

County Connection

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

**OPERATIONS & SCHEDULING COMMITTEE
MEETING AGENDA
Friday, June 3, 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/89167553641>

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Webinar ID: 891 6755 3641

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.

Should Zoom not be operational, please check online at: www.countyconnection.com for any updates or further instruction.

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.

FY2021/2022 O&S Committee

Don Tatzin – Lafayette, Robert Storer – Danville, Candace Andersen – Contra Costa County

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 May 6, 2022*
4. Consolidation of CCCTA/LAVTA Paratransit RFP Update*
(Staff requests authorization to award Transdev the contract to provide consolidated Paratransit Services)
5. Revised On-Time Performance Reporting – Information Only*
(Staff will provide brief update on the revised On-Time Performance evaluation and reporting)
6. Monthly Reports – Information Only
 - a. Fixed-Route*
 - b. Paratransit*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – July 1, 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.

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, June 16, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, June 1, 2:00 p.m., via teleconference
Advisory Committee:	Tuesday, June 14, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, June 2, 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, May 6, 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, Don Tatzin, Candace Andersen

Staff: Bill Churchill, Ruby Horta, Scott Mitchell, Rashida Kamara, Amber Johnson, Melody Reeb, Pranjali Dixit, 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 April 1, 2022

The Committee approved the minutes.

4. Purchase of 40 (Forty) 40' Buses

Mr. Mitchell informed the Committee that CCCTA is requesting purchasing forty 40' Clean Diesel Buses to replace the old 2009 buses. He noted that the buses would be purchased off the current State of Washington contract to help expedite the procurement/delivery of the Gillig buses. He also noted that the 20% local match would be covered by TDA funds and could be delivered 14 -18 months from the time Board approves the purchase. Mr. Mitchell responded to Director Storer's question about preference of larger buses over smaller ones that the purchase was aimed to replace the existing aging bus fleet which are all 40' and maintain current fleet composition. Mr. Mitchell also added that electric buses were expensive and hence were not considered. The Committee agreed to forward a recommendation to the Board to move forward with the purchase of the forty Clean Diesel buses.

5. Steam Room Lift Upgrade

Mr. Mitchell informed the Committee that CCCTA is requesting purchasing of a new Steam Room lift off the Sourcewell contract. Mr. Mitchell also noted that the repairing of the 13-year-old lift which is used to clean the undercarriage of buses is expensive and that a subsequent request for the construction would be presented following approval from Board of directors. Director Tatzin asked staff regarding the timeline of the upgrade. Mr. Mitchell responded that the project could be completed by September 2022. Director Storer requested clarification regarding the Sourcewell contract. Mr. Mitchell responded that Sourcewell is a purchasing cooperative that competitively bid on multiple contracts and that CCCTA is a member of Sourcewell that allows us to buy off their contract. The Committee agreed to forward a

recommendation to the Board to move forward with the purchase a new Steam Room lift off the Sourcewell contract for the upgrade of the Steam Room lift.

6. Consolidation of CCCTA/LAVTA Paratransit RFP Update

Ms. Kamara informed the Committee that two transportation companies RydeTrans and Transdev responded to a joint Request for Proposals (RFP) to consolidate paratransit services with the Livermore Amador Valley Transit Authority (LAVTA) using one contractor was released in January 2022. After carefully scoring and reviewing the proposals, the panel chose Transdev. Staff also informed that while the new contract is currently being negotiated, Transdev has offered a 90-day extension on the current contract. Director Storer asked staff what the difference between the budgeted vs the actual cost was submitted by Transdev. Ms. Johnson responded that the initial proposal was \$200,000 higher than the budgeted expenses. Ms. Kamara and Mr. Churchill further emphasized that Transdev's experience with regional One Seat Ride program along with their ability to maintain employees to ensure service eased in helping choose Transdev. In response to Director Candace question about fuel costs, Ms. Kamara noted that currently fuel is marked as pass-through cost and a provision is included to allow the vehicles to be fueled onsite in the future to have more control. Additionally, Mr. Churchill noted that as part of the new contract, fueling for Big Star sub-contractor vehicles is being restructured to use Transdev's fueling system. The Committee recommended including this update information be part of the General Manager's report at the Board Meeting.

7. Monthly Reports

Ms. Reeb reported that fixed-route ridership in March showed strong year-over year growth and average weekday ridership grew about 12% from February. The missed trip percentage has been decreasing even with a steady operator count and Clipper usage increased to an all-time high of 80%, which is among the highest in the region. Director Tatzin and Director Candace inquired about the higher roadcall for electric buses. Mr. Mitchell responded that the roadcalls are related to battery issues and challenges due to different technologies employed by various bus manufacturers and is in line with similar experience by other transit agencies who use electric buses. Director Storer enquired about the driver attrition and hiring. Mr. Churchill responded that CCCTA needs additional 12-15 drivers to decrease missed trip and has stepped up the hiring process throughout the region.

Ms. Noya reported that ridership increased significantly in February with the Omicron cases subsiding. While ridership and productivity increased, on-time performance slightly declined. Ms. Noya also informed the committee that the Board of Directors approved the three-month pilot extension to allow LAVTA to be operated by our contractor Transdev.

8. Committee Comments

None

9. Future Agenda Items

None

10. Next Scheduled Meeting

The next meeting was scheduled for June 3rd at 8:15 a.m. via teleconference.

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

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

To: Operations & Scheduling Committee

Date: 05/27/2022

From: Rashida Kamara, Director of ADA & Special Services
Amber Johnson, Chief Financial Officer

Reviewed by: *Ref*

SUBJECT: Award Contract for Consolidation of CCCTA/LAVTA Paratransit Services to Transdev

Background:

In December 2021, the Central Contra Costa County Transit Authority's (CCCTA or County Connection) Board of Directors approved a joint Request for Proposals (RFP) to consolidate paratransit services with the Livermore Amador Valley Transit Authority (LAVTA) using one contractor. Under CCCTA's Procurement Policy, and as a recipient of federal funds, CCCTA is required to competitively procure goods and services. This procurement was developed as a "Best Value" procurement, as indicated in the RFP, and allows CCCTA to select the offer deemed most advantageous and of greatest value.

The RFP was released in January 2022, and operators were invited to review the RFP and provide a proposal based on best value. Several prospective bidders participated in the question-and-answer portion of the process. CCCTA ultimately received proposals from RydeTrans and Transdev Services Inc., (the incumbent contractor) by the deadline of April 6, 2022.

Neighboring transit agencies were invited to participate as panel members to interview the proposers. The panel was comprised of Jeanne Krieg (Tri Delta Transit), Rob Thompson (WestCAT), Christian Kent (Consultant), Toan Tran (LAVTA), and Rashida Kamara (CCCTA). Standard questions were presented to proposers beforehand to help them prepare for the panel interview. The following technical and financial factors were identified as evaluation criteria in the RFP:

Criteria	Points
Financial viability, firm experience, and corporate support	250
Qualification/experience of key personnel, thoughtful leadership	250
Creative approach/integration and value added	100
Service improvement/implementation plan	200
Reasonable cost	200
Retention of current employees	Bonus Points 100

Selection:

Using the established scoring criteria, RydeTrans scored 828 and Transdev 1010, on average, across the evaluation team. Both companies had something of value to offer in their proposals. RydeTrans' proposal included the following: locally based company, offered ten vehicles to operate LAVTA service area, and matched existing wages; however, they did not offer a One Seat Regional Ride solution.

