

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, September 13, 2022
1:00 PM**

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.

Topic: Advisory Committee Meeting

Time: September 13 2022 01:00 PM Pacific Time (US and Canada)

Join Zoom Meeting here:

<https://us02web.zoom.us/j/85742852363>

Or One tap mobile :

US: +16699006833,,85742852363# or +14086380968,,85742852363#

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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 +1 312 626 6799 or
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Webinar ID: 857 4285 2363

International numbers available: <https://us02web.zoom.us/j/kjX1pvKh>

Public comment may be submitted via email to: noya@cccta.org. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the 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.

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. Call to Order
2. Roll Call*
3. Agenda Approval*
4. Approval of Minutes of July 12, 2022*
5. Public Comment
6. Consent Calendar:
 - a. Fixed Route Ridership Report *
 - b. Paratransit Performance Report *
 - c. October Free Rides Promotion *
7. CCCTA projects calendar*
8. SRTP-Short Range Transit Plan Update*
9. Travel Training Scope of Work-Discussion*
10. Committee Member Communications
11. Future Agenda Items
12. Adjournment – Next Meeting – November 8, 2022

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 Advisory Committee Clerk, Sandra Muhlestein, at 2477 Arnold Industrial Way, Concord, CA 94520 or smuhlestein@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, September 15, 9:00 a.m., via teleconference |
| Administration & Finance: | Wednesday, October 5, 2:00 p.m., via teleconference |
| Marketing, Planning & Legislative: | Thursday, October 6, 8:30 a.m., via teleconference |
| Operations & Scheduling: | Friday, October 7, 8:15 a.m., via teleconference |

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

**Summary Minutes
Advisory Committee
Tuesday, July 12, 2022**

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

Members: Marjorie McWee, Jim Yu, Richard Campagna, and Bob Barnes

Staff: Rashida Kamara (CCCTA), Rosa Noya (CCCTA), Ruby Horta (CCCTA), Melody Reebbs (CCCTA), Pranjal Dixit (CCCTA), and Johanna Duran (Transdev)

Public: None

- 1. Call to Order:** Meeting was called to order at 1:00 PM
- 2. Roll Call**
- 3. Approval of Agenda:** The agenda for the July 12, 2022, meeting was approved by present committee members. M/S: Barnes /Yu.
- 4. Approval of minutes of May 10, 2022:** The minutes of the May 10, 2022, meeting was approved as presented. M/S: Yu/Barnes
- 5. Public Comment:** None
- 6. Consent Calendar:** No comments submitted. Unanimous approval of consent calendar items. M/S: Yu/Barnes
- 7. Clipper Institutional Pass Pilot:** Staff member Reebbs started presentation by introducing Pranjal Dixit, newly hired Manager of Planning. Reebbs then proceeded to provide background on the development of the demonstration pilot known as the Regional Institutional Pass Pilot. Based on study findings, a task force was formed along with the vision statement for fare integration in the Nine Bay Area County Region. The demo pilot will be rolled out in two phases- the first to launch in August 2022 and will focus on educational institutions and affordable housing properties that already use a pre-existing pass program. Phase 2 expected in early 2023 will expand to employers in transit rich locations.

Member Barnes asked to clarify parameters surrounding what is entailed in the participating agencies. Staff member Reebbs clarified that all transit agencies in the

participating 9 bay area county region including modes such as ferries and rail that are currently using Clipper.

Member Campagna asked to clarify if it was free or discounted.

Member Mc Wee asked how program will be evaluated and how will the program be promoted. Melody highlighted one particular standard of evaluation related to student usage. She mentioned that Clipper has good reporting capability in terms of transit usage. Promotion and/or marketing would not happen during Phase 1.

One question from public member Roger Acunha who asked clarification on what the Clipper Pass Program was. Staff member Reebbs offered a summary of program.

8. Measure J line 20a-Transpac Grant: Staff Member Noya informed the committee some background on the TRANSPAC Grant.

- a. Midday Free Ride- Staff Member Reebbs presented information on grant awarded to operate the Midday Free Ride program which offers free rides on a specific route to passengers who attend transition programs for students with disabilities. Chair Mc Wee asked how the advisory committee can give good feedback to help with re-launching this program. Staff member Reebbs alluded to the fact that travel patterns are difficult to gauge due to COVID which causes difficulties to gauge needs of riders. She stated that communicating to Staff (CCCTA) potential other programs that may benefit from similar program. No comments from the public.
- b. Travel Training- Staff Member Noya provided an overview of the travel training program that will be developed using grant award funds. Target group will be seniors and people with disabilities residing in Central Contra Costa. Through the travel training program people will learn how to utilize available transportation services and associated technologies. Chair McWee suggested the committee can be involved in creation of the scope of work. Member Campagna mentioned that potential trainees would benefit from learning trip planning and route identification. Member Barnes highlighted that travel times on fixed route systems are much longer than via personal vehicle. No comments from public.

9. Committee Member Communications:

Advisory Committee Chair McWee offered some recognition to Staff members involved in planning an employee recognition luncheon in May related to LINK Paratransit's recognition as the Outstanding Paratransit Program of 2022. She also communicated to other committee members the accolades received by the Board in the Advisory Committee's increased engagement/ involvement. Chair McWee suggested that members try to retrieve feedback from citizens they encounter in their communities. Members Barnes requested that an overview of funding sources for varied projects. Member Yu mentioned the continued need to fill committee vacancies and his idea to

have neighboring city heads reach out to those cities who have vacancies as a manner to encourage cities to fill their empty positions in the CCCTA Advisory Committee.

Member Barnes asked if any studies have been done on providing fixed route service using smaller vehicles with higher frequency. Staff responded that no studies conducted and offered some limitations to changing vehicle size as well as some other limitations related to labor force.

10. Adjournment – The meeting was adjourned at 2:27 PM. Next Meeting to be held on September 13, 2022.

Minutes prepared by Rosa Noya May 31, 2022

MEMBERSHIP ROSTER/ATTENDANCE REPORT - 2022

| Member Name | Jurisdiction | Jan-22 | Mar-22 | May-22 | Jul-22 | Sep-22 | Nov-22 | Original Appointment | Term Expires |
|---------------------------|---------------------|--------|--------|--------|--------|--------|--------|----------------------|--------------|
| Robert Barnes | Concord | | | P | P | | | Mar-22 | Apr-24 |
| Marjorie McWee | Contra Costa County | P | P | P | P | | | Jun-20 | Jun-23 |
| Richard Campagna | Danville | P | A | P | P | | | Jul-21 | Jul-23 |
| Jim Yu | Moraga | P | P | P | P | | | Nov-21 | Nov-23 |
| Amina Bret-Mounet | Orinda | | P | P | A | | | Feb-22 | Feb-24 |
| Jason Sommers | Pleasant Hill | P | P | P | A | | | Apr-21 | Apr-23 |
| Andrew Fontan (alternate) | Pleasant Hill | | A | A | A | | | Apr-21 | Apr-23 |
| Ian McLaughlin | Walnut Creek | | | P | A | | | Apr-22 | Mar-24 |
| Vacant | Clayton | | | | | | | | |
| Vacant | Lafayette | | | | | | | | |
| Vacant | Martinez | | | | | | | | |
| Vacant | San Ramon | | | | | | | | |

CCCTA Staff - 2022

| Member Name | Jurisdiction | Jan-22 | Mar-22 | May-22 | Jul-22 | Sep-22 | Nov-22 |
|----------------|-------------------------|--------|--------|--------|--------|--------|--------|
| Bill Churchill | County Connection Staff | A | A | A | A | | |
| Ruby Horta | County Connection Staff | P | P | P | P | | |
| Rosa Noya | County Connection Staff | P | P | P | P | | |
| Rashida Kamara | County Connection Staff | P | P | P | A | | |
| Melody Reebbs | County Connection Staff | P | P | P | P | | |
| Johanna Duran | Transdev Staff | P | P | P | P | | |

P = Present

A = Absent

C = Cancelled

Vacant

To: Operations & Scheduling Committee

Date: 8/25/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fiscal Year 2022 Fixed-Route Performance Report

Background:

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends for July 2021 through June 2022. Overall, total fixed-route passengers increased by 61.6% from FY 2021 to FY 2022. Total weekday ridership was up 68.8% and weekend ridership was up 12.9% over FY 2021.

Fiscal year 2022 was the second full year of the COVID-19 pandemic. Over the past year, as the shelter-at-home orders were lifted, mask mandates were relaxed, and schools came back in-person, ridership has seen a steady increase, aided by systemwide and regionwide fare promotions. Average weekday ridership fluctuated between 45%-60% below normal pre-COVID levels throughout FY 2022. Weekend ridership recovered more quickly than on weekdays and was down between 18%-38% compared to before the pandemic.

In August 2021, the school service was reintroduced in response to schools resuming in-person instruction. Schedule changes to redistribute resources from underperforming routes to other routes were made in February 2022 in response to the change in ridership demand along with modifying trips to connect with the new BART schedule. Additionally, minor schedule changes were made to improve connectivity between buses, adjust recovery times, and modify run times in accordance with the change in traffic conditions. The ongoing operator shortage continued to be a main hurdle to expanding service levels. Overall, about 1.8% of scheduled trips were missed over the course of FY 2022, which was higher than the previous year.

Overall, on-time performance in FY 2022 was 91%, which was lower than the previous year. Along with the increase in ridership, as widespread opening of businesses continued, traffic conditions worsened leading to a decline in on-time performance.

County Connection implemented various fare promotions in coordination with other transit agencies in the Bay area to encourage public to return to transit. The Class2Pass program was implemented to allow students to ride the buses for free for two months starting in August 2021. Additionally, County Connection also implemented free fares for all passengers for the month of

September 2021, which led to increased ridership; however, the rise in Omicron variant thereafter led to a subsequent drop in ridership and slow recovery.

Clipper usage also saw significant improvement, which could be attributed to Clipper START and Clipper Youth discount programs implemented in January 2021. Of those who paid a fare, average Clipper usage was 78.1%, which was higher than the pre-Covid average of 76.4%.

Financial Implications:

None, for information only.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

CCCTA Performance Measurement
CCCTA Performance Indicators
CCCTA Boardings by Fare Type

CCCTA PERFORMANCE MEASUREMENT

Fiscal Years 2021 and 2022

| PERFORMANCE MEASURE | FY 20-21 | FY 21-22 | % Change FY21 to FY22 |
|--|-----------------------------|--------------------------------|--------------------------|
| Weekday Passenger Boardings | 988,490 | 1,668,815 | 68.8% |
| Saturday Passenger Boardings | 80,771 | 91,905 | 13.8% |
| Sunday Passenger Boardings | 65,993 | 73,744 | 11.7% |
| Fixed Route Total Passengers | 1,135,254 | 1,834,464 | 61.6% |
| Other Passengers ⁽¹⁾ | 0 | 69 | |
| Grand Total Passenger Boardings | 1,135,254 | 1,834,533 | 61.6% |
| Average Weekday Ridership | 3,876 | 6,544 | 68.8% |
| Total Revenue Hours | 179,755 | 185,211 | 3.0% |
| Total Revenue Miles | 2,075,517 | 2,145,814 | 3.4% |
| Operating Cost ⁽³⁾ | ⁽²⁾ \$30,852,355 | ⁽³⁾ \$31,566,413.00 | 2.3% |
| Farebox Revenue | ⁽²⁾ \$1,192,780 | ⁽³⁾ \$1,963,082 | 64.6% |
| Number of Weekdays | 255 | 255 | 0.0% |
| Number of Saturdays | 52 | 52 | 0.0% |
| Number of Sundays | 52 | 52 | 0.0% |
| Total Scheduled Trips | 255,398 | 259,736 | 1.7% |
| Total Missed Trips | 1,028 | 4,803 | 367.2% |
| Passenger Boardings per Day | | | |
| Weekday | 3,876 | 6,544 | 68.8% |
| Saturday | 1,553 | 1,767 | 13.8% |
| Sunday | 1,269 | 1,418 | 11.7% |

(1) 'Other Passengers' include Bus Bridges & Special Events

(2) FY 20-21 Operating Cost & Farebox Revenue have been updated to **"post Audit"** figures

