

County Connection

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

ADVISORY COMMITTEE

MEETING AGENDA

Tuesday, November 8, 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: November 8, 2022 01:00 PM Pacific Time (US and Canada)

Join Zoom Meeting here:

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

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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 September 13, 2022*
5. Public Comment
6. Consent Calendar:
 - a. Fixed Route Ridership Report *
 - b. Paratransit Performance Report *
7. Marketing Plan Overview – Verbal Update
8. SRTP-Short Range Transit Plan Update*
9. One Seat Regional Ride Pilot Extension Update*
10. Chair and Vice Chair Selection (if quorum is met)
11. Committee Member Communications
12. Future Agenda Items
13. Adjournment – Next Meeting – January 10, 2023

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, November 17, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, December 7, 2:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, December 1, 8:30 a.m., via teleconference
Operations & Scheduling:	Friday, December 2, 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

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	P		Mar-22	Apr-24
Marjorie McWee	Contra Costa County	P	P	P	P	P		Jun-20	Jun-23
Richard Campagna	Danville	P	A	P	P	P		Jul-21	Jul-23
Jim Yu	Moraga	P	P	P	P	P		Nov-21	Nov-23
Amina Bret-Mounet	Orinda		P	P	A	P		Feb-22	Feb-24
Jason Sommers	Pleasant Hill	P	P	P	A	P		Apr-21	Apr-23
Andrew Fontan (alternate)	Pleasant Hill		A	A	A	A		Apr-21	Apr-23
Ian McLaughlin	Walnut Creek			P	A	P		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	A	
Ruby Horta	County Connection Staff	P	P	P	P	P	
Rosa Noya	County Connection Staff	P	P	P	P	P	
Rashida Kamara	County Connection Staff	P	P	P	A	P	
Melody Reebbs	County Connection Staff	P	P	P	P	P	
Johanna Duran	Transdev Staff	P	P	P	P	P	

P = Present

A = Absent

C = Cancelled

Vacant

**Summary Minutes
Advisory Committee
Tuesday, September 13, 2022**

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

Members: Marjorie Mc Wee, Jim Yu, Ian McLaughlin, Robert Barnes, Jason Sommers (arrived at 1:19pm), Amina Bret-Mounet (arrived at 1:19pm), and Richard Campagna (arrived at 1:30pm).

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

Public: Roger

- 1. Call to Order:** Meeting was called to order at 1:10 PM
- 2. Roll Call**
- 3. Approval of Agenda:** The agenda for the September 13, 2022, meeting was approved by present committee members.
- 4. Approval of minutes of July 12, 2022:** The minutes of the July 12, 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: Barnes/Yu
- 7. CCCTA projects calendar*:** Ms. Horta provided an overview of the projects calendar noting that most items included are for routine projects that are reviewed on an annual basis. Ms. Mc Wee inquired about the special projects that should include feedback from the public and how the Advisory Committee can be involved towards the beginning of those projects. Ms. Horta stated that one such project is the Short-Range Transit Plan. Member Bret-Mounet inquired about the marketing efforts and its effectiveness. Ms. Horta mentioned that currently they don't have a manner to measure the effectiveness of the past marketing efforts. She also mentioned that a new Marketing Manager was recently hired.

- 8. SRTP-Short Range Transit Plan Update*:** Mr. Dixit provided an update on County Connection's Short-Range Transit Plan that will be presented to MTC. The update included the three different scenarios dependent on different levels of revenue recovery. Ms. Mc Wee asked about the manners in which riders were made aware of the surveys as well as if non-riders were taken into consideration-as a way to find out why they are not utilizing public transit services from County Connection. Mr. Dixit highlighted the existing manners in which surveys were accessed and retrieved. No comments were provided by public members.
- 9. Travel Training Scope of Work-Discussion*:** Ms. Noya provided an overview of what was involved in creating the travel training scope of work- including the different groups of stakeholders of whom feedback was solicited. Mr. Barnes stated that certain aspects of the scope of work was not as clear as it could be including whether these trainings were in person, one on one vs. group. Ms. Kamara stated that the wording in the SOW could be revised to make it clearer. Mr. Campagna inquired who were the target audience groups for this type of service. Ms. Kamara stated that this service would be for seniors and people with disabilities.
- 10. Committee Member Communications:** Ms. Mc Wee provided a recommendation for a book related to transportation.
- 11. Future Agenda Items:** Ms. Mc Wee asked committee members if they had any suggestions for future agenda items. Mr. Barnes suggested how CCCTA is dealing with new housing developments.
- 12. Adjournment-** The meeting was adjourned at 2:21pm. Next meeting to be held on November 8, 2022.

Minutes prepared by Rosa Noya on October 10, 2022.

To: Operations & Scheduling Committee

Date: 09/22/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for August 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	202,440	171,106	
Average Weekday	8,077	7,050	
Pass/Rev Hour	12.2	11.01	Standard Goal > 17.0
Missed Trips	1.50%	1.09%	Standard Goal < 0.25%
Miles between Road Calls	18,289	25,762	Standard Goal > 18,000
* Based on current standards from updated SRTP			

Analysis

Average weekday ridership was higher in August (8,077 passengers) than July 2022 (6,023 passengers) and higher than August 2021 (6,172 passengers) or 30.9%.

Passengers per hour in August was 12.2 which is higher than July 2022 at 9.6 and higher than August 2021 when passengers per hour was 9.3.

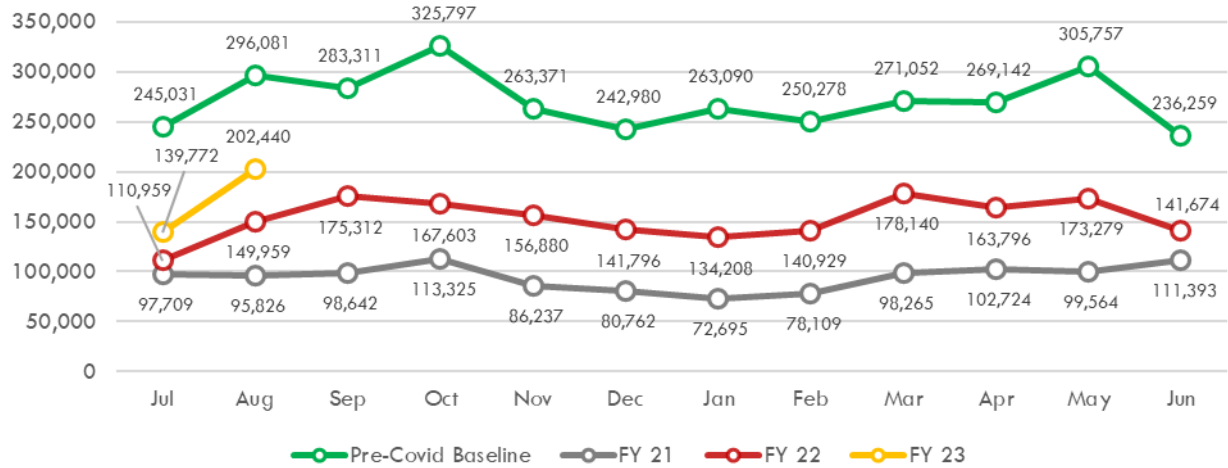
The percentage of missed trips in August was 1.50% which is higher than the prior month when it was 0.63%.

Beginning from July 2022, a new methodology was 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.

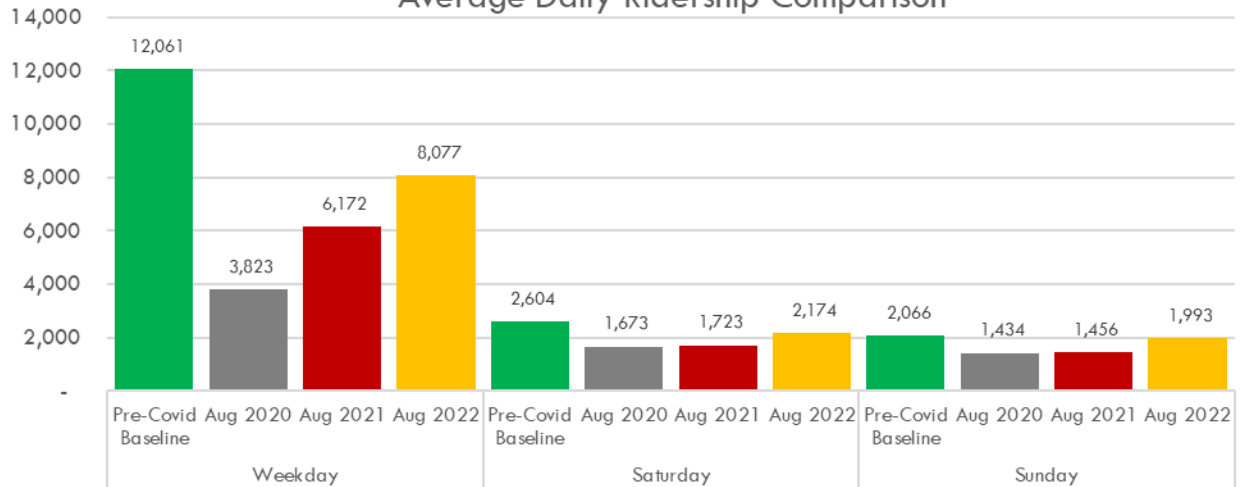
The number of miles between roadcalls was 18,289 miles in August, lower than the prior month in which there were 33,234 miles between roadcalls. The rolling 12-month average is 26,164 miles between roadcalls.

Of a total 202,440 passengers, 107,158 passengers had the potential to use a Clipper card aboard County Connection since 95,282 either used an employer or school pass or were on a free route. About 76.7% of the 202,440 potential Clipper card users paid using Clipper during this month.

