

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

Friday, November 4, 2022  
8:15 a.m.

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

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

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

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/82816816824>

Or One tap mobile :

US: +14086380968,,82816816824# or +16694449171,,82816816824#

Or Telephone:

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

US: +1 408 638 0968 or +1 669 444 9171 or +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 719 359 4580 or +1 301 715 8592 or +1 309 205 3325 or +1 312 626 6799 or +1 360 209 5623 or +1 386 347 5053 or +1 564 217 2000 or +1 646 876 9923 or +1 646 931 3860

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International numbers available: <https://us02web.zoom.us/j/82816816824>

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

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

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FY2022/2023 O&S Committee

Robert Storer – Danville, Mike McCluer – Moraga, Dave Hudson – San Ramon

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, even items that are listed as “information only”. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the committee.

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of October 7, 2022\*
4. Go San Ramon Update – Information Only\*  
(Staff will present an update on the Go San Ramon on-demand pilot program)
5. Weekend Monument Free Update – Information Only\*  
(Staff will present the ridership impact of the program expansion)
6. CCTA Framework for the Development of a Coordinated Entity \*\*  
(Staff will discuss CCTA’s Framework for the development of a Coordinated Entity (CE) and its potential ramifications for existing public transit operators)
7. Monthly Reports – Information Only
  - a. Fixed-Route\*
  - b. Paratransit\*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – Dec 2, 2022 (8:15am, location to be determined)
11. Adjournment

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\*Enclosure

\*\* Will be available prior to meeting

## General Information

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

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: The agenda and enclosures for this meeting are posted also on our website at [www.countyconnection.com](http://www.countyconnection.com).

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

### Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, November 17, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, November 2, 2:00 p.m., via teleconference
Advisory Committee:	Tuesday, November 8, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, November 3, 8:30 a.m., via teleconference

**The above meeting schedules are subject to change and may be conducted as teleconference meetings. Please check the County Connection Website ([www.countyconnection.com](http://www.countyconnection.com)) or contact County Connection staff at (925) 676-1976 to verify date, time and location prior to attending a meeting.**

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

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

**Directors:** Robert Storer, Mike McCluer, *Dave Hudson*

**Staff:** Bill Churchill, Ruby Horta, Melody Reeb, Pranjali Dixit, Rosa Noya

**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 September 2, 2022**

The Committee approved the minutes.

**4. Winter Bid Update**

Mr. Dixit informed the committee that ridership has continued to show strong year-over-year growth, boosted by lower COVID case counts, fare promotions such as the Summer Youth Pass, and expansion of free rides along the Monument Corridor to weekend Routes 311, 314, and 316. Additionally, he informed that 3 routes were being modified based on discussions with the union to improve access to various amenities like bathrooms and restaurants, 3 more routes were being modified to improve on-time performance, alignment on one route will be modified to travel on Center Ave and will replace school route 608 effective November 13<sup>th</sup>.

**5. One-Seat Regional Ride Pilot Update**

Mr. Churchill informed the committee that as the operator of the Regional One Seat Ride program, County Connection is responsible to report the performance metrics to NTD when the pilot period ends, which would then be used to distribute federal funding. He informed that since the service area covers more than one urbanized area (UZA), it has posed challenges and that staff has been working with FTA, NTD and MTC to identify a solution to equitably divide the funding. He informed that to maintain the "Pilot" nature of the project for one more year, staff proposes the project to include a Travel Training component and possibly expand the service area to western Contra Costa that includes cities like Richmond, El Sobrante, Kensington, San Pablo and El Cerrito to accommodate the interest shown by Contra Costa County and the Contra Costa Transportation Authority (CCTA). The committee approved the one-year extension to the One-Seat Ride Regional Pilot program and agreed to forward to the full Board for approval.

## **6. Monthly Reports**

Mr. Dixit informed that the agency saw the ridership reach its highest level in August since the initial lockdown began in March 2020 due to lower COVID case counts, fare promotions such as the Summer Youth Pass, and expansion of free rides along the Monument Corridor to weekend Routes. He reiterated the issue of operator shortage which led to increase in missed trips in August. He responded to Director McCluer's question about weekday ridership that the ridership on the express service has continued to lag leading to lower ridership recovery on weekdays compared to weekend.

Ms. Noya informed that starting July 1<sup>st</sup>, the key performance metrics in the contract was amended to raise on time performance standard from 90% to 92% and lower the productivity standard from 2 to 1.5 passengers per revenue hour. She informed that August had the highest ridership since the initial lockdown began in March 2020, productivity rose to 1.84 from 1.5 in July and decrease in on time performance to 83% from 92.9% in July due to the unanticipated increase in ridership. This also resulted in higher complaints with respect to timeliness.

## **7. Committee Comments**

Director Hudson briefed about the challenges with transition to complete electric fleet discussed at Mayor's conference.

## **8. Future Agenda Items**

Director Hudson requested an update on the Hydrogen Fuel Cell Project. Director Storer requested to an update on Solar infrastructure at the County Connection facility.

## **9. Next Scheduled Meeting**

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

## **10. Adjournment** – The meeting was adjourned at 8:54 a.m.

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

**To:** Operations & Scheduling Committee

**Date:** 10/26/2021

**From:** Pranjali Dixit, Manager of Planning

**Reviewed by:** MR

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**SUBJECT: Go San Ramon Update**

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**Background:**

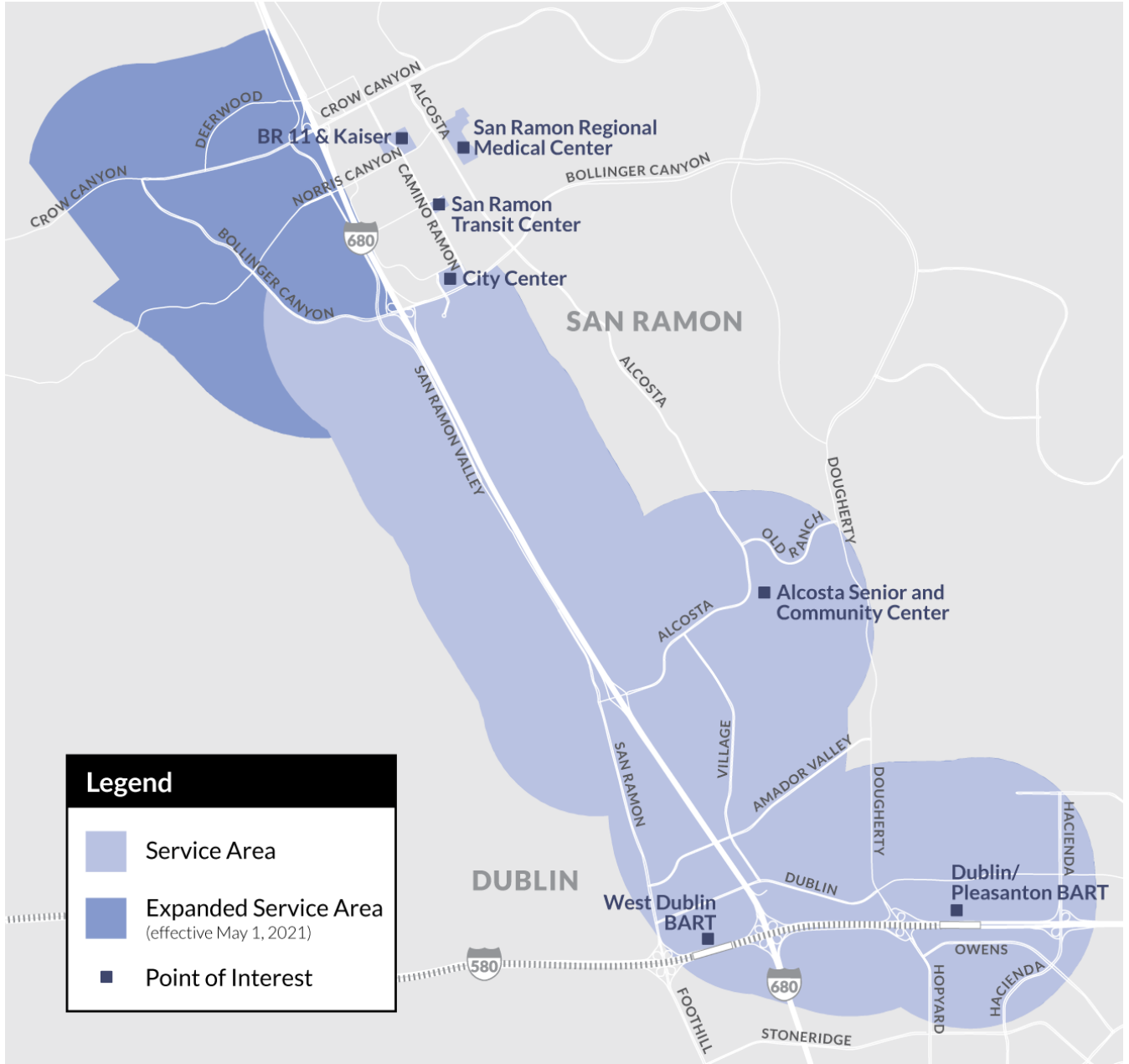
In 2019, County Connection launched Go San Ramon, an on-demand pilot program, in partnership with the City of San Ramon and the Livermore Amador Valley Transit Authority (LAVTA). The program provides a 50% fare subsidy (up to \$5) for rideshare trips on Uber and Lyft within the designated service area, which includes parts of south and west San Ramon, as well as the San Ramon Transit Center, San Ramon Regional Medical Center, Kaiser, Alcosta Senior and Community Center, and West Dublin and Dublin/Pleasanton BART stations. LAVTA currently administers the program, and the City of San Ramon covers the costs of the fare subsidies and administrative fee.

