

# County Connection

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

**ADVISORY COMMITTEE  
MEETING AGENDA  
Tuesday, November 14, 2023, 1:00 p.m.**

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

**County Connection Board Room  
2477 Arnold Industrial Way, Concord, California**

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

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

Or Telephone:

Dial: US: +1 669 900 6833

Webinar ID: 857 4285 2363

**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: [noya@cccta.org](mailto:noya@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 Advisory Committee Members 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 Committee.

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](http://www.countyconnection.com) for any updates or further instruction.

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.

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

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

1. Call to Order
2. Introduction of New Director of ADA and Specialized Services, John Sanderson
3. Roll Call
4. Approval of Agenda
5. Approval of Minutes of September 19, 2023\*
6. Public Comment
7. Consent Calendar:
  - a. Paratransit Performance Report\*
8. Fiscal Year 2023 Fixed Route Performance Report-Information Only\*
9. Fiscal Year 2023 Paratransit Performance Report-Information Only\*
10. One Seat Regional Ride- Informational Only\*
11. Travel Training Update- Informational Only
12. Improving Collaboration between Advisory Committee and Board-Discussion
13. Committee Member Communications
14. Future Agenda Items
15. Adjournment – Next Meeting January 10, 2024

### **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.

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.

## Currently Scheduled Board and Committee Meetings

Board of Directors: Thursday, November 16, 9:00 a.m., County Connection Board Room  
Administration & Finance: Wednesday, December 6, 2:00 p.m., County Connection Offices  
Operations and Scheduling: Wednesday, December 6, 8:00 a.m., 309 Diablo Rd., Danville  
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**

## MEMBERSHIP ROSTER/ATTENDANCE REPORT - 2023

Member Name	Jurisdiction	Jan-23	Mar-23	May-23	Jul-23	Sep-23	Nov-23	Original Appointment	Term Expires
Robert Barnes	Concord	A	P	P	P	A		Mar-22	Apr-24
Jim Yu	Moraga	P	P	A	P	P		Nov-21	Nov-23
Andrei Obolenskiy	Pleasant Hill				P	P		Jun-23	Apr-25
Sarah Birdwell	Contra Costa County				P	P		Jun-23	Jun-25
Ian McLaughlin	Walnut Creek	P	P	P	P	P		Apr-22	Mar-24
Robert Kaplan	Martinez				P	P			5/31/2025
Vacant	Danville								
Vacant	Orinda								
Vacant	Clayton								
Vacant	Lafayette								
Vacant	San Ramon								

## CCCTA Staff - 2023

Member Name	Jurisdiction	Jan-23	Mar-23	May-23	Jul-23	Sep-23	Nov-23
Bill Churchill	County Connection Staff	A	A	A	A	A	
Ruby Horta	County Connection Staff	A	A	A	A	A	
Rosa Noya	County Connection Staff	P	P	P	P	P	
Melody Reebbs	County Connection Staff	P	P	P	P	A	
Pranjal Dixit	County Connection Staff	P	P	P	P	P	
Ryan Jones	County Connection Staff	P	P	P	P	P	
Victor Carranza	BigStar Staff				P	P	
Laura Corona	Transdev Staff				A	A	
Christian Sanchez	Transdev Staff				P	P	

P = Present

A = Absent

C = Cancelled

Vacant

**Summary Minutes  
Advisory Committee  
Tuesday, September 19, 2023**

**Members:** Ian McLaughlin, Robert Kaplan, Jim Yu, Andrei Obolenskiy, and Sarah Birdwell

**Staff:** Sandra Muhlestein (CCCTA), Pranjal Dixit (CCCTA), Ryan Jones (CCCTA), Christian Sanchez (Transdev), Victor Carranza (Big Star)

**Public:** Rashida Kamara (CCTA)

- 1. Call to Order:** Meeting was called to order at 1:00 PM
- 2. Roll Call**
- 3. Approval of Agenda:** The agenda for the September 19, 2023, meeting was approved unanimously. M/S: Yu, Birdwell
- 4. Approval of minutes of July 11, 2023:** The minutes of the July 11, 2023, meeting was approved unanimously. M/S: Obolenskiy, Yu
- 5. Public Comment:** None
- 6. Consent Calendar:** Member Kaplan asked a question with regards to data captured on Clipper usage. M/S: Kaplan/Birdwell- Consent Calendar was approved unanimously.
- 7. Chair and Vice Chair Nominations and Elections:** Ms. Noya provided a summary of the associated duties for Chair and Vice Chair roles. Interim Chair McLaughlin provided an overview of the process for electing the roles. Member Obolenskiy nominated Member McLaughlin for role of Chair and Member Kaplan seconded the nomination. Member McLaughlin accepted the nomination. Member McLaughlin was the sole nomination and was unanimously elected for the Chair role. Chair McLaughlin opened the floor for nominations for Vice Chair role. Member Obolenskiy was nominated by both Members Kaplan and McLaughlin. Member Obolenskiy declined nomination citing other obligations. Member Kaplan was nominated by Chair McLaughlin and Member Yu. No other nominations were received. Member Kaplan accepted the nomination and was elected unanimously.

- 8. Fare Changes Update-Informational Only:** Mr. Dixit reported that in June 2023 the Board had approved a two-year extension for the Clipper START and Youth Fare pilot programs. These programs have been under the administration of the Metropolitan Transportation Commission (MTC), which suggests a transition to a 50% discount model across all operators to enhance program effectiveness and encourage greater participation. Following discussions with neighboring transit agencies, the staff recommends elevating County Connection's discount rate from 20% to 50% for these programs. Since this change constitutes a fare adjustment, it necessitates a Title VI analysis and a public hearing process. Additionally, the staff proposes further fare adjustments to streamline the fare structure by eliminating surcharges for Express routes. Combining both these changes into a single Title VI analysis increases the likelihood of ensuring equity across rider demographics. The public hearing will be held at the next Board meeting. Member Obolenskiy and Kaplan asked about how often the analysis/survey is conducted. No comments or questions from the public.
- 9. Onboard Survey-Information Only:** Mr. Dixit presented a report on the Onboard Survey that will be conducted in October. The survey will capture relevant data to see what improvements are needed now and in the future. It will allow the Authority to gauge where resources should be allocated. Chair McLaughlin is interested in seeing the data findings. Member Obolenskiy asked about the ability to add questions to the survey. Mr. Dixit mentioned that the questions have been finalized citing that the Onboard Survey is in sync with the type of questions that the Metropolitan Transportation Commission (MTC) poses in their own survey. No comments or questions from the public.
- 10. Travel Training Update- Information Only:** Member Birdwell provided an overview of the Travel Training program as well as providing an update which includes conducting group field trips. Member Yu asked if the flyer on the program was posted on the County Connection website. Marketing Manager Ryan Jones mentioned it was currently not uploaded. Member Birdwell mentioned some of the difficulties associated with the Clipper application process for seniors.
- 11. Improving Collaboration between Advisory:** Chair McLaughlin led the discussion on how to improve the collaboration between the Advisory committee and the Board of Directors. Member Obolenskiy would like to see what the Board of Directors meeting agenda so that agenda items can be discussed in the Advisory Committee.
- 12. Committee Member Communications:** Member Obolenskiy mentioned that as a member of the Ironhorse Commission and there have been recent discussions concerning use of autonomous vehicles on the Ironhorse Trail. Currently the Commission is focused on public input.