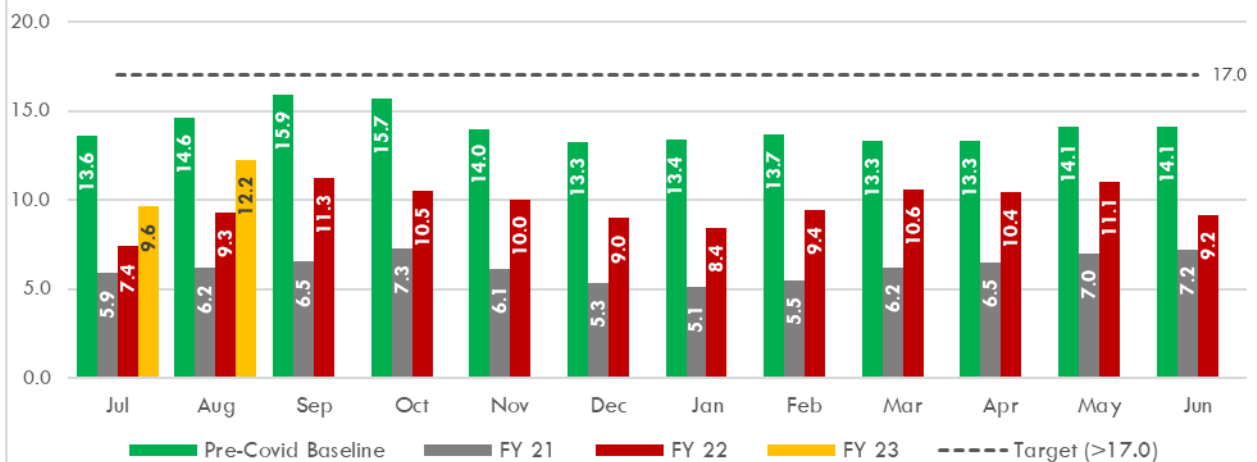
Total Monthly Fixed Route Ridership



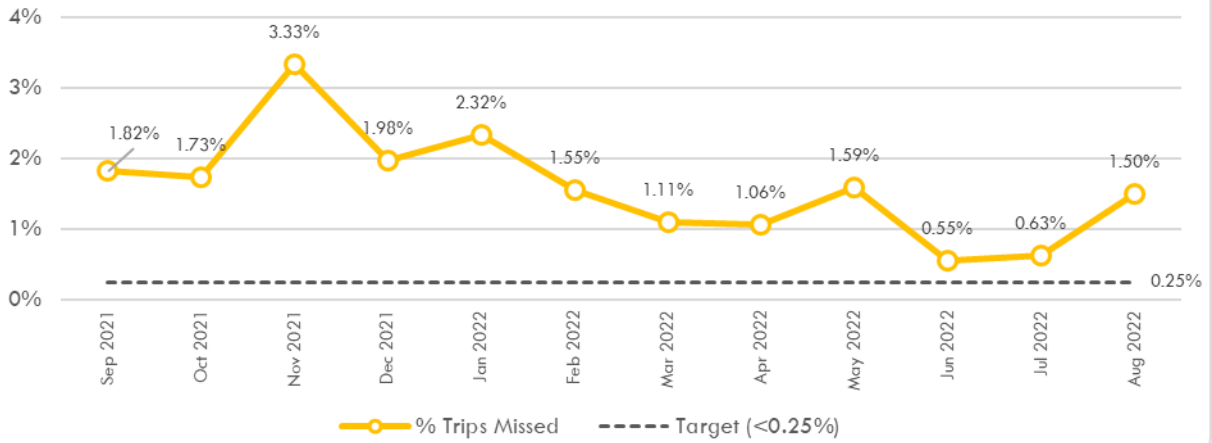
Average Daily Ridership Comparison



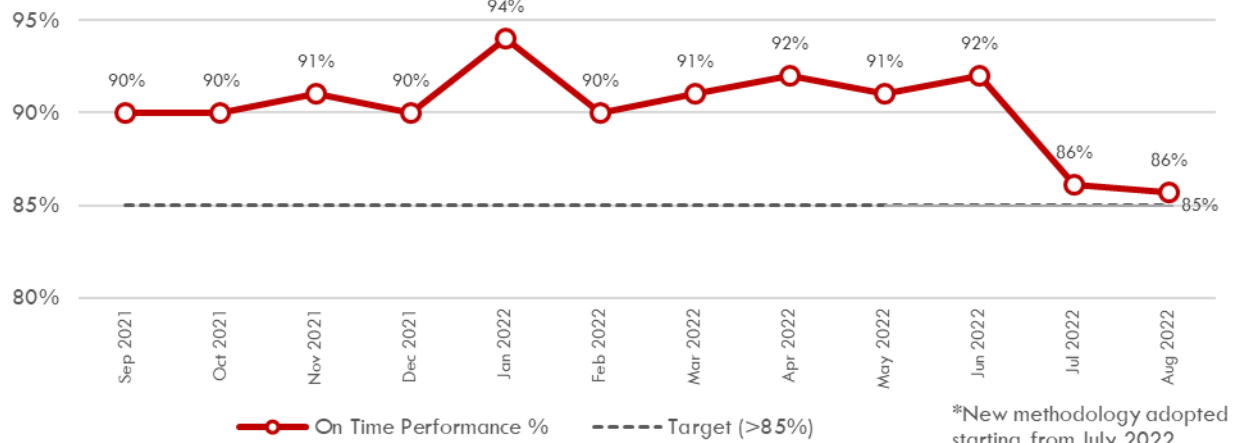
Passengers/Revenue Hour



% Trips Missed

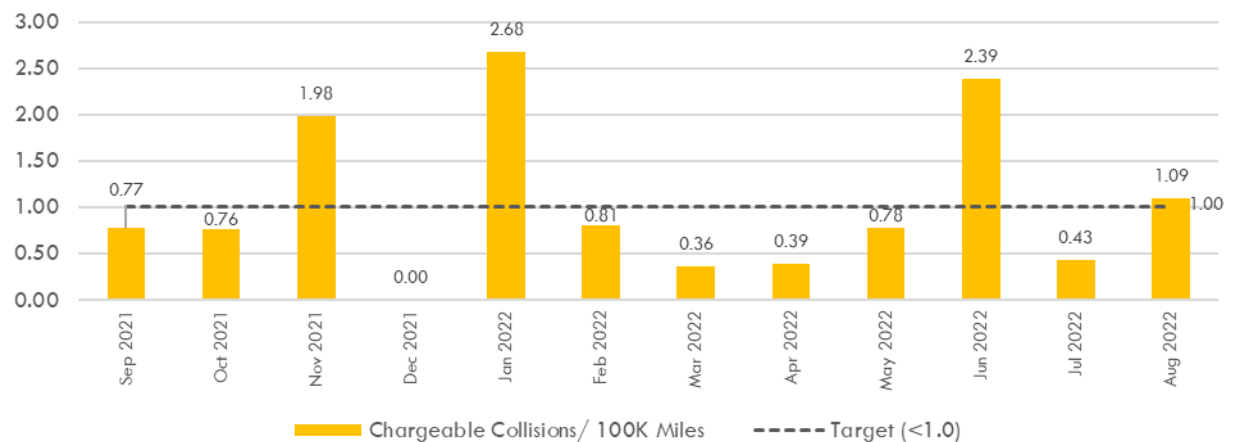


On Time Performance*

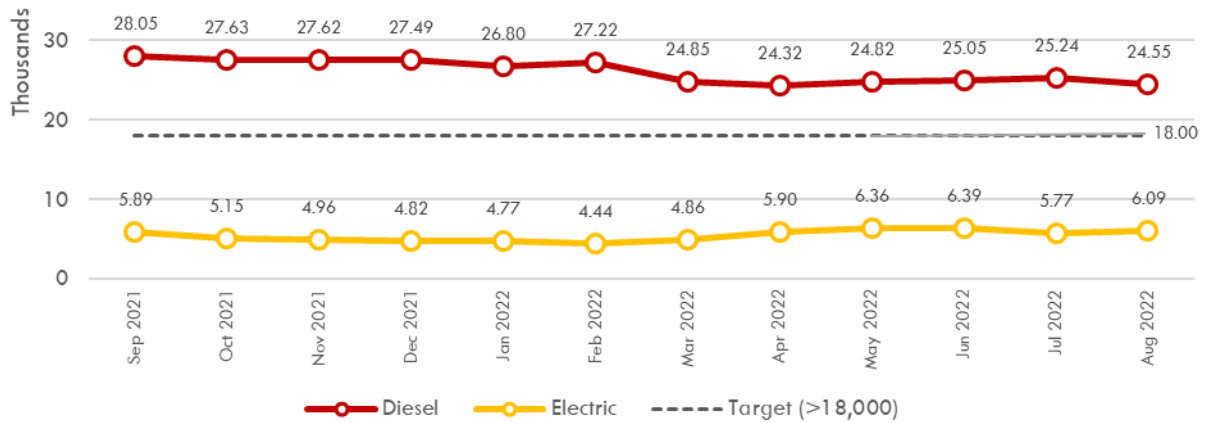


*New methodology adopted starting from July 2022

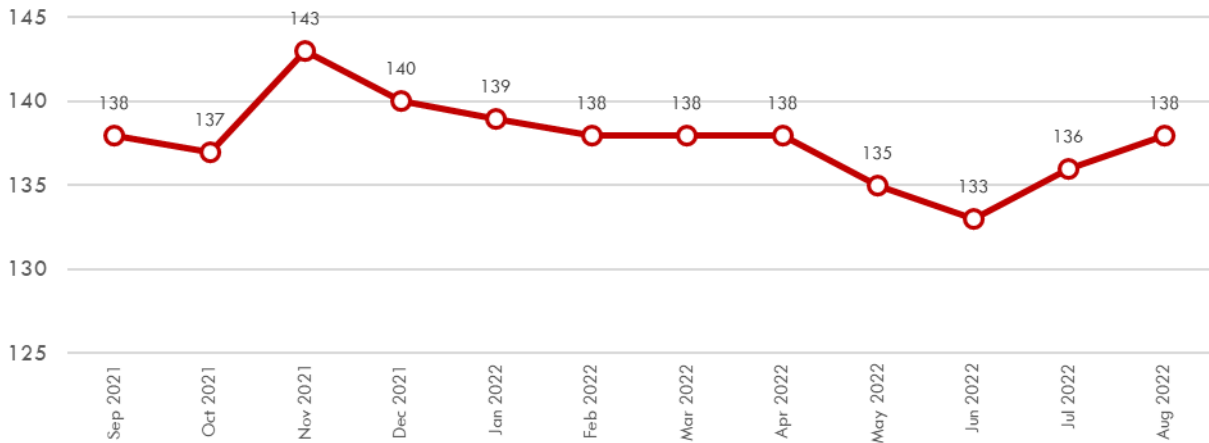
Accident Report



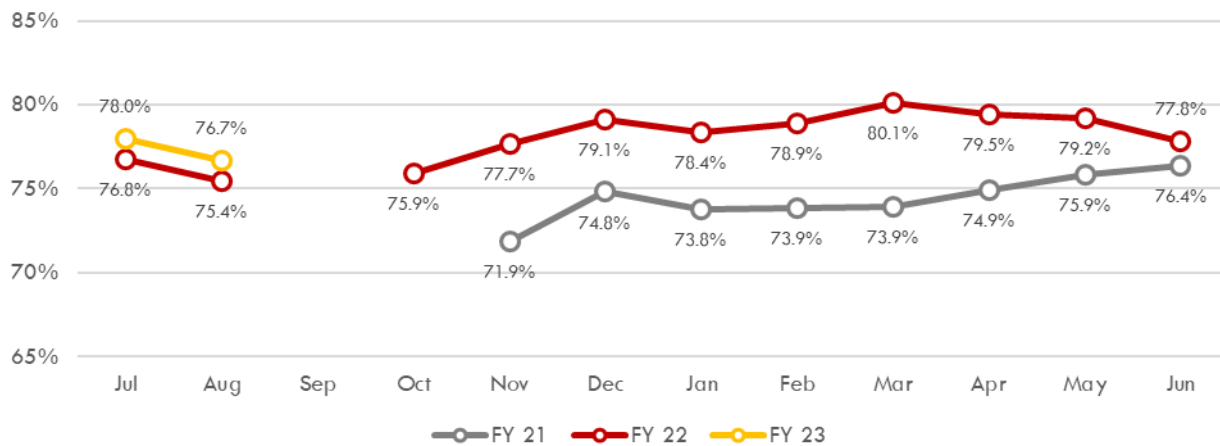
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 09/22/2022

From: Rosa Noya, Manager of Accessible Services

Reviewed by: RK

SUBJECT: Paratransit Executive Summary Report –July and August 2022

Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. On July 1, 2022, County Connection's contractor (Transdev) for paratransit services commenced operating under a new contract that includes slightly different performance criteria standards. Please note the following table as a comparison between former and current performance standards:

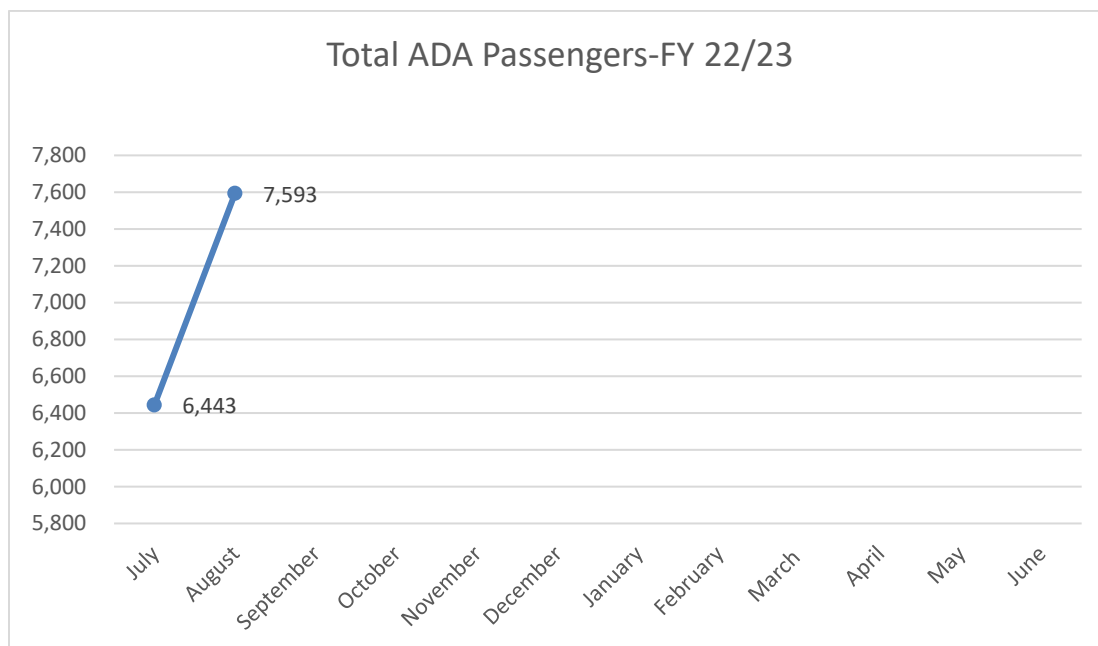
Performance Criteria	Definition	Standard-Former	Standard-New
On-Time Performance (Schedule Adherence)	The percentage of trips when the driver arrives within the 30-min. pick up window within the designated time based on geo validated data.	90%	92%
Passenger Trips Performed Per Revenue Vehicle Hour	The ratio of completed trips per vehicle revenue hour (When calculating productivity guests and attendants will not be counted).	2	1.50
Chargeable (Preventable) Accidents	The ration of preventable accidents to total revenue miles. Preventable(chargeable) is defined as "could have been reasonably avoided by driver."	0.50 per 100,000 miles	0.50 per 100,000 miles
Road Calls	Occurs when a vehicle is required to tow or assist a revenue vehicle while it is in service. It is assumed that these incidents are unplanned occurrences	4.0 per 100,000 miles	4.0 per 100,000 miles
Wheelchair Lift Availability	The percentage of dedicated vehicles that are wheelchair accessible in a transit fleet for ADA passengers using a Wheelchair or other POV.	100%	100%
Customer Complaints	The ratio of service-related complaints to completed trips. Ratio includes all complaints filed that are valid.	2 complaints per 1,000 trips	2 complaints per 1,000 trips
Service Denials	Service Denials result when a rider's trip request is not accepted. Examples include: (1) a rider requests a next day trip and the contractor says it cannot provide the trip, (2) a rider request a next day trip and the contractor offers a trip that is outside the 1 hour negotiating window.	0	0
Ratio of Revenue Hours to Service Hours		83%	83%

This is a summary report of Paratransit services provided for the months of July and August 2022 using the new performance standards.

July-August 2022 Performance Report:

Ridership:

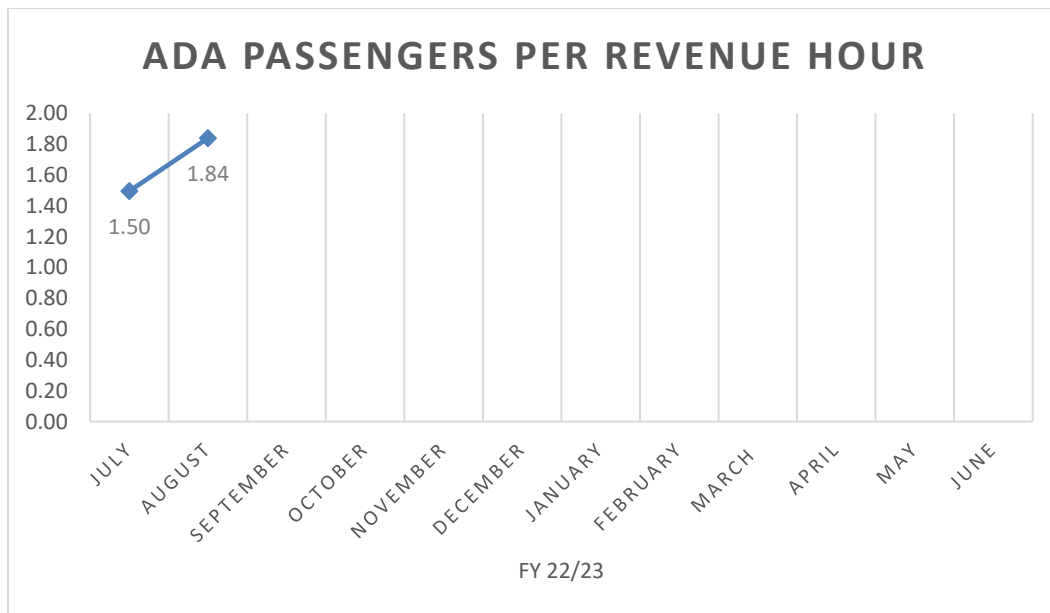
The total reported number of ADA passenger trips in August was 7,593; 1,150 more trips than in July. Although an increase in ridership was anticipated as students return to school, the count of trips was higher than expected as was the month this increase would be anticipated since traditionally we see this increase in September-October.



Productivity:

There was a noted increase in productivity from July to August. July reported a productivity of 1.50 ADA passengers per revenue hour while August saw a major increase to 1.84 ADA passengers per revenue hour.

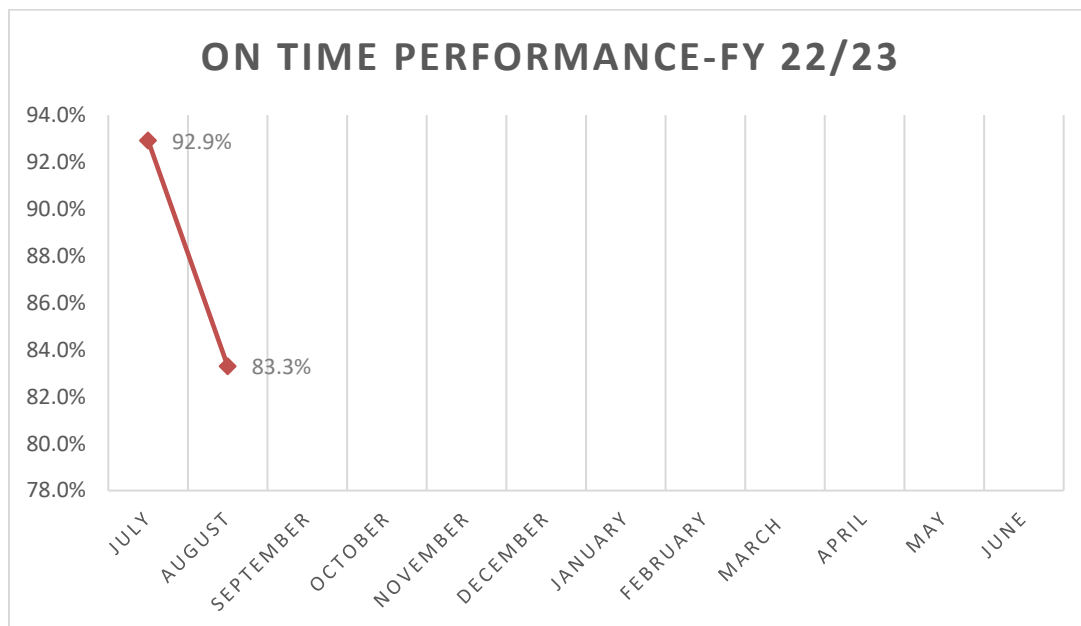
August's productivity statistic now marks the highest reported productivity month for the ending fiscal year 2021-2022. Under the current contract, the new performance standard is set to 1.50 ADA Passengers per revenue hour.



On-time Performance:

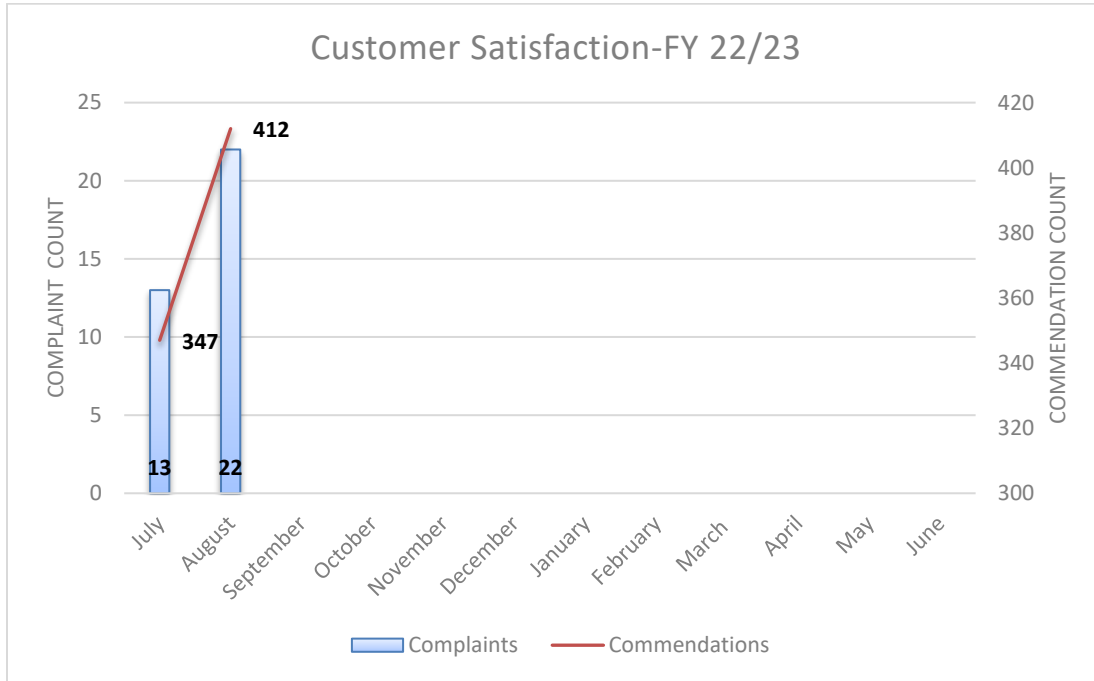
Although the month of July reported the same on-time performance percentage from the prior month (92.9%), the month of August experienced a decrease to 83.3%

This decrease is well below the new performance standard of 92%, which was recently increased with the new ADA Paratransit contract.



Customer Satisfaction:

There was noted increase in complaints from July to August. The 13 complaints received in July were largely attributed to issues with timeliness (12 out of 13 complaints). The month of August reported a total of 22 complaints- 21 of them associated with timeliness and the 1 associated with an issue with equipment/vehicle. This reaffirms the dip in on time performance. Commendations continue to remain high; we received a total of 347 in the month of July and a total of 412 in August.



Safety:

There were no accidents in the months of July nor August.

