

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

Wednesday, November 1, 2023

8:00 a.m.

Supervisor Andersen Office  
309 Diablo Rd, Danville, CA

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. Approval of Agenda
2. Public Communication
3. Approval of Minutes of September 6, 2023\*
4. Swiftly Software License Renewal\*  
(Staff requests that the O&S Committee forward the proposed one-year contract renewal with Swiftly to the Board for approval.)
5. One-Seat Regional Ride Pilot Update\*  
(Staff requests authorization to extend the pilot for another year.)
6. Monthly Reports – Information Only
  - a. Fixed Route\*
  - b. Paratransit\*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – December 6, 2023 (8:00am at 309 Diablo Rd, Danville, CA)
10. Adjournment

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\*Enclosure

FY2023/2024 O&S Committee

Dave Hudson – San Ramon, Robert Storer – Danville, Jim Diaz – Clayton

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

## 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](http://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](mailto: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, November 16, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, November 1, 2:00 p.m., 3rd Floor Conference Room
Advisory Committee:	Tuesday, November 14, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, November 2, 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](http://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](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**Summary Minutes  
Operations & Scheduling Committee  
Wednesday, September 6, 8:00 a.m.**

**Directors:** Robert Storer, Renata Sos

**Staff:** Bill Churchill, Ruby Horta, Yvette Glenn, Rashida Kamara, Laura Corona, Pranjal Dixit

**Public:** None

**Call to Order:** Meeting called to order at 8:00 a.m. by Director Storer.

**1. Approval of Agenda**

The Committee approved the agenda.

**2. Public Communication**

None.

**3. Approval of Minutes of July 5, 2023**

The Committee approved the minutes.

**4. BART Bridge Update**

Ms. Glenn informed the Committee of the long-standing partnership between County Connection and BART to provide Bus Bridges on the C-Line. She reported that County Connection carried more BART bridge passengers in 2022 than in 2023. This is because recent bus bridges were operated in coordination with AC Transit between Rockridge and Orinda, while previous BART bridges were between Concord and Pleasant Hill stations, which were only served by County Connection.

Ms. Glenn also discussed the logistical challenges related to operating Bus Bridges, including maintaining a spare ratio, staffing, and dealing with uncertainties related to unscheduled BART bridges and Mutual Aid.

Ms. Horta and Mr. Churchill informed the Committee that the long-standing FTA mandate of maintaining a 20% spare ratio has been a challenge in providing additional BART bridge service and could play a crucial role in the ZEB transition in the future due to range limitations.

**5. Year End Reports**

Mr. Dixit reported that total fixed-route passengers increased by 29.1% from FY 2022 to FY 2023, with weekend ridership growing at a faster rate. This increase is attributed to a number of factors, including Pass2Class promotions for students, the expansion of Monument Free to weekend routes, and the post-pandemic reopening of businesses.

Mr. Dixit also informed the Committee that bus schedules were changed three times in the 2022-2023 fiscal year to accommodate changes in bell times, BART service, and traffic congestion. He also mentioned that the missed trip percentage went down due to the hiring of new operators, but on-time performance declined due to the increase in ridership and worsened traffic conditions. Mr. Churchill responded to Director Storer's comment about future growth by stating that service changes will be developed based on Systemwide survey which may include redistribution of resources from express routes to more local service where demand is strong.

Ms. Kamara informed the Committee that service performance went down in fiscal year 2023 due to labor and staffing challenges, despite ridership growth. On-time performance declined, resulting in liquidated damages for Transdev. Recent staffing changes have helped to improve on-time performance. She then highlighted key achievements, including the approval of the LAVTA Joint Paratransit Contract, the Travel Training partnership with Independent Living Resources, and the continued success of the One Seat Ride Pilot program, which now accounts for 14% of total ridership. In response to Director Sos's question about the future of the One-Seat Ride program, Ms. Kamara informed the Committee that there is increased interest from neighboring counties in expanding the program.

**6. Monthly Ridership Reports**

Mr. Dixit reported that ridership went down in July due to holidays and school closures. However, it grew by 17% year over year and that missed trips continued to go down due to ongoing efforts in recruiting operators. He also highlighted the significant improvement of electric bus reliability due to continued efforts by maintenance staff.

Ms. Kamara informed the Committee that ridership and productivity dipped in July due to holidays and school closures, but on-time performance has improved significantly to 96%, partly due to staffing changes implemented by Transdev. She also informed that there were no accidents in July and the total operator count went up.

**7. Committee Comments**

None

**8. Future Agenda Items**

None

**9. Next Scheduled Meeting**

The next meeting was scheduled for October 4 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA

**10. Adjournment** – The meeting was adjourned at 9:26 a.m.

Minutes prepared and submitted by: Pranjali Dixit, Manager of Planning

**To:** Operations & Scheduling Committee

**Date:** 10/25/2023

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

**Reviewed by:** *Ref*

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**SUBJECT: Swiftly Software License Renewal**

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### **Background:**

Over the past year, the Service Planning and Scheduling department has focused its efforts on improving service reliability, particularly as frequencies were reduced due to the pandemic and the ongoing operator shortage has limited the ability to restore service. In addition, traffic patterns have continued to evolve, and congestion has increased significantly as the economy recovers from the pandemic. In order to respond quickly to these changing conditions, it has been critical for planning staff to closely track on-time performance and run times in order to make timely schedule adjustments.

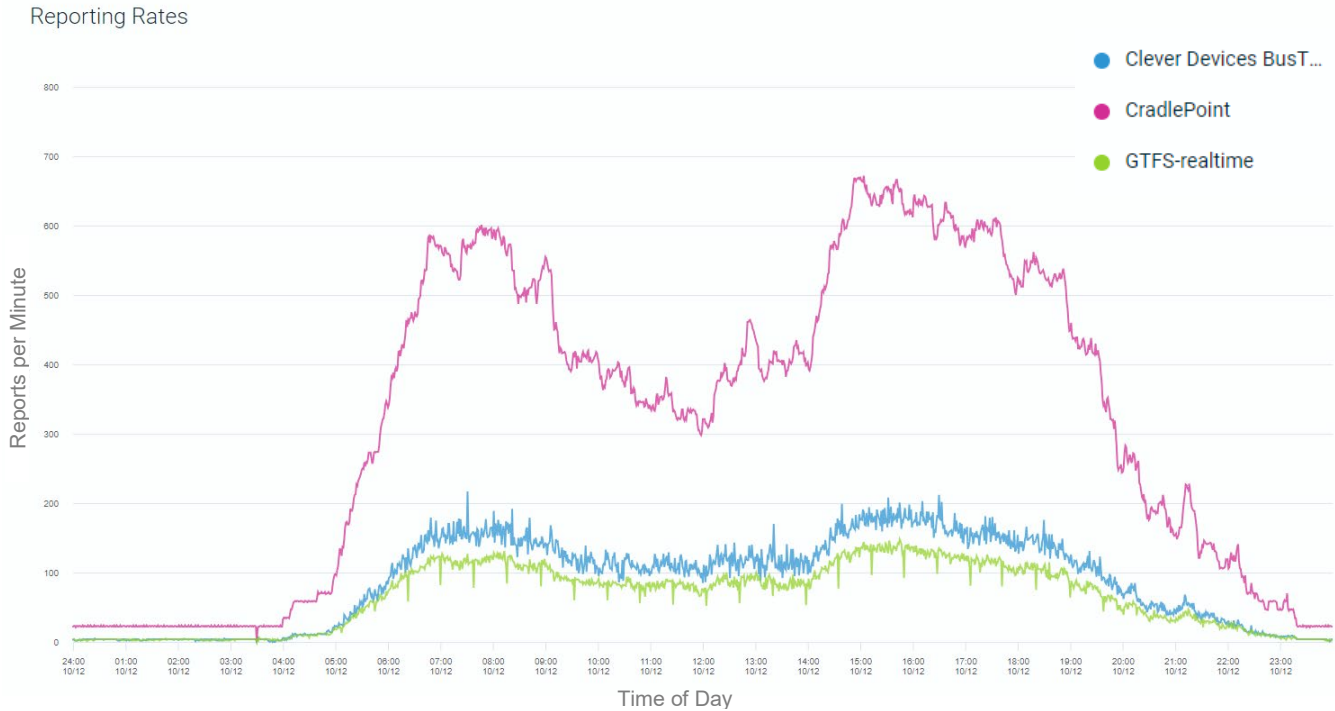
Historically, on-time performance and run time data has been collected and reported using the Clever Devices Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system installed on the buses. However, obtaining useful and timely data from this system has been an ongoing challenge. Data is only uploaded at the end of the day after the vehicle returns to the yard, and it takes an additional 3-4 days before the data is processed and available for staff to analyze. In addition, data can get lost due to vehicles not being signed in correctly, which can be a result of not just operator error but also hardware or software issues, detours, or service disruptions. On top of that, an additional 15-20% of the data collected from the vehicles gets discarded based on validation rules. Finally, on-time performance and run time data is limited to timepoint stops and lacks the detail needed to pinpoint exact locations where delays may be occurring.

### **Swiftly:**

In fall of 2022, staff began exploring alternative options that would improve data collection for on-time performance tracking without requiring an entire overhaul of the existing CAD/AVL system. Swiftly is a cloud-based transit data platform that integrates with existing hardware on the buses to provide data analytics and visualizations. Staff purchased an initial one-year license in December 2022 to test out the On-Time Performance and Run Time modules.

Swiftly uses a combination of three data sources to track the real-time location of buses and calculate on-time performance and run times at every stop along each route. In addition to the General Transit Feed Specification (GTFS) Realtime feed and BusTime Application Programming Interface (API) coming from the existing Clever Devices system, the platform collects vehicle location data from the CradlePoint routers already installed on the buses to help fill in gaps from the other two data sources. If an operator is not logged in correctly, the platform uses the GPS data from the routers to determine which route the vehicle is on. Swiftly's algorithm can also recognize if a bus has gone off-route and resumes tracking when the bus comes back on route, thereby getting more accurate and complete data.

The chart and table below show a sample of reporting rates from October 12<sup>th</sup> for each of the three data sources being used by Swiftly and illustrates the high granularity of data provided by the CradlePoint routers compared to the other two sources that Clever Devices’ reporting system relies on.



Data Source	Average Latency	Average Frequency
BusTime API	5.1 sec	25.8 sec
CradlePoint Routers	1.3 sec	5.1 sec
GTFS-Realtime	6.5 sec	34.2 sec

Data from October 12, 2023

In addition to higher frequency, the data from the routers has much lower latency (i.e., the delay between the data being generated and received), which means it more closely reflects real-time conditions. Based on data from July, Swiftly’s platform was able to provide 40% more stop-level data and recover 7% of data that would have otherwise been discarded due to missing operator login information.

**Applications:**

In addition to having more accurate and complete data, Swiftly’s On-Time Performance and Run Times modules have provided staff with a powerful set of analytical tools to help improve the reliability of County Connection’s services. These tools have reduced the staff time required to analyze and develop schedule changes so staff can respond more quickly to performance issues and/or operator concerns. At the July O&S Committee meeting, staff presented an update on the initial six months of using the platform and the resulting schedule adjustments that were made for the Fall bid based on this newly available data.

Staff is also planning to use data from Swiftly for several current and upcoming projects. The Transit Signal Priority (TSP) project in partnership with the Contra Costa Transportation Authority (CCTA) and

the cities of Concord and Walnut Creek will be using the data in its evaluation to measure the effectiveness of TSP technology in reducing delays and improving bus speed and reliability. In addition, County Connection was recently awarded a Transit Performance Initiative (TPI) grant for a Transit Corridor Study to identify bus priority improvements along four major corridors, and the analysis to determine the locations and causes for delays along those corridors will likely rely heavily on data from Swiftly. Finally, bus transit priority is one of the key strategies in the Bay Area Transit Transformation Action Plan, and robust data on speed and reliability will be necessary to identify potential projects and pursue funding opportunities.

Given the value demonstrated by the platform to date, as well as the anticipated needs for future projects, staff is proposing a one-year renewal of the two Swiftly modules and potential addition of a third module, Speed Maps. The Speed Maps module provides more granular data on bus speeds along roadway segments and visualizations to quickly identify hotspots such as intersections that are causing significant delays. The TSP and Transit Corridor Study projects in particular will provide important insight into how this type of data can be leveraged to improve operations, service reliability, and ultimately the customer experience. As those projects develop over the next few months, staff will be able to determine how much value the addition of the Speed Maps module would provide. Over the next year, staff also plans to conduct a broader assessment of the current Clever Devices system to determine an upgrade strategy moving forward.