**13. Future Agenda Items:** Member Kaplan requested Advisory Committee members to receive the Board agenda packets. Chair McLaughlin brought up the previously mentioned item pertaining to drafting flyers to recruit new members.

**14. Adjournment:** The meeting was adjourned at 2:02 pm. Next meeting to be held on November 14, 2023.

Minutes prepared by Rosa Noya on October 27, 2023.

To: Operations & Scheduling Committee

Date: 09/25/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *Rf*

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

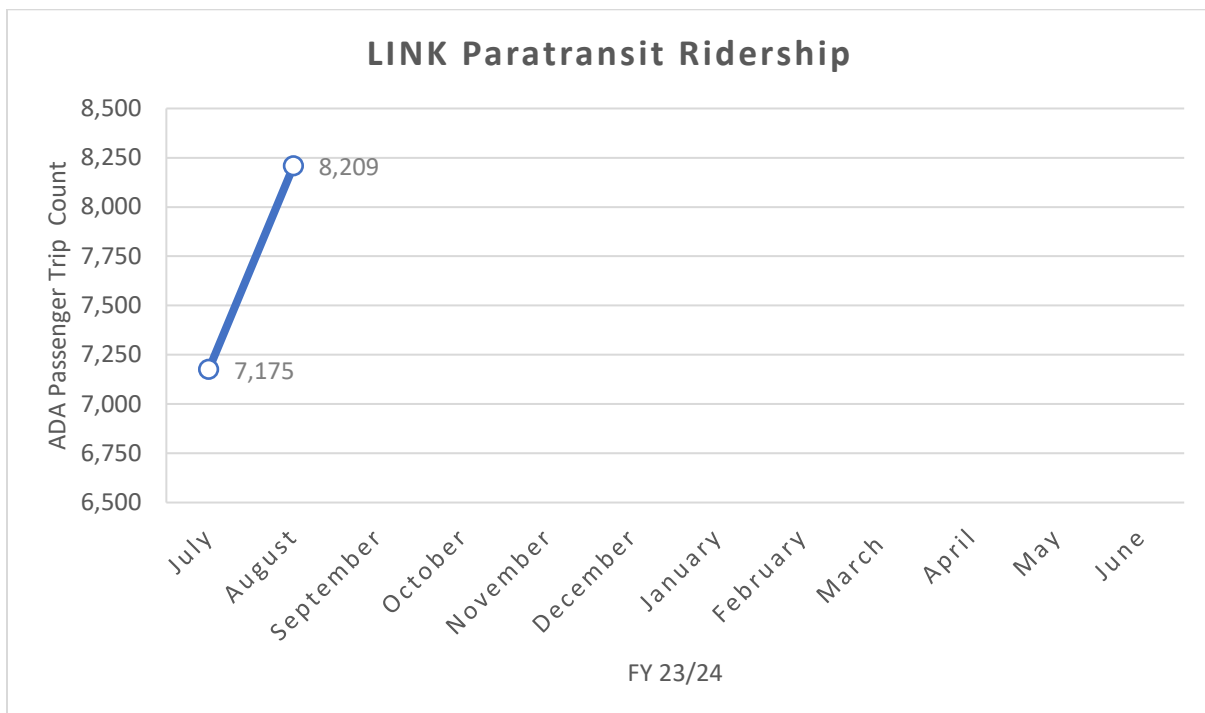
### Background:

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 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).

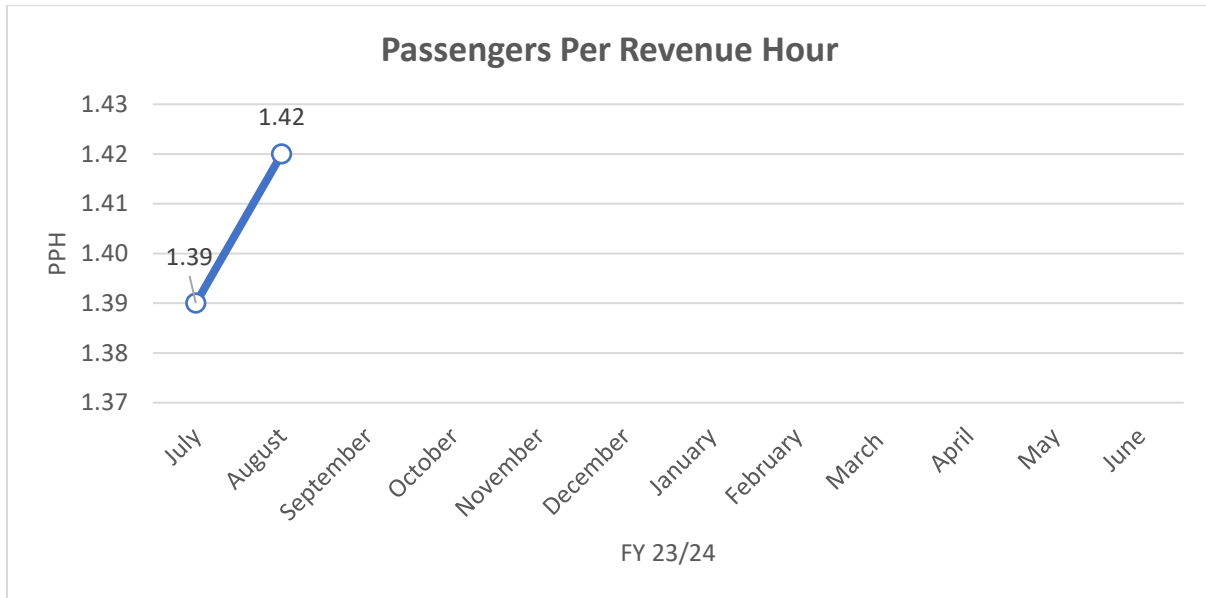


\* Data does not include One Seat Regional Ride trips



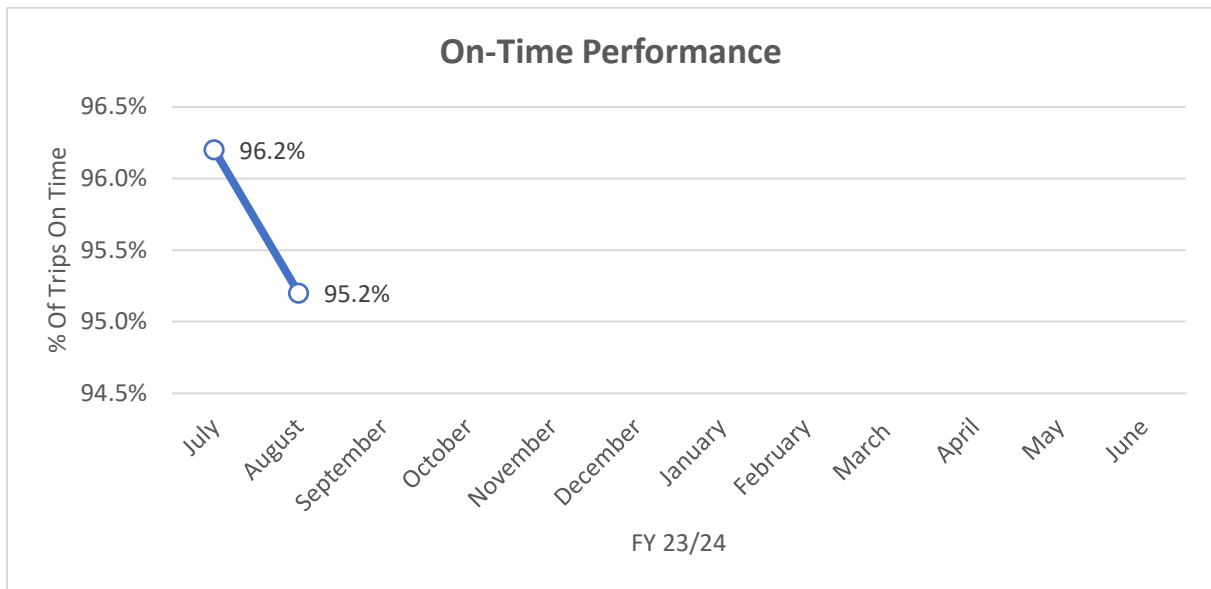
Productivity:

