

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, January 14, 2020
1:00 p.m.**

**County Connection
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, California**

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

1. Call to Order
2. Roll Call
3. Agenda Approval
4. Approval of Minutes of November 12, 2019*
5. Public Comment
6. Consent Calendar: None
7. Appointment of Wayne Mortensen to the Advisory Committee (City of San Ramon) *
8. MTC On-Board Passenger Survey*
9. Paratransit Transition Update Part 2*
10. Update on Travel Training Programs (Verbal update)
11. Quarterly report from CAC to Board of Directors and alternate meeting location
12. Fixed Route Monthly Report
 - a. Fixed Route Ridership Reports - September and October 2019
 - b. Clipper Use Trend – September and October 2019
13. Paratransit Monthly Report September 2019
14. Committee Member Communications
15. Adjournment – Next Meeting – March 10, 2020

*Enclosure

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

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Board Clerk, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@countyconnection.com

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 16, 9:00 a.m., County Connection Board Room
Administration & Finance:	Tuesday, February 4, 9:00 a.m., 1676 N California Blvd, Suite 620, Walnut Creek
Advisory Committee:	Tuesday, January 14, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, February 6, 8:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, January 31, 8:15 a.m., 3338 Mt. Diablo Blvd, Lafayette

The above meeting schedules are subject to change. Please check the 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 Administrative Offices, 2477 Arnold Industrial Way, Concord, California

INTER OFFICE MEMO

Summary Minutes
Advisory Committee
County Connection
Gayle B. Uilkema Memorial Board room
2477 Arnold Industrial Way
Concord, CA
Tuesday, November 12, 2019

Members: Mr. Donnelly, Marjorie McWee, Rich Eber

Staff: Rashida Kamara

Public: Jessica Dominguez (Overcoming Transportation Barriers)

1. **Call to Order:**

Meeting was called to order at 1:05pm

2. **Roll Call**

(See Attendance sheet)

3. **Approval of Agenda:**

The agenda was approved.

4. **Approval of minutes of September 10, 2019:**

The minutes were approved as presented.

5. **Public Comment:**

Jessica Dominguez reminded us that there is no service on Arnold Industrial Way to service the homeless shelter. Ms. McWee then noted there was no fixed route service in front of County Connection offices.

6. **Consent Calendar:**

None

7. **Appointment of Rich Eber to the Advisory Committee (City of Concord):**

Mr. Donnelly welcomed Mr. Eber to the Committee, then asked everyone present to introduce themselves. Mr. Eber also introduced himself by providing his background and his acknowledgement that he has concerns but will continue to bring them up as he is educated on the services we provide.

8. **Advisory Committee By-laws Amendment:**

Mr. Donnelly commented that there were no comments from the advisory before the bylaws were amended. Has no objections to the bylaws, but objects to the committee not being involved in the process of the amendment update.

9. Choice in Aging Demonstration project update:

Ms. Kamara gave update on project. Mr. Donnelly commented on how appreciated the customer comments. Ms. McWee commented on how the changes since Transdev have really improved the system, especially the App. She asked how drivers are paid. She also commented on the fact that sometimes cutaway vans make sense depending on the operational needs of the system. Rich commented on how much less expensive it was for the SilverRide project and wanted to know if independent drivers would be affected by the AB1 regulation.

10. Fiscal Year FY 2019 Fixed route Performance Report:

Rashida asked staff to review attachment

11. Fiscal year FY 2019 Paratransit Performance Report:

Rashida gave an update on the year end report. Ms. McWee commented on the new changes since a new contractor took over in July. Ms. McWee how well her Transit App was working. At approximately 2:20PM, her phone flashed, and she indicated to the group that her vehicle would be there in 10 minutes. She said with the new app she can plan her time better, not wait in scary places for her ride. She also mentioned that with more free fixed route rides there were more homeless persons and persons using drugs hanging out at bus stops.

12. Fixed Route Monthly-Report

13. Committee Member Communications:

Rich Eber would like to add topics of concern to future agenda's after he learns more about service. Ms. McWee said she would email future topics for agenda to Rashida. Ms. McWee also wanted to know if County Connection Management staff rides fixed routes before they suggest changes. She wanted to suggest that staff ride the fixed route service, not just for a day, but to use it for a week to go about their daily lives. Then they will see the gaps in services that may need adjustments.

14. Adjournment-Next Meeting January 14, 2020:

Meeting adjourned at 2:31PM

Minutes prepared by Rashida Kamara November 15, 2019

CAC MEMBERSHIP ROSTER/ATTENDANCE REPORT 2019

Member Name	Jurisdiction	Jan-19	Mar-19	May-19	Jul-19	Sep-19	Nov-19	Original Appointment	Term Expires
Vacant	Clayton								
David Loyd	Concord	P						Jan-17	Jan-19
Rich Eber	Concord					A	P	Sep-19	Sep-21
Marjorie McWee	Contra Costa County				P	A	P	Jun-19	Jun-21
James Donnelly	Danville	P		P	P	A	P	Jun-17	Jun-21
Vacant	Lafayette								
Vacant	Martinez								
Vacant	Moraga								
Mark Lewis	Orinda	A		A	A	A		Jan-18	Jan-20
David Piper - moved 3/19	Pleasant Hill	P						Jun-17	Jun-19
Jason Sommers - alternate	Pleasant Hill					P		Jun-19	Jun-21
Matthew Horne	Pleasant Hill				P	A		Jun-19	Jun-21
Wayne Mortensen	San Ramon							Dec-19	Dec-21
Jeremy Weinstein	Walnut Creek			A	A	A		Mar-18	Mar-20

P = Present

A = Absent

Vacant

Term Expires 2020

CCCTA Staff 2019

Member Name	Jurisdiction	Jan-19	Mar-19	May-19	Jul-19	Sep-19	Nov-19
Bill Churchill	County Connection Staff					P	
Melody Reebbs	County Connection Staff						
Rashida Kamara	County Connection Staff	P		P	P	P	P
Ruby Horta	County Connection Staff					P	
Sean Hedgpeth	County Connection Staff	P		P	P		

P = Present

A = Absent

C = Call In

To: Board of Directors

Date: 11/14/2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by:



SUBJECT: Appointment to Advisory Committee Representing City of San Ramon

Background:

On November 12, 2019, the City of San Ramon appointed Wayne Mortensen to serve on the County Connection's Advisory Committee as the primary member representing the City of San Ramon. The appointment will expire in November 2021.