Overall, the contractor remains within County Connection's performance standards except for on time performance and complaints which are interrelated as majority of complaints pertain to timeliness.

Additional updates:

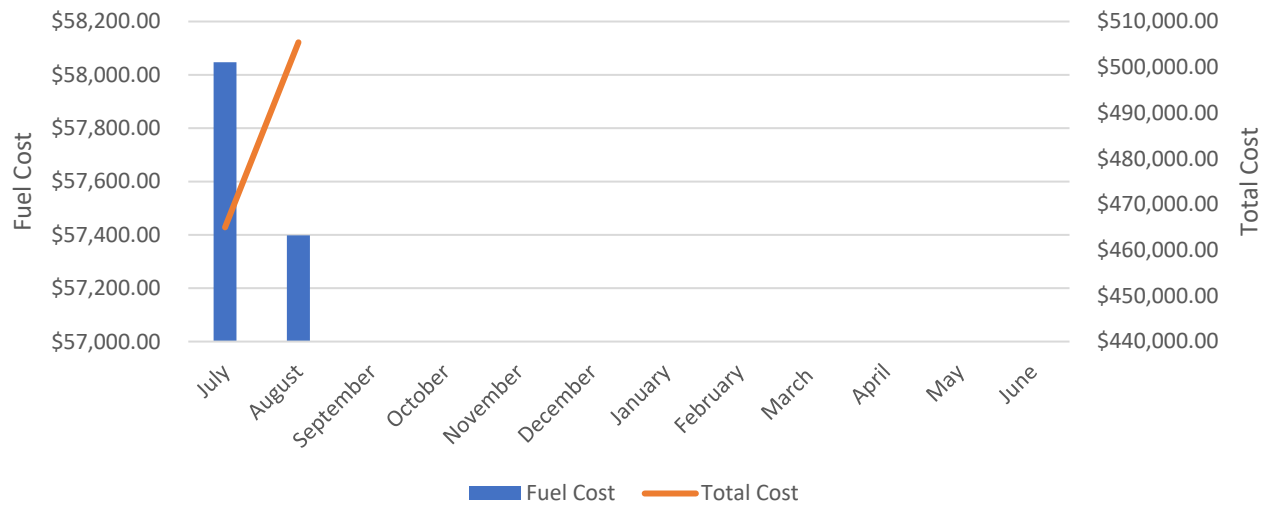
None.

Financial Implications:

A total of \$505,477.76 was spent for August's ADA paratransit services, an increase from the \$464,981.39 spent in July.

Although fuel cost was \$65,351.54 in June of 2022, subsequent months have reported a decrease in fuel cost with a reported \$58,047.52 for July and \$57,389.39 for August.

ADA Paratransit Cost FY 22/23: Total vs. Fuel



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: July 2022 MOP

Attachment 2: August 2022 MOP

CCCTA PARATRANSIT

Performance Report: 7/01 through 7/31/2022

LINK and BART Statistics

FY 22/23
JulyVariance
from GoalFY 21/22
July

YTD 22/23

	Ridership Statistics				
1	ADA Passengers	5,410		4,653	5,410
2	Companions	35		39	35
3	*Personal Care Assistants	493		641	493
4	SilverRide Pilot			-	
	One Seat Passengers	1,033			1,033
5	Total Passengers	6,971		5,333	6,971
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	788		498	788
7	SilverRide Pilot No Shows & Late Cancels			-	
8	Total number of Cancellations	476		297	476
9	Same Day Trips	108		159	108
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	41		21	41
	Standard Goals, Productivity Standard Goat = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,616.42		4,073.60	3,616.42
13	ADA Passengers per RVHr.	1.50		1.14	1.50
14	Average Trip Length (miles)				
15	Average Ride Duration (minutes)				
16	Total Cost per ADA Passenger	\$ 85.95		\$ 101.00	\$ 86.49
17	*Service Miles	60,185.69		64,310	60,186
18	Billable Service Hours	4,305.85		5,736.82	4,305.85
19	SilverRide Pilot Cost	\$ -		\$ -	\$ -
20	Fuel Cost	\$ 58,047.52		\$ 32,427.04	\$ 58,047.52
21	Total Cost	\$ 464,981.39		\$ 469,969.78	\$ 464,981.39
	On Time Performance				
	Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	92.9%		97.6%	92.9%
23	SilverRide Pilot OTP			0	
24	Arrived 15-29 minutes past window	148		24	148
25	Arrived 30-59 minutes past window	68		10	68
26	Arrived 60 minutes past window	7		0	7
27	Total Missed Trips	1		0	1
28	Transfer Trips	271		199	271
	One Seat Pilot Data				
29	*Total Trips	1,033		674	1,033
30	*Non-CCCTA Cost (Cost for Agencies)	\$ 23,963.26		\$ 8,624.22	\$ 23,963.26
31	*Non-CCCTA Miles (Agency Miles)	10,755.28		6,367.16	10,755.28
32	*Non-CCCTA Revenue Hours	354.43		184.49	354.43
33	*Total Revenue Hours	689.46		386.60	689.46
34	*Total Fare Collected	\$ 4,210.50		\$ 3,312.00	\$ 4,210.50
35	*Non-CCCTA Fare Collected	\$ 2,216.75		\$ 1,805.25	\$ 2,216.75
	Customer Service				
	Complaint Standard Goal = 2/1,000 passengers				
36	Total Complaints	13		3	13
37	Timeliness	12		1	12
38	Driver Complaints	0		2	0
39	Equipment / Vehicle	0		0	0
40	Scheduling/Staff Skill	1		0	1
41	Commendations	347		0	347
42	Ave. wait time in Queue for reservation	0:02:47		0:00:53	0:02:47
43	Ave. wait time in Queue for customer service	0:01:49		0:00:30	0:01:49
	Safety & Maintenance				
	Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
44	Total accidents per 100,000 miles	0.00		0	0.00
45	Roadcalls per 100,000 miles	0		0	0
46	Eligibility Statistics				
47	*Total ADA Riders in Data Base	1,720		1,854	1,720
48	*Total Certification Determinations	124		115	124
49	*Initial Denials	0		0	0
50	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*The miles, passenger count and revenue hours for the One Seat have been separated in this report

Transdev G.M.:

Date: 9/15/2022

CCCTA PARATRANSIT

Performance Report: 8/01 through 8/31/2022

LINK and BART Statistics

FY 22/23
AugustVariance
from GoalFY 21/22
August

YTD 22/23

Ridership Statistics				
1	ADA Passengers	6,355	5,062	11,765
2	Companions	42	23	77
3	*Personal Care Assistants	472	604	965
4	SilverRide Pilot			
	One Seat Passengers	1,238	684	2,271
5	Total Passengers	8,107	6,373	15,078
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	904	683	1,692
7	SilverRide Pilot No Shows & Late Cancels	-	-	
8	Total number of Cancellations	529	417	1,005
9	Same Day Trips	122	178	230
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	60	32	101
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	3,454.90	4,121.30	7,071.32
13	ADA Passengers per RVHr.	1.84	1.23	1.66
14	Average Trip Length (miles)			
15	Average Ride Duration (minutes)			
16	Total Cost per ADA Passenger	\$ 79.54	\$ 93.82	\$ 82.48
17	*Service Miles	58,680.98	68,468	118,867
18	Billable Service Hours	5,049.06	5,803.84	9,345.29
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	Fuel Cost	\$ 57,398.39	\$ 33,992.01	\$ 115,445.91
21	Total Cost	\$ 505,447.76	\$ 474,913.90	\$ 970,429.15
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	83.3%	96.3%	88.1%
23	SilverRide Pilot OTP		-	
24	Arrived 15-29 minutes past window	375	50	523
25	Arrived 30-59 minutes past window	191	20	259
26	Arrived 60 minutes past window	26	1	33
27	Total Missed Trips	3	3	4
28	Transfer Trips	287	278	558
One Seat Pilot Data				
29	*Total Trips	1,238	684	2,271
30	*Non-CCCTA Cost (Cost for Agencies)	\$ 31,853.78	\$ 8,822.05	\$ 55,817.04
31	*Non-CCCTA Miles (Agency Miles)	13,769.22	6,227.45	24,524.50
32	*Non-CCCTA Revenue Hours	490.63	182.85	845.06
33	*Total Revenue Hours	962.64	403.85	1,652.10
34	*Total Fare Collected	\$ 4,819.25	\$ 3,241.25	\$ 9,029.75
35	*Non-CCCTA Fare Collected	\$ 2,548.25	\$ 1,733.75	\$ 4,765.00
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
36	Total Complaints	22	2	35
37	Timeliness	21	0	33
38	Driver Complaints	0	2	0
39	Equipment / Vehicle	1	0	1
40	Scheduling/Staff Skill	0	0	1
41	Commendations	412	0	759
42	Ave. wait time in Queue for reservation	0:03:04		0:02:56
43	Ave. wait time in Queue for customer service	0:01:45		0:01:47
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
44	Total accidents per 100,000 miles	0.00	0	0.00
45	Roadcalls per 100,000 miles	0	0	0
Eligibility Statistics				
47	*Total ADA Riders in Data Base	1,682	1,832	1,821
48	*Total Certification Determinations	101	117	225
49	*Initial Denials	0	0	0
50	*Denials Reversed	0	0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot

*One Seat Revenue Hours are total combined hours for all of the Agencies

*The miles, passenger count and revenue hours for the One Seat have been separated in this report

Transdev G.M.:

Date: 9/15/2022

INTER OFFICE MEMO

To: Board of Directors

Date: 10/10/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Draft FY 2022-23 Short-Range Transit Plan

Background:

The Short-Range Transit Plan (S RTP) 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 S RTP to MTC every four years in order to remain eligible to receive federal funding.

County Connection's last Full S RTP was completed in 2016 and the current effort will result in an updated S RTP covering FY2023 through FY2028. 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.

Planning Scenarios:

The plan focuses on evaluating existing service and developing future service plans based on three scenarios of varying revenue recovery over the next 5 years. The operating budget assumed for each scenario is based on the level of federal stimulus available, recovery of revenue from other sources, and ridership recovery. The service plans are aimed to align resources available in each of the scenarios with ridership demand as well as feedback received from the passenger survey conducted during September 2022.

The **Robust Recovery** scenario assumes there is adequate funding to return overall revenue to 100% of pre-pandemic levels, with escalation. Projected operating revenue over the five-year period is estimated to be roughly \$260M. Under this scenario, overall service levels would remain the same, but some resources would be shifted from commuter routes to provide additional service along the Monument Corridor and on weekends, where ridership recovery has been the strongest.

The **Revenue Recovery, with Fewer Riders** scenario assumes that federal relief funds are eventually exhausted and are replaced by subsequent recovery of other funds to pre-pandemic levels. The scenario also assumes that farebox recovery remains stagnant and below pre-pandemic levels for the next 5 years. Projected operating revenue over the five-year period is estimated to be roughly \$252M. Under this scenario, along with the reallocation of resources from the previous scenario, service levels would be reduced on routes serving Diablo Valley College (DVC) during peak hours, where ridership growth has been lagging.

The **Some Progress** scenario assumes that federal relief funds are eventually exhausted, and total revenue available is 15% below pre-pandemic levels for the next 5 years. Projected operating revenue

over the five-year period is estimated to be roughly \$221M. Under this scenario, service levels would need to be significantly reduced. The proposed service plan aims to preserve service coverage to essential destinations through reductions in service levels on some high-frequency corridors such as Clayton Road and downtown Walnut Creek and reductions in span of service.

Financial Implications:

The proposed service plans aim to match projected revenues with expenses. Based on the assumptions presented, County Connection would maintain a fully balanced budget during the SRTP period under each of the three scenarios.

