoor space for up to 10-12 people at a time and a space for drivers to perform driver skills training involving a wheelchair accessible vehicle. In seeking to collaborate with community agencies in the area, staff is looking at locations that both Choice in Aging and the City of Pleasant Hill may be able to provide. The City of San Ramon has offered some office space at the San Ramon Senior Center to allow prospective applicants for LINK Paratransit residing in the area of San Ramon and neighboring cities to complete an in-person interview if needed without having to travel to County Connection’s offices in Concord. This will allow for an improved experience for applicants who will not have to take the journey down the 680 corridor and conversely allow our driver and vehicle resources to be concentrated in a specific area.

Financial Implications:

An unaudited, preliminary total of \$530,161.25 was spent for January’s ADA paratransit services, an increase from the \$513,965.87 spent in December.

Fuel costs have continued to decrease as demonstrated from the \$36,784.91 spent for the month of December to a reported \$34,759.20 spent in January.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: January 2023 MOP *pre-audited

CCCTA PARATRANSIT

Performance Report: 1/01 through 1/31/2023

LINK and BART Statistics

FY 22/23
January

Variance
from Goal

FY 21/22
January

YTD 22/23

	FY 22/23 January	Variance from Goal	FY 21/22 January	YTD 22/23
Ridership Statistics				
1	ADA Passengers	6,054	3,759	42,974
2	Companions	57	30	334
3	*Personal Care Assistants	480	358	3567
4	One Seat Passengers	1,131	130	8,147
5	Total Passengers	7,722	4,277	55,022
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	893	699	6,000
7	Total number of Cancellations	492	415	3,242
8	Same Day Trips	66	113	792
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	43	23	342
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
11	Revenue Hours	4,206.21	3,296.09	19,179.79
12	ADA Passengers per RVHr.	1.44	1.14	2.24
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 87.57	\$ 121.37	\$ 80.65
16	*Service Miles	93,314.00	52,503.46	544,793
17	Billable Service Hours	5,789.10	5,515.66	29,382.11
18	Fuel Cost	\$ 34,759.20	\$ 29,849.12	\$ 306,766.17
19	Total Cost	\$ 530,161.25	\$ 456,240.98	\$ 3,465,642.19
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
20	Percent on-time	81.3%	98.5%	81.5%
21	Arrived 15-29 minutes past window	441	24	3131
22	Arrived 30-59 minutes past window	227	4	1635
23	Arrived 60 minutes past window	35	1	309
24	Total Missed Trips	6	1	45
25	Transfer Trips	313	235	2074
One Seat Pilot Data				
26	*Total Trips	1,131	594	8,113
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 16,233.49	\$ 7,345.34	\$ 153,016.80
28	*Non-CCCTA Miles (Agency Miles)	12,355.00	5,943.65	85,878.09
29	*Non-CCCTA Revenue Hours	371.77	161.94	2,897.91
30	*Total Revenue Hours	768.89	317.86	5,752.45
31	*Total Fare Collected	\$ 3,999.25	\$ 2,656.50	\$ 27,426.48
32	*Non-CCCTA Fare Collected	\$ 2,180.75	\$ 1,514.50	\$ 15,376.50
Customer Service Complaint Standard Goal = 2/1,000 passengers				
33	Total Complaints	46	2	128
34	Timeliness	30	1	95
35	Driver Complaints	7	0	13
36	Equipment / Vehicle	1	0	3
37	Scheduling/Staff Skill	8	1	17
38	Commendations	498	295	2,580
39	Ave. wait time in Queue for reservation	0:03:07	0:00:33	0:02:55
40	Ave. wait time in Queue for customer service	0:01:52	0:00:25	0:01:44
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
41	Total accidents per 100,000 miles	0.00	0.00	0.00
42	Roadcalls per 100,000 miles	0.00	0	0
Eligibility Statistics				
44	*Total ADA Riders in Data Base	1,673	1,780	2,348
45	*Total Certification Determinations	104	106	752
46	*Initial Denials	0	0	0
47	*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

*The miles, passenger count and revenue hours for the One Seat have been separated in this report

Transdev G.M.:

Date: 2/21/2023

To: Board of Directors

Date: 01/26/2023

From: Melody Reeb, Director of Planning, Marketing, & Innovation

Reviewed by: 

SUBJECT: Regional Fare Transfer Policy

Background:

