

County Connection

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

ADVISORY COMMITTEE

MEETING AGENDA

Tuesday, January 9, 2024, 1:00 p.m.

REVISED AGENDA 1/8/2024

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. 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 for any updates or further instruction.

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

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

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Approval of Minutes of November 14, 2023*
5. Public Comment
6. Consent Calendar:
 - a. Fixed Route Ridership Report*
 - b. Paratransit Performance Report*
7. Marketing Plan for Fiscal Year 2025 – Discussion
8. Liaison for Paratransit Coordinating Council – Discussion
9. Advisory Committee Vacancies – Discussion
10. Travel Training Update – Informational Only
11. Improving Collaboration between Advisory Committee and Board – Discussion
12. Committee Member Communications
13. Future Agenda Items
14. Adjournment – Next Meeting March 12, 2024

General Information

Public Comment: Each person wishing to address the committee is requested to complete a speaker’s 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. People 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.

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

*Enclosure

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, January 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, January 3, 2:00 p.m., County Connection Offices
Operations and Scheduling:	Wednesday, January 3, 8:00 a.m., 309 Diablo Rd., Danville
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

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	A	Mar-22	Apr-24
Jim Yu	Moraga	P	P	A	P	P	P	Nov-21	Nov-23
Andrei Obolenskiy	Pleasant Hill				P	P	A	Jun-23	Apr-25
Sarah Birdwell	Contra Costa County				P	P	P	Jun-23	Jun-25
Ian McLaughlin	Walnut Creek	P	P	P	P	P	P	Apr-22	Mar-24
Robert Kaplan	Martinez				P	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	A
Ruby Horta	County Connection Staff	A	A	A	A	A	P
Rosa Noya	County Connection Staff	P	P	P	P	P	P
Melody Reeb	County Connection Staff	P	P	P	P	A	A
Pranjal Dixit	County Connection Staff	P	P	P	P	P	P
Ryan Jones	County Connection Staff	P	P	P	P	P	P
Victor Carranza	BigStar Staff				P	P	A
Laura Corona	Transdev Staff				A	A	P
Christian Sanchez	Transdev Staff				P	P	P

P = Present

A = Absent

C = Cancelled

Vacant

**Summary Minutes
Advisory Committee
Tuesday, November 14, 2023**

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

Staff: Rosa Noya (CCCTA), John Sanderson (CCCTA), Ruby Horta (CCCTA), Sandra Muhlestein (CCCTA), Pranjali Dixit (CCCTA), Ryan Jones (CCCTA), Christian Sánchez (Transdev), Laura Corona (Transdev)

Public: None present

- 1. Call to Order:** Meeting was called to order at 1:00 PM
- 2. Introduction of New Director of ADA and Specialized Services, John Sanderson:** Chair McLaughlin introduced the new Director of ADA & Specialized Services to the Advisory Committee. Mr. Sanderson introduced himself and offered a brief background of his work history and noted he was happy to join the Authority.
- 3. Roll Call**
- 4. Approval of Agenda:** The agenda for the November 14, 2023, meeting was approved unanimously. M/S: Yu/Kaplan
- 5. Approval of minutes of September 19, 2023:** The minutes of the September 19, 2023, meeting was approved unanimously. M/S: Kaplan, Yu
- 6. Public Comment:** None
- 7. Consent Calendar:** Chair McLaughlin asked staff to highlight some key points of the Paratransit Performance Report. Ms. Noya noted that on time performance for the LINK Paratransit service continues to improve and has been exceeding the standard of 92% of trips running on time. Chair McLaughlin offered a few comments with regards to the mobile app and asked a question on what metrics other than on time performance and complaints are monitored. Ms. Noya clarified the other metrics including safety related metrics and efficiency metrics such as productivity. M/S: Kaplan/Yu- Consent Calendar was approved unanimously.
- 8. Fiscal Year (FY) 2023 Fixed Route Performance Report:** Mr. Dixit provided a brief overview of the fixed route performance report for FY 2023. Mr. Dixit noted a 25% increase in fixed-route passengers from FY 2022 to FY 2023, particularly on weekends. The rise is attributed to factors like student promotions, Monument Free expansion to

the weekends, and post-pandemic business reopenings. Bus schedules were adjusted three times in the fiscal year for bell times, BART service, and traffic. New hires helped reduce missed trips, but on-time performance declined due to increased ridership and traffic. Member Kaplan asked a question related to the comparison of productivity between pre-pandemic and current performance. Member Kaplan also asked if an employee survey was considered as a measure to improve employee retention. Ms. Horta explained that County Connection was in the process of re-building the Human Resources Department. One of the goals that the new HR department will be tasked with will be to conduct an employee survey. Chair McLaughlin asked a question about the missed trips and what attributes to these missed trips. Mr. Dixit highlighted that the majority are due to operator unavailability due to absences or due to other obligations such as BART bridges.

- 9. Fiscal Year 2023 Paratransit Performance Report:** Ms. Noya provided a summary on the LINK Paratransit service for FY 2023. She stated that the overarching theme has been that ridership has continued to steadily increase. She highlighted the decline in service in the Fall of 2022 directly related to a spike in ridership coupled with a decline in staff. Measures were taken to quickly bolster operator pool count which ultimately helped increase the on-time performance. Ms. Noya stated that collaborations continued to be an important part of service citing collaborations with the local neighboring transit agencies as partners in the One Seat Regional Ride Program, the collaboration with Choice in Aging to provide frail passengers with door through door assistance via SilverRide, and lastly citing the collaboration with LAVTA's Wheels Dial-A-Ride service to jointly provide Paratransit Services through one contractor. Chair McLaughlin asked what percentage of resources were allocated to Paratransit Services vs. Fixed Route. Ms. Noya and Ms. Reeb provided the amounts budgeted.
- 10. One Seat Regional Ride – Update:** Mr. Jones offered some background of the One Seat Regional Ride. He mentioned that the video that he will present to the committee is the first and the main piece of the marketing effort recently launched. Chair McLaughlin asked where or how would the video be disseminated. Mr. Jones offered the initial distribution strategy citing social media and the website. Member Kaplan asked if a press release was to be contemplated. Mr. Jones stated that was a good idea. Member Yu asked if CCCTA was the lead to which Mr. Jones stated that it was a combined effort.
- 11. Travel Training Update – Information Only:** Member Birdwell provided an overview of the Travel Training program for the Fiscal Year. She cited completing eleven (11) individual travel training sessions, six (6) presentations, received 32 referrals from County Connection, conducted 730 outreach instances, and the first group travel training will be conducted next week (weather permitting). Member Birdwell also offered CCCTA staff some suggestions based on recent travel training sessions including the need for fixed-route drivers to have wheelchair securement training and even volunteered her services to assist with the driver training. She also mentioned that the operators' customer service could use some improvement. Chair McLaughlin asked if

there was room for volunteers with the travel training sessions to which Member Birdwell welcomed it.

- 12. Improving Collaboration between Advisory:** Chair McLaughlin led the ongoing discussion on how to improve the collaboration between the Advisory Committee and the Board of Directors. He referenced the use of the Bylaws to highlight what some of the already documented tasks are of the Advisory Committee including the task of assisting staff with community events to promote public transit. Member Yu asked if it would help to have the advisory committee to send a letter to the Board once or twice a year with a list of recommendations.
- 13. Committee Member Communications:** Member Yu stated his term ends at the end of November and he thanked the Authority for the services it provides.
- 14. Future Agenda Items:** Chair McLaughlin reminded all in attendance that agenda items can be communicated to him or Ms. Noya via email. Ms. Horta reminded committee members that they are welcome to join staff on November 16th for the Thanksgiving Luncheon Feast.
- 15. Adjournment:** The meeting was adjourned at 2:01 pm. Next meeting to be held on January 10, 2024.

Minutes prepared by Rosa Noya on November 30, 2023.