**Service Area:**

After a “soft launch” on November 1, 2019, that initially limited to the Valley Vista Senior Housing facility and key destinations including the Transit Center, Regional Medical Center, and BART, the program then fully launched in the rest of the south San Ramon service area on March 1, 2020.

Starting May 1, 2021, the program service area was expanded to include additional areas of west San Ramon. Service area map available on the following page. Additionally, starting in May 2022, changes were made to ensure the trip either had to start or end in the City of San Ramon.

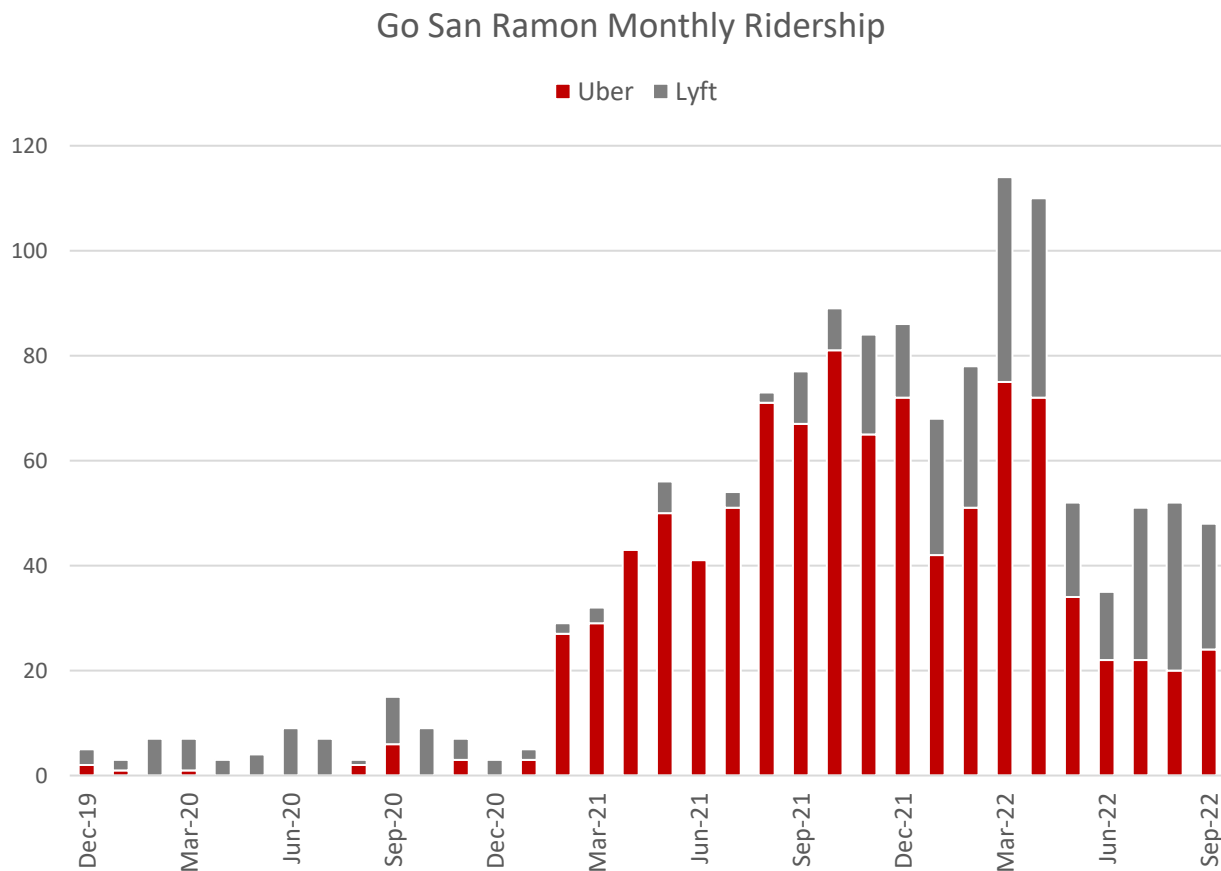
# Go San Ramon Service Area



## Ridership:

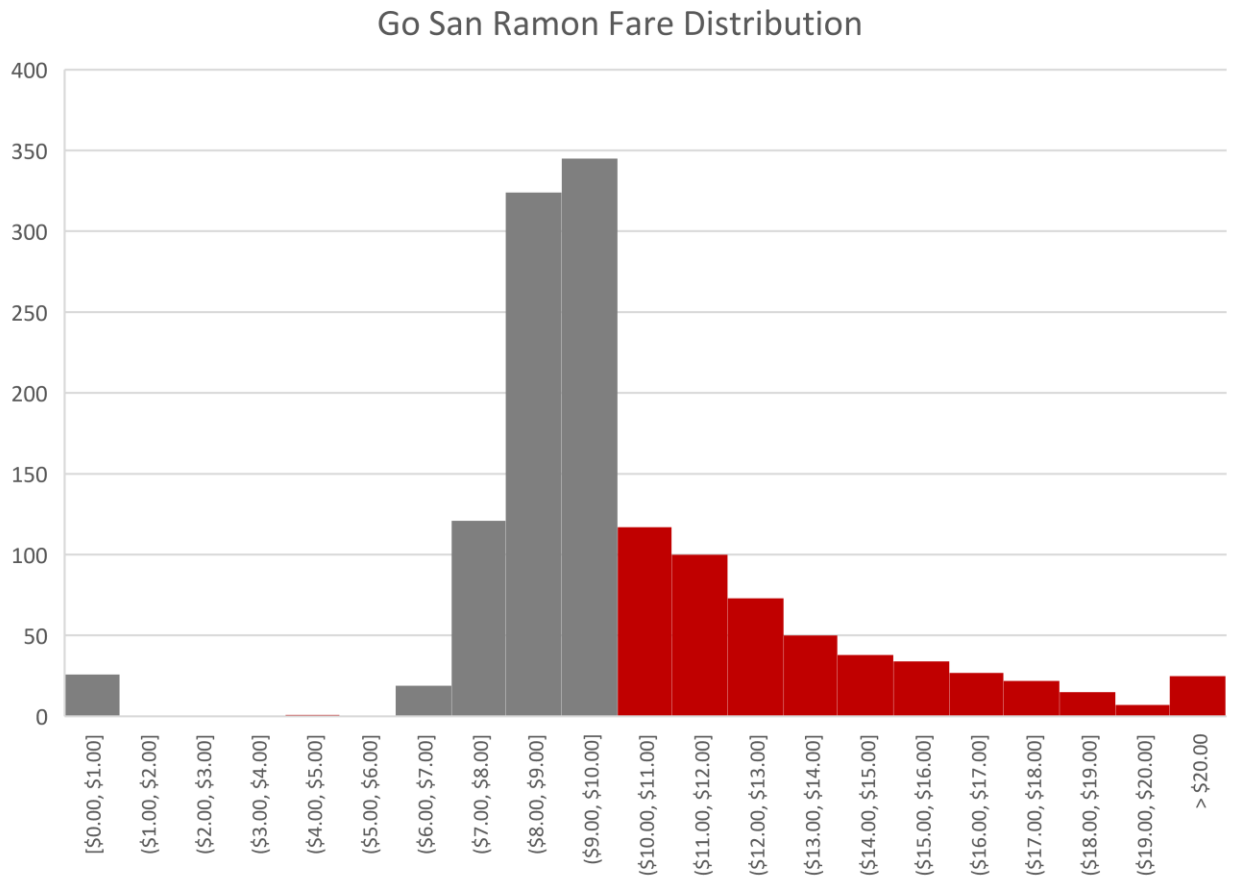
As the full program launched right at the beginning of the pandemic, ridership was very low over the first year, However, when shelter-in-place restrictions were lifted starting in February 2021, usage picked up considerably. By March 2022, the City of San Ramon exhausted their budget for the fiscal year. After analyzing ridership patterns, staff found that many users were making trips within the City of Dublin and that those trips would qualify for a similar discount under LAVTA's Go Tri Valley program. In May 2022, a change to the Go San Ramon program was implemented that requires each trip to either start or end in the City of San Ramon to be eligible for subsidy, which has led to a recent drop in ridership. Currently, the program averages 48 trips a month, which is more in line with the City of San Ramon's budgeted contribution.

The following chart shows monthly trips by provider. It should be noted that because users may be traveling with others when booking a trip, these numbers do not necessarily represent individual riders or passengers.





Of the total trips taken, 61% had fare amount under \$10, which is the point at which the subsidy cap is reached, and the rider is fully responsible for any additional fare. The following chart shows the distribution of total fare amounts. Overall, the average fare was \$10.58, with an average subsidy of \$4.66 per trip.



The West Dublin BART station was the most common origin and destination with just under 300 trips starting or ending there followed by Dublin/Pleasanton BART station with around 210 trips. The other major corridors were along Franklin Dr in Pleasanton, residences along Dougherty Road, south of Amador Valley Blvd in Dublin and Davona Dr in San Ramon.

The expanded service area had over 100 trips starting or ending there. The following map shows locations and volume of trips. Trip lengths ranged up to 11 miles and were about 3 miles on average, and average trip duration was about 7 minutes.