In late 2019, the Metropolitan Transportation Commission (MTC) began a Regional Fare Coordination and Integration Study (FCIS) to evaluate the impacts of the region's disparate fare systems on ridership and develop goals for a regional system that would improve the passenger experience and promote higher ridership. The Fare Integration Task Force was formed as a "Special Committee" of the Clipper Executive Board (CEB) to oversee the study, and in late 2021, this Task Force adopted a Policy Vision Statement for fare integration in the 9-county region based on the study recommendations. Concurrently, the Blue Ribbon Transit Recovery Task Force (BRTF) adopted the Transit Transformation Action Plan, which called for the implementation and funding of the recommended pilot projects from the FCIS. The first pilot project, Clipper BayPass, is an all-transit agency institutional/employer pass and was deployed in August 2022.

Transfer Policy:

The second recommendation from the FCIS was to develop an inter-agency transfer discount policy and implement a pilot in conjunction with the rollout of the Next Generation Clipper system, which provides more flexibility around business rules. The proposed policy is meant to be simple for riders to understand and would provide a discount of up to \$2.50 for each transfer within two hours of the first boarding. Based on current transit operator fares in the region, this would mean that transfers to any local service would be free, and transfers to regional services such as BART or Caltrain would be discounted.

For County Connection, there would be no change to existing free transfers between the East Bay bus operators. However, for passengers transferring from BART to County Connection, the proposed policy would increase the discount, and riders would transfer for free instead of paying \$1 as they currently do. A more significant change will be when riders transfer to BART since there is currently no discount. Those riders will now receive a \$2.50 discount off their BART fare when transferring from another operator such as County Connection.

Title VI:

Similar to the Clipper BayPass Pilot, MTC will serve as the lead agency for the Title VI process and conduct an equity analysis at the regional level in coordination with transit operator staff. As this is a fare reduction, the pilot is not anticipated to present significant issues from a Title VI perspective. Although MTC will be leading the effort, the individual transit agency boards are still responsible for complying with Title VI requirements and would need to approve the analysis. Staff anticipates that the equity analysis along with an inter-agency Memorandum of Understanding (MOU) will be presented to the Board for approval in late 2023.

Financial Implications:

MTC has identified \$22.5 million in funding through the Transit Transformation Action Plan to support the implementation of the pilot and offset fare revenue losses. The pilot is expected to last for 18 to 24 months depending on usage. Under the proposed funding model, transit agencies would be responsible for the first \$0.50 of each transfer discount, and MTC would reimburse the remaining amount. However, the reimbursement from MTC would then be reduced to account for the estimated increase in fare revenue generated from additional trips being made as a result of the program. Because County Connection already provides transfer discounts that exceed the initial \$0.50 that operators would be responsible for, staff anticipates that all additional costs in terms of foregone revenue would be covered by MTC.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

INTER OFFICE MEMO

To: Advisory Committee

Date: 2/20/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: LCTOP Service Change Proposal

Background:

The Low Carbon Transit Operations Program (LCTOP) cap and trade funding first became available in FY 14-15. The initial three years of funding were primarily used to operate the Martinez Shuttle – Route 3. Prior to FY 17-18, at least 50% of LCTOP funds had to be used **within ½ mile** of a disadvantaged community (DAC). The FY 17-18 guidelines stated that eligible projects must be “**within a DAC**”. At the time, the only DAC within County Connection’s service area was in Martinez along Pacheco Blvd. Route 3 was ½ mile from the DAC, thus no longer eligible for the funds. Due to low productivity and lack of alternate funding sources, Route 3 was eliminated in Fall 2018.

Starting in August 2018, County Connection launched Route 99X, which was designed to meet the new guidelines. The route runs from Martinez Amtrak to North Concord BART during peak hours and serves the Pacheco Transit Center, Concord Adult Homeless Shelter, Contra Costa County offices at Glacier and Muir, and the courthouse in Martinez. Route 99X serves the section around Pacheco and Morello which is part of the DAC in Martinez as shown in the map below. Beginning in FY 21-22, DAC definitions were updated and there are now three additional DACs in County Connection’s service area in Concord.

