

County Connection

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

BOARD OF DIRECTORS

MEETING AGENDA

Thursday, November 16, 2023

9:00 a.m.

The Board Meeting will be held in-person at:

County Connection Board Room

2477 Arnold Industrial Way, Concord, California and via teleconference location****

Staff and members of the public may attend in-person or participate remotely via Zoom at:

<https://us02web.zoom.us/j/85399133311>

Or One tap mobile :

US: +16699006833,,85399133311# or +14086380968,,85399133311#

Or Telephone:

Dial(for higher quality, dial a number based on your current location): +1 408 638 0968

Webinar ID: 853 9913 3311

Please Note the following COVID-19 Protocols for in-person attendance:

Visitors experiencing the following symptoms of COVID-19 may not enter the building:

- Cough
- Chills
- Sore Throat
- Shortness of Breath
- Muscle Pain
- Loss of Taste or Smell
- Fever

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

Oral public comments will also be accepted during the meeting in person and through Zoom* or the teleconference number listed above.

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

The County Connection Board of Directors may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the Board of Directors.

1. Call to Order/Pledge of Allegiance
2. Roll Call/Confirm Quorum
3. Public Communication
4. Consent Calendar
 - a) Approval of Minutes of Regular Meeting of October 19, 2023*
5. Report of Chair
6. Report of General Manager

Under this item, the General Manager will report on matters of relevance to CCCTA including, but not necessarily limited to, the following:

- a) Introduction of new Director of ADA Services John Sanderson
 - b) CCCTA Thanksgiving Feast on November 16, 2023
 - c) Enhancement of Employee Benefits & Ongoing Recruitment Efforts
7. Report of Standing Committees
 - a) Administrative & Finance Committee
 - 1) Employee Referral Pilot-Draft Policy*
(The A&F Committee and staff request Board approval of the proposed policy to implement an Employee Referral Program starting January 1, 2024 through December 31, 2024. Pilot extension subject to Board approval.)
 - b) Marketing, Planning & Legislative Committee
 - 1) Regional Transportation Planning Studies – Information Only*
(Staff will provide an update on current regional planning efforts.)
 - 2) Food Drive – Information Only*
(Staff will provide information on the fall Food Drive.)
 - c) Operations & Scheduling Committee
 - 1) Swiftly Software License Renewal*
Resolution No. 2024-08*
(The O&S Committee and staff request that the Board adopt Resolution No. 2024-08 approving a one-year contract renewal with Swiftly.)
 - 2) One-Seat Regional Ride Pilot Extension*
Resolution No. 2024-09*
(The O&S Committee and staff request the Board adopt Resolution No. 2024-09, authorizing the approval of the one-year extension to the One-Seat Regional Ride Pilot program.)
8. Board Communication – (Directors are limited to providing information, asking clarifying questions about matters not on the agenda, responding to public comment, referring

matters to committee or staff for information, or requesting a report to be made at another meeting.)

9. Next Meeting Date: December 21, 2023

10. Adjournment

*Enclosure

**It will be available at the time of the Board meeting.

***For Board members only

General Information

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

Consent Items: All matters listed under the Consent Calendar are considered by the Board to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a Board Member or a member of the public prior to when the Board votes on the motion to adopt.

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be sent to the Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org. Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, November 16, 2023 at 9 a.m., County Connection Board Room
Administration & Finance:	Wednesday, December 6 at 2 p.m., County Connection Offices, 2477 Arnold Industrial Way, Concord, CA
Advisory Committee:	TBD
Marketing, Planning & Legislative:	Thursday, December 7 at 8:30 a.m., Supervisor Andersen's Office, 3338 Mt. Diablo Blvd. Lafayette, CA.
Operations & Scheduling:	Wednesday, December 6 at 8 a.m., Supervisor Andersen's Office, 309 Diablo Rd, Danville, CA 94526

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

County Connection

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CCCTA BOARD OF DIRECTORS

MINUTES OF THE REGULAR MEETING

October 19, 2023

CALL TO ORDER/ROLL CALL/CONFIRM QUORUM

Vice Chair Kevin Wilk called the regular meeting of the Board of Directors to order at 9:00 a.m. Board Members present were Directors Andersen, Diaz, Hoffmeister, Hudson, Noack, Schroder, Tatzin and Worth. Director Hoffmeister arrived after the meeting convened. Directors Sos and Storer were absent.

