

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

Friday, October 1, 2021
8:15 a.m.

PURSUANT TO THE PROVISIONS OF ASSEMBLY BILL 361, WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT, THIS MEETING WILL BE CONDUCTED AS A TELECONFERENCE.

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON.

Committee Directors, staff and the public may participate remotely by calling:

Join Zoom Meeting

<https://us02web.zoom.us/j/89740947128>

Meeting ID: 897 4094 7128

One tap mobile

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Meeting ID: 897 4094 7128

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

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.

*Enclosure

FY2021/2022 O&S Committee

Don Tatzin – Lafayette, Robert Storer – Danville, Renata Sos – Moraga

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of September 3, 2021*
4. New Fixed-Route Monthly Reports – Information Only*
(Staff will provide an overview of the proposed new layout for the fixed route monthly reports.)
5. Monthly Reports – Information Only
 - a. Paratransit*
6. Committee Comments
7. Future Agenda Items
8. Next Scheduled Meeting – November 5, 2021 (8:15am, location to be determined)
9. Adjournment

General Information

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

Consent Items: All matters listed under the Consent Calendar are considered by the 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.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, October 21, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, October 6, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, September 28, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, October 7, 8:30 a.m., via teleconference

The above meeting schedules are subject to change and may be conducted as teleconference meetings. 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
Friday, September 3, 8:15 a.m.**

Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20.

Directors: Dave Hudson

Staff: Rick Ramacier, Bill Churchill, Ruby Horta, Rashida Kamara, Melody Reebbs,
Madeline Chun

Public: None

Call to Order: Meeting called to order at 8:17 a.m. by Director Hudson.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None

3. Approval of Minutes of June 3, 2021

The Committee approved the minutes.

4. Fiscal Year 2021 Fixed-Route Performance Report

Ms. Reebbs reported that total ridership for FY 2021 was down 60% compared to the prior year with a more significant drop on weekdays versus weekends. There had been significant service disruptions at the start of the pandemic due to reduced operator availability, and staff made service changes last fall, which helped to reduce missed trips. Ms. Reebbs also reported that when fare collection was resumed in November, there was a high rate of return to Clipper usage with about three-quarters of fares being paid with Clipper. Director Hudson asked whether there are segments of routes such as along the Monument corridor that have higher ridership demand that would warrant higher service frequency. Ms. Reebbs responded that the recently adopted service plan largely focused on preserving service based on ridership demand, including where riders are getting on and off the routes, and staff is continuing to monitor demand to assess where additional service could be restored when resources allow.

5. Fiscal Year 2021 Paratransit Performance Report

Ms. Kamara presented the annual performance report for paratransit for FY 2021. Paratransit demand was down about 80% at the beginning of the fiscal year due to the pandemic but has since increased and was down 50% by the end of the fiscal year in June.

Total operating expenses also came in about 15% under budget due to reduced demand for paratransit trips. Director Hudson asked about the one-seat ride and paratransit collaboration pilot programs and noted that they are identified as recommended strategies in the ATS plan. Ms. Kamara responded that staff is currently looking into how to fund the pilot programs moving forward and has been having discussions with the county as well as Transdev.

6. Monthly Reports

Ms. Reeb reported that fixed-route ridership has been increasing. Ridership was up 75% in May compared to last year and up by about 20% in June.

7. Committee Comments

None

8. Future Agenda Items

None

9. Next Scheduled Meeting

The next meeting was scheduled for October 1st at 8:15 a.m. via teleconference.

10. Adjournment – The meeting was adjourned at 9:00 a.m.

Minutes prepared and submitted by: Melody Reeb, Manager of Planning

To: Operations & Scheduling Committee

Date: 9/22/2021

From: Melody Reeb, Manager of Planning

Reviewed by: *Ref*

SUBJECT: New Fixed-Route Monthly Reports – FY 2022

Background:

The monthly fixed-route report was developed as a way to monitor and evaluate system performance. It provides statistics on ridership, operations, and maintenance as well as some of the key performance metrics from County Connection's most recent Short Range Transit Plan. The report also provides monthly and year-over-year trends, which show how the system is changing over time.

While the information contained within the report has grown over the years, the overall format as well as the underlying data and reporting processes has remained largely the same. Starting early last year, staff worked on streamlining the agency's data management processes in order to increase accuracy and allow for more flexible reporting and analysis. This included the development of a data management system to automate some of the manual data processing, which reduces the potential for errors. Staff also began utilizing Tableau, a data visualization software that allows staff to create custom, dynamic reports.

Given feedback from members of the O&S Committee, staff has used these new tools to modify the monthly report format in an effort to make the information more easily digestible. Most of the data is presented visually as charts as opposed to tables, which allows trends to be more easily identified. The data also focuses in on the key performance metrics that are used in evaluating service and removes some of the more detailed data such as route-level statistics. Staff also plans to use Tableau to create internal reports to more closely track service performance and trends.

Committee Review:

The proposed new fixed-route monthly report presented is the initial draft. Staff will engage the Committee to receive feedback and address any questions. Based on the dialogue, staff will make changes as needed. The final format will be presented to the Board for their review and additional comments.

Financial Implications:

None, for information only.

Recommendation:

Staff recommends shifting the fixed route monthly report layout to the format presented under this item. The data presented can be adjusted based on Committee member input.

Action Requested:

Staff requests that the O&S Committee forward the new layout to the Board as the new format for fixed route monthly reporting, pending any other adjustments recommended by the Committee.