Transdev offered the TNC partnership with Big Star, upgrades to technology like the passenger smart app, competitive wages, on-going and review of one seat expansion.

The proposal scoring revealed that Transdev can provide paratransit service that is more advantageous and of best value to the CCCTA, its partners, and its riders. Therefore, staff recommends the Board award the paratransit contract to Transdev Services, Inc.

Financial Implication:

The RFP instructed potential proposers to provide a fixed and variable cost proposal based on tiers of service. The current paratransit contract already incorporates a fixed and variable cost structure, which allows for a baseline fixed fee regardless of the number of hours of service, plus an hourly rate. Due to fluctuating and unpredictable demand due to the COVID-19 pandemic, the additional element of “tiered pricing” has been introduced to allow for greater flexibility and a scaling of the operation based on demand.

It is difficult to compare the current contract to the new proposed contract due to the changing nature of the services provided. The addition of LAVTA as a paratransit partner and formalizing the One Seat pilot program, plus addition of tiered pricing, has created a new service model that is significantly different from the prior model. In addition, the definition of a “billable” hour in the new contract will return to a standard definition, whereas during the height of the COVID pandemic, the definition was broadened to allow for driver retention during periods of slow paratransit demand. Despite this challenge, staff has worked to normalize costs between the two models for comparison purposes.

Transdev’s initial pricing proposal including all service partners (CCCTA, LAVTA, and One Seat partners) was 20% higher than current contract pricing. After several rounds of negotiations, total cost was reduced by 1%. After an additional extensive service review, including reductions to Transdev’s profit margin, total cost was reduced by an additional 4%, resulting in a net increase of 15% as compared to the current contract.

However, because this contract will be shared with our partners, costs are also allocated across these various partners. LAVTA is the primary partner in the new contract and will be responsible for a significant portion of the baseline fixed fee (memorialized in a separate Memorandum of Understanding between LAVTA and CCCTA), plus their share of hourly charges. As a result, the total cost for CCCTA’s portion of the contract under the final proposal is 12% higher than current pricing. Table 1 provides a summary breakdown of the price negotiations and how this affected each partner, using budgeted revenue hour estimates for Year 1.

Table 1: Summary of Year 1 Contract Pricing at Tier 3

	CCCTA - 60,000 hours		LAVTA - 20,000 hours		One Seat - 3,000 hours		TOTAL	
	\$ cost	% +/- current	\$ cost	% +/- current	\$ cost	% +/- current	\$ cost	% +/- current
<i>Current Contract</i>	4,804,707		1,419,263		151,260		6,375,230	
Original Proposal	5,620,452	17%	1,873,484	32%	165,690	10%	7,659,627	20%
Reduction #1	5,557,216	16%	1,837,605	29%	183,240	21%	7,578,062	19%
Reduction #2 (final)	5,368,303	12%	1,770,634	25%	179,670	19%	7,318,608	15%

There are several factors that led to this price increase:

1. Additional staff. Due to growth in the CCCTA paratransit program to include partner agencies, the original staffing model proposed by Transdev in 2019 is no longer adequate. The new proposal adds new staff positions to better address the structure of services provided.
2. Wage increases. Both Transdev and Big Star have incorporated cost of living increases to their operator salary structures of approximately 3-4%. In addition, as an operator gains experience, they have the opportunity to advance to a higher wage bracket, in a structure similar to CCCTA's step system.
3. Employee benefits. In response to the challenging labor market, the proposal includes Transdev taking on an additional 5% of the employee's health benefit costs, to reduce the financial burden of the increasing costs of benefits for employees. This will result in more employees utilizing the health benefits and a greater cost to Transdev for those benefits.
4. Maintenance costs. Tires and lubrication costs have been steadily increasing, which is represented in the proposed price.

The Transdev summary pricing proposal is represented in Tables 2 and 3.

Table 2: Transdev Fixed and Variable Price Summary

	Tier 1	Tier 2	Tier 3	Tier 4
Annual Revenue Hour Range	< 64,000	64,001 - 74,000	74,001 - 84,000	> 84,000
FY 2022/23 Monthly Fixed Fee	\$ 235,550	\$ 238,531	\$ 242,145	\$ 248,141
FY 2022/23 Hourly Rates:				
CCCTA	\$ 52.26	\$ 53.30	\$ 53.15	\$ 52.60
LAVTA	\$ 53.19	\$ 52.71	\$ 52.21	\$ 52.00
One Seat	\$ 63.62	\$ 61.74	\$ 59.89	\$ 58.96

Table 3: Annual Cost Escalation Rate

Year	Escalation Rate
FY 2023/24 - Year 2	3.8%
FY 2024/25 - Year 3	3.7%
FY 2025/26 - Year 4	3.4%
FY 2026/27 - Option Year 5	3.4%

Staff reached out to transit agencies across the country and locally to determine if a 15% increase was consistent with industry trends. The informal survey revealed that agencies with new contracts within the past 6 months have all experienced a 15%-29% increase in cost. These increases are 80% due to staff wages and benefits as the ability to hire and maintain quality employees is a nationwide problem. In addition, COVID has presented a unique problem in which ridership is low, but the need to keep a substantial number of qualified staff to accommodate the traditional ridership in addition to the alternative needs of the community is now necessary for the sustainability of paratransit service.

The contract maximum, or Not to Exceed (NTE) amount, for the life of the base contract is \$35.3 million plus an additional \$12.6 million for the option year (see Table 4). The calculated contract maximum is based on estimated service hours for CCCTA, LAVTA and One Seat over the contract term, combined with the current Transdev pricing schedule. Significant variances in demand for mandated services could also increase (or decrease) contract costs. If service demand were to increase above projections, a

contract amendment would be needed to increase the contract maximum. Board approval will be required to award the option year.

Table 4: Contract Maximums

	Year 1	Year 2	Year 3	Year 4	Year 5 (Option)
	FY 2022/23	FY 2023/24	FY 2024/25	FY 2025/26	FY 2026/27
Tier	3	4	4	4	4
Revenue Hour Estimate	83,000	91,300	104,995	125,994	151,193
Fixed	\$ 2,905,738	\$ 3,092,497	\$ 3,204,917	\$ 3,304,616	\$ 3,425,628
Variable	\$ 4,412,870	\$ 5,002,855	\$ 5,975,468	\$ 7,438,321	\$ 9,213,908
Annual Total	\$ 7,318,608	\$ 8,095,352	\$ 9,180,384	\$ 10,742,937	\$ 12,639,535
Contract Maximum	\$35,337,282				\$ 12,639,535

The FY 2022/23 Draft Budget anticipated Year 1 paratransit costs of \$6.3 million for CCCTA, \$1.3 million for LAVTA, and \$0.2 million for One Seat. Based on the current contract and ridership assumptions, CCCTA paratransit costs are anticipated to reach \$5.4 million. Staff proposes revising the CCCTA paratransit budget downwards to \$5.9 million to allow for a 10% contingency over estimated actuals. A revision to the budget in the final version will be made to accommodate increased costs to LAVTA, but since these costs are reimbursed, this will have no impact to CCCTA’s bottom line. Both revisions are reflected in the final budget document being presented for approval by the Board in June. No change to the budget is required for the One Seat program.