(3) FY 21-22 Operating Cost & Farebox Revenue figures are still being finalized

| CCCTA PERFORMANCE INDICATORS | | | |
|---------------------------------|----------|-------------------------|--------------------------|
| Fiscal Years 2021 and 2022 | | | |
| PERFORMANCE MEASURE | FY 20-21 | FY 21-22 | % Change FY21 to FY22 |
| Passengers/Revenue Hour | 6.32 | 9.91 | 56.8% |
| Passengers/Revenue Mile | 0.55 | 0.85 | 56.3% |
| Cost/Revenue Hour | \$171.64 | ⁽¹⁾ \$170.43 | (0.7%) |
| Cost/Passenger | \$26.13 | ⁽¹⁾ \$16.14 | (38.2%) |
| Percent of Missed Trips | 0.40% | 1.85% | 359.4% |
| Farebox Recovery Ratio | 3.9% | ⁽¹⁾ 6.2% | 60.9% |
| Accidents/100,000 Miles | 0.24 | 0.98 | 306.3% |
| Maintenance Employee/100,000 | 9.43 | 9.43 | (0.0%) |
| Operator OT/Total Operator Hour | 8.66% | 11.57% | 33.6% |
| Percent of Trips On-time | 93% | 91% | (2.3%) |
| Lift Availability | 100.0% | 100.0% | 0.0% |
| Lift Boardings | 24,951 | 24,504 | (1.8%) |

(1) FY 21-22 Operating Cost & Farebox Revenue figures are still being finalized

| CCCTA BOARDINGS BY FARE TYPE | | | | | |
|-------------------------------------|------------------|---------------|------------------|---------------|--------------------------|
| Fiscal Years 2021 and 2022 | | | | | |
| Fare Type | FY 20-21 | % of Total | FY 21-22 | % of Total | % Change FY21 to FY22 |
| Adult ⁽¹⁾ | 73,931 | 6.5% | 163,827 | 8.9% | 121.6% |
| Clipper Card ⁽²⁾ | 325,679 | 28.7% | 809,675 | 44.1% | 148.6% |
| Senior & Disabled ⁽³⁾ | 37,235 | 3.3% | 71,357 | 3.9% | 91.6% |
| Free | 694,429 | 61.2% | 754,023 | 41.1% | 8.6% |
| Employer/School Pass ⁽⁴⁾ | 3,980 | 0.4% | 35,652 | 1.9% | 795.9% |
| Totals | 1,135,254 | 100.0% | 1,834,533 | 100.0% | 61.6% |

(1) Includes Adult cash, paper passes, and transfers

(2) Includes all uses of Clipper Cards including Seniors

(3) Includes 'Midday Free'

(4) Includes 'St Mary's', 'JFKU' 'Free', 91X, Ace 92X & 'Summer Youth Pass' Passengers

To: Operations & Scheduling Committee

Date: 07/20/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for June 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 | 141,674 | 152,878 | |
| Average Weekday | 5,813 | 6,545 | |
| Pass/Rev Hour | 9.2 | 9.7 | Standard Goal > 17.0 |
| Missed Trips | 0.55% | 1.85% | Standard Goal < 0.25% |
| Miles between Road Calls | 20,936 | 24,697 | Standard Goal > 18,000 |
| * Based on current standards from updated S RTP | | | |

Analysis

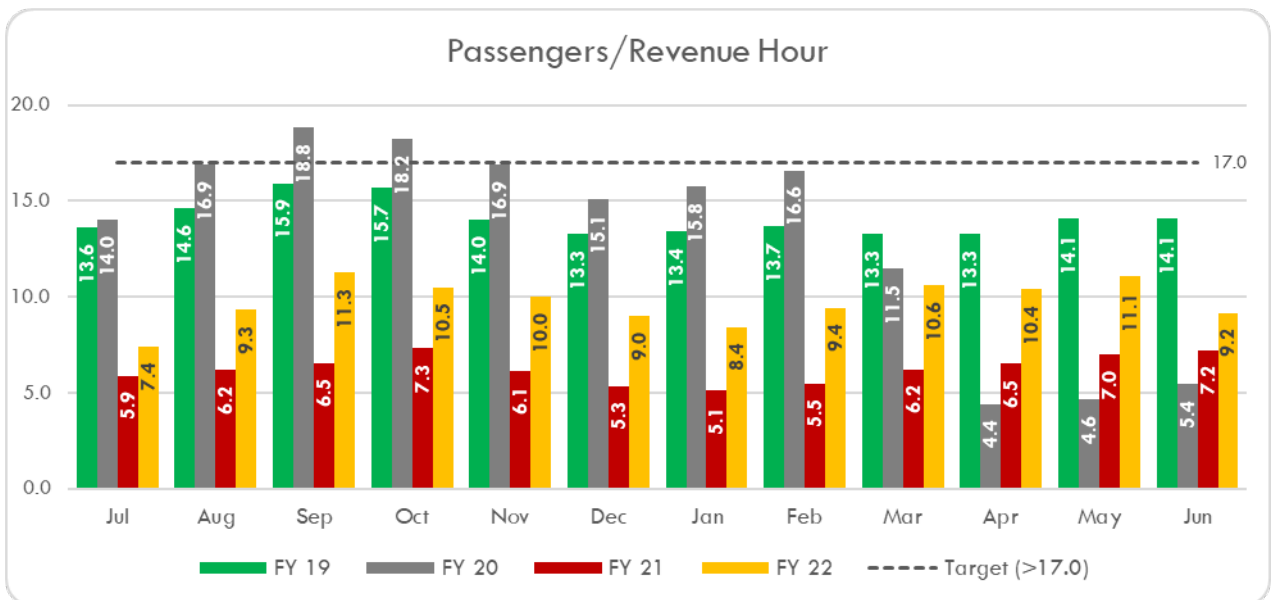
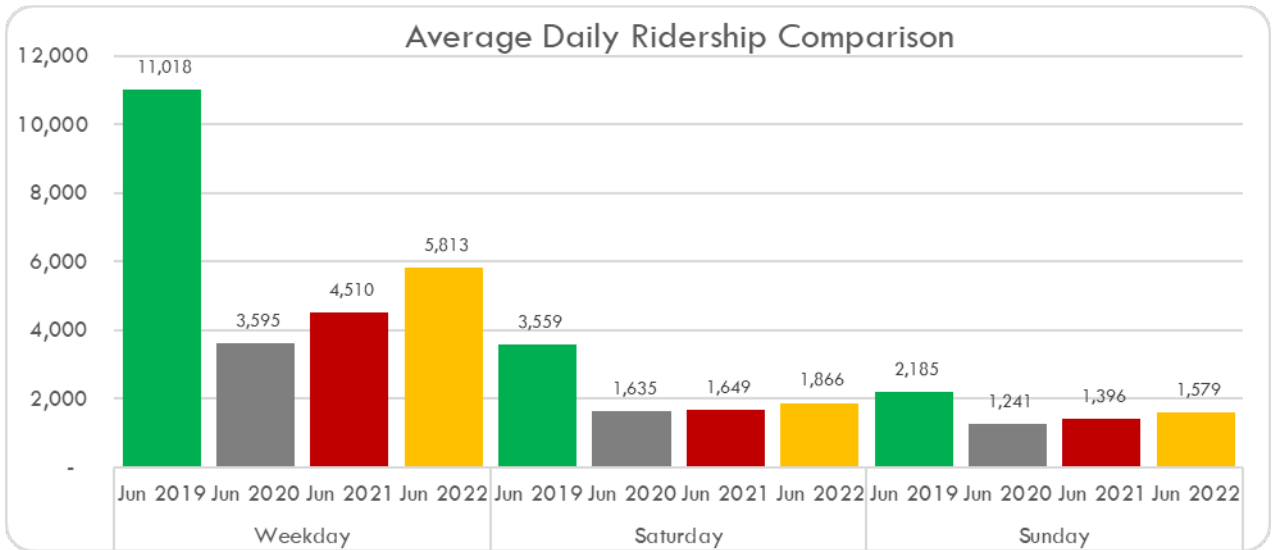
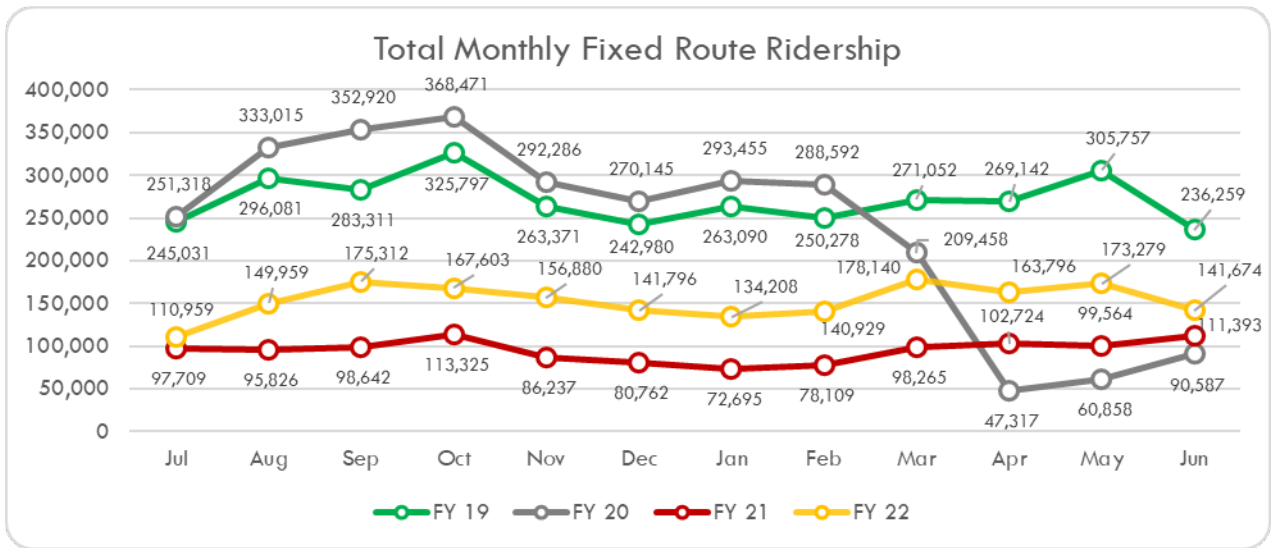
Average weekday ridership was lower in June (5,813 passengers) than May 2022 (7,510 passengers) and higher than June 2021 (4,510 passengers) or 28.91%.

