

# County Connection

2477 Arnold Industrial Way    Concord, CA 94520-5326    (925) 676-7500    [countyconnection.com](http://countyconnection.com)

## OPERATIONS & SCHEDULING COMMITTEE

### MEETING AGENDA

Friday, February 4, 2022

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:

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/83341977685>

Or One tap mobile :

US: +16699006833,,83341977685# or +14086380968,,83341977685#

Or Telephone:

Dial (for higher quality, dial a number based on your current location):

US: +1 669 900 6833 or +1 408 638 0968 or +1 346 248 7799 or +1 253 215 8782 or +1 646 876 9923 or +1 301 715 8592 or +1 312 626 6799

Webinar ID: 833 4197 7685

Public comment may be submitted via email to: [hill@cccta.org](mailto: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.

Should Zoom not be operational, please check online at: [www.countyconnection.com](http://www.countyconnection.com) for any updates or further instruction.

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FY2021/2022 O&S Committee

Don Tatzin – Lafayette, Robert Storer – Danville, Mike McClure – Moraga

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

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of January 7, 2022\*
4. Request for Proposals for Paratransit Services – Updated Timeline – Information Only\*  
(Staff will provide an update on the joint RFP with LAVTA for ADA paratransit services.)
5. Battery Electric Bus Update – Information Only\*  
(Staff will provide an update on electric bus operations from January 1 through December 31, 2021.)
6. Monthly Reports – Information Only
  - a. Fixed-Route\*
  - b. Paratransit\*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – March 4, 2022 (8:15am, location to be determined)
10. 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](http://www.countyconnection.com).

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

## Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, February 17, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, February 2, 2:00 p.m., via teleconference
Advisory Committee:	Tuesday, March 8, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, February 3, 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](http://www.countyconnection.com)) or contact County Connection staff at (925) 676-1976 to verify date, time and location prior to attending a meeting.**

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

**Summary Minutes  
Operations & Scheduling Committee  
Friday, January 7, 8:15 a.m.**

*Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of Assembly Bill 361.*

**Directors:** Robert Storer, Renata Sos, Don Tatzin  
**Staff:** Bill Churchill, Ruby Horta, Rashida Kamara, Melody Reebbs, Rosa Noya, Madeline Chun  
**Public:** None

**Call to Order:** Meeting called to order at 8:15 a.m. by Director Storer.

**1. Approval of Agenda**

The Committee approved the agenda.

**2. Public Communication**

None

**3. Approval of Minutes of December 3, 2021**

The Committee approved the minutes.

**4. Advertising Contracts**

Ms. Reebbs presented an overview of bus shelter and bus advertising contracts. Four local jurisdictions and the County have contracts with Outfront Media for shelter advertising and maintenance, and County Connection has a contract with Vector Media for advertising on buses. Director Sos asked whether the current approach to shelter maintenance is working or if alternatives should be considered. Mr. Churchill responded that with ad revenues down, it's unclear how sustainable the current approach will be for ad companies. However, there would be a direct and immediate cost if County Connection staff were to take over shelter maintenance. Staff will continue to monitor ad revenues to see if they recover or if alternative approaches need to be explored.

**5. Spring Bid Update**

Ms. Reebbs provided an update on the Spring bid, which will take effect on February 20<sup>th</sup>. With the current operator shortage, staff looked at ways to improve efficiency and will be making some peak frequency reductions on low ridership routes as well as adding some trips along high ridership corridors using existing vehicles and drivers that are already out on the road.

## **6. Choice in Aging One-Year Demonstration Project**

Ms. Kamara informed the Committee that staff is requesting a one-year demonstration of the Choice in Aging pilot. Due to the pandemic, social services like Choice in Aging were forced to close during the shelter-in-place order. Since then, staff has been working with Choice in Aging on their reopening plans and will be modifying the program to allow for same-day rides. Director Tatzin asked where the funding for the program comes from. Ms. Kamara responded that it's funded through the same sources that are used for paratransit. Director Tatzin asked if there could be opportunities for Silver Ride to provide additional service within the County. Ms. Kamara replied that staff is continuing to explore other types of programs, but that the current contract is between Silver Ride and Choice in Aging. Director Sos asked whether the sustainability of funding will be a factor when evaluating service options. Ms. Kamara responded that paratransit operators will typically use a mix of service options in order to manage costs given existing funding levels. Mr. Churchill noted that County Connection is federally obligated to provide paratransit service and meet demand. The Committee forwarded the item to the Board for approval.

## **7. Monthly Reports**

Ms. Kamara reported that ridership decreased slightly in October but was up from last year. However, ridership has been recovering at a very slow pace. Productivity also decreased to 1.20 in October, resulting in an increase in cost.

## **8. Committee Comments**

None

## **9. Future Agenda Items**

None

## **10. Next Scheduled Meeting**

The next meeting was scheduled for February 4<sup>th</sup> at 8:15 a.m. via teleconference.

## **11. Adjournment** – The meeting was adjourned at 9:06 a.m.

Minutes prepared and submitted by: Melody Reeb, Director of Planning, Marketing & Innovation

**To:** Operations & Scheduling Committee

**Date:** January 20, 2022

**From:** Rashida Kamara, Director of ADA and Specialized Services

**Reviewed by:** *Ref*

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**SUBJECT: Request for Proposals for Paratransit Services – Updated Timeline**

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**Background:**

In December 2021, the County Connection Board of Directors approved the release of a joint request for proposals (RFP) with the Livermore Amador Valley Transit Authority (LAVTA) for Paratransit services. This approval was contingent on the LAVTA Board also approving the RFP. On January 10<sup>th</sup> the LAVTA Board of Directors approved the request for a proposal. As a result, County Connection released the RFP on January 13, 2022.

**Update:**

The original timeline, presented December 2021 has been slightly altered to incorporate additional time to review proposals, evaluate bids and gather feedback from committees representing both agencies. Below, please find the original timeline, and the new timeline.

**RFP/Contract Timeline for Joint ADA Paratransit Services**

Prior Timeline	New Timeline	Task
December 3, 2021	December 3, 2021	Present RFP Highlights to O&S
December 6, 2021	December 6, 2021	Adhoc Committee to Determine Joint RFP
December 16, 2021	December 16, 2021	County Connection Board Authorizes Release Joint RFP
January 10, 2022	January 10, 2022	LAVTA Board Authorizes Release Joint RFP
January -February 2022	January 13, 2022	RFP available to proposers
March 2022	April 6, 2022	Proposals Due
April 2022	April 13, 2022	Evaluation Panel
April 2022	April 25, 2022	LAVTA Projects & Services
May 2022 – June 30, 2022	May 2, 2022	LAVTA Board
July 1, 2022	May 5, 2022	O&S Meeting
N/A	May 19, 2022	County Connection Board
N/A	July 1, 2022	Winning Contractor Starts

**Financial Implications:**

None.

**Recommendation:**

None, for information only

**Action Requested:**

None, for information only

**Attachments:**

None.

