

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Wednesday, January 3, 2024

8:00 a.m.

Supervisor Andersen Office

309 Diablo Rd, Danville, CA

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

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of December 1, 2023*
4. Fixed Route Peer Performance Comparison – Information Only*
(Staff will provide an update on the state of Fixed Route bus service in the region)
5. Means Based Paratransit Fares*
(Staff recommends the O&S Committee forward to the Board the recommendation for the General Manager to enter a new MOU with CCTA for means-based fare program cost reimbursement)
6. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – February 7, 2024 (8:00am at 309 Diablo Rd, Danville, CA)
10. Adjournment

*Enclosure

FY2023/2024 O&S Committee

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

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

Public Comment: Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

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

Availability of Public Records: The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

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

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, January 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, January 3, 2:00 p.m., 3rd Floor Conference Room
Advisory Committee:	Tuesday, January 9, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, January 11, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

The above meeting schedules are subject to change. Please check the County Connection Website (www.countyconnection.com) or contact County Connection staff at (925) 676-1976 to verify date, time and location prior to attending a meeting.

This agenda is posted on County Connection's Website (www.countyconnection.com) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California

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

Directors: Robert Storer, Jim Diaz, Dave Hudson

Staff: Bill Churchill, Melody Reebbs, John Sanderson, Pranjal Dixit, Rosa Noya, Laura Corona

Public: None

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

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of November 1, 2023

The Committee approved the minutes.

4. I-680 Express Bus & Hydrogen Fueling Station Update

Ms. Reebbs updated the Committee on the \$36 million grant awarded to CCTA for a zero-emission express bus service along I-680, connecting Martinez Amtrak and Dublin/Pleasanton BART. While the pandemic's impact on ridership and operator shortage necessitates adjustments, she assured the Committee that progress is underway. \$600,000 is allocated to retrofit existing buses for immediate deployment, though funding and staffing constraints may require restructuring existing I-680 routes for a modified service.

The grant also included \$10 million for a Shared Mobility Hub, now shifting to Bishop Ranch 3 due to redevelopment plans near the Iron Horse Trail. Additionally, \$13 million is dedicated to hydrogen fueling stations and infrastructure, requiring an 11.47% local match and environmental clearance. County Connection plans to use existing facilities and funds for this match. Ms. Reebbs emphasized that while the grant offers significant strides towards improved I-680 transit, adapting to the current landscape will require adjustments.

5. Choice in Aging MOU Extension

Mr. Sanderson delivered a report to the Committee, outlining the success of the Choice in Aging (CiA) pilot project. He emphasized its impact on vulnerable clients, highlighting the high on-time performance (above 90%) and significant reduction in no-shows due to late rides. This success, he noted, was particularly valuable amidst the ongoing driver shortage affecting traditional paratransit services.

While slower-than-expected ridership growth resulted in lower expenses than initially budgeted for FY 23, Mr. Sanderson presented a revised cost projection of \$250,000 through September 2024, with an average trip cost of \$36.95. Given the project's positive impact on both customer service and finances, he strongly recommended extending the Memorandum of Understanding with CiA and their contract with SilverRide. The Committee approved moving the extension request forward to the Board for consideration.

6. Spring Bid Update

Mr. Dixit reported encouraging ridership trends at County Connection. Weekend and school service surpass pre-pandemic levels, driven by fare promotions and program expansions. Weekday local routes reach 78% of pre-COVID ridership, while express routes lag at 54% due to the operator shortage.

He informed that with the Fall Bid, staff implemented route adjustments, based on data and operator feedback, boosting overall on-time performance by 2.3%. Further adjustments were made in the Winter Bid to address weekend dips caused by construction and traffic. The upcoming Spring Bid (starting January 14th) aligns with regional schedule changes and features optimizations guided by ridership data, passenger and operator input, and resource efficiency. Additionally, this extended bid aligns with the proposed FY 2024 budget and has no additional financial implications.

7. Monthly Ridership Reports

Despite October 2022's free fare promotion, Mr. Dixit reported a remarkable 6% year-over-year ridership increase in October 2023, demonstrating sustained ridership growth. Productivity also climbed towards pre-pandemic levels. However, he acknowledged the ongoing operator shortage remains a hurdle to full service restoration. Notably, County Connection carried 20,000 passengers across BART bridges in October, showcasing its role in regional connectivity.

Ms. Noya shared that ridership rebounded from September's dip, reaching 80% of pre-pandemic levels in October. She highlighted exceeding performance standards in both productivity and on-time performance, with cost reductions due to lower fuel costs. Furthermore, Ms. Noya reported over 150 commendations received, with timeliness being the primary focus of remaining complaints.

8. Committee Comments

None

9. Future Agenda Items

None

10. Next Scheduled Meeting

The next meeting was scheduled for January 3 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA

11. Adjournment – The meeting was adjourned at 9:09 a.m.

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

To: Operations & Scheduling Committee

Date: 12/21/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Performance Comparison

Background:

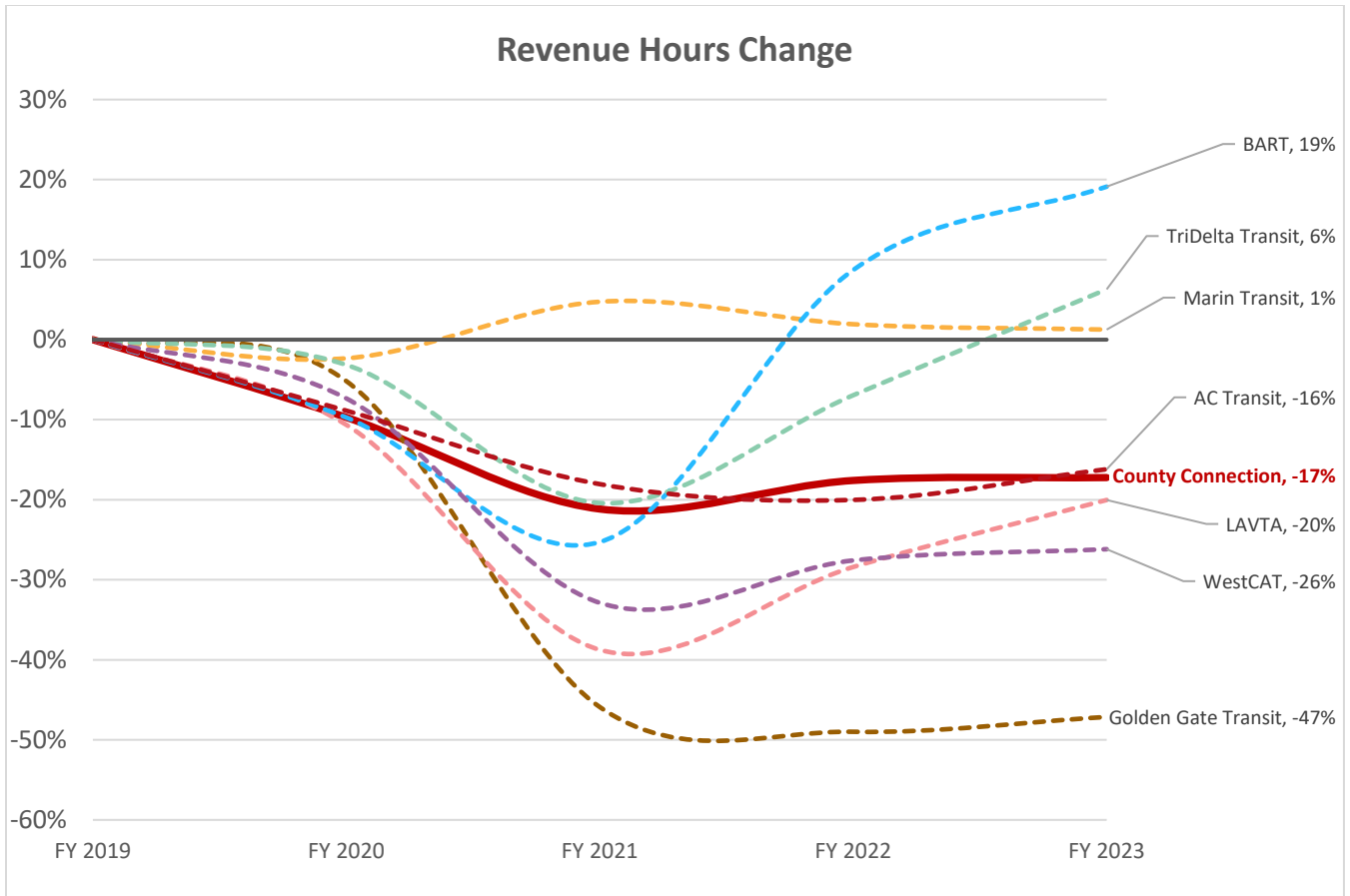
Bay Area ridership endured a drastic and uneven decline during the pandemic. While experiencing a slight downward trend pre-pandemic, the implementation of stay-at-home orders in March 2020 triggered a precipitous drop of over 74%, from 41.4 million passenger trips per month to under 10.4 million by the end of FY 2021. This decline was not uniform, with commuter-focused routes facing the most significant impact. As restrictions eased, ridership gradually recovered but still remains at only 55% of pre-pandemic levels, highlighting the ongoing challenge. Notably, the nature of this recovery has been vastly different for suburban transit agencies like County Connection, Tri Delta Transit, WestCAT, and LAVTA, compared to urban-centric agencies like Muni, AC Transit, SamTrans, and VTA.