Recommendation:

The MP&L Committee and staff recommend releasing the draft SRTP for public comment and holding a public hearing at the Board meeting in December.

Action Requested:

The MP&L Committee and staff request that the Board review the draft SRTP and authorize staff to proceed with the public hearing process.

Attachments:

Attachment 1: Draft Short-Range Transit Plan FY2023 – FY2028

County Connection | 2023–2028 Short Range Transit Plan



County Connection

CENTRAL CONTRA COSTA TRANSIT AUTHORITY (CCCTA)

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Board of Directors

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City of Lafayette

City of Walnut Creek

City of Clayton

City of Concord

Contra Costa County

Town of Danville

City of Martinez

Town of Moraga

City of Pleasant Hill

City of San Ramon

Adopted by the CCCTA Board of Directors on _____.

Federal transportation statutes require that the Metropolitan Transportation Commission (MTC), in partnership with state and local agencies, develop and periodically update a long-range Regional Transportation Plan (RTP), and a Transportation Improvement Program (TIP) which implements the RTP by programming federal funds to transportation projects contained in the RTP. In order to effectively execute these planning and programming responsibilities, MTC requires that each transit operator in its region which receives federal funding through the TIP, prepare, adopt and submit to MTC a Short Range Transit Plan (SRTP).

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1. TRANSIT SYSTEM OVERVIEW

The Central Contra Costa Transit Authority (CCCTA, also known as County Connection) is the primary public transit system for the central area of Contra Costa County.

1.1 Agency History

On March 27, 1980, County Connection was created to coordinate, integrate, and expand transit service in the central portion of Contra Costa County. On July 1, 1980, CCCTA began operating service with its first route serving Walnut Creek. Within three years, a hodgepodge of locally operated and contract services had been restructured into a system connecting all of the member communities and integrating local services within each community. In 1990, three private paratransit operators were combined to form County Connection's LINK paratransit service, and BART feeder service became a part of County Connection's responsibility in 1994.

Today, County Connection covers a service area of over 200 square miles with a network of 59 fixed-routes, as well as paratransit service. The fixed-routes include a mix of local, select, express, and weekend services. Most routes run at 30 to 60 minute headways. These services help connect people to jobs, school, recreational activities, and appointments within Central Contra Costa and beyond. Connections to the surrounding areas around Central Contra Costa are made possible through coordinated schedules and transfer agreements with ACE, Amtrak, BART, FAST, Tri Delta Transit, SolTrans, WestCAT, and Wheels.

County Connection provides ADA compliant paratransit service within $\frac{3}{4}$ to 1.5 miles of all its routes, as well as ADA service on behalf of BART during certain hours. Both fixed-route and paratransit services operate seven days a week.

1.2 Governance

County Connection is organized as a Joint Powers Agency (JPA) of eleven jurisdictions. Members include the cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon, Walnut Creek; the towns of Danville and Moraga; and the unincorporated areas of central Contra Costa County.

2. SERVICE AREA

2.1 Population

County Connection's 200+ square mile service area has a population of over 500,000 people (including the adjacent unincorporated jurisdictions).

The city of Concord currently has the largest population of all the jurisdictions in Central Contra Costa followed by San Ramon and Walnut Creek.

2.2 Population Growth

The population of the service area is expected to increase by approximately 10% over the coming decade. Over half (55%) of the total population will reside in the three cities of Concord, Walnut Creek and San Ramon. Most of the total growth in the service area over the coming decade will occur in the city of Concord, which is expected to grow over 30% by 2030. Much of this growth will be part of the Concord Community Reuse Project, with some additional growth planned in the downtown area.

The central portion of the county has largely developed around a traditional suburban housing and retail model (i.e., low-density single-family homes bolstered by parking oriented small retail developments).

Higher levels of housing density and accompanying retail and commercial development can be found in downtown Walnut Creek, downtown Concord, and Pleasant Hill along Contra Costa Blvd. Though Pleasant Hill is certainly not one of the large cities in the service area, it does have the highest population density. Pleasant Hill's density is expected to further increase as higher-density housing is planned for development over the next 10 years. This is something worth exploring in more detail when assessing where to allocate transit service in the future.

On the other side of the spectrum, Orinda, Lafayette, and Moraga are the least densely incorporated jurisdictions in Central Contra Costa, with an average of roughly 1,700 people per square mile. Low population density tends to track fairly closely with lower levels of transit use and subsequently the County Connection route network within these areas is fairly limited. Though these jurisdictions do have plans for some higher density in-fill developments, the overall level of density in each community isn't expected to change significantly over the coming decade. County Connection will continue to work with these jurisdictions to understand their mobility needs and continue providing them with service that works most efficiently and effectively.

2.3 Demographics

The majority of residents in the County Connection service area are White followed by Asians. About 16% of the residents are Hispanic or of Latino Origin. ⁽¹⁾ 60% of households is estimated to have an annual household income above \$100,000, whereas 9% of households have an annual household income below \$25,000. ⁽¹⁾

Vehicle availability is a key metric to understand the transit dependency of the population. It is estimated that about 1.8% of the total workers in Central Contra Costa County did not have access to a vehicle and about 5.3% of total households did not have access to a vehicle. ⁽¹⁾

Compared to the average resident, County Connection riders tend to have fewer vehicles available, larger household sizes, more workers per household, and lower annual incomes. They also tend to be younger in age and do not self-identify as White.

3. TRANSIT SERVICES

3.1 Fixed Route

County Connection provides fixed-route services to the ten jurisdictions and the unincorporated areas of Central Contra Costa County. All routes are operated using vehicles that can accommodate up to two wheelchairs and two bicycles. The service area can be divided into five service areas:

- Core Service Area – Walnut Creek, Pleasant Hill, Concord and Clayton areas
- North Service Area – Martinez and North Concord areas
- Lamorinda Service Area – Lafayette, Moraga and Orinda areas
- South Service Area – Danville, San Ramon and Dublin areas
- Miscellaneous Service Area – Oakland and Events

¹ U.S. Census Bureau, 2020-2025 American Community Survey

Service Types

There are three main types of designated services within County Connection's transit system:

- **Regional Routes** are limited-stop and/or weekday, peak hour services that primarily connect commuters with regional transit hubs like BART, ACE, and Capitol Corridor stations for access to other areas around and outside of Central Contra Costa County
- **Local Routes** are routes that tend to operate all day schedules, either on weekdays only or seven days a week and cater to the people who travel within the boundaries of Central Contra Costa County.
- **Community Routes** are often designed to serve a localized travel need and may only operate on certain days of the week (e.g., weekends only) or hours of the day (e.g., peak/off-peak). They can also add extra capacity to the network during periods of high ridership demand. These services typically operate seasonally with irregular frequencies and are timed around a specific event or school bell time.

3.2 Paratransit

County Connection provides paratransit service called LINK for people with disabilities who are unable to take fixed-route transit services. This is a door-to-door service run by a contractor, Transdev, and a subcontractor, Big Star. County Connection owns the vehicles and provides a maintenance facility for their use, while Transdev is responsible for labor, scheduling, management, ride reservations, and maintenance.

LINK rider eligibility is determined in accordance with the requirements of the Americans with Disability Act (ADA) using regional application materials. County Connection staff performs eligibility tasks and in-person assessments when deemed appropriate. LINK's service is provided within a 1.5-mile buffer around weekday routes and a ¾ mile buffer around the weekend routes. LINK's hours of service vary depending on the area and are based on the operating hours of fixed-route services.

3.3 Other Services

In March 2020, County Connection launched 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 discount on rideshare trips on Lyft and Uber within a designated service area. The service area includes portions of south San Ramon, where fixed-route service was recently discontinued, and several key destinations in San Ramon and Dublin, including BART stations, the San Ramon Transit Center, and the San Ramon Regional Medical Center.

The program provides 50% off the fare for a Lyft Shared or Uber Pool trip within the service area, with a maximum discount of \$5 per trip. The trip must also be taken within County Connection's regular fixed-route hours of operation in order to qualify for the discount.

4. SYSTEM PERFORMANCE

4.1 Pre-Pandemic State of Service (FY 2018-19)

Fixed Route

Prior to the COVID-19 pandemic, County Connection operated a total of 58 routes and carried a total of 3,118,041 passengers over 218,385 hours of service in FY 2018-19. During that year, County Connection implemented a major service change in March 2019 which saw 6 unproductive routes being eliminated, redeployment of resources to increase peak frequency, added new trips, streamlined routes, made alignment changes and implemented the new Route 27.

Additionally, County Connection introduced the new express Route 99X between North Concord BART and Martinez AMTRAK station in August 2018, and in February 2019, County Connection began operating two new 700-series routes as part of the Early Bird Express network, which was established to allow BART extra time for a seismic retrofit of the Transbay Tube.

Ridership Trends

Table 4.1 and Table 4.2 provide a summary of FY 2018-19 ridership and service provided based on Service Type and Service Area.

- Local routes ridership constituted 75% of total ridership, on par with the 77.5% of total scheduled revenue hours and was followed by Community routes which carried 16.5% of total passengers
- In terms of service area, the Core service area routes carried 62% of total ridership followed by South service area routes at 18.5%.

Service Type	Total Passengers	% Passengers	Total Revenue Hours	% Revenue Hours	Productivity (Pax/Rev Hr.)
Local	2,333,052	75.0%	168,492	77.5%	13.8
Community	513,728	16.5%	27,440	12.6%	18.7
Regional	265,730	8.5%	21,348	9.8%	12.4
Grand Total	3,112,509	100.0%	217,279	100.0%	14.3

Table 4.1 Pre-Pandemic Service Distribution by Service Type

COUNTY CONNECTION | 2023–2028 SHORT RANGE TRANSIT PLAN

Service Area	Total Passengers	% Passengers	Total Revenue Hours	% Revenue Hours	Productivity (Pax/Rev Hr.)
Core	1,958,702	62.9%	121,904	56.1%	16.1
South	559,792	18.0%	47,322	21.8%	11.8
North	302,337	9.7%	29,744	13.7%	10.2
Lamorinda	226,356	7.3%	16,342	7.5%	13.9
Miscellaneous	65,323	2.1%	1,967	0.9%	33.2
Grand Total	3,112,509	100.0%	217,279	100.0%	14.3