**Financial Implications:**

The initial one-year contract, which began on December 1, 2022, had a total cost of \$98,875, which included implementation fees. The cost for a one-year renewal of the On-Time Performance and Run Times modules and potential addition of the Speed Maps module will not exceed \$130,000. CCTA will be contributing \$20,000 as part of the TSP project. Staff plans to use TPI grant funds and TDA for local match to cover the remaining cost, which has been included in the FY 2024 budget.

**Recommendation:**

Staff recommends renewing the license for Swiftly for one year at a cost not to exceed \$130,000.

**Action Requested:**

Staff requests that the O&S Committee forward the proposed one-year contract renewal with Swiftly to the Board for approval.

**Attachments:**

None

## INTER OFFICE MEMO

**To:** Operations & Scheduling Committee

**Date:** 10/18/2023

**From:** Rosa Noya, Manager of Accessible Services

**Reviewed by:** *Rf*

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**SUBJECT: One Seat Regional Ride Pilot Program Extension November 2023**

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### **Background:**

In November 2020, the Board of Directors approved a six-month pilot program for a One Seat Regional Ride serving paratransit-eligible passengers across multiple transit agency service areas. Participating agencies include Tri-Delta Transit, WestCAT, LAVTA, and County Connection. The pilot program simplifies regional travel by eliminating the need for transfers when crossing multiple service areas, ensuring passengers have a continuous One Seat Regional ride throughout their journey.

### **Pilot Extension:**

In April 2021, the pilot program, which had been operational for six months, was extended. This extension allowed partnering agencies to maintain a service that received immediate customer satisfaction feedback. It also facilitated the ongoing collection of data, streamlining of billing algorithms and data management, and the inclusion of East Bay Paratransit for test trips.

The pilot was extended again in November 2022 as staff continued to address National Transit Database (NTD) reporting challenges due to the collaborative nature of the pilot involving multiple transit agencies spanning various urbanized areas (UZAs) as defined by the Federal Transit Administration (FTA) in collaboration with the FTA, NTD and the Metropolitan Transportation Commission (MTC). While this was ongoing, the One Seat Ride partners proposed a one-year extension of the program, incorporating travel training to better assist users and exploration of collaborations with the County of Contra Costa and Contra Costa Transportation Authority on how to expand the program into all of Contra Costa.

While staff continues to work through the NTD reporting issues, the One Seat Ride partners are proposing to extend the program's pilot status for one more year by modifying the existing program to include acceptance of paper tickets as a form of payment. This will enhance the accessibility of the program as passengers will have more than one option for form of payment. The second proposed modification is the inclusion of passengers' trip management capabilities through a mobile app.

### **Financial Implications:**

The FY 2024 budget for Paratransit services incorporates the expenses associated with the pilot program at approximately \$600,000.



**Recommendation:**

Staff respectfully requests the O&S Committee to recommend to the Board an additional one-year extension of the Program through November 2024, or until the trip reporting issues are resolved, whichever comes sooner.

**Action Requested:**

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

**Attachments:**

None

**To:** Operations & Scheduling Committee

**Date:** 9/21/2023

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** MR

**SUBJECT:** Fixed Route Operating Reports for August 2023

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

	FY23-24		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
<b>Total Passengers</b>	231,612	197,549	
<b>Average Weekday</b>	9,197	8,101	
<b>Pass/Rev Hour</b>	13.8	12.5	Standard Goal > 17.0
<b>Missed Trips</b>	0.52%	0.35%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	36,317	35,031	Standard Goal > 18,000

\* Based on current standards from updated SRTP

### Analysis

Average weekday ridership was higher in August 2023 (9,197 passengers) than the previous month of July 2023 (7,004 passengers) and is 13.9% higher than August 2022 (8,007 passengers).

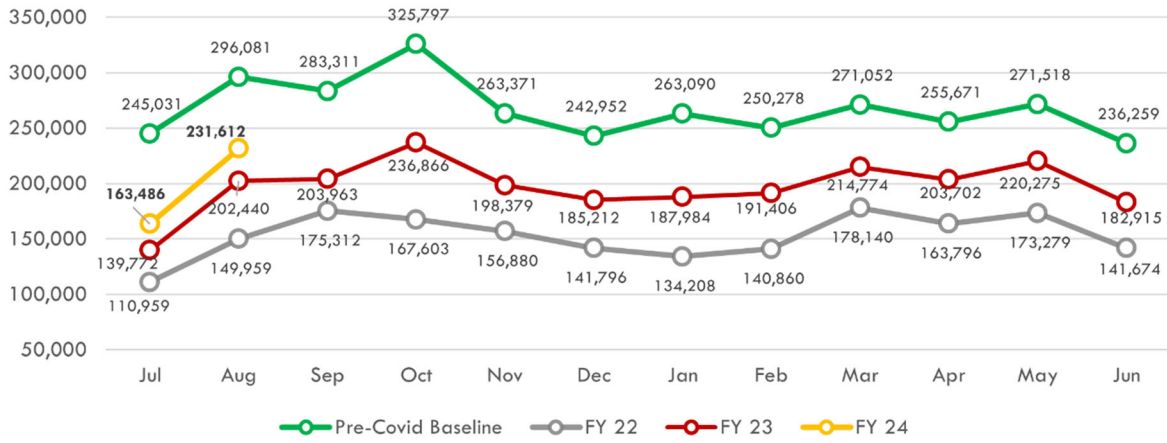
Passengers per hour in August was 13.8, which is higher than July 2023 and higher than August 2022 when passengers per hour was 12.2.

The percentage of missed trips in August was 0.52%, which is higher than the prior month when it was 0.19%.

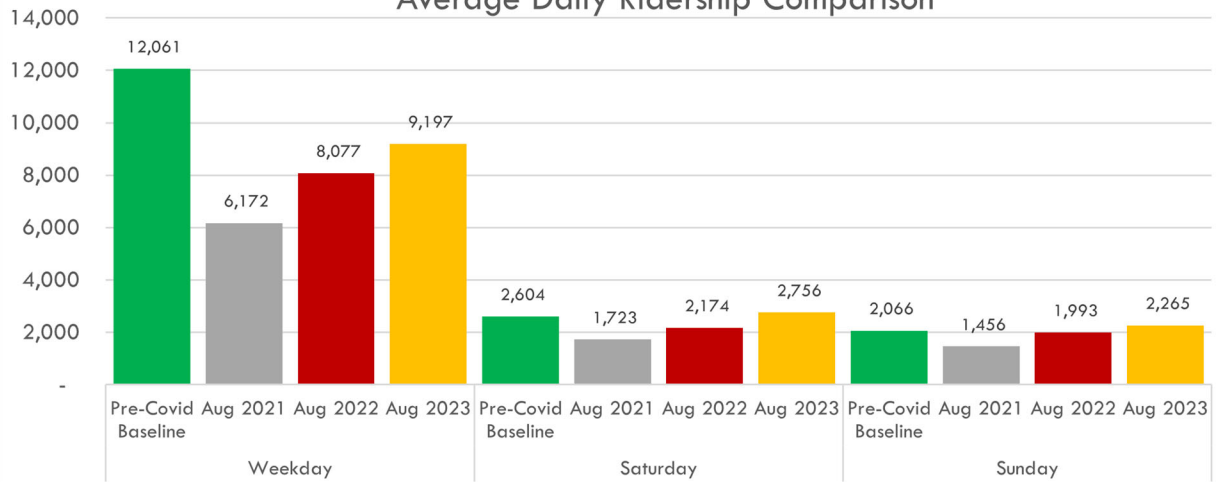
The number of miles between roadcalls was 36,317 miles in August, higher than the prior month in which there were 33,744 miles between roadcalls. The rolling 12-month average is 36,708 miles between roadcalls.

Of a total 231,612 passengers, 113,366 passengers had the potential to use a Clipper card aboard County Connection since 118,246 either used an employer or school pass or were on a free route. About 78.6% of the 113,366 potential Clipper card users paid using Clipper during this month.