Service Levels:

In response to the pandemic's impact on ridership, Bay Area bus operators implemented service adjustments throughout 2020-2023. County Connection, for example, initially reduced service in response to low ridership and operator availability, prioritizing access to essential jobs and services over peak-hour frequency. Notably, Marin Transit took a contrasting approach, increasing local service to address capacity constraints, highlighting the diverse strategies adopted by various agencies. BART's increase in service levels are primarily due to the Orange/Green Line extension towards Berryessa/North San Jose.

With the gradual return to normalcy, service restorations began in FY22. County Connection reinstated school services and reallocated resources to routes along the Monument Corridor and other high ridership areas, boosting local and weekend services in low-income and minority communities. Tri Delta Transit, on the other hand, initially expanded service with the Oakley Park and Ride opening but recently reduced it due to lower demand on specific routes. They plan on making further adjustments in January 2024. Similarly, LAVTA and WestCAT are actively reviewing their service models to improve local connectivity and weekend offerings.

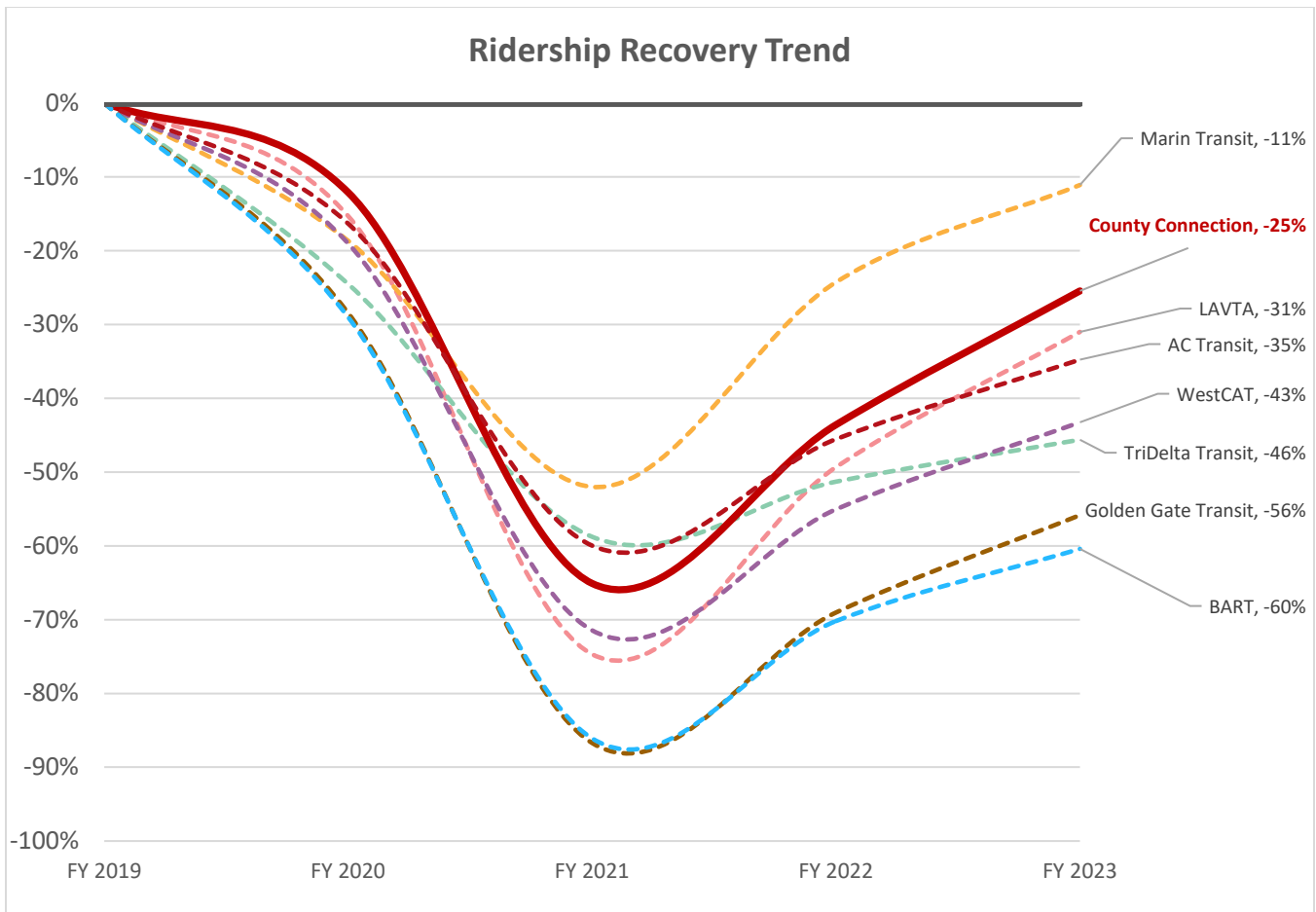
Facing continued remote work trends, Golden Gate Transit, with its historically commuter-heavy ridership, has opted to maintain service levels close to those implemented during the pandemic



Ridership Trends:

In March 2020, ridership dropped across all transit systems at the onset of the shelter-at-home order as business closed and commuters started working remotely. The pandemic quickly highlighted social inequities, as essential workers, who are disproportionately low-income and minority, continued to rely on transit throughout pandemic. As the demand for commuter service remains low, the demand for local service and weekend service continues to rise.

This dynamic landscape underscores the ongoing adaptation of Bay Area bus operators to evolving needs, with a growing focus on serving low-income and minority communities disproportionately affected by the pandemic and service reductions.