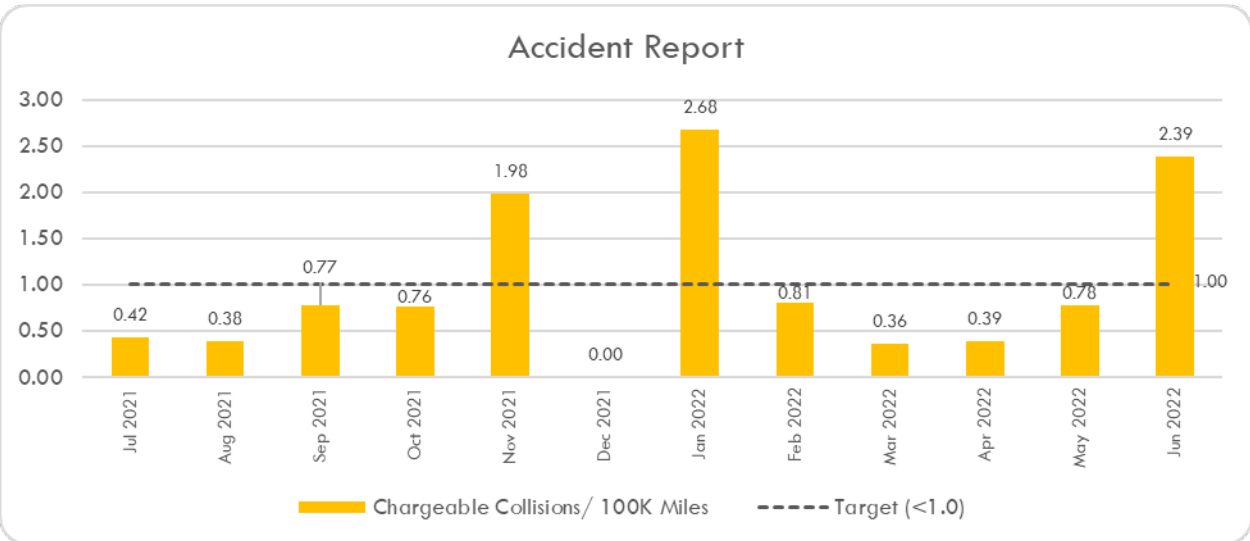
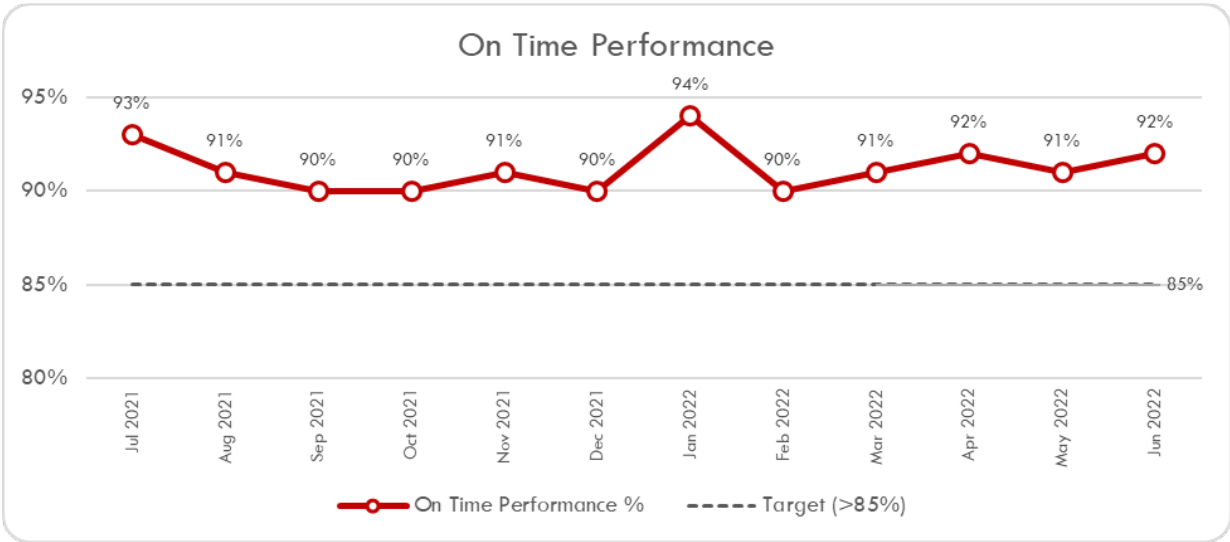
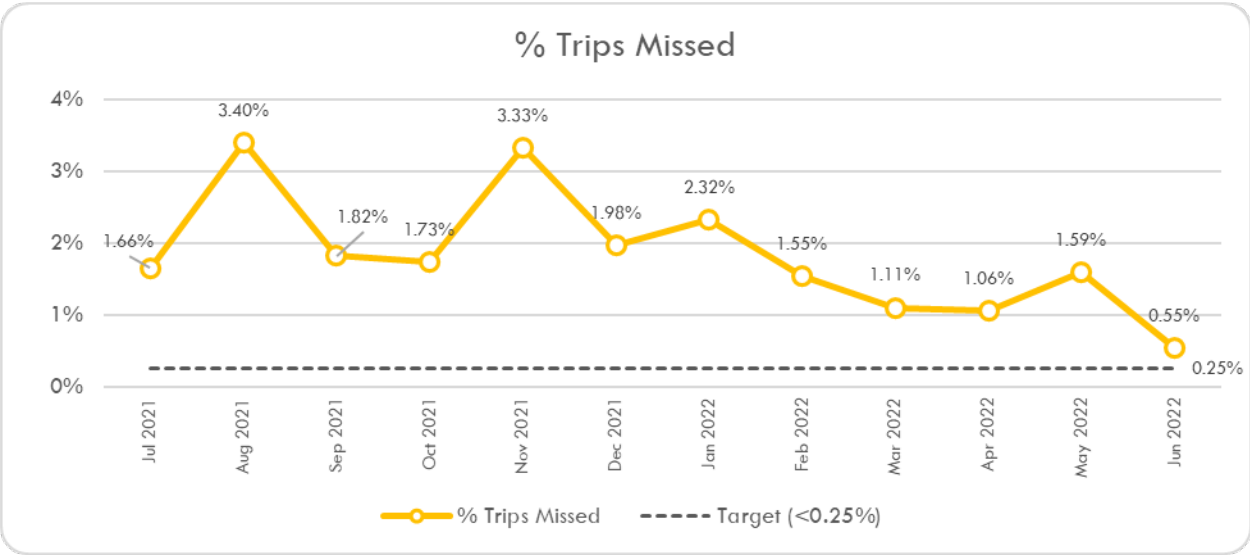
Passengers per hour in June was 9.2 which is lower than May 2022 at 11.1 and higher than June 2021 when passengers per hour was 7.2.

The percentage of missed trips in June was 0.55% which is lower than the prior month when it was 1.59%.

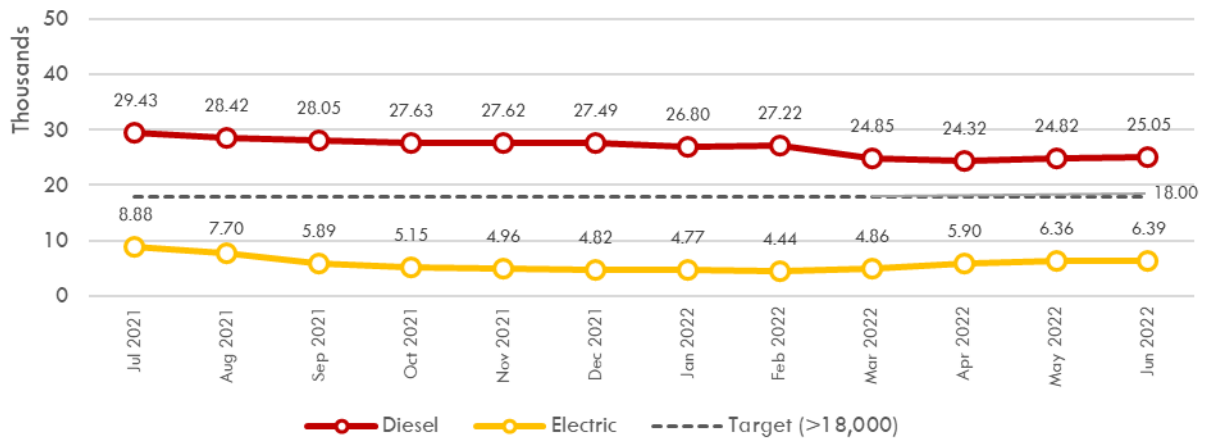
The number of miles between roadcalls was 20,936 miles in June, lower than the prior month in which there were 23,313 miles between roadcalls. The rolling 12-month average is 24,697 miles between roadcalls.

Of a total 141,674 passengers, 83,539 passengers had the potential to use a Clipper card aboard County Connection since 58,134 either used an employer or school pass or were on a free route. About 77.8% of the 141,674 potential Clipper card users paid using Clipper during this month.

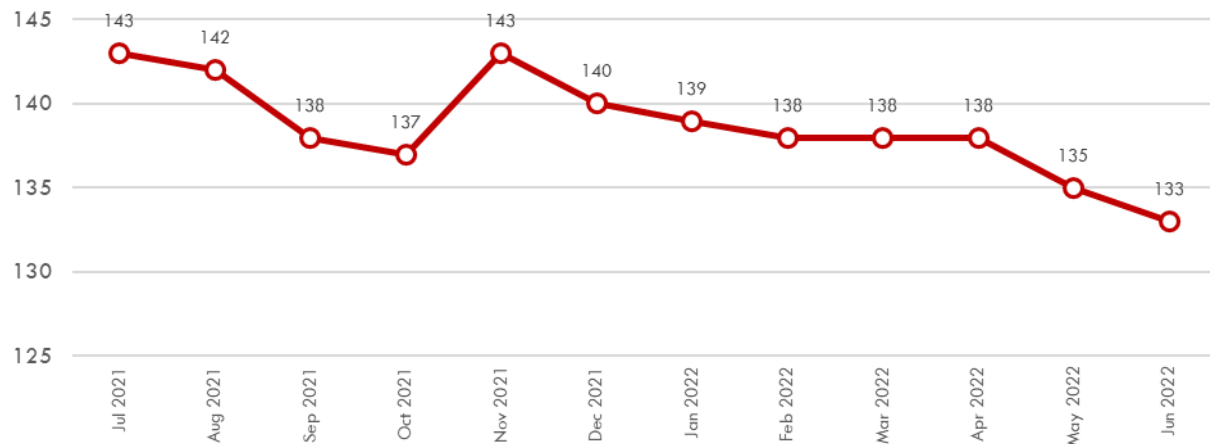




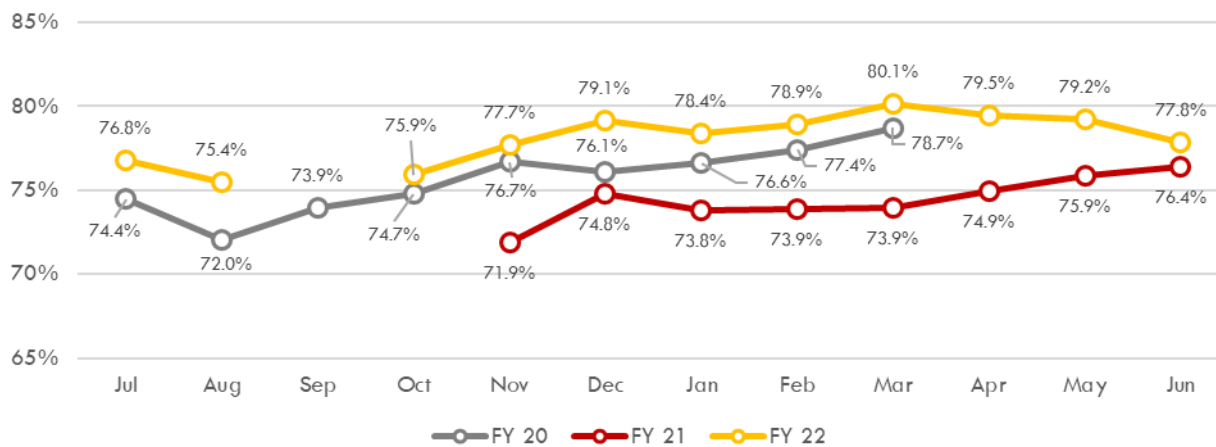
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 08/25/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for July 2022

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

| | FY22-23 | | <u>Annual Goal</u> |
|---|----------------------|----------------|------------------------|
| | <u>Current Month</u> | <u>YTD Avg</u> | |
| Total Passengers | 139,729 | 139,729 | |
| Average Weekday | 6,020 | 6,020 | |
| Pass/Rev Hour | 9.6 | 9.6 | Standard Goal > 17.0 |
| Missed Trips | 0.63% | 0.63% | Standard Goal < 0.25% |
| Miles between Road Calls | 33,234 | 33,234 | Standard Goal > 18,000 |
| * Based on current standards from updated S RTP | | | |

Analysis

Average weekday ridership was higher in July (6,020 passengers) than June 2022 (5,813 passengers) and higher than July 2021 (4,652 passengers) or 29.4%.