Recommendation:

As Transdev has bargained in good faith and worked to reduce costs through a Best and Final Offer (BAFO) process and, has provided a proposal that is reasonably priced as compared to the market and, is the most advantageous, staff recommends awarding the contract to Transdev for the provision of consolidated paratransit operational and maintenance services.

Action Requested:

Staff respectfully requests the O&S Committee forward to the full Board of Directors a resolution authorizing the General Manager to enter into an agreement with Transdev to provide consolidated paratransit services for both LAVTA and County Connection commencing July 1, 2022 for the period of four years and one option year at a cost not to exceed \$35,337,282.

Attachments:

None.

To: Operations & Scheduling Committee

Date: 05/24/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Revised On-Time Performance Measurement and Reporting

Background:

County Connection adopted on-time performance standards based on types of service as a part of the 2016 Short Range Transit Plan. The standards outlined are as follows:

- Regular service (Weekday) – 87%
- Select service (Schools) – 80%
- Express service – 75%
- Weekend service – 80%

The on-time performance window that was outlined in the Short Range Transit Plan FY 2011-12 through FY 2020-21 was based on the departure time from timepoints, and buses up to five minutes late would be considered on-time.

However, instances where the bus departed a timepoint earlier than scheduled were also designated as on-time. While buses running late results in longer wait times and missed connections, buses departing earlier than scheduled also leads to similar inconveniences. To better track the on-time performance of the routes and increase service reliability for passengers, staff is planning to implement the following changes to measuring on-time performance for the new fiscal year:

1. Buses departing timepoints earlier than one minute before scheduled time will not be considered on-time,
2. Bus is considered on-time if it arrives at the last timepoint earlier than scheduled,
3. Departure times are used to calculate on-time performance on all stops except for mid-route layover stop and final stop, where arrival times are used for calculations.

While this new methodology of measurement results in a decrease in on-time performance percentages, it provides vital information regarding the impact of traffic on our system and for developing service changes to improve schedule adherence and service reliability for passengers. Staff plans to use this new methodology for on-time performance reporting starting in July 2022.

Below is a summary of the comparison for April 2022 data:

Route Type	Standard	% On-Time (Current)	New Methodology		
			% Early	% Late	% On-Time
Express	75%	93%	2%	9%	89%
Select	87%	89%	15%	13%	72%
Regular	80%	92%	2%	9%	89%
Weekend	80%	87%	2%	15%	83%

Financial Implications:

None, for information only.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations & Scheduling Committee

Date: 05/18/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for April 2022

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	163,796	151,917	
Average Weekday	7,124	6,517	
Pass/Rev Hour	10.4	9.6	Standard Goal > 17.0
Missed Trips	1.06%	1.7%	Standard Goal < 0.25%
Miles between Road Calls	36,323	25,212	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was lower in April (7,124 passengers) than March 2022 (7,250 passengers) and higher than April 2021 (4,165 passengers) or 71.04%. This month marks 2 years and 1 month since the first shelter-in-place order took effect in response to Covid-19.

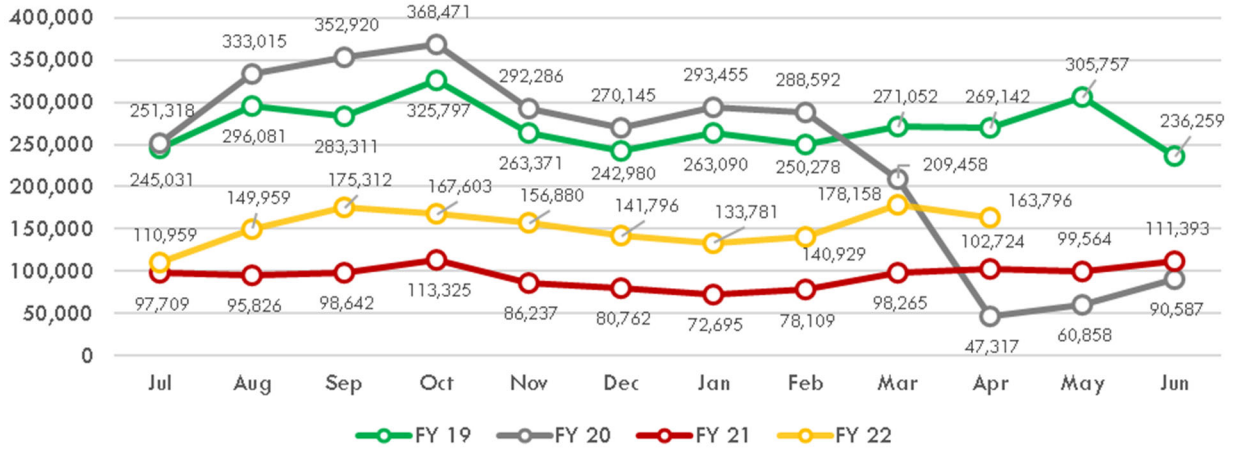
Passengers per hour in April was 10.4 which is lower than March 2022 at 10.6 and higher than April 2021 when passengers per hour was 6.5.

The percentage of missed trips in April was 1.06% which is lower than the prior month when it was 1.11%.

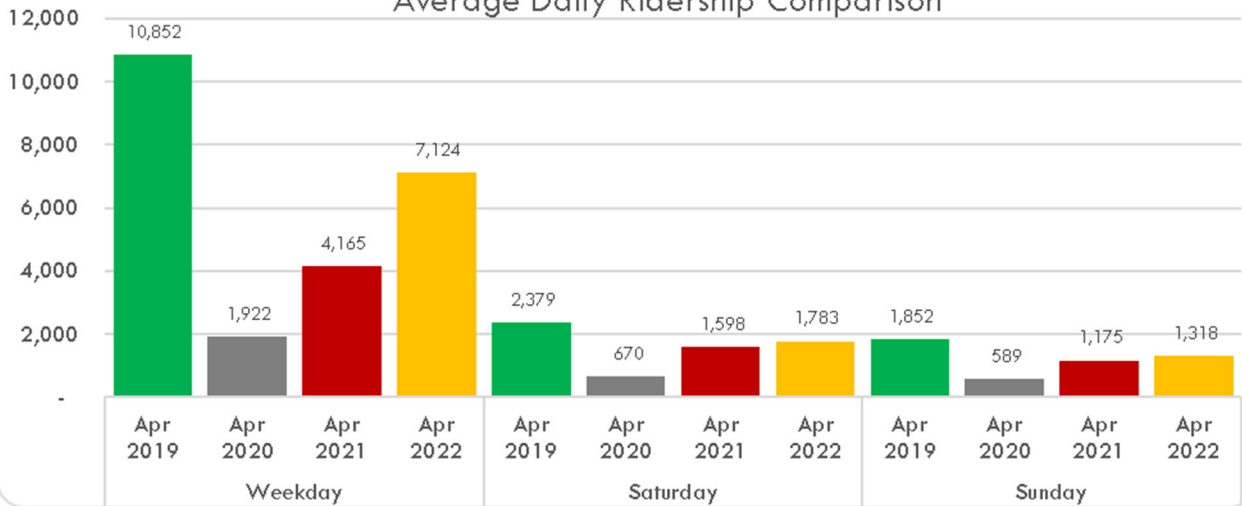
The number of miles between roadcalls was 36,323 miles in April, higher than the prior month in which there were 18,545 miles between roadcalls. The rolling 12-month average is 24,278 miles between roadcalls.