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:

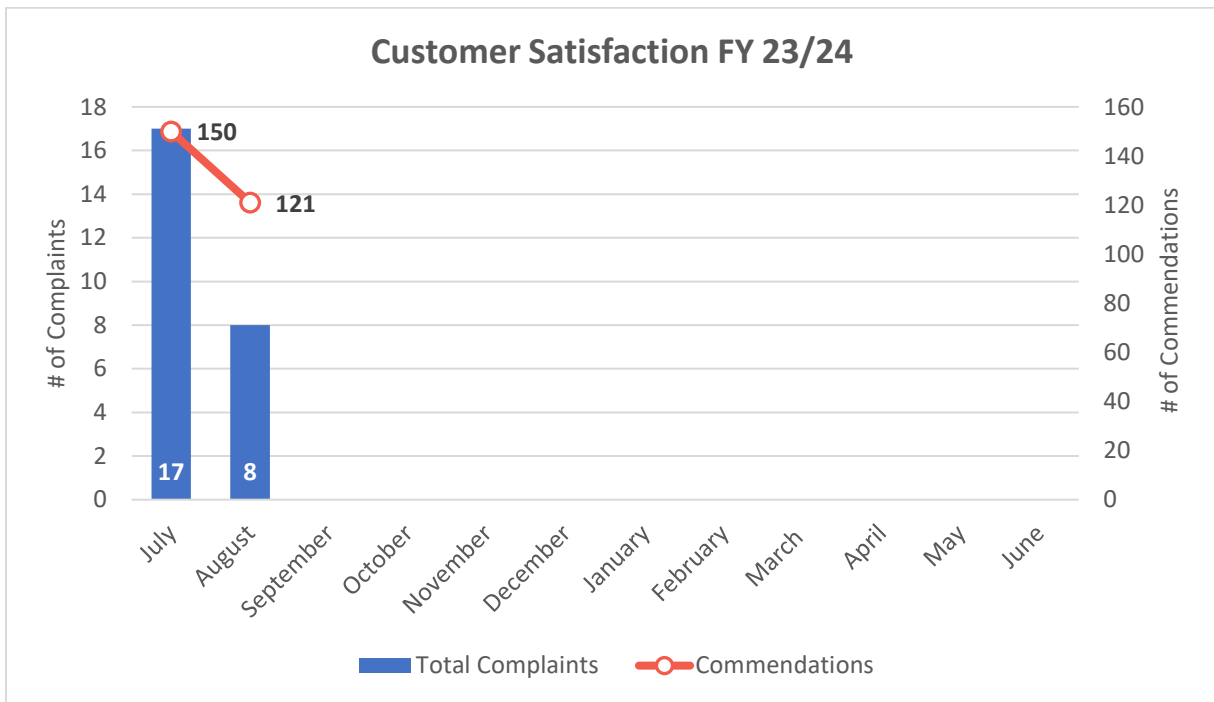
August trips reported an average on-time performance of 95.2% - a slight decrease in on-time performance compared to the prior month, in which 96.2% of the total trips performed on time. Despite the slight decrease, performance in August continues to be a step in the right direction as on-time performance 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.

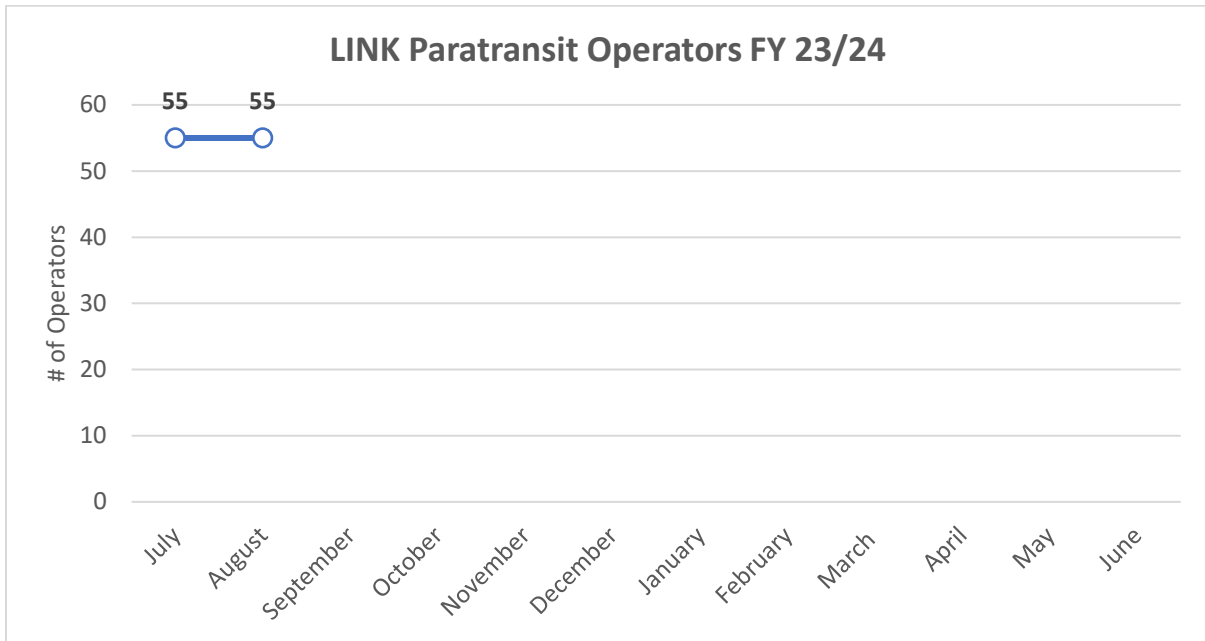


**Safety:**

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.