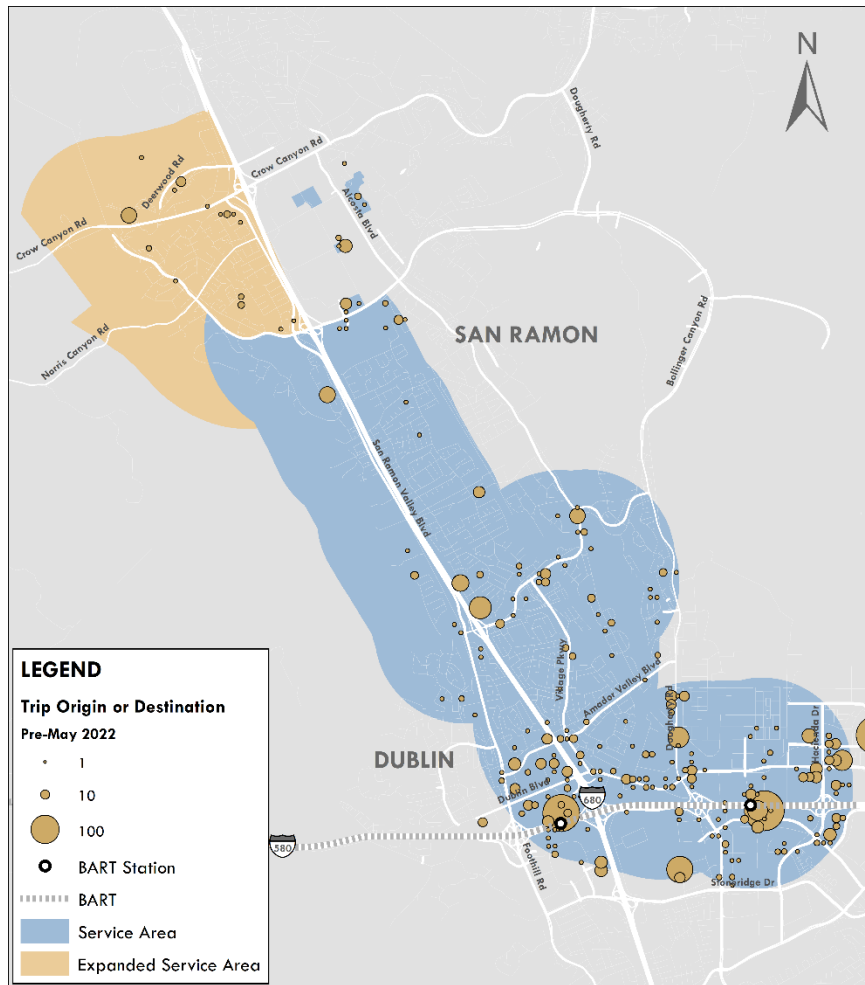


Figure 1: Trip Origin or Destination (Pre-May 2022)

After the implementation of service change, there have been fewer trips taken to and from Dublin/Pleasanton BART station compared to West Dublin BART station. The map below also shows fewer trips from the Pleasanton and Dublin area indicating the service is being used mostly by residents living or employees working in San Ramon.

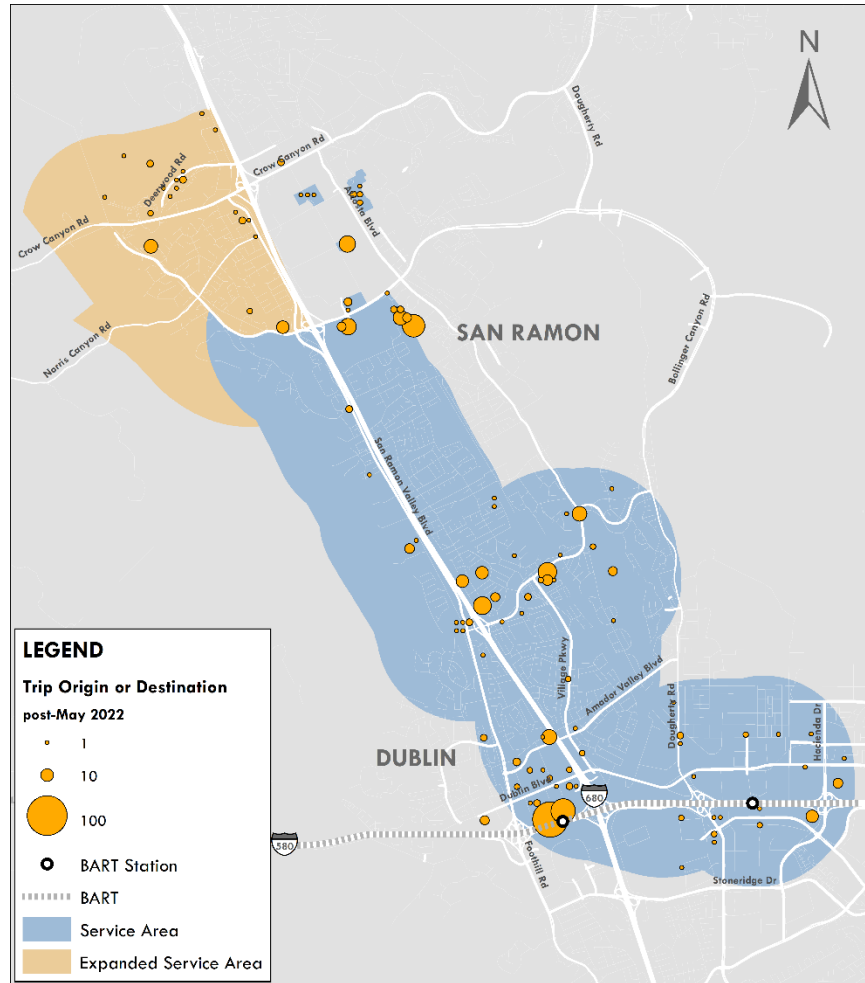


Figure 2: Trip Origin or Destination (Post-May 2022)

**Financial Implications:**

All fare subsidies and administrative fees for the program are being paid by the City of San Ramon up to \$5,000 per year. In FY 2022, County Connection contributed \$1,634.35 in fare subsidies after the City of San Ramon reached its annual cap. For FY 2023, staff expects the City’s contribution to cover most, if not all, of the program costs.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None

**To:** Operations & Scheduling Committee

**Date:** 10/25/2021

**From:** Pranjali Dixit, Manager of Planning

**Reviewed by:** MR

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**SUBJECT: Weekend Monument Free Ridership Update**

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**Background:**

In July 2019, County Connection started offering free rides on three of its weekday bus routes – Routes 11, 14, and 16. All three routes served the Monument Corridor in Concord and connect from Concord BART to various destinations in Martinez, Pleasant Hill, and Walnut Creek, including BART stations, Martinez Amtrak and Contra Costa Regional Medical Center. The project is being funded by a grant through California’s Low Carbon Transit Operations Program (LCTOP), which distributes cap-and-trade proceeds to support programs and projects that reduce greenhouse gas emissions and serve disadvantaged communities (DACs).

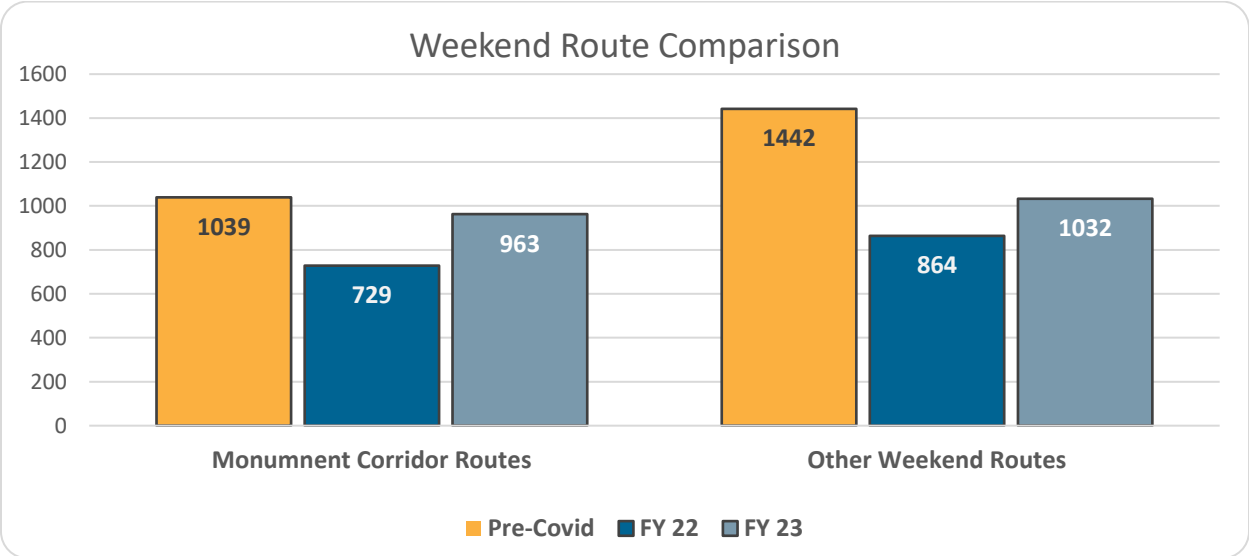
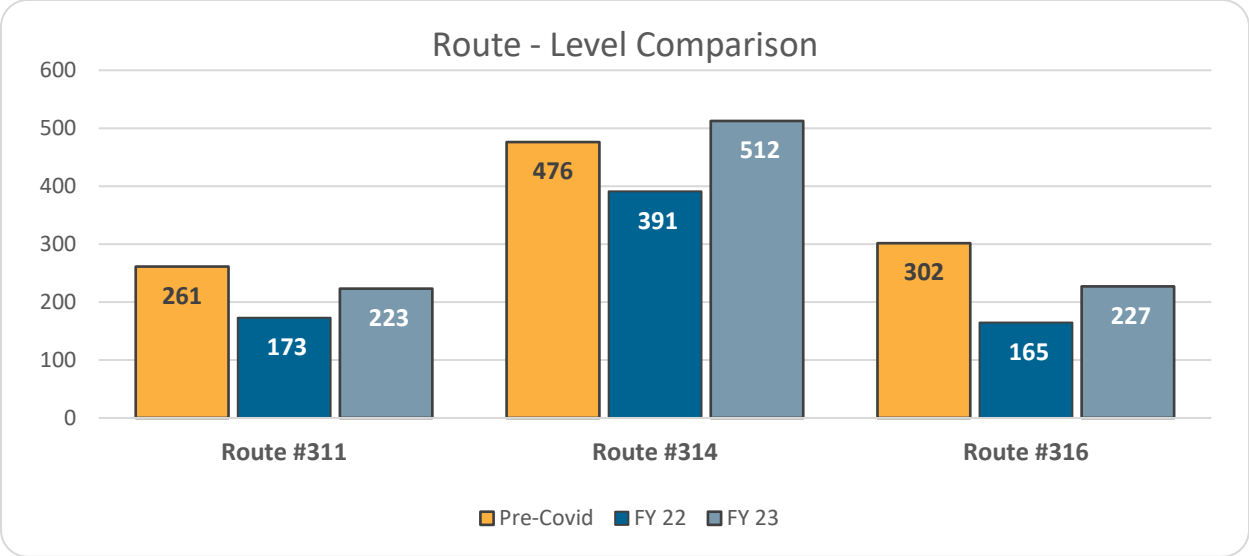
At the March 2020 meeting, the Board approved an expansion of the project to include the three weekend routes on the Monument Corridor – Routes 311, 314 and 316. This was a result of increased available funding for FY 2021-22, as well as rollover funding from previous years that wasn’t spent due to reduced ridership as a result of COVID-19.