Of a total 163,796 passengers, 105,438 passengers had the potential to use a Clipper card aboard County Connection since 58,357 either used an employer or school pass or were on a free route. About 79.5% of the 105,438 potential Clipper card users paid using Clipper during this month.

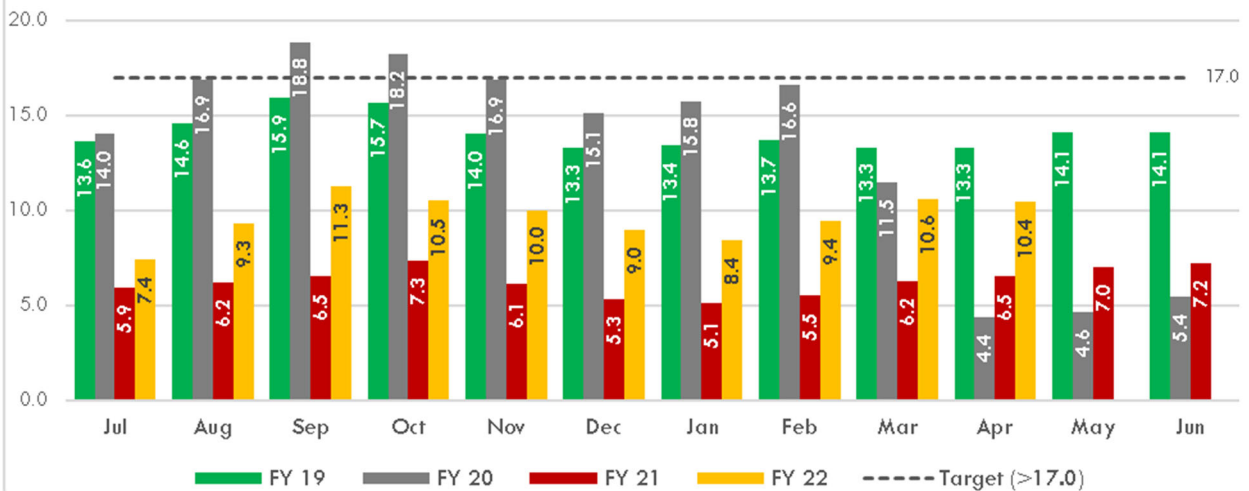
Total Monthly Fixed Route Ridership

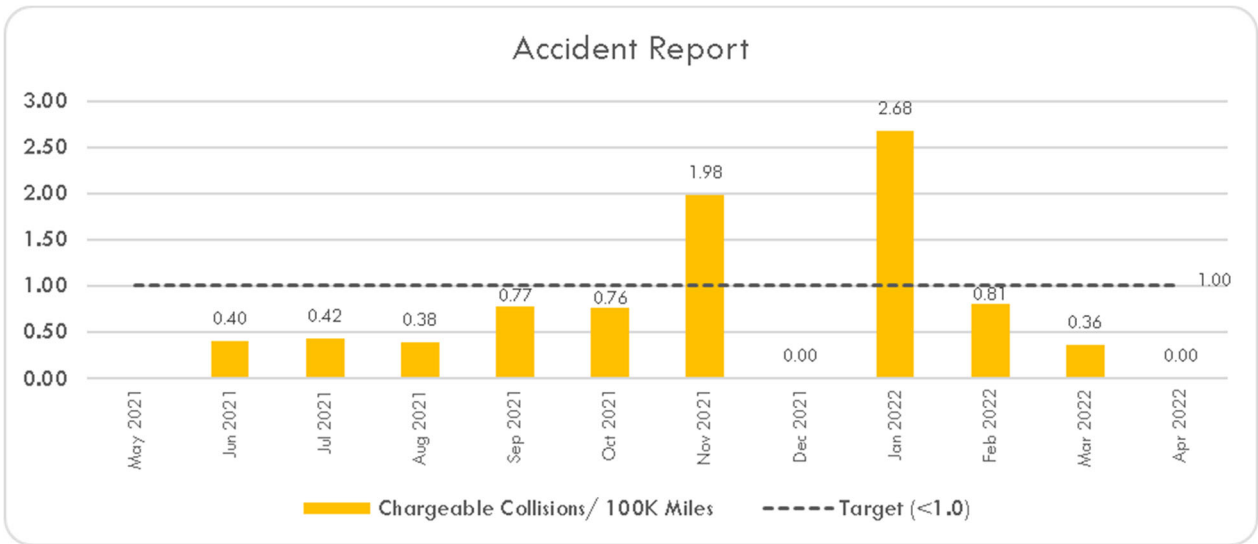
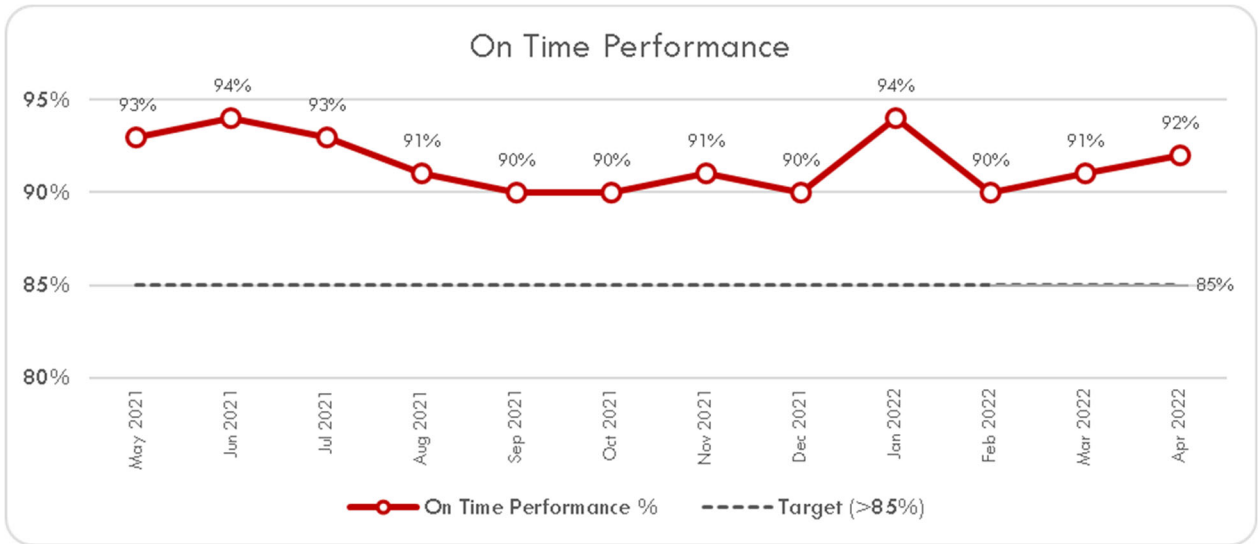
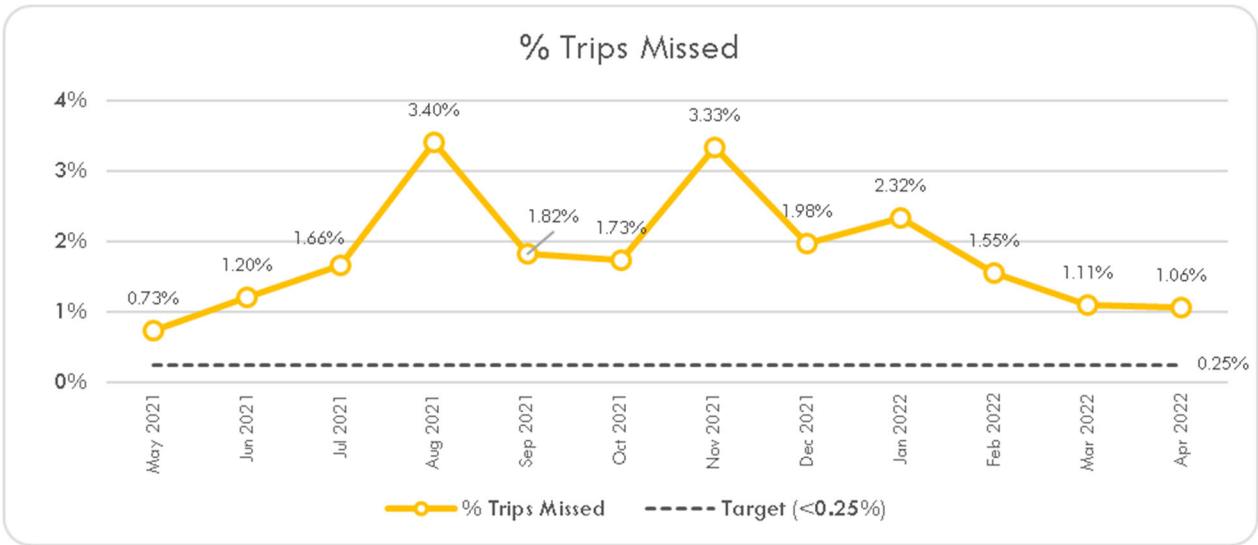