**To:** Operations & Scheduling Committee

**Date:** January 27, 2022

**From:** J. Scott Mitchell, Chief Operating Officer

**Reviewed by:** WC.

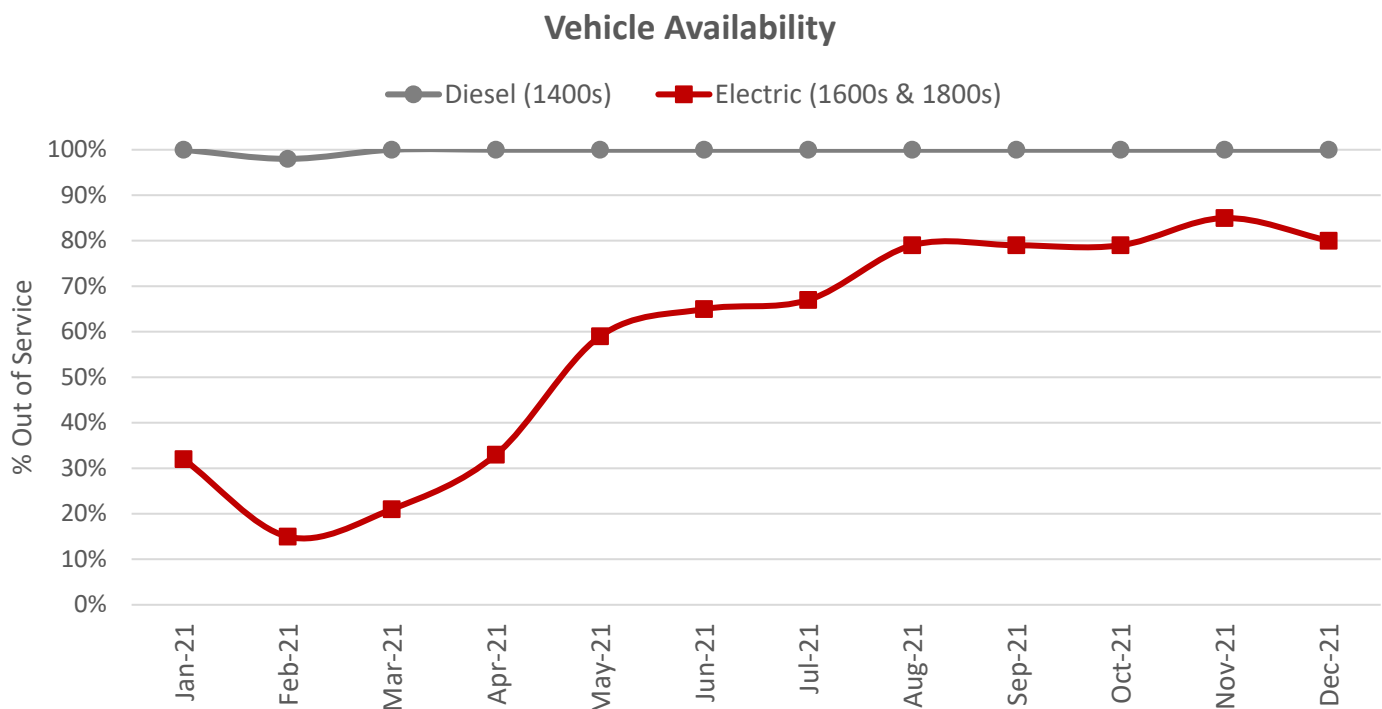
**SUBJECT:** Battery Electric Bus (BEB) 2021 Update

### Background:

County Connection received two federal grants—the 2012 Clean Fuels grant and the 2016 Low/No grant—to purchase eight battery electric buses (BEBs) and the necessary charging infrastructure. All eight BEBs operate in Walnut Creek on Routes 4 and 5, and two inductive chargers were installed at the new Walnut Creek Transit Village to support the continuous operations on these two routes. The BEBs have travelled 298,793 service miles January 2021. This update will compare the electric bus fleet to the 1400 series diesel bus fleet from January 1, 2021, through December 31, 2021.

### Maintenance and Operations:

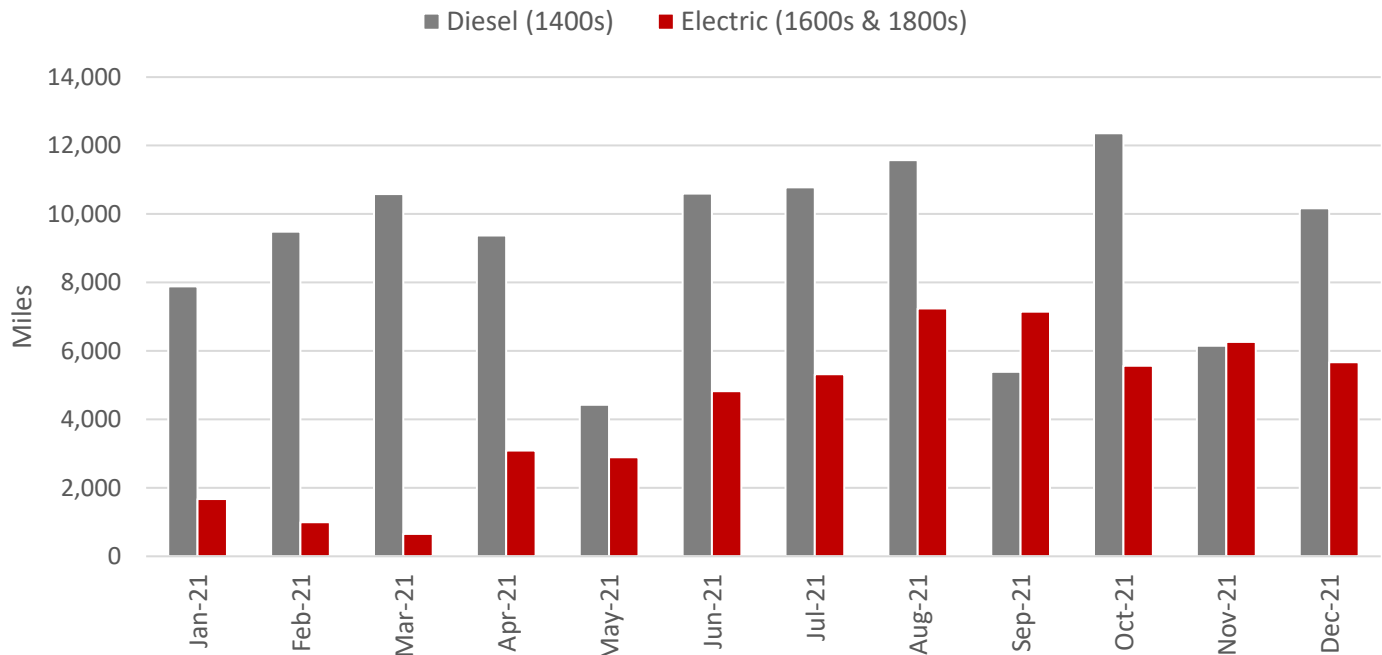
Since January 2021, the electric bus availability averaged 57% compared to 98% for the 1400-series diesel fleet. Most of the reliability issues are due to parts availability and battery issues. Staff continues to work with various partners to resolve these issues. The electric fleet availability has improved greatly over the past six months.





Another important indicator of reliability is miles between road calls. During the comparison period, miles between mechanical road calls for the diesel fleet averaged 9,060 miles. The miles between road calls for electric fleet averaged 4,776 miles. However, this metric could slightly favor the diesel fleet because of lower total miles traveled by the electric fleet.