**Ridership:**

The expansion of free rides to weekend Routes 311, 314 and 316 had an instant impact on ridership with all three routes performing better than the previous fiscal year. The weekend Monument Corridor routes grew by 32% compared to the previous fiscal year average, while the other weekend routes grew by only 19%. Route 314 grew by 30% compared previous fiscal year average and was 8% higher than its pre-COVID levels. Route 311 grew by 29% and Route 316 grew by 38% compared to previous fiscal year.

The expansion of free rides has accelerated ridership recovery as seen in the following charts. As of September 2022, the weekend Monument Corridor routes are only 7% below pre-pandemic levels compared to other weekend routes that are 28% below pre-pandemic levels.

The expansion of the Monument Free program to weekend routes was initially implemented as a pilot in July. Because the program reduces fares on the affected routes, it is considered a fare change and requires an equity analysis after six months under the FTA’s Title VI regulations. A Title VI analysis will be conducted along with a subsequent public hearing at the December Board meeting on the proposed continuation of the Monument Free Program for the weekend routes.



**Financial Implications:**

None, for information only.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None

**To:** Operations & Scheduling Committee

**Date:** 11/03/2022

**From:** Bill Churchill, General Manager

**Reviewed by:**

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**SUBJECT: CCTA Framework for the Development of a Coordinated Entity (CE)**

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### **Background:**

In October of 2019, Contra Costa Transportation Authority (CCTA) received a Caltrans Sustainable Transportation Planning Grant, to engage in a regional transportation study, specifically focusing on the gaps in services associated with seniors, persons with disabilities and disadvantaged persons. To conduct this study and offer recommendations, CCTA engaged Nelson Nygaard consulting firm. Nelson Nygaard convened two committees, one a Technical Advisory Committee (TAC) that was familiar with the transportation needs of the area as well as a Policy Advisory Committee (PAC). The TAC comprised of: Americans with Disabilities Act (ADA) managers, volunteer service organizers specializing in transportation for seniors, transit riders and various senior advocacy groups. The PAC was mainly comprised of Transportation Agency General Managers, Executives of Social Service Agencies, and City Council members. Although significant progress was made, due to grant constraints the Accessible Transportation Strategic (ATS) Plan was required to be completed by February 28, 2021, ending the study before all solutions could be contemplated.

Following the development of the ATS Plan, a Task Force was established made up of members of non-profit transit organizations, policy makers and transit personnel to explore potential solutions and begin to implement some of the action items identified. Some key action items were, analyzing potential structures for a Coordinated Entity (CE), identifying gaps in service, developing sources of funding, and creating a set of roles and responsibilities.

County Connection staff supports the concept of developing a CE that could provide a single source of information for individuals seeking accessible transportation in Contra Costa, across all existing modes of transportation as well as new programs, as they are developed. Potential customers could call a single number and then be routed to the program that best fits their needs whether it be a public paratransit provider or a non-profit service such as the Lamorinda Spirit or something else not yet conceived of.

On October 13<sup>th</sup> CCTA provided Contra Costa's three transit operators, County Connection, TriDelta and WestCat with a copy of a proposed framework for a CE (see Attachment 1). CCTA staff invited the operators to a meeting on October 19<sup>th</sup> to provide feedback and comments regarding the framework before taking it to their Board for approval in December. At the meeting, operators were informed that CCTA has been working on being designated a Consolidated Transportation Services Agency (CTSA) making them eligible for Transportation Development Act (TDA) 4.5, State Transit Assistance (STA) Revenue and Measure J funds. Operators were unanimous in expressing their concern such a designation could have profound negative impacts to existing revenue streams, severely compromising the paratransit services that exist today. Additionally, the lack of clearly defined roles and

responsibilities for the CE creates the potential to take over transportation functions currently provided existing operators. It was suggested that the ATS Guiding Principles (see Attachment 2) would prevent the CE from performing the transportation functions of the existing operators but, in their current form they do not prevent this potential outcome.

While staff supports the concept of a CE and the potential to improve accessible services within Contra Costa County, the framework in its current form, without strong guardrails and a set of clearly defined roles and responsibilities, has the potential to seriously harm existing paratransit programs. Staff looks forward to the continued effort in working with the ATS Plan Task Force and CCTA in developing an effective CE that can improve and grow accessible transportation and protect current programs.

**Financial Implications:**

A CTSA designation for CCTA may jeopardize the existing TDA 4.5, STA Revenue and Measure J funds used to operate the County Connection LINK service (and other existing Contra Costa County paratransit providers) for the provision of paratransit services. The current budget projects these three revenue sources at \$4,639,748.

**Recommendation:**

Staff recommends supporting the CE effort with the addition of a set of roles, responsibilities and guidelines that both protects existing public Transit Operator programs and provides for an enhancement of accessible services to communities in Contra Costa County. Additionally, staff would oppose a CTSA designation for CCTA due to the risk of degrading revenue sources currently supporting accessible services provided by existing operators. Any erosion of these funds could imperil the most vulnerable residents of our County.

**Action Requested:**

Staff respectfully requests the O&S Committee forward to the full Board a resolution supporting the concept of a CE with a set of clearly defined roles and responsibilities that does not erode or impede the existing public Transit Operators ability to provide their existing accessible transportation programs and to formally oppose a CTSA designation for CCTA preserving the existing TDA 4.5, STA Revenue and Measure J funds for the suite of paratransit services provided by the public Transit Operators.

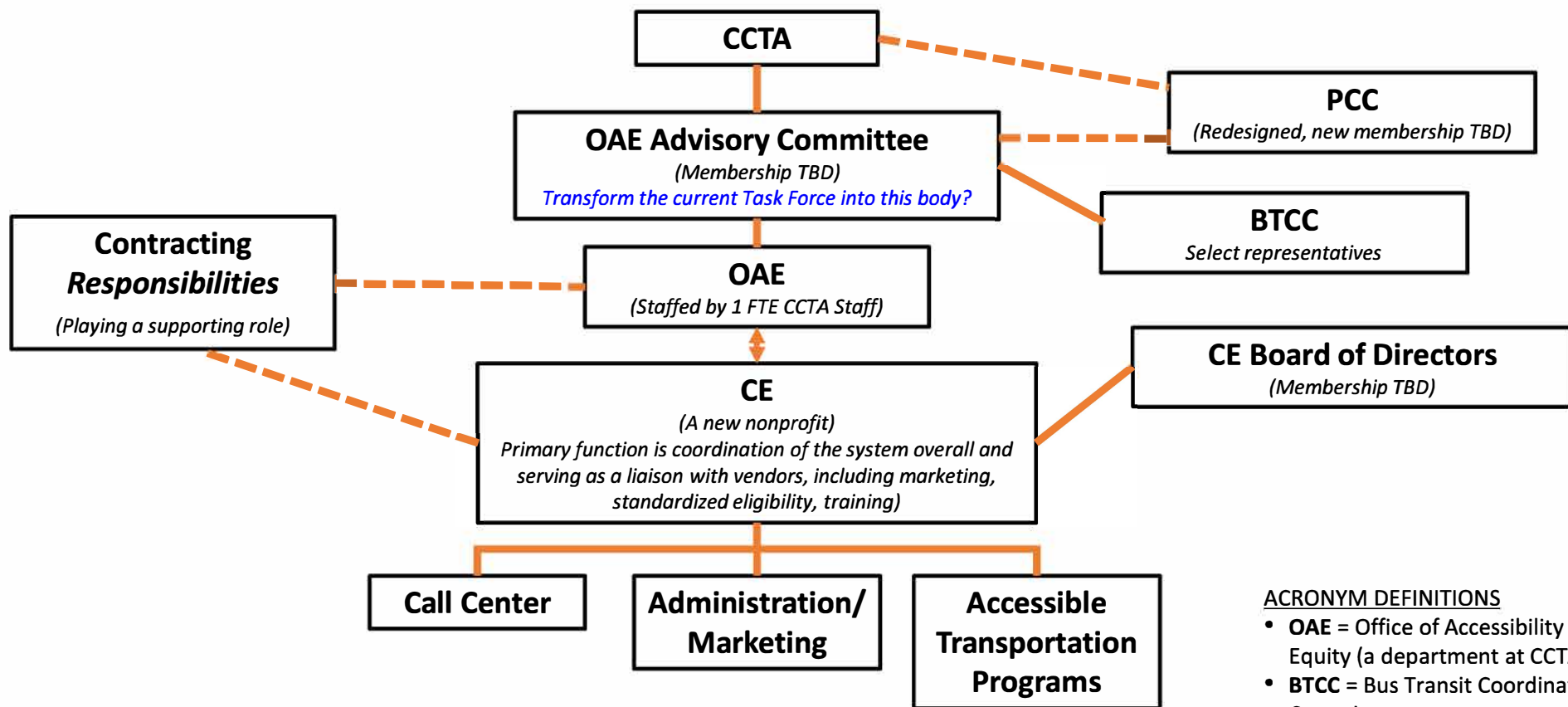
**Attachments:**

Attachment 1: Proposed Framework for the Coordinated Entity

Attachment 2: Guiding Principles

# The following recommended design for Contra Costa County's Accessible Transportation Coordinating Entity (CE) was collaboratively developed