Table 4.2 Pre-Pandemic Service Distribution by Service Area

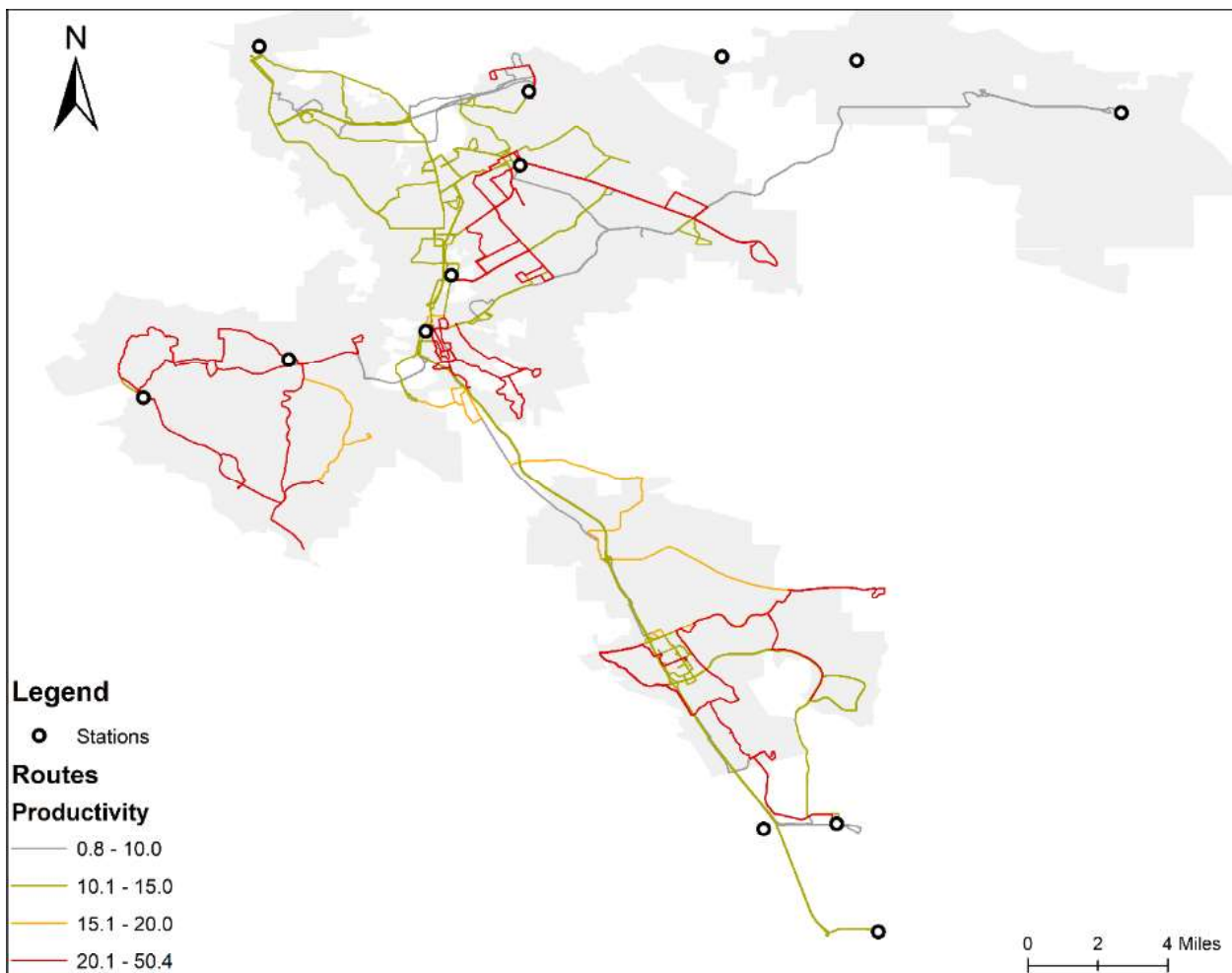


Figure 4.1 Productivity by Route – FY 2019

Paratransit

Prior to the COVID-19 pandemic, County Connection LINK Paratransit operated an average of 47 cutaway buses and carried a total of 152,606 passengers over 101,256 hours of service in FY 2018-19. Of those trips, 36% originated in Concord, followed by Pleasant Hill at 17% and Walnut Creek with 12%. The average trip length was 7.3 miles, and 35% of the trips were attributed to adult day care trips, followed by medical trips at 17% and school trips at 16%.

During the latter half of FY 2018-19, County Connection implemented a pilot project to address the transportation needs of a subset of ADA Paratransit-eligible riders who participated in programs through Choice in Aging and required more assistance and shorter travel times. SilverRide, a local Transportation Network Company (TNC), was able to provide door-through-door transportation for those riders.

Additionally, County Connection entered a contract with a new operations contractor, Transdev, for paratransit services, which started July 1, 2019. This allowed LINK riders to have access to more technological features due to the new contractor's experience with existing software as well as new technologies, including a mobile app that allows riders to track their paratransit vehicle's location, submit feedback, and cancel rides.

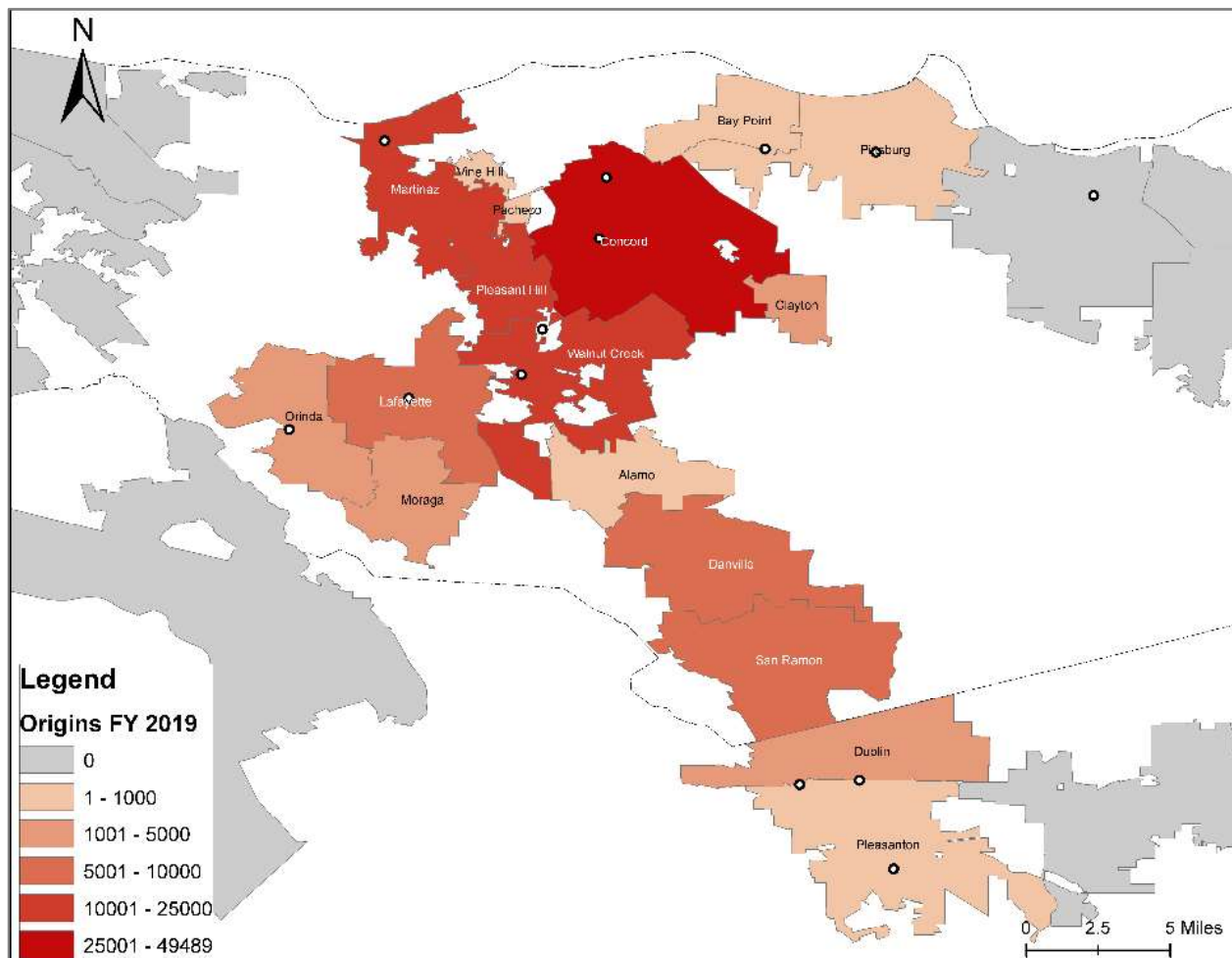


Figure 4.2 Trip Origins by City – FY 2019

4.2 Current State of Service (FY 2022-23)

Fixed Route

Early Pandemic Response

At the start of the pandemic, there were significant service disruptions due to reduced operator availability. County Connection temporarily implemented rear-door boarding and stopped collecting fares starting in March 2020 to allow for social distancing. Fare collection resumed in November 2020.

Schedule changes were made effective August 2020 in response to this reduced workforce in an effort to minimize service disruptions. The service changes were also made in response to ridership demand and sought to prioritize essential services and workers.

In October 2020 additional temporary service changes were made that included about a 13% reduction in service hours compared to pre-COVID service levels through service frequency reduction and alignment changes. In the winter of 2020, the Board authorized a public comment process and subsequently approved the 2021 Service Plan, which continued the reduced service levels operated since October 2020.

Service Restoration

In August 2021, service on the 600-series routes 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 changing 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.

County Connection implemented various fare promotions in coordination with other transit agencies in the Bay Area to encourage the public to return to transit. The Pass2Class program was implemented to allow students to ride the buses for free for two months starting in August 2021. Additionally, County Connection provided free rides 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.

Ridership Trends

Table 4.3 and Table 4.4 provides a summary of FY 2021-22 ridership and service provided based on Service Type and Service Area.

- Local routes ridership constituted 77% of total ridership, on par with the 79.8% of total scheduled revenue hours and was followed by Community routes which carried 20% of total passengers
- In terms of service area, the Core service area routes carried 66% of total ridership followed by North service area routes at 13.1%.
- The South service area saw a large decline in ridership due to the extended remote work policies at offices in Bishop Ranch that are served by Express routes. Similarly, this trend is also evident in the sharp decline in Regional service ridership which mainly includes Express routes.
- Average weekday ridership fluctuated between 45%-60% below normal pre-COVID levels throughout FY 2022.

COUNTY CONNECTION | 2023–2028 SHORT RANGE TRANSIT PLAN

- Weekend ridership recovered more quickly than on weekdays and was down between 18%-38% compared to before the pandemic.

Service Type	Total Passengers	% Passengers	Total Revenue Hours	% Revenue Hours	Productivity (Pax/Rev Hr.)
Local	1,415,603	77.2%	150,598	79.8%	9.4
Community	368,717	20.1%	23,853	12.6%	15.5
Regional	50,214	2.7%	14,193	7.5%	3.5
Grand Total	1,834,533	100.0%	188,644	100.0%	9.7

Table 4.3 Current Service Distribution by Service Type

Service Area	Total Passengers	% Passengers	Total Revenue Hours	% Revenue Hours	Productivity (Pax/Rev Hr.)
Core	1,221,942	66.6%	10,7267	56.9%	11.4
North	241,024	13.1%	30,231	16.0%	8.0
South	233,826	12.7%	38,523	20.4%	6.1
Lamorinda	137,673	7.5%	12,619	6.7%	10.9
Miscellaneous	69	0.0%	3.5	0.0%	19.8
Grand Total	1,834,533	100.0%	188,644	100.0%	9.7

Table 4.4 Current Service Distribution by Service Area

Challenges

Although the ridership grew in FY 2022 on a year-over-year basis, the operator shortage, despite extensive recruitment and training efforts, continues to be a main hurdle to expanding service levels. About 1.8% of scheduled trips were missed over the course of FY 2022, mostly because of the operator shortage. The FY 2023 budget includes a 5.5% increase to wages for fixed-route operators and trainers to aid the recruitment process.

Along with the increase in ridership, as widespread opening of businesses continued, traffic conditions worsened, leading to a decline in on-time performance. Upcoming service changes will include a robust analysis of running times and optimization of schedules to improve on-time performance based on new traffic conditions.

Wages and benefits are the Agency's largest expense. Even before the pandemic, the tight labor market was putting a stress on transit operator recruitment efforts, making it difficult to attract and retain qualified bus operators and mechanics. These challenges were only exacerbated by the pandemic. County

Connection has made changes to its pay scale for operators in response to these challenges, resulting in a more competitive compensation package.