Financial Implications:

None

Recommendation:

Approve the appointment of Wayne Mortensen as the representative for the City of San Ramon on County Connection's Advisory Committee.

Attachments:

Appointment notice – Wayne Mortensen
Application



Valerie Volk <volk@cccta.org>

FW: Appointment to County Connection Advisory Committee

Sekhon, Amy <adhaliwal@sanramon.ca.gov>
To: Rashida Kamara <kamara@cccta.org>
Cc: Valerie Volk <volk@countyconnection.com>, Ruby Horta <horta@cccta.org>

Wed, Nov 13, 2019 at 4:19 PM

Hi Rashida,

Here is the email that was sent from our City Clerk's office to Mr. Mortensen.

From: Kwong, Jocelyn
Sent: Wednesday, November 13, 2019 3:31 PM
To: docsearch25@gmail.com
Cc: Sekhon, Amy <adhaliwal@sanramon.ca.gov>
Subject: Appointment to County Connection Advisory Committee

Dear Mr. Mortensen:

Congratulations! The City Council has selected you to serve as the City of San Ramon's representative to the County Connection Advisory Committee. County Connection will be finalizing your appointment to their committee at its November or December meeting. If you have any questions about that process, please contact Valerie Volk at volk@countyconnection.com.

Sincerely,

Jocelyn Kwong | Deputy City Clerk | City of San Ramon
7000 Bollinger Canyon Rd., San Ramon, CA 94583 | www.SanRamon.ca.gov

T: (925) 973-2577 | F: (925) 275-0650 | E: jkwong@sanramon.ca.gov

CITY COUNCIL STAFF REPORT

DATE: November 12, 2019
TO: City Council/City Manager
FROM: Renee Beck, City Clerk
By: Jocelyn Kwong, Deputy City Clerk
SUBJECT: County Connection Advisory Committee Appointment



RECOMMENDED ACTION

Staff recommends that the City Council interview the applicant and determine whether to make an appointment to the Central Contra Costa Transit Authority's County Connection Advisory Committee.

BACKGROUND/DISCUSSION

The primary purpose of the County Connection Advisory Committee is to review, analyze, and advise the County Connection Board of Directors on issues and policies relating to fixed-route and paratransit service. Committee members also act as a citizen liaison from the represented jurisdiction.

The County Connection Advisory Committee meets bi-monthly on the second Tuesday at 1:00 PM at the County Connection headquarter office in Concord in the Board of Directors meeting room.

There is currently one vacancy for a representative from the City of San Ramon. The City Clerk's Office advertised the vacancy on the City's website. Mr. Wayne Mortensen is the sole applicant for the position.

FISCAL ANALYSIS

None.

STEPS FOLLOWING APPROVAL

Should the City Council elect to appoint the applicant to the County Connection Advisory Committee, staff will notify County Connection of the appointment.



CITY OF SAN RAMON

7000 BOLLINGER CANYON ROAD
SAN RAMON, CALIFORNIA 94583
PHONE: (925) 973-2500
WEB SITE: WWW.SANRAMON.CA.GOV

November 19, 2019

Ms. Ruby Horta
Director of Marketing and Planning
County Connection
2477 Arnold Industrial Way
Concord, CA 94520


RE: City of San Ramon Appointment to the County Connection Advisory Committee

Dear Ms. Horta:

This letter is to advise that on November 12, 2019 the City of San Ramon City Council voted and approved the appointment of Mr. Wayne Mortensen to serve as the City's representative on the County Connection Advisory Committee for a two-year term ending November 2021. Mr. Mortensen's application is enclosed.

Please contact me if you need any additional information.

Sincerely,


Jocelyn Kwong
Deputy City Clerk
City of San Ramon

RECEIVED

OCT 21 2019



CITY OF SAN RAMON

Application to serve as the San Ramon Representative on a COUNTY ADVISORY BOARD, COMMISSION, COMMITTEE

City Clerk City of San Ramon, CA

1. Name: Wayne Mortensen
2. Address: 133 Sedgefield Court Zip Code: 94583
3. Telephone: Home: 925 829-7635 Business: Cell: 925 336-9458 voice mail only
4. E-mail address: wmortens11@aim.com
5. Occupation: Retired
6. Education: BS Business San Jose State University 1974

- 7. I would like to be considered for appointment to the following: (Please check preferences).
Contra Costa County Advisory Council on Aging
Contra Costa County Library Commission
Contra Costa County Mosquito and Vector Control District
Contra Costa Transportation Authority - Citizens Advisory Committee
X Central Contra Costa Transit Authority - County Connection Advisory Committee

If you are a member of a County Commission or Committee you are not eligible to serve concurrently on another committee.

8. What do you feel is the most important contribution you can make as a member of this committee:
I am a service disabled veteran and a senior citizen. I volunteered for several years as a Court Appointed Special Advocate for foster children. My concerns are for the disabled, seniors, youth and others who don't drive. Transportation is essential for their quality of life.