Average Daily Ridership Comparison

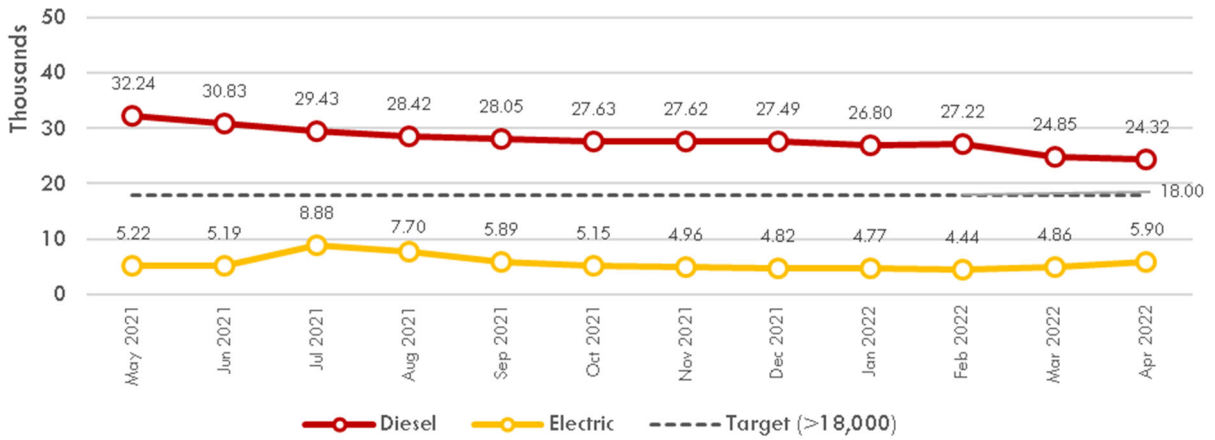


Passengers/Revenue Hour

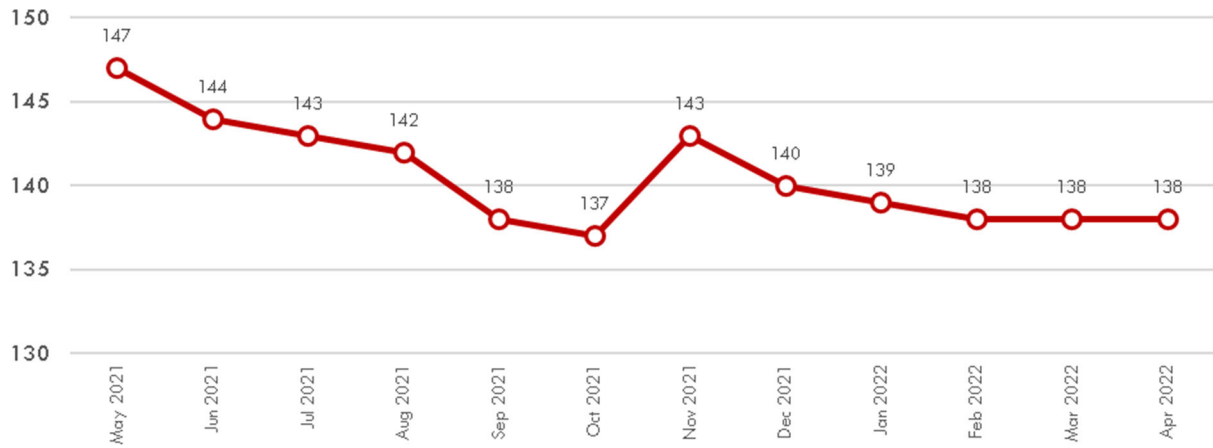




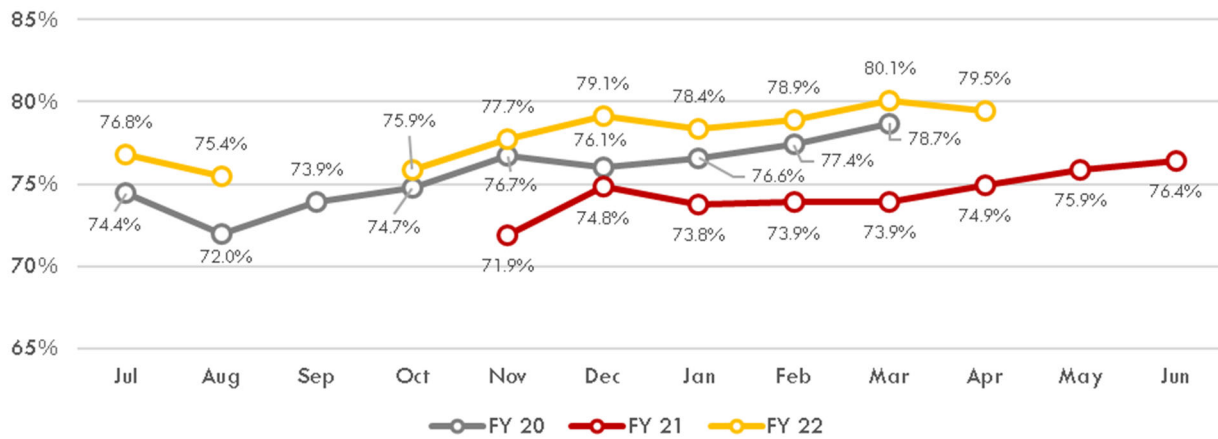
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 04/29/2022

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RN*

SUBJECT: Paratransit Executive Summary Report – April 2022

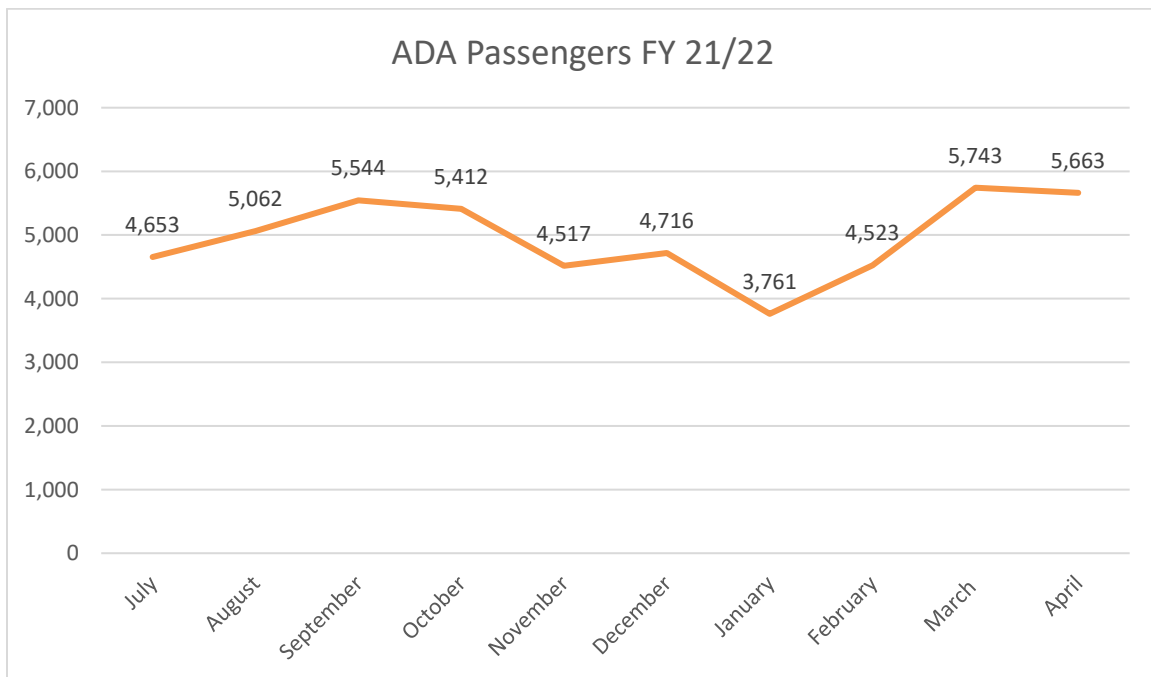
Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided in the month of April 2022.