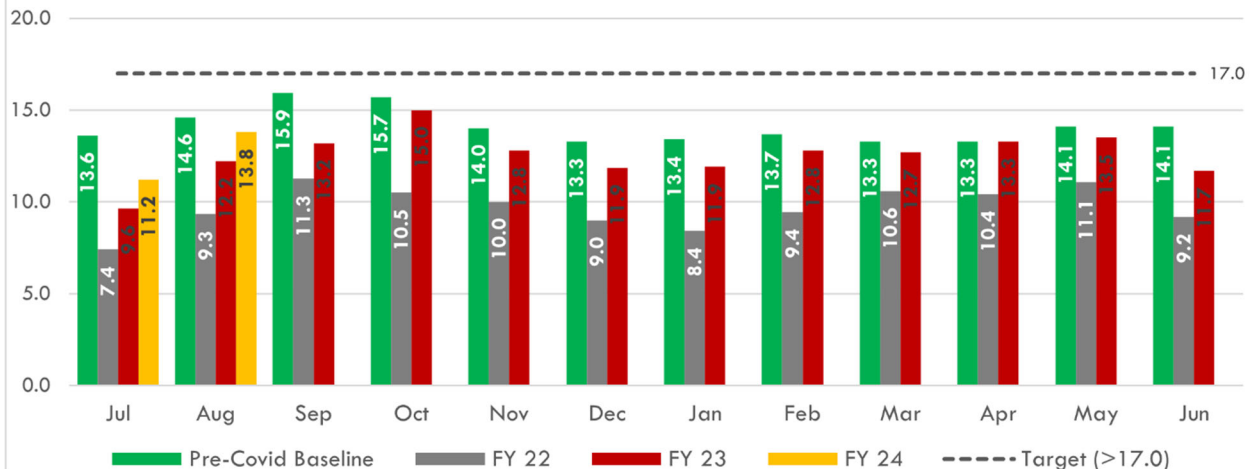
### Total Monthly Fixed Route Ridership

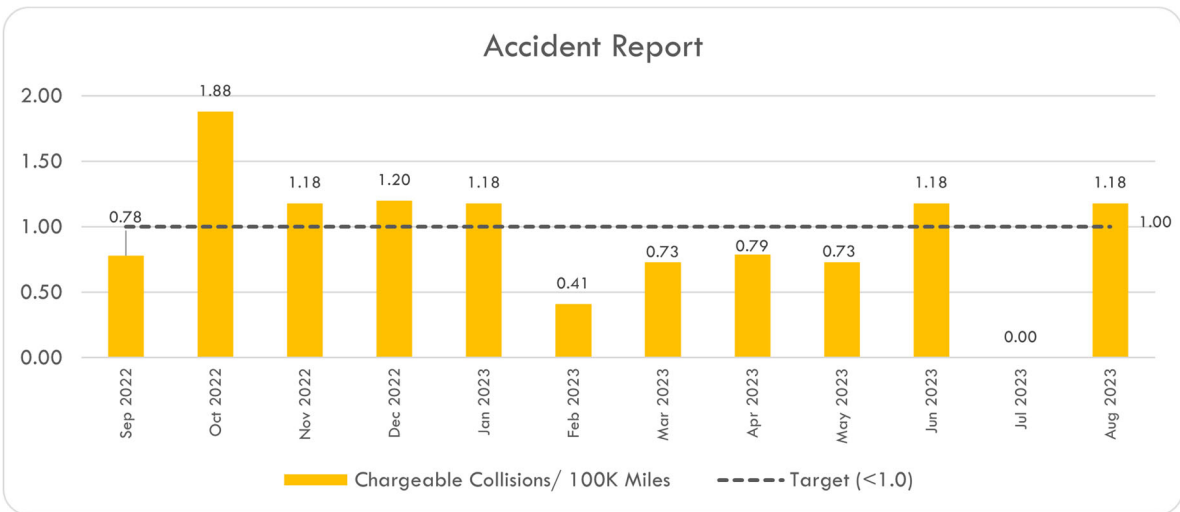
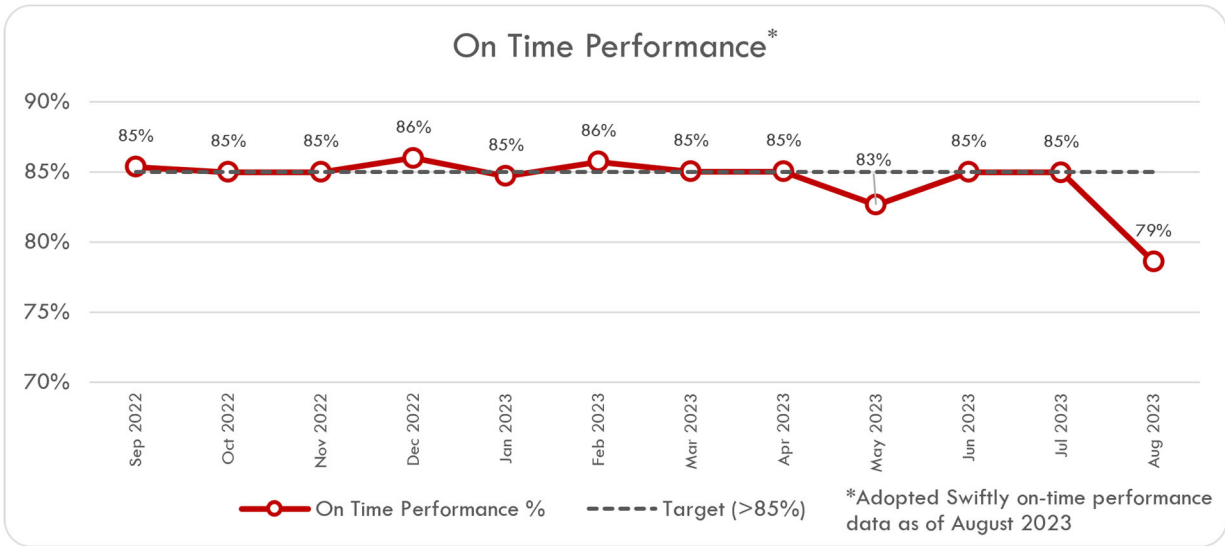
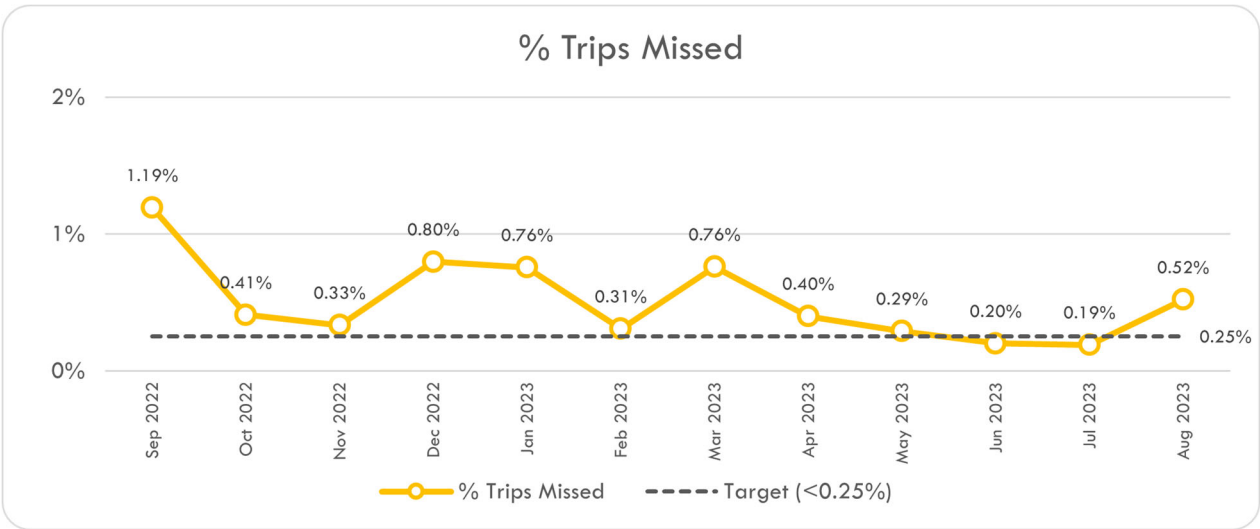


### Average Daily Ridership Comparison

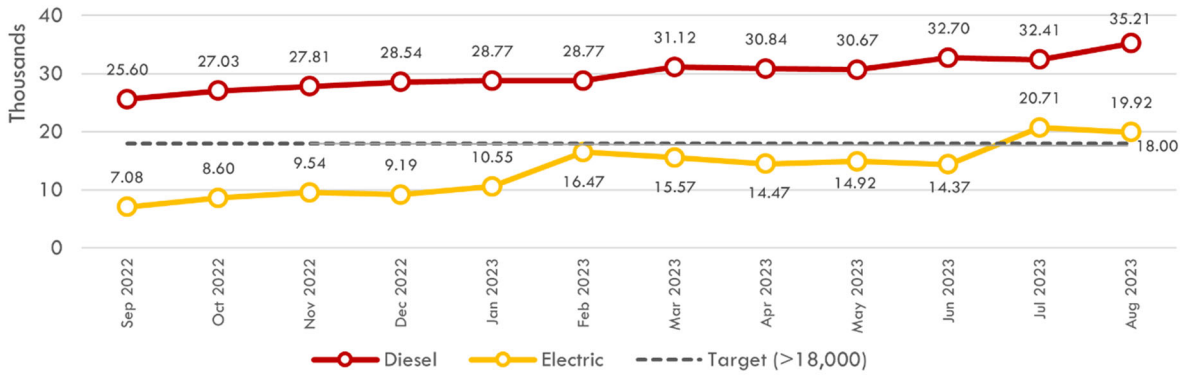


### Passengers/Revenue Hour

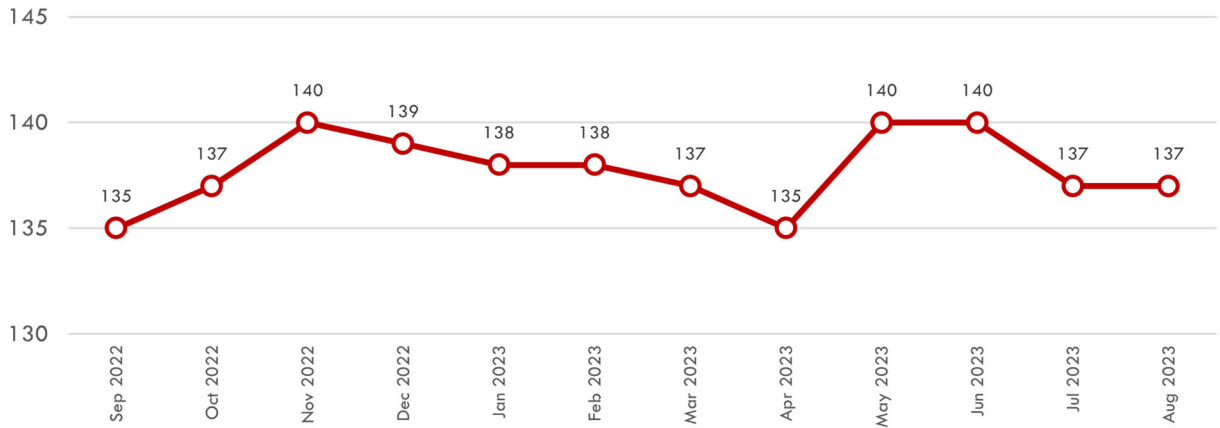




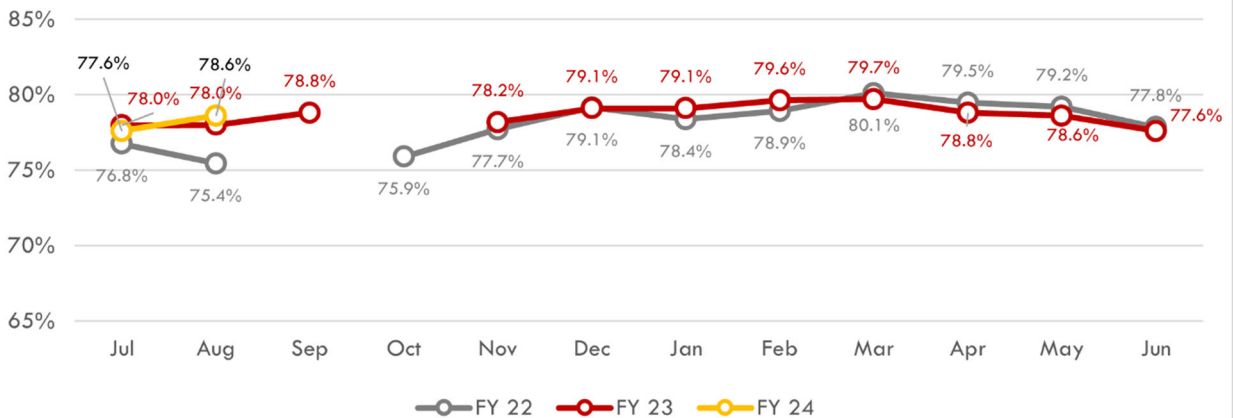
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



**To:** Operations & Scheduling Committee

**Date:** 10/24/2023

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** MR

**SUBJECT:** Fixed Route Operating Reports for September 2023

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

	FY23-24		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
<b>Total Passengers</b>	230,668	208,589	
<b>Average Weekday</b>	10,354	8,852	
<b>Pass/Rev Hour</b>	15.3	13.4	Standard Goal > 17.0
<b>Missed Trips</b>	0.30%	0.34%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	44,251	38,104	Standard Goal > 18,000

\* Based on current standards from updated S RTP

### Analysis

Average weekday ridership was higher in September 2023 (10,354 passengers) than the previous month of August 2023 (9,197 passengers) and is 15.6% higher than September 2022 (8,956 passengers).

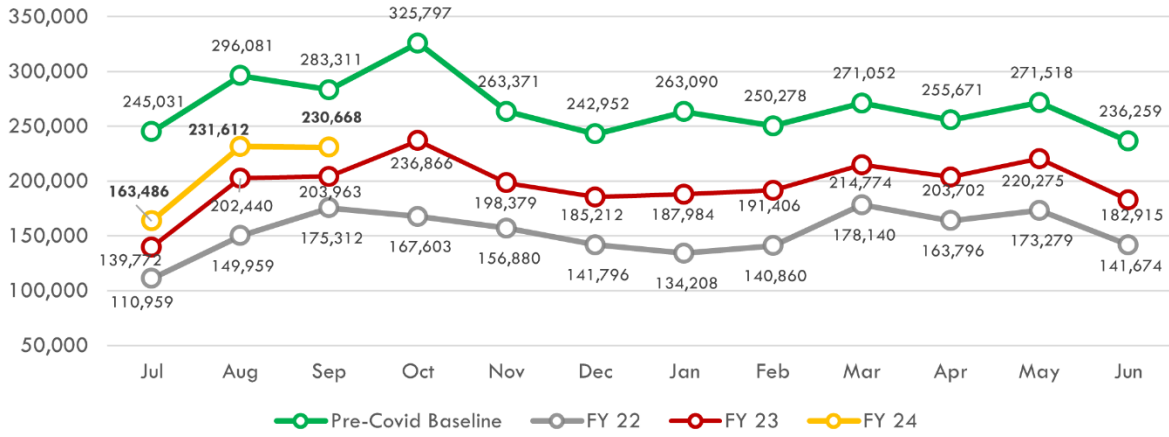
Passengers per hour in September was 15.3, which is higher than August 2023 and higher than September 2022 when passengers per hour was 13.2.

The percentage of missed trips in September was 0.30%, which is lower than the prior month when it was 0.30%.