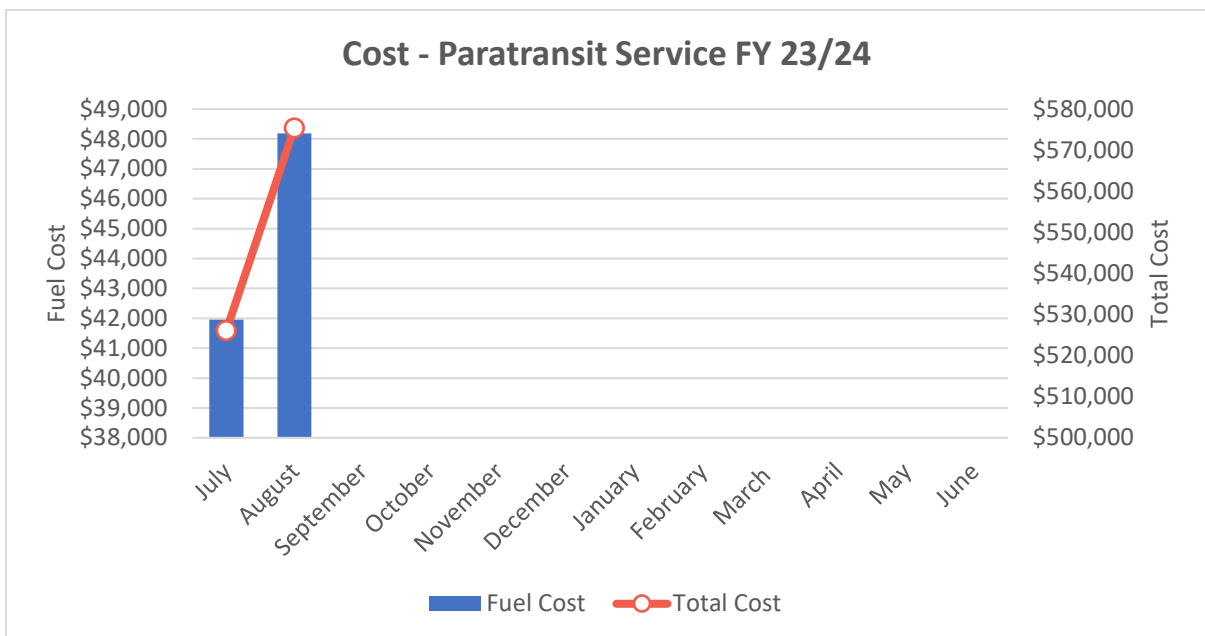


**Financial Implications:**

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: *RNF*

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

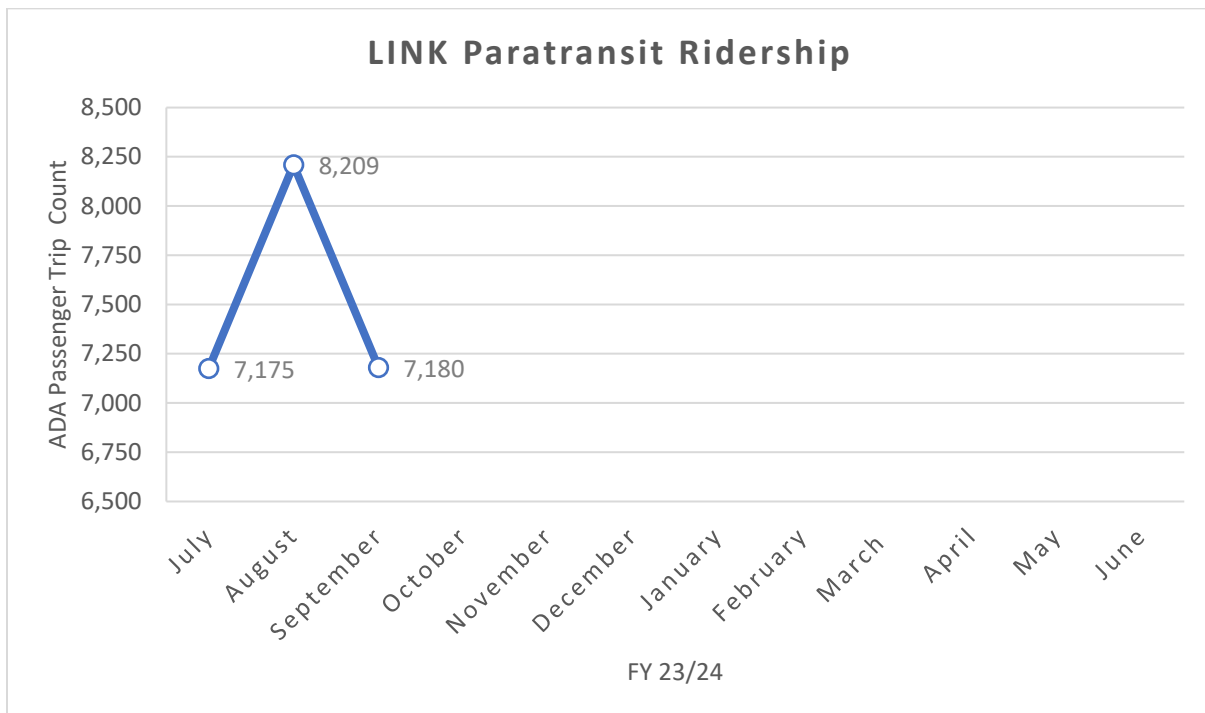
### Background:

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:

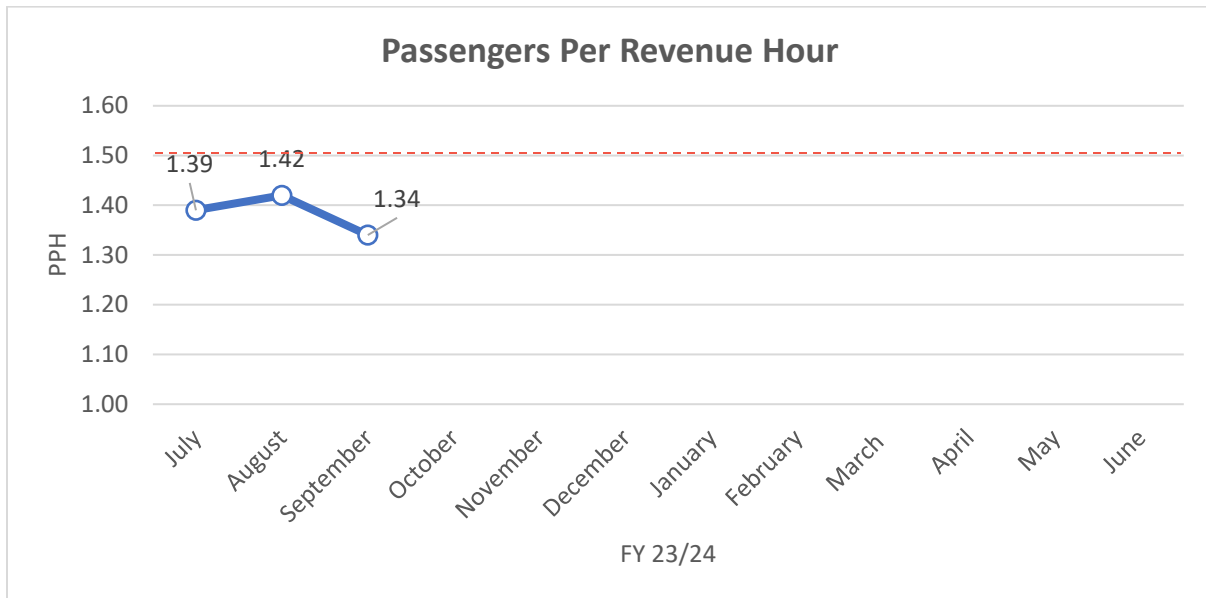
The total reported number of ADA passenger trips in September was 7,180. August reported a total of 8,209. The decrease is primarily attributed to academic programs returning from the summer recess earlier in the calendar year. The total reported number of ADA Passengers reported in September of 2023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