Staff: Churchill, Louie, Dixit, Glenn, Hill, Horta, Johnson, Jones, Martinez, McCarthy, Mitchell, and Reeb

PUBLIC COMMUNICATION: None

CONSENT CALENDAR

MOTION: Director Andersen moved approval of the Consent Calendar, consisting of the following item: Approval of Minutes of Regular Meeting of September 28, 2023. Director Hudson seconded the motion, and it received the following vote of approval:

Aye: Directors Andersen, Diaz, Hudson, Noack, Schroder, Tatzin, Wilk, and Worth
No: None
Abstain: None
Absent: Directors Hoffmeister, Sos and Storer

REPORT OF GENERAL MANAGER:

Report on the American Public Transportation Association (APTA) TRANSform Conference

Director Hoffmeister arrived at 9:10 a.m.

General Manager Bill Churchill provided a brief overview of the APTA Transform Conference stating that he felt the conference focused on a few items, the impact of workforce development of operators and mechanics and how to increase our ridership. The conference was well attended and brought great value to all of us, he's glad that the board members and staff were able to attend.

State Legislative Update

Bill Churchill informed the Board that quite a few bills are being discussed, including AB316, Aguiar-Curry, AB96, Klara. None have passed or been vetoed as of yet. The IRS has also extended the tax deadline to November 16, 2023 so that will affect County Connection from getting funds from the government. Hopefully we will know more about our state fiscal cliff by the end of November. He will continue to update the board as new developments occur.

CCCTA Thanksgiving Feast on November 16, 2023

Bill Churchill informed the Board that our annual Thanksgiving Feast will be on November 16, 2023 following the regular board meeting and they all are invited.

REPORT OF CHAIR:

Vice Chair Kevin Wilk informed the board that the APTA conference in Orlando was well attended, and he thought that it was a great opportunity to learn about new transit ideas and products as well as network with others in the industry. Director Schroder also stated that the conference dealt a lot with the safety of the operators and the passengers as well as fare evasion. Overall, it was a great opportunity that he thinks all directors should attend at least once.

REPORT OF STANDING COMMITTEES

Marketing, Planning and Legislative Committee

Summer Youth Pass Report-

Melody Reeb, Director of Planning, Marketing, & Innovation, explained that the pass is valued at \$60 and 511 Contra Costa provided a subsidy of \$30 per pass, cutting the actual retail cost in half. Revenues from pass sales are distributed to the transit agencies based on customer location. 511 Contra Costa managed the design and production of the passes, as well as online sales and fulfillment. County Connection staff sold passes through the Mobile Lobby as well as our main lobby. In total, there were 236 passes sold this season. County Connection total pass sales were down 28 pass sales from 2022, and 225 fewer sales than 2019, when the pass was first introduced. In addition to lower ridership demand as a result of the pandemic, youth can receive a discounted fare on Clipper of \$1.60 per ride, or 20% off the regular adult fare, so the Summer Youth Pass provides slightly less of a discount than it did when first introduced. Also, there was some overlap with the Pass2Class program, which provides free rides for youth from mid-August through October, so purchasing a Summer Youth Pass only made sense for those who were riding frequently during the summer prior to the start of the new school year.