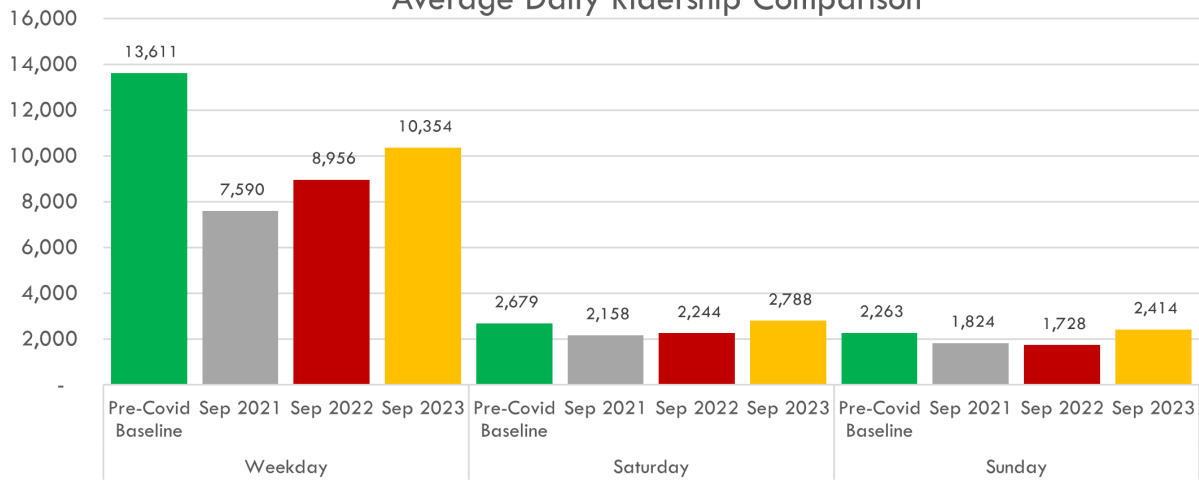
The number of miles between roadcalls was 44,251 miles in September, higher than the prior month in which there were 36,317 miles between roadcalls. The rolling 12-month average is 38,023 miles between roadcalls.

Of a total 230,668 passengers, 107,554 passengers had the potential to use a Clipper card aboard County Connection since 123,114 either used an employer or school pass or were on a free route. About 79.0% of the 111,366 potential Clipper card users paid using Clipper during this month.

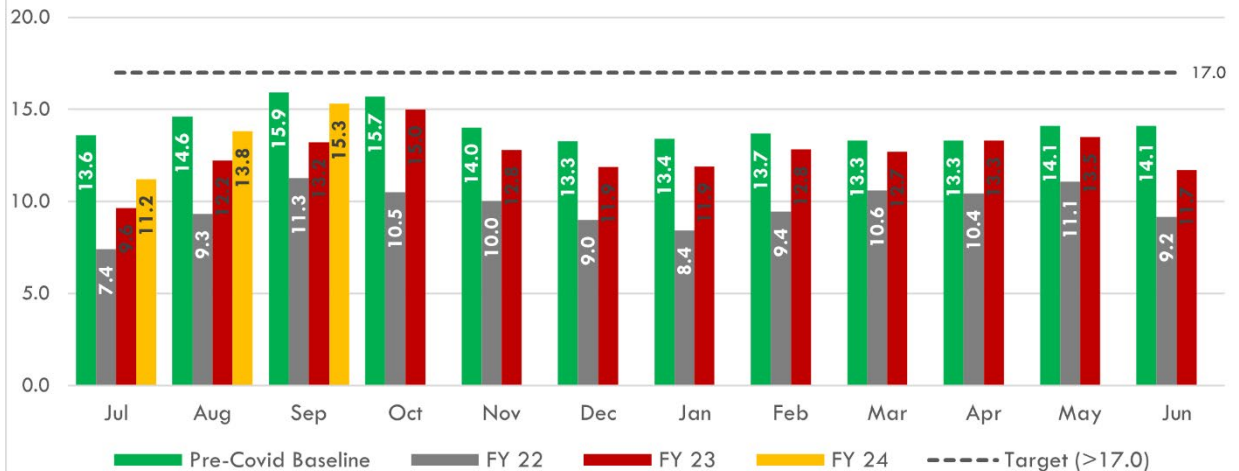
### Total Monthly Fixed Route Ridership

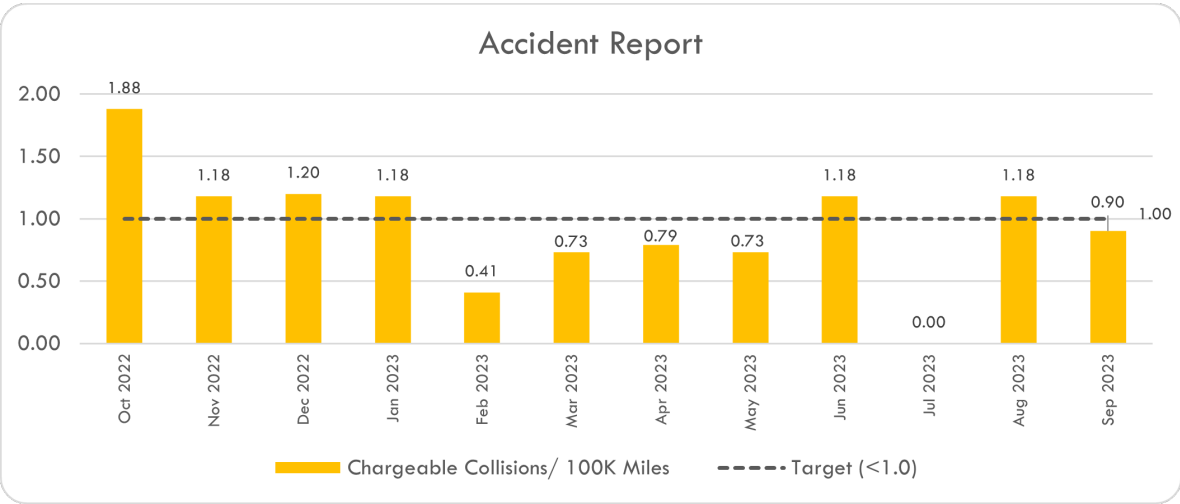
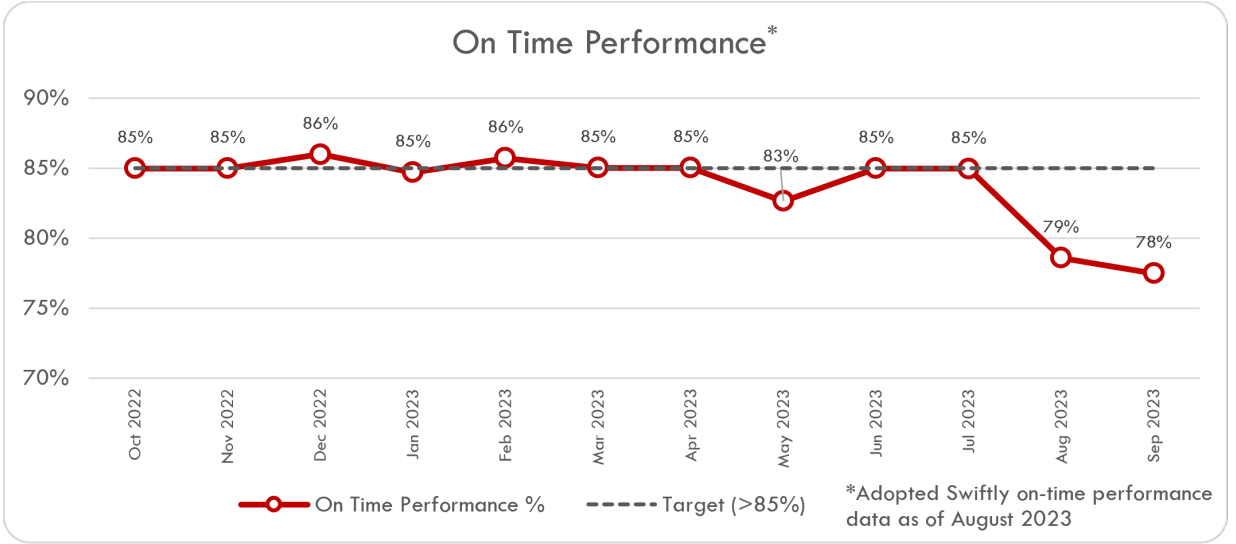
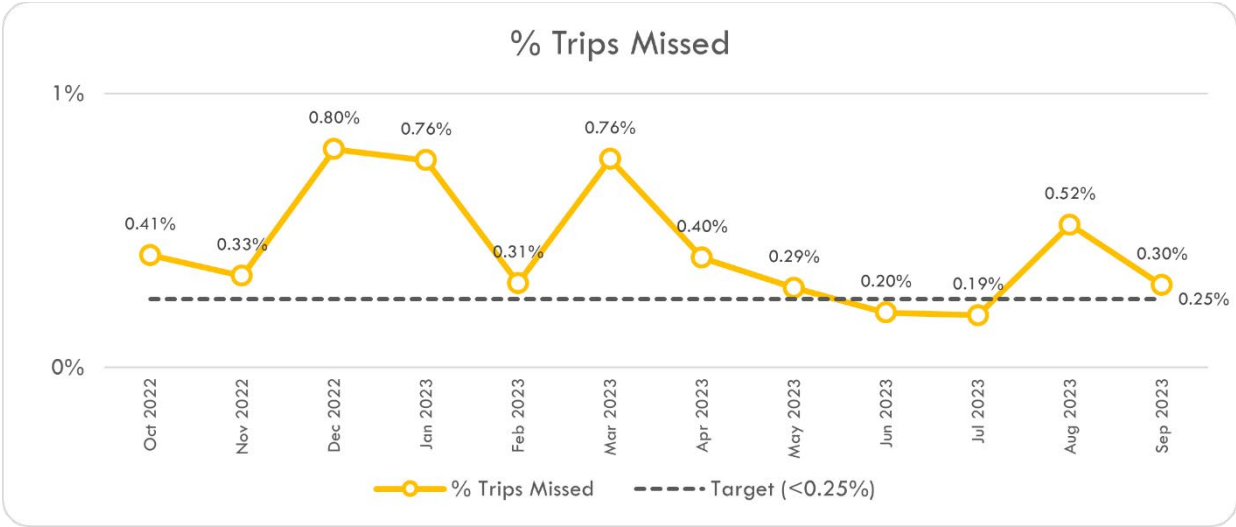