Operator Needs:

Transit agencies nationwide are facing a critical operator shortage, a ripple effect of pandemic-related burnout, health concerns, career shifts, and a competitive labor market. In the East Bay, five agencies vying for a limited pool of candidates intensifies the challenge. While some agencies like Tri Delta Transit saw success with aggressive recruitment and bonus programs, most agencies have struggled to fully restore their pre-pandemic workforce and service levels on their routes. Tri Delta Transit's operator count even exceeded pre-pandemic levels, but with their bonus program having ended in September 2023, the future remains uncertain. LAVTA and WestCAT currently have enough operators to operate current service levels, but operator retention woes pose a barrier to restoring additional service, despite having sufficient staff for their existing routes.

County Connection, with a 15-operator gap as of October 2023, is taking action. An employee referral program to boost recruitment launches January 1st, 2024, and a starting salary increase was implemented in FY22. As County Connection gears up for service restorations, efforts to address the operator shortage will be crucial in ensuring adequate transit options for the East Bay community.

Productivity:

With tight budgets and staffing shortages, measuring passenger productivity (riders per revenue hour) offers a fresh perspective on transit recovery beyond ridership numbers alone. This metric shows not just how many people are riding, but also how efficiently available resources are being used.

Faced with operator shortages, some agencies strategically shifted resources. Commuter routes saw reduced service, while weekend and local routes benefiting low-income and minority communities were bolstered.

County Connection actively restored service (reaching 83% of its original schedule) and still attained 90% of its pre-pandemic passenger productivity. Tri Delta Transit and BART also faced the challenge of integrating its new services like Oakley Park-n-Ride service and Berryessa/North San Jose extension into their existing networks. They're currently in the process of right-sizing their schedules to optimize efficiency and meet changing travel patterns.

Agency	Productivity Recovery	Service Levels (FY23 vs FY19)
County Connection	90%	83%
Marin Transit	88%	101%
LAVTA	86%	80%
Golden Gate Transit	84%	53%
AC Transit	78%	84%
WestCAT	77%	74%
Tri Delta Transit	52%	106%
BART	34%	119%

On-Time Performance:

With pandemic-induced service cuts across all agencies, service reliability has become vital. Passengers, now relying on less frequent transit, potentially face longer wait times if schedules are unpredictable. Additionally, increased congestion has further contributed to longer transit travel times. As highlighted earlier, the ongoing operator shortage has prevented service level increases, making reliability enhancements even more crucial from a user perspective.

On-Time Performance is the most common way for agencies to measure reliability of their service. According to this metric, a bus is “on-time” when it arrives at a bus stop within a certain range of its

scheduled arrival. If the bus arrives outside of that range, it’s considered either early or late. Agencies within East Bay have different on-time “windows” as shown in the table below.

To address this critical issue, County Connection partnered with Swiftly in December 2022. This collaboration focuses on improving on-time performance and run time tracking, ultimately aiding in service changes for enhanced schedule reliability. Implemented in Fall 2023, on-time performance adjustments across over 15 routes yielded a positive impact, increasing overall punctuality by a notable 2.3%.

Agency	On-Time Window	On-Time Performance (FY23)
County Connection	1 min early to up to 5 mins late	85%
AC Transit	1 min early to up to 5 mins late	76%
Tri Delta Transit	up to 5 mins late	82%
WestCAT	5 min early to up to 5 mins late	96%
LAVTA	1 min early to up to 5 mins late	88%

Financial Implications:

None, for information only.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations and Scheduling Committee

Date: 12/22/2023

From: John Sanderson Director of ADA and Specialized Services

Reviewed by: *W.C.*

SUBJECT: Means-Based Fare Program for LINK Paratransit

Background:

Among the recommended strategies for addressing “gaps” in available public transit service identified in the Contra Costa Transportation Authority’s (CCTA) Accessible Transportation Strategic Plan (ATSP) was Strategy 20: Means-Based Fare Subsidy for ADA paratransit riders, to be supported with Measure X funding.

Tri Delta Transit conducted a six-month means-based fare pilot program from April through October 2023, in coordination with CCTA. In August 2023, the CCTA ATSP Task Force recommended that the Tri Delta means-based fare pilot be “expanded” into a countywide program by implementing Tri Delta’s pilot protocols at County Connection and WestCat.

Differences in operational practices make it impractical to contemplate the wholesale implementation of Tri Delta’s procedures at other agencies. For example, the Tri Delta Transit program relies heavily on the use of paper fare media, which County Connection has been phasing out in favor of our longstanding and highly successful pre-paid paratransit fare program. However, Staff does recommend the implementation of a means-based fare-subsidy program that provides a comparable benefit to customers while being better suited to County Connection’s existing procedures and operating environment. Doing so now will be an important step toward the harmonization of transit services throughout the County, as well as providing an important benefit to some of our neediest riders. Similar efforts are also currently under way at WestCat.

Project Update:

With the lessons learned from the Tri Delta pilot period and input from Tri Delta staff and other stakeholders, Staff anticipate that a successful means-based fare program can be implemented at County Connection relatively easily and cheaply.

The existing ADA eligibility staff will be tasked with verifying program applicants’ low-income status primarily by confirming their participation in certain federal and state programs that help low-income individuals. Once approved, each program participant will receive \$50 per month deposited into their LINK pre-paid fare account, which can then be used to pay for rides on LINK paratransit. County

Connection will invoice CCTA monthly for the fare subsidy credited to riders plus administrative expenses.

Financial Implications:

CCTA has allocated \$145,000 in Measure X funds to support the County Connection means-based fare program for 12 months. If that amount proves insufficient, additional Measure X funds may be allocated or the program rules may be modified as necessary to contain program costs at a sustainable level. Program expenditures will be evaluated monthly to ensure that any necessary changes can be instituted in a timely fashion.

Recommendation:

Given the demonstrated success of Tri Delta Transit's means-based fare pilot, and the ATSP Taskforce's recommendation that means-based fare subsidies for paratransit be implemented countywide, staff recommends that a means-based fare subsidy program be implemented as soon as possible for LINK paratransit and that Memorandum of Understanding be executed with CCTA allowing for the reimbursement of County Connection's costs associated with operating the program.

Action Requested:

Staff respectfully requests that the Operations & Scheduling Committee forward to the Board of Directors a recommendation that approval be granted for the General Manager to enter into an MOU with CCTA allowing for the reimbursement of County Connection's costs associated with operating the means-based fare subsidy program.

Attachments:

Draft Rules for County Connection Means-Based fare program.

County Connection Means-Based Paratransit Fare Subsidy Program Scope & Operating Rules

Effective Date: XXXX, 2024

Program Description

The Program provides a fixed monthly fare subsidy to qualified low-income County Connection LINK paratransit users. The program is intended to complement the East County Means Based Fare program administered by Tri Delta Transit since 2023. Beginning in January 2024, County Connection and WestCAT will implement similar programs thereby making a comparable subsidy experience available to low-income paratransit riders throughout most of Contra Costa County. There are no known plans at this time to offer means-based paratransit fares to riders living within the portion of Contra Costa County served by East Bay Paratransit. The Program is funded with Contra Costa County Measure X revenues and is limited to one year or until the allocated funds are expended, whichever comes first.

Tasks to be Performed by County Connection

Program Outreach

Staff will produce outreach materials to promote the Program to County Connection's paratransit users. Outreach materials will include conditions for program eligibility, instructions for eligible individuals who wish to register for the Program, and a clear and concise statement explaining that the Program is funded with Measure X revenues.