Despite a decrease in pass sales over the years, ridership with the Summer Youth Pass has increased over the years, which indicates that those using the pass are riding more frequently. In addition, staff worked with 511 Contra Costa to minimize the overlap with Pass2Class. Total revenue received by County Connection for the 2023 Summer Youth Pass program was \$4,080. This includes a subsidy from 511 Contra Costa of \$2,040 towards the cost of the pass. In addition, 511 Contra Costa covered the costs of operating the online store, including transaction fees and fulfillment, producing the fare media, and developing the marketing campaign. This was an information only item.

Mobile Lobby Update

Director Noack left the meeting at 9:30 a.m.

Ryan Jones, Manager of Marketing & Communications, explained that customers who visit the Mobile Lobby can get information on Clipper, bus schedules, trip planning, paratransit, and have their questions answered in-person at a convenient location near them. In June of 2022, we took the Mobile Lobby on bus routes, having customer service reps ride designated routes with a bag full of brochures, bus schedules, etc. Though this seemed to reach fewer people than at transit centers such as BART or Amtrak stations, having staff ride our routes allowed for more targeted engagement. This was particularly true when there was an upcoming service change on a line and staff could speak directly with passengers who may be impacted.

In its first year, the Mobile Lobby reached close to 5,000 individuals. In FY 2023, engagement continued to increase, and the Mobile Lobby reached over 5,800 individuals, processing more than 600 Clipper cards (youth,

senior, START, RTC), and provided schedule information to more than 2,000 riders. This was an information item only.

One Seat Regional Ride Video

Ryan Jones, Manager of Marketing & Communications, gave a brief explanation on how the One Seat program works, stating that the program makes travelling across multiple public transit service areas easier and safer for Paratransit riders. The program aims to streamline current regional ride practices by eliminating transfers for trips that cross multiple transit service areas. With One Seat, passengers can have a “one-seat” ride for the entire duration of their trip, without the need to transfer to a different vehicle and service provider. He showed a brief video that was presented at the APTA conference by Christy Wegener, Executive Director of LAVTA. This was an information item only.

REPORT FROM THE ADVISORY COMMITTEE

Ian McLaughlin, Chair of the Advisory Committee, gave an update from the Advisory Committee

Ian McLaughlin, Chair of the Advisory Committee, informed the board that at the September 19 regular meeting of the Advisory Committee, the committee received a staff report from Pranjali Dixit on fare changes and an update on the onboard survey. Committee member Birdwell then provided an update on the travel training program that she directs to facilitate use of the system, particularly among our community of seniors. These informational reports typically do not require any committee action but serve as valuable tools to provide context and background information for committee members. Also, at the September meeting a Chair and Vice Chair were elected. With the recent appointments to the Advisory Committee, they currently have six members, and the term of committee member Yu from Moraga will expire in November. This will create another vacancy to join the ongoing vacancies for the districts of Danville, Orinda, Clayton, Lafayette and San Ramon; filling these vacancies would bring our Advisory Committee to a full roster of eleven members. The Advisory Committee is very interested in meeting with the board members to discuss ways that they can be more beneficial to the Authority.

BOARD COMMUNICATION: None

ADJOURNMENT: Vice Chair Wilk adjourned the regular Board meeting at 10:00 am.

Minutes prepared by:

Lathina Hill

Asst to the General Manager/Clerk to the Board of Directors

Date: November 2, 2023

INTER OFFICE MEMO

To: Board of Directors

Date: 11/08/2023

From: Ruby Horta, Asst. General Manager – Administration

Reviewed by: WC.

SUBJECT: Employee Referral Pilot – Proposed Policy

Background:

County Connection, like most transit agencies around the country, had been experiencing staffing shortages prior to the COVID-19 pandemic. These shortages were further exacerbated during the pandemic due to early retirements, safety concerns for essential workers, and other reasons associated with the “Great Resignation”. Currently, we continue to experience staffing shortages, primarily in the operator and mechanic ranks, but also in other administrative roles.

The Administration & Finance Committee has been discussing the potential to implement an employee referral pilot program targeting four critical job classifications: operators, mechanics, storekeepers and service workers.

