

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Wednesday, May 3, 2023

8:00 a.m.

Supervisor Andersen Office

3338 Mt. Diablo Blvd, Lafayette, CA

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 April 5, 2023*
4. Forklift Replacement*
(Staff requests authorization to purchase two (2) electric forklifts from PAPE Material Handling.)
5. Bus Stop Consolidation – Information Only*
(Staff will provide information on the bus stop consolidation project.)
6. Monthly Reports – Information Only
 - a. Fixed-Route*
 - b. Paratransit*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – June 7, 2023 (8:00am at 3338 Mt. Diablo Blvd.)
10. Adjournment

FY2022/2023 O&S Committee

Robert Storer – Danville, Renata Sos – 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

*Enclosure

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: The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

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

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, May 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, May 3, 2:00 p.m., 100 Gregory Ln, Large Committee Room
Advisory Committee:	Tuesday, May 9, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, May 4, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

The above meeting schedules are subject to change. Please check the County Connection Website (www.countyconnection.com) or contact County Connection staff at (925) 676-1976 to verify date, time and location prior to attending a meeting.

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

**Summary Minutes
Operations & Scheduling Committee
Wednesday, April 5, 8:00 am**

Directors: Robert Storer

Staff: Bill Churchill, Melody Reeb, Rashida Kamara, Pranjal Dixit, Rosa Noya, Johanna Duran

Public: Chris Weeks

Call to Order: Meeting called to order at 8:00 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of March 1, 2023

The Committee approved the minutes.

4. Innovative Clean Transit Rule – Zero-Emission Bus Rollout Plan

Mr. Churchill informed the committee that The California Air Resources Board's (CARB) Innovative Clean Transit (ICT) rule requires all public transit agencies to gradually transition to a 100 percent zero-emission bus (ZEB) fleet and that the Board approved a Zero-Emission Bus (ZEB) transition scenario of a mixed fleet in April 2022. Based on outcomes of the zero-emission fleet transition planning study completed by the Center for Transportation and the Environment (CTE), County Connection plans to transition its fleet to a mix of battery electric buses (BEB) and fuel cell electric buses (FCEB) and is required to adopt a Zero Emission Bus Rollout Plan and submit to CARB.

He responded to Director Storer's question about exclusion of paratransit vehicles from the plan by stating that the paratransit vehicles have been excluded until they have been tested at Altoona testing facilities. Director Storer approved to forward the Zero-Emission Bus Rollout Plan to the Board for approval at the April Board meeting.

5. New Clipper Devices

Ms. Reeb informed the committee that the current Clipper system was initially developed over 20 years ago and was nearing the end of its serviceable life. The new system is being deployed in phases, which included the mobile app (launched in May 2021) and will include replacement of equipment. The second phase includes transitioning to an account-based system and is expected to launch in mid-2024.

She informed the committee that a prototype was scheduled to be installed on our buses on April 5th and will be rolled out to rest of the fleet in the coming months. She also informed the committee that the new systems will rely on cellular to allow continuous flow of data, will be integrated with the CAD AVL systems and will have the future capability of accepting open payments. She further added that all capital cost is being borne by MTC for this project.

6. Go San Ramon Update

Mr. Dixit informed the committee that County Connection has been working with City of San Ramon and the Livermore Amador Valley Transit Authority (LAVTA) to provide partially subsidized Uber/Lyft trips since 2019. He informed the committee that the service sees an average of 45 rides per month which is just enough to be covered by City of San Ramon \$5,000 yearly budget for this program. He informed that the city expressed interest to expand the service area which will require additional funding and that staff is working with the city to identify additional funding (TDM/Measure J) that can be used to subsidize commute trips.

Chris Weeks from City of San Ramon also provided information with their ongoing discussions with GoGoGrandparent and how that could potentially work with Go San Ramon in the future.

7. Monthly Reports

Mr. Dixit reported that fixed route ridership grew slightly in February keeping in line with the seasonal trend. He informed that the ridership grew by about 36% on a year over year basis, however, it continues to lag compared to pre-covid levels partly due to the lower level of service stemming from operator shortage. Mr. Dixit clarified that the ridership numbers shown in graphs did not include bus bridge numbers. Ms. Reeb further added that the new Clipper devices could help increase Clipper adoption.

Ms. Noya informed the Committee that like fixed routes, ridership increased slightly, however, is at 63% of pre-pandemic ridership. Ms. Kamara added that the gap is due to lower demands from social services category because many caregivers are still working from home. Ms. Noya informed that on time performance was at 84.1% and trending higher which is as a result of increasing recruitment through monthly job fairs, inclusion of sedans for Class C drivers for non-wheelchair passengers. Ms. Noya also informed the committee about the travel training program that will develop how-to videos to help customers book/manage rides through the app.

8. Committee Comments

None

9. Future Agenda Items

None

10. Next Scheduled Meeting

The next meeting was scheduled for May 3rd at 8:00 am at Supervisor Andersen Office located at 3338 Mt. Diablo Blvd, Lafayette, CA

11. Adjournment – The meeting was adjourned at 9:02 a.m.

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

INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 4/27/2023

From: J. Scott Mitchell, Chief Operating Officer

Reviewed by: *W.C.*

SUBJECT: Forklift Replacement

Background:

County Connection needs to replace two (2) forklifts used by the Maintenance Department. The California Air Resources Board has mandated that all diesel forklifts be replaced by electric forklifts by December 31, 2025. The two (2) existing forklifts are diesel. One forklift was built in 1982 and one was built in 1990. Both forklifts have reached the end of their useful life.