9. Please describe your related job and/or community experience:
My past employment has been in public & private law enforcement and investigation including periods with the Oakland Police Department and as a contractor with the Federal Bureau of Investigation

10. How long have you lived within the San Ramon city limits? Since 1975

Signature: [Handwritten Signature] Dated: 10/18/2019

RETURN APPLICATION TO: CITY CLERK, CITY OF SAN RAMON, 7000 BOLLINGER CANYON RD, SAN RAMON, CA 94583 PHONE: (925) 973-2539 FAX: (925) 275-0650 EMAIL: CITYCLERK@SANRAMON.CA.GOV

To: Board of Directors

Date: 11/25/2019

From: Melody Reeb, Manager of Planning

Reviewed by: *Ref*

SUBJECT: MTC Onboard Passenger Survey

Background:

Since 2010, the Metropolitan Transportation Commission (MTC) has managed a regional transit passenger survey program for fixed-route services operating within the nine-county Bay Area. The purpose of the survey is to collect data that is used by MTC to support regional planning efforts and to fulfill Title VI requirements. Surveys are conducted by MTC for each operator roughly every five to seven years. MTC just completed its most recent survey of County Connection's passengers in October 2019.

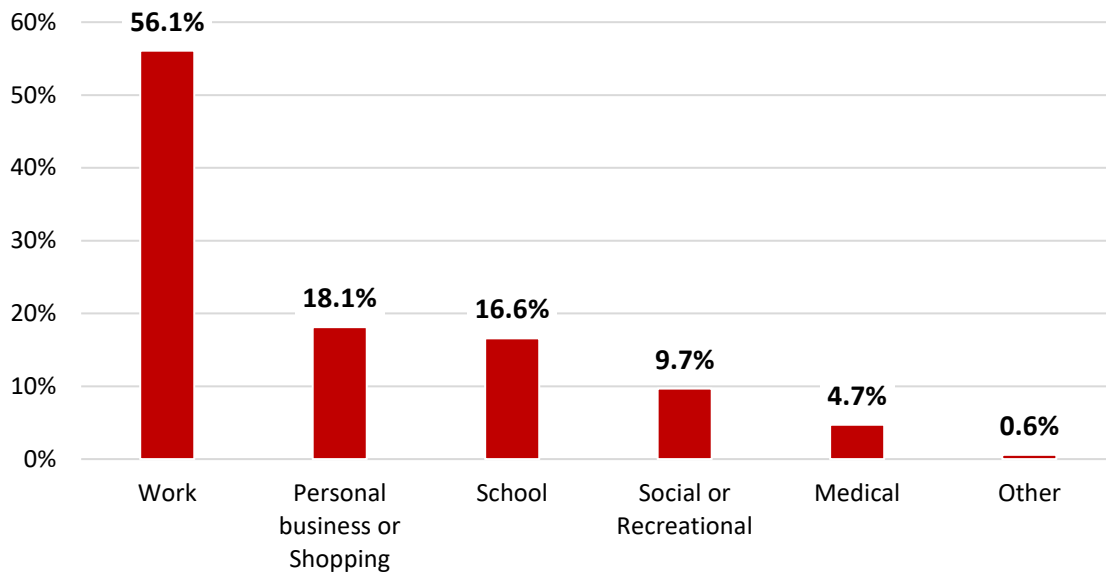
Survey Results:

Surveyors collected a total of 1,079 responses on weekday routes, or about 9% of average weekday ridership. A sampling plan was developed in order to obtain a representative number of responses across the different routes and time periods in proportion to ridership. The survey effort did not include 600-series school routes. A smaller sample of 109 surveys was collected for weekend routes. The following results summarize weekday responses only.

Trip Characteristics

Over half of passenger trips surveyed were to or from work, while about 17% of trips involved going to or coming from school. Other common trip purposes included personal business or shopping, social or recreational (including dining), and medical.

Trip Purpose



Some trips were between two purposes (e.g., work to shopping), so percentages add up to more than 100%.

About 49% of passengers needed to make a transfer to complete their trip. This includes 35% who indicated that they transferred to or from BART, and 15% who transferred to or from another County Connection bus. A large majority (88%) indicated that they walk in order to get to and from transit.

Over two-thirds of trips (69%) started and ended within Central Contra Costa County. Almost 40% of all trips occurred within or between Concord, Walnut Creek, and Pleasant Hill. About 12% of trips started or ended in Alameda County, namely Oakland and Pleasanton, and 8% of trips started or ended in San Francisco. Another 8% of trips started or ended in Eastern Contra Costa County, including Pittsburg and Antioch.

Fare Payment

About 70% of passengers paid an Adult fare, and 25% rode for free, either on a free route or using an employer or school pass. Consistent with the increasing Clipper usage trends since the March 2019 fare changes, about 78% of passengers who had to pay a fare indicated that they used Clipper.

Rider Profile

Of the survey responses, about 83% of riders are residents of Central Contra Costa County. The table below shows a comparison of select County Connection rider demographics to those of Central Contra Costa County overall. In particular, it highlights characteristics where there are notable differences between the average County Connection rider and the average resident in the area. Overall, County Connection riders tend to have fewer vehicles available, larger household sizes, more workers per household, and lower annual incomes compared to residents. They also tend to be younger in age and do not self-identify as white or Asian.