Staffing Analysis:

Over the last several years, progress has been made in many administrative departments including Finance and Planning with both departments being fully staffed as of October 2023.

The retirements in the Human Resources department provided staff the opportunity to re-envision the structure of that department and the recruitment for permanent staff is underway. With the assistance of Allison Picard, our Interim Director of Human Resources, we anticipate having a fully staffed Human Resources department by the beginning of 2024.

The Paratransit department has also experienced some turnover. Fortunately, the advance notice received from our former Director of ADA and Specialized Services allowed us to begin that recruitment process prior to her departure and our new Director of ADA and Specialized Services started in early November.

Finally, the Maintenance and Transportation departments continue to experience significant operator and mechanic shortages. Table 1 below outlines the budgeted vs. filled positions.

Table 1: Budgeted vs. Filled Positions

Title	Budgeted	Filled	Shortage
Operators	155	141 (+2 trainees)	12-14
Mechanics	18	13	5
Storekeepers	2	1	1
Service Workers	11	8	3

The service changes (13% reduction) implemented during the pandemic provided the opportunity to “right-size” a level of service that we can reliably provide with current our operator count. Any expansion of service would require a significant increase in operators.

Draft Policy:

The Recruitment Department continues to evaluate new methods to fill open positions and prepare the agency for enhanced service levels, as ridership continues to increase. With the support of the A&F Committee staff has developed a policy to implement an employee referral pilot program.

The attached proposed policy (Attachment 1) has been reviewed, revised, and approved by the A&F Committee and our legal team. If approved, it will be implemented on January 1, 2024 through December 31, 2024 to the administrative staff, with an option for represented employees to be included in the program, upon approval by their respective union representatives.

Financial Implications:

As a conservative approach, assuming a robust response for the pilot we estimate half of the existing vacancies (about 12) to be filled by referral, totaling \$12,000. These costs can be covered under the existing Recruitment budget.

Recommendation:

The A&F Committee and staff recommend Board approval of the Employee Referral Program as a one-year pilot.

Action Requested:

The A&F Committee and staff request Board approval of the proposed policy to implement an Employee Referral Program starting January 1, 2024 through December 31, 2024. Pilot extension subject to Board approval.

Attachments:

Attachment 1: Employee Referral Pilot Policy and Sample Form

Employee Referral Program – One-Year Pilot (2024)

Upon recommendation by the Human Resources Director, and approval of the General Manager, a one-time award of \$1,000 will be paid to any permanent, full-time unrepresented County Connection employee who refers a hired candidate for the positions of Transit Operator, Mechanic I-VI, Service Workers and/or Storekeeper ("Eligible Positions"). Executive Management, the Director of Human Resources and the Hiring Manager of each respective position are not eligible for the incentive. Policy may be amended by the General Manager, as needed.

This award will be made in two payments: one-half (\$500) in the first pay period after the applicant begins employment, and one-half (\$500) in the pay period after the new employee has successfully completed probation, as defined by each job classification. The employee receiving the award must be employed by County Connection on (1) the date the applicant begins employment and (2) the date the new employee has successfully completed probation.

All awards are subject to applicable withholdings and authorized deductions and will be paid through the regular payroll system. The award will not be reportable as qualifying wages for purposes of the CalPERS defined benefit pension Plans.

To be eligible to receive an award, the employee must complete the Recruitment Referral Form, have the Form signed by the applicant, and submit it to the Human Resources Department no later than the applicant's first day of employment.

Only one employee will receive credit for making a referral. In the event there is more than one Referral Form is submitted for the same applicant, the employee who submitted the Employee Referral Form first will be eligible for the referral award. When two or more Referral Forms are submitted for the same applicant, the Director of Human Resources will investigate and determine which employee earned the award.

Represented employees may be included in the program upon approval of their respective union representatives.

Effective pilot period: January 1, 2024 – December 31, 2024. Pilot extension subject to Board approval.