April 2022 Performance Report:

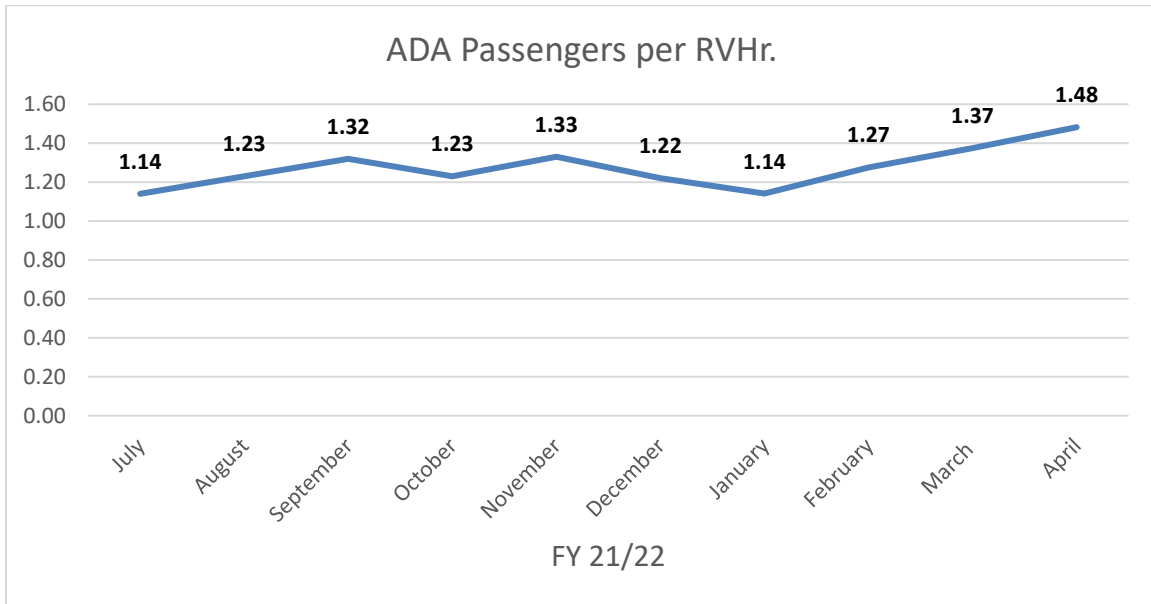
Ridership:

Ridership slightly declined in April from the prior month in March. A noted impact would be that several riders were affected by Spring Breaks and accompanying vacations. The total reported number of ADA Passenger trips in April was 5,663; 80 less trips than in March (5,743 passenger trips) which happens to be 47% of pre-covid ridership levels.