	County Connection Riders	Central Contra Costa Residents ⁽¹⁾
Vehicles Available		
No vehicles	22%	5%
1 vehicle	44%	27%
2 vehicles	28%	42%
3 or more vehicles	6%	26%
Household Size		
1 person	12%	24%
2 people	22%	34%
3 people	28%	17%
4 or more people	38%	25%
Workers per Household		
No workers	10%	24%
1 worker	19%	38%
2 workers	46%	32%
3 or more workers	26%	6%
Annual Household Income⁽²⁾		
Less than \$25,000	25%	10%
\$25,000-\$50,000	39%	25%
\$50,000-\$75,000	20%	13%
\$75,000-\$100,000	8%	12%
More than \$100,000	8%	53%
Age		
18-24	19%	7%
25-34	25%	11%
35-44	23%	13%
45-64	22%	29%
65+	8%	17%
Race		
White	45%	64%
Hispanic or Latino origin	19%	15%
Black or African American	18%	3%
Asian	14%	20%
Other	5%	3%

Notes:

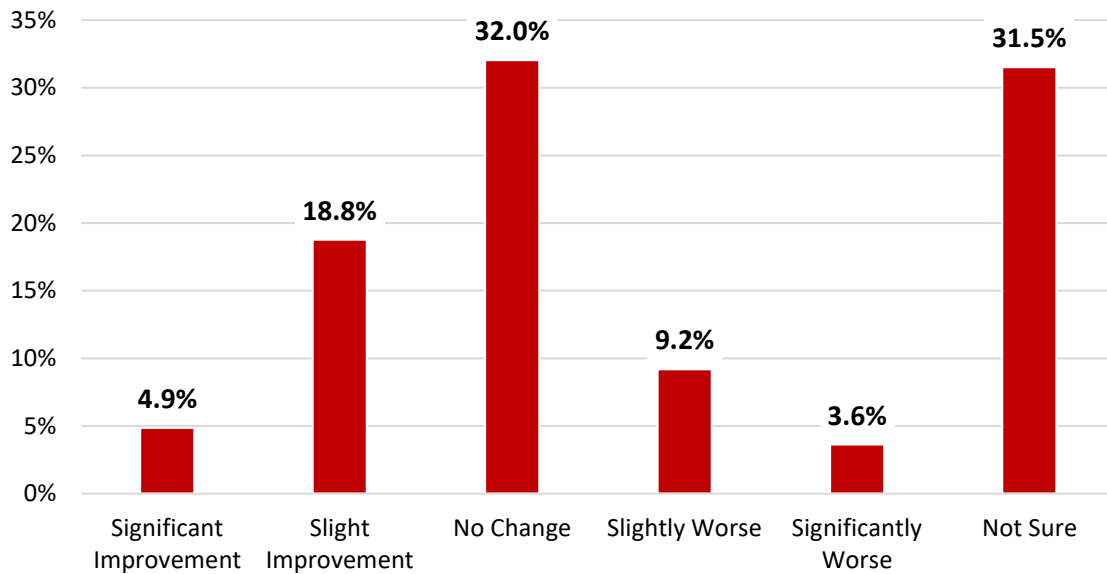
(1) Based on 2017 American Community Survey 5-year estimates

(2) About 38% of survey respondents declined to provide income information. Percentages exclude those who did not respond to this question.

Service Changes

The survey included a question asking respondents how the recent service changes in March affected their experience using County Connection. About 24% reported an improvement, while about 13% said their experience is now worse. About one-third reported no change, and another one-third of respondents were not sure.

March 2019 Service Change Impact



Overall, riders on Routes 4, 6, and 7 tended to rate the changes as an improvement. This is not surprising given that frequency was increased on two of those routes, Routes 4 and 6. Route 98X had a slightly higher percentage of respondents saying that the changes made their experience worse. Although service frequency was increased on the route, there were some later evening trips that were cut. It should also be noted that responses are not necessarily related to the route that the survey was taken on, as some riders may take multiple County Connection routes.

Financial Implications:

None. All costs associated with the survey were paid by MTC.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

To: Board of Directors

Date: 12/12/2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: WC.

SUBJECT: Transdev Transition Update Part 2

Background:

Transdev assumed County Connection's paratransit contract from First Transit in July 2019. In its request for proposal, County Connection, asked for the in-coming contractor to address long standing performance issues, bring about user friendly technologies for passengers, and develop transit partnerships to increase service efficiencies.

After winning the bid Transdev spent 60 days prior to the contract's commencement, on-boarding drivers, reviewing service parameters, training staff and becoming familiar with LINK service rules. As with any transition, we have faced both successes and challenges.

Challenges:

There have been a number of challenges that Transdev have had to overcome in order to effectively manage and operate the LINK service.

- Lack of sufficient training for employees prior to the transition.
- Lack of correctly designed Processes and Reports.
- Insufficient Fare collection procedures.
- Implementing a brand new service model and achieving full employee buy in.

Cost

Driver living wages were increased from \$13hr to \$19hr. Call center staff and dispatchers also received living wage increases from \$12hr to \$16HR and \$13hr to \$23hr based on tenure.

Productivity in the past 5 months has yet to reach the goal of 2.0. We ended the FY18/19 with a 2.02. This was mostly due to extreme driver shortage. So, although productivity was high, service quality was still very poor with complaints at an all-time high. Productivity comparisons are not necessarily accurate as a result. Productivity in July was 1.80 and has remained at 1.90.

Service improvements:

Since Transdev's assuming the contract, service quality from the rider's perspective noticeably continues to improve (see letters attached). We ended the FY18/19 fiscal year at 81% on-time. We started in July at 90% with a slight dip to 88% in September due to pulling drivers off the road to train, October was 92.5% and November is 93.3% to date.

Technology:

- On July 1, 2019, we transitioned to using tablets with a small percentage of the fleet. We continued to train drivers and added tablets each day until we were fully automated by July 11, 2019. By the end of the month we had gone paperless.
- On November 1, 2019, we launched My Transit App, a smartphone app that allows users to monitor the status of their trips in real time. It also provides the ability to see where the bus is on the map (This is especially helpful for "where are my ride" calls and has minimized those calls from the call center). It also provides notifications by way of email, text and voice alerts of when the driver arrives. It can also be configured to inform family members of the same trip status, which has minimized calls to the call center. More excitingly is the ability for the rider to rate their experience in real time and that feedback is instantly relayed back to LINK and County Connection Staff. Riders can rate their experience from 1-5 with one being the lowest or least satisfactory to 5 where their experience was exceptional. Our current rating 4.50.