County Connection

EMPLOYEE REFERRAL PROGRAM – SAMPLE AWARD FORM

This form must be submitted by the employee requesting the award. It must be signed by the referred applicant and be submitted to the Human Resources Department no later than the applicant's first date of employment.

PLEASE PRINT:

I _____ am a permanent employee of County Connection.

I have referred _____ to County Connection to apply for the position of _____.

I am aware of, agree to and will be bound by the terms and conditions of the Employee Referral Pilot Program.

Referred (New) Employee Signature

Date

Referring Employee's Signature

Date

For internal use only

Human Resources Department Approval

Name:

Date:

Signature:

To: Board of Directors

Date: 10/25/2023

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

Reviewed by: WC.

SUBJECT: Regional Transportation Planning Studies

Background:

The COVID-19 pandemic has had a profound impact on public transit in terms of ridership, operations, and funding. These impacts have continued to linger as we emerge from the pandemic, and transit agencies must figure out how to respond to changes that will likely become the new normal. This is particularly significant for the Bay Area, where high rates of remote work and a transit network oriented towards traditional commuter patterns have resulted in an imbalance between ridership demand and supply of service. Congestion has also increased significantly despite the fact that workers are commuting less, and as the economy has recovered, traffic patterns have evolved and become more unpredictable due to an increase in non-commute travel. In addition, rising costs and inflation have furthered the gap between operating revenues and expenses, particularly among transit agencies that have historically relied heavily on fare revenues.

In order to address these challenges and plan for a new normal, County Connection staff is actively involved in various strategic planning studies being conducted regionally, countywide, and more specifically within the agency. These efforts are very much interrelated and will require close coordination to ensure consistency in how investments are prioritized. These plans will also provide an opportunity to better understand and more clearly define the ways in which transit agencies can improve coordination on the regional, countywide, and/or local level.

Regional Plans:

There are several planning efforts and projects currently being developed or already underway across the Bay Area region to address these issues, some of which began before the pandemic in an effort to increase coordination among the region's transit operators. These pre-pandemic efforts included the Fare Coordination and Integration Study (FCIS) and the Regional Mapping & Wayfinding Project. The Metropolitan Transportation Commission (MTC) established the Blue Ribbon Transit Recovery Task Force in May 2020, which ultimately led to the development of the Bay Area Transit Transformation Action Plan (Action Plan). The Action Plan identified near-term actions, which included advancing the existing fare integration and wayfinding projects as well as new initiatives around bus transit priority and regional network planning.

Fare Coordination and Integration

The FCIS study began in late 2019 and ultimately recommended implementing a phased set of pilot projects. This included the Clipper BayPass pilot, which was rolled out last year, as well as unified inter-operator transfers, which will be implemented with the rollout of the next generation Clipper system in 2024.

Regional Mapping & Wayfinding

MTC's Regional Mapping & Wayfinding project will develop regional branding and design standards, prototypes for pilot implementation, and a governance and O&M strategy. A subregional pilot is planned for the East Bay and will include County Connection's service area.

BusAID & Transit Priority Policy

The initiative to advance bus transit priority will be twofold. The first component, Bus Accelerated Infrastructure Delivery (BusAID), will focus on near-term, quick-build projects that can be implemented within the next year. The second component will be the development of a regional Transit Priority Policy that will complement a similar statewide policy being developed by Caltrans.

Transit 2050+

Regional network planning will be incorporated into MTC's Regional Transportation Plan update, Plan Bay Area 2050+. Historically, projects are submitted by individual agencies or project sponsors and prioritized based on a set of evaluation criteria. In contrast, Transit 2050+ will develop transit strategies with the goal of creating a comprehensive regional network concept to be incorporated into the broader Plan Bay Area 2050+ plan.

Countywide Plans:

In parallel with many of the regional efforts, there are also several countywide transportation plans and projects currently being led by the Contra Costa Transportation Authority (CCTA) in coordination with the local jurisdictions and transit agencies. These plans are meant to establish the vision and priorities for the transportation network within the more specific context of Contra Costa County.