To: Operations & Scheduling Committee

Date: 11/21/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for October 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	251,298	219,266	
Average Weekday	10,375	9,233	
Pass/Rev Hour	15.3	13.9	Standard Goal > 17.0
Missed Trips	0.26%	0.32%	Standard Goal < 0.25%
Miles between Road Calls	27,872	35,546	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

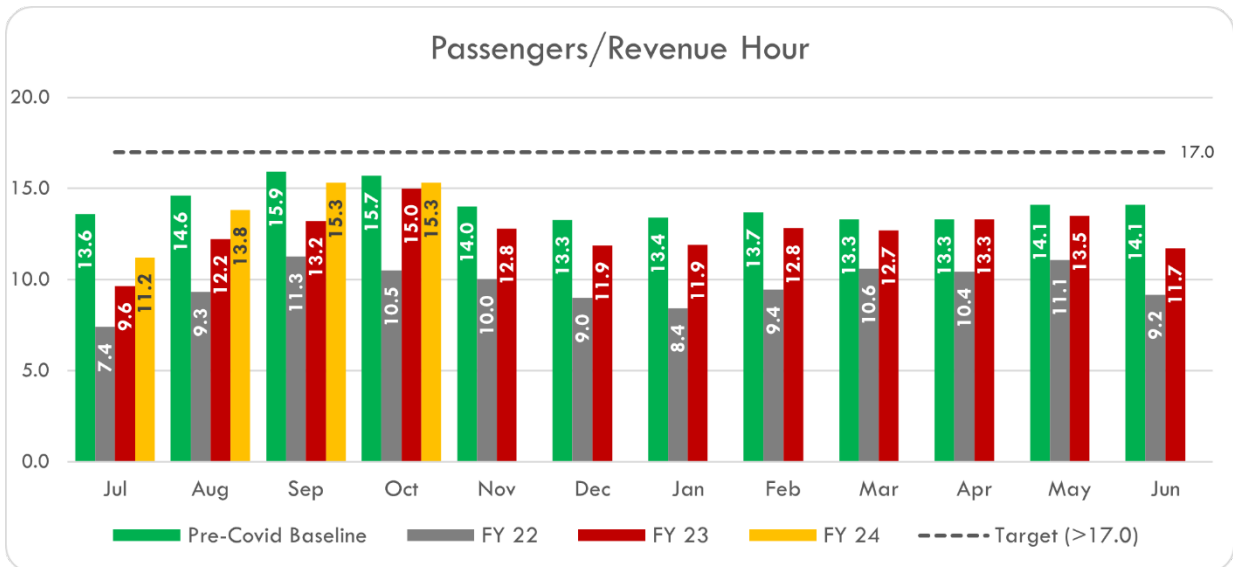
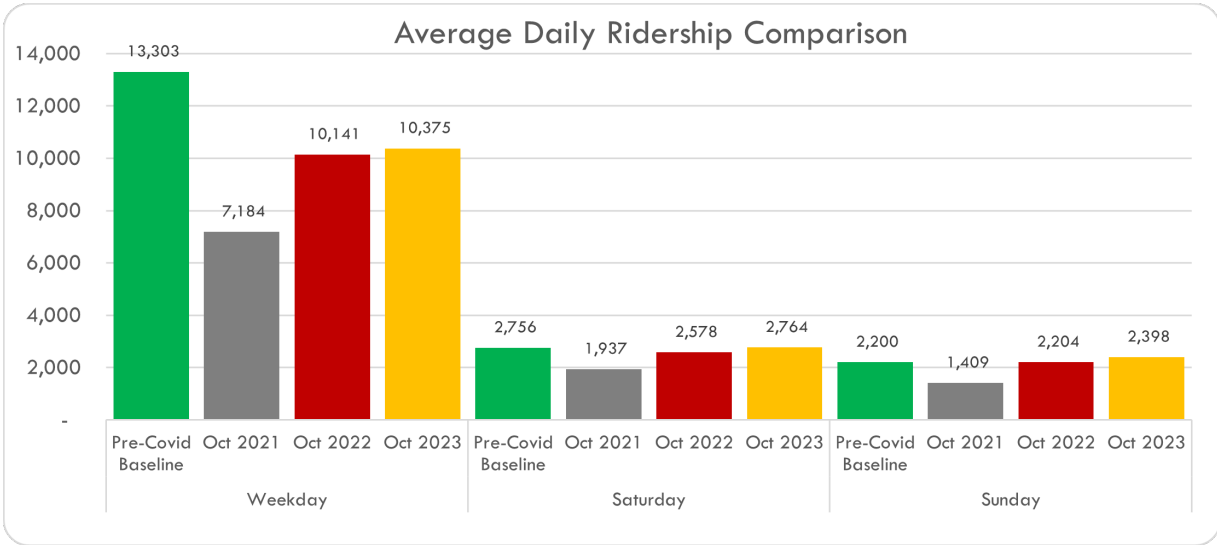
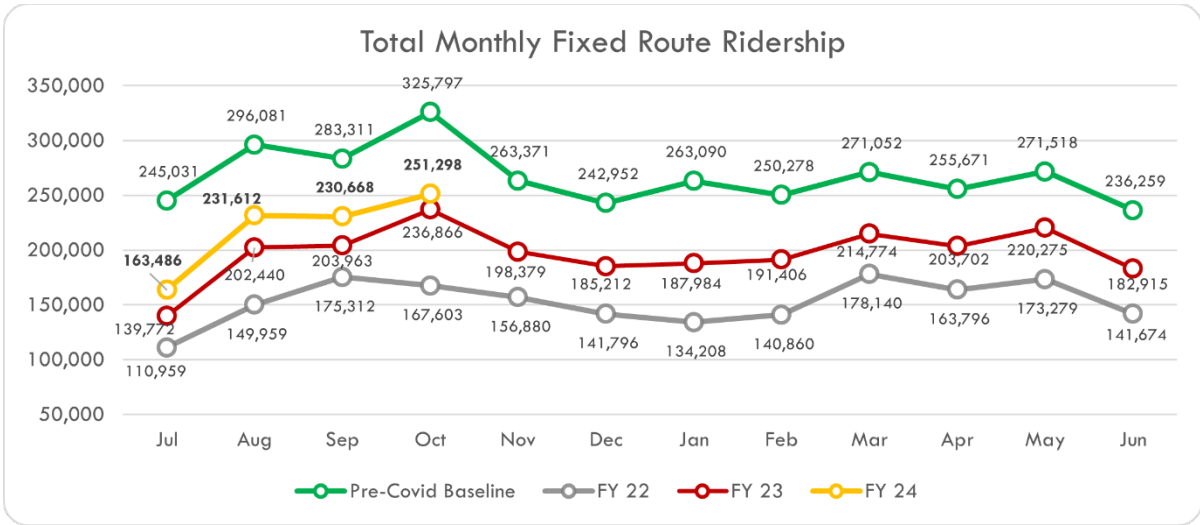
Average weekday ridership was higher in October 2023 (10,375 passengers) than the previous month of September 2023 (10,354 passengers) and is 2.3% higher than October 2022 (10,141 passengers). County Connection also ran a total of four BART Bridges on two weekends in October which served 19,743 passengers.