Attachments:

Fixed Route Operating Report for July 2021

Fixed Route Operating Report for August 2021

To: O&S Committee
From: Melody Reeb
Manager of Planning

Date: 9/23/2021
Subj: Fixed Route Report

Fixed Route Operating Reports for July 2021

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

	FY21-22		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	110,959	110,959	
Average Weekday	4,652	4,652	
Pass/Rev Hour	7.4	7.4	Standard Goal > 17.0
Missed Trips	1.53%	1.53%	Standard Goal < 0.25%
Miles between Road Calls	32,866	32,866	Standard Goal > 18,000
<i>* Based on current standards from updated S RTP</i>			

Analysis

Average weekday ridership was higher in July (4,652 passengers) than June 2021 (4,510 passengers) and higher than July 2020 (3,934 passengers) or 18.27%. This month marks a year and 4 months since the first shelter-in-place order took effect in response to Covid-19.

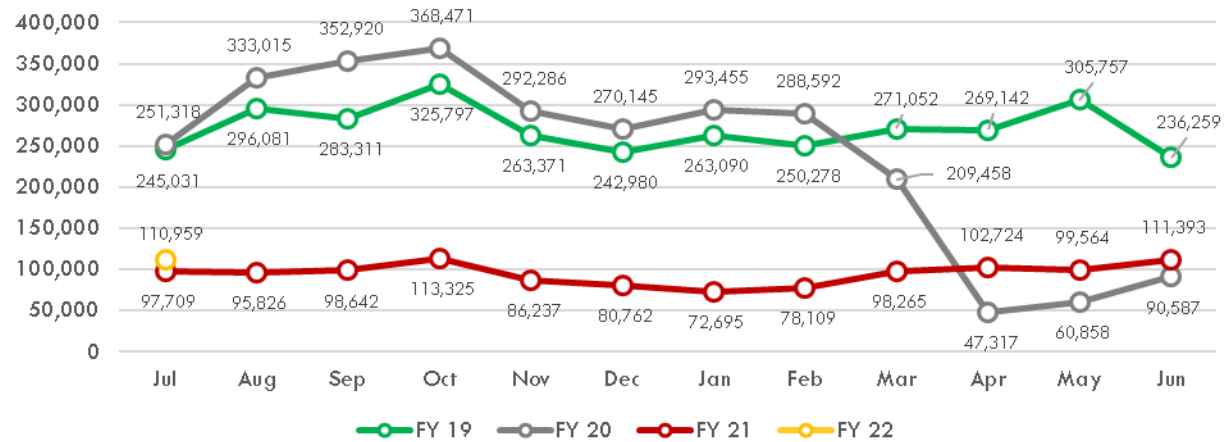
Passengers per hour in July was 7.4 which is higher than June 2021 at 7.22 and higher than July 2020 when passengers per hour was 5.9.

The percentage of missed trips in July was 1.53% which is higher than the prior month when it was 1.20%.

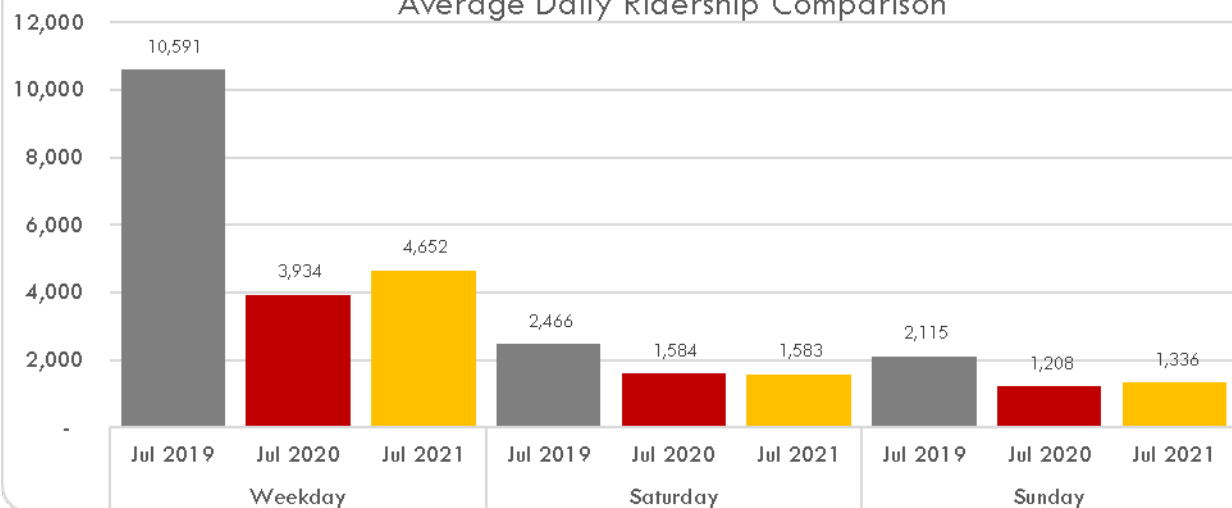
The number of miles between roadcalls was 32,866 miles in July, higher than the prior month in which there were 22,377 miles between roadcalls. The rolling 12-month average is 29,017 miles between roadcalls.

Of a total 110,959 passengers, 65,403 passengers had the potential to use a Clipper card aboard County Connection since 45,556 either used an employee sponsored program or school or free routes. About 76.75% of the 65,403 potential Clipper card users paid using Clipper during this month.