There is a one-year lead time to order and build the new forklifts.

Financial Implications:

One 6,000 lb. forklift, including tax and delivery, not to exceed \$102,297.98.

One 8,000 lb. forklift, including tax and delivery, not to exceed \$120,115.88.

Total cost for two (2) forklifts using TDA funds not to exceed \$230,000 total.

These funds are included in the 2024 Capital Budget.

Option 1:

Purchase two (2) forklifts off GSA Contract number 47QMCA20D001G. Cost not to exceed \$230,000.

Recommendation:

Staff recommends that the O&S Committee recommend to the Board of Directors to authorize the General Manager to approve the purchase of two (2) electric forklifts from PAPE Material Handling using pricing from the GSA Contract.

Action Requested:

Staff requests and recommends that the O&S Committee recommend that the Board of Directors at its May 18, 2023, meeting, adopt a Resolution authorizing the General Manager to release a purchase order and Letter to Proceed to PAPE Material Handling for the purchase of two (2) forklifts. Total cost of the forklifts, including tax and delivery, not to exceed \$230,000.

To: Operations & Scheduling Committee

Date: 04/24/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Bus Stop Consolidation

Background:

County Connection provides service to over 1,200 bus stops in the entire service area serving residential neighborhoods, regional shopping centers, educational and medical institutions, municipal and government offices, as well as transit hubs and other transportation centers.

Since County Connection does not have purview over the public right-of-way, staff works with cities and the County via the encroachment permit process to install, remove, or relocate bus stops as needed. Once a bus stop location is approved by the City/County, County Connection staff is able to install a bus stop sign and/or information panels on the bus stop pole or in the shelter. Information panels include schedule information for each route that services that stop.

While higher stop density provides easier access for passengers, it also contributes to higher dwell time and slower operating speeds. Traditionally, on a local bus route, stops should be within a convenient distance of each other, generally about a quarter mile. However, neighborhood preference, geography, right-of-way, and accessibility are some of the factors that determine and influence the actual bus stop locations.

Bus Stop Consolidation:

County Connection last completed a bus stop access study in 2014. Since then, a comprehensive service restructure was implemented in 2019, followed by another major service change in 2021 as a result of the pandemic. Given these changes to service as well as to post-pandemic travel patterns, staff plans to use the on-call planning contract with Transportation Management & Design (TMD) to assist with completing a study to identify bus stop consolidation opportunities and improvements that will speed up operations, increase transit access, and enhance the customer experience. The study will focus on the following:

- Inventory of all existing bus stops including amenities such as benches, shelters, etc.
- Developing bus stop spacing guidelines based on service type and land use
- Identify stops for consolidation based on ridership, safety, schedule reliability
- Identify priority stops for amenity improvements such as real-time signage, shelter etc. through the lens of equity and ridership
- Identify stops for ADA improvements
- Identify inter-agency stop consolidation opportunities

Financial Implications:

None, for information only. Staff will return to the Committee with a proposed budget and timeline for conducting the study.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations & Scheduling Committee

Date: 4/24/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for March 2023

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	214,774	195,644	
Average Weekday	8,597	8,363	
Pass/Rev Hour	12.7	12.5	Standard Goal > 17.0
Missed Trips	0.76%	0.75%	Standard Goal < 0.25%
Miles between Road Calls	39,061	35,623	Standard Goal > 18,000

** Based on current standards from updated SRTP*

Analysis

Average weekday ridership was lower in March 2023 (8,597 passengers) than the previous month of February 2023 (8,724 passengers) and is 19% higher than March 2022 (7,250 passengers).

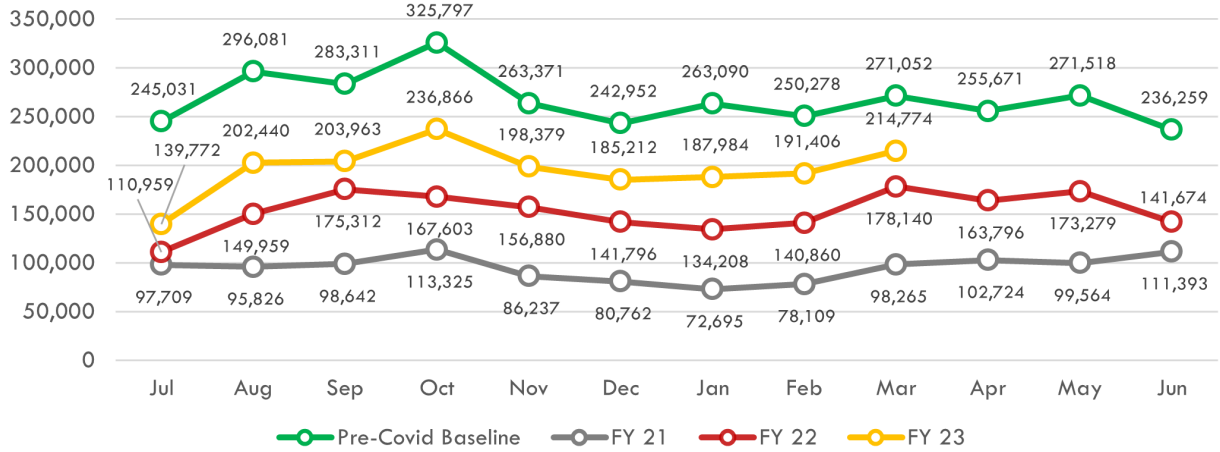
Passengers per hour in March was 12.7, which is lower than February 2023 and higher than March 2022 when passengers per hour was 10.6.