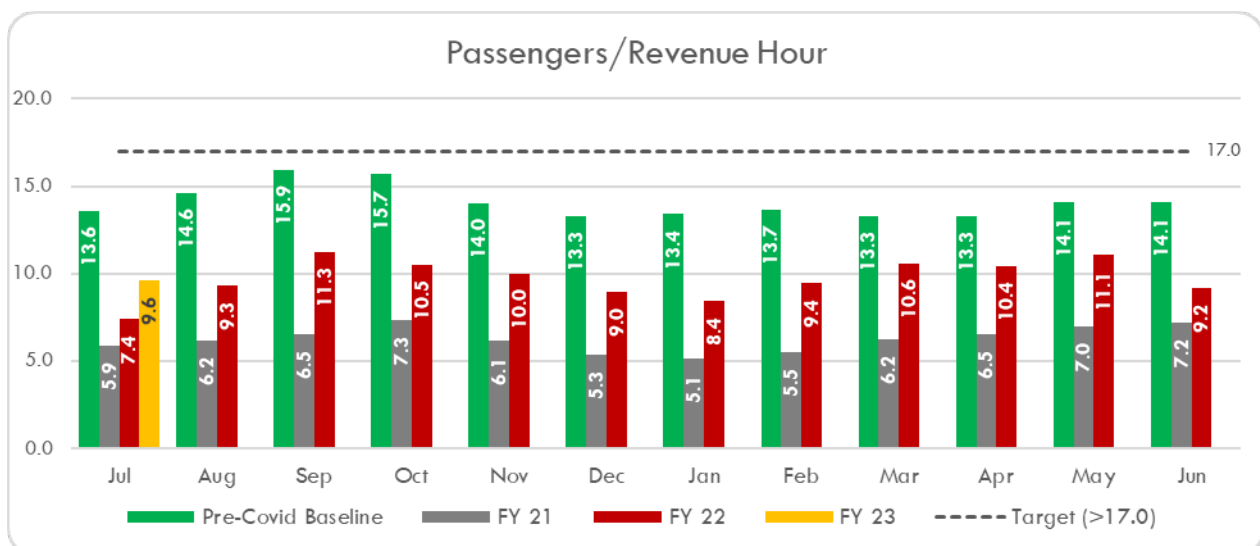
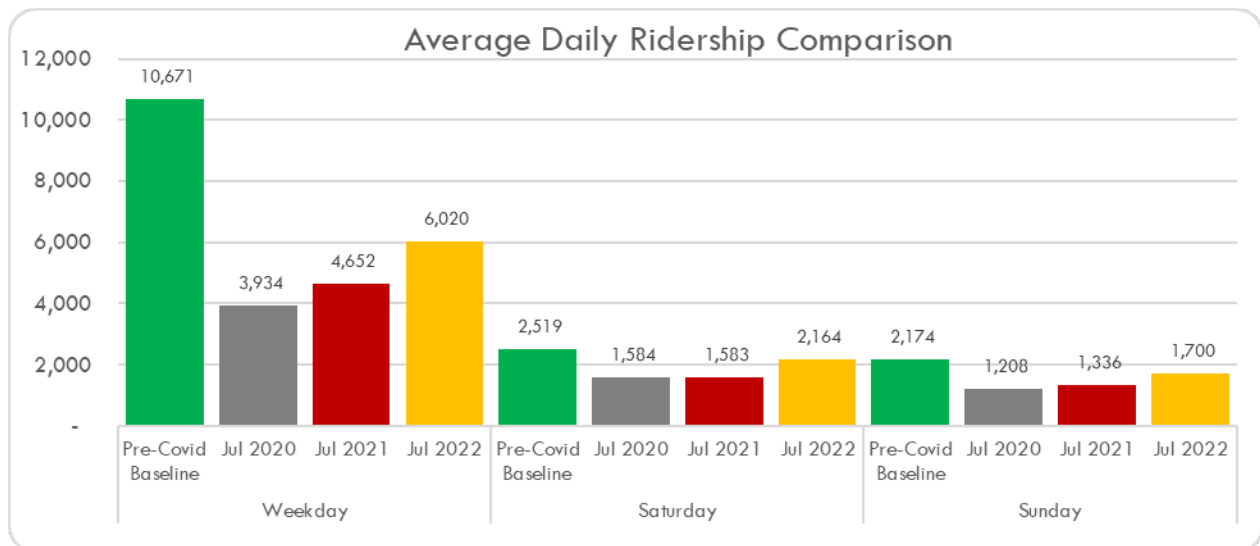
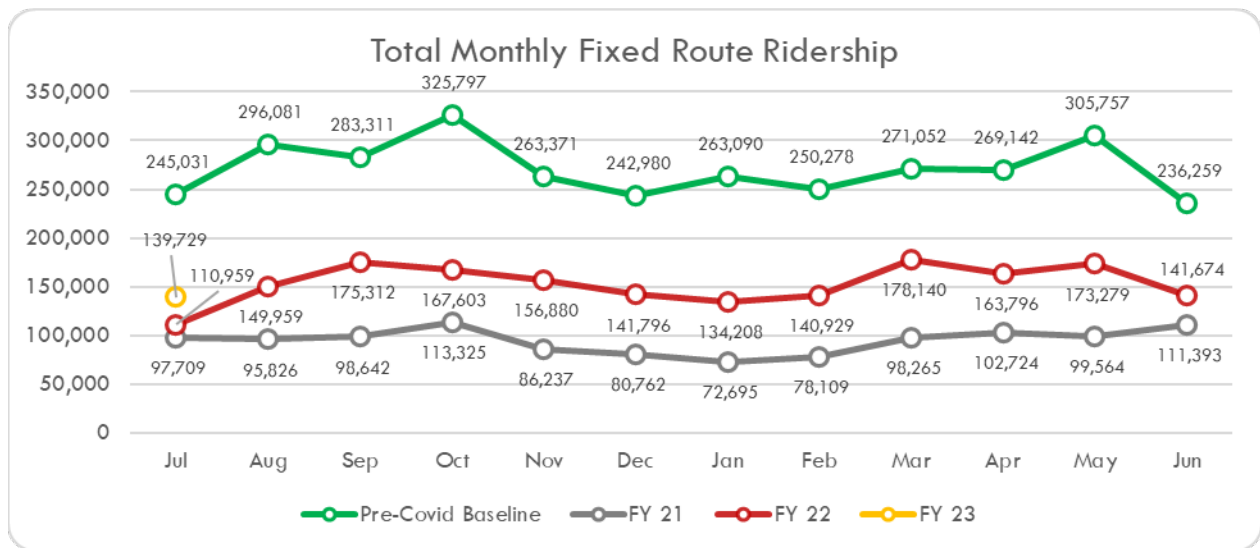
Passengers per hour in July was 9.6 which is higher than June 2022 at 9.2 and higher than July 2021 when passengers per hour was 7.4.

The percentage of missed trips in June was 0.63% which is higher than the prior month when it was 0.59%.

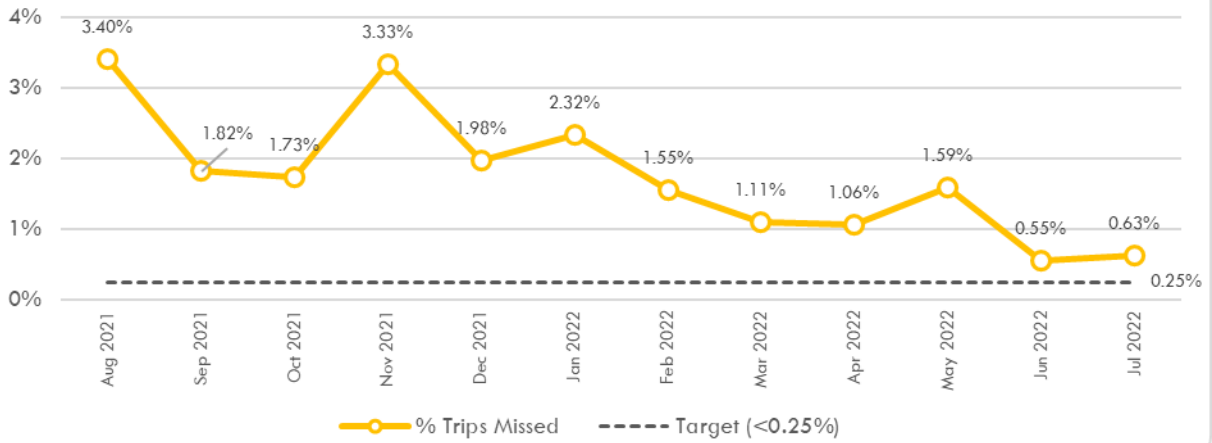
Beginning from July 2022, a new methodology will be used to calculate the on-time performance. With the new methodology, a bus is considered on-time only if it arrives no later than 5 minutes after the scheduled time and departs no earlier than 1 minute before the scheduled time.

The number of miles between roadcalls was 33,234 miles in July, higher than the prior month in which there were 20,936 miles between roadcalls. The rolling 12-month average is 24,665 miles between roadcalls.

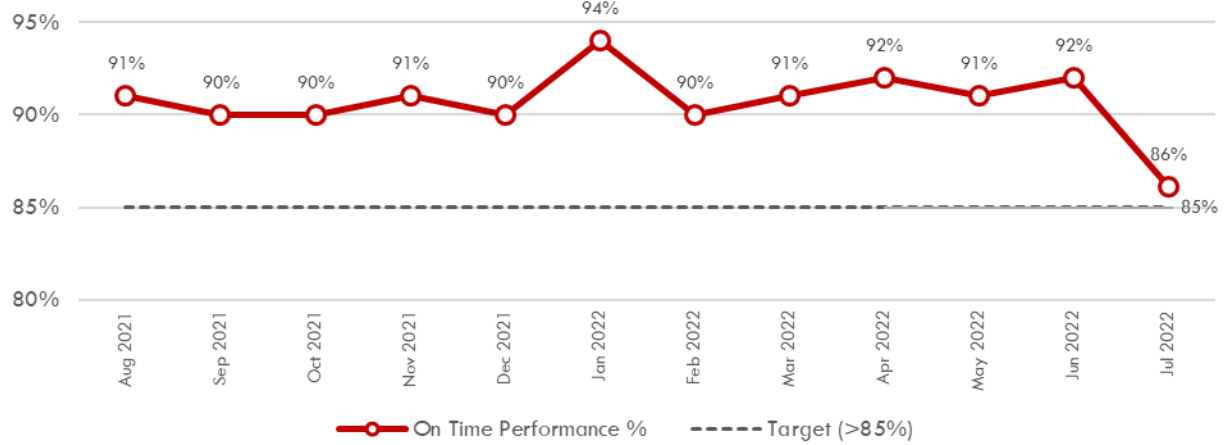
Of a total 139,729 passengers, 73,724 passengers had the potential to use a Clipper card aboard County Connection since 66,005 either used an employer or school pass or were on a free route. About 78.0% of the 139,729 potential Clipper card users paid using Clipper during this month.