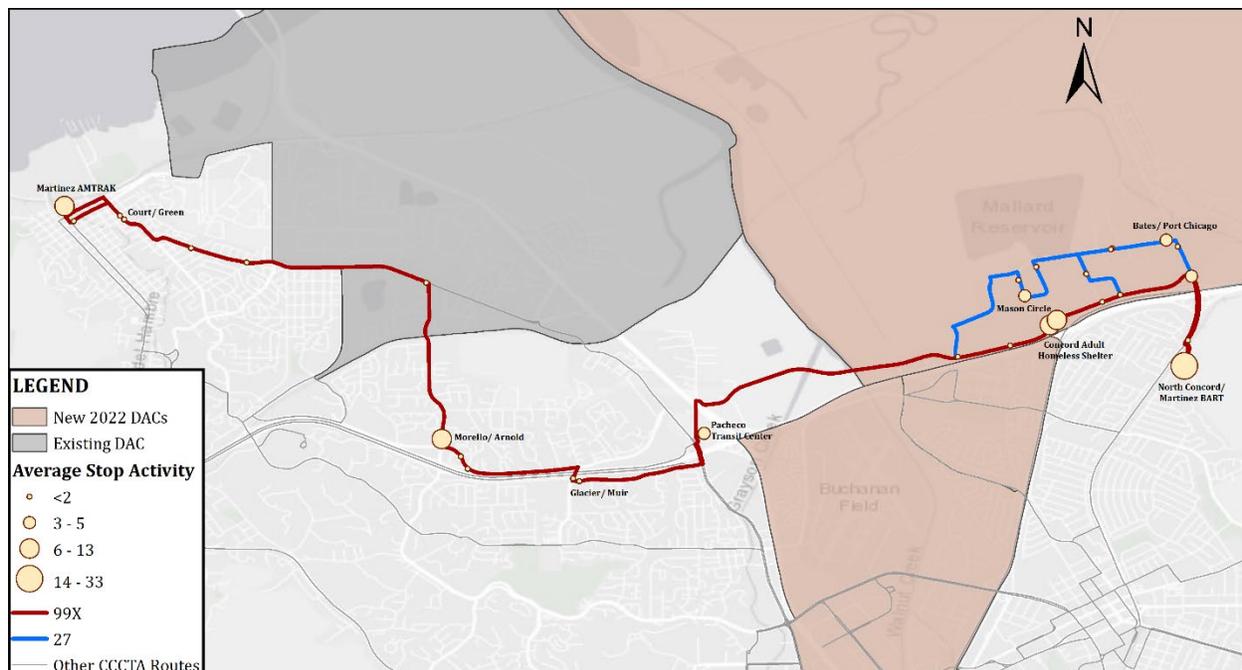


Figure 1: Current Alignment

Ridership Trends:

Since the launch of the route in August 2018, the route has not attracted much ridership and even at its peak, its performance was below the overall express route average. During the pandemic, as people started working remotely, commuter trips went down and have remained significantly below pre-pandemic levels as many workers have not yet returned to the office full time. Although the overall Express route ridership continues to lag, Route 99X continues to underperform compared to other express routes. Currently the route operates 19 trips during the peak commute hours and averages 44 passengers a day at 3.5 passengers per hour, which is below the current express route average of 6.6.

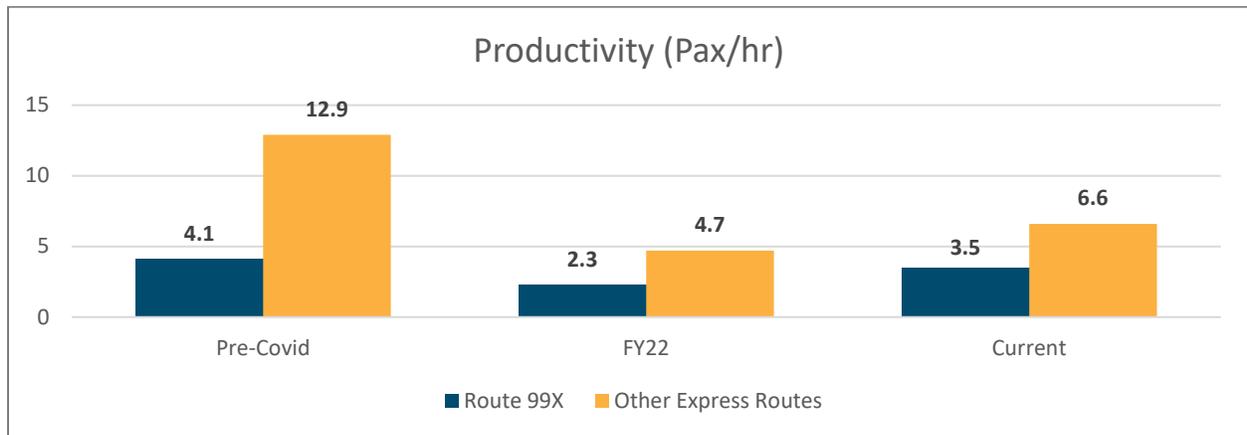


Figure 2: Ridership Trend

Service Change:

Given the low performance of the route, staff has developed changes that are intended to increase efficiency and productivity. The proposal also includes consolidation of Route 27, which currently provides limited trips within North Concord. The proposed new alignment and schedule would:

- Provide a faster and more direct connection between North Concord BART and Martinez Amtrak;
- Continue serving high usage stops like North Concord BART, Concord Adult Homeless Shelter, Morello/Arnold, Martinez Amtrak, and Mason Circle;
- Eliminate route segments with little to no ridership on both Routes 27 and 99X, including Pike Ln, the Pacheco Transit Center, Muir Rd, and Arnold Dr; and
- Improve transfer connections with Amtrak.

Since the proposal includes elimination of Route 27 and a change to the Route 99X alignment that affects more than 25% of the daily transit revenue miles, it is considered a “major” service change under County Connection’s Major Service Change Policy and will require an Equity Analysis under the Title VI regulations. The Title VI analysis will be presented along with a subsequent public hearing at the May Board meeting for potential approval.

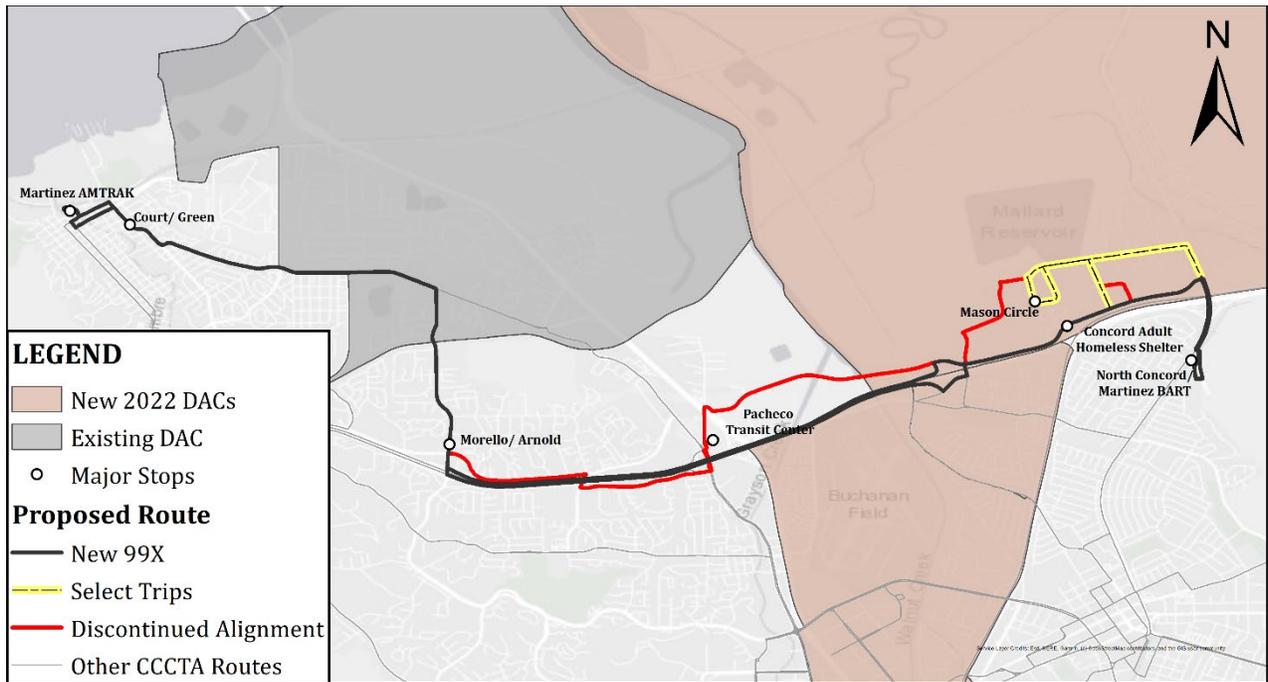


Figure 3: Proposed Alignment

Financial Implications:

The service would continue to be operated using LCTOP funds. At least 50% of these funds must be utilized within a DAC.