The percentage of missed trips in March was 0.76%, which is higher than the prior month when it was 0.31%.

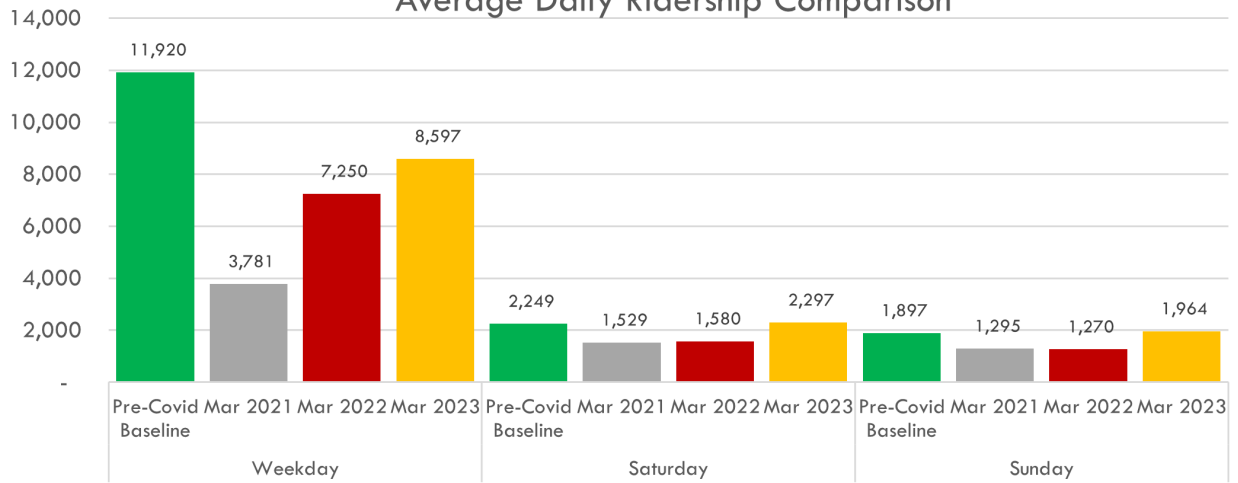
The number of miles between roadcalls was 39,061 miles in March, higher than the prior month in which there were 22,186 miles between roadcalls. The rolling 12-month average is 33,431 miles between roadcalls.

Of a total 214,774 passengers, 122,758 passengers had the potential to use a Clipper card aboard County Connection since 92,016 either used an employer or school pass or were on a free route. About 79.7% of the 122,758 potential Clipper card users paid using Clipper during this month.