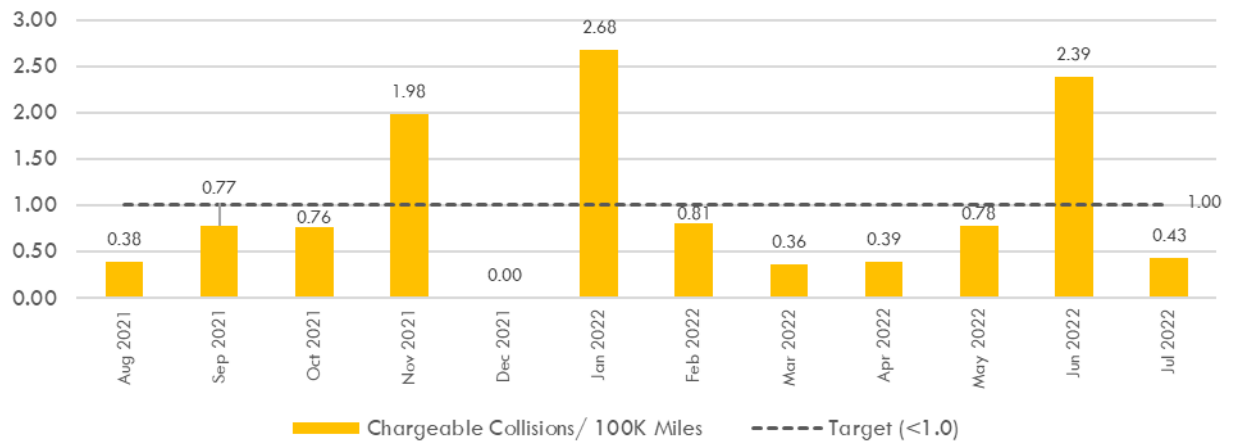
% Trips Missed



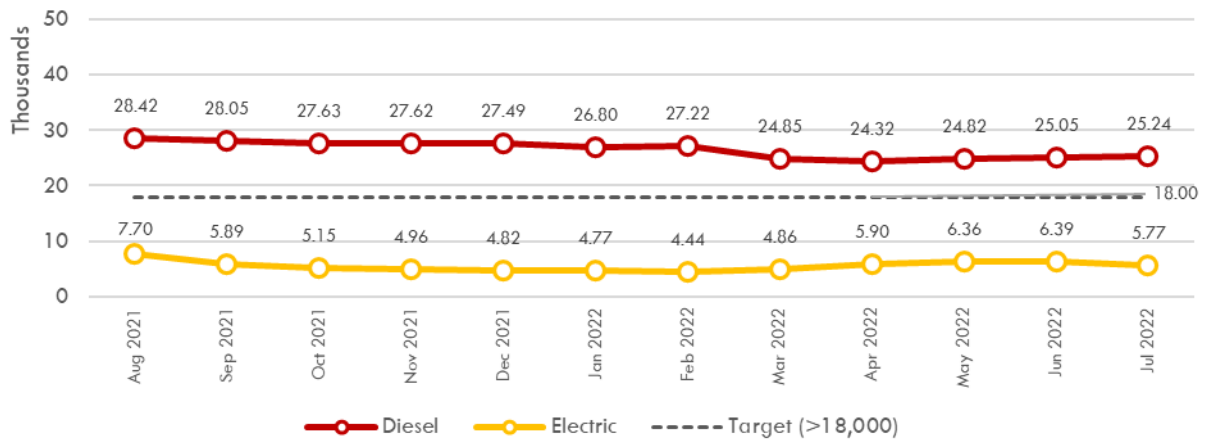
On Time Performance



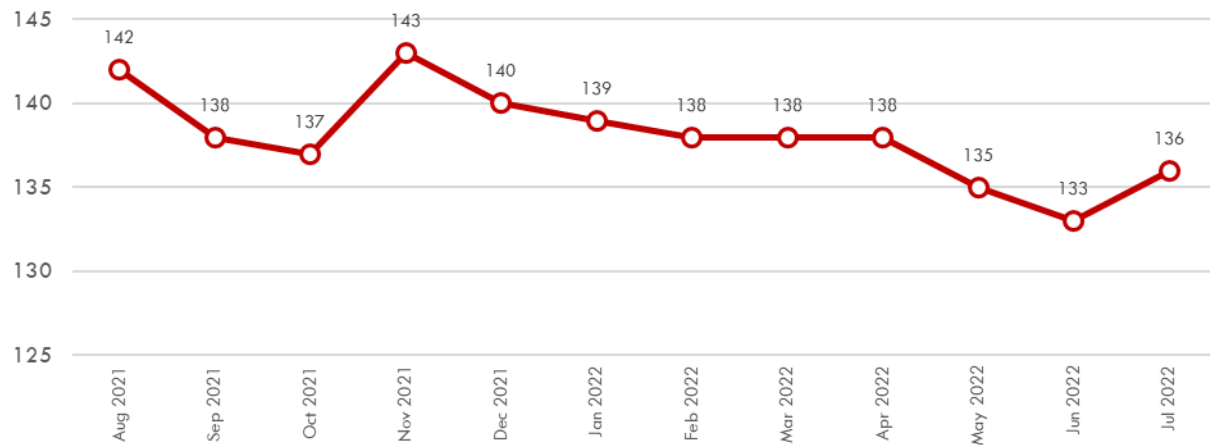
Accident Report



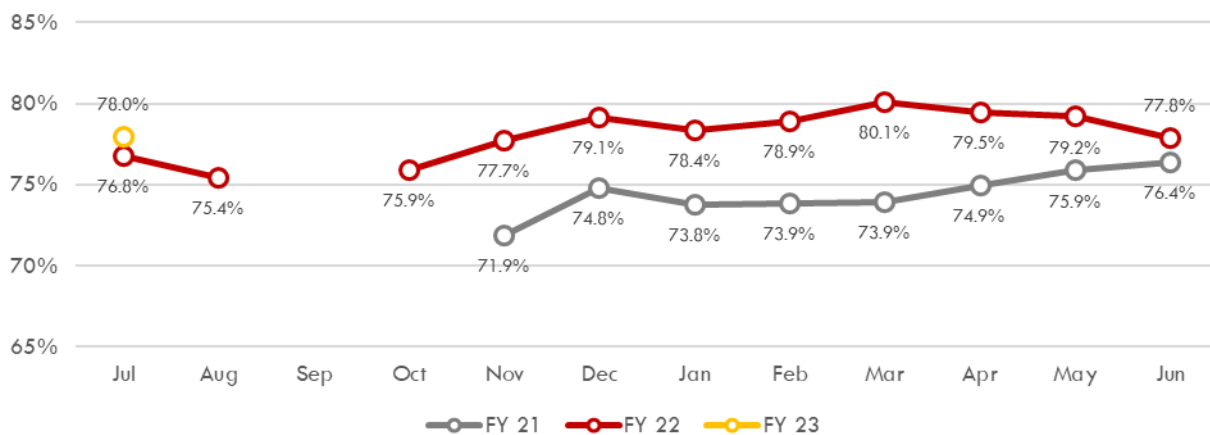
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



INTER OFFICE MEMO

To: Operations and Scheduling Committee

Date: 8/26/2022

From: Rashida Kamara, Director of ADA and Special Services

Reviewed by: *RK*

SUBJECT: Fiscal Year 2022 Paratransit Performance Report

Background:

LINK Paratransit service continued to operate alternative services through the second year of the COVID-19 Pandemic. Those services slowed down as Paratransit trips rose and the County started easing restrictions. During this fiscal year (FY22) County Connection used the opportunity to continue to pilot programs like the One Seat Ride and to collaborate with LAVTA to operate both paratransit services using one contractor. In addition, County Connection entered into a contract with the County Health department to provide additional transportation services. These services included transportation for COVID-19 positive passengers and relocating homeless individuals.

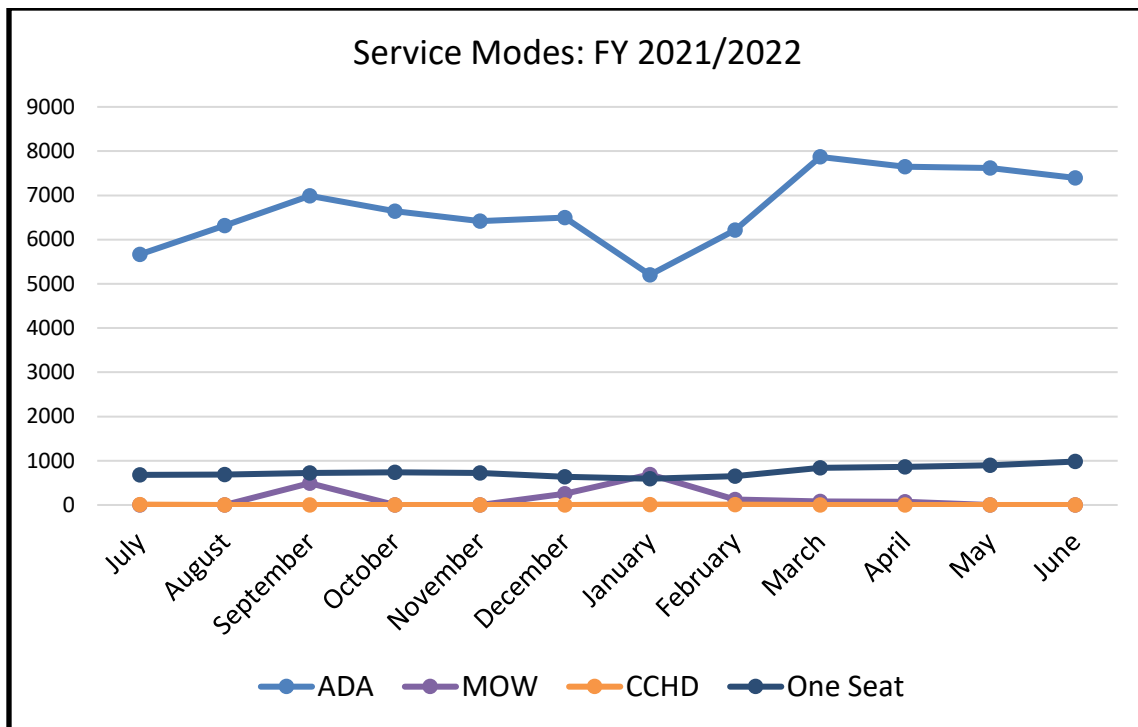
County Connection continued to use Coronavirus Aid, Relief and Economic Security (CARES) Act funding to help provide these alternative services as well as our normal Paratransit service. As a result, we were able to keep enough drivers on the workforce to support these alternative services.

In January 2022, both the LAVTA and County Connection Board of Directors approved a joint Request for Proposals (RFP) release in which both Paratransit service would operate with one contractor. Proposals were received and interviews conducted during the Spring, and the successful bidder, Transdev, started services in July 2022.

Partnerships and Service Trends:

Below is a snapshot of the programs and partnerships and their respective trends in service throughout the year.

| FY 21/22 | Paratransit | COVID-19 | Meals on wheels | County Health | One Seat |
|-----------|-------------|----------|-----------------|---------------|----------|
| July | 5,663 | 0 | 0 | 9 | 681 |
| August | 6,317 | 0 | 0 | 0 | 687 |
| September | 6,992 | 0 | 492 | 0 | 721 |
| October | 6,639 | 0 | 0 | 0 | 737 |
| November | 6,418 | 0 | 0 | 0 | 722 |
| December | 6,500 | 0 | 256 | 0 | 637 |
| January | 5,204 | 0 | 691 | 5 | 594 |
| February | 6,212 | 0 | 126 | 8 | 655 |
| March | 7,869 | 0 | 82 | 0 | 840 |
| April | 7,647 | 0 | 72 | 0 | 860 |
| May | 7,621 | 0 | 0 | 0 | 901 |
| June | 7,391 | 0 | 0 | 0 | 982 |



Financial Implication:

Staff budgeted \$8,847,579 for the FY 2022 Paratransit Service and spent \$6,405,043 in operating cost excluding costs associated with LAVTA's service area. County Connection was a recipient of CARES Act funding and used such funds to maintain paratransit trips, purchase of Personal Protection Equipment (PPE), maintain certain driver levels and provide alternative services related to the COVID-19 pandemic.

Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: Paratransit Statistics

| Paratransit Statistics | | | | | | |
|------------------------|-----------------|-----------------|-----------------|-----------------|-----------------|--------------------------------------|
| | FY 17-18 | FY18-19 | FY19-20 | FY20-21 | FY21-22 | Change from FY20-21 to FY21-22 |
| Operating Cost | \$ 5,517,364.00 | \$ 6,296,163.52 | 6,287,242.98 | \$ 4,753,460.94 | \$ 6,405,043.36 | 26.0% |
| Farebox Revenue | \$ 504,028.00 | \$ 532,080.88 | \$ 397,550.02 | \$ 112,477.49 | \$ 258,936.15 | 57.0% |
| Net Subsidy | \$ 5,013,336.00 | \$ 5,764,082.64 | \$ 5,889,692.96 | \$ 4,640,983.45 | \$ 6,146,107.21 | 24.0% |
| | | | | | | |
| Total Passengers | 146,331 | 152,606 | 113,553 | 38,324 | 74,031 | 48.0% |
| | | | | | | |
| Revenue Hours | 70,222 | 79,565 | 55,393 | 63,484.91 | 50,123.00 | (27.0%) |
| Non-Revenue Hours | 22,031 | 21,691 | 30,001 | 29,221.29 | 21,029.82 | (39.0%) |
| Total Hours | 91,260 | 101,256 | 85,393 | 92,706.20 | 71,152.82 | (30.0%) |
| | | | | | | |
| Total Revenue Miles | 1,054,542 | 1,185,946 | 1,017,246 | 760,081 | 783,408 | 3.0% |
| Non-Revenue Miles | 265,002 | 282,923 | 189,883 | 121,856 | 71,255 | (71.0%) |
| Total Miles | 1,318,993 | 1,468,869 | 1,207,129 | 881,937 | 854,663 | (3.0%) |
| | | | | | | |
| Road Calls | 24 | 26 | 12 | 4 | 9 | 56.0% |
| Complaints | 44 | 146 | 43 | 13 | 73 | 82.0% |
| Accidents | 5 | 8 | 6 | 4 | 2 | (1.0%) |

Pre-Audit

FY 20-21 and prior are based on audited figures; FY 21-22 figures are preliminary and unaudited.
LAVTA fees and costs have been excluded for consistency.