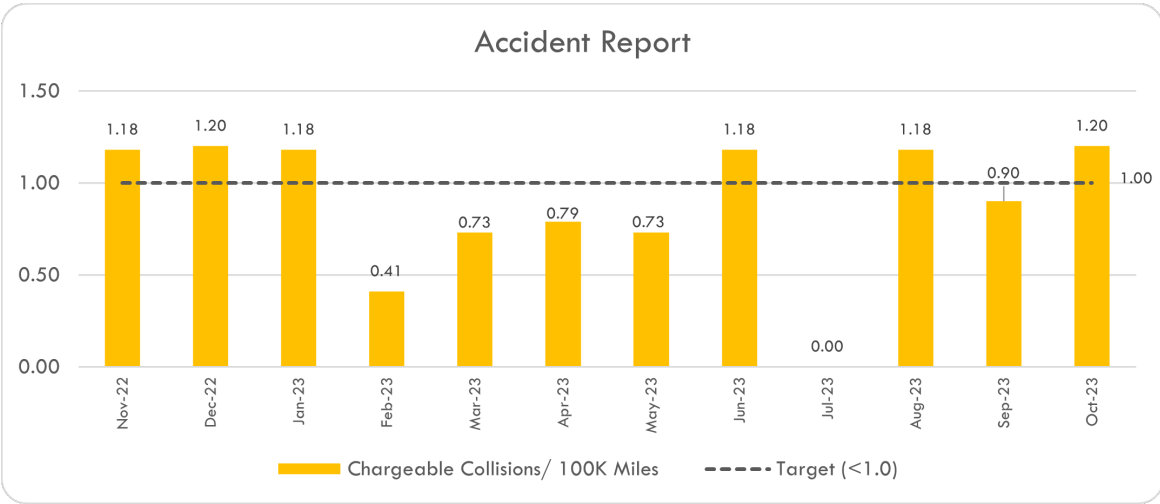
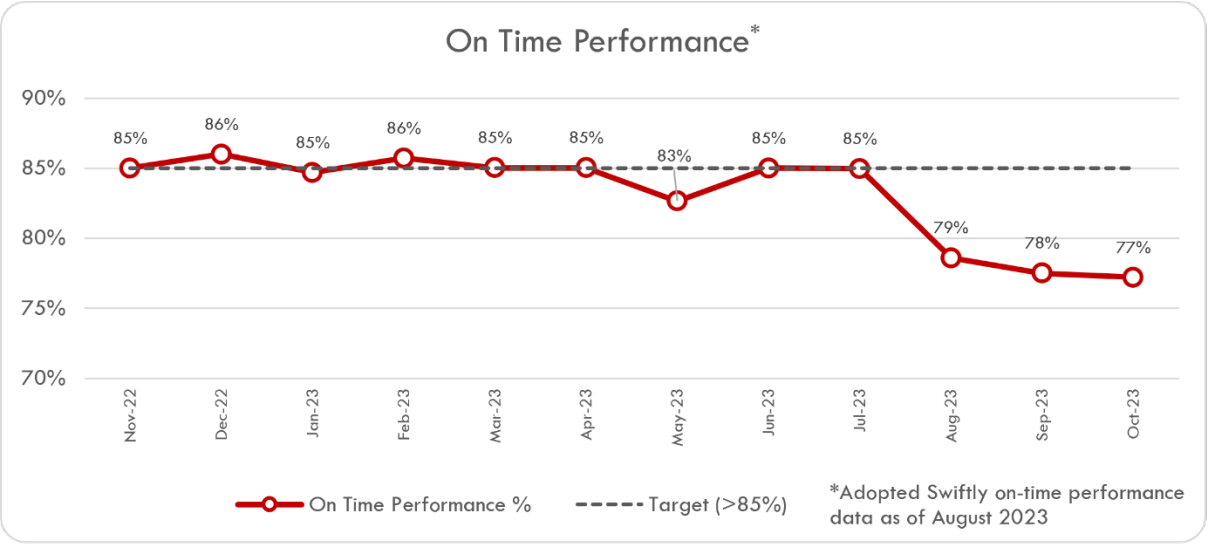
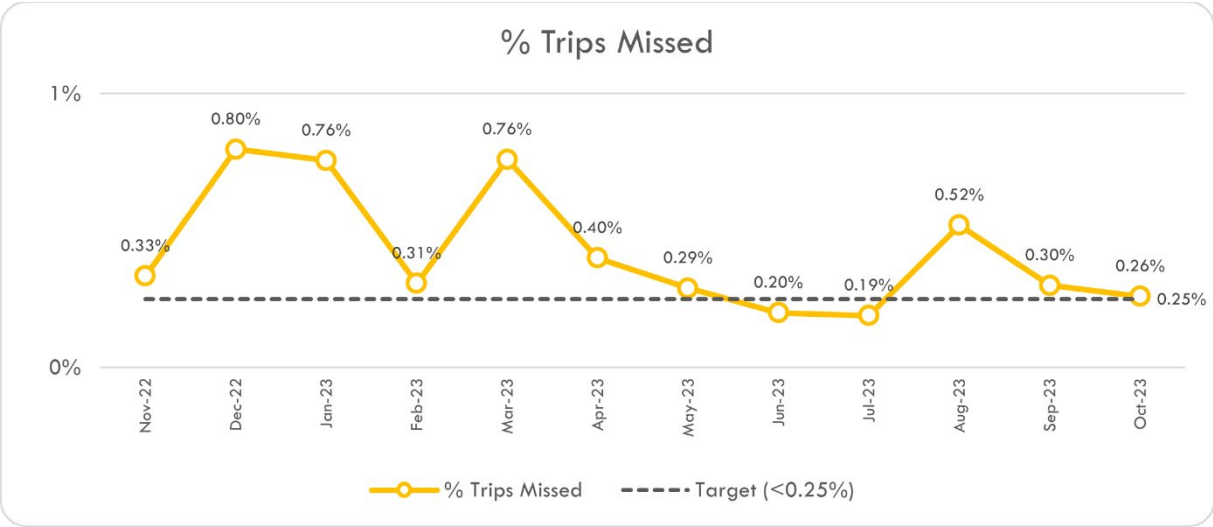
Passengers per hour in October was 15.3, which is the same as September 2023 and higher than October 2022 when passengers per hour was 15.0.

The percentage of missed trips in October was 0.26%, which is lower than the prior month when it was 0.30%.

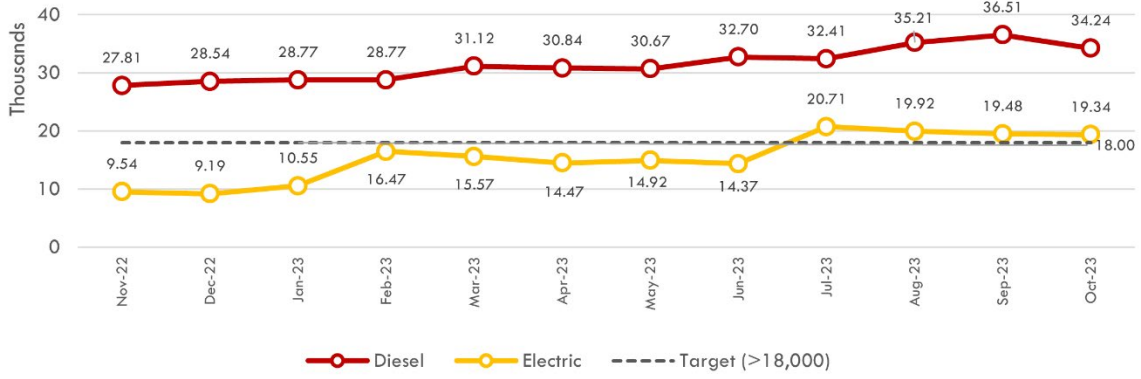
The number of miles between roadcalls was 27,872 miles in October, lower than the prior month in which there were 44,251 miles between roadcalls. The rolling 12-month average is 35,912 miles between roadcalls.

Of a total 251,298 passengers, 119,121 passengers had the potential to use a Clipper card aboard County Connection since 151,920 either used an employer or school pass or were on a free route. About 79.7% of the 119,121 potential Clipper card users paid using Clipper during this month.

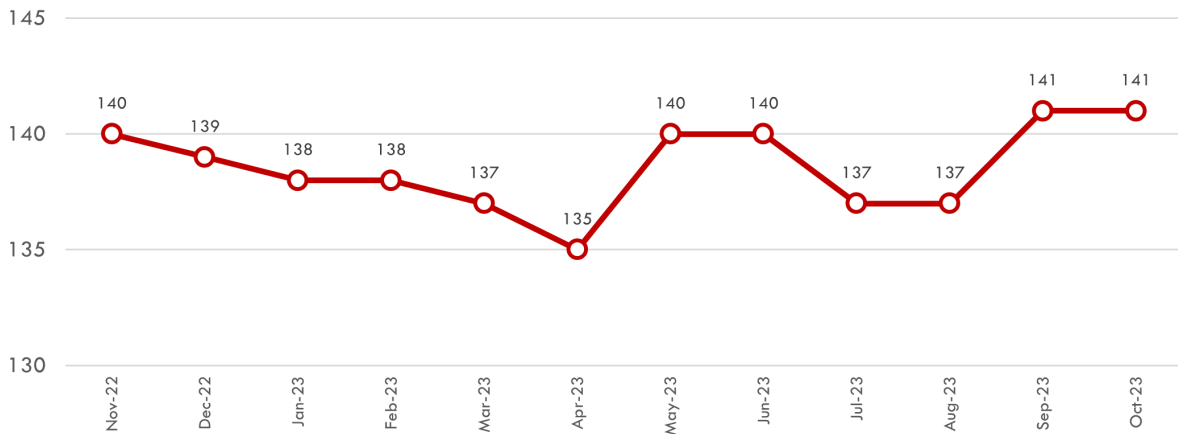




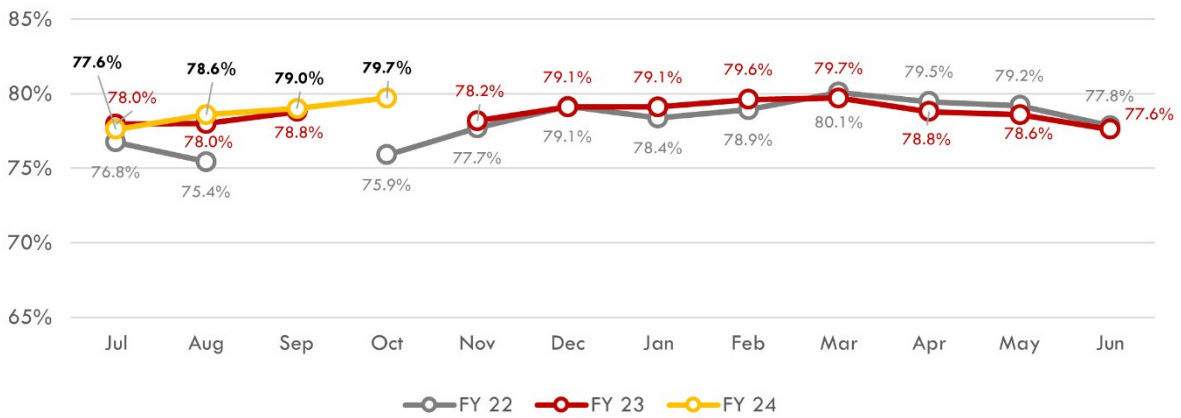
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



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).