### Average Daily Ridership Comparison



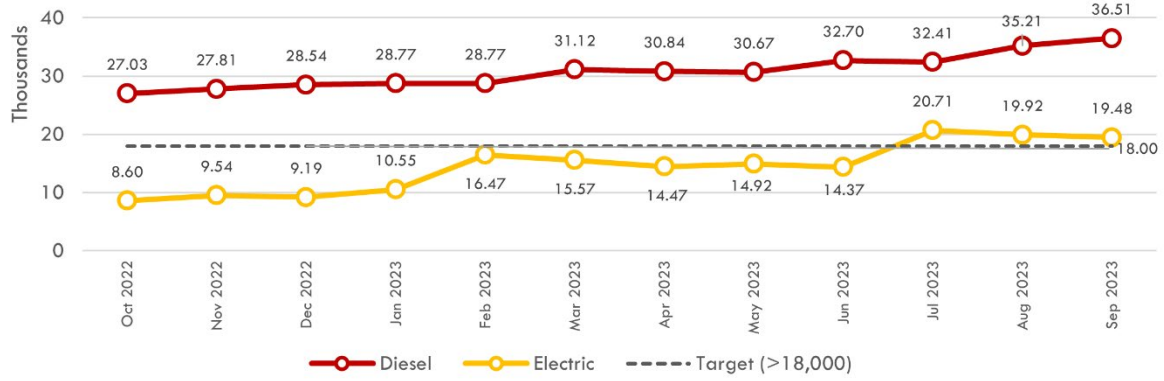
### Passengers/Revenue Hour



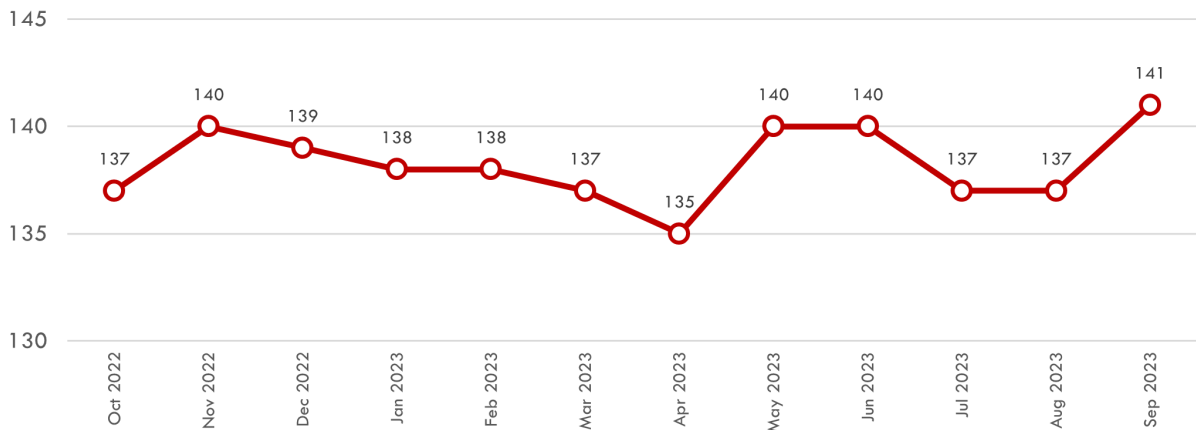




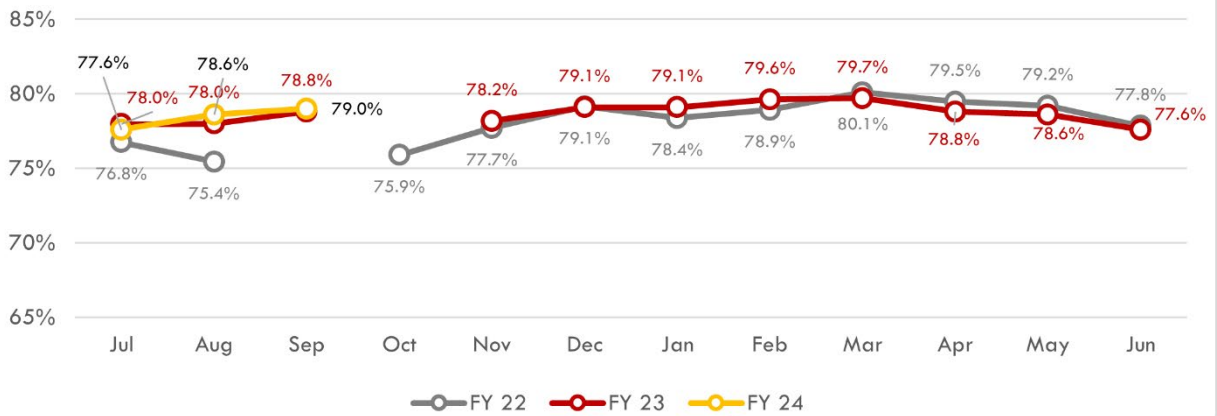
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



**To:** Operations & Scheduling Committee

**Date:** 09/25/2023

**From:** Rosa Noya, Manager of Accessible Services

**Reviewed by:** *Rf*

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**SUBJECT: LINK Paratransit Executive Summary Report - August 2023**

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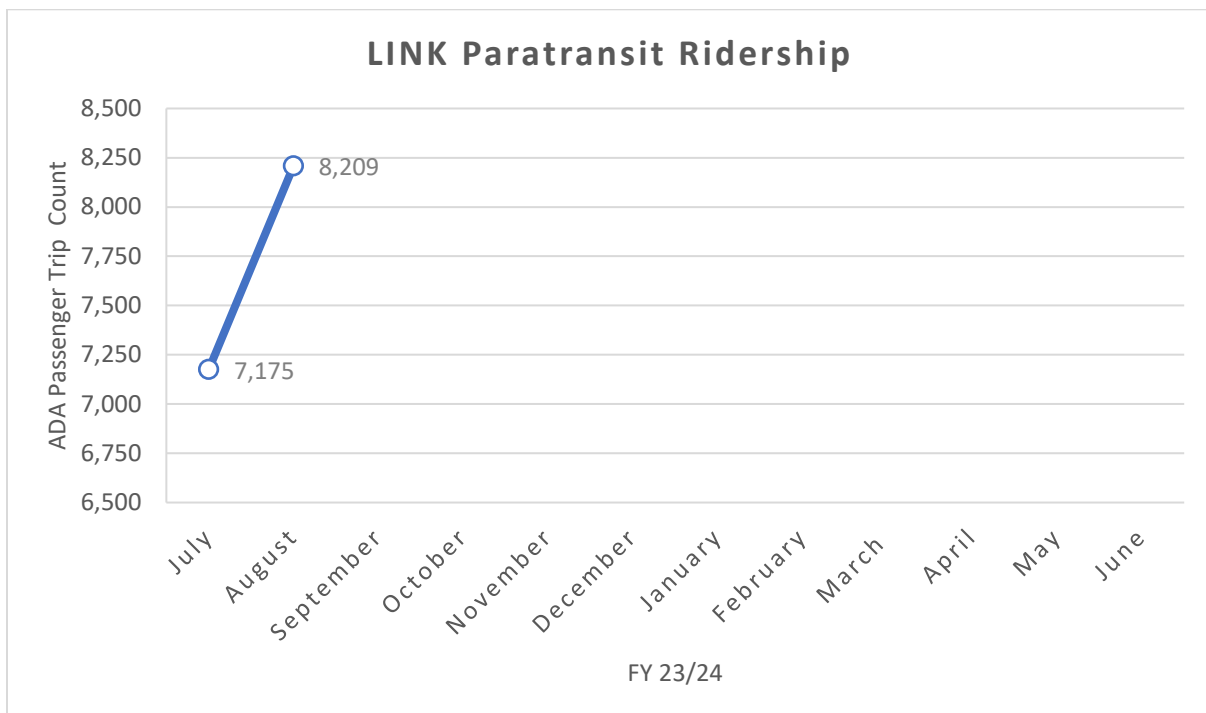
**Background:**

County Connection provides Americans with Disabilities Act (ADA) Paratransit services through the LINK Paratransit program. This is a summary report of LINK Paratransit services provided for the month of August 2023.

**August 2023 Performance Report:**

Ridership:

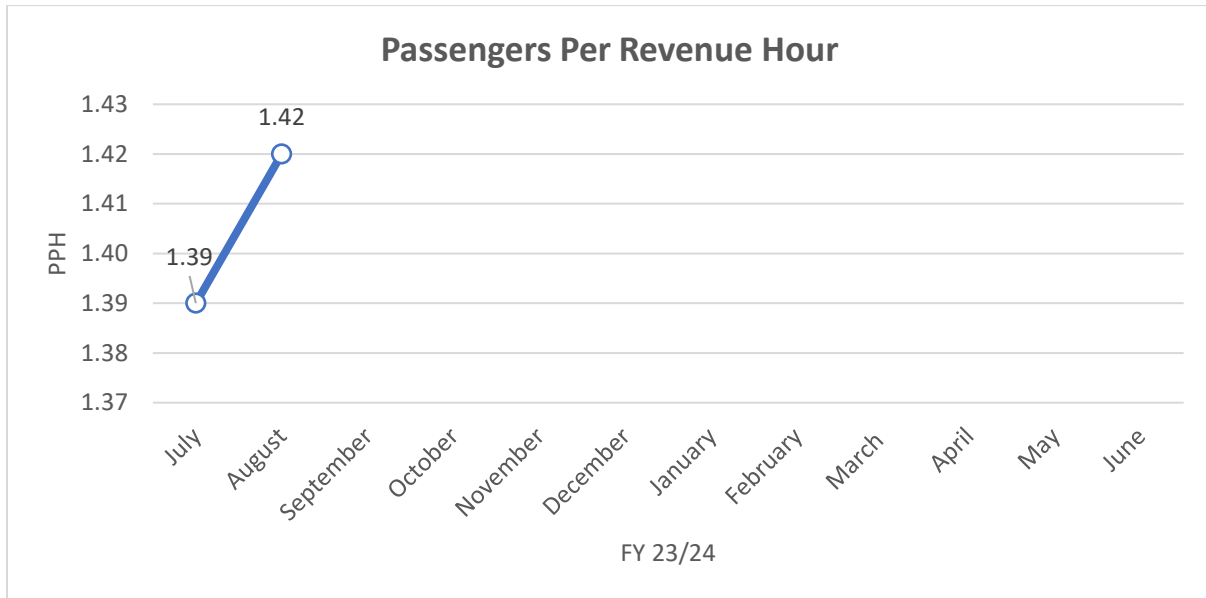
The total reported number of ADA passenger trips in August was 8,209 - the highest reported trip count to date since the start of the COVID-19 pandemic; July reported a total of 7,175. The increase is typical as many academic programs return from the summer recess, including schools and other Adult Day Programs. The total reported number of ADA Passengers reported in August of 2023 accounts for approximately 70% of pre-pandemic ridership levels (August 2019).



\* Data does not include One Seat Regional Ride trips

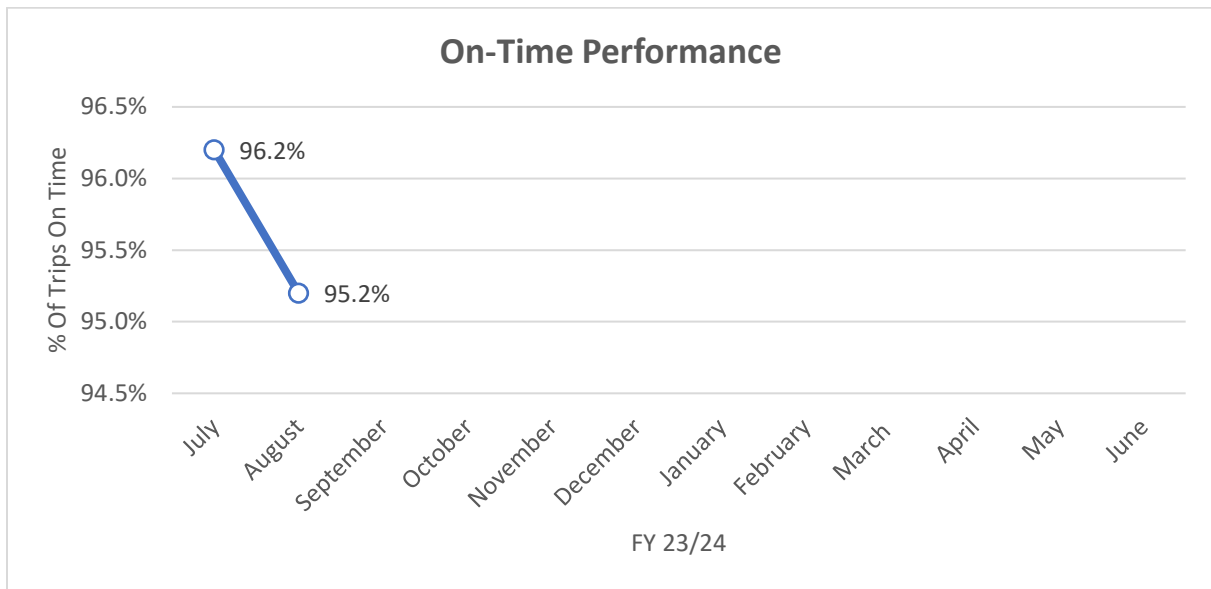
Productivity:

August reported an average of 1.42 ADA passengers per revenue hour. This was an increase from the prior month of July, which had a reported 1.39 ADA passengers per revenue hour. This does not include escorts or attendants. The standard set for the LINK Paratransit service is to maintain a minimum of 1.5 ADA passengers per revenue hour.