| GOAL | Objective | Measurement | | | | | | | | | | | |
|---------------|--------------------------|----------------------------|----------|----------|----------|----------|----------|--------------------|-----------|-----------|-----------|----------------------|-----|
| EFFICIENCY | | FY 13-14 | FY 14-15 | FY 15-16 | FY 16-17 | FY 17-18 | FY18-19 | FY19-20 | FY20-21 | FY21-22 | Standard | Met? | |
| | Cost Control | Cost/Revenue Hr | \$ 70.31 | \$ 69.42 | \$ 70.88 | \$ 74.78 | \$ 78.57 | \$ 79.13 | \$ 132.14 | \$ 190.35 | \$ 145.71 | Increase < inflation | No |
| | | Cost/Passenger | \$ 32.84 | \$ 32.63 | \$ 35.19 | \$ 38.02 | \$ 40.58 | \$ 41.25 | \$ 85.53 | \$ 140.82 | \$ 95.29 | Increase < inflation | No |
| | | Farebox Recovery | 10.4% | 10.2% | 8.8% | 9.9% | 9.1% | 12.4% 0.3/100k | | | | 10.7% | No |
| Safety | | Accidents/100k Miles | 0.47 | 0.83 | 0.45 | 0.46 | 0.38 | Miles | 0.2 | 0.78 | 0.59 | 0.3/100k Miles | No |
| EFFECTIVENESS | | | | | | | | | | | | | |
| | Market Penetration | Passengers per RVhr | 2.1 | 2.1 | 2 | 1.97 | 1.94 | 1.92 | 1.65 | 1.15 | 1.46 | 2 | No |
| | Service Quality | Denials | 0 | 0 | 0 | 0 | 0 | None 3.0 / 100K | 0 | 0 | 0 | None | Met |
| | | Miles between Roadcalls | 3 | 22 | 1.9 | 1.7 | 1.8 | miles | 100K | 100K | 100K | 3.0 / 100K miles | Met |
| | | Percent of Trips On-time | 87% | 84% | 81% | 74% | 75% | 79% | 91% | 96% | 95% | 95.5% on time | Met |
| | | Complaints/100k Passengers | 0.5 | 0.5 | 0.5 | 0.5 | 3.3 | 11 | 0.0 | 0.0 | 0.0 | 2.0 / 100K miles | Met |
| | | Employee Turnover | 13% | 39% | 23% | 11% | 32% | 11% | 0% | 0% | 33% | 5% | No |
| EQUITY | | | | | | | | | | | | | |
| | Improving Transit Access | Lift Availability | 100% | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | Yes |

Note: FY16-17 has been updated with POST-AUDIT figures

Note: FY17-18 figures are PRE-AUDIT numbers

Note: FY18-19 figures are pre-audit

Note: FY19-20 figures are pre-audit

Note: FY20-21 figures are pre-audit

INTER OFFICE MEMO

To: Operations & Scheduling Committee

From: Rosa Noya, Manager of Accessible Services

Date: 08/26/2022

Reviewed by:

RK

SUBJECT: Paratransit Executive Summary Report –June 2022

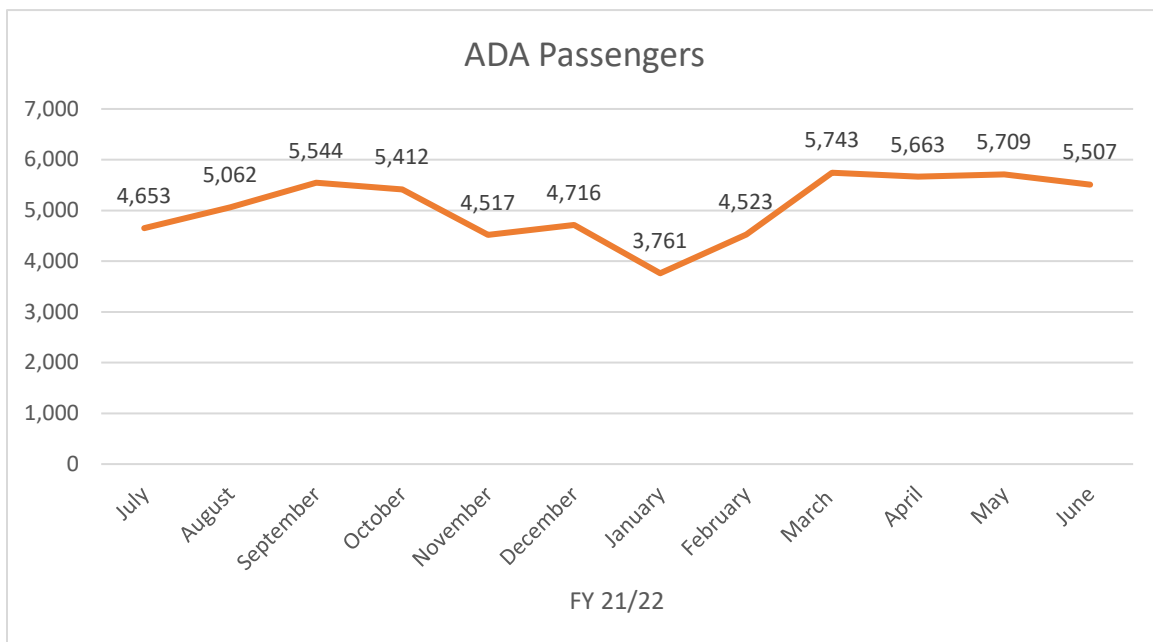
Background:

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

June 2022 Performance Report:

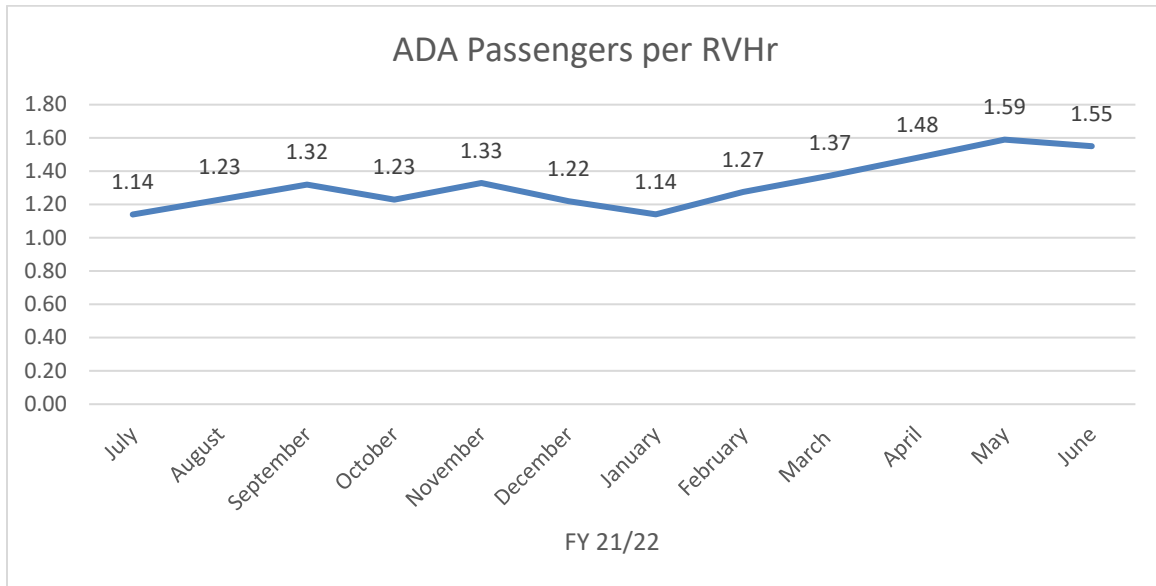
Ridership:

Ridership decreased slightly in June from the prior month. The total reported number of ADA passenger trips in June was 5,507; 202 less trips than in May. Typically, summer months experience a decrease in ridership to account for schools and day programs taking summer breaks as well as riders taking vacations.



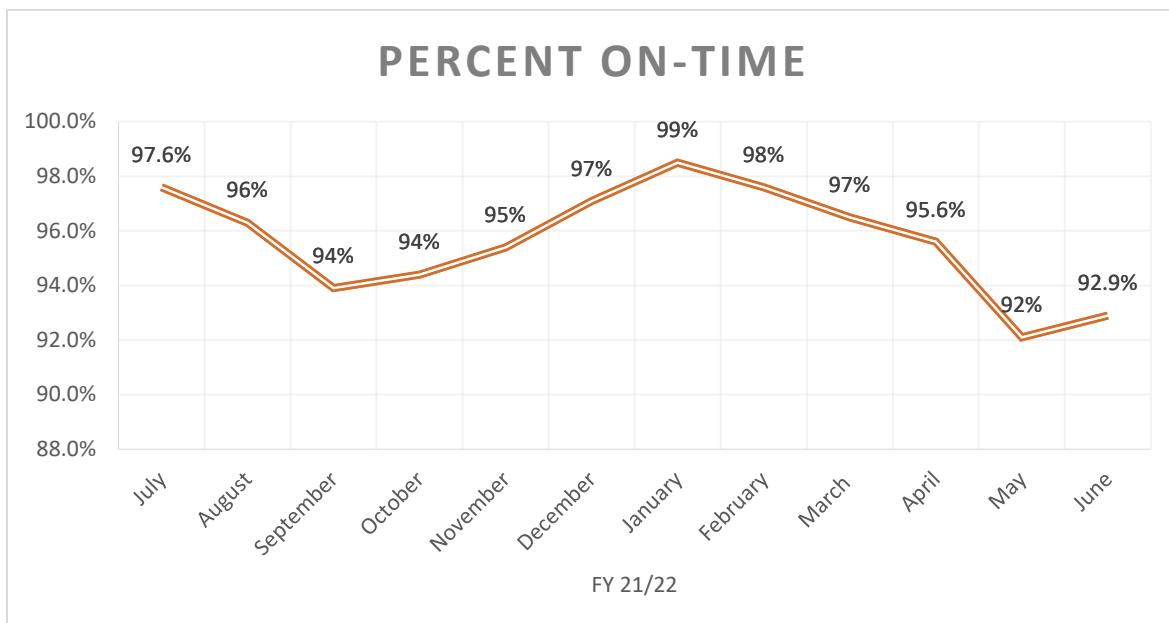
Productivity:

The month of June reflected a slight decrease in productivity with a reported 1.55 ADA passengers per revenue hour compared to the prior's month reported 1.59. The decrease would be expected as some programs that riders attend along with summer vacations are in recess. Despite the slight decrease, this now marks the second highest reported productivity month for the ending fiscal year 2021-2022. Although the 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 trended up in June to 92.9% from 92% in May. The overall average on time performance for FY 21/22 was 95.7% which is well 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.



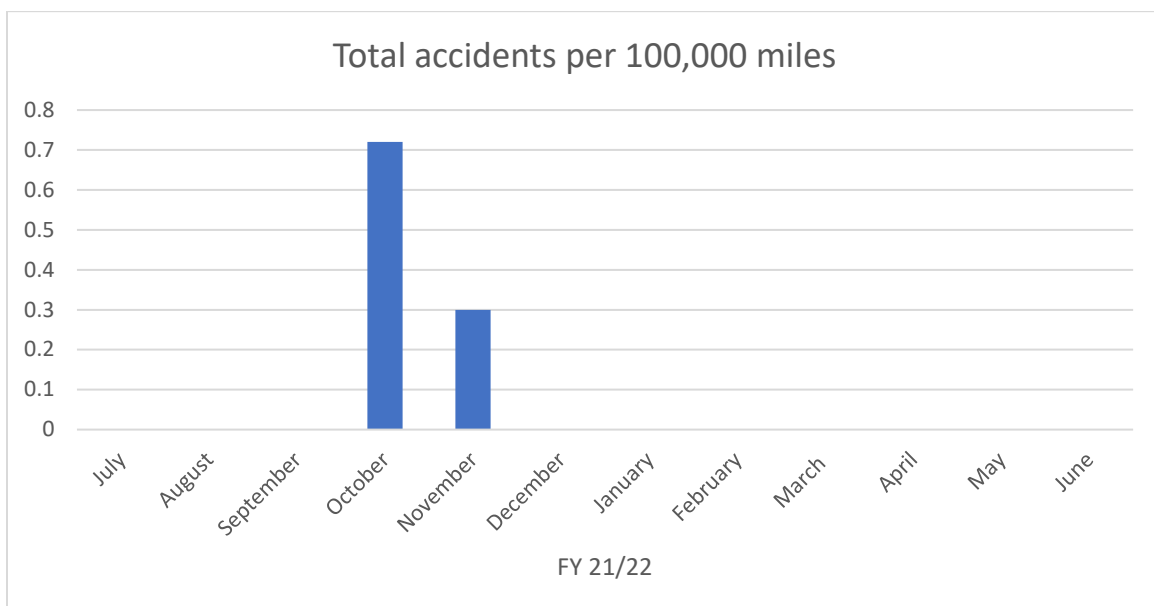
Customer Satisfaction:

There was a total of 11 complaints for the month of June—four for timeliness, five for driver performance, and two for skillfulness of staff. Commendations continue to remain high; we received a total of 407 in the month of June.



Safety:

There were no accidents in the month of June.