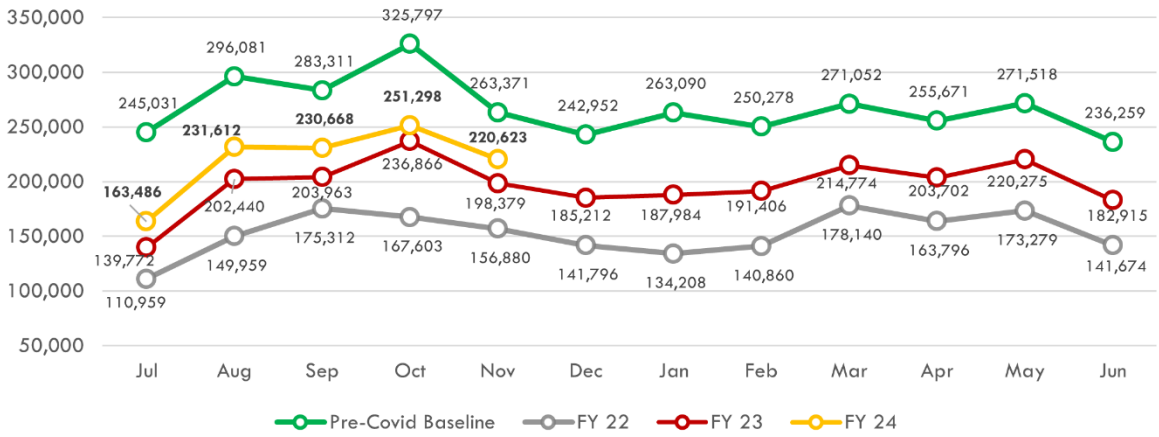
Passengers per hour in November was 14.2, which is lower than October 2023 and higher than November 2022 when passengers per hour was 12.8.

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

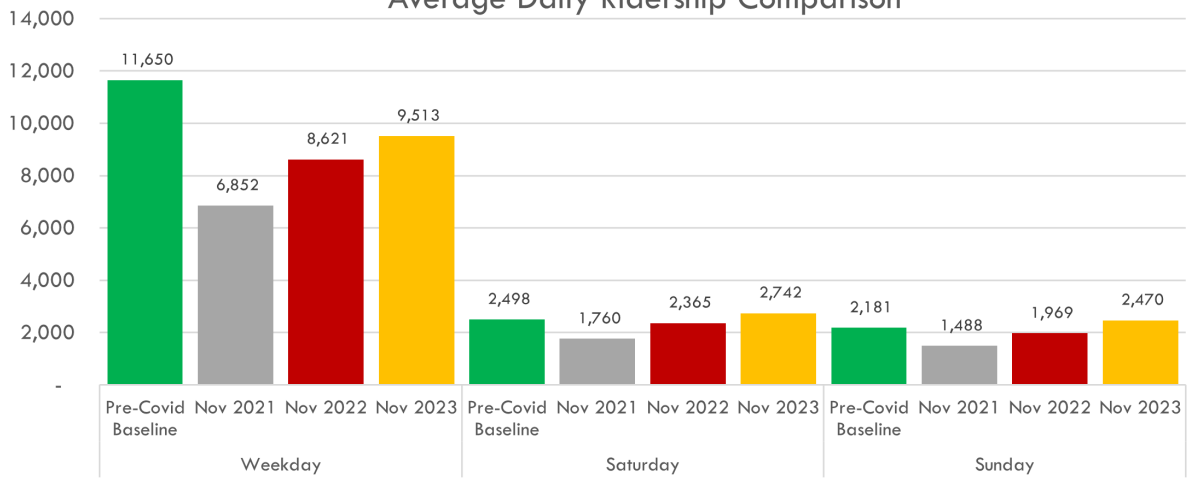
The number of miles between roadcalls was 57,403 miles in November, higher than the prior month in which there were 27,872 miles between roadcalls. The rolling 12-month average is 37,179 miles between roadcalls.

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.