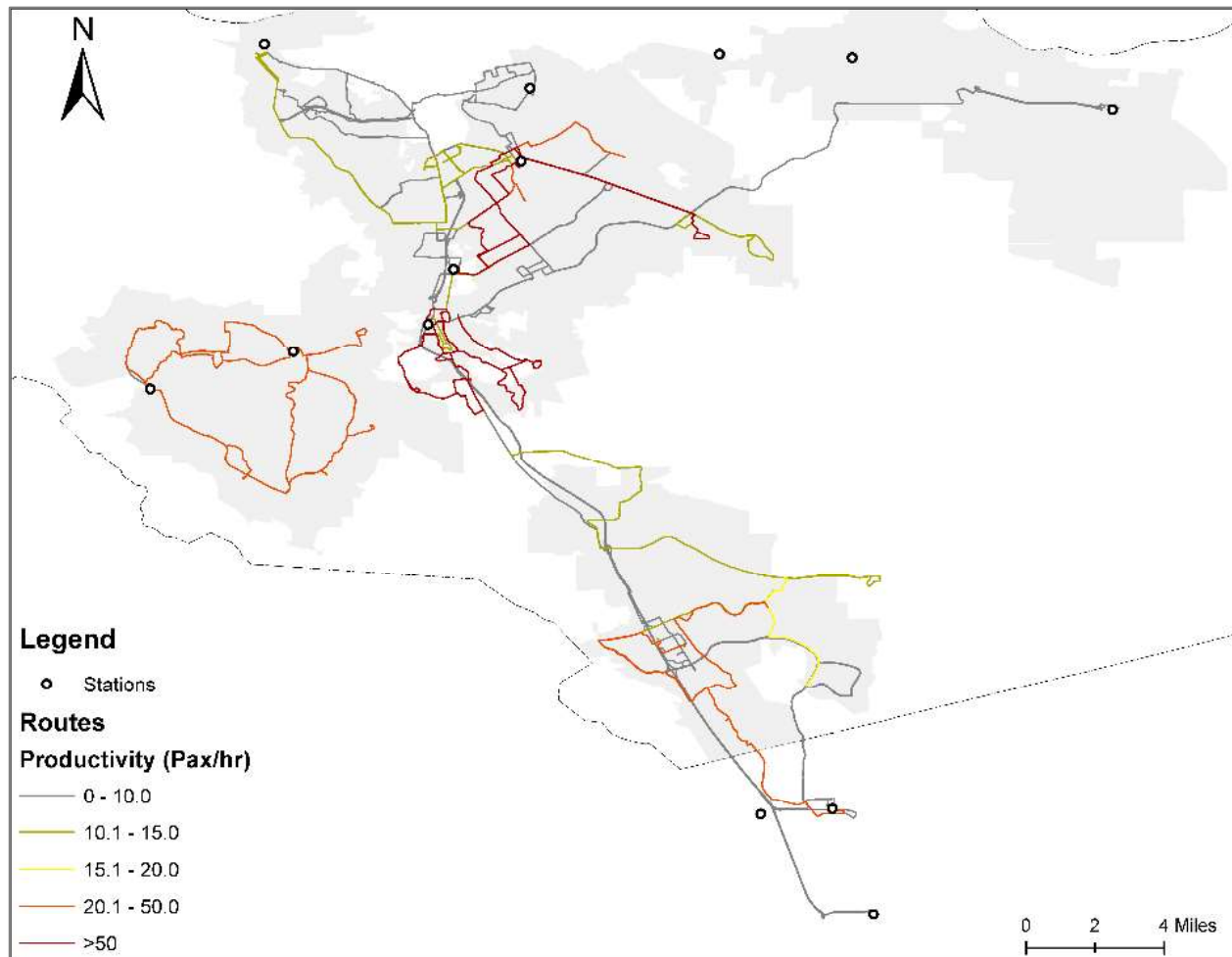


Figure 4.3 Productivity by Route – FY 2022

Passenger Survey

In September 2022, staff conducted passenger surveys to collect demographic and trip purpose data used to support future local and regional transit planning efforts. The survey included questions related to demographic information, travel pattern/choice information, and service quality. Additionally, questions related to current and future remote working was also included as part of the survey to better understand post-pandemic commute patterns for improved service planning. The survey was conducted both onboard the buses and online and was available in both English and Spanish.

The onboard survey was aimed to capture the travel patterns of our existing riders, while the online survey helped reach a wider audience to capture former riders who have not yet returned to transit as well as potential new riders in the region.

Staff received 267 responses over a 3-week period and following are the observations:

- 30% of the respondents chose to use the service due to unavailability of car

- 30% of the respondents reported that they would use TNCs like Uber/ Lyft if the bus was unavailable followed by 26% reported they would get a ride from a friend/ family
- 48% of the respondents were White followed by 26% Hispanic/Latino, 16% Asian, and 6% Black/ African American
- 25% of respondents spoke Spanish either as their primary or secondary language
- 20% of the respondents reported working remotely more than 3 days a week in the previous month, whereas 15% reported they would be working more than 3 times a week remotely in the next year
- 37% of the respondents requested more frequent service followed by 14% for both early/late service and more weekend service
- Operator courtesy and condition of buses were rated the highest, whereas frequency of service and time when service ends were rated the lowest.

Paratransit

Early Pandemic Response

In the beginning of the FY 2021, paratransit ridership was down 80% due to the COVID-19 pandemic. Like most transit agencies, ridership and associated fare collection impacted overall service. As a result, an amendment to the contract for ADA Paratransit services was made to ensure the retention of drivers, transporting one passenger at a time, and finding new ways to service the community. This meant establishing relationships with the County Health Department; activating the Emergency Operations Center with the County; and reaching out to social service groups, senior advocacy groups, and other health groups to offer our resources.

In an effort to keep serving the community, County Connection LINK offered services to deliver meals to seniors, meals to schools, provide transportation services for the County Emergency Department for COVID-19 positive passengers, and trips to vaccination sites once vaccines became available.

One Seat Pilot Project

To minimize contact tracing, staff started the One Seat Pilot program, which enables passengers to utilize only one bus to travel across service jurisdictions versus multiple buses and multiple drivers. In addition to County Connection, the partners involved in the pilot program include Livermore Amador Valley Transit Authority, Eastern Contra Costa County Authority, and Western Contra Costa Transit Authority. This pilot program started in November 2020 after Board approval and has continued successfully through an extension.

My Transit Manager

County Connection's paratransit contractor, Transdev, rolled out the My Transit Manager mobile app in November of 2019 to County Connection LINK Paratransit riders. For riders who are familiar with mobile apps, it provides some tools including:

- Ability to monitor trips in real time
- Locate on a map where the paratransit vehicle is located

- Ability to rate a ride/trip
- Ability to receive notifications when a vehicle is about to arrive or if it's waiting at your door
- Allows caretakers/family members similar access to the above-mentioned features

Transdev is preparing to launch an additional feature on the My Transit app. The new ride booking feature will allow riders/users the ability to schedule rides to recently traveled destinations directly from their mobile app. Beta testing for a select group of Paratransit riders has been in effect since July of 2022.

Ridership Trends

The following map shows trip origins on LINK paratransit for FY 2022. During that year, 38% of the trips originated in Concord, followed by Walnut Creek at 16% and Pleasant Hill with 12%. The average trip length was 6.6 miles, and 35% of the trips were attributed to adult day care trips, followed by medical trips at 17% and school trips at 16%. 39% of the trips were attributed to Medical trips and followed by Adult Day Care trips at 17%.

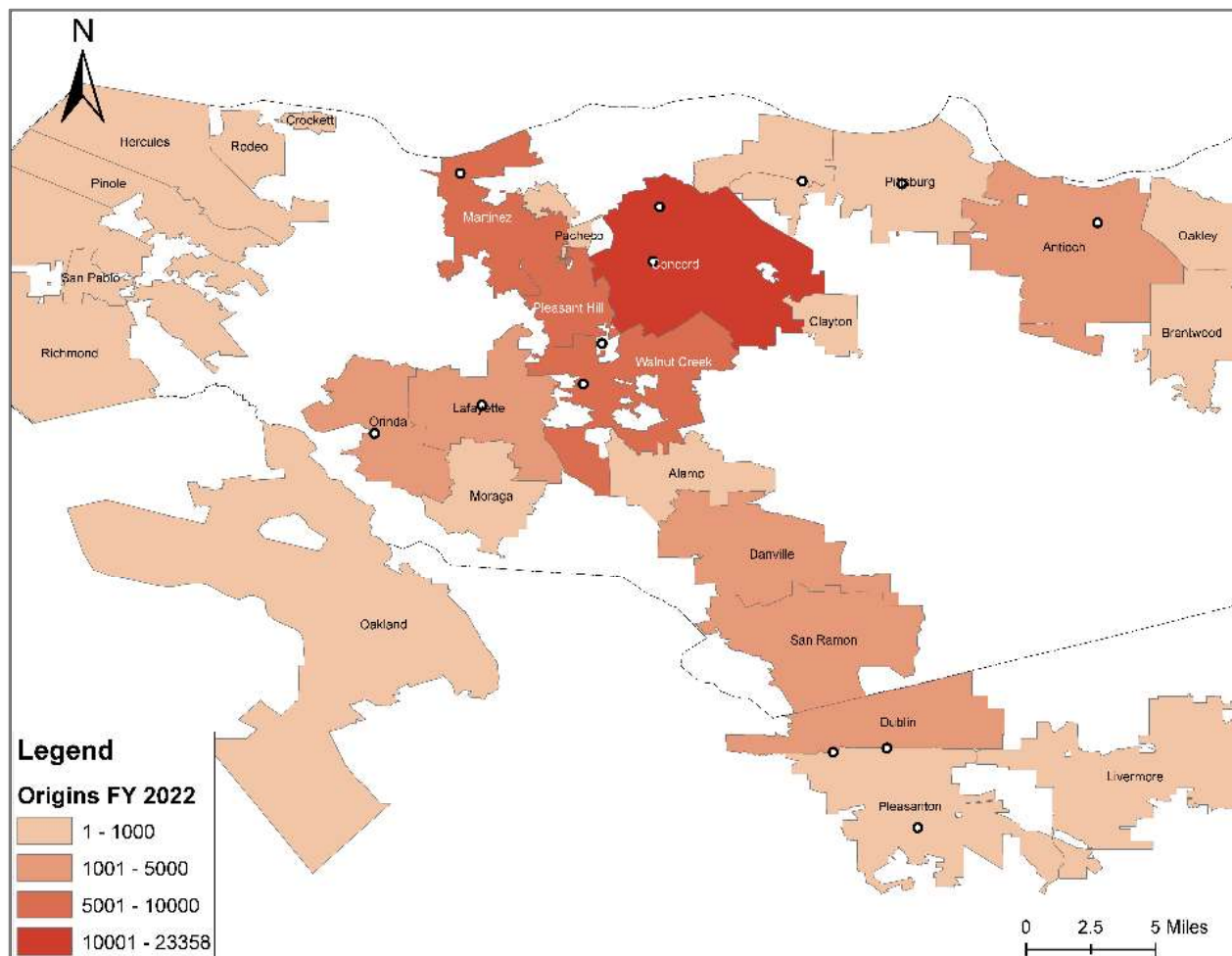


Figure 4.4 Trip Origins FY 2022

5. SCENARIO PLANNING CONCEPTS (FY 2023-24 THROUGH FY 2027-28)

5.1 Robust Recovery

This scenario assumes that adequate funding has returned to 100% of pre-pandemic levels, with an escalation based on 2.2% inflation. However, due to the increased cost of recruitment, training and overall operational cost, the projected total cost of operations over the five-year period from FY 2023-24 through FY 2027-28 is estimated to be \$259,935,000.