## Contra Costa County's Accessible Transportation Coordinating Entity and its Supporting Networked Infrastructure



### ACRONYM DEFINITIONS

- **OAE** = Office of Accessibility and Equity (a department at CCTA)
- **BTCC** = Bus Transit Coordinating Committee
- **CCTA** = Contra Costa Transportation Authority
- **CE** = Accessible Transportation Coordinating Entity
- **CTSA** = Coordinated Transportation Services Agency
- **PCC** = Paratransit Coordinating Council





## MEMORANDUM

To: Accessible Transportation Strategic Plan Task Force

From: Accessible Transportation Strategic Plan Team

Date: February 7, 2022

Subject: Guiding Principles

The ATSP Task Force Working Group met on January 20<sup>th</sup> and February 2<sup>nd</sup> to review draft suggestions for the Guiding Principles. Attendees discussed materials from the ATSP, prior planning efforts, and regional guidance from the MTC. The Project Team received the input and incorporated comments into these Draft Guiding Principles:

1. The Task Force (TF) and future Coordinated Entity (CE) plan to implement a person-centered, user-friendly, and seamless accessible transportation system including enhancing mobility management to provide equitable and effective access to transportation.
2. All stages of implementation of the Contra Costa Accessible Transportation Strategic Plan (ATSP) including planning, policy, engagement, design, operations, and evaluation will involve multiple stakeholders. Stakeholders will include relevant human service agencies, transit agencies, elected officials, disability and older adult advocates representing a range of segments of these communities, veterans, all County sub-regions, funding bodies, and other representatives.
3. Public outreach and planning activities will include countywide needs and characteristics, with the ultimate goal of providing equitable, consistent, and scalable service across the County.
4. In order to facilitate accessible transportation to and from destinations outside of the County, and to advocate for increased resources for these and other trips, the TF and CE will engage with outside agencies and in state and regional planning processes.
5. The TF and CE will prioritize strategies that were identified through the extensive public engagement during development of the ATSP, and will conduct future public engagement through ATSP updates at regular intervals.
6. New strategies, approaches, and programs being considered by the CE will be subject to review and consultation with all stakeholders, existing and/or new, in a consensus-based process.
7. The TF and CE will not recommend adding responsibilities to a transportation or human service provider without identifying new revenue sources. The TF and CE

**Accessible Transportation Strategic Plan**  
Contra Costa Transportation Authority

will not recommend redistributing revenues without providing recommendations for achieving a corresponding decrease in obligations funded by those revenues. Members are asked to review the draft principles and be prepared to discuss and finalize at the Task Force meeting.

**To:** Operations & Scheduling Committee

**Date:** 10/21/2022

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** MR

**SUBJECT:** Fixed Route Operating Reports for September 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>	
<b>Total Passengers</b>	206,224	182,812	
<b>Average Weekday</b>	9,064	7,721	
<b>Pass/Rev Hour</b>	13.3	11.7	Standard Goal > 17.0
<b>Missed Trips</b>	1.29%	1.12%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	28,481	26,668	Standard Goal > 18,000

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

### Analysis

Average weekday ridership was higher in September (9,064 passengers) than August 2022 (8,077 passengers) and is 19.4% higher than September 2021 (7,590 passengers).

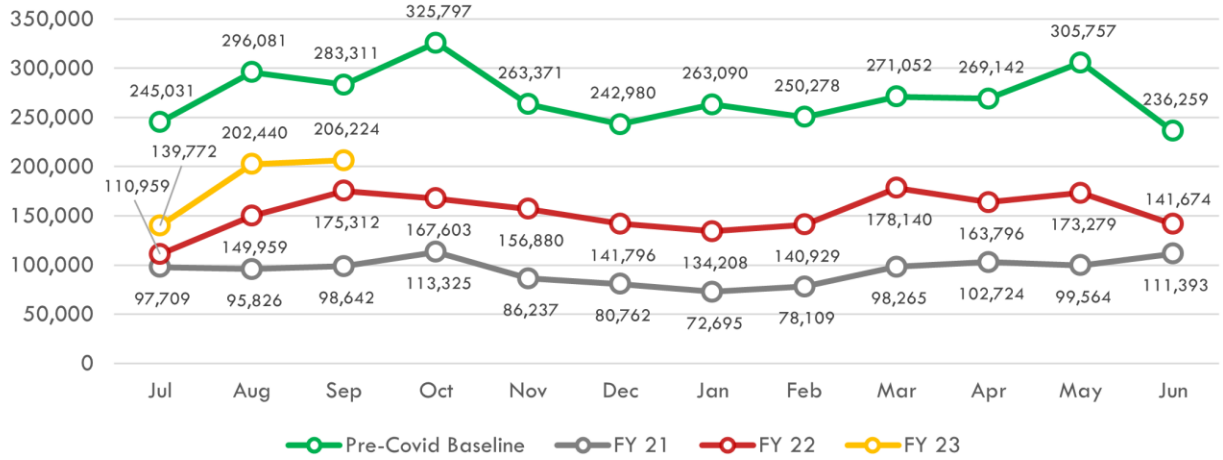
Passengers per hour in September was 13.3 which is higher than August 2022 at 12.2 and higher than September 2021 when passengers per hour was 11.3.

The percentage of missed trips in September was 1.29% which is lower than the prior month when it was 1.50%.

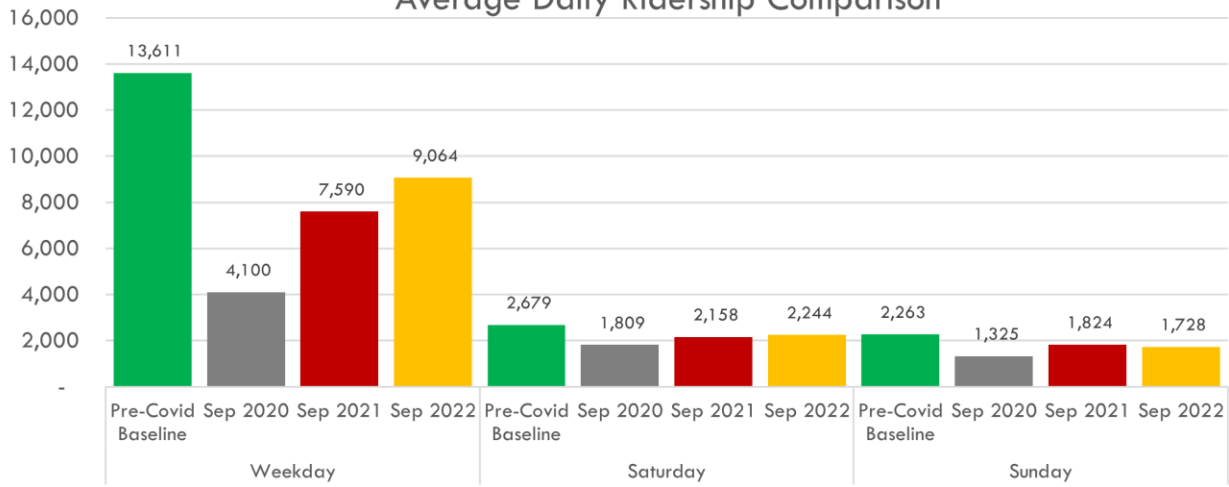
The number of miles between roadcalls was 28,481 miles in September, higher than the prior month in which there were 18,289 miles between roadcalls. The rolling 12-month average is 25,400 miles between roadcalls.

Of a total 206,224 passengers, 103,227 passengers had the potential to use a Clipper card aboard County Connection since 102,996 either used an employer or school pass or were on a free route. About 78.8% of the 206,224 potential Clipper card users paid using Clipper during this month.