On-time Performance:

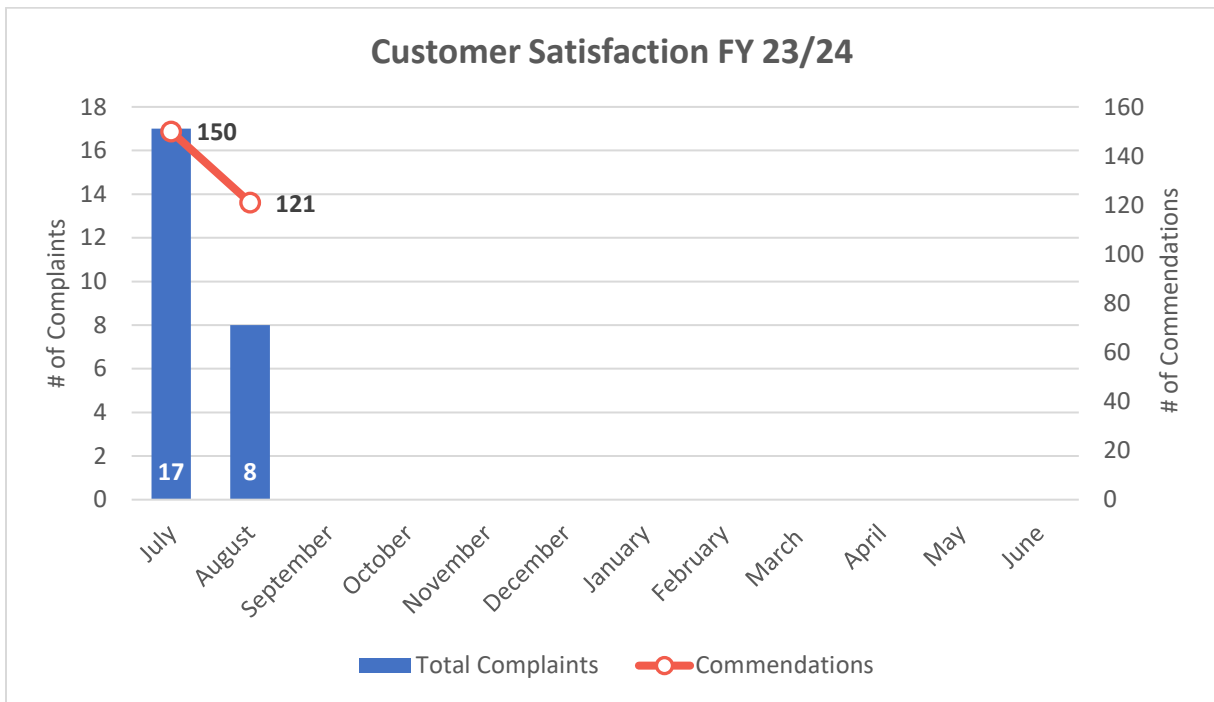
August trips reported an average on-time performance of 95.2% - a slight decrease in on-time performance compared to the prior month, in which 96.2% of the total trips performed on time. Despite the slight decrease, performance in August continues to be a step in the right direction as on-time performance is an indicator of the quality of the service. County Connection holds a standard of 92% and the last two months reflect performance that exceeds the standard. As a result, Transdev for the second time since assuming the beginning of this fiscal year will receive an incentive.



**Customer Satisfaction:**

There continues to be a decrease in the complaints trend for the LINK Paratransit service. There was a total of eight (8) complaints received in August, five (5) of which were attributed to issues of timeliness. The remaining three (3) are attributed to issues with the driver skill and scheduling/staff skill. To address the issues related to driver skills, LINK Paratransit management provides individual, as well as group refresher training on current issues. They have also incorporated certain passengers that have experienced issues and who are willing to join as guest speakers in the monthly safety meetings.

The total number of commendations received in August was 121. The majority of the commendations received are attributed to satisfaction with the performance of the driver with passengers often citing the driver’s attention to safety as well as their courtesy. The other two categories of commendations include satisfaction with the timeliness of the ride and an overall satisfaction with the LINK Paratransit experience.

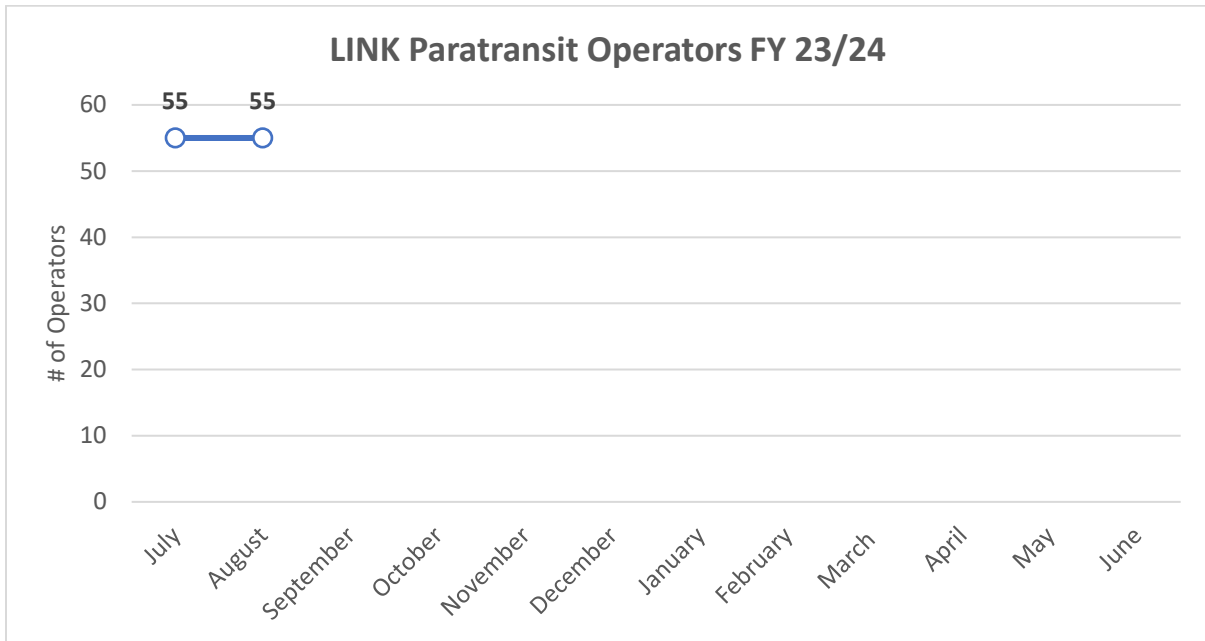


**Safety:**

There was one reported preventable accident in the month of August which equates to an accident ratio of 0.91 preventable accidents per 100,000 miles. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

**Staffing:**

There was a reported total of 55 drivers who comprise the driver pool to operate LINK Paratransit routes for the month of August. Of these, five (5) drivers are on a leave of absence. Ongoing measures have been taken to increase the driver pool to meet current and forecasted ridership increases. Some of the measures taken by Transdev to bolster the driver pool are: on-site job fairs, sign-on bonuses and referral bonuses, and on-site training for newly hired class C drivers to obtain their commercial license with passenger endorsements.

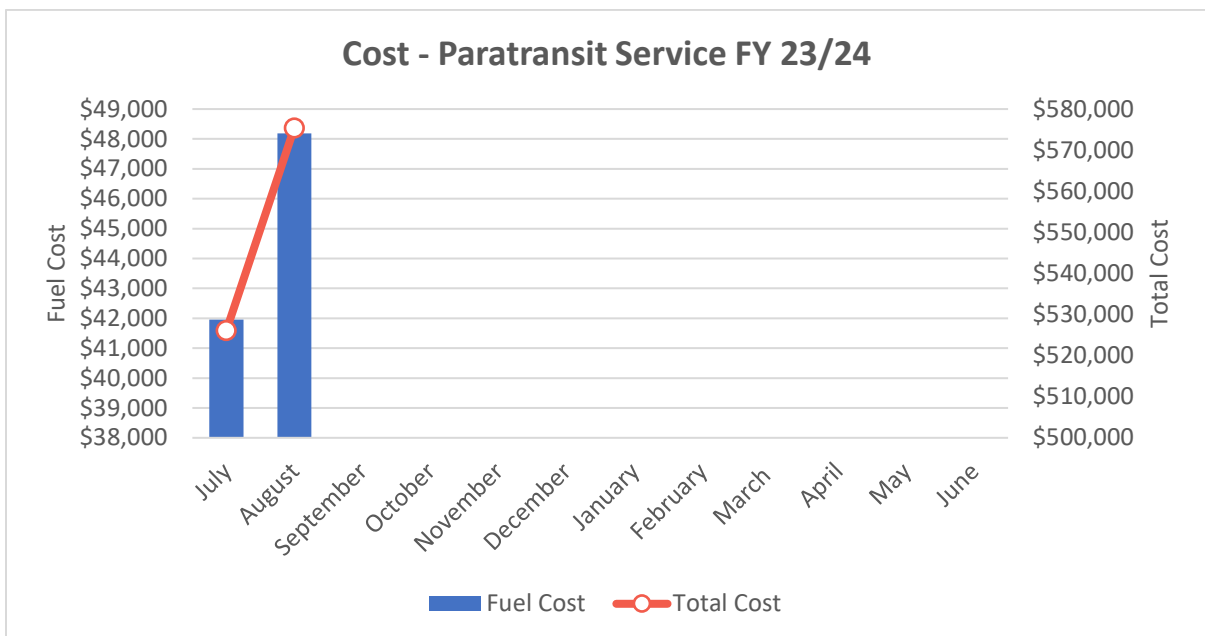


**Financial Implications:**

A preliminary un-audited total of \$575,439 was spent for August’s ADA paratransit service. This reflects an increase from July’s total reported at \$526,139.

Fuel costs have increased, as demonstrated from the \$41,951 spent for the month of July to a reported \$48,181 spent in August.

Overall, the increase in total cost is correlated with increased ridership coupled with rising fuel costs.



**Recommendation:**

None, for Information only.

**Additional updates:**

The main area of focus for improvement in the contractor's performance is to increase productivity as well as to continue to provide a reliable service as indicated by the on-time performance.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: August 2023 MOP

CCCTA PARATRANSIT

Performance Report: 8/01 through 8/31/2023

LINK and BART Statistics

FY 23/24 August Variance from Goal FY 22/23 August YTD 23/24

<b>Ridership Statistics</b>				
1	ADA Passengers	8,209	6,355	15,384
2	Companions	27	41	93
3	*Personal Care Assistants	493	472	971
4	One Seat Passengers	1,323	1,238	2,549
5	Total Passengers	10,052	8,106	18,997
<b>Scheduling Statistics</b>				
6	Total Number of No Shows & Late Cancels	281	904	655
7	Total number of Cancellations	1,061	529	2,208
8	Same Day Trips	130	122	229
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	16	60	24
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>				
11	Revenue Hours	5,719.75	3,454.90	10,871.74
12	ADA Passengers per RVHr.	1.44	1.84	1.42
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 70.10	\$ 77.12	\$ 72.08
16	*Service Miles	110,210.00	58,680.98	209,534
17	Billable Service Hours	6,757.10	5,049.06	12,812.30
18	Fuel Cost	\$ 48,181.35	\$ 57,398.39	\$ 90,133.25
19	Total Cost	\$ 575,439.60	\$ 490,073.33	\$ 1,108,944.28
<b>On Time Performance Standard Goal = 92% 2 months in a row incentive</b>				
20	Percent on-time	95.2%	83.3%	96.2%
21	Arrived 15-29 minutes past window	184	375	300
22	Arrived 30-59 minutes past window	96	191	142
23	Arrived 60 minutes past window	8	26	18
24	Total Missed Trips	8	3	13
25	Transfer Trips	555	287	979
<b>One Seat Pilot Data</b>				
26	*Total Trips	1,323	1,238	2,549
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 30,391.04	\$ 32,820.76	\$ 48,844.46
28	*Non-CCCTA Miles (Agency Miles)	15,349.09	13,769.22	29,504.83
29	*Non-CCCTA Revenue Hours	494.06	490.63	920.88
30	*Total Revenue Hours	974.13	962.64	2,249.05
31	*Total Fare Collected	\$ 4,694.75	\$ 4,819.25	\$ 9,243.00
32	*Non-CCCTA Fare Collected	\$ 2,783.75	\$ 2,548.25	\$ 5,406.00
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>				
33	Total Complaints	8	22	25
34	Timeliness	5	21	16
35	Driver Complaints	2	0	4
36	Equipment / Vehicle	0	1	0
37	Scheduling/Staff Skill	1	0	7
38	Commendations	121	412	271
39	Ave. wait time in Queue for reservation/dispatch/scheduling	2:43		2:43
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>				
41	Total accidents per 100,000 miles	0.91	0.00	0.91
42	Roadcalls per 100,000 miles	0.91	0	0.91
<b>Eligibility Statistics</b>				
44	*Total ADA Riders in Data Base	1,742	1,682	3,481
45	*Total Certification Determinations	64	101	145
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  
 \*The YTD Accident is currently being audited

Transdev G.M.: *Laura Corona*

Date: 9/15/2023



## INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 10/20/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *Ref*