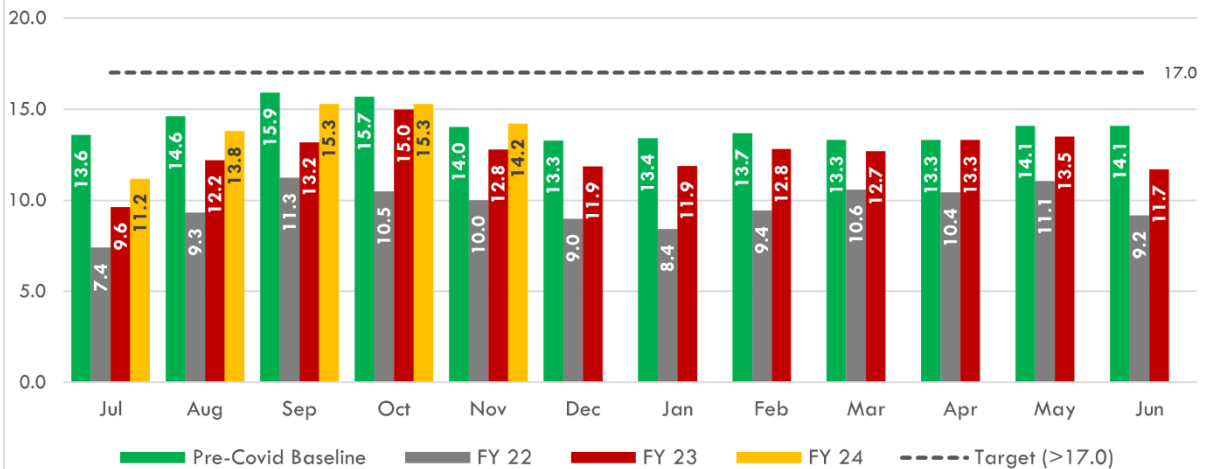
Total Monthly Fixed Route Ridership



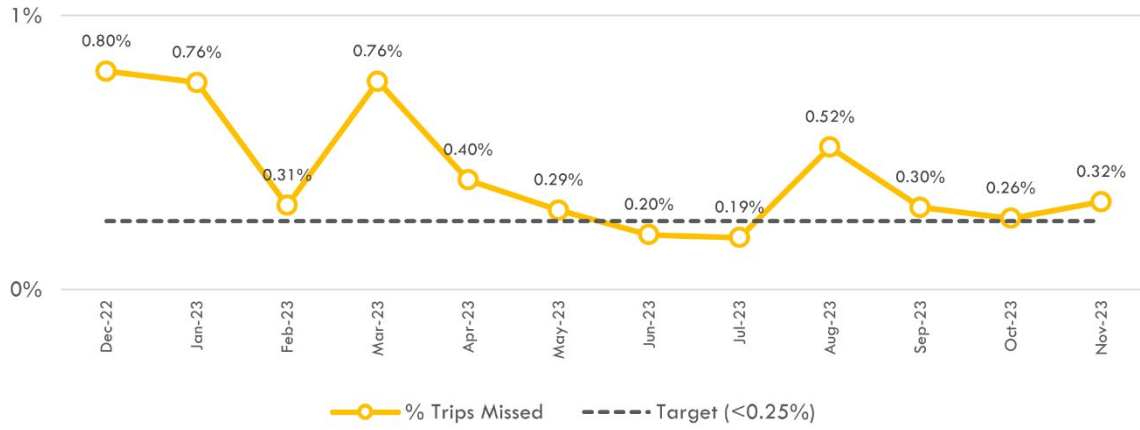
Average Daily Ridership Comparison



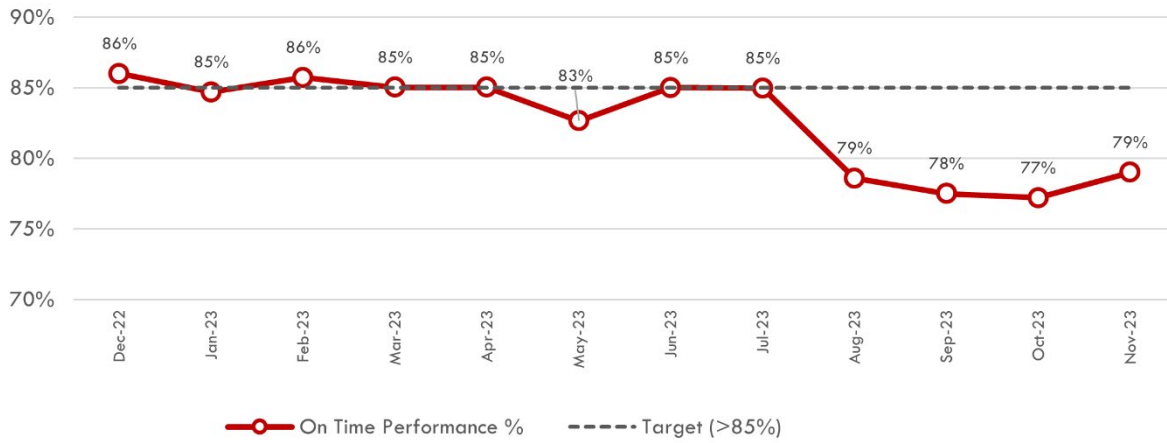
Passengers/Revenue Hour



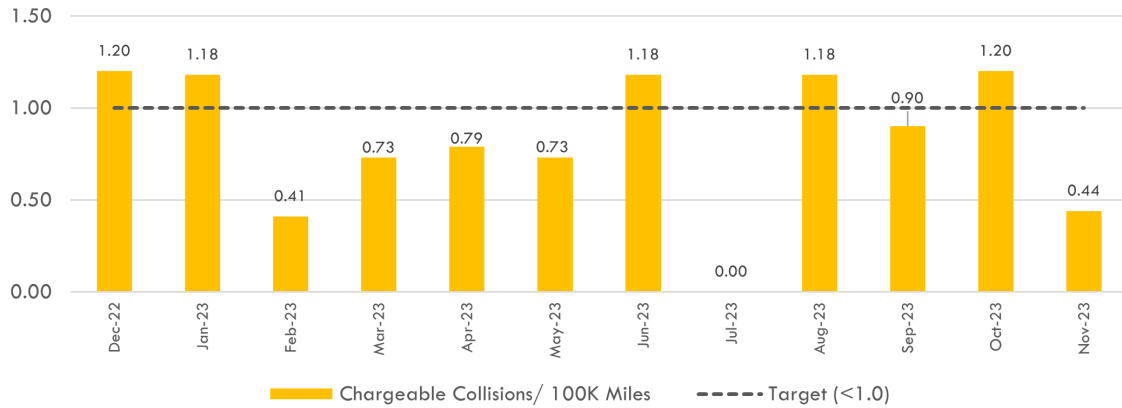
% Trips Missed



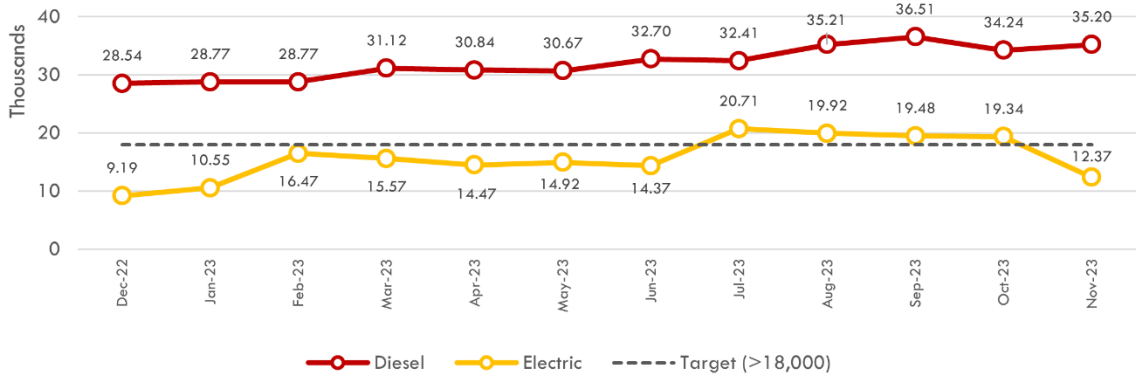
On Time Performance*



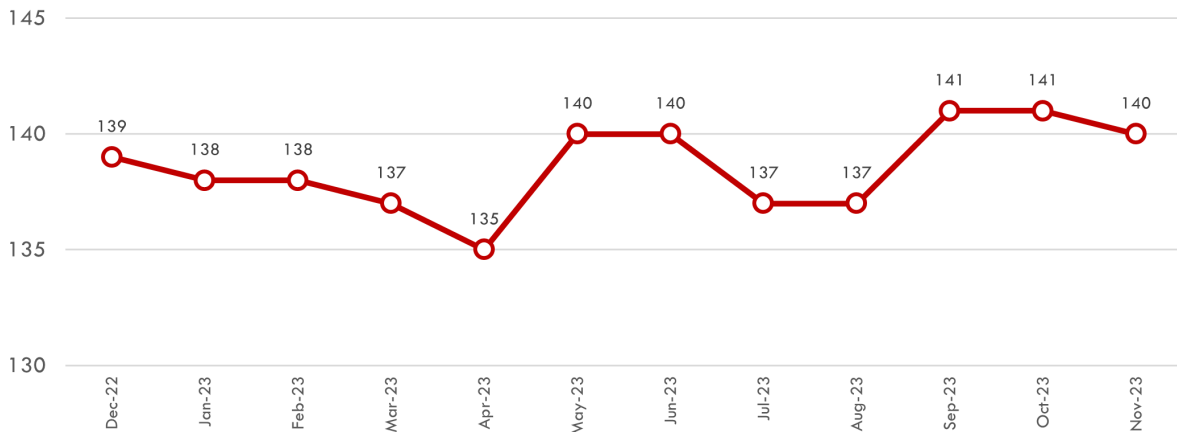
Accident Report



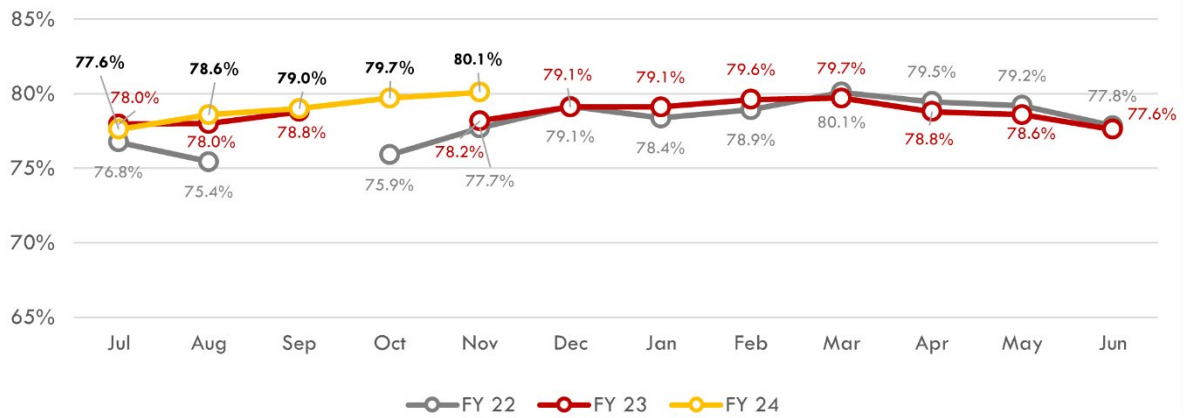
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 11/28/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Executive Summary Report - October 2023

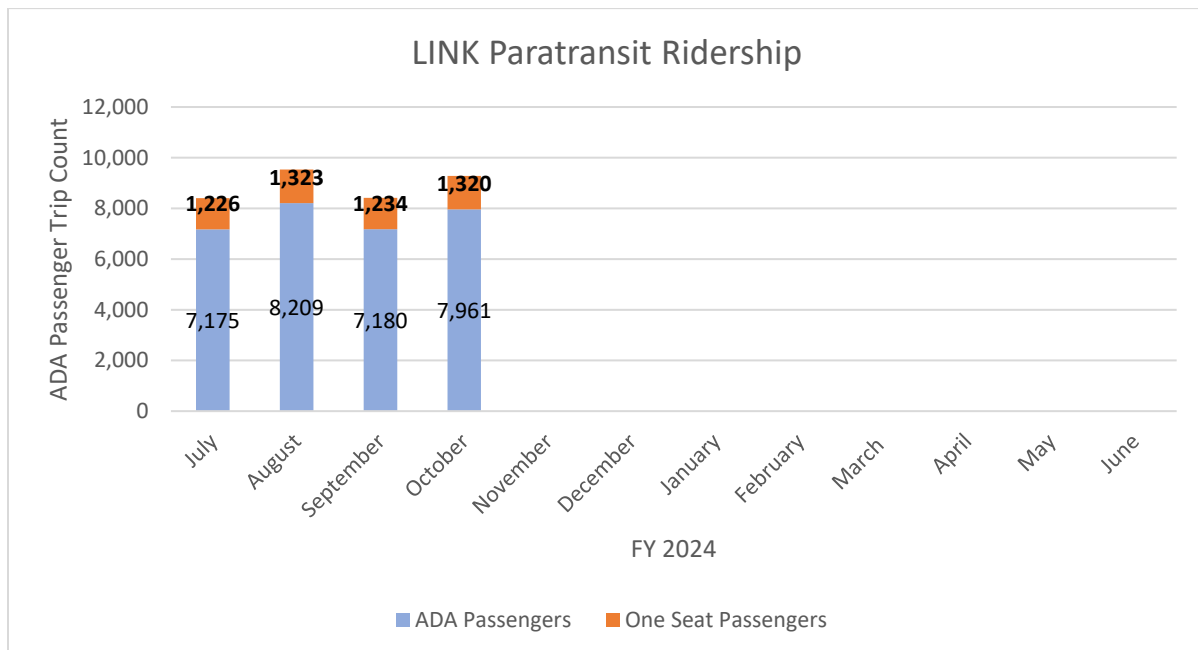
Background:

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 October 2023.