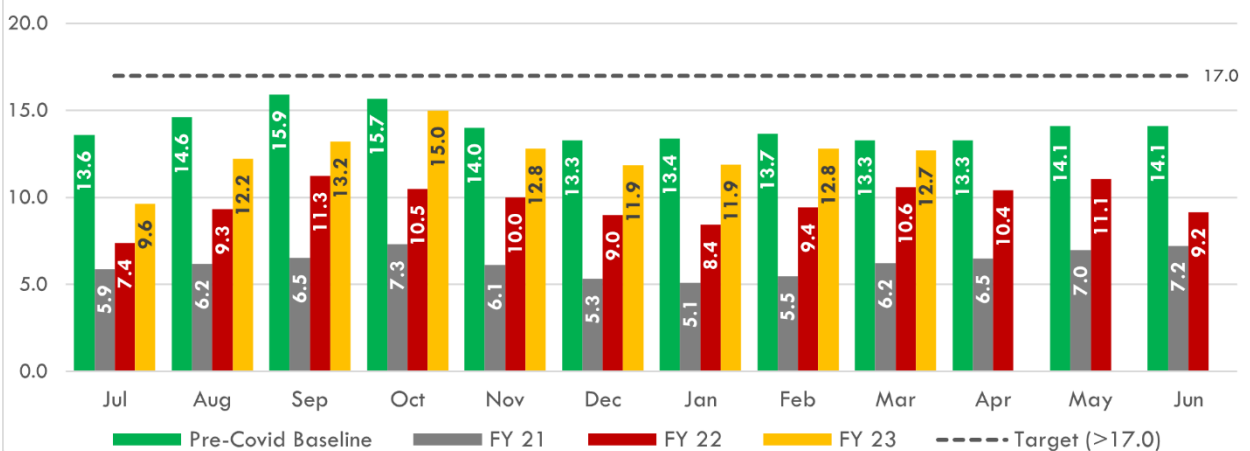
Total Monthly Fixed Route Ridership

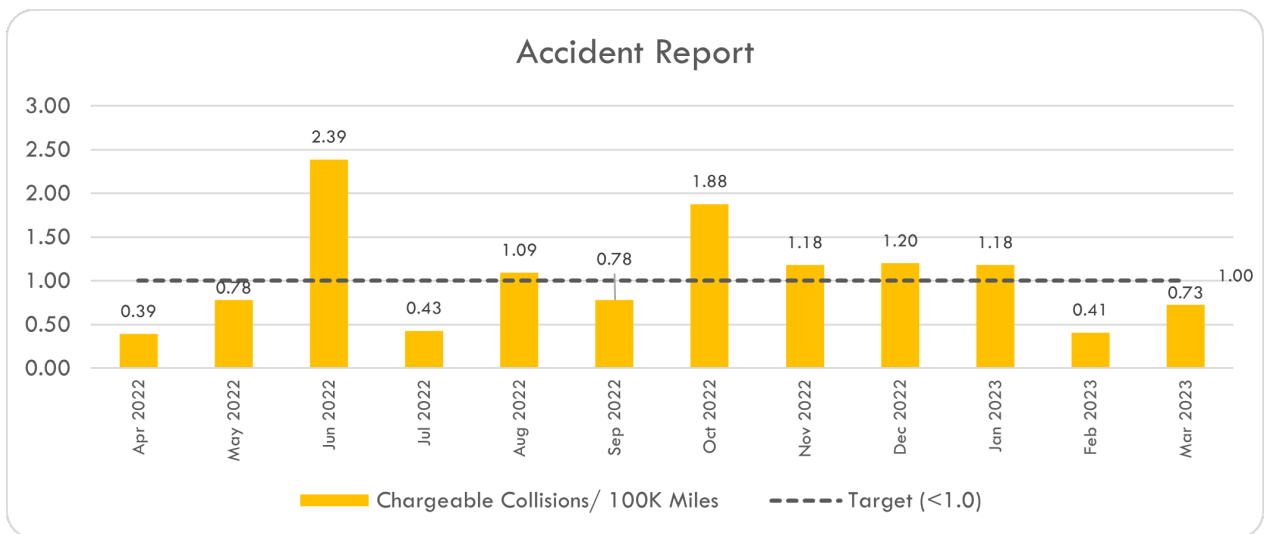
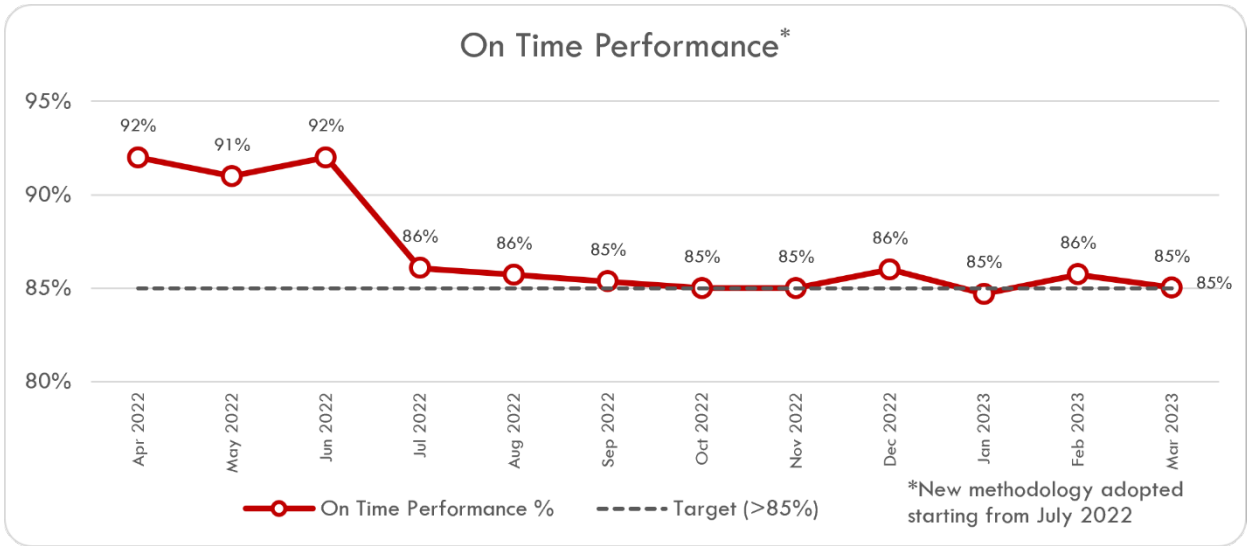
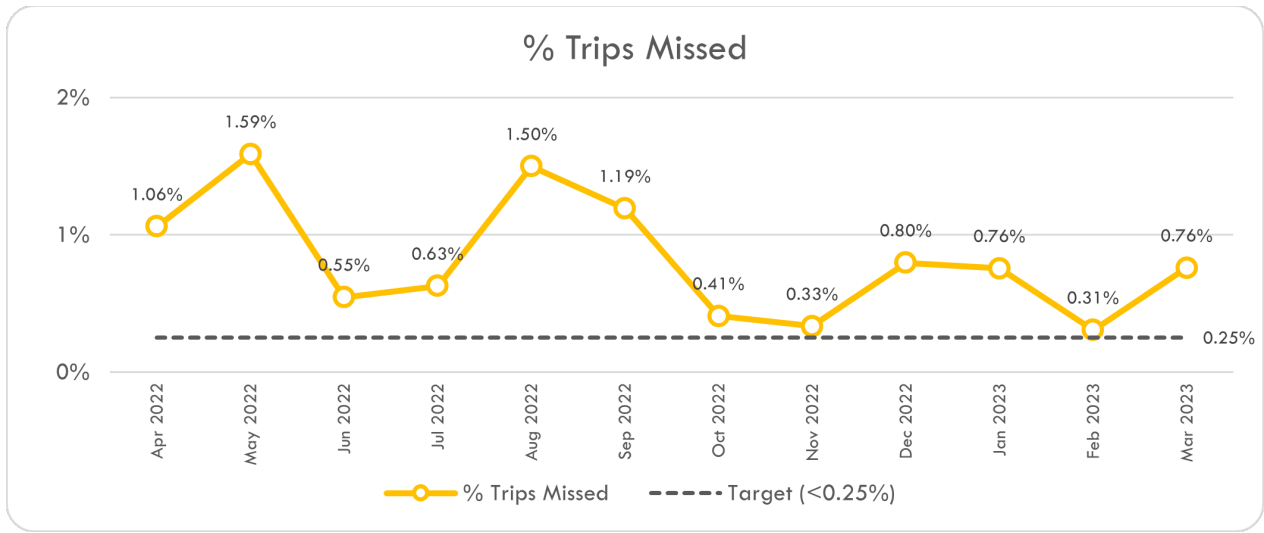