Recommendation:

Staff recommends proceeding with a Title VI Equity Analysis and holding a public hearing at the May Board meeting.

Action Requested:

Staff requests that the O&S Committee forward the proposed changes to the Board and authorize staff to proceed with the public hearing process.

Attachments:

None.

To: Advisory Committee

Date: 03/03/2023

From: Ryan Jones, Manager of Marketing & Communication

Reviewed by: MR

SUBJECT: FY 2024 Marketing Plan

Background:

As County Connection continues to recover from lost ridership and revenue due to impacts from COVID-19, we are looking to deepen our engagement and stimulate ridership and regular local travel on our buses. The Marketing Plan for FY 2024 is intended to build upon our current marketing efforts and outlines a strategy to connect with customers within our service area, as well as those who travel to Central Contra Costa County.

During the plan development, staff engaged the Advisory Committee, who provided ideas on what to include in the plan and then reviewed and provided comments on an initial draft. Staff incorporated those comments into the plan now being presented for approval. The plan covers four communication touchpoints: Events and Promotions, Service Alerts and General Updates, Education, and Recruitment.

Marketing and Outreach Touchpoints:

Events and Promotions:

We will continue to plan our Mobile Lobby events (5x/week) and are looking to include locations that target communities who depend on our bus service and may also be more vulnerable to economic changes (e.g. Monument Corridor). Additionally, new outreach efforts will involve working with area schools, universities (DVC, St. Mary's), transit communities, and major businesses to see if we can persuade some of their students/workforce/residents to choose public transportation at least 1-2 days per week. As well, we will continue to promote the Summer Youth Pass and Pass2Class programs in partnership with 511 Contra Costa, and coordinate with resources that provide rehabilitation and care services for our disabled community, making them aware of programs like One-Seat Ride and our Travel Training Program.

Total expense: \$100,000

Service Alerts and General Updates:

We have been working to keep passengers informed of service alerts and general updates, which include interruptions in service and bus bridges, as with planned maintenance on BART lines. We currently send out alerts and updates on Twitter and will continue to build unified and consistent messaging across our social media channels. Further, we are going to be working to help passengers with trip planning by promoting the Transit app, which provides real-time bus time predictions for stops, helping to set expectations by informing riders whether or not there is a service interruption.

Total expense: \$20,000

Educational Campaigns:

The focus on education is to provide more insights and transparency into County Connection operations, not just for those who use our service, but to build support among non-riders/residents by showing the value we add to their community. This could include sharing how we plan our routes, what goes into maintaining our bus fleet, where our funding comes from, and insight into how some of our programs work (e.g. One Seat, Clipper START).

Total expense: \$35,000

Recruitment:

There has not been a concerted effort through our marketing channels in the recruitment of new employees, particularly bus operators. Our Marketing Department will be working closer with Recruitment to highlight job openings, hiring events, and share current employee testimonials.

Total expense: \$15,000

Financial Implications:

Staff has budgeted \$170,000 to cover the expenses associated with the FY 2024 Marketing Plan.

Events and Promotions	\$100,000
Service Alerts and General Updates	\$20,000
Educational Campaigns	\$35,000
Recruitment	\$15,000
TOTAL	\$170,000

Recommendation:

Staff recommends approval of the proposed FY 2024 Marketing Plan.

Action Requested:

Staff requests that the MP&L Committee forward the proposed FY 2024 Marketing Plan to the Board for approval.

Attachments:

None

Agenda Topic	Committee Member	Date Introduced	Scheduled Agenda Item Meeting Date
Communication with riders: How are delays and other pertinent information communicated to riders? How is feedback elicited?	Robert Barnes	11/8/2022	
Inter-Agency Interaction: An overview of how CCCTA partners with other Transportation Agencies	Robert Barnes	11/8/2022	
Improving Dynamic with County Connection Board	Robert Barnes	11/8/2022	
Brown Act Training for Advisory Committee Member	Rashida Kamara	12/16/2022	3/14/2023
Overview of Varied Forms of Transportation Fare Cost to Riders	Richard Campagna	1/10/2023	
Further Clarification from CCCTA GM on how the Regional Network Management will impact local services	Marjorie McWee	1/10/2023	
Overview of Route Planning	Marjorie McWee	1/10/2023	
Review of Advisory Committee bylaws	Marjorie McWee	1/10/2023	