### Miles Between Mechanical Road Calls



### Cost to Operate:

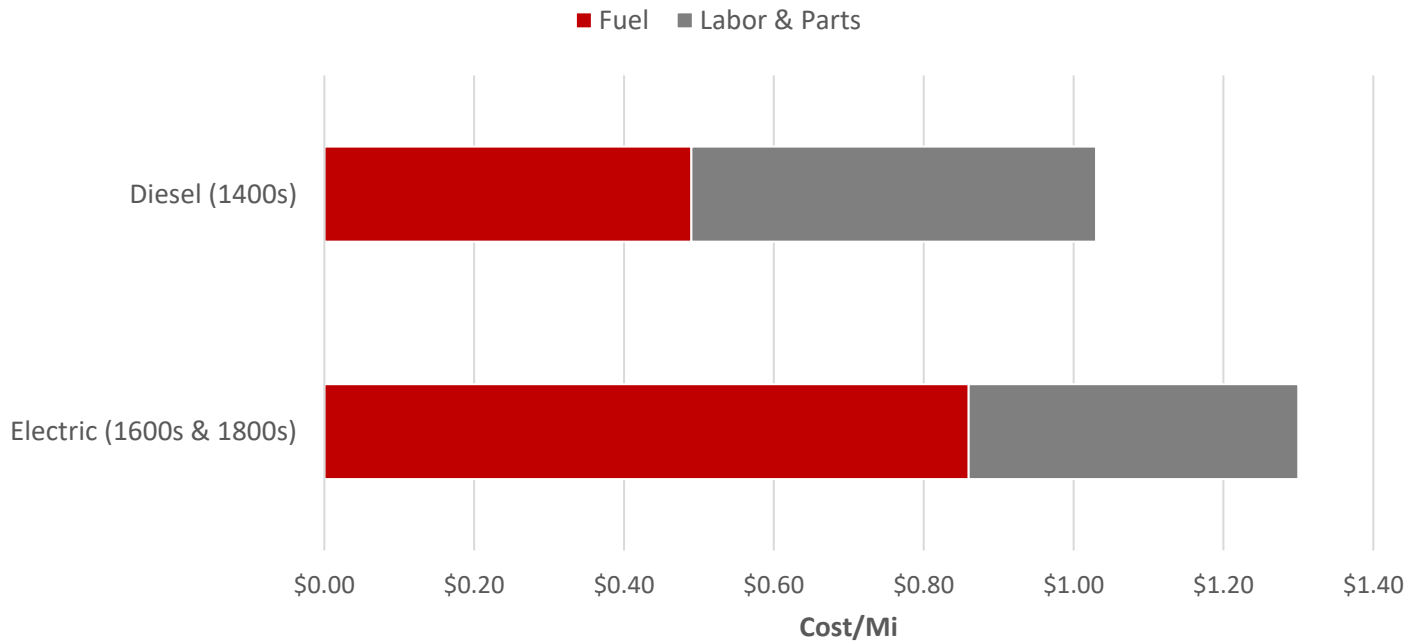
The electricity rates continue to be a concern in the operation of BEBs. Between January 1, 2021 and December 31, 2021, the total electricity cost to operate the eight buses was \$62,088.

The average energy cost per mile for the electric fleet in 2021 was \$0.86 per mile compared to a diesel fuel cost of \$0.49 per mile. The total cost per mile, inclusive of labor and parts, was \$1.30 per mile for the electric fleet and \$1.03 per mile for the diesel fleet. It should be noted that the electric fleet is still under warranty, and all major electrical repair costs have been covered by the manufacturers. If these parts were not covered under warranty, this would increase parts cost per mile considerably for the electric fleet. The electric fleet also continue to need specialty support from the various vendors.

In addition, all of the battery packs and battery management controls for the four 2016 electric trolleys needed to be replaced in September 2019. We have also replaced three battery strings on the 2018 electric buses, which was covered by warranty.

We continue to have major problems with the chargers at the yard in Concord. One of the two Efacec plug-in chargers has been out of service for nineteen months. The manufacturer cannot repair it properly, partly because they are now obsolete. We are currently working with Gillig to find a solution to this problem, which will involve replacing the charge controllers on the eight electric buses and updating the chargers at the facility.

## Vehicle Operating Cost



### Conclusion:

Electricity costs and availability continue to be a problem with the electric buses. The lack of industry standards is also a major issue. We have chargers and parts on buses that are between three and five years old that are obsolete because the technology continues to change at a rapid pace.

The battery charger issue is just one example. To replace the chargers with ones from an alternate manufacturer requires updates and changes to the buses. The bus manufacturers all seem to be using different systems that are not all compatible to a universal charger standard.

As California moves to a Zero Emission Bus (ZEB) future, staff will continue to report to the Board on the progress of electric and fuel cell buses. Although staff recognizes the importance of reducing greenhouse gases, there are a number of considerations that should be further analyzed to ensure systemwide reliability, which ultimately affects overall ridership. Staff has been working with the Center of Transportation and the Environment (CTE) to develop a ZEB Rollout Plan, which will evaluate ZEB options and help determine an appropriate path forward for County Connection. Staff intends to bring a draft of the plan to the O&S Committee for review at a future meeting.

### Financial Implications:

Although this analysis did not focus on a financial perspective, it is clear that under current conditions electricity as a fuel costs \$0.37 per mile more than diesel fuel. The electric bus fleet costs \$0.27 more per mile to maintain than the similar diesel powered fleet. A detailed financial analysis will be included in the ZEB Rollout Plan.

### Recommendation:

Staff recommend that the O&S Committee forward this item to the Board for review.

**Action Requested:**

None, for information only.

**To:** Operations & Scheduling Committee

**Date:** 01/28/2022

**From:** Melody Reeb, Director of Planning, Marketing, & Innovation

**Reviewed by:**

*Ref*

**SUBJECT: Fixed Route Operating Reports for November 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>	
<b>Total Passengers</b>	156,880	152,143	
<b>Average Weekday</b>	6,852	6,490	
<b>Pass/Rev Hour</b>	10.0	9.7	Standard Goal > 17.0
<b>Missed Trips</b>	3.33%	2.39%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	25,288	23,408	Standard Goal > 18,000