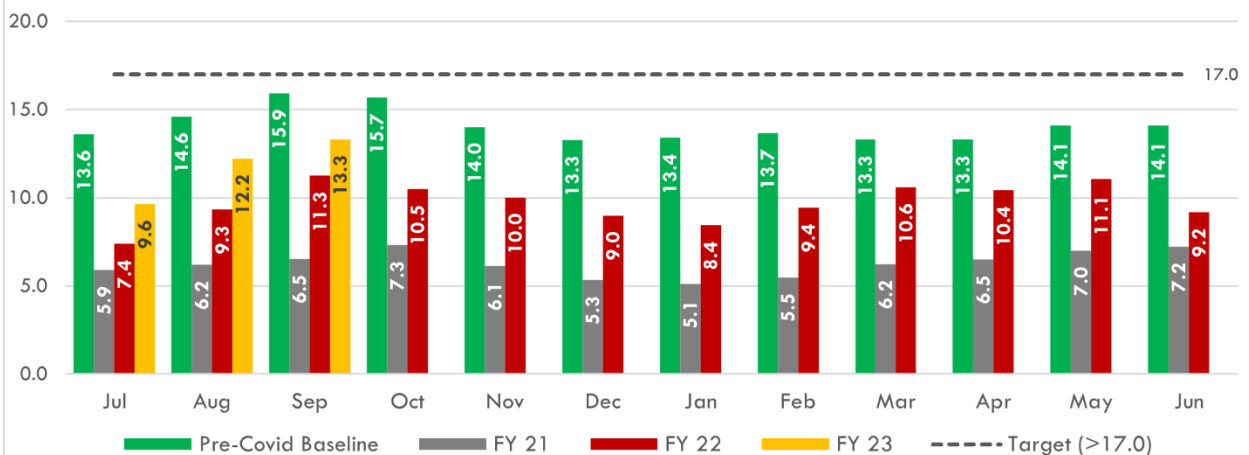
### Total Monthly Fixed Route Ridership



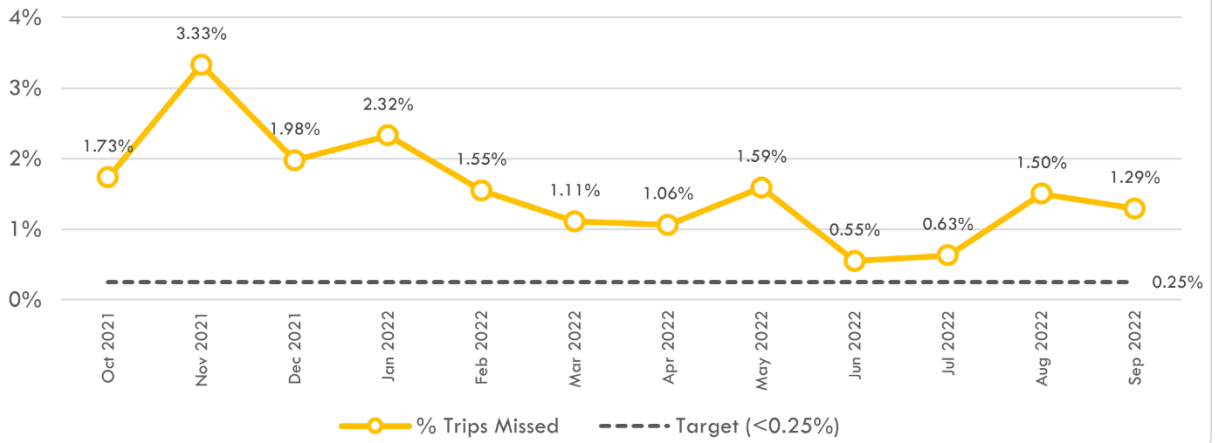
### Average Daily Ridership Comparison



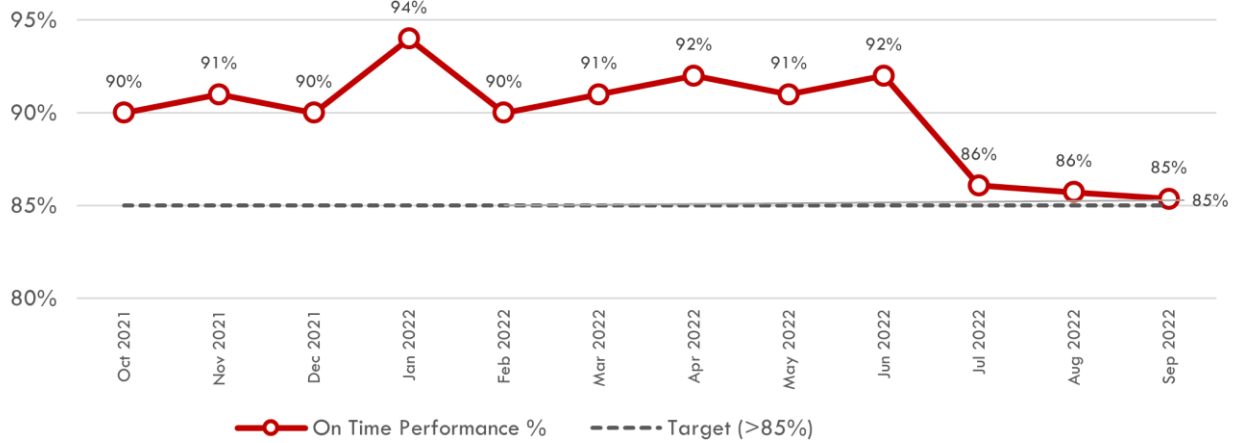
### Passengers/Revenue Hour



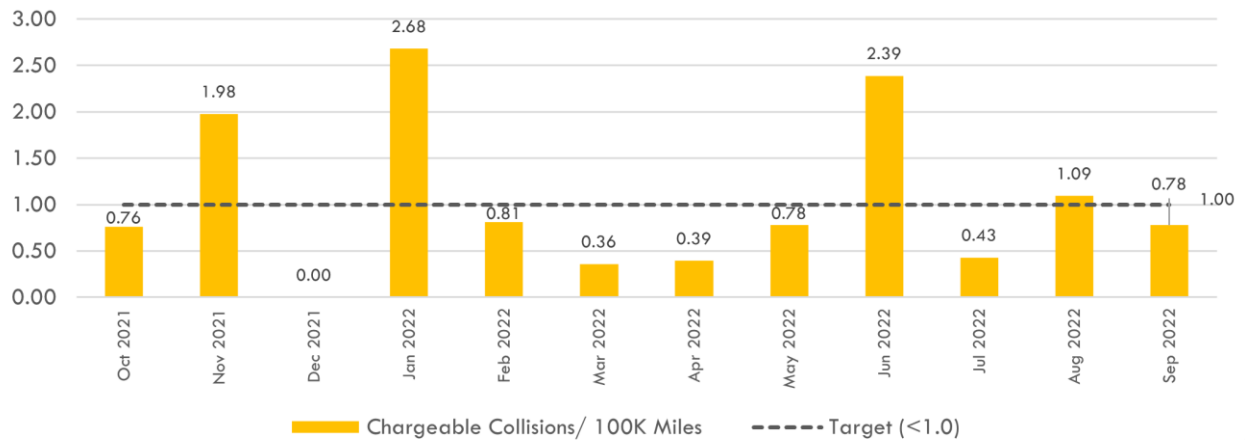
### % Trips Missed



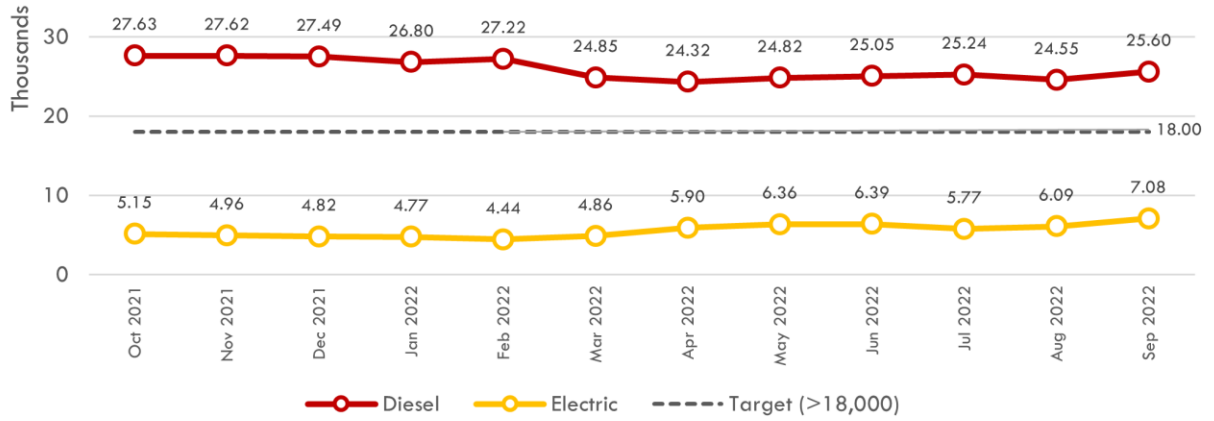
### On Time Performance\*



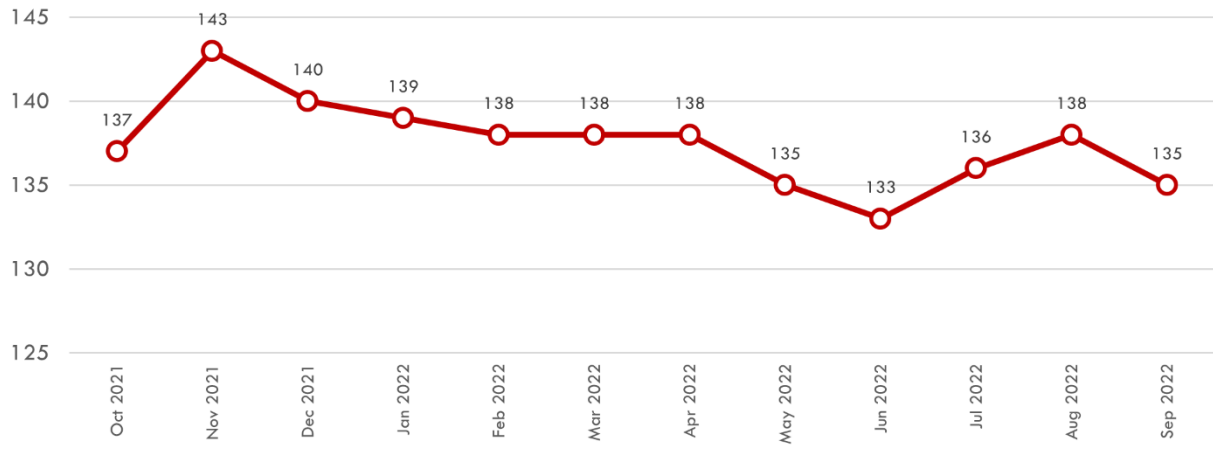
### Accident Report



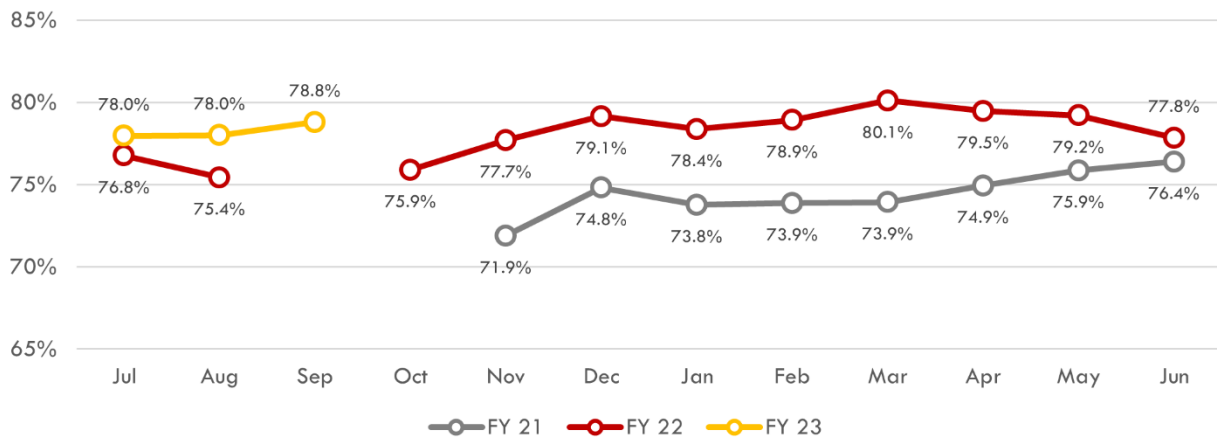
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