The Program will be promoted via the following methods, to the extent possible:

1. mailers and other direct outreach materials about the Program should be sent to active paratransit users
2. IVR calls should be directed to riders' primary phone numbers
3. Flyers should be distributed and maintained at locations that paratransit users often visit e.g., senior centers, community centers, dialysis centers, etc.
4. Program details, including criteria for qualification and instructions for enrolling in the program should be included on agency websites and social media
5. Partner with non-governmental organizations to share the Program with their networks.

County Connection Means-Based Paratransit Fare Subsidy Program

Program Eligibility

To establish their eligibility for the Program, applicants must supply proof of their low-income status. Income verification can include:

1. Participation in one of the following programs: WIC, Housing Choice Vouchers, Medicaid, SNAP, child in the National School Lunch program, Supplemental Security Income (SSI), Cash Assistance Program for Immigrants (CAPI), CalWorks, General Assistance (GA), Medi-Cal
2. Individuals who are unable to verify using any of the above options may provide one of the following: three recent pay stubs, three recent financial assistance documents, or the most recent year end social security statement. There is also the option of self-attestations, including as an exception to the above.
3. The HUD Extremely Low-Income Limits for Contra Costa County is as follows¹:

Persons Per Household	Extremely Low-Income (30% of Average Median Income)
1	\$31,050
2	\$35,500
3	\$39,950
4	\$44,350
5	\$48,900
6	\$51,450

New and Existing Riders' Eligibility Verification

1. New ADA paratransit applicants will be advised of the Program and given the opportunity to apply concurrently with their ADA paratransit eligibility determination process.
2. Existing ADA paratransit riders who wish to sign up for the Program may do so by contacting the ADA Eligibility Clerks and submitting proof of their low income as described above.
3. Once established, an applicant's eligibility for the Means-Based Paratransit Fare Subsidy Program will be documented in the Regional Eligibility Database (RED) and will run concurrently with their ADA paratransit eligibility.

¹ Income limits by Household Size as of June 2023

Source: US Department of Housing and Urban Development

County Connection Means-Based Paratransit Fare Subsidy Program

Subsidy Amount and Disbursement

1. Each program participant will be granted a fare subsidy equal to ten (10) one-way County Connection LINK ADA paratransit rides per month for the duration of their eligibility term, as long as they remain an active rider. Each program participant will be enrolled in County Connection LINK's pre-paid account program (if not already enrolled).
2. Subsidy disbursements will be automatically added to the Program participants' pre-paid accounts on the first day of each month.
3. During the month in which a Program participant's eligibility is established, the participant will be granted a pro-rated subsidy amount, based on the date their eligibility was established.
4. Means-Based Paratransit Fare Subsidy value is not eligible for refund or withdrawal from the customer's pre-paid fare account.

Program Reporting & Reimbursement

County Connection will prepare a monthly invoice for CCTA which will document program expenses including, fare subsidy costs, number of subsidized trips taken, administration, marketing, postage, etc. CCTA will provide reimbursement to County Connection within 30 days for all invoiced program costs.

To: Operations & Scheduling Committee

Date: 12/20/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for November 2023

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

	FY23-24		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	220,623	219,537	
Average Weekday	9,513	9,289	
Pass/Rev Hour	14.2	14.0	Standard Goal > 17.0
Missed Trips	0.32%	0.32%	Standard Goal < 0.25%
Miles between Road Calls	57,403	39,918	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was lower in November 2023 (9,513 passengers) than the previous month of October 2023 (10,375 passengers) and is 10.3% higher than November 2022 (8,621 passengers).

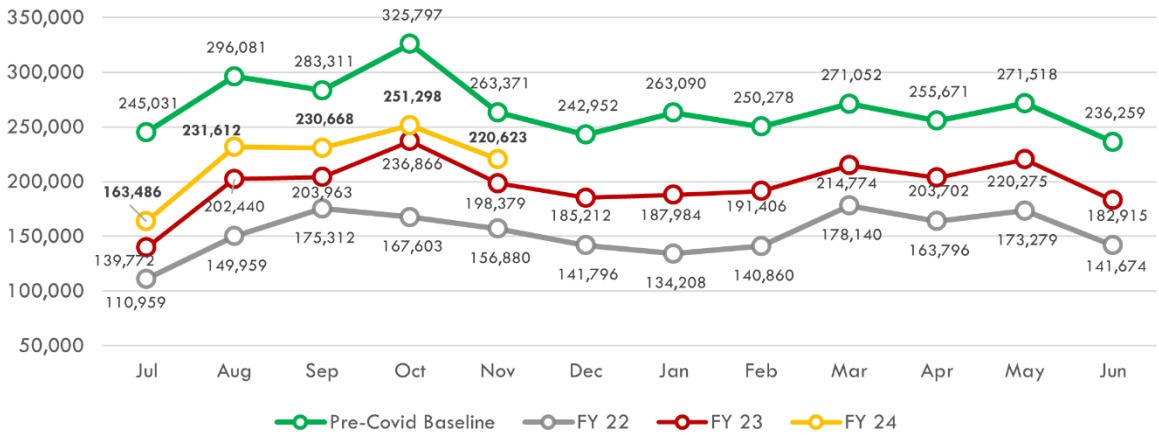
Passengers per hour in November was 14.2, which is lower than October 2023 and higher than November 2022 when passengers per hour was 12.8.

The percentage of missed trips in November was 0.32%, which is higher than the prior month when it was 0.26%.

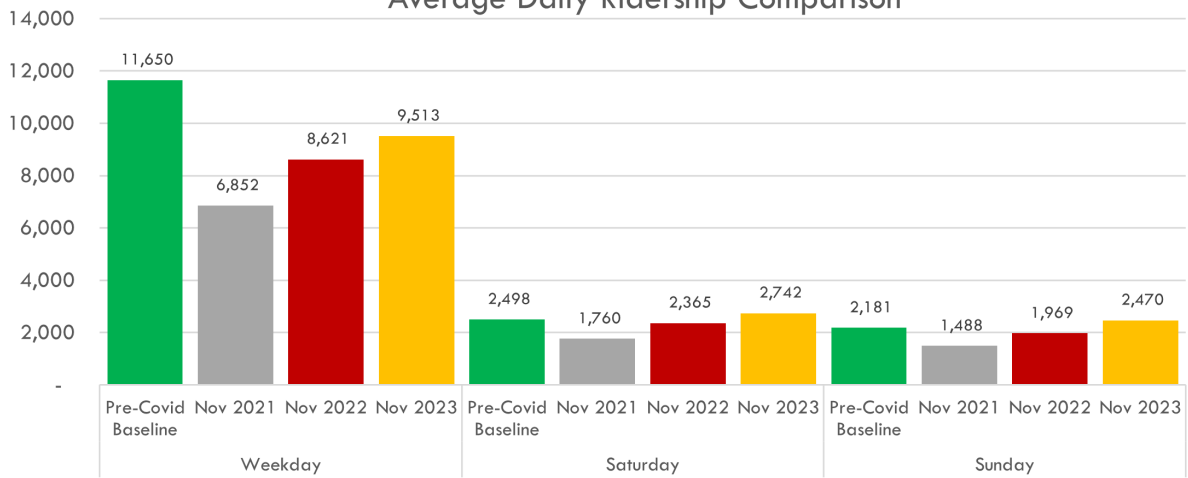
The number of miles between roadcalls was 57,403 miles in November, higher than the prior month in which there were 27,872 miles between roadcalls. The rolling 12-month average is 37,179 miles between roadcalls.