A brief demonstration on the My Transit App will be presented at the O&S meeting.

Financial Implications:

Staff will continue to monitor closely the rising cost of Paratransit by paying attention to the cost of fuel and working to meet productivity standards of 2.0.

Attachments:

- Letter from Choice in Aging
- Letter from Paratransit User



CHOICE IN AGING

Providing care, support, and services since 1949

501(c)(3) Nonprofit
94-2822559

Debbie Toth
Chief Executive Officer

Rashida Kamara
Manager of Accessible Services
County Connection
2477 Arnold Industrial Way
Concord, CA 94520

October 25, 2019

Re: New paratransit provider, Transdev

Dear Rashida:

The purpose of this letter is to provide feedback regarding County Connection's new paratransit contractor, Transdev. As you know, we had a myriad of problems through the years with First Transit, many of which were never resolved. These included extremely long wait times when calling reservations or trying to reach dispatch, issues with the manifests, mix-ups in our participants with participants from RES next door, long travel times, etc.

From our perspective, Transdev's service has been much better since July. For example, Christian Sanchez in scheduling has been excellent. He provided all of the Passenger ID numbers for us so that we could reference them when calling about a Mt. Diablo Center participant. Additionally, he communicates with me and our receptionist, Kitty Cryderman, whenever there is a question or an issue regarding a Mt. Diablo Center participant.

For the most part, the drivers have been attentive and helpful. We have had only a few complaints since July. Whereas, in the past, I was getting complaints in writing or verbally from our staff on a daily basis. It was taking an inordinate amount of time from Mt. Diablo Center staff to get to resolution.

April Lewis has helped us with problems reported by a participant and we have gotten information in a timely manner. Just last week a participant reported a fall, which in fact was not. It is important to get these reports validated as quickly as possible.

Finally, we appreciate the invoice format and resolution to an issue we had regarding the first Transdev invoice.

If you need any further information, please feel free to call or email.

Best Regards,

Lisa Hammon, Director of Special Projects

SERVICE LOCATIONS

Mt. Diablo Center for Adult Day Health Care 490 Golf Club Road Pleasant Hill, CA 94523 925 682 6330	Multipurpose Senior Services Program (MSSP) 490 Golf Club Road Pleasant Hill, CA 94523 925 356 6777	Bedford Center for Adult Day Health Care 1811 "C" Steet Antioch, CA 94509 925 778 4171	California Community Transitions (CCT) 1811 "C" Steet Antioch, CA 94509 925 778 4171	Assisted Living Waiver 490 Golf Club Road Pleasant Hill, CA 94523 925 682 6330
---	---	--	--	--

November 18, 2019

Via email

Rashida Kamara
Manager of Accessible Services
County Connection
2477 Arnold
Concord, CA 94520

Dear Rashida:

BRAVO!

Everyone involved in the Transdev transition deserves to hear that, from the drivers to the many working behind the scenes.

Transdev's new technology has substantially improved the paratransit rider's experience. Equally as laudable has been the effective implementation of the transition. To achieve so much change in so little time is a testament to the strong leadership and organizational management you and your team have brought to the table.

Timing is everything! I've observed the transition seated in my wheelchair in the back of Link's vehicles and have seen the progress firsthand. As I'll describe below, my first round of rides were examples of the old Link service model's worst and best. Since then, I've experienced the positive contrast brought by Transdev.

The accumulative changes the transition team and drivers have been able to achieve over the past five months makes quite a difference! Allow me to compare the old and the new systems, using my rider experiences to demonstrate the great inroads you all have achieved.

- Before the Transdev transition
Last Spring, I received conditional paratransit privileges just as the Transdev's transition started, yet my first trip wasn't until June. I needed to get to a doctor's office in Blackhawk Plaza which was neither accessible nor near a fixed route. This first trip was as hair-raising as *Mr. Toad's Wild Ride*; however, the experience helped me understand why paratransit had such a bad rap within the disabled community.

The driver arrived to where I was waiting 30 minutes past the pickup window. He couldn't find the paratransit bay at Walnut Creek BART. After loading me, he drove north to Contra Costa Center because his manifest was out of order. The driver announced that the next passenger would be dropped off in Clayton before we would leave for Danville. With my appointment starting in only 15 more minutes, I knew I would be very late. I called my doctor to apologize and beg that my appointment not be cancelled as a no-show.

About 20 minutes later, we arrived at the next passenger's home. The driver went to help him out the door, only to find the rider had decided to cancel. I groaned, but then had some hope that I'd be less tardy. Before continuing, the driver pulled out a paper map to augment his personal GPS as he planned his route to Blackhawk.

As the driver raced down the I680, he kept checking his map because the GPS was taking us on the longest route. Since he wasn't familiar with the design of the lanes and off-ramps, he nearly missed the exit and unsafely swerved. The breakneck speed and sudden maneuvers were hair-raising.

Finally, he asked if I could help him with directions. Luckily, I knew the route, so I suggested an easier and more direct way. Whew...we finally made it to the appointment 45 minutes late. I laughed off the anxiety with the doctor and hoped that the trip home would be better.

Afterwards, my pickup was again late. While waiting at the curb and assuring passersby that my ride really was en route, I started to doubt the reliability of using paratransit. I started analyzing what wasn't working: I asked myself, "Why isn't the system using technology to help with the scheduling and routing like Uber and Lyft do?"; "Why does the driver have to provide their own GPS?"; And, "Why can't the passenger have an Uber-like app to help see their rides?"