*\* Based on current standards from updated S RTP*

### Analysis

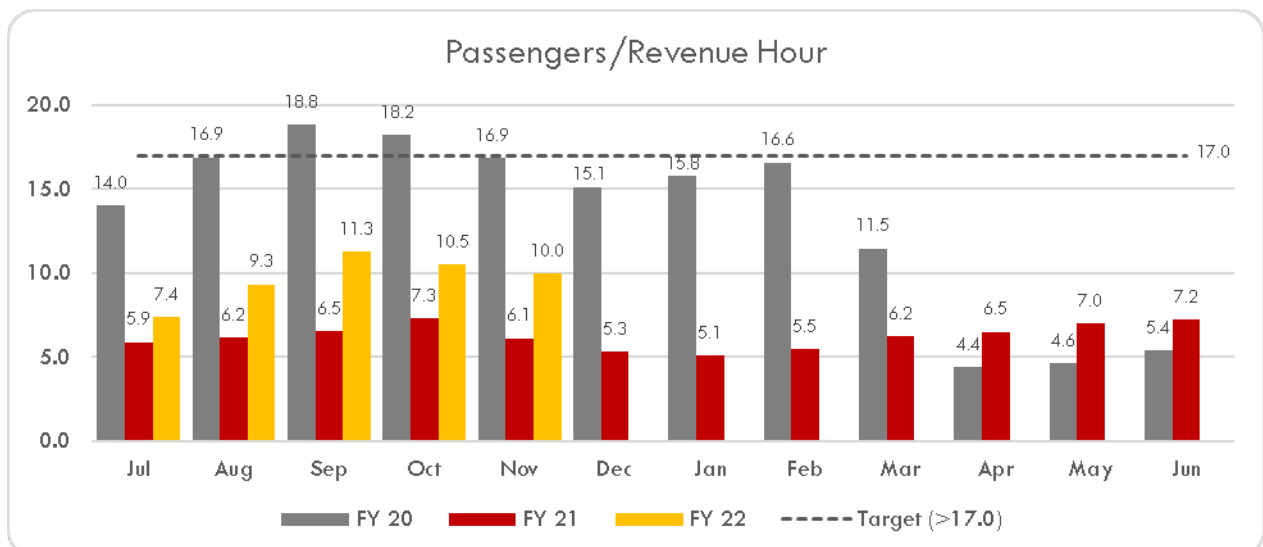
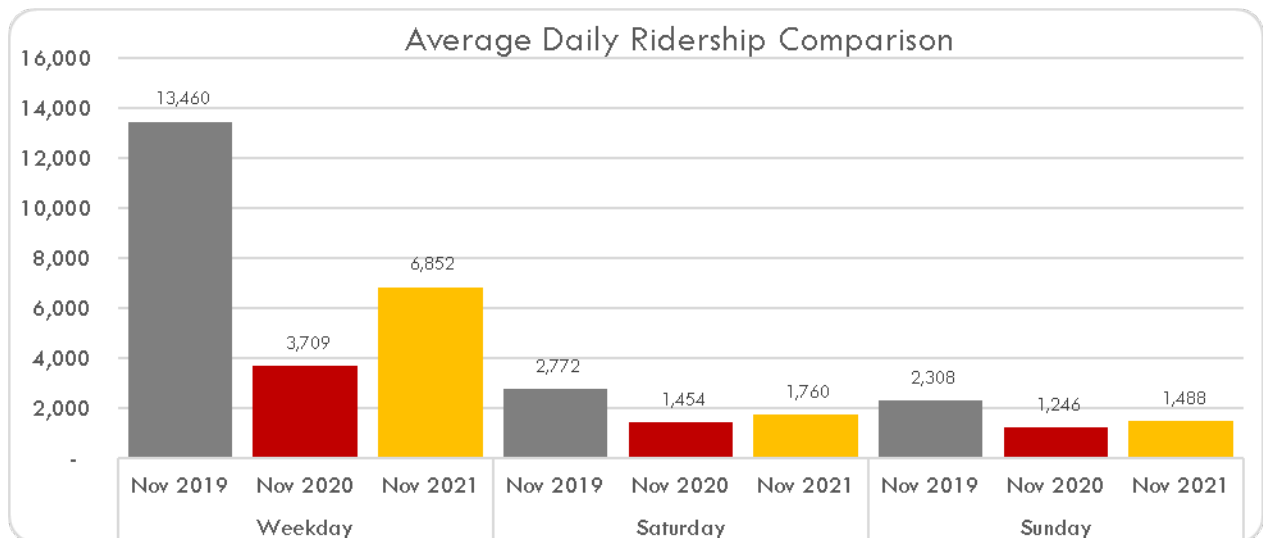
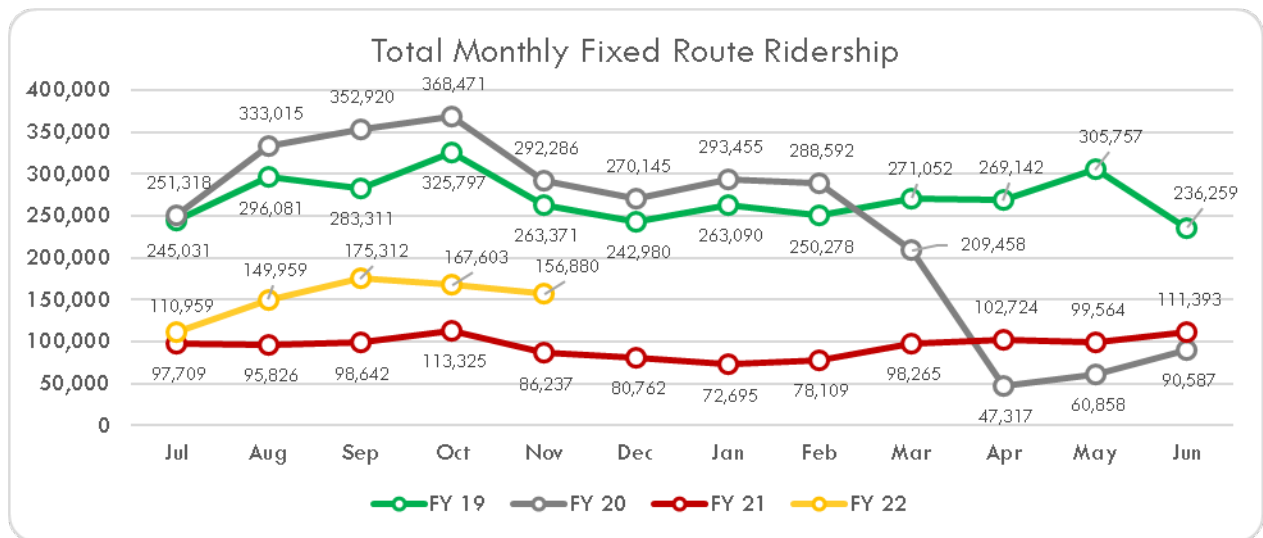
Average weekday ridership was lower in November (6,852 passengers) than October 2021 (7,184 passengers) and higher than November 2020 (3,709 passengers) or 84.74%. This month marks a year and 8 months since the first shelter-in-place order took effect in response to Covid-19.

Passengers per hour in November was 10.0 which is lower than October 2021 at 10.5 and higher than November 2020 when passengers per hour was 6.1.

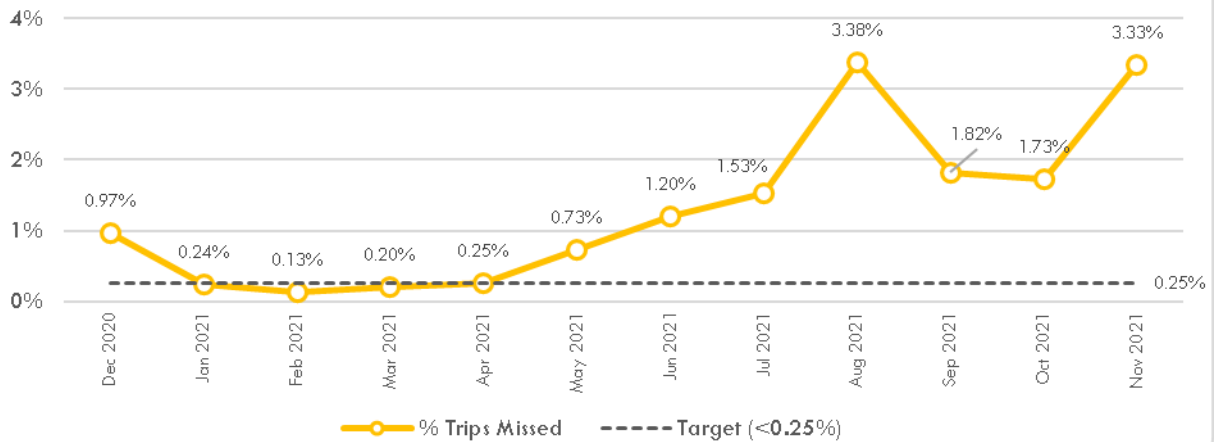
The percentage of missed trips in November was 3.33% which is higher than the prior month when it was 1.73%.

The number of miles between roadcalls was 25,288 miles in November, higher than the prior month in which there were 20,181 miles between roadcalls. The rolling 12-month average is 32,263 miles between roadcalls.

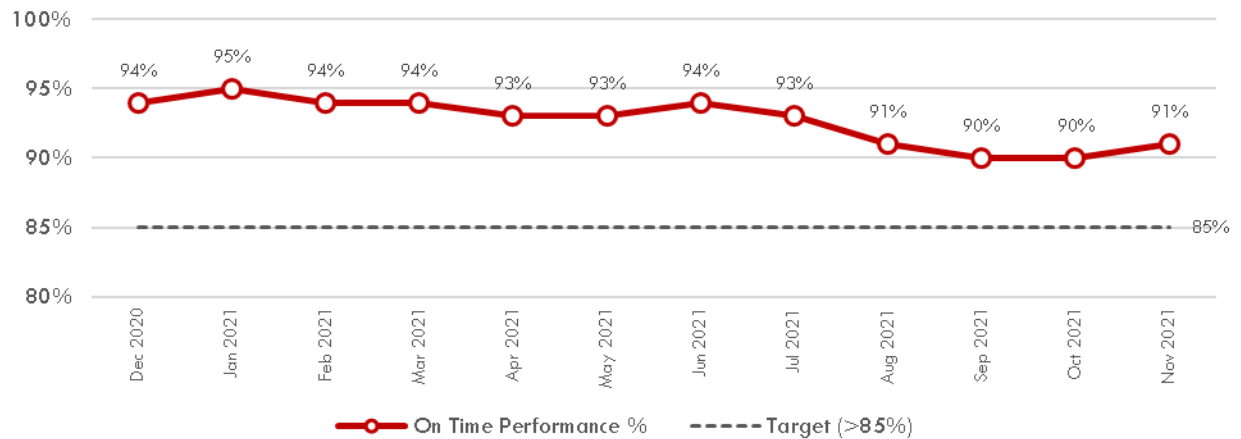
Of a total 156,880 passengers, 101,483 passengers had the potential to use a Clipper card aboard County Connection since 55,399 either used an employer or school pass or were on a free route. About 77.7% of the 101,483 potential Clipper card users paid using Clipper during this month.