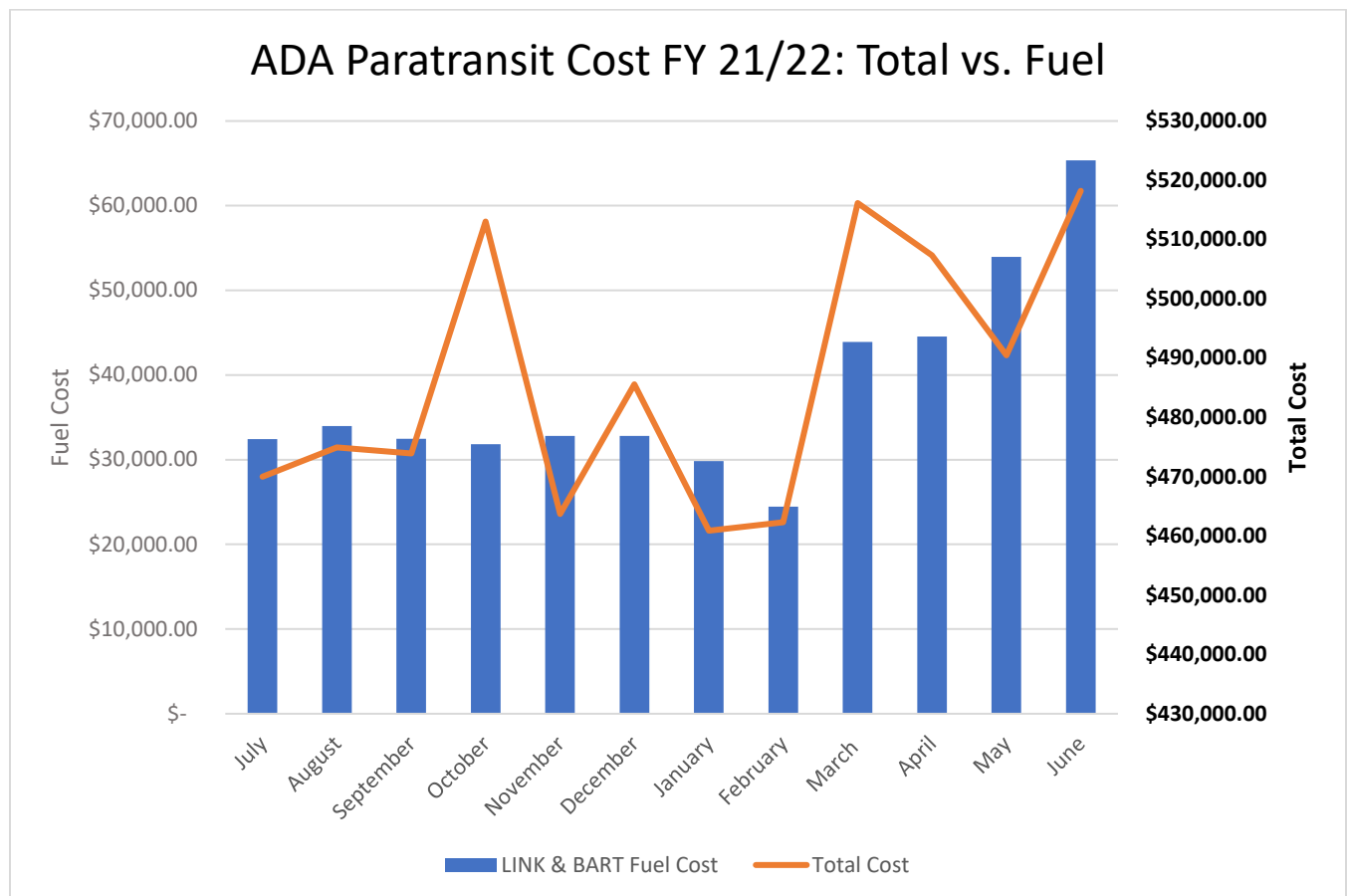
The contractor continues to remain within County Connection’s performance standards except for productivity, which is a direct result of ridership trends due to the COVID-19 pandemic.

Additional updates:

None.

Financial Implications:

A total of \$518,218.4 was spent for June’s ADA services, an increase from the \$490,456 spent in May. This expense includes any auxiliary services offered such as Meals-on-Wheels or COVID-19 transports for the County. Fuel continues to be a rising cost associated with ADA Paratransit service. Fuel cost was \$65,351.54—an increase from \$53,936.89 in May.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: June 2022 MOP

INTER OFFICE MEMO

To: Board of Directors

Date: 06/27/2022

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

Reviewed by: *Ref*

SUBJECT: October Free Rides Promotion

Background:

In September 2021, County Connection offered a month of free rides on all routes as part of a regional "Return to Transit" marketing effort to encourage transit use. There was a nearly immediate boost in ridership as a result of the promotion, with an overall increase of about 17% compared to the prior month. However, a subsequent rise in COVID cases resulted in ridership declines over the following few months. As ridership begins to recover again and with federal stimulus funds still being available, staff proposes offering another month of free rides in order to encourage additional transit use, especially as employees return to the office. This effort to make transit more accessible aligns well with the goals of the Blue-Ribbon Transit Recovery Task Force and the principles adopted by the Metropolitan Transportation Commission (MTC) for the distribution of federal stimulus funds.

This year, staff is proposing to offer the free ride promotion during the month of October instead of September. Pre-COVID, October has typically been one of the highest ridership months due to schools being in session and a lack of any major holidays. The timing also avoids any overlap with the Pass2Class program, which is offered in partnership with 511 Contra Costa and allows students to ride free during the months of August and September. With the two fare promotions, students will be able to ride County Connection for free for three consecutive months.

Financial Implications:

Based on the promotion that was offered last September, staff estimates that ridership would increase about 30% compared to last October as a result of free fares, in addition to more employees returning to office work. Ridership in October 2021 was close to 170,000. Assuming an average fare of \$2 and a 30% increase in ridership, the estimated fare revenue loss would be about \$442,000. County Connection would apply federal stimulus funds to this promotion.

Recommendation:

The A&F Committee and staff recommend offering free rides during the month of October 2022.

Action Requested:

The A&F Committee and staff request that the Board authorize free rides and the use of federal funds to cover passenger fares during the month of October 2022.

Attachments:

None.

**CCCTA Board of Directors
Master Calendar**

- January: Small Claims Representation (Consent Calendar)
Resolution No. _____A, B & C
- February: Recognition of Employees of the 4th Quarter (prior calendar year)

Quarterly Income Statements (Information Items)

Draft Federal Legislative Program for 20__
- March: Recognition of CCCTA's Annual Anniversary (3/27/80)

CCCTA Investment Policy Quarterly Reporting Requirement (Consent Calendar)

FY__ Marketing Plan

Title VI Program Update
(Every 3 years, next one due 04/01/2024)
- April: Draft FY__ Operating and Capital Budget

Submittal of FY__ Claim for TDA, STA, Bridge Toll and RM2 Revenue Funds
Resolution No.
- May: Recognition of Employees of the 1st Quarter (current calendar year)

Quarterly Income Statements (Information Items)

Draft FY__ CCCTA Operating and Capital Budget

Conference with Labor Negotiator (pursuant to Government Code Section 54957 and 54957.6)
Unrepresented Employees – Legal Counsel
- June: Appointment of Executive Committee for Annual Review of General Manager's
Performance (Chair's Report)

Annual Adjustment to Administrative Salary Structure and Management Merit Pool
Authorization
Resolution No.

Appointment of Nominating Committee for Election of CCCTA Officers (Chair's Report)

Public Hearing - CCCTA FY__ Operating and Capital Budget

Proposed Final FY___ CCCTA Operating and Capital Budget
Resolution No.

Gann Appropriations Spending Limitation for FY20___ (Consent Calendar)
Resolution No.

CCCTA Investment Policy Quarterly Reporting Requirement (Consent Calendar)

Contract for Paratransit Services
Resolution No.

(Selection of firm or extension/renewal of current contract, expires 7/1/12)

Closed Session: Public Employee Performance Evaluation Pursuant to Government
Code Section 54957 – General Manager

Consideration of Adjustment to General Manager’s Compensation Effective July 1,
20___ Upon Completion of the Performance Evaluation

July: Report from Nominating Committee for Election of CCCTA Officers (Chair’s Report)

DBE Overall Goal (Due at FTA by August 1st every 3 years)
Resolution No.

EEO/AA Program Update (Due to FTA by August 1st every 3 years)
Resolution No.

August: Recognition of Employees of the 2nd Quarter (current calendar year)

Election of CCCTA Officers (Chair’s Report)
(File Roster of Public Agency with Calif. Secretary of State on or after September 1st
each year)

Quarterly Income Statements (Information Items)

September: Review of Draft Short-Range Transit Plan (SRTP)

CCCTA Investment Policy Quarterly Reporting Requirement (Consent Calendar)

Seating of New CCCTA Officers (Chair’s Report)

Conflict of Interest Code Amendment
Resolution No.

(Amended September 2010 and biennially thereafter, or as required)

FY___ Fixed-Route Year-End Report

FY___ Year-End Summary of LINK Performance

ADA: Approval of Permanent One Seat Program (Resolution required)

ADA: Travel Training Program (Contract/Resolution required)

October: Recognition of Disability Awareness Month

November: Recognition of Employees of the 3rd Quarter (current calendar year)

FY____ Annual Audited Financial Statements and Management Letter

Quarterly Income Statements (Information Items)

December: Application for TDA, STA and Bridge Toll Revenues
Resolution No.

Public Hearing – CCCTA 20____ - 20____ Short-Range Transit Plan

Adoption of Short-Range Transit Plan (SRTP)
Resolution No.

CCCTA Investment Policy Quarterly Reporting Requirement (Consent Calendar)

ADA: Approval of Permanent Choice in Aging program (MOU/Resolution required)

Monthly: Approval of Minutes for prior regular meeting and any prior special meeting (Consent Calendar)

Review of vendor bills, marketing information, fixed-route report, LINK report, etc.
(Information Items)

Quarterly: Productivity Report for ____ Quarter, FY____

As Needed: Recognition of Departing Employees (GM Report)
(HR orders gift, plaque or flowers to present at meeting. The Chair sends letter to employees inviting them to the meeting.)

Recognition of Employees with 30 Years of Service
(Valerie orders a gift and provides certificates to present at meeting. She sends letters to the employees inviting them to the meeting.)

Revised TDA Claim, FY____, Operating (or Capital) Funds
Resolution No.

Application for funding grant from (name) for (project)
Resolution No.

Appointment (or reappointment) of Advisory Committee Member Representing
City/Town/County of _____

Changes to Bylaws or Board Policies
Resolution No. (if required)
(Update Board policies binder)

Designate or change staff/Board Members on various boards or committees
Resolution No. (if required)

Report of Legal Counsel (place after Report of Chair)

Recommendation on Award of Contract to (name) for (purpose)
Resolution No.
(Selection of firm or extension/renewal of current contract)

Closed Session

- a. Conference with Legal Counsel – Anticipated Litigation
Significant exposure to litigation pursuant to Government Code Section 54956.9(b) – one potential case
- b. Conference with Legal Counsel – Pending Litigation
Pursuant to Government Code Section 54956.9(a)
 - (Name) v. Central Contra Costa Transit Authority
- c. Conference with Legal Counsel – Existing Litigation (or Review of Existing Litigation)
Pursuant to Government Code Section 54956.9(a)
 - (Name) v. Central Contra Costa Transit Authority
- d. Conference with Labor Negotiator – Labor Negotiations
Pursuant to Government Code Section 54957.6
 - Amalgamated Transit Union (ATU), Local 1605
 - (and/or other represented group or nonrepresented Administrative Employees)
- e. Conference with Labor Negotiator Regarding Future Negotiations
Pursuant to Government Code Section 54957.6
 - Amalgamated Transit Union (ATU), Local 1605
 - (and/or other represented group or nonrepresented Administrative Employees)
- f. Closed Session
Pursuant to Government Code Section 54957
Public Employee Appointment
Title: _____

Report of Action(s) Taken During the Closed Session

INTER OFFICE MEMO

To: Marketing, Planning, & Legislative Committee

Date: 06/27/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: FY 2022-23 Short Range Transit Plan Update

Background:

The Short Range Transit Plan (SRTP) is County Connection's operations and financial planning document. In order to effectively execute planning and programming responsibilities, the Metropolitan Transportation Commission (MTC) requires each transit operator receiving federal funding through the Regional Transportation Improvement Program (TIP) to prepare, adopt, and submit an SRTP to MTC every four years in order to remain eligible to receive federal funding. Revised guidelines were established as a result of the Covid-19 pandemic and narrow the scope to a five-year planning horizon with a focus on financial and service planning.