After more waiting, the dispatcher finally called me to say the driver was lost and could I give directions. That helped...within minutes he arrived. Immediately, I sensed his calm demeanor, sincerity, and best of all his competence. That was a positive contrast from my earlier harried ride.

My blood pressure dropped as the driver and I chatted while he drove one other passenger home before heading north towards Walnut Creek. I shared about the stress of my earlier experience and he listened with empathy. He explained Link's workings. He shared about the operations from his viewpoint. His insights into the upcoming changes with Transdev helped me further see inside the program's processes. Despite the heavy commute traffic, he safely drove me home.

- After the Transdev transition

A few weeks passed before I scheduled my next set of rides. Thankfully, I had the benefit of hearing directly from you about the Transdev transition plan—and I now had a basis for comparison. The initial process improvements were immediately apparent.

Chatting with my drivers, I learned how they experienced the changes and how it was working for other passengers. Those drivers who were tech savvy and resilient were excited by the possibilities brought by Transdev's new practices and technology. Others were wary but open to the changes, and only a few seemed to be struggling. In real time, I saw the dispatchers and drivers collaborating to learn the new systems and make them even better.

During the weeks that followed, I saw continued improvements as the drivers' leaned into the new ways. You could see the benefits as they built their trust in the new processes, procedures, and most importantly the routing technology. Their job stress levels seemed to drop so rides were increasingly more relaxed. A few of my trips were in the Big Star vans which exposed me to that part of the service model. In every case, it was clear the drivers were first concerned about my safety and had been trained in how to assure it.

By showing an interest in each driver, I learned about their typical workday, job designs, and Transdev's approach. Often, drivers shared why they were motivated to work for Link/Transdev. This was touching because it wasn't just for the money; their compassion for helping their passengers be out in society was equal. All these insights could be the makings of a sociology/operations case study.

By August, I could see that the continuous improvements were helping make my itineraries more predictable. There seemed to be fewer and fewer bugs in the technology used for creating the manifest, routing, and scheduling. That changed the game by increasing Link's reliability for me. The drivers were generally on time. They stayed focused and knew their way.

Mis-ordered trips no longer have seemed to be a problem. When drivers have problems, the dispatchers usually communicate with me, explaining status or helping the driver find me at the venue. Those extra steps prevent frustration and keep us on-time. (Even when other riders throw curve balls, the drivers handle the situation with equanimity and grace. That reflects well on the hiring process, labor management, and training.)

Another improvement is that my rides generally arrive within the promised 30-minute pickup windows. I have made it a point to get to the curb by the start point, but to do so though means I have had to "hurry up and wait." With the old program, waiting at the curb was unpredictable. With the new system, the driver usually arrives at the beginning of the pickup window. These improvements have meant that I'm not sitting late at night in unsafe places until my ride arrives.

Since I have retired from driving, I've spent a lot of valuable time waiting for fixed- and paratransit. Appointments that used to be a 10-minute car trip from home, now take me several hours. What an opportunity cost!

While waiting for paratransit, I use to wonder: "Where is my ride? Will it be on time? If not, do I need to call ahead to let my appointment know so I'm not charged a cancellation fee or then have to wait months for another appointment? How far off schedule will we be?"

Regardless, I would ask: "What else could I be doing with my time--if I wasn't sitting at the curb?" The long hours traveling around the county have absorbed much of my time and have been physically exhausting. The lost productivity felt like my human potential no longer mattered to society just because I couldn't drive myself anymore. It also felt like the loss of a basic right: getting door-to-door.

I have replaced my frustration by being grateful about the blessing of having paratransit services at all. It would be even worse if the ADA hadn't provided for paratransit. Instead, I also shift to thinking about how I'd solve the problem: "What if I could tell how far off the driver was? Then, I could plan, manage my time, do one more thing, and then regain the ability to actually seize the day."

So, imagine my excitement when the Transdev phone app was rolled out. What a game changer! The app's real-time status has eliminated my forgone time. As a passenger having info means I once again can live more of my life.

My new ability to see what's happening makes all the difference. I can verify from the time of booking that my trip is correctly set-up and stay updated throughout each ride's life cycle. With the reminders and count-down alerts in real-time, I won't miss a ride.

Added features on the app like watching the driver's progress on the app's map helps me gauge the driver's arrival timing. Predictability is a good thing! No more pestering the dispatcher to verify I was still on the manifest, and fewer calls to ask, "Where's my ride?" That reduces stress! The extra time was a true gift, what a difference it makes to do one more thing or make one more call before the bus arrives. Best of all: no more sitting idly at the curb.

Rashida, all these improvements have given me back my life! Link's new collaboration with Transdev sends a powerful message to stakeholders that our time indeed is respected. Paratransit is there to help us live fuller lives. The new model also conveys that our lives are as valued as much as a more able person. I am grateful for the sincere care that everyone has put into making this a success from the passenger's perspective.

Thank you for asking for my perspective, being curious, and letting me share my experiences with you. Most importantly, please share this with your team and the drivers. I hope they are all encouraged to see that their hard work, patience, and commitment to continuously improve has increased the quality of their passengers' lives.

Respectfully yours,
Marjorie "Marji" McWee
415/350-3659
m.mcwee@att.net

TO: O&S Committee

DATE: October 18, 2019

FROM: Ruby Horta
Director of Planning and Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for September 2019

1. Monthly Boarding's Data

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

<u>Title</u>	FY19-20		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	352,920	312,418	
Average Weekday	14,428	12,684	
Pass/Rev Hour	18.8	16.6	Standard Goal > 17.0
Missed Trips	0.30%	0.15%	Standard Goal < 0.25%
Miles between Road Calls	56,774	32,355	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in September (14,428 passengers) than August (13,032 passengers) and higher than September 2018 (13,611 passengers) or (6.0%).