Of a total 220,623 passengers, 122,002 passengers had the potential to use a Clipper card aboard County Connection since 98,621 either used an employer or school pass or were on a free route. About 80.1% of the 122,002 potential Clipper card users paid using Clipper during this month.

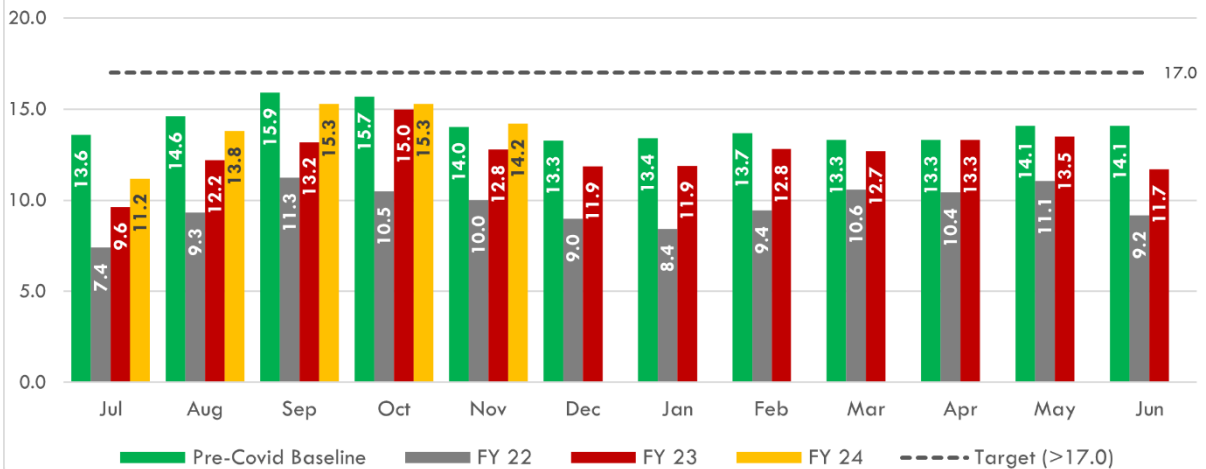
Total Monthly Fixed Route Ridership



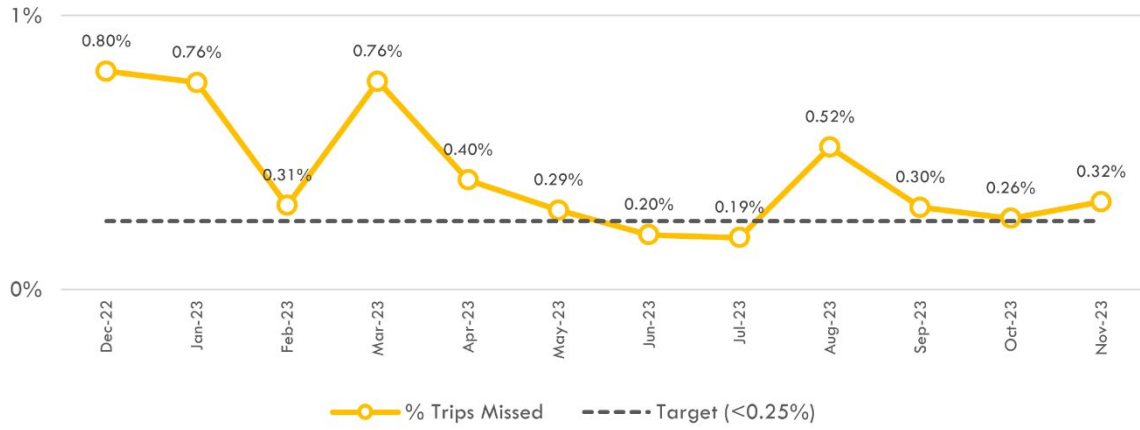
Average Daily Ridership Comparison



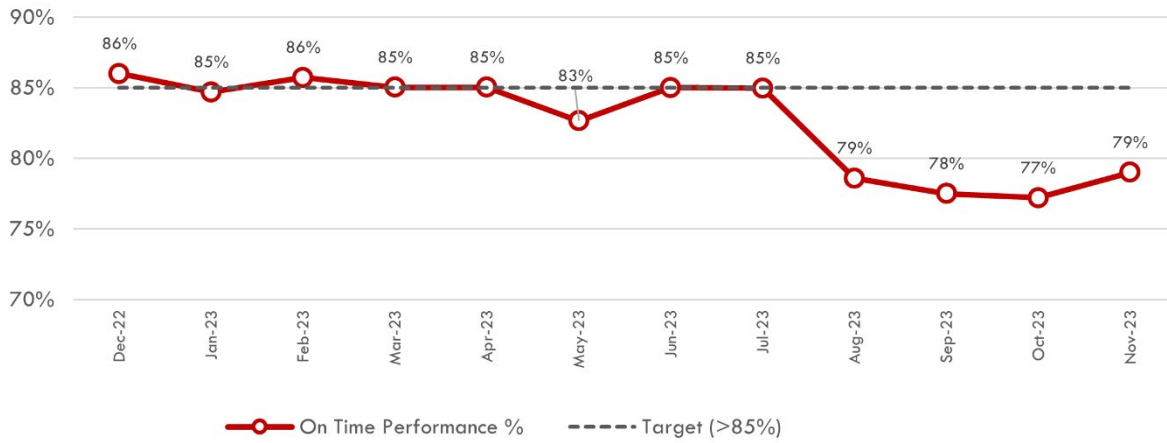
Passengers/Revenue Hour



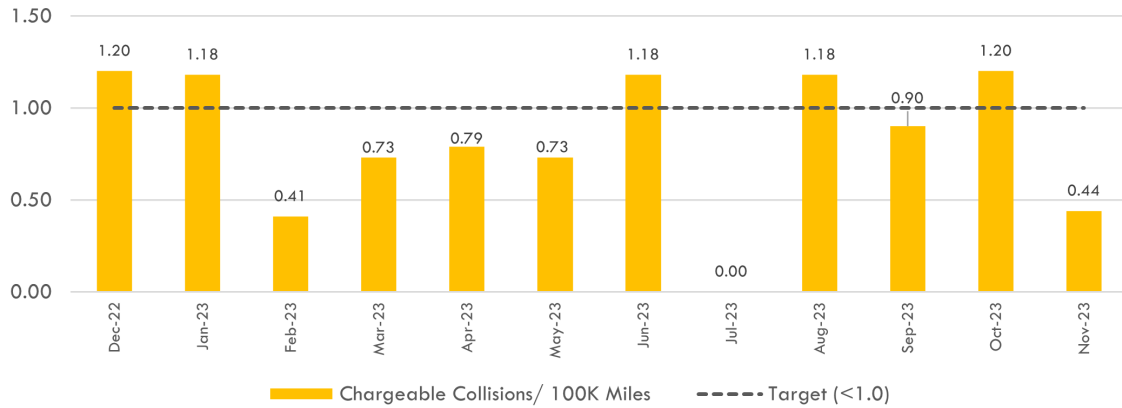