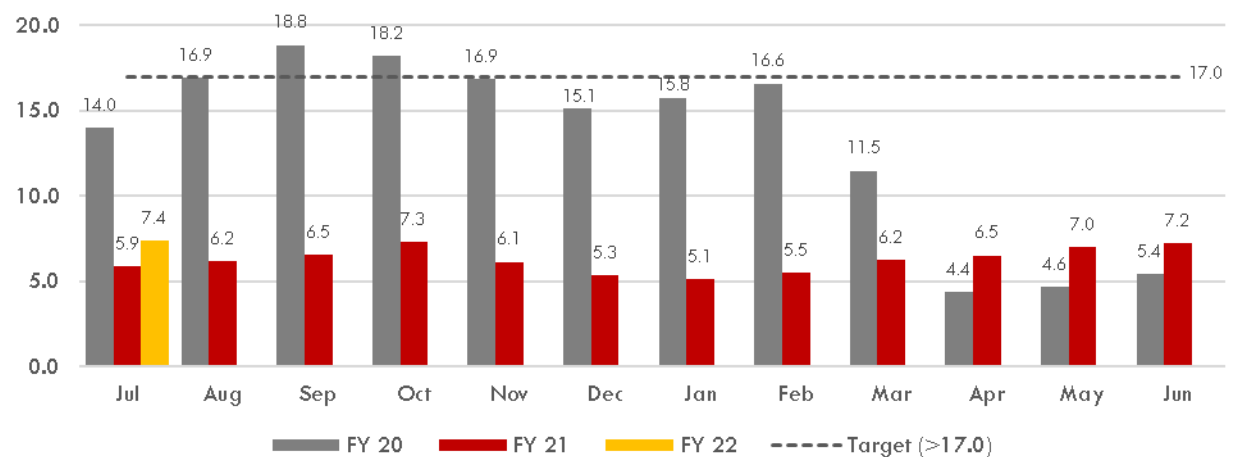
Total Monthly Fixed Route Ridership

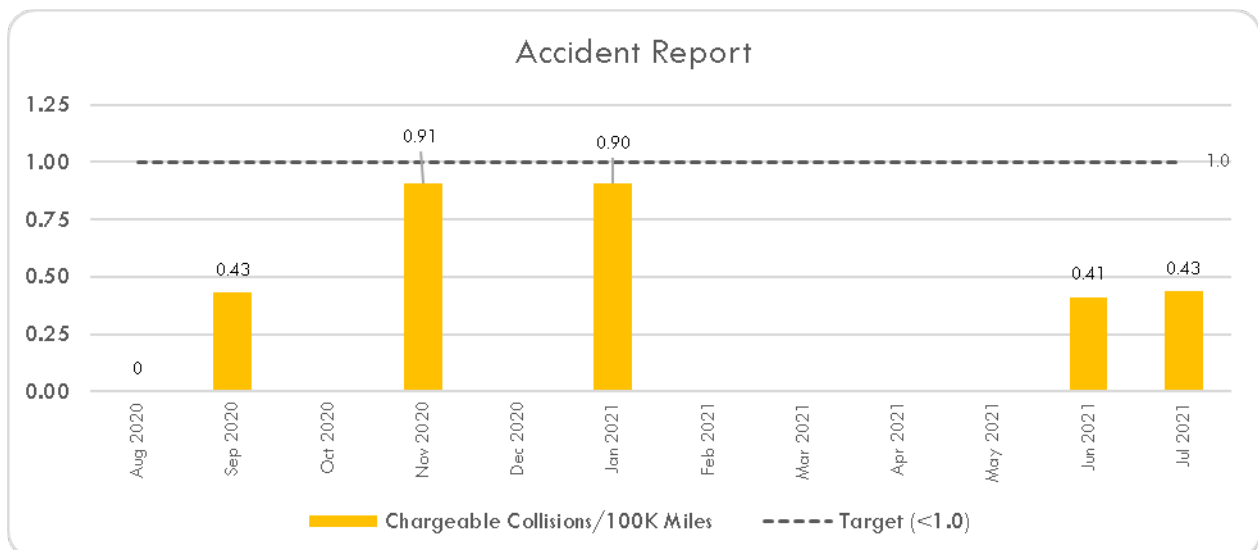
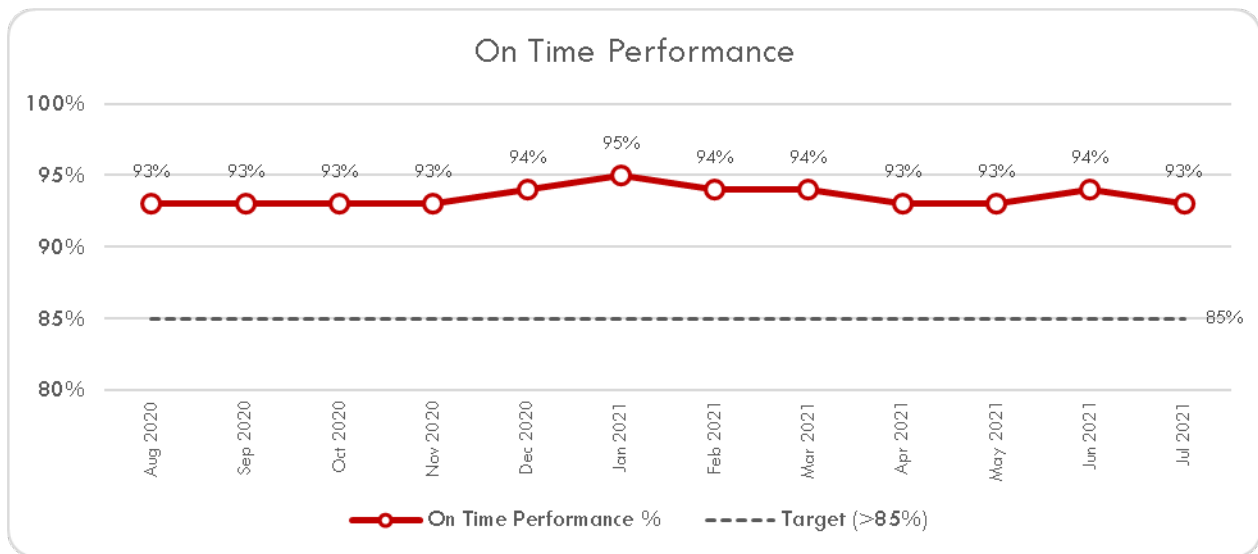
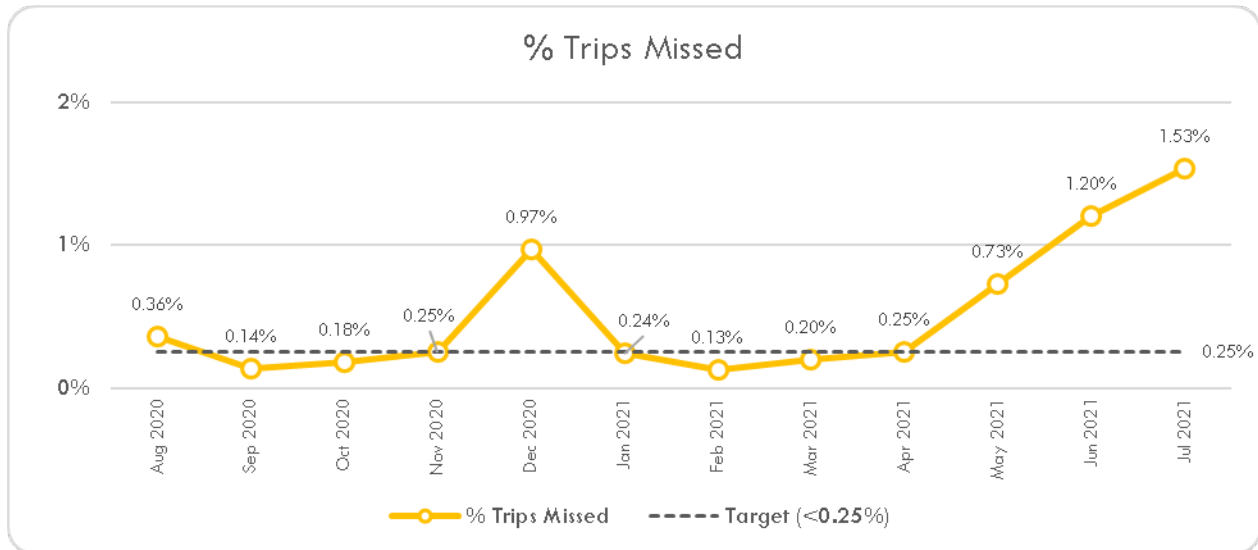