\* Data does not include One Seat Regional Ride trips

**Productivity:**

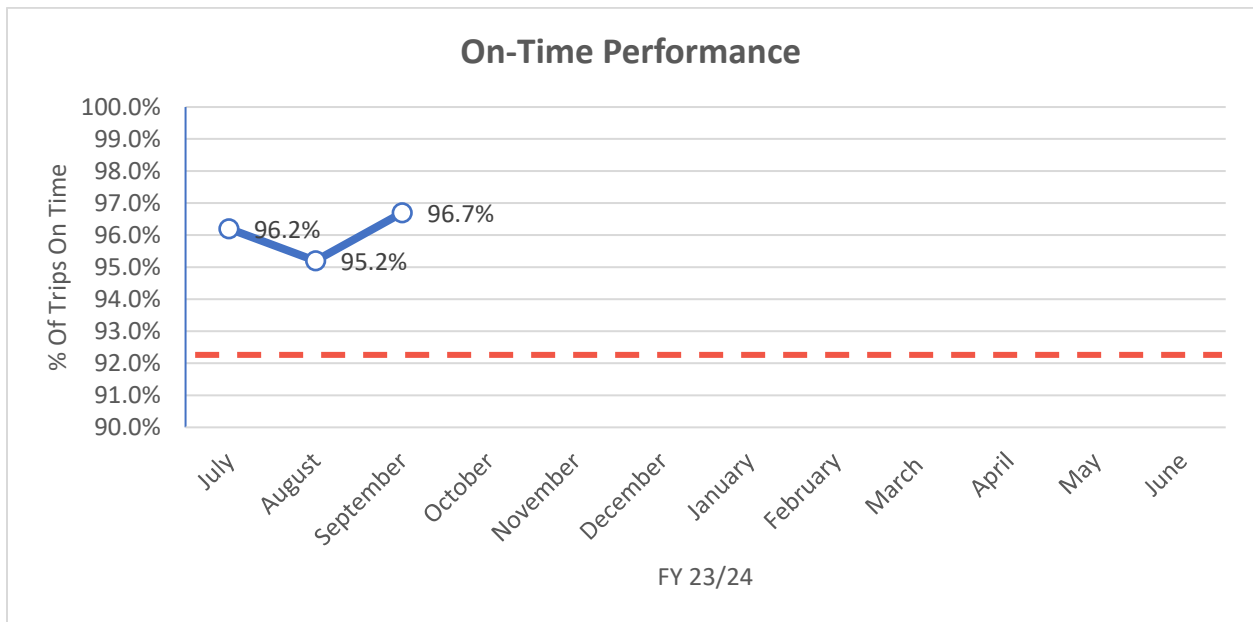
In September, the average number of ADA passengers per revenue hour stood at 1.34, marking a decline compared to August, when the figure was 1.42 ADA passengers per revenue hour, excluding escorts or attendants. It's worth noting that the LINK Paratransit service's established benchmark is to uphold 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.

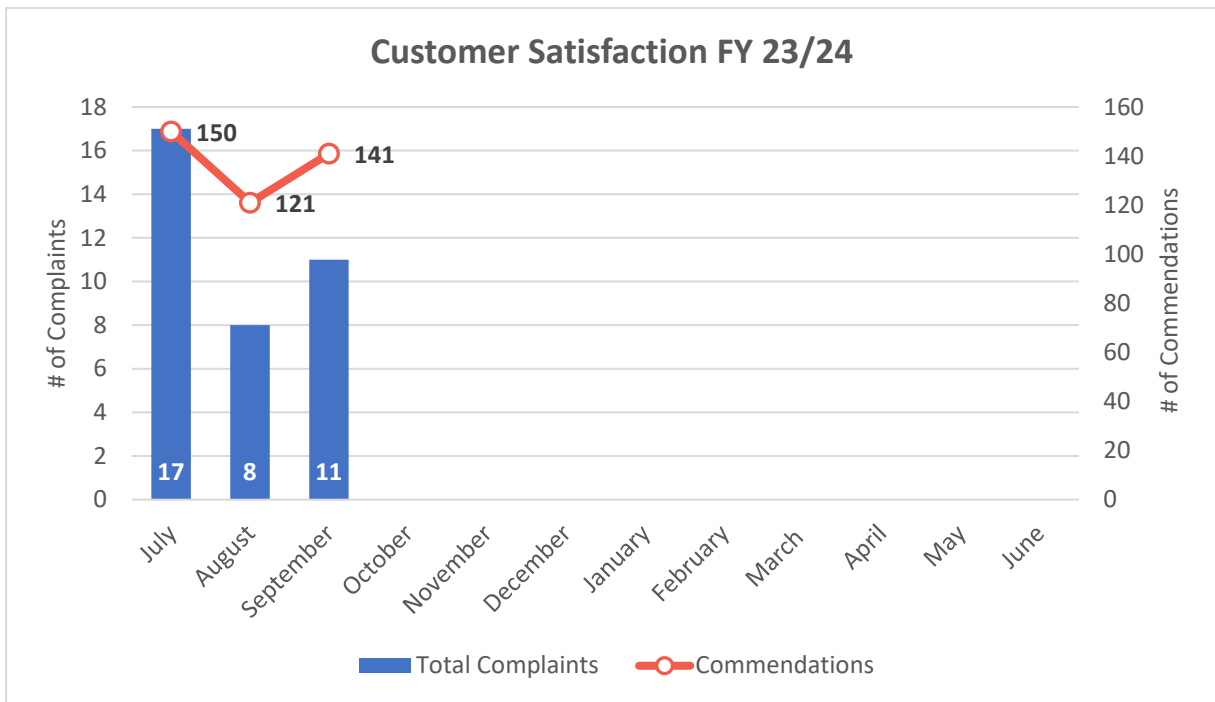




**Customer Satisfaction:**

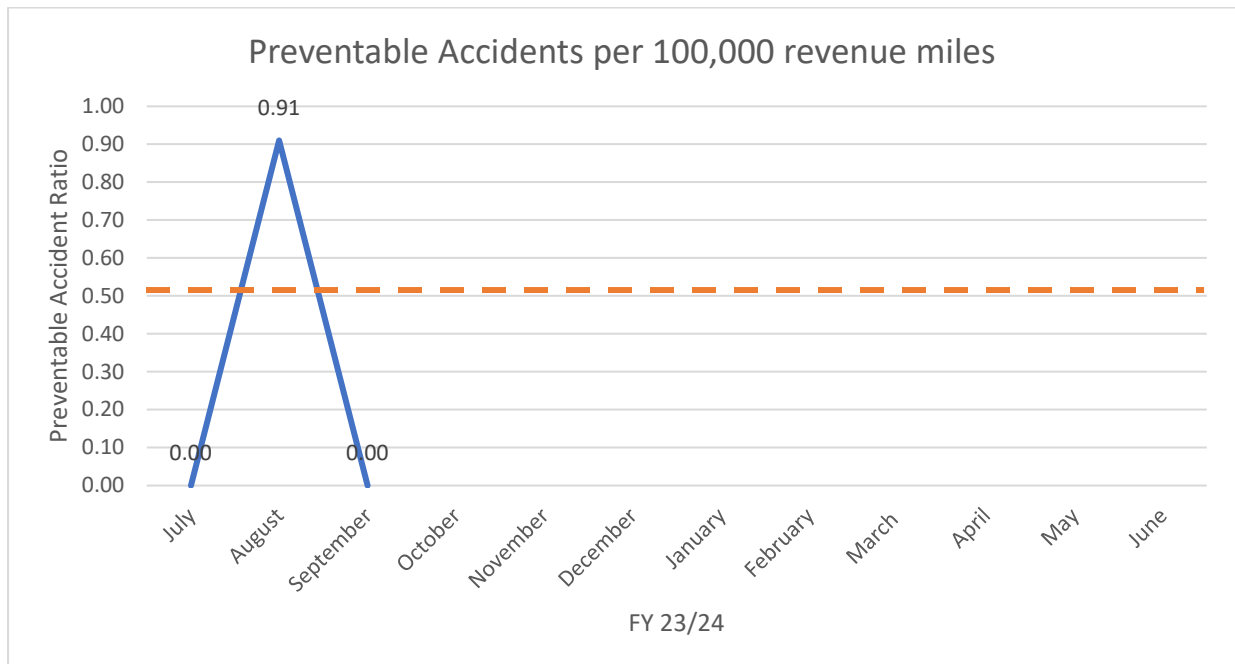
In September, a total of eleven (11) complaints were registered, with ten (10) linked to timeliness issues and the remaining one (1) attributed to driver skill concerns. The majority of the complaints related to timeliness are attributed to longer than anticipated travel times during peak travel time 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.