% Trips Missed



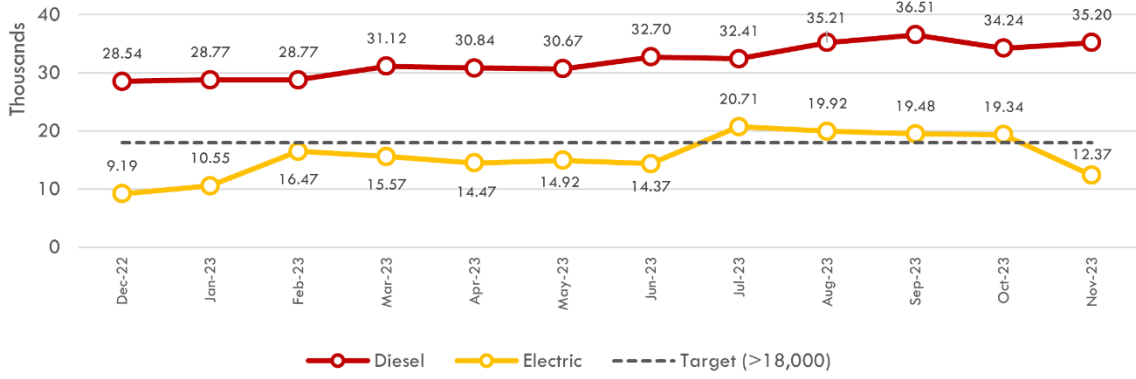
On Time Performance*



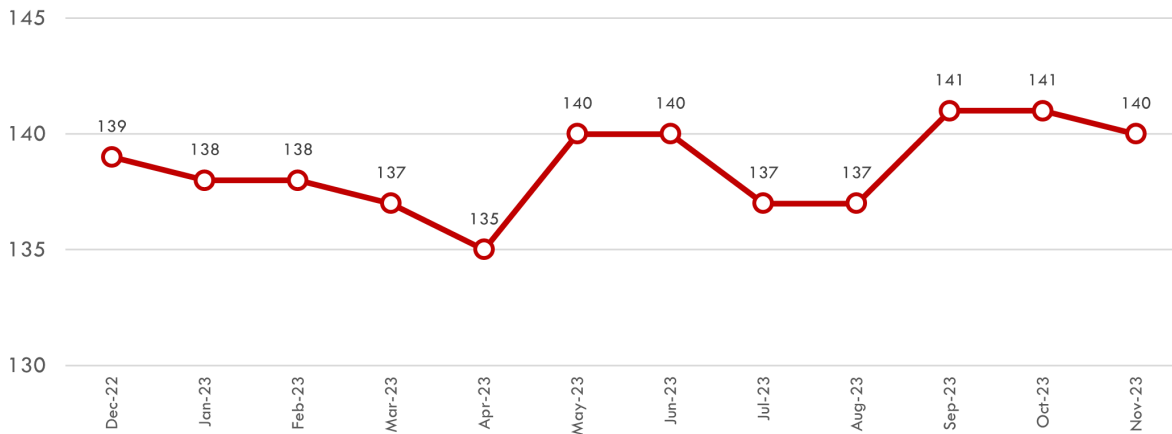
Accident Report



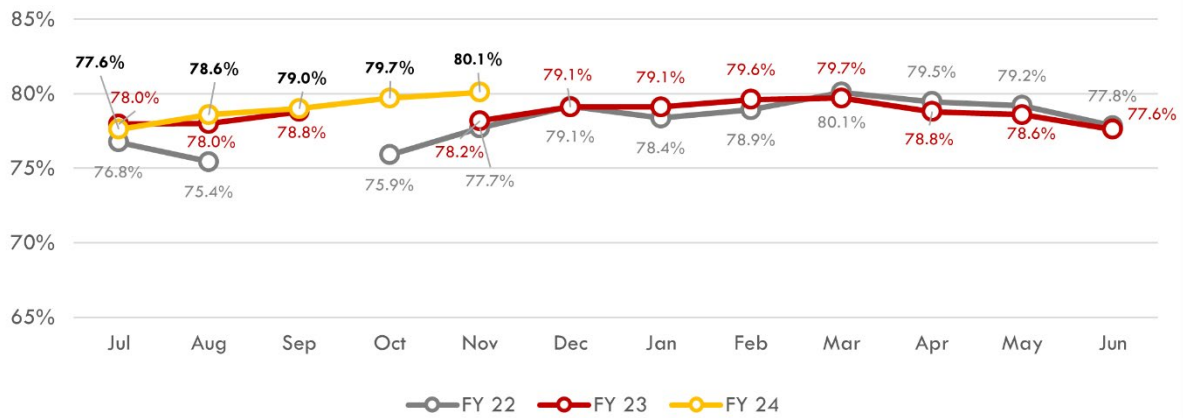
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



INTER OFFICE MEMO

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

Date: 12/20/2023
Reviewed by: JS

SUBJECT: LINK Paratransit Executive Summary Report - November 2023

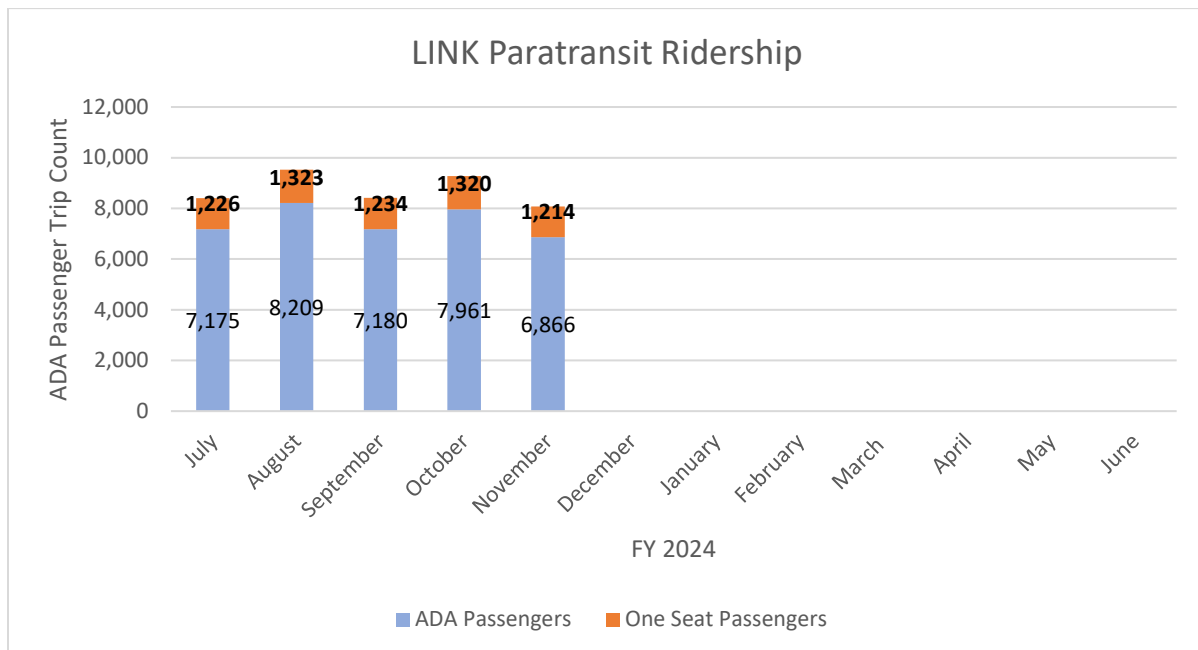
Background:

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 November 2023.