Countywide Transportation Plan

The Countywide Transportation Plan (CTP) is the county's long-range transportation plan that parallels and provides input into the regional plan, Plan Bay Area. The last CTP update was in 2017, and the update will respond to changes in the transportation landscape and incorporate the recently updated Action Plans from each of the five subregions.

Integrated Transit Plan

The Integrated Transit Plan (ITP) will provide guidance on improving the transit network within the County to better serve local and regional travelers. The plan will inform the broader CTP and identify projects that support enhanced services with the goal of attracting more riders to transit.

Countywide Smart Signals Project & IDEA TSP

The goal of the Countywide Smart Signals project is to upgrade traffic signal and communications systems throughout the County and allow for interconnectivity between the local jurisdictions and other agencies. One of the key features will be Transit Signal Priority (TSP), a technology that is currently being tested in the Cities of Concord and Walnut Creek as part of the IDEA TSP project.

Agency Plans:

Finally, staff will be undertaking three major planning efforts within the next year. An onboard passenger survey is currently underway and will provide important insight into our riders and what their needs are, which can help inform the decisions made in the ITP and Transit 2050+. In addition, County Connection was awarded a grant earlier this spring to study four major corridors within its service area to identify transit priority improvements that will increase the speed and reliability of buses. TSP will almost certainly be considered as a potential strategy, and the results of the IDEA TSP pilot will be used in that assessment. Finally, staff will be completing a bus stop access study that will consider stop consolidation

and improvements. Both studies are intended to provide a list of recommended projects that can be included in the various countywide and regional plans.

Financial Implications:

None, for information only.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

INTER OFFICE MEMO

To: Board of Directors

Date: 11/8/2023

From: Ryan Jones, Manager of Marketing & Communications

Reviewed by: MR

SUBJECT: Food Drive

Background:

The Food Bank of Contra Costa & Solano collects food for emergency and supplemental food for people in need and who may be experiencing hunger or food insecurity. The organization partners with community advocates, groups, and businesses to also help drive food donations. County Connection has partnered with the Food Bank to host food drives for over 30 years.

Food Drive Promotion:

County Connection will participate in the food drive in partnership with the Food Bank of Contra Costa & Solano in November. The Food Bank will deliver donation barrels in the administrative building for canned and non-perishable donations. As well, we will be asking passengers to donate to the Food Drive virtually by scanning a QR code and donating directly to the Food Bank. For each dollar raised, the Food Bank can provide two meals to food-insecure individuals or families.

Staff will be promoting the food drive on social media as well as through printed flyers displayed on our buses. Donations will be accepted beginning November 26th through December 11th.

Historically, food donations have been collected on County Connection buses. However, staff decided to forgo this option this year because of past operational challenges and issues with storage, causing the food to be unuseable. Looking forward, staff is working with the Food Bank to plan a "Fill The Bus" event, in which a County Connection bus will park outside a grocery store and volunteers will encourage shoppers to donate money or non-perishable food items and *fill the bus!*

Financial Implications:

None

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Board of Directors

Date: 11/06/2023

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

Reviewed by: *Ref*

SUBJECT: Swiftly Software License Renewal

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.