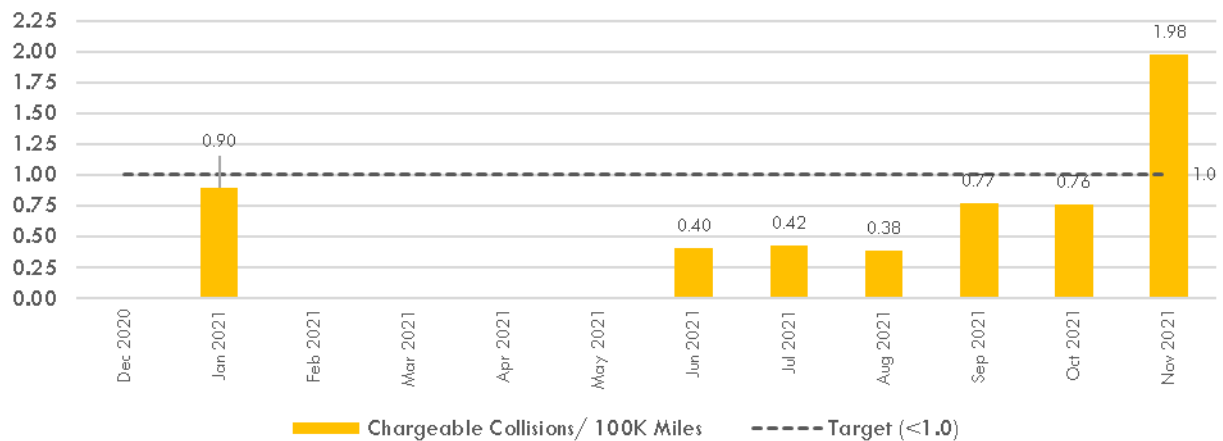
### % Trips Missed



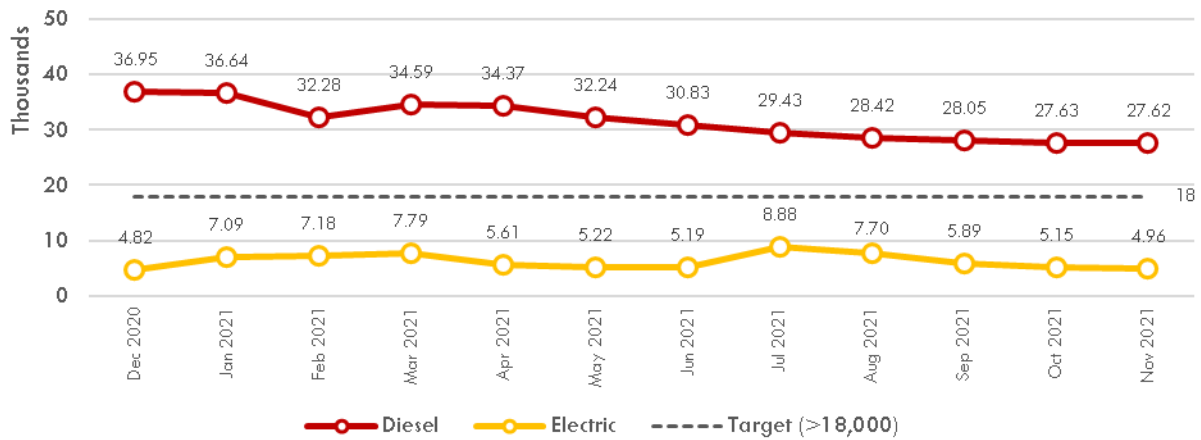
### On Time Performance



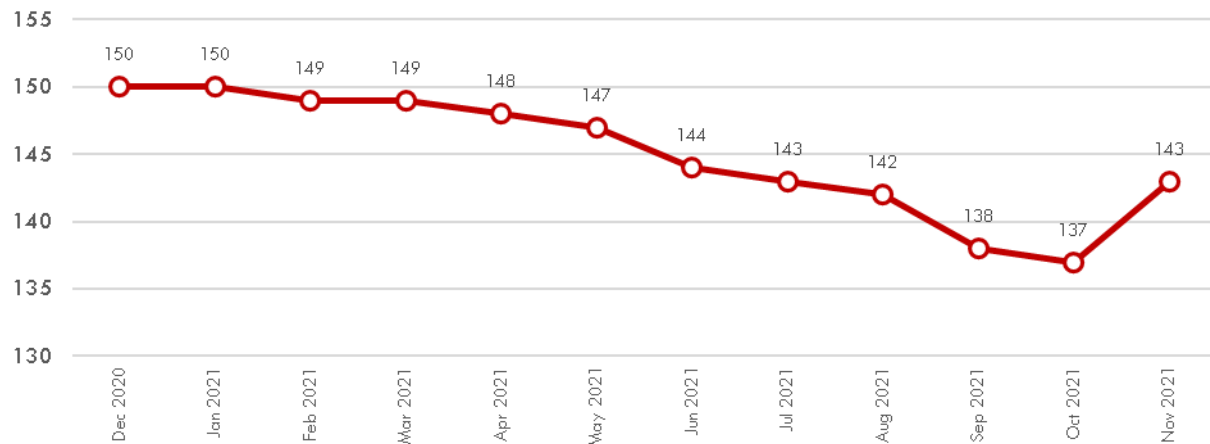
### Accident Report



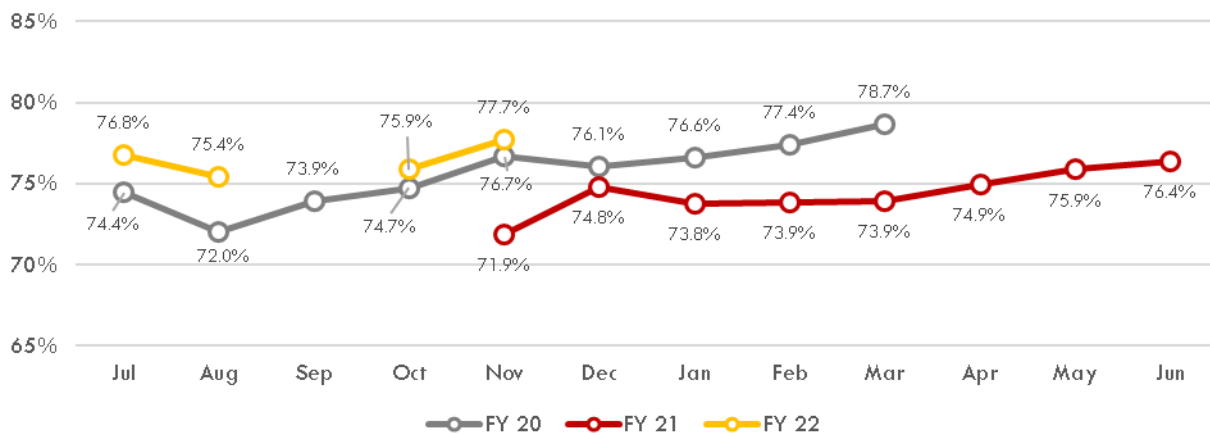
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



**To:** Operations & Scheduling Committee

**Date:** 01/28/2022

**From:** Melody Reeb, Director of Planning, Marketing, & Innovation

**Reviewed by:** *Ref*

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**SUBJECT: Fixed Route Operating Reports for December 2021**

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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>	
<b>Total Passengers</b>	141,796	150,418	
<b>Average Weekday</b>	6,135	6,431	
<b>Pass/Rev Hour</b>	9.0	9.6	Standard Goal > 17.0
<b>Missed Trips</b>	1.97%	2.33%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	28,533	24,262	Standard Goal > 18,000

*\* Based on current standards from updated S RTP*

### Analysis

Average weekday ridership was lower in December (6,135 passengers) than November 2021 (6,852 passengers) and higher than December 2020 (3,226 passengers) or 90.17%. This month marks a year and 9 months since the first shelter-in-place order took effect in response to Covid-19.