November 2023 Performance Report:

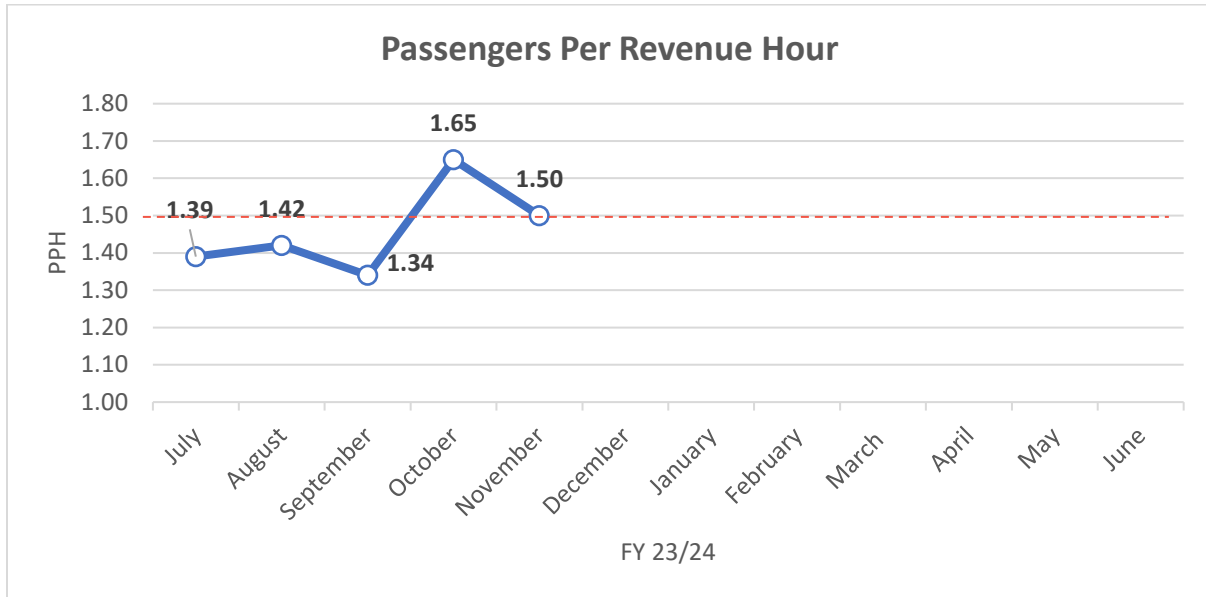
Ridership:

The total reported number of ADA passenger trips in November was 8,080. October reported a total of 9,281. The decrease is primarily attributed to November having a major holiday wherein several facilities that LINK riders visit close for the Thanksgiving holiday for several days up to a week as well as passengers being on holiday vacations. The total reported number of ADA Passengers reported in November of 2023 accounts for approximately 79% of pre-pandemic ridership levels (November 2019).



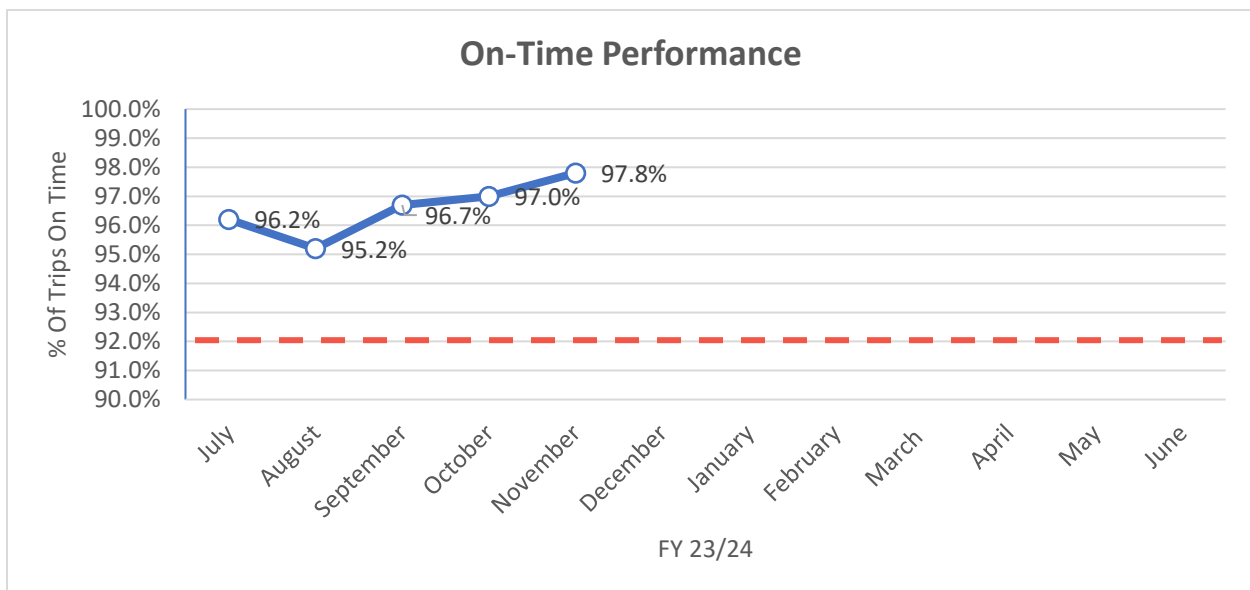
Productivity:

In November, the average number of ADA passengers per revenue hour stood at 1.50, marking a decrease compared to October, when the figure was 1.65 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 1.50 ADA passengers per revenue hour. 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:

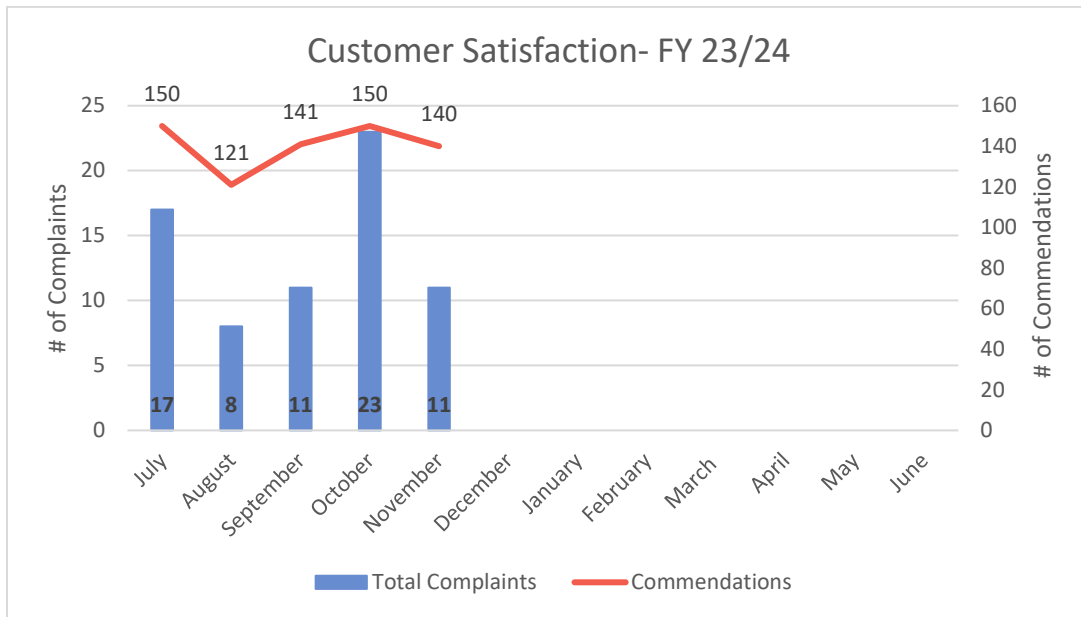
In the month of November, the average on-time performance for trips reached an impressive 97.8%. This figure signifies an improvement in on-time performance when compared to the preceding month, which achieved a 97.0% on-time rate for all trips. The performance exhibited in November signifies a positive trajectory, aligning with the commitment to service quality. It's noteworthy that County Connection's established standard stands at 92%, and the past four months have consistently demonstrated performance surpassing this benchmark.