October 2023 Performance Report:

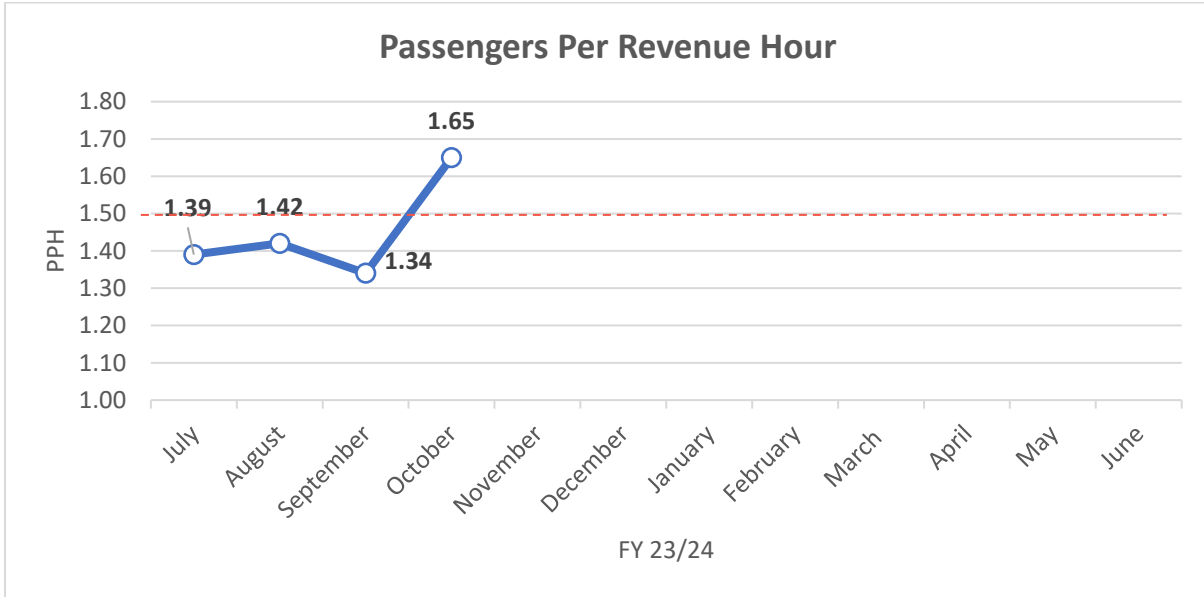
Ridership:

The total reported number of ADA passenger trips in October was 9,281. September reported a total of 8,414. The increase is primarily attributed to several adult day programs returning to operation after several COVID-related shutdowns spanning anywhere from 1-2 weeks. The total reported number of ADA Passengers reported in October of 2023 accounts for approximately 80% of pre-pandemic ridership levels (October 2019).



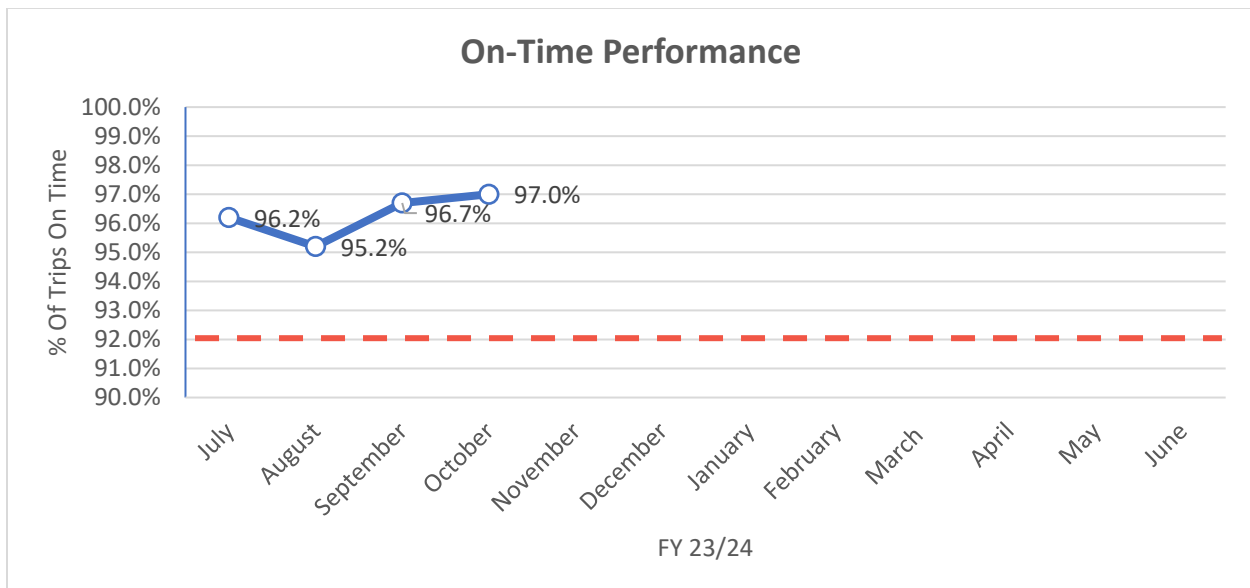
Productivity:

In October, the average number of ADA passengers per revenue hour stood at 1.65, marking a sharp increase compared to September, when the figure was 1.34 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:

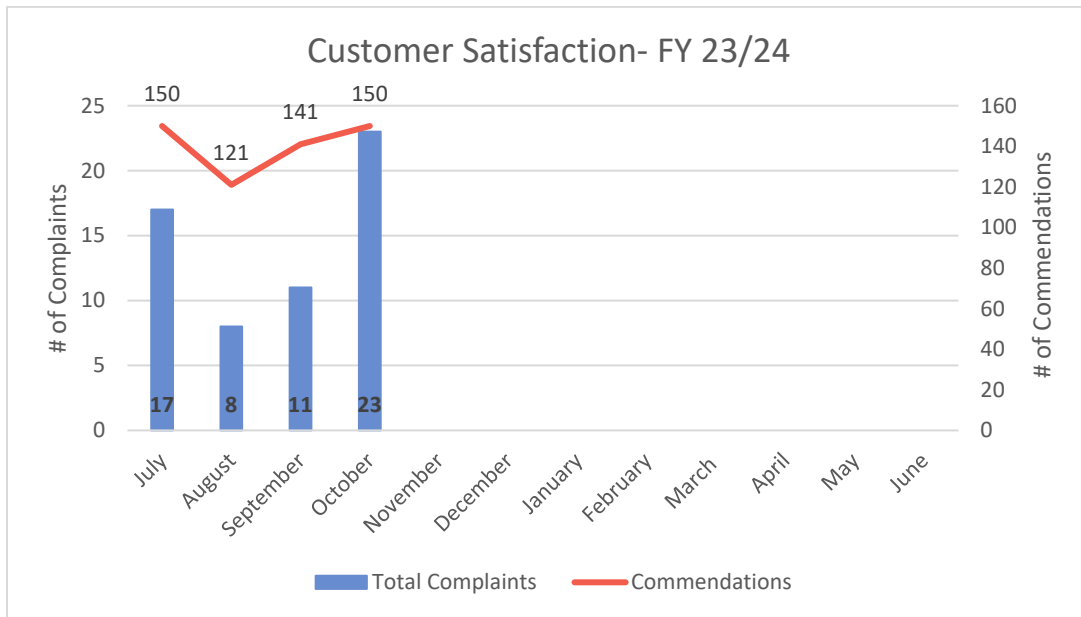
In the month of October, the average on-time performance for trips reached an impressive 97.0%. This figure signifies an improvement in on-time performance when compared to the preceding month, which achieved a 96.7% on-time rate for all trips. The performance exhibited in October signifies a positive 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 October, a total of 23 complaints were registered, with 15 linked to timeliness issues, four (4) related to driver’s skill, two (2), related to the vehicle and/or associated equipment, and the remaining two (2) attributed to scheduling staff’s skill concerns. The majority of the complaints this month were related to timeliness in arriving to the destination.

For commendations, the service received a total of 150 in October. The majority of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy.