Average Daily Ridership Comparison

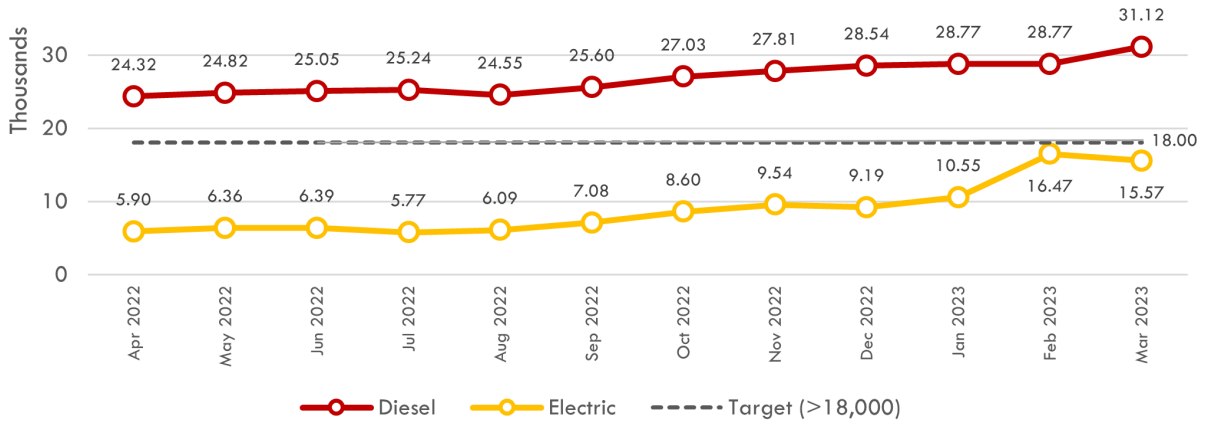


Passengers/Revenue Hour

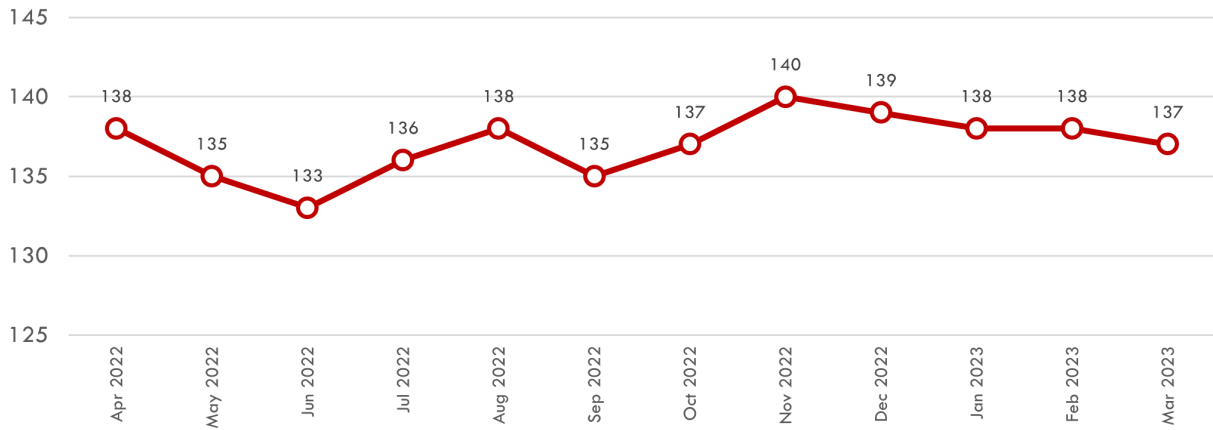




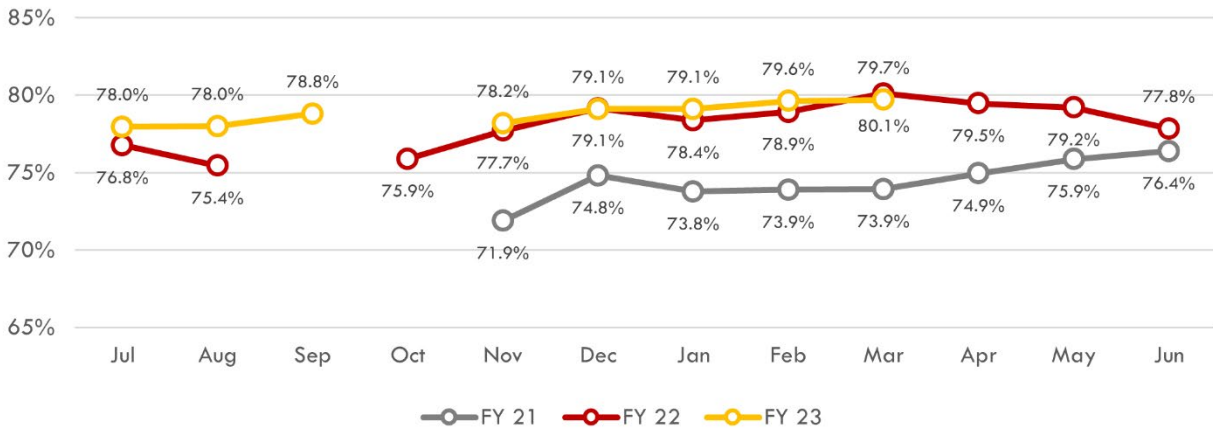
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 4/26/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –March 2023