**SUBJECT: LINK Paratransit Executive Summary Report - September 2023**

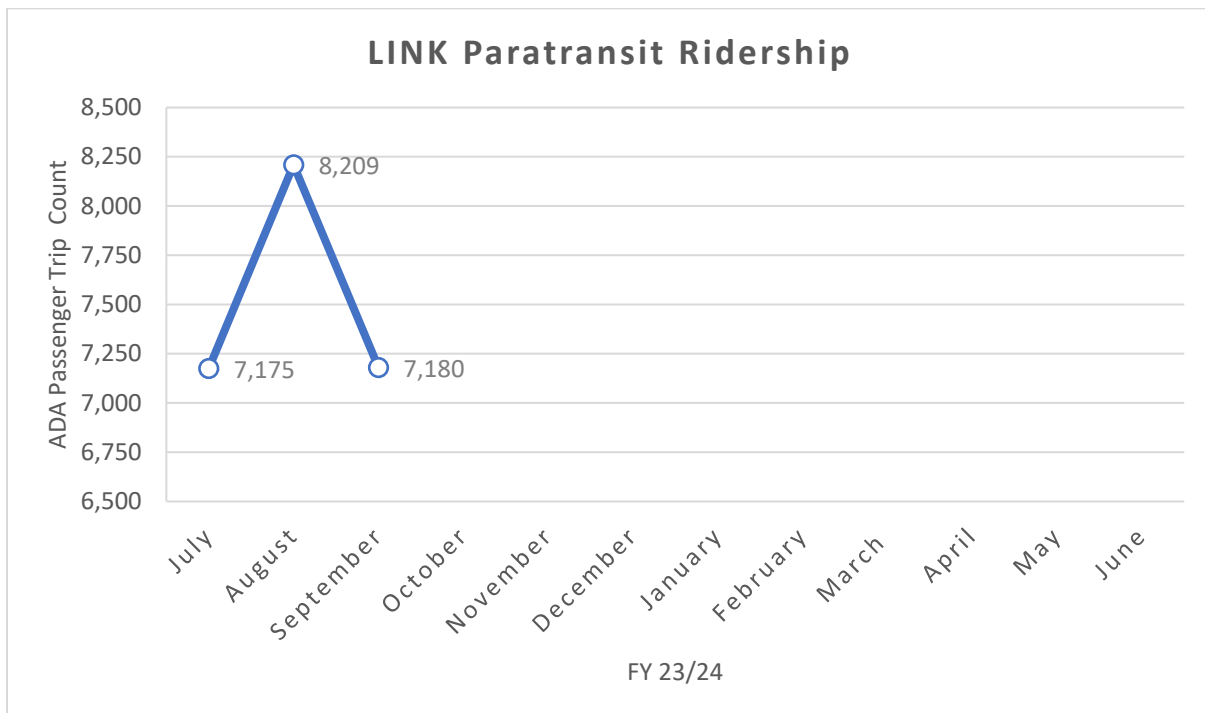
### Background:

County Connection provides Americans with Disabilities Act (ADA) Paratransit services through the LINK Paratransit program. This is a summary report of LINK Paratransit services provided for the month of September 2023.

### September 2023 Performance Report:

#### Ridership:

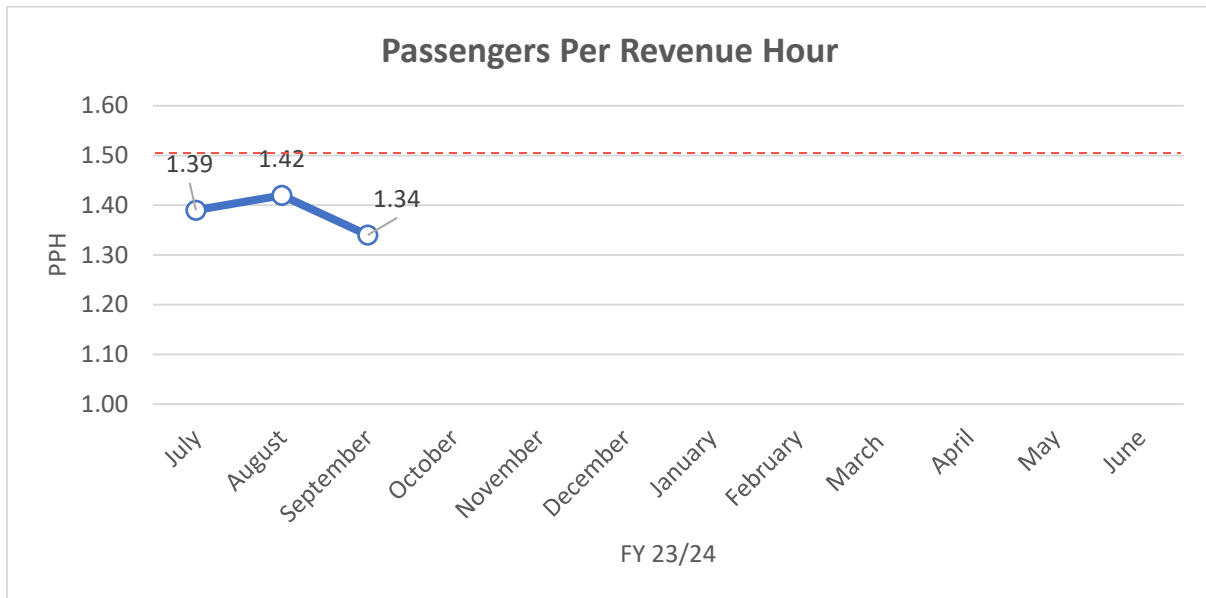
The total reported number of ADA passenger trips in September was 7,180. August reported a total of 8,209. The decrease is primarily attributed to academic programs returning from the summer recess earlier in the calendar year. The total reported number of ADA Passengers reported in September of 2023 accounts for approximately 60% of pre-pandemic ridership levels (September 2019).



\* Data does not include One Seat Regional Ride trips

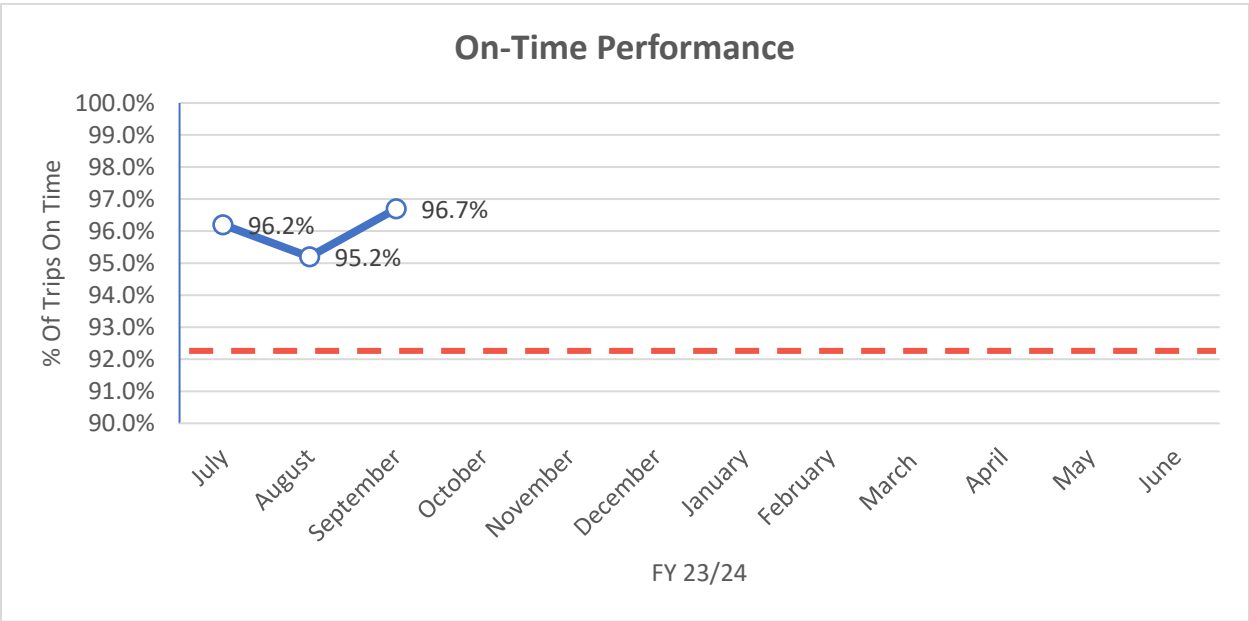
**Productivity:**

In September, the average number of ADA passengers per revenue hour stood at 1.34, marking a decline compared to August, when the figure was 1.42 ADA passengers per revenue hour, excluding escorts or attendants. It's worth noting that the LINK Paratransit service's established benchmark is to uphold a minimum of 1.5 ADA passengers per revenue hour. To enhance productivity and meet this standard, strategies to increase ridership and efficiency may need to be considered. Currently, the contractor has continued working on scheduling efficiencies through providing more comprehensive training to scheduling staff and input gathering from operators on areas for improvement in route efficiencies.



**On-time Performance:**

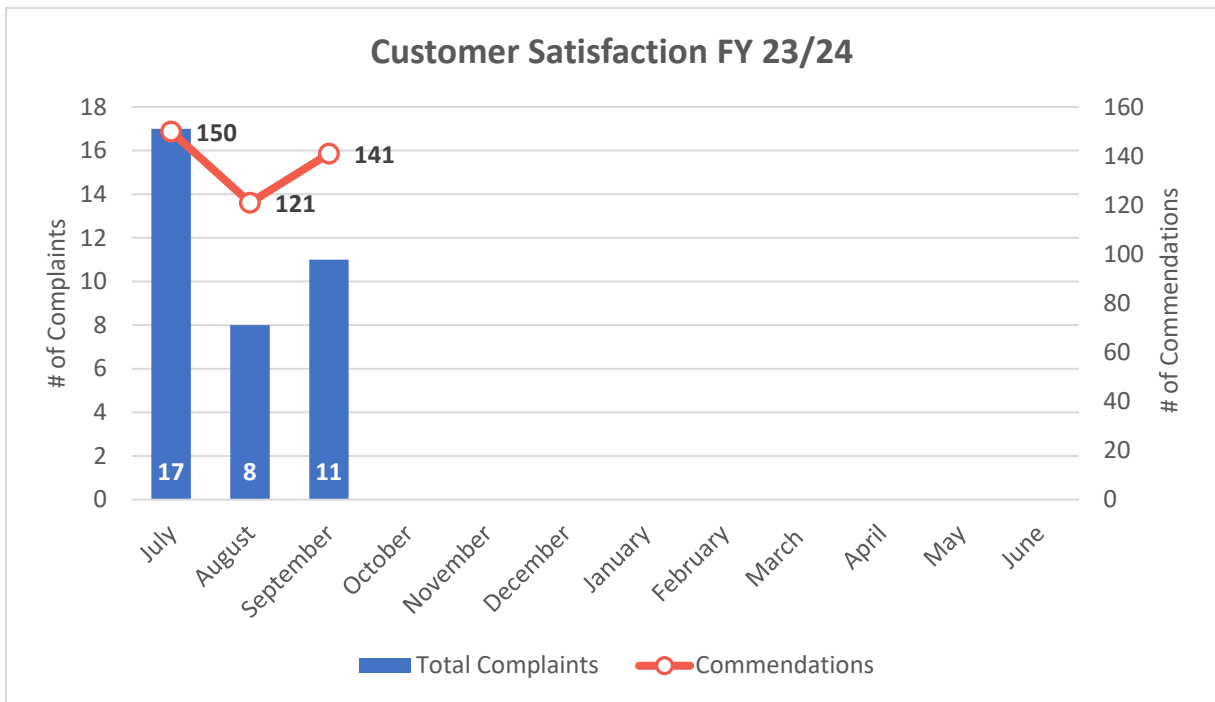
In the month of September, the average on-time performance for trips reached an impressive 96.7%. This figure signifies an improvement in on-time performance when compared to the preceding month, which achieved a 95.2% on-time rate for all trips. The performance exhibited in September signifies a positive trajectory, aligning with the commitment to service quality. It's noteworthy that County Connection's established standard stands at 92%, and the past three months have consistently demonstrated performance surpassing this benchmark.