## INTER OFFICE MEMO

**To:** Operations & Scheduling Committee

**Date:** 10/27/2022

**From:** Rosa Noya, Manager of Accessible Services

**Reviewed by:** *RK*

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**SUBJECT: Paratransit Executive Summary Report –September 2022**

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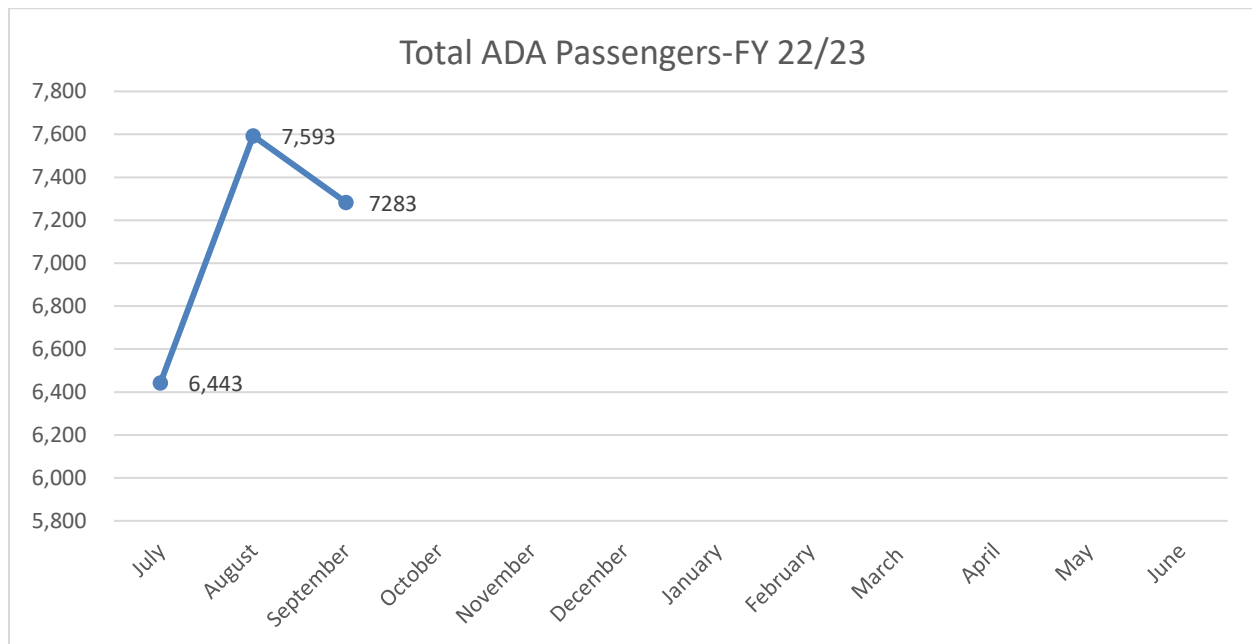
### **Background:**

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of September 2022 using the new performance standards.

### **July-August 2022 Performance Report:**

#### Ridership:

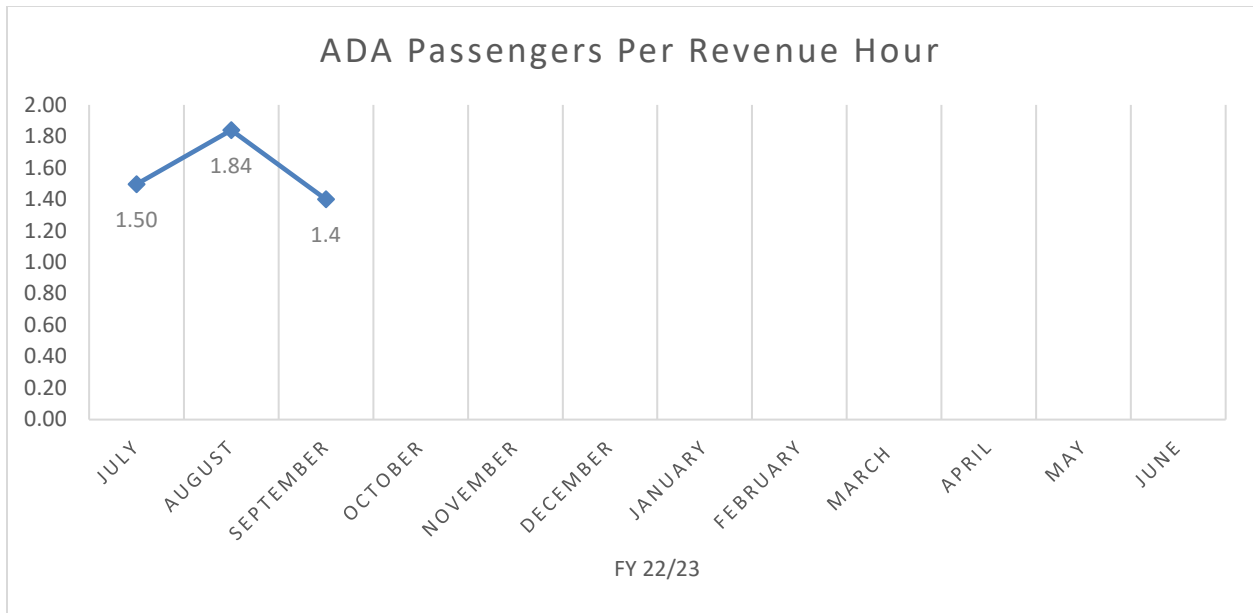
The total reported number of ADA passenger trips in September was 7,283; 310 less trips than in August.



#### Productivity:

Productivity decreased in September compared to August. September reported productivity of 1.40 ADA passengers per revenue hour which was significantly lower than August's 1.84 ADA passengers per revenue hour.

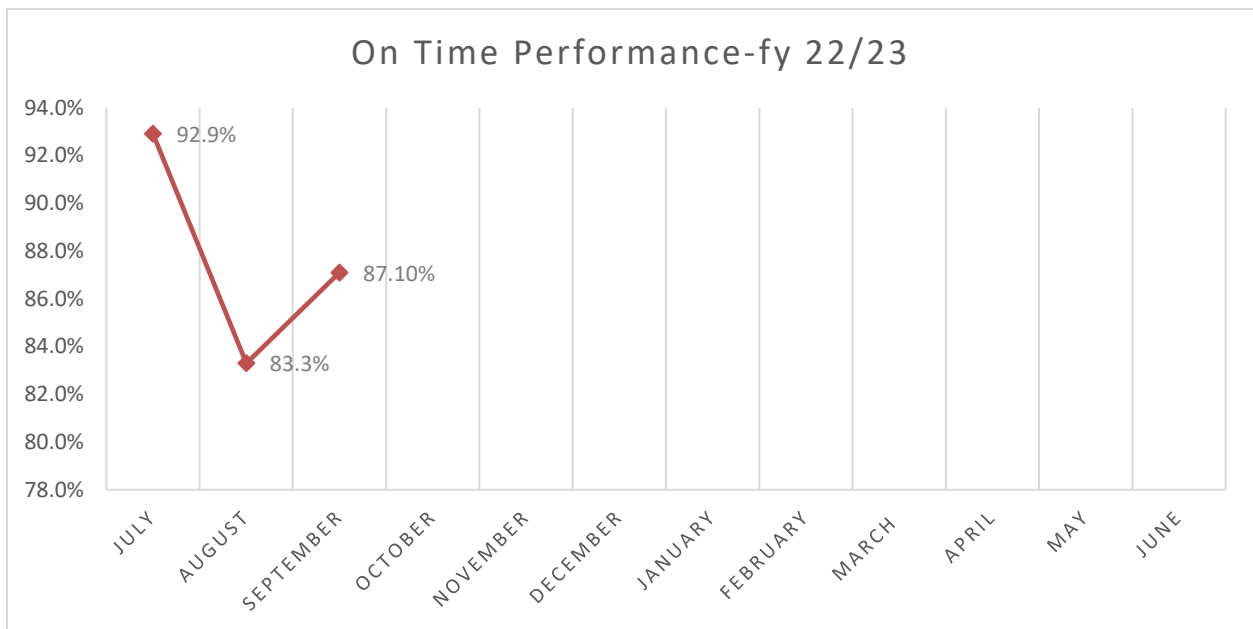
Under the current contract, the new performance standard is set to 1.50 ADA Passengers per revenue hour.