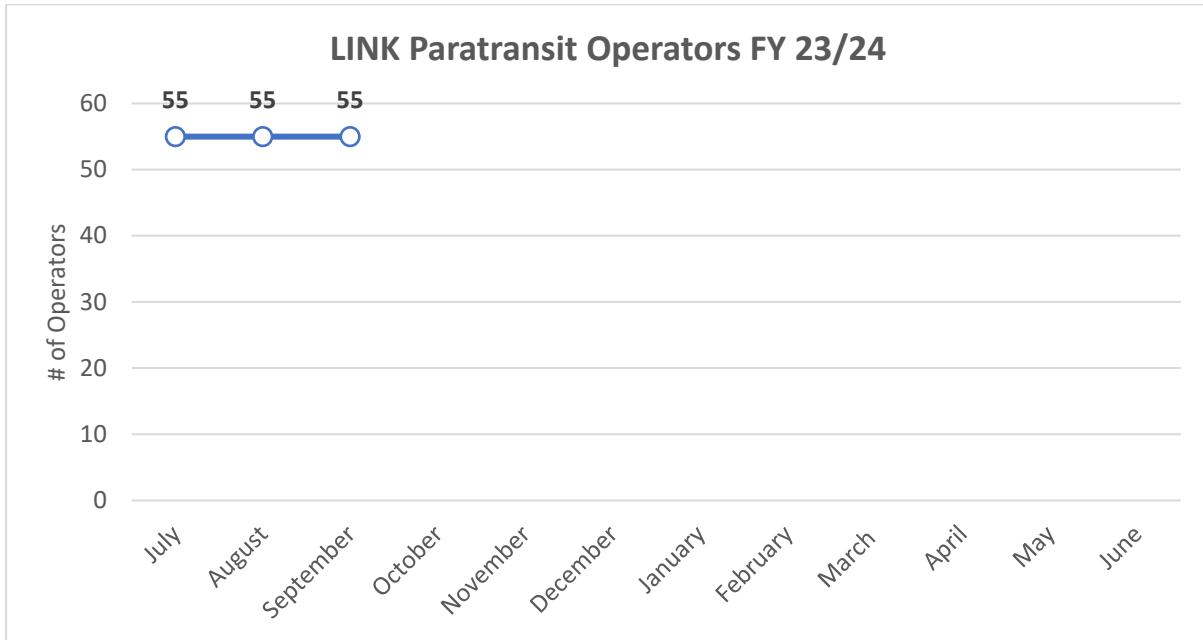
**Safety:**

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:

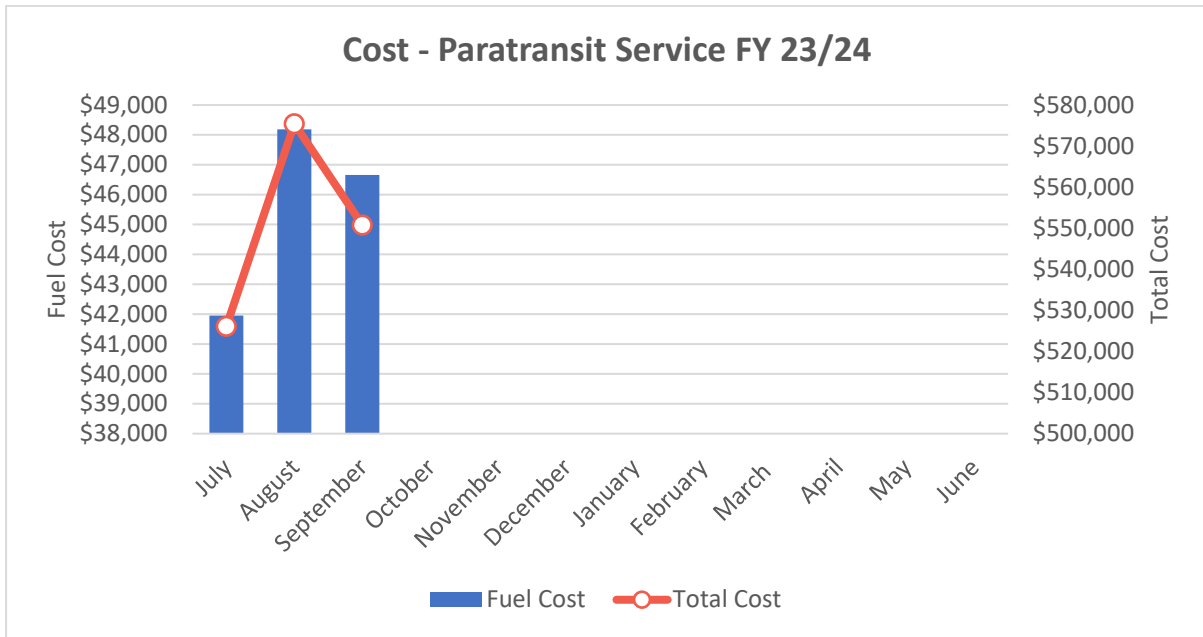
For the month of September, LINK Paratransit had a total of 55 drivers available to operate routes. Out of this group, five (5) drivers were on leave of absence. In response to the need for an expanded driver pool to accommodate both current and anticipated increases in ridership, Transdev has implemented 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*

**To:** Board of Directors

**Date:** 8/28/2023

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

**Reviewed by:** MR

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**SUBJECT: Fiscal Year 2023 Fixed-Route Performance Report**

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**Background:**

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends for July 2022 through June 2023. Overall, total fixed-route passengers increased by 29.1% from FY 2022 to FY 2023. Total weekday ridership was up 28.5% and weekend ridership was up 35.1% over FY 2022.

FY 2023 was the first full year since the shelter-at-home orders were lifted, mask mandates were relaxed, and schools came back in-person, ridership has seen a steady increase, aided by systemwide and regionwide fare promotions. Average weekday ridership fluctuated between 20%-40% below normal pre-COVID levels throughout FY 2023. Weekend ridership recovered more quickly than on weekdays and ranged between 20% below to 2% above pre-pandemic ridership.