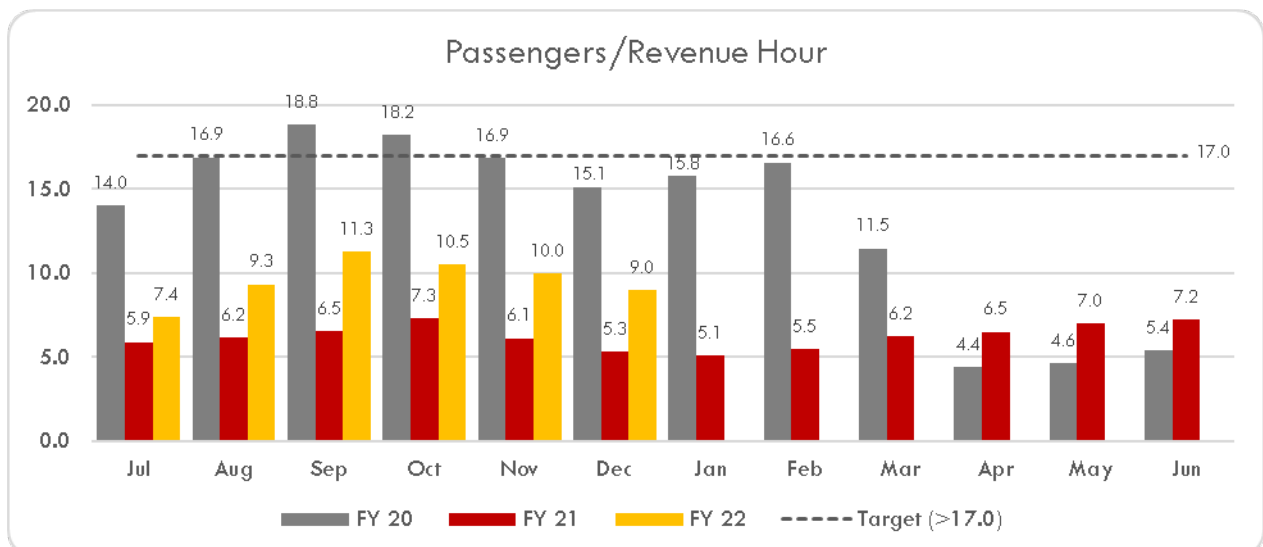
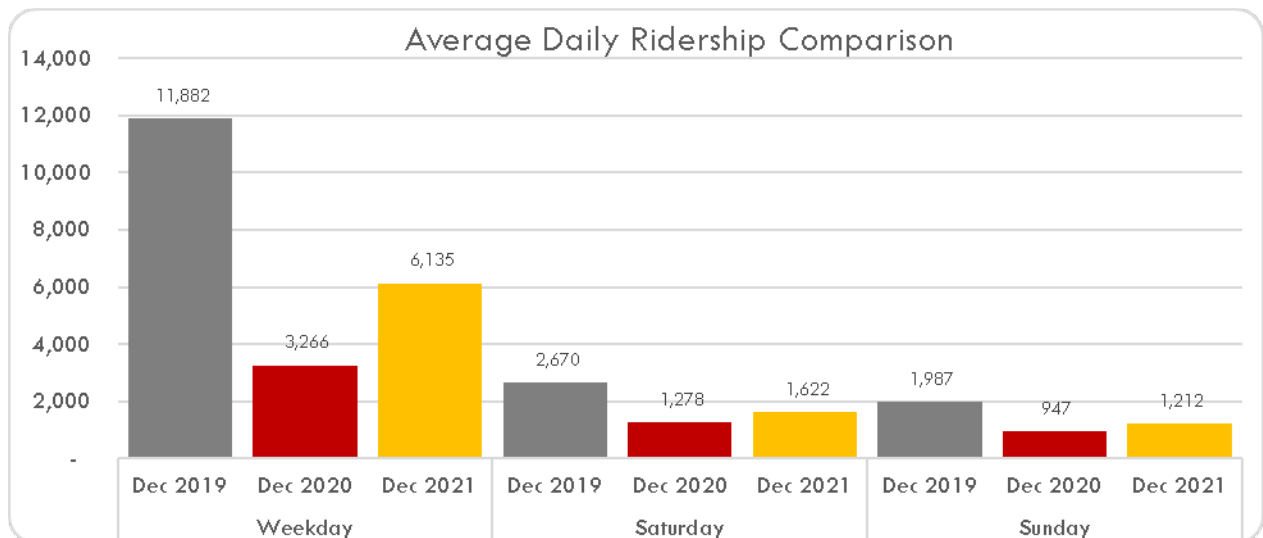
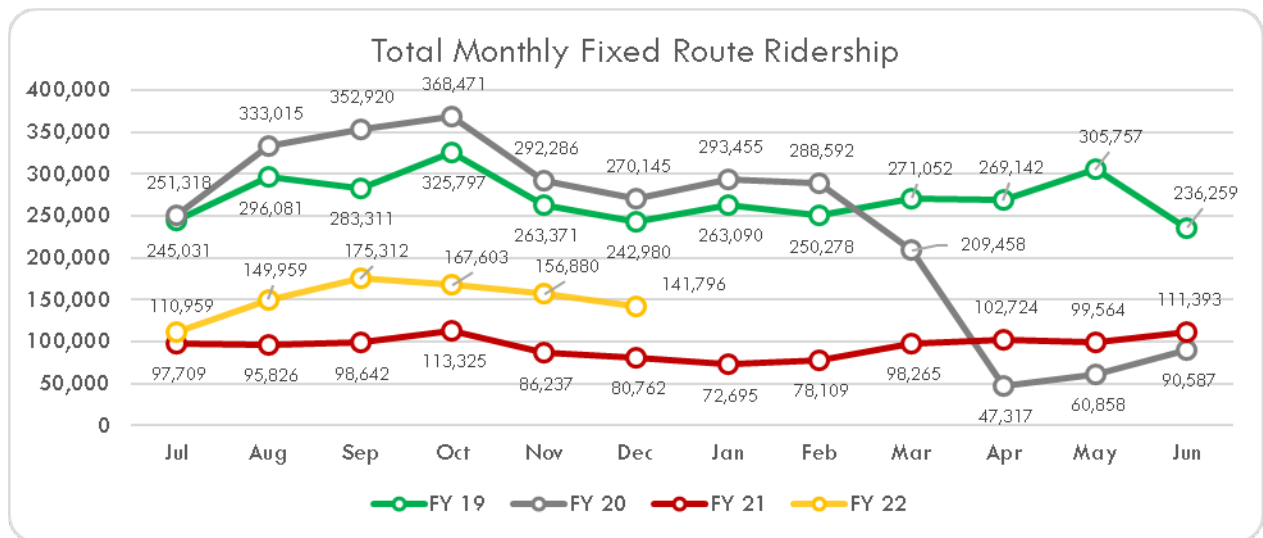
Passengers per hour in December was 9.0 which is lower than November 2021 at 10.0 and higher than December 2020 when passengers per hour was 5.3.

The percentage of missed trips in December was 1.97% which is lower than the prior month when it was 3.33%.