Average Daily Ridership Comparison

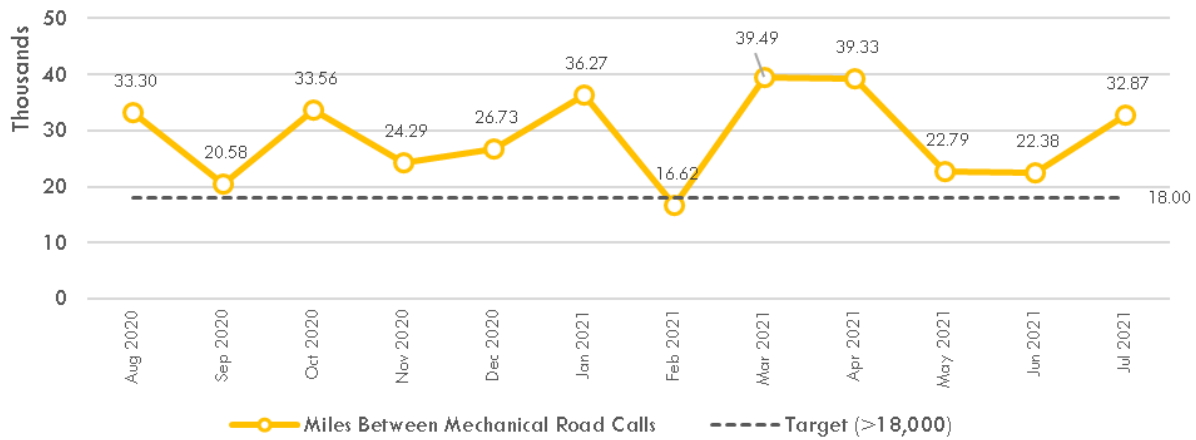


Passengers/Revenue Hour

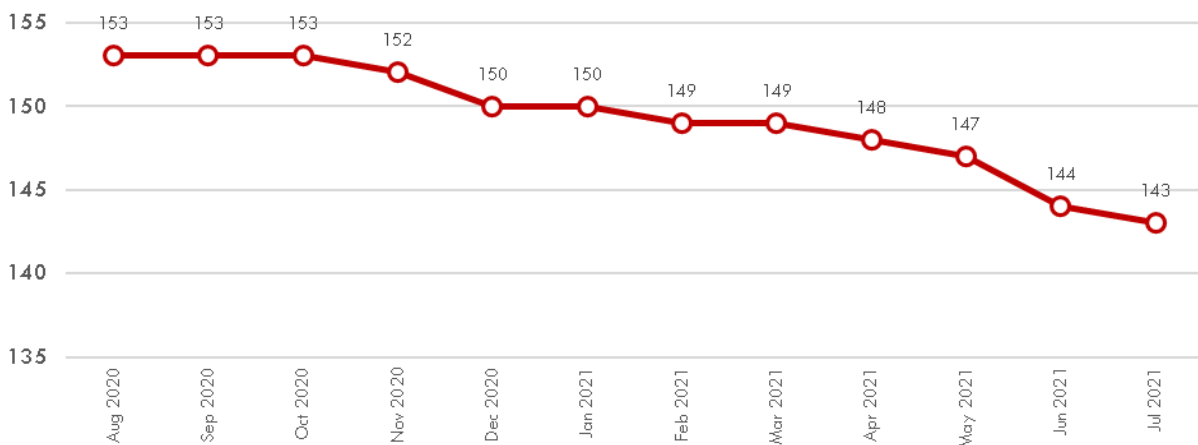




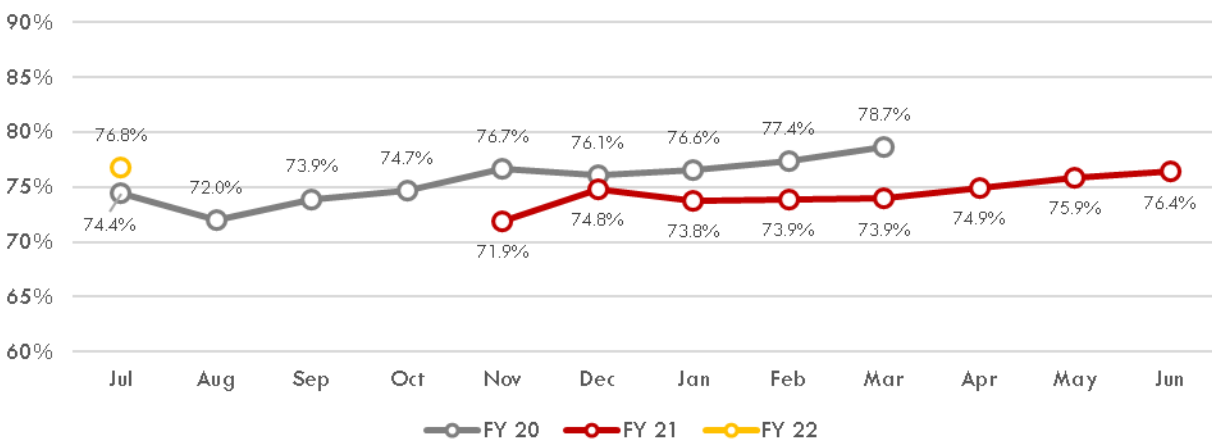
Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: O&S Committee
From: Melody Reeb
Manager of Planning

Date: 9/23/2021
Subj: Fixed Route Report

Fixed Route Operating Reports for August 2021

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

	FY21-22		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	149,959	130,459	
Average Weekday	6,172	5,412	
Pass/Rev Hour	9.3	8.4	Standard Goal > 17.0
Missed Trips	3.42%	2.48%	Standard Goal < 0.25%
Miles between Road Calls	23,065	27,966	Standard Goal > 18,000
* Based on current standards from updated S RTP			

Analysis

Average weekday ridership was higher in August (6,172 passengers) than July 2021 (4,652 passengers) and higher than August 2020 (3,823 passengers) or 61.44%. This month marks a year and 5 months since the first shelter-in-place order took effect in response to Covid-19.

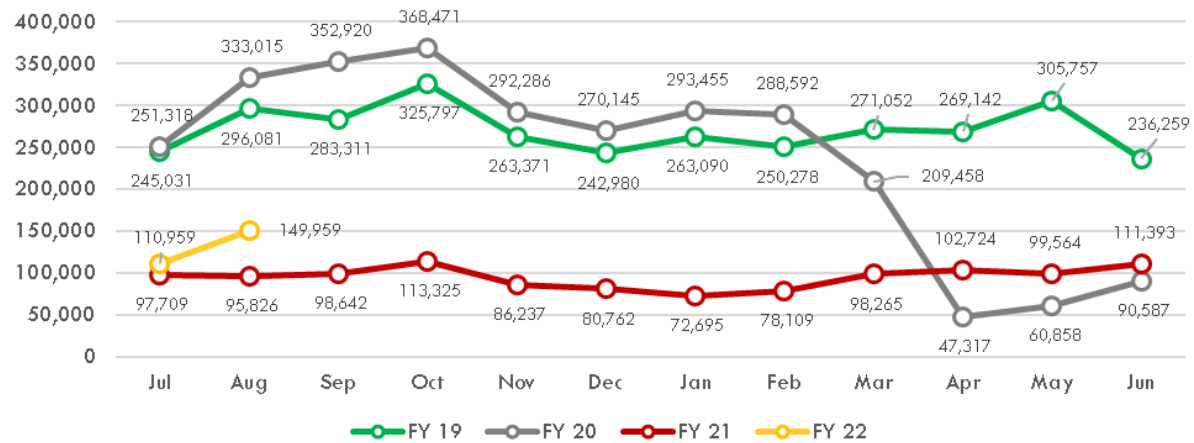
Passengers per hour in August was 9.3 which is higher than July 2021 at 7.4 and higher than August 2020 when passengers per hour was 6.2.

The percentage of missed trips in August was 3.42% which is higher than the prior month when it was 1.53%.