Bus schedules were changed three times in the 2022-2023 fiscal year to accommodate changes in bell times, BART service, and traffic congestion. In August 2022, schedules were changed to reflect new bell times, several of which were implemented as a result of Senate Bill 328 requiring later start times for high schools. The schedules were also adjusted to align with BART service changes on weekends. In November 2022, routes in Martinez were restructured to realign routes to better serve the demand. In January 2023, schedules were further adjusted to improve on time performance and operator layovers to adjust for increased traffic congestion and changes in travel patterns. Overall, about 0.64% of scheduled trips were missed over the course of FY 2023, which was 65% lower than the previous year.

Overall, on-time performance in FY 2023 was 85%, which was lower than the previous year. However, this was largely a result of changes to the methodology for calculating on-time performance to account for early departures at timepoints starting in July 2022. Additionally, along with the increase in ridership, traffic conditions worsened as the post-pandemic reopening of businesses continued, leading to a decline in on-time performance.

There was a significant increase in passengers riding for free and using employer or school passes. County Connection continued its annual Pass2Class program promotion to allow students to ride the buses for free for two months starting in August 2022. Additionally, beginning in July 2022, the Monument Free program was expanded to provide free rides on weekend Routes 311, 314, and 316. County Connection also implemented free fares for all passengers for the month of October 2022, which aided in strong ridership recovery.

Clipper usage among fare-paying riders also saw significant improvement, which could be attributed to continued adoption of regional fare programs like Clipper START and Clipper Youth discount programs which were implemented in January 2021. Of those who paid a fare, average Clipper usage was 78.7%, which was higher than the pre-COVID average of 76.4%.

**Financial Implications:**

None, for information only.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

CCCTA Performance Measurement  
CCCTA Performance Indicators  
CCCTA Boardings by Fare Type

## CCCTA PERFORMANCE MEASUREMENT

Fiscal Years 2022 and 2023

PERFORMANCE MEASURE	FY 21-22	FY 22-23	% Change FY22 to FY23
Weekday Passenger Boardings	1,668,815	2,143,989	28.5%
Saturday Passenger Boardings	91,905	120,814	31.5%
Sunday Passenger Boardings	73,744	102,915	39.6%
<b>Fixed Route Total Passengers</b>	<b>1,834,464</b>	<b>2,367,719</b>	29.1%
Other Passengers <sup>(1)</sup>	69	56,859	
<b>Grand Total Passenger Boardings</b>	<b>1,834,533</b>	<b>2,424,578</b>	32.2%
Average Weekday Ridership	6,544	8,408	28.5%
Total Revenue Hours	185,211	188,263	1.6%
Total Revenue Miles	2,145,814	2,247,706	4.7%
Operating Cost <sup>(3)</sup>	<sup>(2)</sup> \$31,747,880	<sup>(3)</sup> \$ 34,552,471	8.8%
Farebox Revenue	<sup>(2)</sup> \$1,936,353	<sup>(3)</sup> \$2,440,019	26.0%
Number of Weekdays	255	255	0.0%
Number of Saturdays	52	52	0.0%
Number of Sundays	52	52	0.0%
Total Scheduled Trips	259,736	259,496	(0.1%)
Total Missed Trips	4,803	1,663	(65.4%)
<b>Passenger Boardings per Day</b>			
Weekday	6,544	8,408	28.5%
Saturday	1,767	2,323	31.5%
Sunday	1,418	1,979	39.6%

(1) 'Other Passengers' include Bus Bridges & Special Events

(2) FY 21-22 Operating Cost & Farebox Revenue have been updated to "**post Audit**" figures

(3) FY 22-23 Operating Cost & Farebox Revenue figures are still being finalized



## CCCTA PERFORMANCE INDICATORS

Fiscal Years 2022 and 2023

PERFORMANCE MEASURE	FY 21-22	FY 22-23	% Change
			FY22 to FY23
Passengers/Revenue Hour	9.91	12.88	30.0%
Passengers/Revenue Mile	0.85	1.08	26.2%
Cost/Revenue Hour	\$171.41	<sup>(1)</sup> \$183.53	7.1%
Cost/Passenger	\$16.25	<sup>(1)</sup> \$13.24	(18.5%)
Percent of Missed Trips	1.85%	0.64%	(65.3%)
Farebox Recovery Ratio	6.1%	<sup>(1)</sup> 7.1%	15.8%
Accidents/100,000 Miles	0.98	0.97	(1.0%)
Maintenance Employee/100,000	9.43	9.56	1.4%
Operator OT/Total Operator Hour	8.66%	8.12%	(6.3%)
Percent of Trips On-time	93%	<sup>(2)</sup> 85%	(9.0%)
Lift Availability	100.0%	100.0%	0.0%
Lift Boardings	24,951	26,509	6.2%

*(1) FY 22-23 Operating Cost & Farebox Revenue figures are still being finalized*

*(2) Methodology to calculate on-time performance was modified at the beginning of FY 22-23*

## CCCTA BOARDINGS BY FARE TYPE

Fiscal Years 2022 and 2023

Fare Type	FY 21-22	% of Total	FY 22-23	% of Total	% Change
					FY22 to FY23
Adult Cash <sup>(1)</sup>	163,827	8.9%	247,402	10.2%	51.0%
Clipper Card <sup>(2)</sup>	809,675	44.1%	930,727	38.4%	15.0%
Senior & Disabled <sup>(3)</sup>	71,357	3.9%	80,316	3.3%	12.6%
Free	754,023	41.1%	1,113,886	45.9%	47.7%
Employer/School Pass <sup>(4)</sup>	35,652	1.9%	52,246	2.2%	46.5%
<b>Totals</b>	<b>1,834,533</b>	<b>100.0%</b>	<b>2,424,576</b>	<b>100.0%</b>	<b>32.2%</b>

*(1) Includes Adult cash, paper passes, and transfers*

*(2) Includes all uses of Clipper Cards including Seniors*

*(3) Includes 'Midday Free'*

*(4) Includes 'St Mary's', 'JFKU' 'Free', 91X, Ace 92X & 'Summer Youth Pass' Passengers*

To: Board of Directors

Date: 9/21/2023

From: Rosa Noya, Manager of ADA and Special Services

Reviewed by: WC.

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**SUBJECT: Fiscal Year 2023 Paratransit Performance Report**

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### **Background:**

LINK Paratransit service has continued to experience ridership growth through the third year of the COVID-19 Pandemic. Unlike years one and two, LINK has ceased performing alternative services like Meals on Wheels, school lunches and food bank trips. These programs have also experienced a reasonable amount of recovery, although they have all asked LINK to standby.

With increased ridership came a few challenges: drivers retired while others moved on to new ventures. This change in the labor force caused a strain on the service and on-time performance suffered. Complaints were at an all-time high as passengers and drivers alike became accustomed to being back in close quarters with each, others still had a sense of caution when it came to COVID outbreaks, all while dealing with increased traffic patterns on our freeways.

Staffing issues were further compounded with the loss of Transdev Operations and Safety Manager. As was written in the Paratransit contract with Transdev, monetary penalties for service failures were imposed. Transdev, being a good partner, used that incentive to cast a wide net in their recruiting efforts. On-time performance although starting at 92.9% of July 2022, dropped to an all-time low of 72.8% in November 2022. In response to this trend, Transdev provided several staff solutions which resulted in us ending the fiscal year at 94.3%, the best service performance, since taking over the contract.