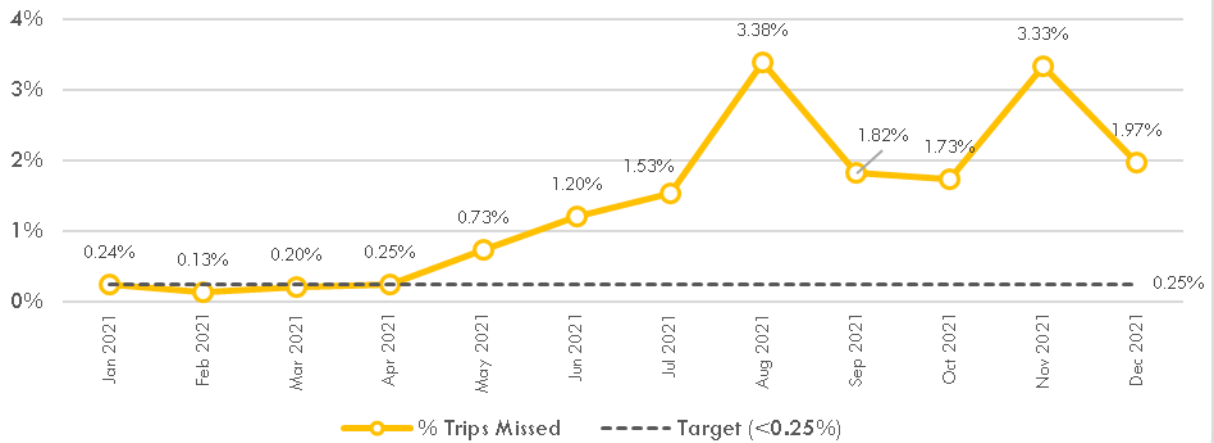
The number of miles between roadcalls was 28,533 miles in December, higher than the prior month in which there were 25,288 miles between roadcalls. The rolling 12-month average is 31,795 miles between roadcalls.

Of a total 141,796 passengers, 93,707 passengers had the potential to use a Clipper card aboard County Connection since 48,089 either used an employer or school pass or were on a free route. About 79.1% of the 93,707 potential Clipper card users paid using Clipper during this month.