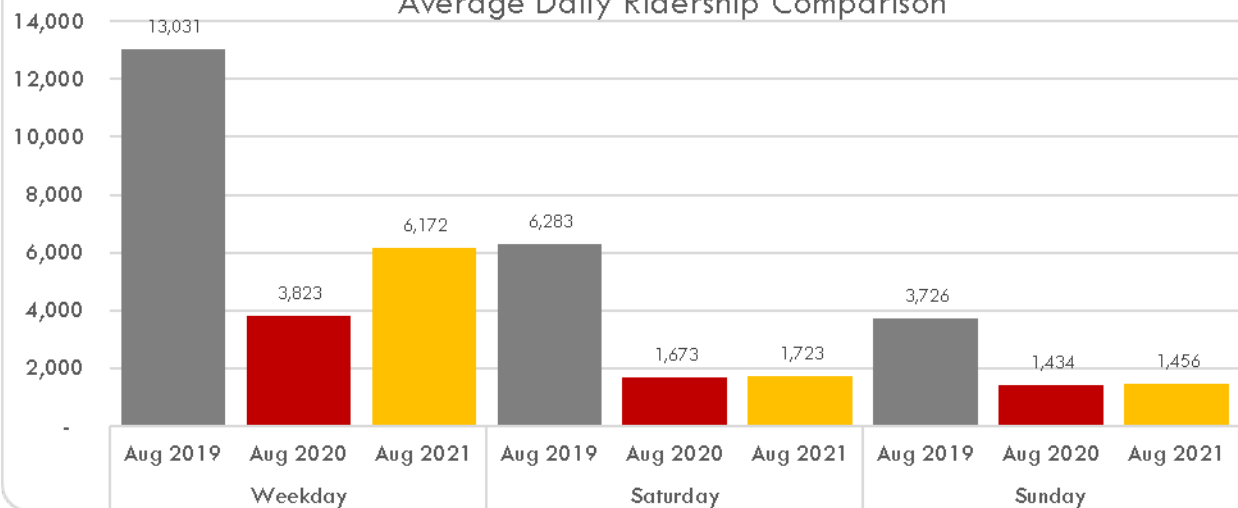
The number of miles between roadcalls was 23,065 miles in August, lower than the prior month in which there were 32,866 miles between roadcalls. The rolling 12-month average is 28,164 miles between roadcalls.

Of a total 149,959 passengers, 89,272 passengers had the potential to use a Clipper card aboard County Connection since 60,687 either used an employee sponsored program or school or free routes. About 75.4% of the 89,272 potential Clipper card users paid using Clipper during this month.