### **Partnerships and Service Trends:**

Choice in Aging (CIA): Choice in Aging renewed their contract with SilverRide, after the Board approved their on-going contract with County Connection, thus continuing their ability to provide door through door service for selected individuals whose ride with traditional paratransit services are affected. Choice in Aging, like many social service agencies, struggled to open their doors fully due to low participation. In addition, they also suffered and continue to suffer with staffing issues. In the last 6 months of the fiscal year, as they continue to see growth, they increased their vehicle needs from two (2) to three (3) to accommodate more passengers. This partnership continues to benefit both Choice in Aging and County Connection LINK. Having to cater to these additional passengers on the paratransit service during our labor shortage would have been difficult and would further degrade the services we are providing.

One Seat Ride: A program established by County Connection and in partnership with Tri-Delta, WestCat and LAVTA, continues to increase. This program continues to allow passengers that are travelling from one jurisdiction to another without transfers. This successful program is going on its third year and continues to provide efficient service for both the passengers and is cost effective for

the operators. Currently, East Bay Paratransit has inquired about joining the program which would close the loop for many passengers wanting to travel to West County.

Livermore Amador Valley Transportation Partnership: As a result of a successful collaborative pilot project with LAVTA, County Connection released a joint Request for Proposal (RFP) to provide Paratransit Services using one contractor for both services. Transdev, the incumbent, won the four-year (with one option year) contract after a competitive bid. We have completed year one and will not develop another RFP until 2027.

Travel Training: County Connection received a TRANSPAC grant over a two-year period for FY23 and FY24. This grant is used to perform travel training for ADA passengers, seniors, and persons with disabilities in certain TRANSPAC supported cities. County Connection, through the Board’s approval, enlisted Independent Living Resources (ILR) to provide travel training. Start-up was slow due to writing the scope of work, developing the program, hiring a travel trainer and the unexpected long and wet winter.

<b>Fiscal Year</b>	<b>FY 21</b>	<b>FY22</b>	<b>FY23</b>
<b>LINK ADA</b>	34,552	56,876	79,321
<b>One Seat</b>	2,359	8,986	14,382
<b>Choice In Aging</b>	-	1,790	4,557

**Financial Implication:**

Staff budgeted \$7,828,061 for the FY 2023 Paratransit Service and spent \$6,927,403 on operating costs. This number could have been higher, but Transdev was charged almost \$300,000 in liquidated damages for areas in which they failed to meet service standards. This overall only accounts for County Connection’s LINK service.

**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: Paratransit Statistics

Paratransit Statistics							
	FY 17-18	FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	Change from FY21-22 to FY22-23
Operating Cost	\$ 5,517,364.00	\$ 6,296,163.52	6,287,242.98	\$ 4,753,460.94	\$ 6,433,818.00	\$6,927,403	7.7%
Farebox Revenue	\$ 504,028.00	\$ 532,080.88	\$ 397,550.02	\$ 112,477.49	\$ 107,206.00	\$ 362,778.00	238.8%
<b>Net Subsidy</b>	<b>\$ 5,013,336.00</b>	<b>\$ 5,764,082.64</b>	<b>\$ 5,889,692.96</b>	<b>\$ 4,640,983.45</b>	<b>\$ 6,326,612.00</b>	<b>\$ 6,564,625.00</b>	<b>3.8%</b>
Total Passengers	146,331	152,606	113,553	38,324	74,031	93,703	26.5%
Revenue Hours	70,222	79,565	55,393	63,484.91	50,123.00	47,690.00	(4.8%)
Non-Revenue Hours	22,031	21,691	30,001	29,221.29	21,029.82	17,709.00	(16.6%)
<b>Total Hours</b>	<b>91,260</b>	<b>101,256</b>	<b>85,393</b>	<b>92,706.20</b>	<b>71,152.82</b>	<b>65,399.00</b>	<b>(7.9%)</b>
Total Revenue Miles	1,054,542	1,185,946	1,017,246	760,081	783,408	1,117,692	42.7%
Non-Revenue Miles	265,002	282,923	189,883	121,856	71,255	149,706	110.5%
<b>Total Miles</b>	<b>1,318,993</b>	<b>1,468,869</b>	<b>1,207,129</b>	<b>881,937</b>	<b>854,663</b>	<b>1,267,398</b>	<b>48.1%</b>
Road Calls	24	26	12	4	9	11	22.2%
Complaints	44	146	43	13	73	437	497.3%
Accidents	5	8	6	4	2	5	150.0%

Notes:

FY 22 Audited

FY23-Unaudited excludes PCA and companions

LAVTA not included.

GOAL	Measurement	FY 14-15	FY 15-16	FY 16-17	FY 17-18	FY18-19	FY19-20	FY20-21	FY21-22	FY22-23	Standard	Met?
<b>EFFICIENCY</b>												
Cost Control	Cost/Revenue Hr	\$ 69.42	\$ 70.88	\$ 74.78	\$ 78.57	\$ 79.13	\$ 132.14	\$ 190.35	\$ 145.71	\$ 81.41	Increase < inflation	No
	Cost/Passenger	\$ 32.63	\$ 35.19	\$ 38.02	\$ 40.58	\$ 41.25	\$ 85.53	\$ 140.82	\$ 95.29	\$ 75.18	Increase < inflation	No
	Farebox Recovery	10.2%	8.8%	9.9%	9.1%	12.4%		COVID			10.7%	No
Safety	Accidents/100k Miles	0.83	0.45	0.46	0.38	0.3/100k Miles	0.2	0.78	0.59	0.39	0.3/100k Miles	No
<b>EFFECTIVENESS</b>												
Market Penetration	Passengers per RVhr	2.1	2	1.97	1.94	1.92	1.65	1.15	1.46	1.66	1.5	yes
	Denials	0	0	0	0	None	0	0	0	0	None	yes
Service Quality	Miles between Roadcalls	22	1.9	1.7	1.8	3.0 / 100K miles	100K	100K	100K	0.87	3.0 / 100K miles	Met
	Percent of Trips On-time	84%	81%	74%	75%	79%	91%	96%	95%	83%	90% or 92% w/incentive	no
	Complaints/100k miles	0.5	0.5	0.5	3.3	11	0.0	0.0	0.0	34.5	2.0 / 100K miles	Met
	Employee Turnover	39%	23%	11%	32%	11%	0%	0%	33%	26%	5%	No
<b>EQUITY</b>												
Improving Transit Access	Lift Availability	100%	100%	100%		100%	100%	100%	100%	100%	100%	Yes

Note: FY 22-23 figures are pre-audit

## INTER OFFICE MEMO

**To:** Advisory Committee

**Date:** 10/30/2023

**From:** Ryan Jones, Manager of Marketing & Communications

**Reviewed by:** MR

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**SUBJECT: One Seat Regional Ride Video**

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**Background:**

To make travelling across multiple public transit service areas easier and safer for Paratransit riders, County Connection's Board of Directors approved the "One Seat Regional Ride" pilot program in 2021 in partnership with Tri Delta Transit, WestCAT, and LAVTA. 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.

**Marketing Campaign:**

As interest in the One Seat Regional Ride program and its success grows, staff is putting together marketing assets, starting with a video. In collaboration with our transit partners, staff produced a One Seat Regional Ride video, featuring passenger testimonies and an overview of the program. This approximately 2-minute video also illustrates how the program works through animations and infographics. From this, staff will work in conjunction with our partnering agencies to further public engagement through marketing of the One Seat Regional Ride.

The One Seat Regional Ride video was shared at the 2023 APTA Expo, presented by Christy Wegener, Executive Director of LAVTA.

**Financial Implications:**

All costs associated with this marketing campaign are included in the Promotions budget.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None