On Board Survey:

As part of the SRTP update, County Connection will undertake passenger surveys with a purpose of collecting demographic and trip origin/destination data used to support future local and regional transit planning efforts. The survey will include questions related to demographic information, travel pattern/choice information and service quality. Additionally, questions related to current and future remote working will be included as part of the survey to better understand post-pandemic commute patterns for improved service planning. The survey will be conducted both onboard the buses and online. The onboard survey is aimed to capture the travel patterns of our existing riders while the online survey will help reach a wider audience to capture former riders who have not yet returned to transit as well as potential new riders in the region.

The survey is planned to be conducted for a period of 3-4 weeks in August to coincide with the start of the new school year. The survey will be available in English and Spanish for both the onboard and online versions.

Financial Implications:

None, for information only.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: Sample CCCTA Onboard Survey 2022 English

ON-BOARD SURVEY

DEAR RIDER:

Please take a minute to fill this survey out and help us plan for your transit needs. It will only take five minutes. Place the survey in the yellow envelope as you exit the bus, or hand it to the person who gave it to you.

Thank you!

1. What route are you on right now?

2. Where are you going now?

- | | |
|--|---|
| <input type="checkbox"/> ₁ Home | <input type="checkbox"/> ₅ Social/ Recreational |
| <input type="checkbox"/> ₂ Work | <input type="checkbox"/> ₆ Healthcare |
| <input type="checkbox"/> ₃ School | <input type="checkbox"/> ₇ Other (specify) _____ |
| <input type="checkbox"/> ₄ Shopping | |

3. Where are you coming from?

- | | |
|--|---|
| <input type="checkbox"/> ₁ Home | <input type="checkbox"/> ₅ Social/Recreational |
| <input type="checkbox"/> ₂ Work | <input type="checkbox"/> ₆ Healthcare |
| <input type="checkbox"/> ₃ School | <input type="checkbox"/> ₇ Other (specify) _____ |
| <input type="checkbox"/> ₄ Shopping | |

4. How did you get from home to your first bus stop today? (Check only **ONE**)

- ☐₁ Walked – how many minutes? _____
- ☐₂ Used a wheelchair or scooter – how many minutes? _____
- ☐₃ Rode my bicycle – how many miles? _____
- ☐₄ Drove my car – how many miles? _____
- ☐₅ Someone gave me a ride – how many miles? _____
- ☐₆ Other (specify) _____

5. Did you transfer to connect to this bus?

- ☐₁ No
- ☐₂ Yes – Which route? _____

6. How many total transfers will you make on this one-way trip?

- | | |
|--|---|
| <input type="checkbox"/> ₁ None | <input type="checkbox"/> ₃ Two |
| <input type="checkbox"/> ₂ One | <input type="checkbox"/> ₄ Three or more |

7. How often do you ride County Connection?

- | | |
|---|---|
| <input type="checkbox"/> ₁ One day a week | <input type="checkbox"/> ₃ 3-4 days a week |
| <input type="checkbox"/> ₂ 2-3 days a week | <input type="checkbox"/> ₄ 5 or more days a week |

8. What is your primary reason for choosing County Connection for this trip?

- | | |
|---|--|
| <input type="checkbox"/> ₁ Cost | <input type="checkbox"/> ₄ Avoiding traffic/parking |
| <input type="checkbox"/> ₂ Convenience | <input type="checkbox"/> ₅ Not able to drive |
| <input type="checkbox"/> ₃ Lack of Car | <input type="checkbox"/> ₆ Prefer public transit to driving |
| <input type="checkbox"/> ₇ Other (specify) _____ | |

9. How did you pay your fare today?

- | | |
|--|--|
| <input type="checkbox"/> ₁ Cash | <input type="checkbox"/> ₅ Employer/School pass |
| <input type="checkbox"/> ₂ Clipper Card | <input type="checkbox"/> ₆ Amtrak/ACE Transfer |
| <input type="checkbox"/> ₃ Promo | <input type="checkbox"/> ₇ No fare required on this route |
| <input type="checkbox"/> ₄ Monthly Pass | <input type="checkbox"/> ₈ Other (specify) _____ |

10. How would you have made this trip if County Connection had not been available?

- | | |
|--|--|
| <input type="checkbox"/> ₁ Drive own vehicle | <input type="checkbox"/> ₄ Ride bicycle |
| <input type="checkbox"/> ₂ Carpool/vanpool | <input type="checkbox"/> ₅ Walk |
| <input type="checkbox"/> ₃ Taxi/Uber/Lyft | <input type="checkbox"/> ₆ Wouldn't make trip |
| <input type="checkbox"/> ₇ Get a ride with friend/family member | |
| <input type="checkbox"/> ₈ Other (specify) _____ | |

11. What is your approximate annual household income?

- | | |
|--|--|
| <input type="checkbox"/> ₁ Less than \$10,000 | <input type="checkbox"/> ₅ \$50,000 to \$74,999 |
| <input type="checkbox"/> ₂ \$10,000 to \$24,999 | <input type="checkbox"/> ₆ \$75,000 to \$99,999 |
| <input type="checkbox"/> ₃ \$25,000 to \$34,999 | <input type="checkbox"/> ₇ \$100,000 to \$149,000 |
| <input type="checkbox"/> ₄ \$35,000 to \$49,999 | <input type="checkbox"/> ₈ \$150,000 or more |

12. How many people live in your household and in which Zip Code?

Zip Code _____ # People in Household _____

#People who work full time _____

#People who work part time _____

13. Are you Hispanic or Latino?

- ☐₁ Yes ☐₂ No

14. Which of the following do you most identify with?

- ☐₁ White
- ☐₂ Black/African American
- ☐₃ Asian
- ☐₄ Native Hawaiian/Pacific Islander
- ☐₅ American Indian/Alaskan Native
- ☐₆ Multiracial
- ☐₇ Other (specify) _____

15. Do you speak a language other than English at home?

- ☐₁ No
☐₂ Yes ► indicate language:
☐₃ Spanish ☐₄ Tagalog ☐₅ Farsi
☐₆ Vietnamese ☐₇ Chinese
☐₈ Other (specify) _____

16. How well do you speak English?

- ☐₁ Very well ☐₃ Not well
☐₂ Acceptable ☐₄ Not at all

17. What is your gender?

- ☐₁ Male ☐₂ Female ☐₃ Other

18. What is your age?

- ☐₁ Under 18 ☐₃ 36 to 55 ☐₅ 75 or older
☐₂ 19 to 35 ☐₄ 56 to 74

19. How do you typically obtain schedule information and updates about County Connection? (Check all that apply)

- ☐₁ Printed schedule ☐₆ Social Media
☐₂ County Connection website ☐₇ Bus driver
☐₃ At the bus stop ☐₈ Friends/Family
☐₄ Mobile app ☐₉ Customer service call center
☐₅ Bus Tracker real-time info
☐₁₀ Other (specify) _____

20. What is your employment status?

- ☐₁ Employed full-time ☐₃ Retired
☐₂ Employed part-time ☐₄ Not employed

21. Are you a student?

- ☐₁ Full-time student ☐₃ Not a student
☐₂ Part-time student

22. In the last month, typically how many days of the week did you work or attended classes remotely?

- ☐₁ Completely on-site ☐₄ Completely remote
☐₂ 1-2 days a week ☐₅ N/A
☐₃ 3-4 days a week

23. In the next year, how many days of the week will you work or attend classes remotely?

- ☐₁ Completely on-site ☐₄ Completely remote
☐₂ 1-2 days a week ☐₅ N/A
☐₃ 3-4 days a week

24. How do you access the Internet?

- ☐₁ Smartphone ☐₃ Tablet
☐₂ Computer ☐₄ I don't access the internet

25. If you could only choose one thing to improve County Connection service, what would you pick?

- ☐₁ Nothing ☐₅ More reliable service
☐₂ More frequent service ☐₆ Cheaper fares
☐₃ Faster service ☐₇ Cleaner buses or stops
☐₄ Buses run earlier or later ☐₈ More service on weekends
☐₉ Other (specify) _____

26. How do you rate County Connection in the following areas?

| Characteristics | Poor 1 | Fair 2 | Neutral 3 | Good 4 | Excellent 5 |
|---|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|---------------------------------------|
| a. On-time/reliability | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| b. Frequency of service | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| c. Time service begins | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| d. Time service ends | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| e. Length of trip | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| f. Driver courtesy | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| g. Connections with other buses/transit | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |
| h. Condition of buses | <input type="checkbox"/> ₁ | <input type="checkbox"/> ₂ | <input type="checkbox"/> ₃ | <input type="checkbox"/> ₄ | <input type="checkbox"/> ₅ |

Thank you
for your participation in this survey.
Your responses will be kept strictly confidential.



Background:

County Connection was awarded grant funding to provide a travel training program for seniors and people with disabilities located in Central County service area for a two-year span from FY 2022-2023 through FY 2023-2024. Additional funding has been made available for travel training for seniors residing in the Central Contra Costa Service area for a two-year span through 5310 federal grant funding. County Connection in partnership with the ILRSCC will provide travel training services to both people with disabilities and seniors living in Central County service area.

Scope of work:

The travel training program will include services such as:

- Conduct intake assessments of prospective travel trainees to gauge most suitable travel training plan for group or individual
- One on-one and group training sessions to teach seniors and/or people with disabilities to the following skills:
 - Trip planning- Identifying route(s) that serve the points of origin and destination as well as times that meet travel needs, and any required transfers
 - Stop identification-Locating the closest stops to the points of origin and destination, assessing stop accessibility as appropriate
 - Timing and waiting- Adjusting travel time to arrive at both the boarding stop and the destination on-time, developing comfort and patience while awaiting the appropriate route and trip, preparing a contingency plan in the event of a late/ missed trip
 - Route Identification-Recognizing the needed route and trip by number, color, symbol, and or through the use of annunciation technology
 - Boarding/Deboarding techniques-Familiarization with process of entering the vehicle/train and finding a seat or securement location including use of a ramp, stairs, or lift
 - Mobility Device Securement- Learning to work and communicate cooperatively with a driver to ensure that a wheelchair or scooter is properly secured. Learning what the securement rules are on transit agencies within the area
 - Fare payment-Understanding the correct full, reduced, free fare to be paid for the trip, identifying the proper procedure for handling, counting, and depositing cash, or producing appropriate identification for a free or reduced fare program (ex. RTC/Clipper card)
 - Driver/Operator Assistance- familiarity with assistance services provided by transit operators, as well as the appropriate time and way to ask for that assistance
 - Service Animals and other carry-along items- Becoming aware of and abiding by the limits on and policies for carry-along items set by each transit agency
 - Crosswalk Safety-Includes the ability to access transit stops or final destinations from the opposite side of the street without crossing into the path of traffic. Building competency in recognition and use of traffic signals.

- Transfer techniques- includes all elements involved with the above and obtaining, carrying, and presenting the proper identification used in the transfer process.
- Conduct presentations using most suitable form of communication medium (video, power points, brochures) to groups of seniors and/or people with disabilities on:
 - A general overview of existing fixed route systems in the area
 - Orientation to accessible features on common fixed route systems
 - Orientation to how to use available technologies to aid with trip planning, bus locating, fare purchasing, etc.
 - Orientation on how to access and navigate alternative transportation services including:
 - Transportation Network Company (TNC) operators that provide services to disabled and elderly
 - Enrollment of eligible applicants for city-based programs
 - Special services such as Alamo Creek Shuttle, St. Mary's Shuttle, and Go San Ramon
 - Non-Profit organizations that provide transportation services to seniors and disabled people
- Information and Referral: Answer questions in person or over the phone on the above related topics using available resource material including future video content accessed online, brochures, and other written documents.
- Schedule and conduct training sessions
- Prepare monthly reports with requested data due on the 10th of each month for the prior month.

Deliverables:

- 1 field trip every other month or every quarter
- 4-5 travel training sessions per month (group, individual- in person and virtual)
- 8-10 **senior** group training sessions per month
- 1 presentation per month
- Routine phone calls
- Scheduling Sessions
- Conducting Intakes: Include demographic data and satisfaction with available service along with trip purpose and mode of transportation
- Conducting Post-training surveys at 3rd month and 6th month: focus on trip purpose and modes of transportation
- Prepare monthly reports- containing requested reporting data

Monthly Reporting Data includes:

- Number of unique individuals served- include City of residence
- Hours of service provided
 - Number of total hours provided
 - Number of hours provided by City
- Count of number of referrals from LINK Paratransit
- Count of Number of Individual Travel training sessions completed
- Count of Number of Group trainings
- Count of number of presentations made
- Count of number of field trips conducted
- Number of occurrences of Outreach Information/ referrals