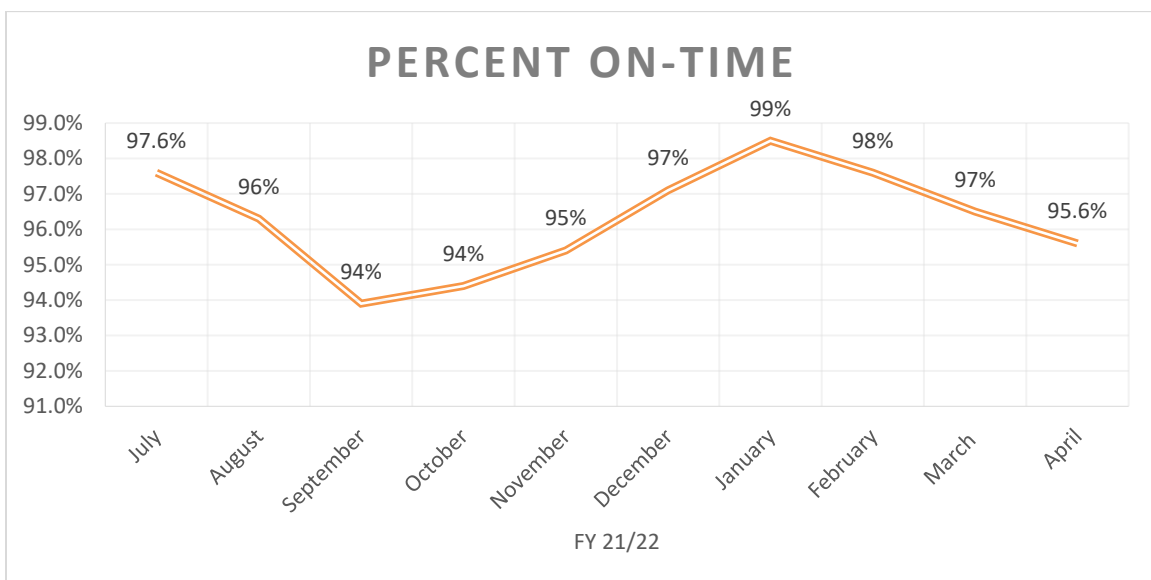
Productivity:

April's productivity rose back up to 1.48 from 1.37 the previous month. This marks the highest reported productivity month for the current fiscal year. Although our performance standard is 2.00, we have not reached that since the onset of the pandemic, and even though we continue to operate a shared ride service, vans have not reached full capacity.



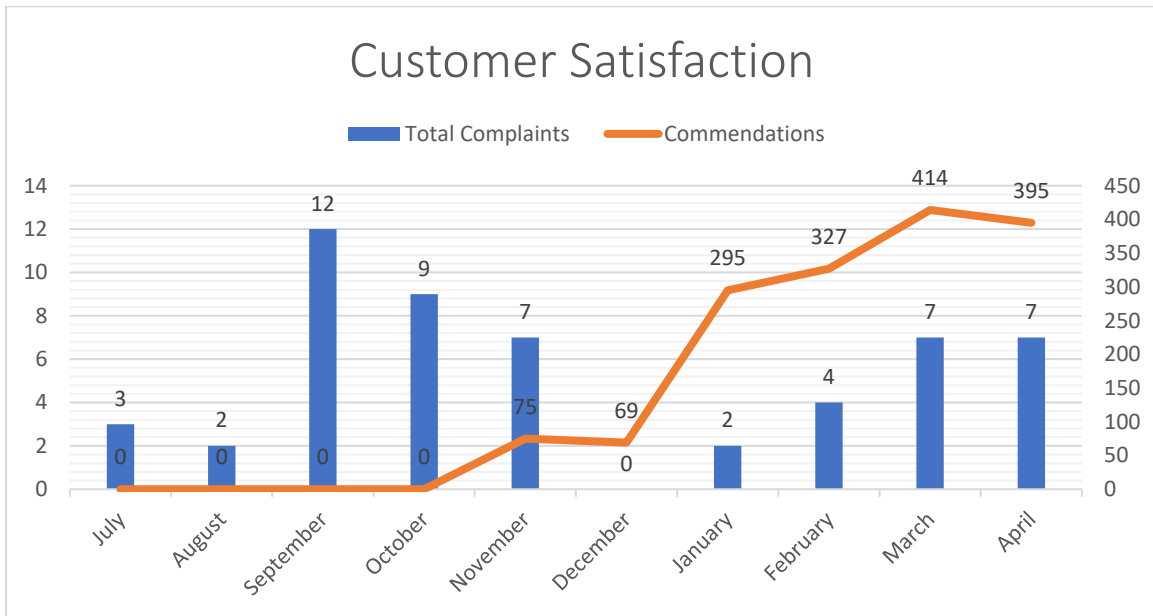
On-time Performance:

On-time performance went down slightly in April to 95.6% from 96.5% in March. Despite the decreases in this particular key performance indicator, it is still above the 90% performance standard. As long as ridership is relatively low, it would be expected that on-time performance will continue to be above performance standard.



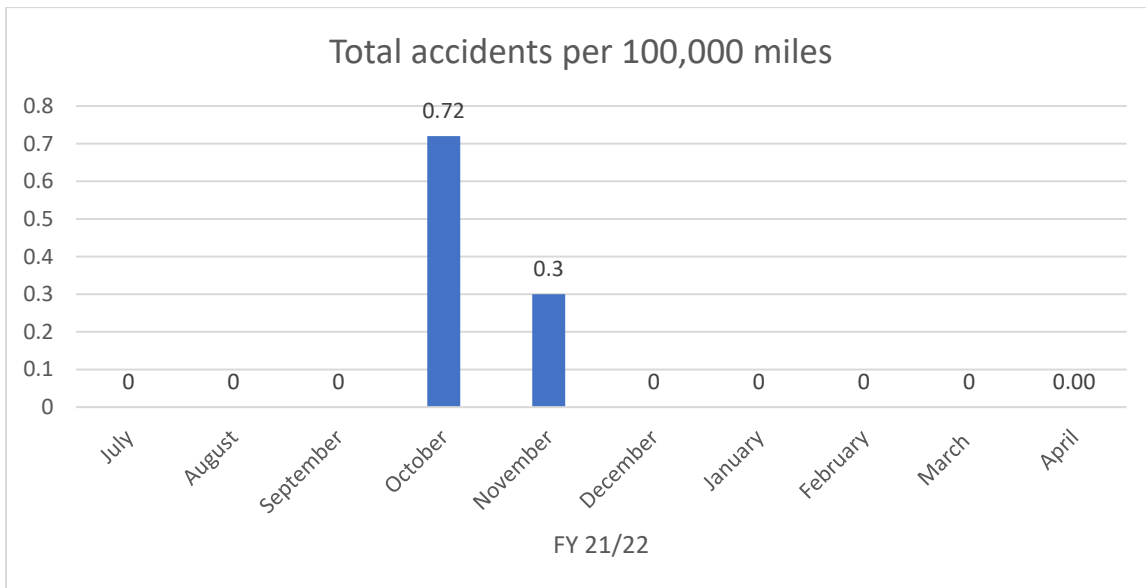
Customer Satisfaction:

There was a total of seven complaints for the month of April—five for timeliness, one for driver performance, and one for skillfulness of staff. We received a total of 395 commendations in April.



Safety:

There were no accidents in the month of April.



The contractor continues to remain within County Connection’s performance standards except for productivity, which is a direct result of ridership trends due to the COVID-19 pandemic.