Customer Satisfaction:

In November, a total of 11 complaints were registered, with 9 linked to timeliness issues, one (1), related to the vehicle and/or associated equipment, and the remaining one (1) attributed to scheduling staff's skill concerns. The majority of the complaints this month were related to passengers unhappy with the longer travel time.

For commendations, the service received a total of 140 in November. The majority of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy.



Safety:

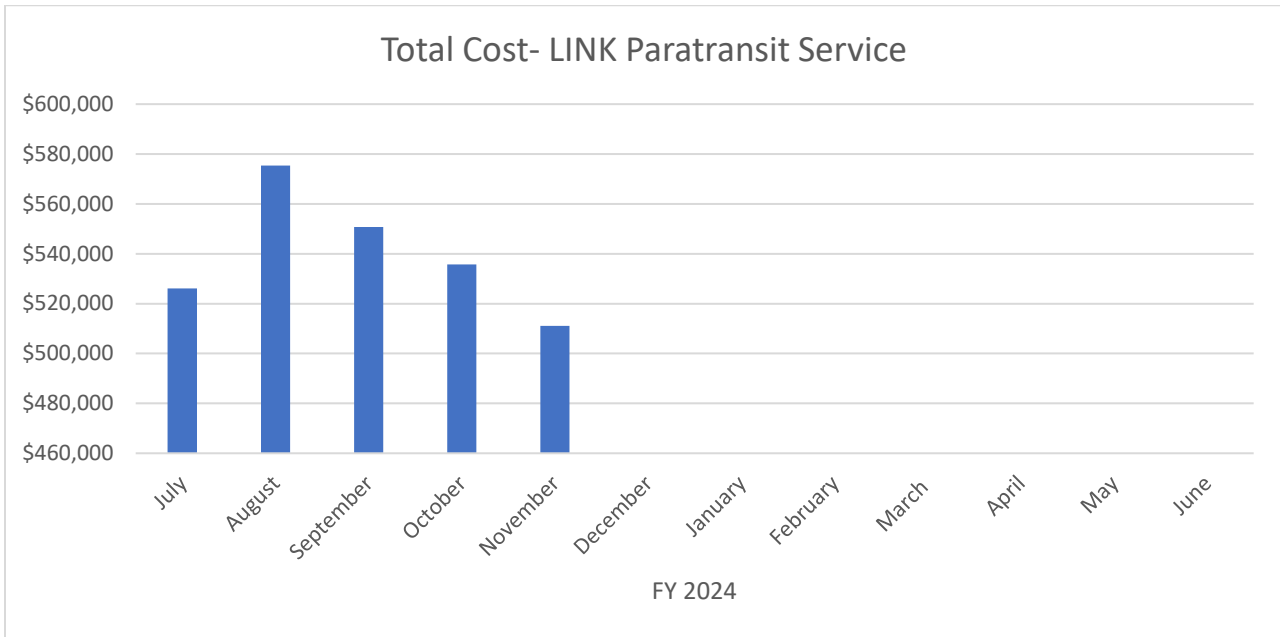
There were no reported preventable accidents in the month of November. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

Staffing:

For the month of November, LINK Paratransit had a total of 56 drivers available to operate routes. Out of this group, three (3) drivers were on a leave of absence or on modified work duty. Transdev has continued to implement various strategies including 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 \$511,055 was spent in November for LINK paratransit service. This reflects a decrease from October's total reported at \$535,772.



Recommendation:

None, for Information only.

Additional updates:

None.

Action Requested:

None, for information only.

Attachments:

Attachment 1: November 2023 MOP

CCCTA PARATRANSIT
Performance Report: 11/1/2023-11/30/2023

LINK and BART Statistics

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

	FY 23/24	Variance from Goal	FY 22/23	YTD 23/24
Ridership Statistics				
1 ***ADA Passengers	6,866		5,412	22,250
2 Companions	33		31	126
3 Personal Care Assistants	391		487	15,775
4 ***One Seat Passengers	1,214		737	1,307
5 Total Passengers	8,504		6,667	23,888
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	225		761	880
7 Total Number of Cancellations	1,292		357	3,500
8 Same Day Trips	105		128	334
9 Denial Trips	-		-	-
10 Go Backs/ Re-scheduled	7		16	31
Effectiveness Indicators				
11 ***Revenue Hours	4,582.33		4,490.00	16,263.54
12 ADA Passengers per RVHr.	1.50		1.23	1.37
13 Average Trip Length (miles)	12.34			12.34
14 Average Ride Duration (minutes)	20.96			22.14
15 *Total Cost per ADA Passenger	\$74.43		\$ 94.79	\$ 145.21
16 ***Service Miles	99,667.00		73,252	309,201
17 Billable Service Hours	5,615.83		6,602.23	18,428.13
18 Fuel Cost	\$ 41,127.72		\$ 31,844.14	\$ 125,031.52
19 Total Cost	\$ 511,054.69		\$ 513,020.85	\$ 2,130,919.28
On Time Performance Statistics				
20 Percent on-time	97.8%		94.4%	96.6%
21 Arrived 15-29 minutes past window	46		99	346
22 Arrived 30-59 minutes past window	19		43	161
23 Arrived 60 minutes past window	3		7	21
24 Total Missed Trips	2		3	15
25 Transfer Trips	404		257	1,383
One Seat Pilot Data				
26 Total Trips	1,320		737	3,869
27 ***Total Cost OS	\$ 47,164.29		\$ 105,033.36	\$ 105,033.36
28 Non-CCCTA Cost (Cost for Agencies)	\$ 23,868.06		\$ 10,849.38	\$ 72,712.52
29 ***Total Miles	25,622.09			55,295.69
30 Non-CCCTA Miles (Agency Miles)	13,301.72		7,401.61	57,666.35
31 Non-CCCTA Revenue Hours	415.02		220.78	1,335.90
32 **Total One Seat Revenue Hours	803.27		454.26	3,052.32
33 Total Fare Collected	\$ 4,466.75		\$ 3,052.00	\$ 13,709.75
34 Non-CCCTA Fare Collected	\$ 2,696.50		\$ 1,857.50	\$ 8,102.50
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
35 Total Complaints	11		9	28
36 Timeliness	9		4	20
37 Driver Complaints	0		2	0
38 Equipment / Vehicle	1		1	1
39 Scheduling/Staff Skill	1		2	7
40 Commendations	140		0	290
41 Avg. wait time in Queue for reservation/dispatch	2:11			2:43
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles;				
Roadcall Standard Goal = 4/100,000 miles				
42 Total accidents per 100,000 miles	0.00		0.72	1.00
43 Roadcalls per 100,000 miles	0.00		1	1.00
Eligibility Statistics				
44 Total ADA Riders in Data Base	1,659		1,807	6,802
45 Total Certification Determinations	48		145	260
46 Initial Denials	0		-	0
47 Denials Reversed	0		-	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

**One Seat Revenue Hours are total combined hours for all of the Agencies

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

Transdev G.M.: *Laura Corona*

Date: 12/15/2023