Passengers per hour in September was 18.8 which is higher than August at 16.8 and also higher than September 2018 when passengers per hour was 15.9.

The percentage of missed trips in September was 0.30% which is higher than the prior month (0.08%) due to operator availability on September 9th.

The number of miles between roadcalls was 56,774 miles in September, higher than the prior month in which there were 35,872 miles between roadcalls. The rolling 12 month average is 32,355 miles between roadcalls.

Of a total 352,920 passengers, 41,244 were due to the BART bus bridges on September 1st, 2nd, 28th and 29th. There were 199,107 passengers that had the potential to use a Clipper card aboard County Connection since 153,813 either used an employee sponsored program, free routes or Bart bus bridges. About 73.9% of the potential Clipper card users, or 199,107 riders, paid using Clipper during this month.

TO: O&S Committee

DATE: November 26, 2019

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for October 2019

1. Monthly Boarding's Data

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

<u>Title</u>	FY19-20		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	368,471	326,431	
Average Weekday	14,315	13,091	
Pass/Rev Hour	18.2	17.0	Standard Goal > 17.0
Missed Trips	0.05%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	62,557	33,415	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was slightly lower in October (14,315 passengers) than September (14,428 passengers) and higher than October 2018 (13,303 passengers) or (7.6%).

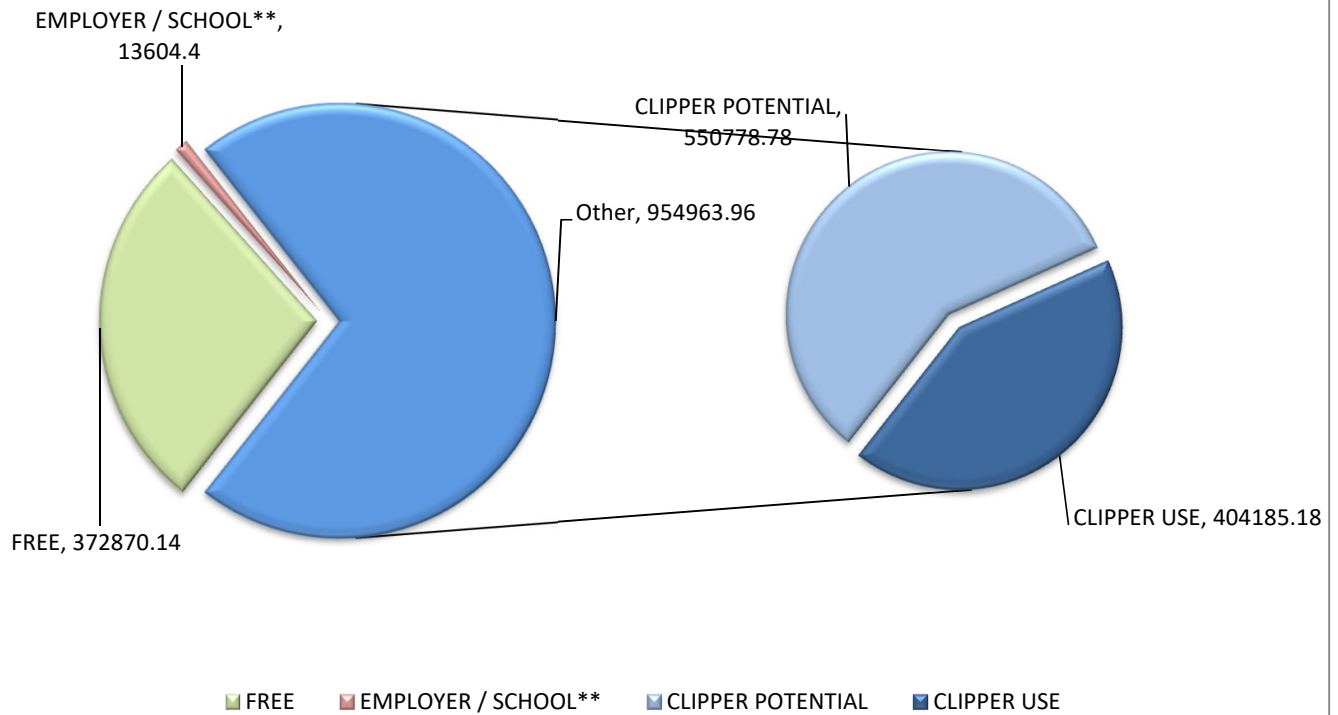
Passengers per hour in October was 18.2 which is lower than September at 18.8 but higher than October 2018 when passengers per hour was 15.7.

The percentage of missed trips in October was 0.05% which is lower than the prior month (0.30%). The higher percentage during the previous month was mainly due to operator availability on September 9th.

The number of miles between roadcalls was 62,557 miles in October, higher than the prior month in which there were 56,774 miles between roadcalls. The rolling 12 month average is 33,415 miles between roadcalls.

Of a total 368,471 passengers, 221,335 passengers had the potential to use a Clipper card aboard County Connection since 147,136 either used an employee sponsored program, free routes or Bart bus bridges. About 74.7% of the 221,335 potential Clipper card users paid using Clipper during this month.