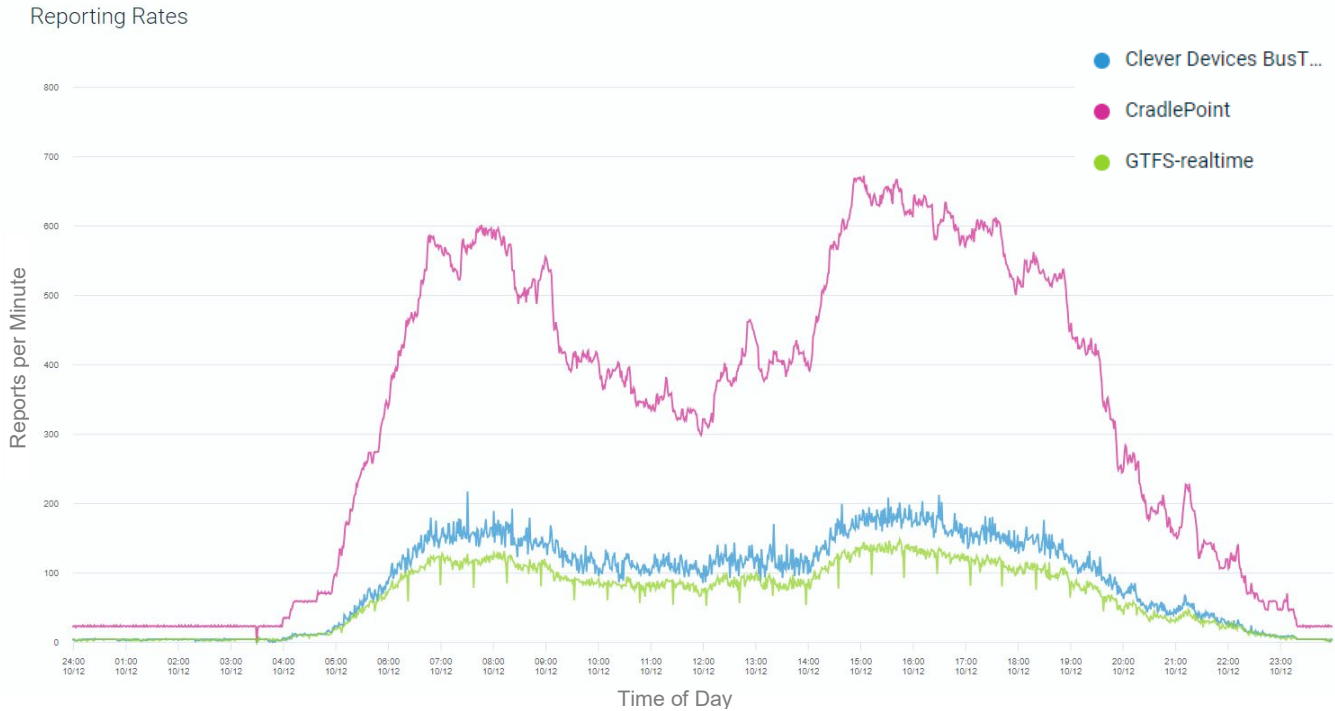
Historically, on-time performance and run time data has been collected and reported using the Clever Devices Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system installed on the buses. However, obtaining useful and timely data from this system has been an ongoing challenge. Data is only 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 12th 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:

The O&S Committee and staff request that the Board adopt Resolution No. 2024-08 approving a one-year contract renewal with Swiftly.

Attachments:

Resolution No. 2024-08

RESOLUTION NO. 2024-08

**BOARD OF DIRECTORS
CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

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**RENEWING A CONTRACT WITH SWIFTLY, INC. FOR ON-TIME PERFORMANCE, RUN
TIMES, AND SPEED MAPS SOFTWARE MODULES FOR A ONE-YEAR TERM FOR AN
AMOUNT NOT TO EXCEED \$130,000**

WHEREAS, the County of Contra Costa, the Cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon and Walnut Creek, and the Towns of Danville and Moraga (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 *et seq.*, for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions ("Service Area");

WHEREAS, on-time performance and run time data is critical for staff to make timely adjustments to CCCTA's bus schedules;

WHEREAS, obtaining useful and timely data from CCCTA's Clever Devices Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system installed on the buses has been an ongoing challenge;

WHEREAS, in fall of 2022, staff began exploring alternative options to improve data collection for on-time performance tracking without an entire overhaul of the existing CAD/AVL system;

WHEREAS, Swiftly, Inc. (Swiftly) is a cloud-based transit data platform that integrates with existing hardware on the buses to provide data analytics and visualizations;