**On-time Performance:**

On time performance in the month of September reflects an increase from the prior month from 83.3% on time performance in August to the current 87.1% for September.

This is trending up as is needed in order to obtain the standard of 92% on time performance.

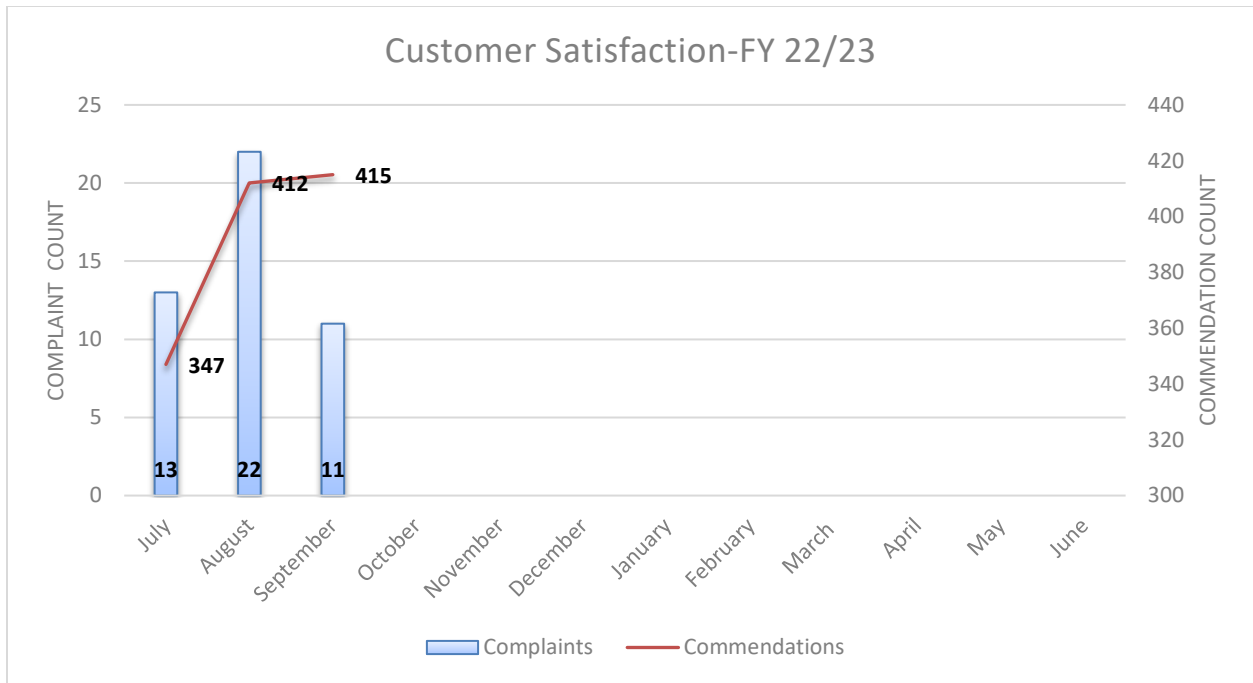


**Customer Satisfaction:**

There was noted decrease in complaints from August to September. The 11 complaints received in September were largely attributed to issues with timeliness (8 out of 11 complaints). The remaining 3 were associated with an issue with scheduling/staff skill.

Commendations continue to remain high; we received a total of 415 in August- a slight increase from August's 412.





**Safety:**

There were no accidents in the months of September.

The main area of focus for improvement in the contractor’s performance is in the on-time performance criteria.

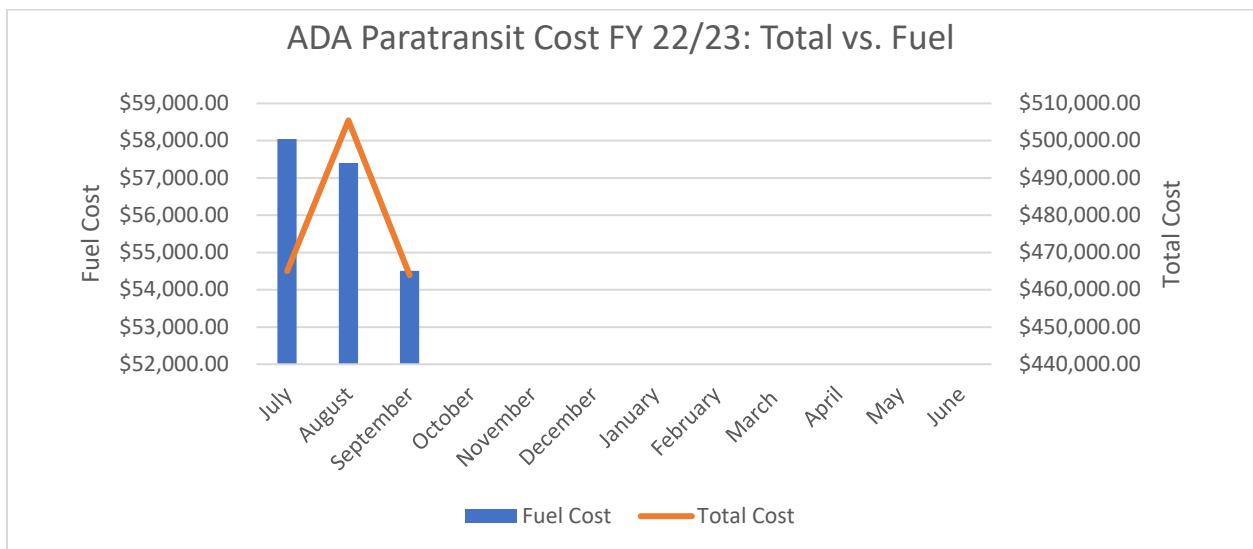
**Additional updates:**

None.

**Financial Implications:**

A preliminary un-audited total of \$463,917.83 was spent for September’s ADA paratransit services, an increase from the \$505,447.76 spent in August.

Fuel cost has decreased from \$57,389.39 for the month of August to a reported \$54,503.73 in September.



**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: September 2022 MOP \*pre-audited

CCCTA PARATRANSIT

Performance Report: 9/01 through 9/30/2022

LINK and BART Statistics

FY 22/23      Variance      FY 21/22      YTD 22/23  
 September      from Goal      September

<b>Ridership Statistics</b>					
1	ADA Passengers	6,151		5,564	17,916
2	Companions	22		49	99
3	*Personal Care Assistants	472		647	1437
4	<b>SilverRide Pilot</b>	-		-	-
	One Seat Passengers	1,132		-	3,403
5	Total Passengers	7,777		6,260	22,855
<b>Scheduling Statistics</b>					
6	Total Number of No Shows & Late Cancels	832		691	2,524
7	<b>SilverRide Pilot No Shows &amp; Late Cancels</b>	-		-	-
8	Total number of Cancellations	450		470	1,455
9	Same Day Trips	193		170	423
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	47		31	148
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%:</b>					
12	Revenue Hours	4,390.32		4,211.16	11,461.64
13	ADA Passengers per RVHr.	1.40		1.32	1.56
14	Average Trip Length (miles)				
15	Average Ride Duration (minutes)				
16	Total Cost per ADA Passenger	\$ 75.42		\$ 9,671.31	\$ 80.06
17	*Service Miles	63,895.00		71,557	118,867
18	Billable Service Hours	4,390.32		5,813.86	13,735.61
19	<b>SilverRide Pilot Cost</b>	\$ -		\$ -	\$ -
20	Fuel Cost	\$ 54,503.73		\$ 32,467.05	\$ 115,445.91
21	Total Cost *** see below	\$ 463,917.83		\$ 473,894.15	\$ 1,434,346.98
<b>On Time Performance</b>					
<b>Standard Goal = 90%; Incentive Goal = 92%</b>					
22	Percent on-time	87.1%		93.9%	87.8%
23	<b>SilverRide Pilot OTP</b>			-	
24	Arrived 15-29 minutes past window	321		91	844
25	Arrived 30-59 minutes past window	120		43	379
26	Arrived 60 minutes past window	9		1	42
27	Total Missed Trips	3		1	7
28	Transfer Trips	303		260	861
<b>One Seat Pilot Data</b>					
29	*Total Trips	1,132		704	3,403
30	*Non-CCCTA Cost (Cost for Agencies)	\$ 18,028.62		\$ 12,547.74	\$ 73,845.66
31	*Non-CCCTA Miles (Agency Miles)	11,776.49		7,292.45	36,300.99
32	*Non-CCCTA Revenue Hours	408.34		221.81	1,253.40
33	*Total Revenue Hours	788.38		421.36	2,440.48
34	*Total Fare Collected	\$ 4,297.00		\$ -	\$ 13,326.75
35	*Non-CCCTA Fare Collected	\$ 2,197.00		\$ -	\$ 6,962.00
<b>Customer Service</b>					
<b>Complaint Standard Goal = 2/1,000 passengers</b>					
36	Total Complaints	11		12	46
37	Timeliness	8		5	41
38	Driver Complaints	0		6	0
39	Equipment / Vehicle	0		1	1
40	Scheduling/Staff Skill	3		0	4
41	Commendations	415		0	1,174
42	Ave. wait time in Queue for reservation	0:02:33		0:00:58	0:02:50
43	Ave. wait time in Queue for customer service	0:01:55		0:00:32	0:01:49
<b>Safety &amp; Maintenance</b>					
<b>Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles</b>					
44	Total accidents per 100,000 miles	0.00		0	0.00
45	Roadcalls per 100,000 miles	0.00		0	0
<b>Eligibility Statistics</b>					
47	*Total ADA Riders in Data Base	1,686		1,825	1,920
48	*Total Certification Determinations	99		119	324
49	*Initial Denials	0		-	0
50	*Denials Reversed	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: 10/28/2022

\*\*\* Total Cost is un-audited figure