CLIPPER TREND



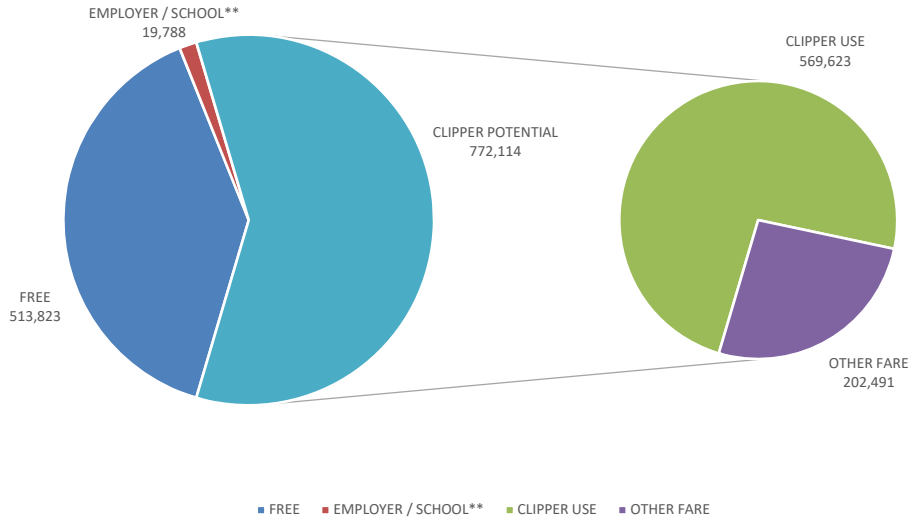
CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-19	251,318	93,324	3,387	154,607	115,097	74.4%
Aug-19	333,015	131,872	4,078	197,065	141,891	72.0%
Sep-19	352,920	147,674	6,139	199,107	147,198	73.9%
Oct-19	-	-	-	-	-	-
Nov-19	-	-	-	-	-	-
Dec-19	-	-	-	-	-	-
Jan-20	-	-	-	-	-	-
Feb-20	-	-	-	-	-	-
Mar-20	-	-	-	-	-	-
Apr-20	-	-	-	-	-	-
May-20	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-
Grand Total	584,332	225,196	7,465	351,671	256,988	73.1%

FREE	Free / Mid-Day Free
-------------	---------------------

EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)
--------------------------	--

CLIPPER TREND



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	OTHER FARE	% OF POTENTIAL
Jul-19	251,318	93,324	3,387	154,607	115,097	39,510	74.4%
Aug-19	333,015	131,872	4,078	197,065	141,891	55,174	72.0%
Sep-19	352,920	147,674	6,139	199,107	147,198	51,909	73.9%
Oct-19	368,471	140,953	6,183	221,335	165,437	55,898	74.7%
Nov-19	-	-	-	-	-	-	-
Dec-19	-	-	-	-	-	-	-
Jan-20	-	-	-	-	-	-	-
Feb-20	-	-	-	-	-	-	-
Mar-20	-	-	-	-	-	-	-
Apr-20	-	-	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
Grand Total	1,305,724	513,823	19,788	772,114	569,623	202,491	73.8%

*Clipper implemented 11/01/2015 ** Revise in Summer months to exclude Summer Youth Pass

FREE	Free / Mid-Day Free/ BART Mutual Aid
EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)

CCCTA PARATRANSIT

Performance Report: 9/1 to 9/30/19

LINK and BART Statistics

FY 19/20 Variance FY 18/19 FY 19/20
 September from goal September YTD

Ridership Statistics					
1	ADA Passengers	10,884		10,960	34,053
2	Companions	67		56	195
3	*Personal Care Assistants	1,097		880	3,699
4	Total Passengers	12,048		11,896	37,947
Scheduling Statistics					
5	Total Number of No Shows & Late Cancels	1,151			3,508
6	Total number of Cancellations	704			1,684
7	Same Day Trips	178			596
8	Denial Trips	-			-
9	Go Backs/ Re-scheduled	47			117
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
10	Revenue Hours	6,098.10		6,154.00	19,381.00
11	ADA Passengers per RVHr.	1.9	0.1	1.8	1.8
12	Average Trip Length (miles)	7.24		9.2	7.25
13	Average Ride Duration (minutes)	30.37		31.3	30.70
14	Total Cost per ADA Passenger	\$ 50.89			\$ 51.24
15	*Service Miles	101,467		110,017	321,058
16	Billable Service Hours	7,346.90		7,632.27	23,533.20
17	LINK & BART Fuel Cost	\$56,118.85			\$182,332.32
18	Total Cost	\$553,890.23		\$ 444,736.56	\$1,308,333.67
On Time Performance Standard Goal = 90%; Incentive Goal = 92%					
19	Percent on-time	88.4%	1.6%	73%	87.1%
20	Arrived 15-29 minutes past window	296			763
21	Arrived 30-59 minutes past window	146			494
22	Arrived 60 minutes past window	15			66
23	Total Missed Trips	61			58
24	Transfer Trips	1142		1,001	2238
Customer Service Complaint Standard Goal = 2/1,000 passengers					
25	Total Complaints	3	0	16	9
26	Timeliness	1	0		0
27	Driver Complaints	2	0		3
28	Equipment / Vehicle	0	0		0
29	Scheduling/Staff Skill	0	0		2
30	Commendations	2		2	4
31	Ave. wait time in Queue for reservation	1.34			1.11
32	Ave. wait time in Queue for customer service	1.27			0.93
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall					
33	Total accidents per 100,000 miles	0.00001	0	0	0
34	Roadcalls per 100,000 miles	0.00001	0	2	0
Eligibility Statistics					
35	*Total ADA Riders in Data Base	2,439			2,555
36	*Total Certification Determinations	116			328
37	*Initial Denials	-			2
38	*Denials Reversed	-			0

* Eligibility Statistics audited
 * Service Miles are currently being audited.
 * Number of PCA is currently being audited.
 * Farebox information included in Fare Recon Report.
 * YTD ADA Passenger Cost is not based on the Total Cost

Not included in previous MOP

Transdev G.M.: 
 Date: 11/19/19