Safety:

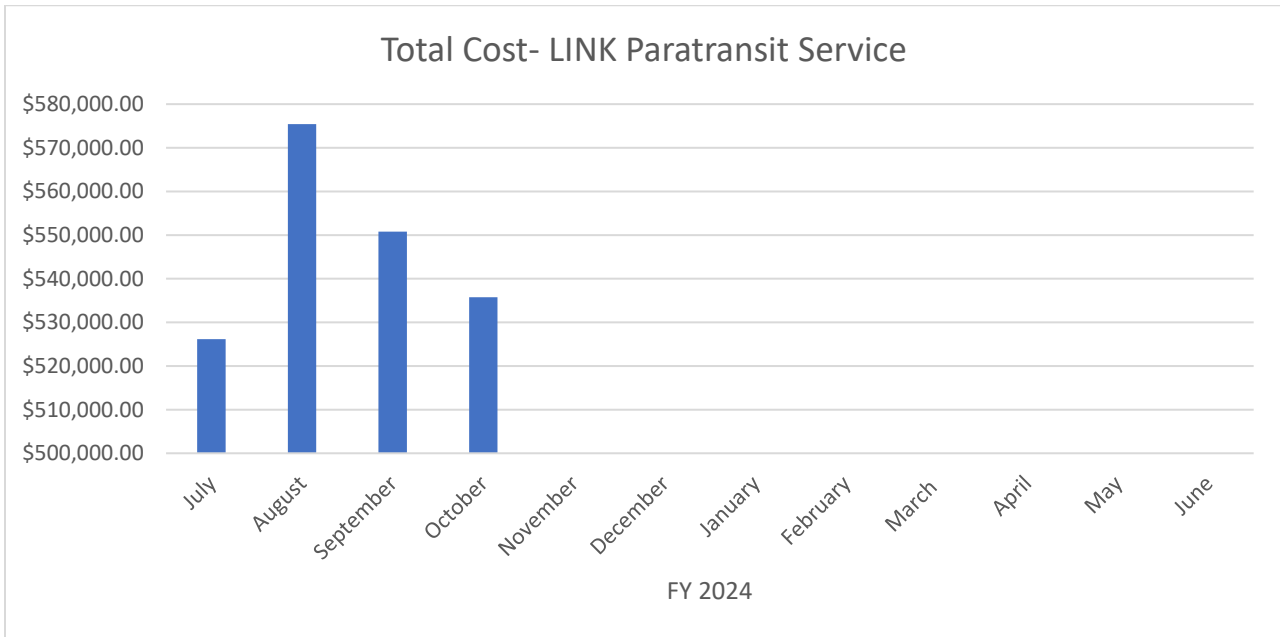
There were no reported preventable accidents in the month of October. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

Staffing:

For the month of October, LINK Paratransit had a total of 52 drivers available to operate routes. Out of this group, five (4) drivers were on a leave of absence or on modified work duty. In response to the ongoing need for an expanded driver pool to accommodate both current and anticipated increases in ridership, 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 \$535,772 was spent in October for LINK paratransit service. This reflects a decrease from September’s total reported at \$555,772.



Recommendation:

None, for Information only.

Additional updates:

None.

Action Requested:

None, for information only.

Attachments:

Attachment 1: October 2023 MOP

CCCTA PARATRANSIT

Performance Report: 10/1/2023-10/31/2023

LINK and BART Statistics

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

	FY 23/24	October	Variance from Goal	FY 22/23	October	YTD 23/24
Ridership Statistics						
1	***ADA Passengers	7,961		5,412		23,345
2	Companions	42		31		488
3	Personal Care Assistants	395		487		15,779
4	***One Seat Passengers	1,320		737		9811
5	Total Passengers	9,718		6,667		25,102
Scheduling Statistics						
6	Total Number of No Shows & Late Cancels	404		761		1,059
7	Total Number of Cancellations	1,064		357		3,272
8	Same Day Trips	95		128		324
9	Denial Trips	-		-		-
10	Go Backs/ Re-scheduled	31		16		55
Effectiveness Indicators						
11	***Revenue Hours	4,815.52		4,490.00		16,496.73
12	ADA Passengers per RVHr.	1.65		1.23		1.42
13	Average Trip Length (miles)	14.28				14.28
14	Average Ride Duration (minutes)	22.14				22.14
15	*Total Cost per ADA Passenger	\$67.30		\$ 94.79		\$ 138.08
16	***Service Miles	113,647.00		73,252		209,601
17	Billable Service Hours	5,894.32		6,602.23		18,706.62
18	Fuel Cost	\$ 54,429.02		\$ 31,844.14		\$ 138,332.82
19	Total Cost	\$ 535,772.74		\$ 513,020.85		\$ 2,155,637.33
On Time Performance Statistics						
20	Percent on-time	97.0%		94.4%		96.6%
21	Arrived 15-29 minutes past window	110		99		410
22	Arrived 30-59 minutes past window	36		43		178
23	Arrived 60 minutes past window	7		7		25
24	Total Missed Trips	8		3		21
25	Transfer Trips	529		257		1,508
One Seat Pilot Data						
26	Total Trips	1,320		737		3,869
27	***Total Cost OS	\$ 57,869.07				\$ 115,738.14
28	Non-CCCTA Cost (Cost for Agencies)	\$ 23,449.69		\$ 10,849.38		\$ 72,294.15
29	***Total Miles	29,673.60				59,347.20
30	Non-CCCTA Miles (Agency Miles)	14,859.80		7,401.61		59,224.43
31	Non-CCCTA Revenue Hours	473.44		220.78		1,394.32
32	**Total One Seat Revenue Hours	935.38		454.26		3,184.43
33	Total Fare Collected	\$ 4,745.00		\$ 3,052.00		\$ 13,988.00
34	Non-CCCTA Fare Collected	\$ 2,886.00		\$ 1,857.50		\$ 8,292.00
Customer Service						
Complaint Standard Goal = 2/1,000 passengers						
35	Total Complaints	23		9		40
36	Timeliness	15		4		26
37	Driver Complaints	4		2		4
38	Equipment / Vehicle	2		1		2
39	Scheduling/Staff Skill	2		2		8
40	Commendations	150		0		150
41	Avg. wait time in Queue for reservation/dispatch	2:21				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	1,662		1,807		5,143
45	Total Certification Determinations	67		145		212
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: 11/15/2023

Revised 11/27/2023 by Laura Corona

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

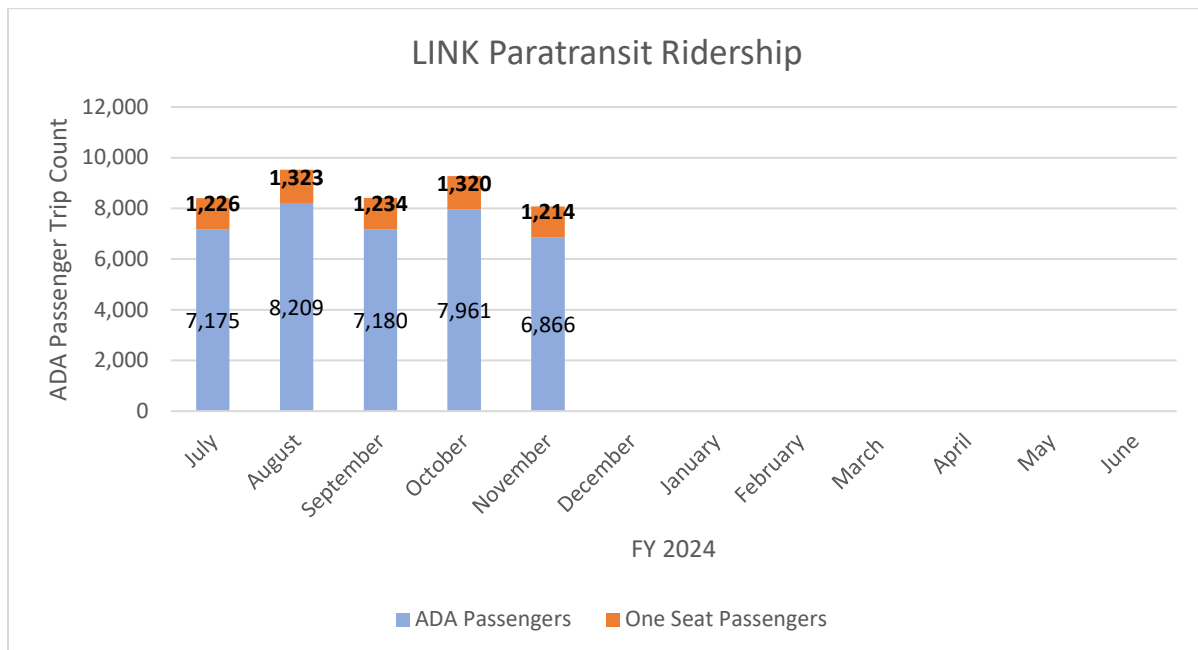
Background:

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:

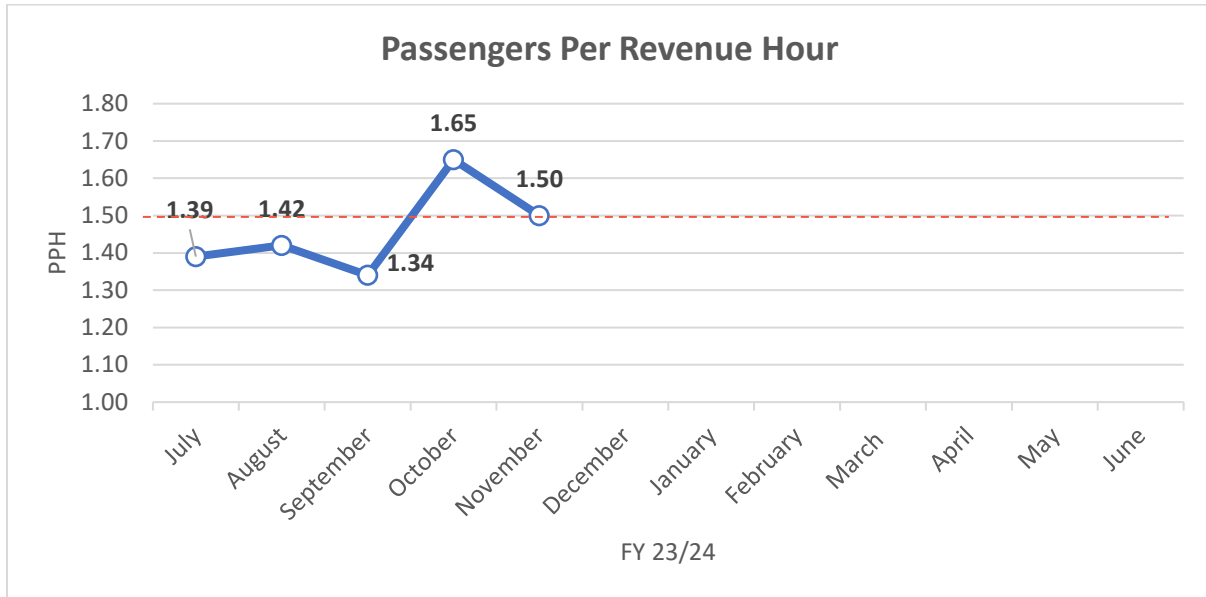
Ridership:

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).



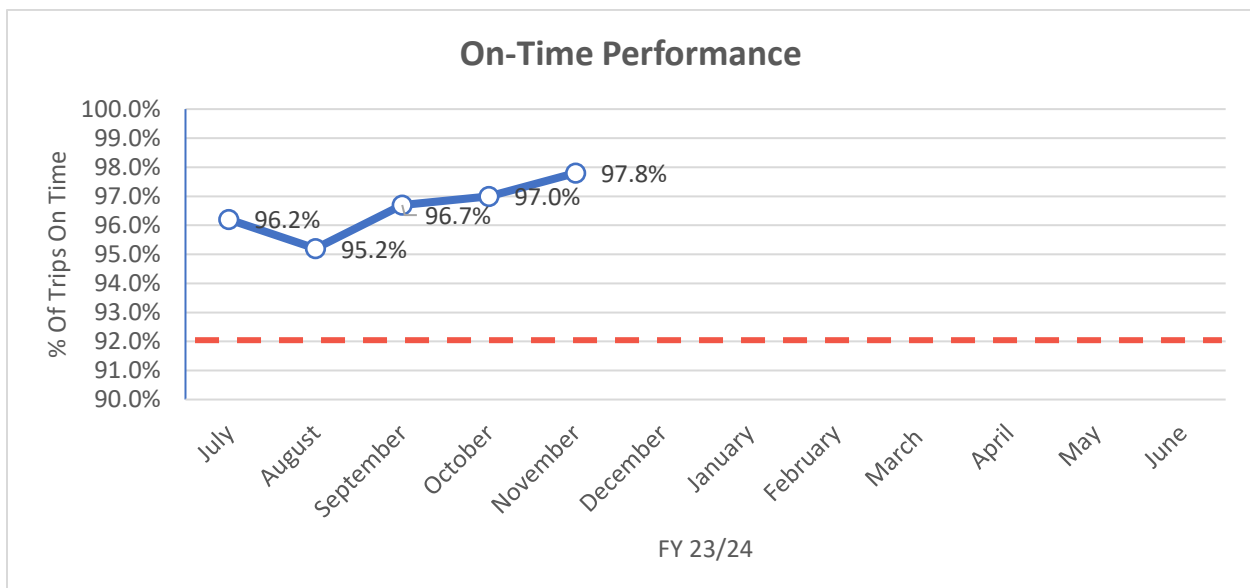
Productivity:

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:

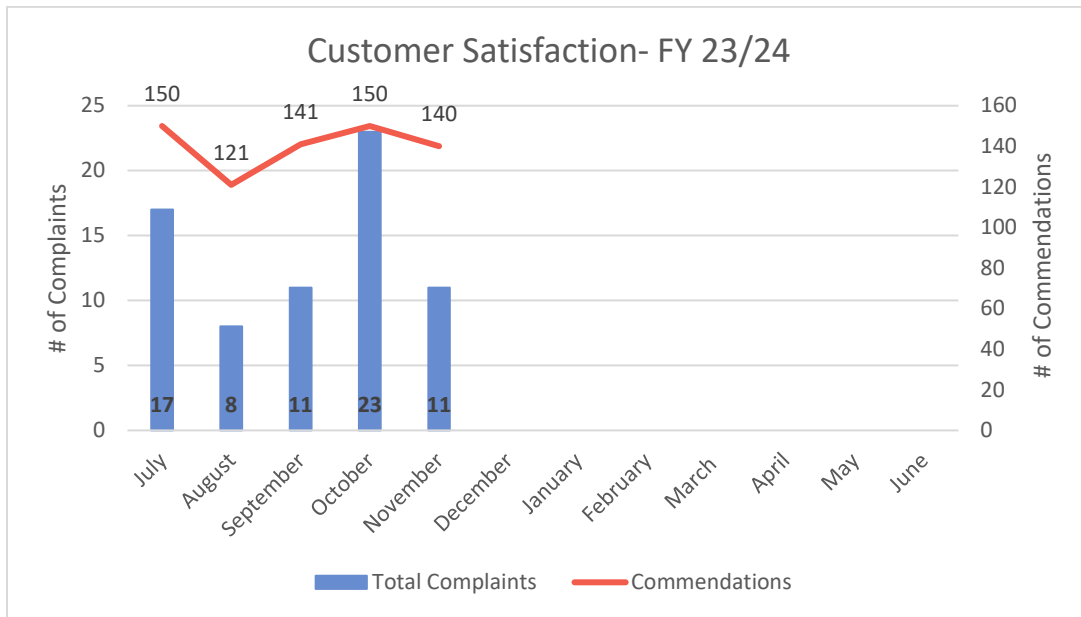
In the month of November, the average on-time performance for trips reached an impressive 97.8%. This figure signifies an improvement in on-time performance when compared to the preceding month, which achieved a 97.0% on-time rate for all trips. The performance exhibited in November signifies a positive 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:

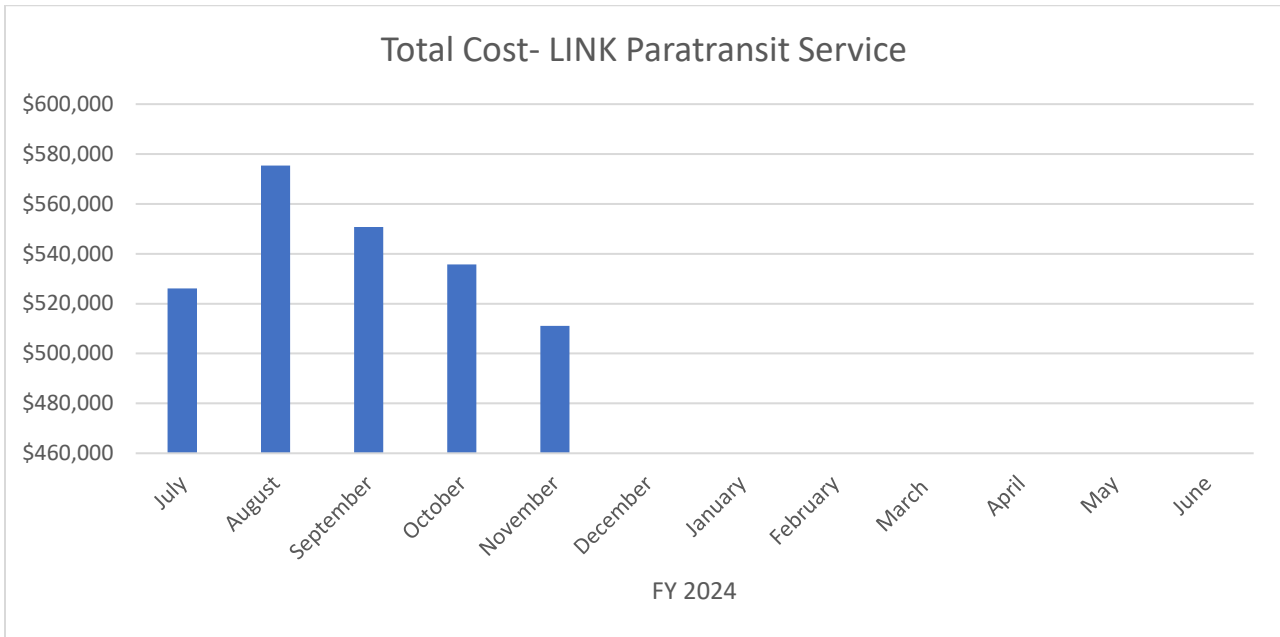
There were no reported preventable accidents in the month of November. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

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