**Customer Satisfaction:**

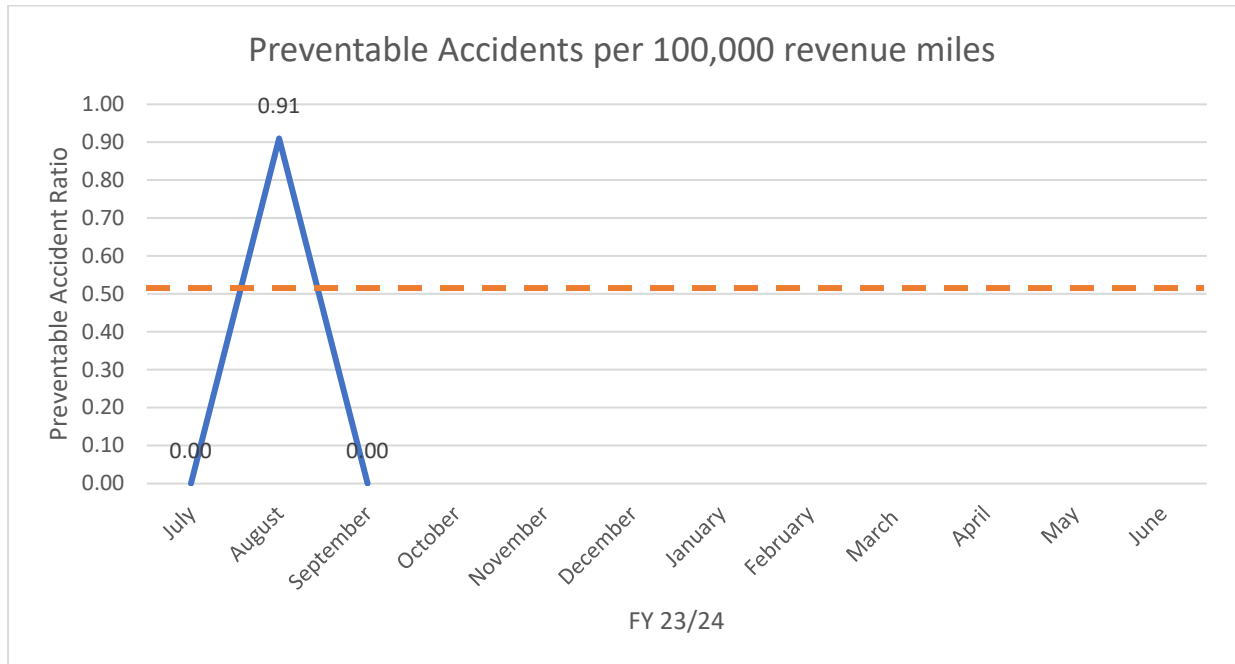
In September, a total of eleven (11) complaints were registered, with ten (10) linked to timeliness issues and the remaining one (1) attributed to driver skill concerns. The majority of the complaints related to timeliness are attributed to longer than anticipated travel times during peak travel time frames. In response to driver skill concerns, the LINK Paratransit management has implemented various initiatives, including individual and group refresher training sessions addressing current issues. Furthermore, they have enlisted willing passengers who have encountered problems as guest speakers in the monthly safety meetings.

For commendations, the service received a total of 141 in September. A significant portion of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy. Additionally, commendations were received in two other categories: timeliness of rides and overall satisfaction with the LINK Paratransit experience.



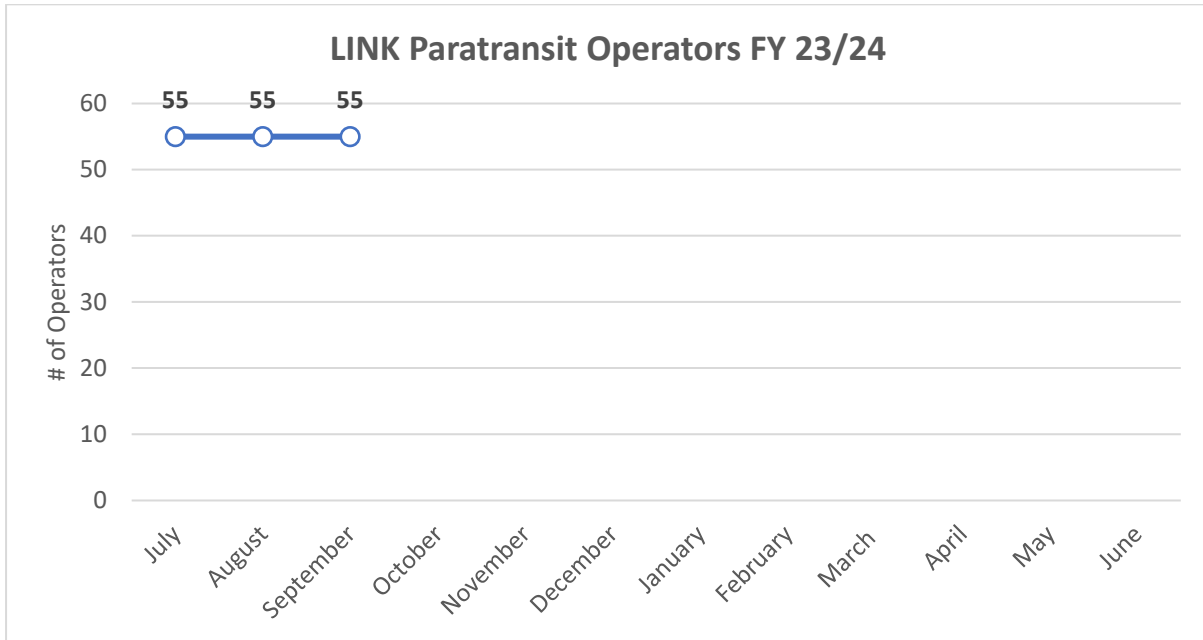
**Safety:**

There were no reported preventable accidents in the month of September. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.



Staffing:

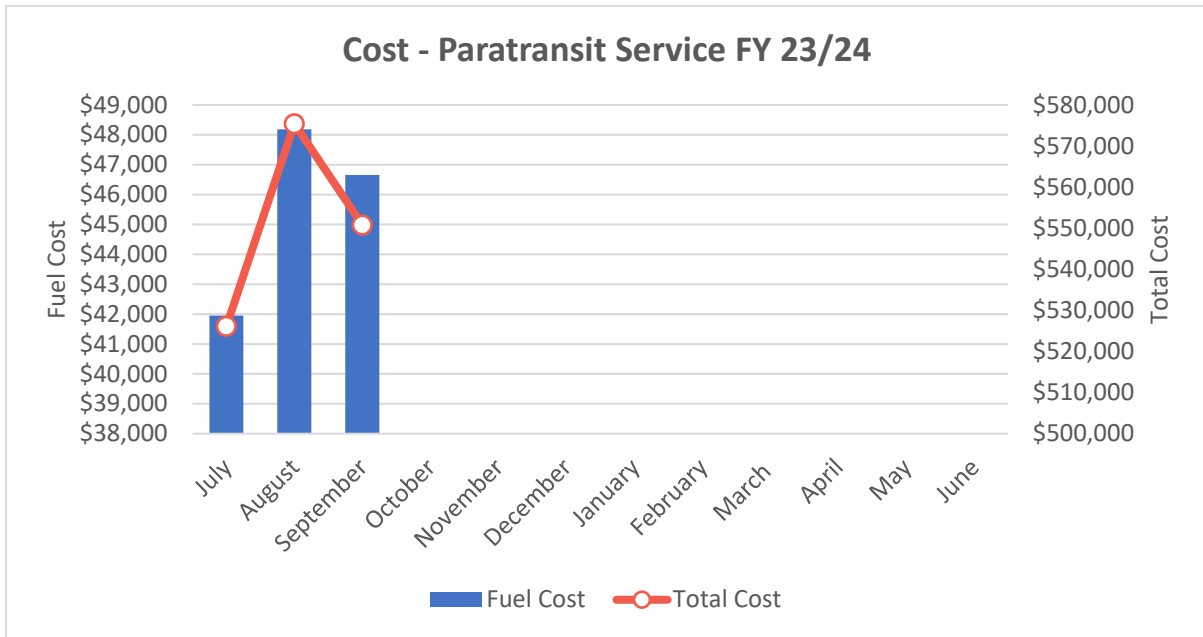
For the month of September, LINK Paratransit had a total of 55 drivers available to operate routes. Out of this group, five (5) drivers were on leave of absence. In response to the need for an expanded driver pool to accommodate both current and anticipated increases in ridership, Transdev has implemented various strategies. These measures include organizing on-site job fairs, offering sign-on bonuses and referral bonuses, and providing on-site training to assist newly hired Class C drivers in obtaining their commercial license with passenger endorsements.



**Financial Implications:**

A preliminary un-audited total of \$550,772 was spent in September for LINK paratransit service. This reflects an increase from August’s total reported at \$575,439.

Fuel costs have decreased, as demonstrated from the \$48,181 spent for the month of August to a reported \$46,655 spent in September.



**Recommendation:**

None, for Information only.

**Additional updates:**

The main area of focus for improvement in the contractor’s performance is to increase productivity.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: September 2023 MOP

CCCTA PARATRANSIT

Performance Report: 9/01 through 9/31/2023

LINK and BART Statistics

FY 23/24    September    Variance from Goal    FY 22/23 September    YTD 23/24

<b>Ridership Statistics</b>					
1	ADA Passengers	7,180		6,151	22,564
2	Companions	47		22	140
3	*Personal Care Assistants	415		499	1386
4	One Seat Passengers	1,234		1,132	3,783
5	Total Passengers	8,876		7,804	18,997
<b>Scheduling Statistics</b>					
6	Total Number of No Shows & Late Cancels	423		832	1,078
7	Total number of Cancellations	1,065		450	3,273
8	Same Day Trips	156		193	385
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	20		47	44
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>					
11	Revenue Hours	5,364.79		4,390.32	16,236.53
12	ADA Passengers per RVHr.	1.34		1.40	1.39
13	Average Trip Length (miles)				
14	Average Ride Duration (minutes)				
15	Total Cost per ADA Passenger	\$ 69.64		\$ 78.35	\$ 71.31
16	*Service Miles	100,858.00		63,895.00	310,392
17	Billable Service Hours	6,262.00		4,390.32	19,074.30
18	Fuel Cost	\$ 46,655.88		\$ 54,503.73	\$ 136,789.13
19	Total Cost	\$ 500,000.57		\$ 481,903.33	\$ 1,608,944.85
<b>On Time Performance</b>					
<b>Standard Goal = 92% 2 months in a row incentive</b>					
20	Percent on-time	96.7%		87.1%	96.4%
21	Arrived 15-29 minutes past window	112		321	412
22	Arrived 30-59 minutes past window	43		120	185
23	Arrived 60 minutes past window	6		9	24
24	Total Missed Trips	0		3	13
25	Transfer Trips	497		303	1,476
<b>One Seat Pilot Data</b>					
26	*Total Trips	1,234		1,132	3,783
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 26,316.20		\$ 18,028.62	\$ 75,160.66
28	*Non-CCCTA Miles (Agency Miles)	13,745.34		11,776.49	43,250.17
29	*Non-CCCTA Revenue Hours	427.56		408.34	1,348.44
30	*Total Revenue Hours	851.02		788.38	3,100.07
31	*Total Fare Collected	\$ 4,527.75		\$ 4,297.00	\$ 13,770.75
32	*Non-CCCTA Fare Collected	\$ 2,720.50		\$ 2,197.00	\$ 8,126.50
<b>Customer Service</b>					
<b>Complaint Standard Goal = 2/1,000 passengers</b>					
33	Total Complaints	11		11	36
34	Timeliness	10		8	26
35	Driver Complaints	1		0	5
36	Equipment / Vehicle	0		0	0
37	Scheduling/Staff Skill	0		3	7
38	Commendations	141		415	412
39	Ave. wait time in Queue for reservation/dispatch/scheduling	2:27			2:43
<b>Safety &amp; Maintenance</b>					
<b>Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>					
41	Total accidents per 100,000 miles	0.00		0.00	0.91
42	Roadcalls per 100,000 miles	0.91		0	0.91
<b>Eligibility Statistics</b>					
44	*Total ADA Riders in Data Base	1,768		1,686	5,249
45	*Total Certification Determinations	49		99	194
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

\*The YTD Accident is currently being audited

Transdev G.M.: *Laura Corona*

Date: 10/15/2023

*Revised 10/24*