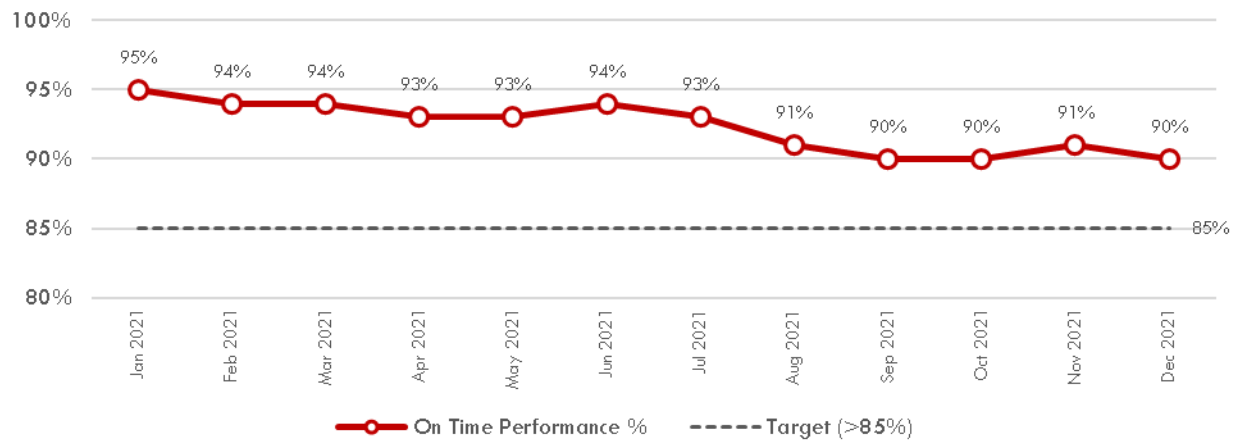




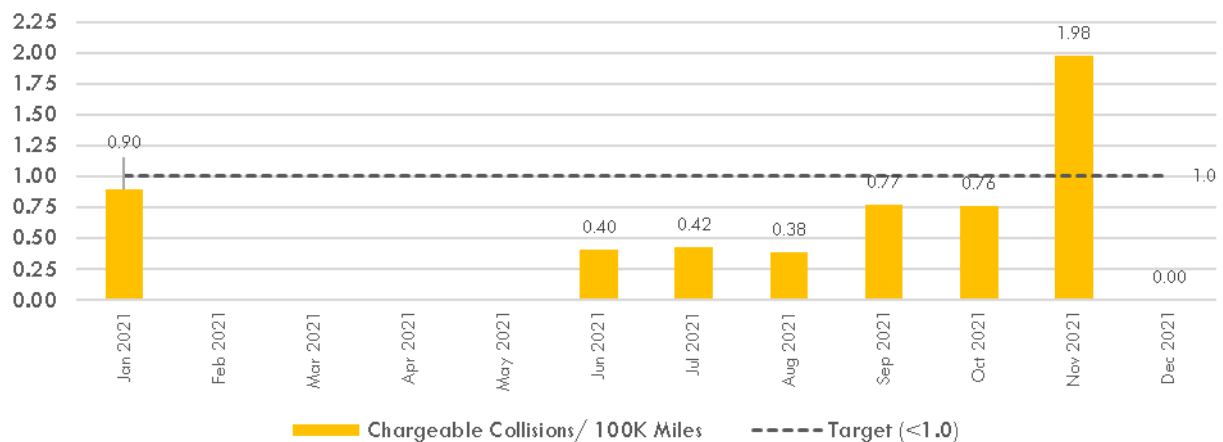
### % Trips Missed



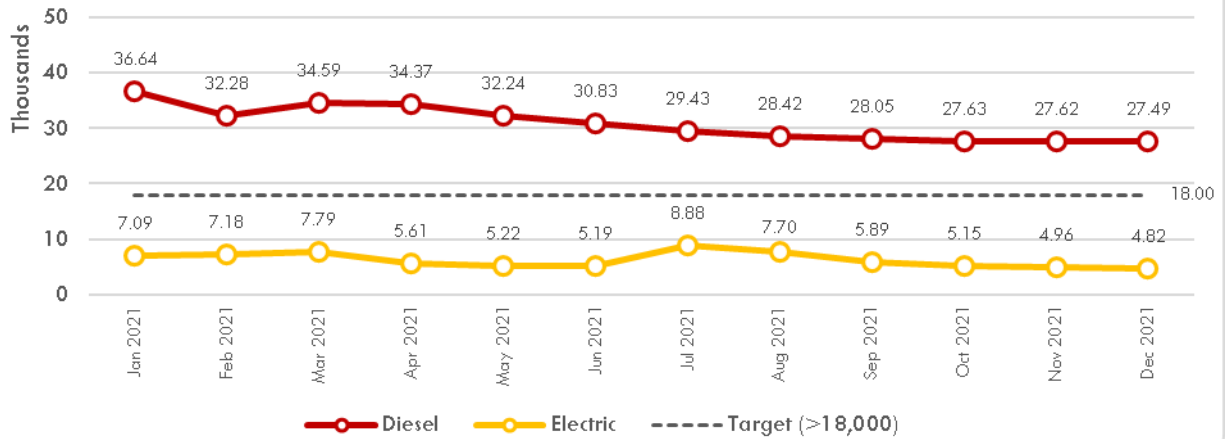
### On Time Performance



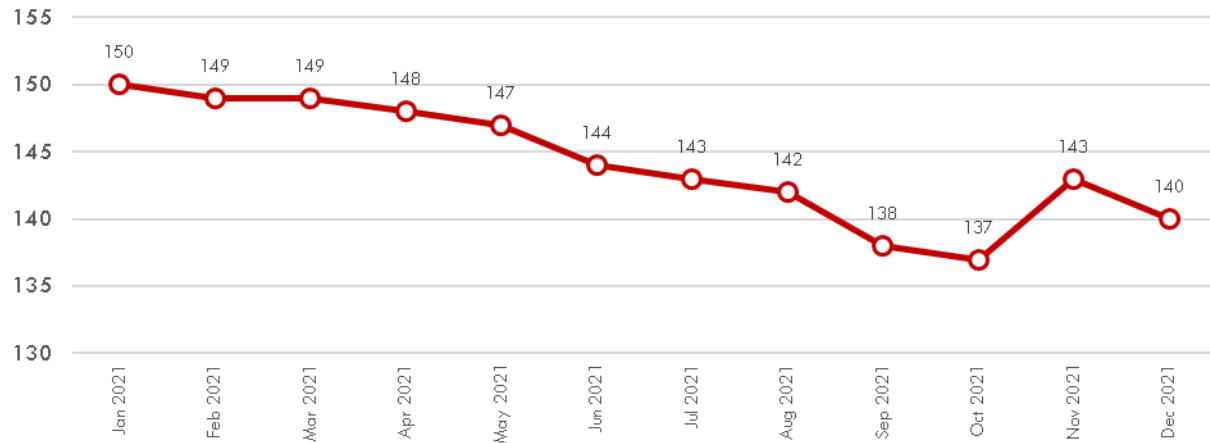
### Accident Report



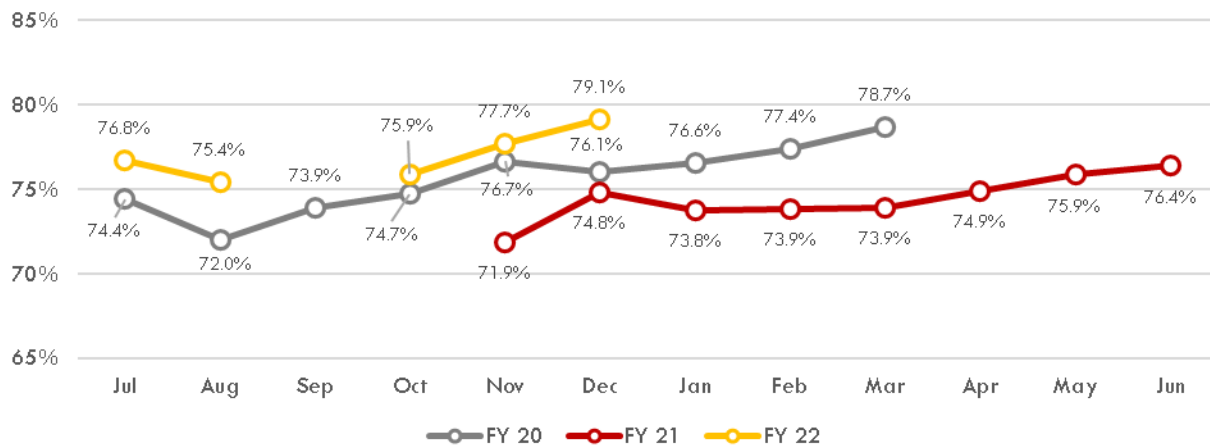
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



**To:** Operations and Scheduling Committee

**Date:** January 28, 2022

**From:** Rashida Kamara, Director of ADA and Special Services

**Reviewed by:** *Ref*

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**SUBJECT: Paratransit Executive Summary Report – November 2021**

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**November 2021 Performance Report:**

***Ridership:***

Ridership decreased from 5,412 in October to 4,517 in November. This represents a normal drop-in service as we enter the holiday months. Total ridership is up 50% from November 2020, but still represents a 52% decrease in trips when compared to Pre-COVID levels.

***Productivity:***

November productivity increased from 1.23 to 1.33, from the previous month. This is still below our normal performance standards but is representative of the overall trend during the pandemic. We continue to offer shared ride service.

***On-time Performance:***

On-time performance was 95.4%, which is an increase of 1.4% from October.

***Customer Satisfaction:***

There were seven complaints for the month of November, which is three fewer than the previous month. Of the seven, three were for timeliness, one referenced driver, which is a decrease from the previous month, one for scheduling, one vehicle related and one for skill, which is also a decrease. Commendations were captured from the MyTransit app. A total of seventy-five (75) individual positive ratings were noted. Customer satisfaction is rated from 1 being the lowest or poor to 5, being excellent. All 75 ratings were commendations.

***Safety:***

There was one chargeable accident for the month. The contractor continues to remain within County Connection performance standards except for productivity which is a direct result of ridership trends due to the COVID-19 pandemic.

**Additional Updates:**

The Board of Directors approved a new Choice in Aging Demonstration project. This project is similar to the old pilot in which passengers would be picked up by SilverRide. This new pilot allows for more flexibility by allowing Choice in Aging to book same day trips for passengers who decided to visit the center that day especially if there is a cancellation.

**Financial Implications:**

Paratransit spent \$463,704 in ADA services, a decrease of 9.6% from the previous month where we spent \$513,020. This cost includes any auxiliary services we may offer, like Meals-on-Wheels or COVID-19 transports for the County. Fuel was \$32,807 which is slightly lower than the previous month of \$31,844.

**Recommendation:**

None, for information only.

**Attachments:**

Attachment 1: November 2021 MOP

# ATTACHMENT 1

## CCCTA PARATRANSIT

Performance Report: 11/01 to 11/30/2021

### LINK and BART Statistics

FY 21/22  
November

Variance  
from Goal

FY 20/21  
November

YTD 21/22

<b>Ridership Statistics</b>				
1	ADA Passengers	4,517	2,532	25,188
2	Companions	22	16	164
3	*Personal Care Assistants	351	280	2730
4	SilverRide Pilot	-	-	-
5	Total Passengers	4,890	2,828	28,082
<b>Scheduling Statistics</b>				
6	Total Number of No Shows & Late Cancels	635	438	3,268
7	SilverRide Pilot No Shows & Late Cancels	-	-	-
8	Total number of Cancellations	458	303	2,142
9	Same Day Trips	173	98	815
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	35	20	164
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,387.70	1,994.40	16,162.46
13	ADA Passengers per RVHr.	1.33	1.23	1.24
14	Average Trip Length (miles)			
15	Average Ride Duration (minutes)			
16	Total Cost per ADA Passenger	\$ 102.66	\$ 153.76	\$ 95.10
17	*Service Miles	57,365	32,796	334,952
18	Billable Service Hours	5,605.00	5,258.48	29,561.75
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 32,807.69	\$ 18,650.36	\$ 163,537.93
21	Total Cost	\$ 463,704.07	\$ 434,840.88	\$ 2,395,502.76
<b>On Time Performance</b>				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	95.4%	95%	95.5%
23	SilverRide Pilot OTP	-	-	-
24	Arrived 15-29 minutes past window	75	41	339
25	Arrived 30-59 minutes past window	17	11	88
26	Arrived 60 minutes past window	0	1	9
27	Total Missed Trips	2	1	9
28	Transfer Trips	255	140	1,249
<b>One Seat Pilot Data</b>				
23	*Total Trips	724	78	3,523
24	*Non-CCCTA Cost (Cost for Agencies)	\$ 11,361.90	\$ 1,319.05	\$ 52,205.29
25	*Non-CCCTA Miles (Agency Miles)	7,837.99	945.40	35,126.66
26	*Non-CCCTA Revenue Hours	233.27	22.96	1,043.20
27	*Total Revenue Hours	447.59	37.58	2,113.66
28	*Total Fare Collected	\$ 3,167.50	\$ 212.75	\$ 12,772.75
29	*Non-CCCTA Fare Collected	\$ 1,801.25	\$ 17.75	\$ 7,197.75
<b>Customer Service</b>				
Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	7	0	33
31	Timeliness	3	0	13
32	Driver Complaints	1	0	13
33	Equipment / Vehicle	1	0	3
34	Scheduling/Staff Skill	2	0	4
35	Commendations	75	0	75
36	Ave. wait time In Queue for reservation	0:00:42	0:37	0:00:45
37	Ave. wait time In Queue for customer service	0:00:22	0:19	0:00:29
<b>Safety &amp; Maintenance</b>				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
38	Total accidents per 100,000 miles	0.30	1	0.65
39	Roadcalls per 100,000 miles	0	0	0
<b>Eligibility Statistics</b>				
41	*Total ADA Riders in Data Base	2,748	2,148	2,335
42	*Total Certification Determinations	100	92	596
43	*Initial Denials	-	1	0
44	*Denials Reversed	-	-	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.:

Date: 12/21/2021