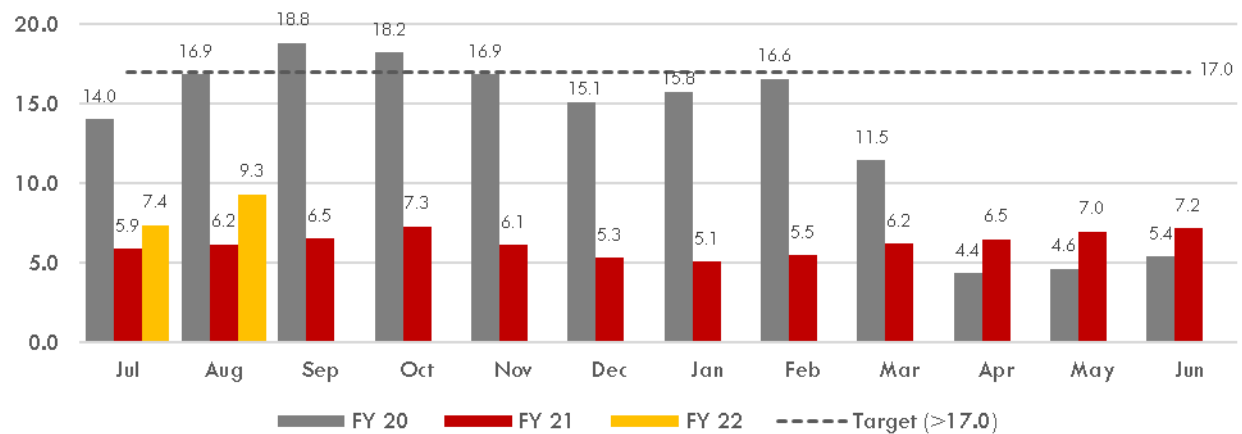
Total Monthly Fixed Route Ridership



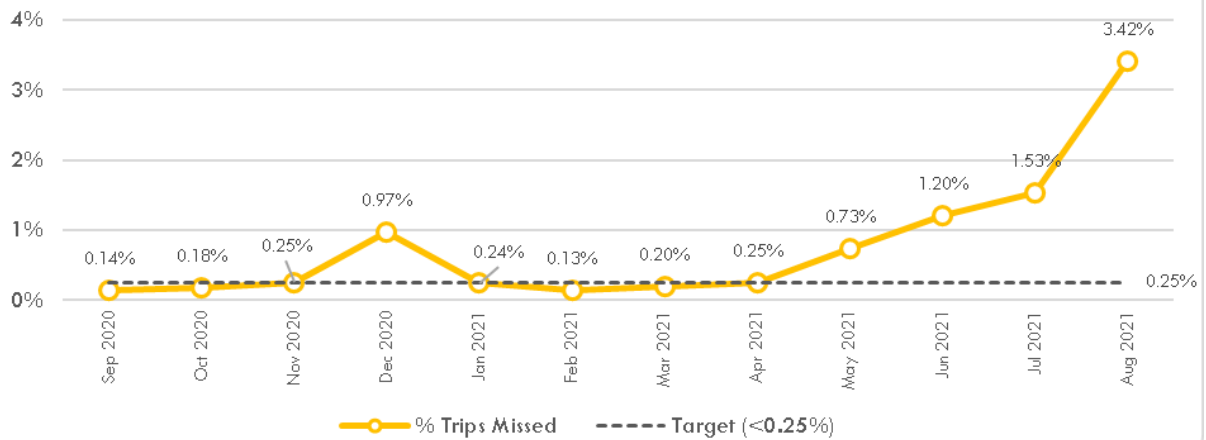
Average Daily Ridership Comparison



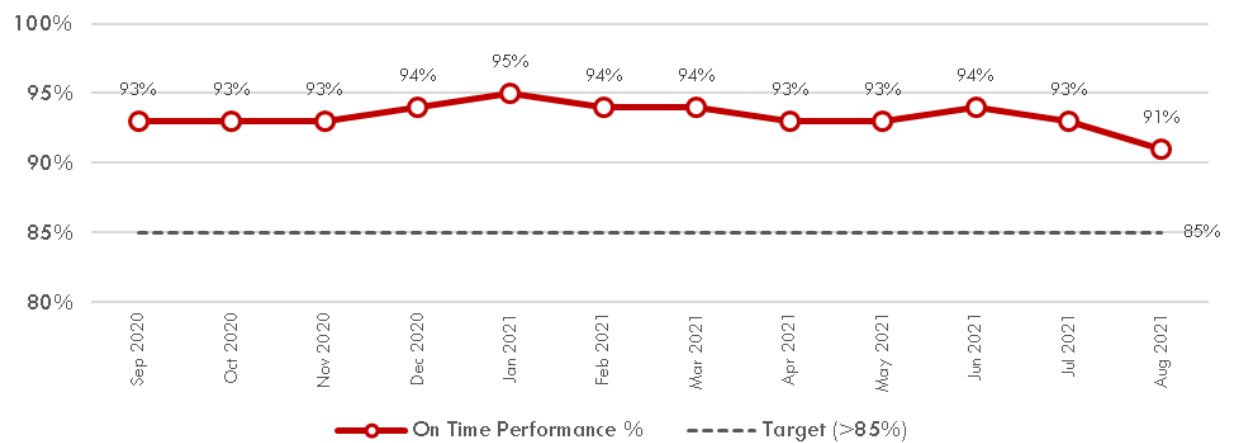
Passengers/Revenue Hour



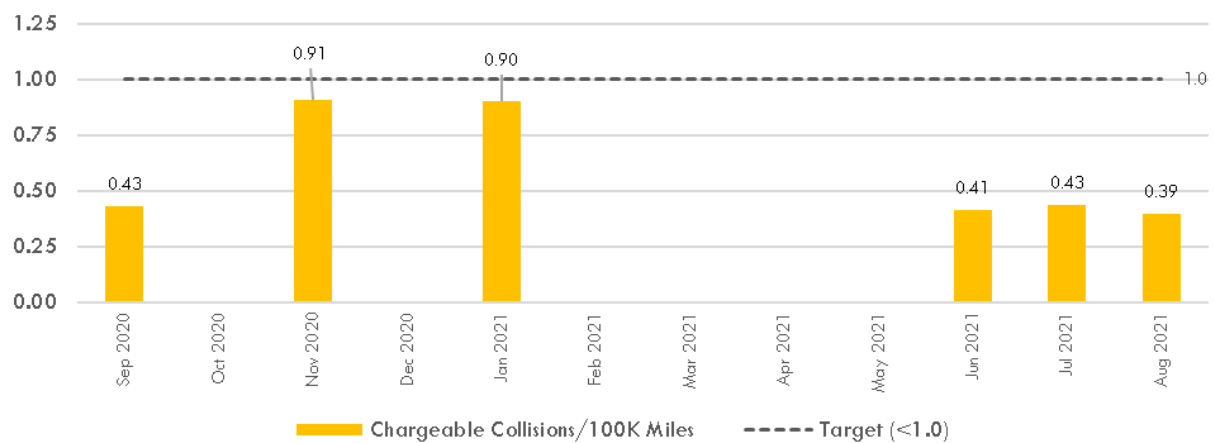
% Trips Missed



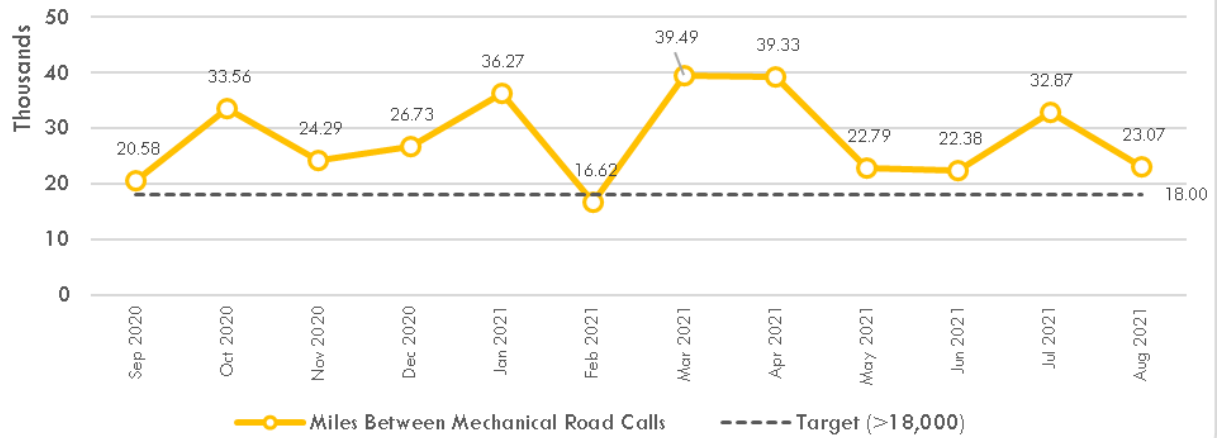
On Time Performance



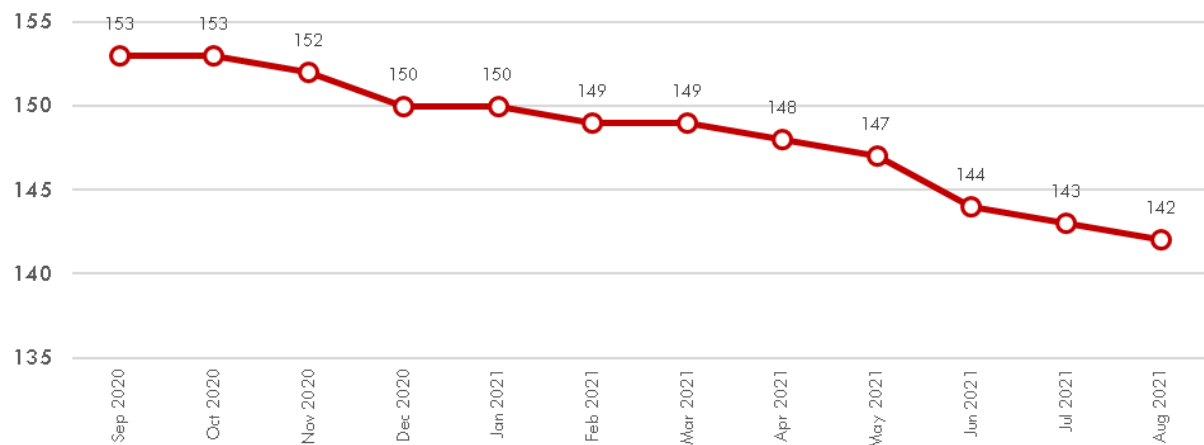
Accident Report



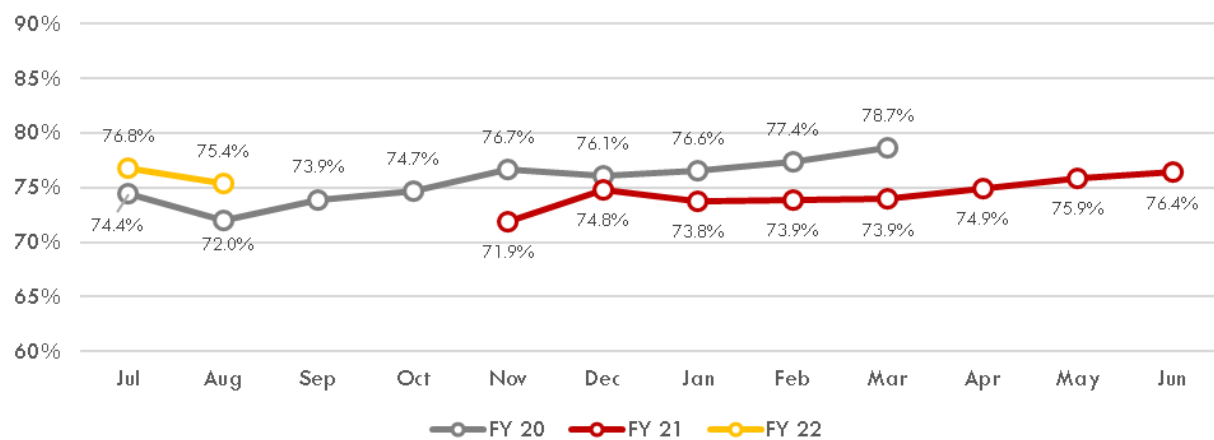
Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



CCCTA PARATRANSIT
Performance Report: 7/01 to 7/31/2021

LINK and BART Statistics

FY 21/22 July Variance from Goal FY 20/21 July YTD 21/22

Ridership Statistics				
1	ADA Passengers	4,653	2,538	4,653
2	Companions	39	29	39
3	*Personal Care Assistants	641	241	641
4	SilverRide Pilot	-	0	-
5	Total Passengers	5,333	2,808	5,333
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	498	388	498
7	SilverRide Pilot No Shows & Late Cancels	-	0	-
8	Total number of Cancellations	297	243	297
9	Same Day Trips	159	79	159