	FY 24	FY 25	FY 26	FY 27	FY 28
CCCTA Revenue Projections (M\$)	\$48.54	\$50.22	\$52.01	\$53.73	\$55.44
Fixed Route Operating Cost (M\$)	\$38.51	\$39.76	\$41.12	\$42.46	\$43.80
Paratransit Operating Cost (M\$)	\$10.03	\$10.46	\$10.89	\$11.27	\$11.63
Operating Cost/Hour	\$180.82	\$186.24	\$191.83	\$197.58	\$203.51
Service Available (hours)	212,956	213,465	214,338	214,907	215,242

Table 5.1 Service Projections for Scenario 1

As the ridership began recovering from the pandemic lows, it has been observed that weekend ridership has been recovering faster than weekday ridership. Most of County Connection weekend routes operate on a 30-60 minute headway, except two routes. Increasing frequency over the weekend to provide frequent access to BART is essential to attract more ridership.

As people started working remotely, commuter trips went down and have remained significantly below pre-pandemic levels as many workers have not yet returned to the office full time. However, weekend transit usage has grown, and while this is partly due to an increase in recreational, social, and shopping trips as the economy has reopened, it is also reflective of the non-traditional work schedules of transit riders. On the recent passenger survey, 74% of the respondents indicated that they either worked onsite or did not have the ability to work remotely. Hence, reallocating of resources from commuter routes to increase service on weekend routes is necessary to balance the rising cost of operations and ensuring quality service coverage for transit dependent riders.

Through the pandemic, the routes along the Monument Corridor which serve low-income communities have shown strong recovery. The Monument Free program was also expanded to include weekend routes in July 2022. Increasing of service levels along the Monument Corridor will not only help boost ridership, but also help connect low-income and minority populations to schools and jobs.

Description	Current Service (Peak/Off-Peak)	Proposed Service (Peak/Off-Peak)
Increasing service along the Monument Corridor	40m/40m	30m/30m
Increasing frequency of service on weekends	75m/75m	60m/60m
Reducing service levels on Commuter routes	Peak trips only	Reduce peak trips and consolidate routes

Table 5.2 Service Recommendations for Scenario 1

5.2 Revenue Recovery, with Fewer Riders

This scenario assumes that federal relief funds are eventually exhausted and are replaced by subsequent recovery of other funds to pre-pandemic levels. The scenario also assumes that farebox recovery remains stagnant and are below the pre-pandemic levels for the next 5 years. The total projected operational cost for the scenario is \$252,136,950

	FY 24	FY 25	FY 26	FY 27	FY 28
CCCTA Revenue Projections (M\$)	\$47.08	\$48.71	\$50.45	\$52.12	\$53.77
Fixed Route Operating Cost (M\$)	\$37.66	\$38.97	\$40.36	\$41.70	\$43.02
Paratransit Operating Cost (M\$)	\$9.42	\$9.74	\$10.09	\$10.42	\$10.75
Operating Cost/Hour	\$180.82	\$186.24	\$191.83	\$197.58	\$203.51
Service Available (hours)	208,304	209,241	210,387	211,038	211,389

Table 5.3 Service Projections for Scenario 2

As overall ridership undergoes recovery, it has been observed that Commuter express routes have lagged significantly compared to Weekend and Local routes.

The routes serving the South service area have significantly underperformed post-pandemic due the drop in commuter ridership to offices at Bishop Ranch and Pleasanton ACE Train. Additionally, routes serving colleges like Diablo Valley College have lower loads despite frequent service.

To balance the service levels in accordance with the demand, express routes would be consolidated to reduce overall service levels, along with reductions in frequency and span on local routes in order to free up resources for the increased service on weekend and Monument Corridor routes.

Description	Current Service (Peak/Off-Peak)	Proposed Service (Peak/Off-Peak)
Increasing service along the Monument Corridor	40m/40m	30m/30m
Increasing frequency of service on weekend	75m/75m	60m/60m
Reducing service levels on Commuter routes	Peak trips only	Reduce peak trips and consolidate routes
Reduce peak hour service level on routes serving DVC	15m/30m	30m/30m

Table 5.4 Service recommendations for Scenario 2

5.3 Some Progress

This scenario assumes that federal relief funds are eventually exhausted, and total revenue available is 15% below pre-pandemic levels for the next 5 years. The total projected operational cost for the scenario is \$220,944,750.

	FY 24	FY 25	FY 26	FY 27	FY 28
CCCTA Revenue Projections (M\$)	\$41.26	\$42.69	\$44.21	\$45.67	\$47.12
Fixed Route Operating Cost (M\$)	\$33.01	\$34.15	\$35.37	\$36.54	\$37.70
Paratransit Operating Cost (M\$)	\$8.25	\$8.54	\$8.84	\$9.13	\$9.42
Operating Cost/Hour	\$180.82	\$186.24	\$191.83	\$197.58	\$203.51
Service Available (hours)	182,534	183,355	184,360	184,930	185,238

Table 5.5 Service Projections for Scenario 3

County Connection received timely and significant federal funding for transit operations through the Coronavirus Aid, Relief, and Economic Security (CARES) Act, the Coronavirus Response and Relief Supplemental Appropriation Act of 2021 (CRRSAA), and the American Rescue Plan (ARP) Act of 2021.

The funding was used to offset the cost of suspending fare collection between March 2020 and November 2020, restoring service as ridership recovered, hiring and training operators, and fare promotions like free rides during September 2021 and October 2022. Although the reopening of businesses and fare promotions have helped in attracting some passengers back on transit, the rising cost of operations and stagnant commuter ridership recovery will pose challenges to maintaining current service levels once the federal stimulus funding have been exhausted.

To balance the service levels in accordance with the demand, service levels on commuter routes would be reduced. Also, in order to preserve service coverage to essential destinations, service levels on some high-frequency corridors such as Clayton Rd and downtown Walnut Creek would be reduced along with reductions in span of service.

Description	Current Service (Peak/Off-Peak)	Proposed Service (Peak/Off-Peak)
Reduce service levels on Commuter routes	Peak trips only	Reduce peak trips and consolidate routes
Reduce service levels on high-frequency routes	15-20m/20-30m	30m/30m
Reduce Service level on routes serving DVC	15m/30m	30m/30m

Table 5.6 Service recommendations for Scenario 3

INTER OFFICE MEMO

To: Board of Directors

Date: 10/10/2022

From: Rashida Kamara Director of ADA & Specialized Services

Reviewed by: WC.

SUBJECT: One-Seat Regional Ride Pilot Program Extension November- 2022

Background:

In November 2020 the Board of Directors approved a six-month pilot to provide a one-seat ride across multiple transit agency service areas to passengers eligible for paratransit service. Participating transit agencies include Eastern Contra Costa Transit Authority (Tri-Delta Transit), Western Contra Costa Transit Authority (WestCAT), Livermore-Amador Valley Transit Authority (LAVTA), Central Contra Costa Transit Authority (County Connection). The pilot program has streamlined regional ride practices by eliminating required transfers for trips that cross multiple transit service areas. When utilizing this service, passengers have a one-seat ride for the entire duration of their trip.

Pilot Extension

The pilot was extended in April of 2021 after having been in operation for six months. The extension allowed partnering agencies to continue to offer a service that passengers voiced immediate customer satisfaction. It also allowed partnering agencies to continue to gather data and work on streamlining certain processes such as billing algorithms and data management as well as incorporating another neighboring paratransit agency, East Bay Paratransit, to provide test trips for their passengers. The collaborative nature of this pilot encompassing multiple transit agencies crossing various urbanized areas (UZAs), as defined by the Federal Transit Administration (FTA) has presented reporting difficulties in the National Transit Database (NTD). County Connection staff is working with staff at the FTA, NTD and the Metropolitan Transportation Commission (MTC) to resolve these reporting issues.

While staff works through the NTD reporting issues, the One Seat Ride partners are proposing to extend the program's pilot status for one more year by modifying the existing program to include a travel training component to better support users of the system. Additionally, Contra Costa County and the Contra Costa Transportation Authority (CCTA) have expressed a strong interest to expand the program to include residents of Contra Costa County that reside outside the jurisdictions of the existing four partners. This would include residents of Richmond, San Pablo, El Cerrito, El Sobrante and Kensington. Staff has been working with both the County and CCTA to secure Measure X funding to allow for the expansion.

Financial Implications:

Projected cost for a one-year extension is approximately \$300,000 which is within our current budget for Paratransit services. The potential additional cost of expanding services to the aforementioned residents in the western part of the county would amount to \$50,000 of which County Connection would use Measure X funding to offset the cost.

Recommendation:

Participating transit agencies have expressed their desire to extend the One-Seat Regional Ride Pilot program for one additional year, and as a result, O&S Committee and staff recommends to the Board an additional one-year extension of the Program through November 2023, or until the NTD reporting issues is resolved, whichever comes sooner.

Action Requested:

The O&S Committee and staff respectfully request the Board of Directors adopt Resolution No. 2023-015, authorizing the approval of the one-year extension to the One-Seat Regional Ride Pilot program.

Attachments:

Resolution No.2023-015

RESOLUTION NO. 2023-015

**BOARD OF DIRECTORS CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

* * *

**APPROVING A ONE-YEAR EXTENSION TO THE ONE-SEAT REGIONAL RIDE PILOT PROGRAM
AND CORRESPONDING AMENDMENTS TO CORRESPONDING MEMORANDUM OF
UNDERSTANDING AND TRANSDEV SERVICES, INC. CONTRACT**

WHEREAS, the County of Contra Costa, the Cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon and Walnut Creek, and the Towns of Danville and Moraga (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 *et seq.*, for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions ("Service Area");

WHEREAS, in November 2020, the CCCTA Board of Directors approved a six-month pilot to provide a One-Seat Regional Ride Program ("Program") for paratransit passengers wishing to travel across multiple transit agency service areas;

WHEREAS, the Program's participating agencies are Eastern Contra Costa Transit Authority ("Tri-Delta Transit"), Western Contra Costa Transit Authority ("WestCAT"), Livermore-Amador Valley Transit Authority ("Wheels Bus") and Central Contra Costa Transit Authority ("County Connection LINK");

WHEREAS, the Program aims to streamline current regional ride practices by eliminating required transfers for trips that cross multiple transit service areas, enabling Program passengers to have a one-seat ride for the entire duration of their trip;

WHEREAS, the Program utilizes the services of CCCTA's paratransit service provider, Transdev Services, Inc. ("Transdev");

WHEREAS, the Program was previously extended in April 2021 and in November 2021 for a total of eighteen additional months;

WHEREAS, while it is clear that from the rider's and participating agencies' perspectives that the Program has been successful, County Connection, in partnership with the Federal Transit Administration (FTA), the National Transit Database (NTD) and the Metropolitan Transportation Commission (MTC), is working through NTD reporting difficulties;

WHEREAS, during this one-year extension of the Program, the participating agencies will also incorporate travel training into the Program and work with the County to potentially expand the Program to include residents of Contra Costa County that reside outside the jurisdictions of the existing four Program partners; and

WHEREAS, staff recommends and the Operations and Scheduling Committee concurs that the Board of Directors approve an additional one-year extension of the Program through November 30th, 2023.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority approves an additional one-year extension of the Program through November 30th, 2023; and

BE IT FURTHER RESOLVED, that the Board of Directors authorizes the General Manager to execute an amendment to the participating agencies' Memorandum of Understanding and the Transdev Contract in order to reflect the one-year Program extension.

Regularly passed and adopted this 20th day of October, 2022 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Amy Worth, Chair, Board of Directors

ATTEST: _____
Lathina Hill, Clerk to the Board