WHEREAS, in December 2022, CCCTA entered into a sole source contract with Swiftly for an initial one-year term for \$98,875 to test out Swiftly's On-Time Performance and Run Times software modules;

WHEREAS, over the past year, Swiftly's modules have provided staff with a powerful set of analytical tools that have reduced staff time required to analyze and develop schedule changes so staff can respond more quickly to performance issues and/or operator concerns; and

WHEREAS, given the value demonstrated by the platform to date and anticipated needs for future projects, staff recommends and the Operations and Scheduling Committee concurs that the Board of Directors renew the contract with Swiftly for a one-year term for the On-Time Performance, Run Times, and Speed Maps software modules for an amount not to exceed \$130,000.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority renews the contract with Swiftly, Inc. for a one-year term for the On-Time Performance, Run Times, and Speed Maps software modules for an amount not to exceed \$130,000; and

BE IT FURTHER RESOLVED that the General Manager or designee is authorized to take any

other actions necessary to give effect to this resolution.

Regularly passed and adopted this 16th day of November, 2023 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Don Tatzin, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

INTER OFFICE MEMO

To: Board of Directors

Date: 11/7/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: One Seat Regional Ride Pilot Program Extension November 2023

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:

O&S Committee and staff 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:

The O&S Committee and staff respectfully request the Board of Directors adopt resolution No. 2024-09, authorizing the approval of the one-year extension to the One-Seat Regional Ride Pilot program.

Attachments:

Resolution No. 2024-09

RESOLUTION NO. 2024-009

**BOARD OF DIRECTORS CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

* * *

**APPROVING A ONE-YEAR EXTENSION TO THE ONE-SEAT REGIONAL RIDE PILOT PROGRAM
AND AMENDMENT TO CORRESPONDING MEMORANDUM OF UNDERSTANDING**

WHEREAS, the County of Contra Costa, the Cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon and Walnut Creek, and the Towns of Danville and Moraga (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 *et seq.*, for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions ("Service Area");

WHEREAS, in November 2020, the CCCTA Board of Directors approved a six-month pilot program to provide a One-Seat Regional Ride ("Program") for paratransit passengers wishing to travel across multiple transit agency service areas;

WHEREAS, the Program's participating agencies are Eastern Contra Costa Transit Authority ("Tri-Delta Transit"), Western Contra Costa Transit Authority ("WestCAT"), Livermore-Amador Valley Transit Authority ("Wheels Bus") and Central Contra Costa Transit Authority ("County Connection LINK");

WHEREAS, the Program aims to streamline current regional ride practices by eliminating required transfers for trips that cross multiple transit service areas, enabling Program passengers to have a one-seat ride for the entire duration of their trip;

WHEREAS, the Program utilizes the services of CCCTA's paratransit service provider, Transdev Services, Inc.;

WHEREAS, the Program was previously extended in April 2021, November 2021, and October 2022 for a total of thirty additional months;

WHEREAS, CCCTA, in partnership with the Federal Transit Administration (FTA), the National Transit Database (NTD) and the Metropolitan Transportation Commission (MTC), is continuing to work through NTD reporting difficulties;

WHEREAS, the agencies participating in the Program have proposed extending the Program for another year to modify the existing Program to include acceptance of paper tickets as a form of payment and include a mobile app with trip management capabilities; and

WHEREAS, staff recommends and the Operations and Scheduling Committee concurs that the Board of Directors approve an additional one-year extension of the Program through November 30, 2024.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority approves an additional one-year extension of the Program through November 30, 2024; and

BE IT FURTHER RESOLVED, that the Board of Directors authorizes the General Manager to execute an amendment to the participating agencies' Memorandum of Understanding in order to reflect the one-year Program extension.

Regularly passed and adopted this 16th day of November, 2023 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Don Tatzin, Chair, Board of Directors

ATTEST: _____
Lathina Hill, Clerk to the Board