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	21	16	21
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	4,073.60	1,995.20	4,073.60
13	ADA Passengers per RVHr.	1.14	1.27	1.14
14	Average Trip Length (miles)		11.23	
15	Average Ride Duration (minutes)		8.48	
16	Total Cost per ADA Passenger	\$ 101.00	\$ 163.25	\$ 101.00
17	*Service Miles	64,310	39,607	64,310
18	Billable Service Hours	5,736.82	5,541.51	5,736.82
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 32,427.04	\$ 28,184.19	\$ 32,427.04
21	Total Cost	\$ 469,969.78	\$ 458,393.19	\$ 469,969.78
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	97.6%	97%	97.6%
23	SilverRide Pilot OTP	0%	0%	0%
24	Arrived 15-29 minutes past window	24	18	24
25	Arrived 30-59 minutes past window	10	8	10
26	Arrived 60 minutes past window	0	0	0
27	Total Missed Trips	0	0	0
28	Transfer Trips	199	354	199
One Seat Pilot Data				
23	*Total Trips	674		674
24	*Non-CCCTA Cost (Cost for Agencies)	\$ 8,624.22		\$ 8,624.22
25	*Non-CCCTA Miles (Agency Miles)	6,367.16		6,367.16
26	*Non-CCCTA Revenue Hours	184.49		184.49
27	*Total Revenue Hours	386.60		386.60
28	*Total Fare Collected	\$ 3,312.00		\$ 3,312.00
29	*Non-CCCTA Fare Collected	\$ 1,805.25		\$ 1,805.25
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	3	2	3
31	Timeliness	1	0	1
32	Driver Complaints	2	2	2
33	Equipment / Vehicle	0	0	0
34	Scheduling/Staff Skill	0	0	0
35	Commendations	0	0	0
36	Ave. wait time in Queue for reservation	0:00:53	0.19	0:00:53
37	Ave. wait time in Queue for customer service	0:00:30	0.29	0:00:30
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0	1	0
39	Roadcalls per 100,000 miles	0	1	0
Eligibility Statistics				
41	*Total ADA Riders in Data Base	1,854	2,457	1,854
42	*Total Certification Determinations	115	91	115
43	*Initial Denials	0	0	0
44	*Denials Reversed	0	0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot
*One Seat Revenue Hours are total combined hours for all of the Agencies
*One Seat Data is currently missing, as it is being audited

Transdev G.M.:

Date: 9/16/2021