Additional Updates:

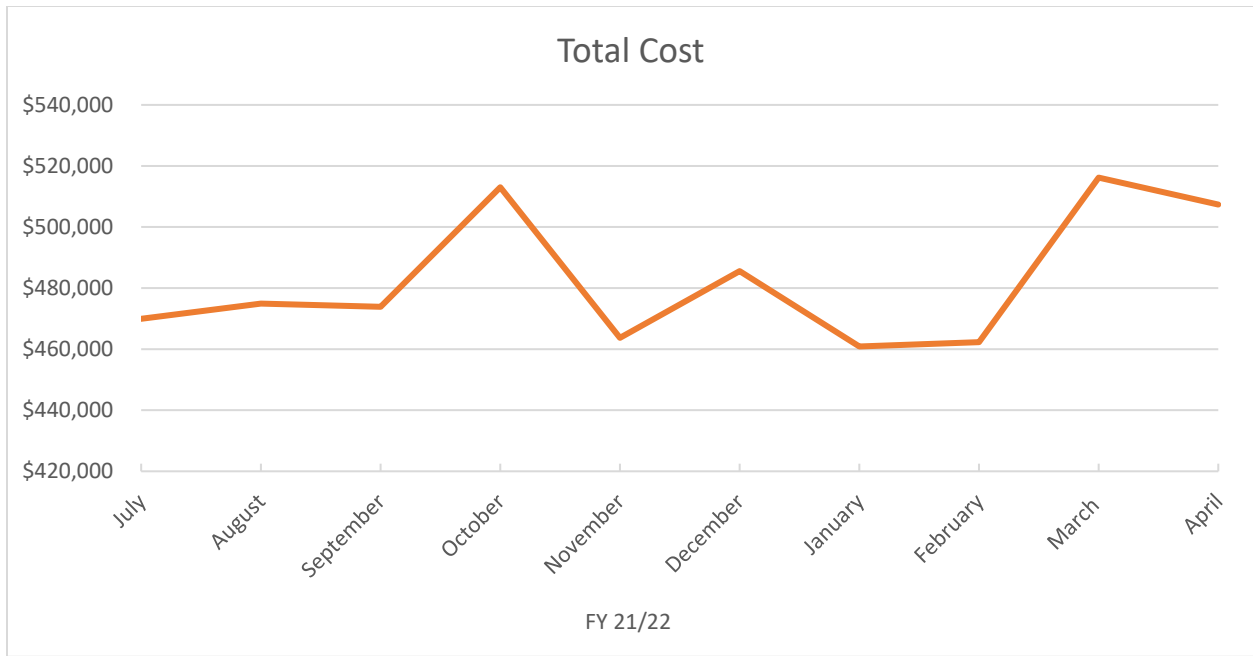
County Connection's Paratransit Contractor is preparing to launch beta testing for the new paratransit ride booking feature on their My Transit App. A selected beta group of ADA passengers in both County Connection's Paratransit service and LAVTA's Wheels service will undergo testing in coming weeks to try out the new booking feature. Once input is received from beta tester group, Transdev will plan final roll out which will include marketing material and educational pieces in varied formats for all ADA LINK and Wheels Passengers to use.

On May 26, 2022, County Connection and Transdev hosted a celebratory luncheon to congratulate all staff associated with the County Connection LINK Paratransit Program for having contributed to its designation from CALACT as the Outstanding Paratransit Program of 2022. The event was held midday and in attendance where frontline staff, management from both County Connection and Transdev, the Advisory Committee Chair- Marji McWee, the management Team from LAVTA, the ATU Union President, and administrative staff involved in LINK Paratransit Operations! It was a great turnout to celebrate such a momentous award.



Financial Implications:

A total of \$500,936 was spent for April's ADA services, a decrease from the \$516,185 spent in March. This expense includes any auxiliary services offered such as Meals-on-Wheels or COVID-19 transports for the County. Fuel was \$44,540—a slight increase from \$43,901 in March.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: April 2022 MOP

CCCTA PARATRANSIT
Performance Report: 4/01 through 4/30/2022

LINK and BART Statistics

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

Ridership Statistics				
1	ADA Passengers	5,663	3,136	49,594
2	Companions	16	50	295
3	*Personal Care Assistants	355	409	4737
4	SilverRide Pilot	91	-	334
5	Total Passengers	6,125	3,595	54,960
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	832	440	7,209
7	SilverRide Pilot No Shows & Late Cancels	29	-	29
8	Total number of Cancellations	523	254	4,390
9	Same Day Trips	141	153	1,581
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	30	13	335
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,820.68	2,973.70	34,861.21
13	ADA Passengers per RVHr.	1.48	1.06	1.42
14	Average Trip Length (miles)			
15	Average Ride Duration (minutes)			
16	Total Cost per ADA Passenger	\$ 88.46	\$ 136.68	\$ 97.12
17	*Service Miles	60,805.06	47,924	618,834
18	Billable Service Hours	6,110.74	6,291.70	59,395.55
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 44,540.42	\$ 23,991.11	\$ 339,073.79
21	Total Cost	\$ 500,936.21	\$ 491,357.02	\$ 4,816,720.22
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	95.6%	97.7%	96.3%
23	SilverRide Pilot OTP	100.0%	-	99%
24	Arrived 15-29 minutes past window	106	30	635
25	Arrived 30-59 minutes past window	31	7	187
26	Arrived 60 minutes past window	4	1	20
27	Total Missed Trips	0	0	11
28	Transfer Trips	278	188	2,531
One Seat Pilot Data				
29	*Total Trips	860	408	6,253
30	*Non-CCCTA Cost (Cost for Agencies)	\$ 12,845.94	\$ 4,614.23	\$ 88,503.55
31	*Non-CCCTA Miles (Agency Miles)	9,225.05	3,739.57	62,615.64
32	*Non-CCCTA Revenue Hours	272.99	99.44	1,831.99
33	*Total Revenue Hours	525.88	199.60	3,672.49
34	*Total Fare Collected	\$ 3,955.25	\$ 2,080.50	\$ 24,628.50
35	*Non-CCCTA Fare Collected	\$ 2,238.75	\$ 1,115.50	\$ 14,035.50
Customer Service Complaint Standard Goal = 2/1,000 passengers				
36	Total Complaints	7	2	53
37	Timeliness	5	1	24
38	Driver Complaints	1	1	19
39	Equipment / Vehicle	0	0	3
40	Scheduling/Staff Skill	1	0	7
41	Commendations	395	0	1,575
42	Ave. wait time in Queue for reservation	0:02:33	0:28	0:01:08
43	Ave. wait time in Queue for customer service	0:02:02	0:23	0:00:48
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
44	Total accidents per 100,000 miles	0.00	0	0.59
45	Roadcalls per 100,000 miles	0	0	3
Eligibility Statistics				
47	*Total ADARiders in Data Base	1,751	1,934	2,719
48	*Total Certification Determinations	79	105	980
49	*Initial Denials	0	0	0
50	*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
*The miles, passenger count and revenue hours for the One Seat have been separated in this report

Transdev G.M.: 
Date: 5/17/2022