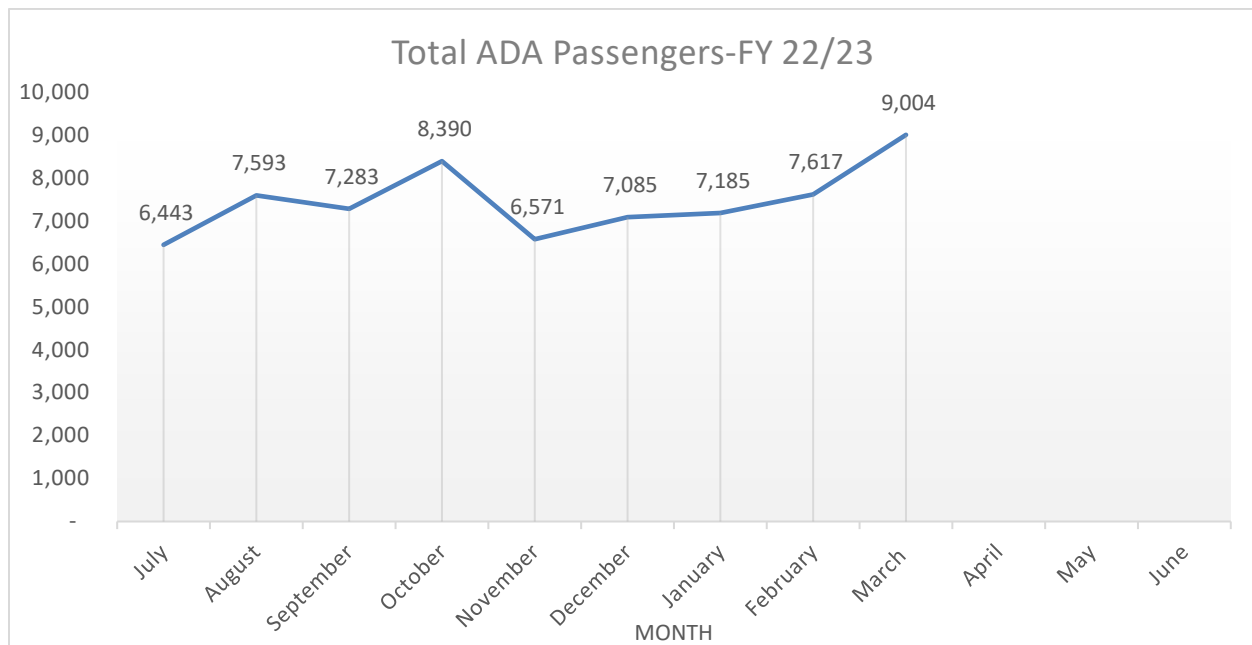
Background:

County Connection provides ADA Paratransit services through the LINK Paratransit program. This is a summary report of Paratransit services provided for the month of March 2023.

March 2023 Performance Report:

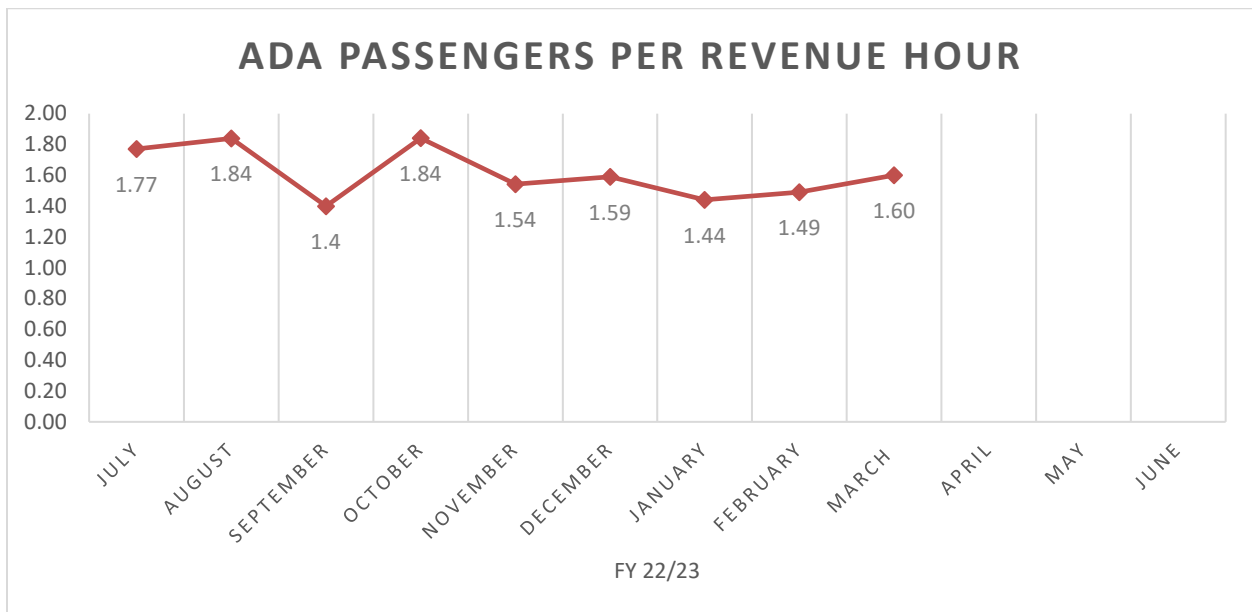
Ridership:

The total reported number of ADA passenger trips in March was 9,004; 1,387 more trips than in February. The total reported number of ADA Passengers reported in March of 2023 is approximately 75% of pre-pandemic ridership levels (March 2019). This increase in ridership may be attributed to a sudden change in weather conditions making it more amenable for passengers to venture out.



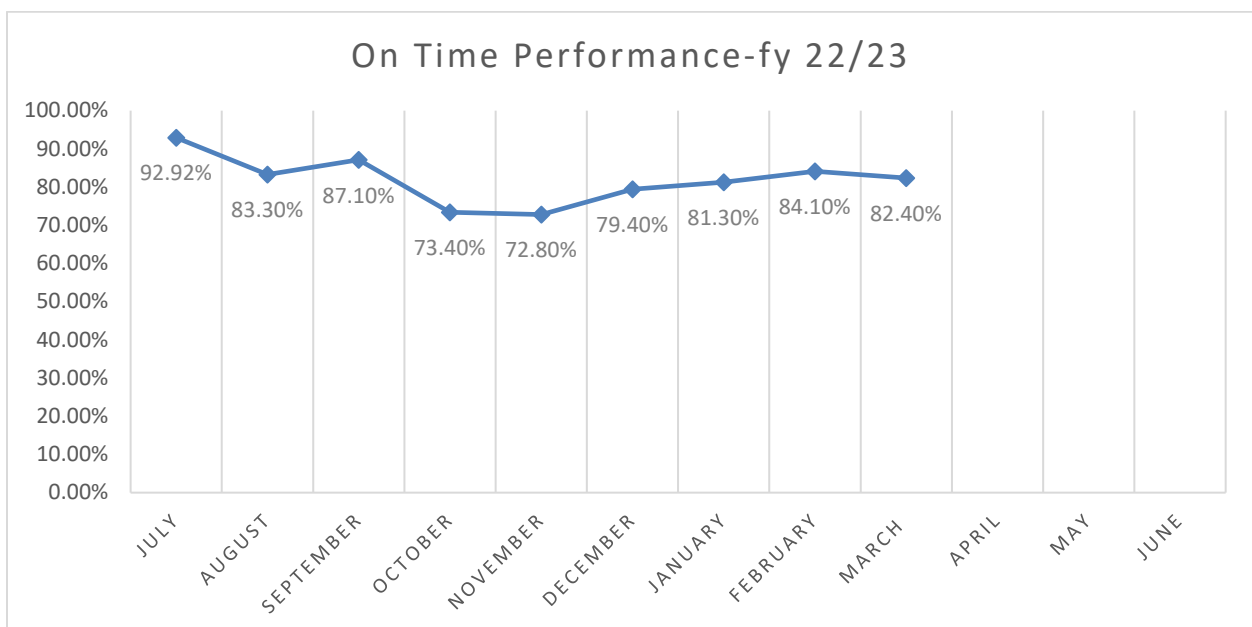
Productivity:

March reported productivity of 1.60 ADA passengers per revenue hour which was an increase from the reported 1.49 ADA Passengers/Rev Hr. in February. This exceeds the performance standard of 1.50.



On-time Performance:

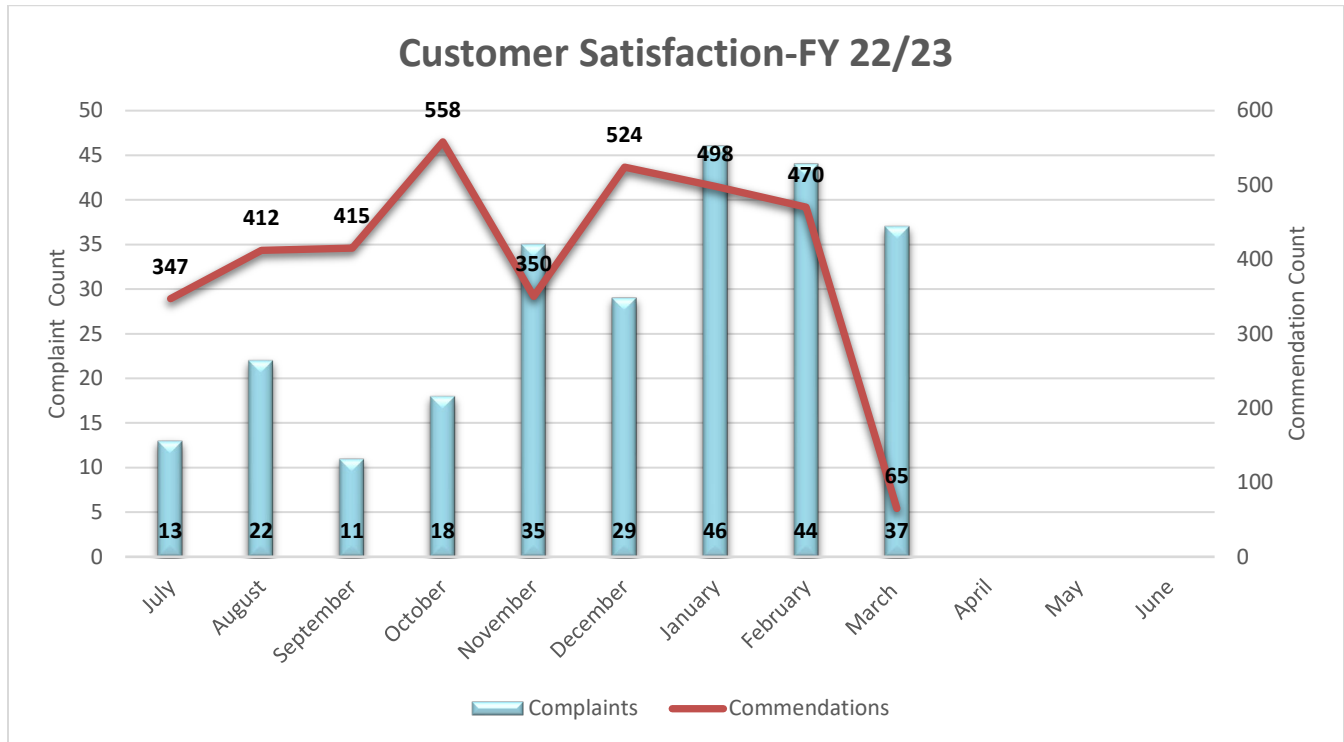
In March, our on-time performance decreased to 82.4% from 84.1% in February. This is due to increased ridership and the need to hire more drivers while maximizing all available resources. However, our goal remains to achieve a standard of 92% on-time performance. To meet this objective, our LINK paratransit contractor, Transdev, has implemented several measures. They conduct monthly on-site job fairs, provide extensive training to newly hired drivers without a commercial license to obtain one, and have added sedans to their sub-contractor's fleet to increase both fleet and driver pool demands. Additionally, new technology features and reports will be rolled out to improve efficiency.



Customer Satisfaction:

There was a slight decrease in complaints from February to March. The 37 complaints received in March were largely attributed to issues with timeliness as reflected by a total of 27 complaints. The remaining complaints were associated with issues with scheduling/staff skill (4 total), equipment (3 total) and driver complaints (3 total).

The unaudited total number of commendations received for March was 65. This is a tentative number that does not include the total number of commendations received via the MyTransit mobile app ratings feature.



Safety:

There were no accidents in the month of March.

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

Additional updates:

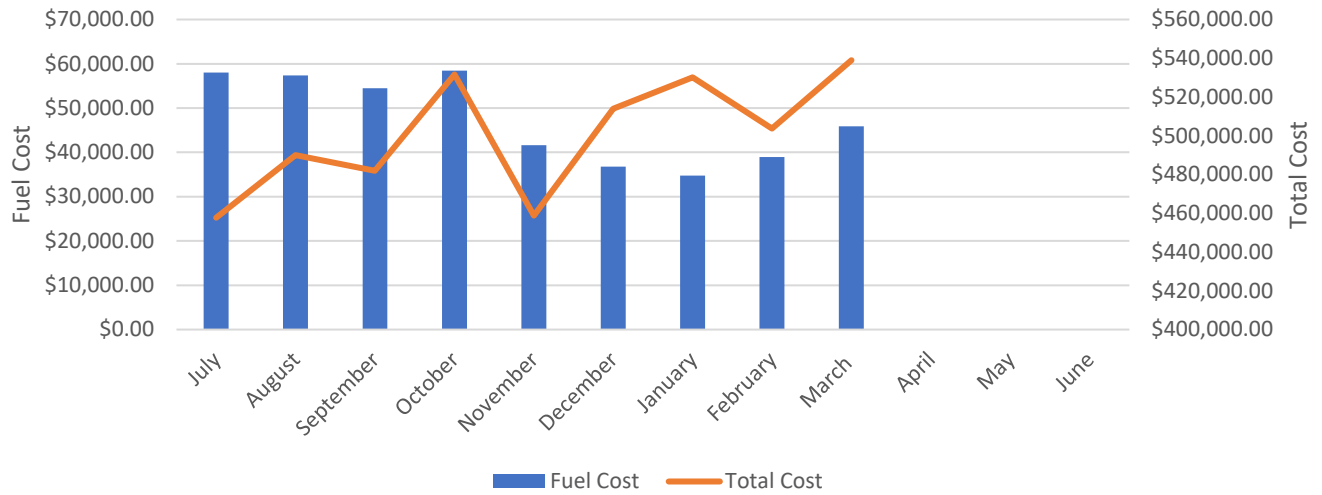
None.

Financial Implications:

An unaudited, preliminary total of \$538,977.70 was spent for March’s ADA paratransit services, an increase from the \$503,717.48 spent in February.

Fuel costs have slightly increased, as demonstrated from the \$38,974.76 spent for the month of February to a reported \$,45,922.11 spent in March.

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



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: March 2023 MOP *pre-audited

CCCTA PARATRANSIT

Performance Report: 2/01 through 2/28/2023

LINK and BART Statistics

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

Ridership Statistics				
1	ADA Passengers	7 707	5 727	50 135
2	Companions	84	41	499
3	*Personal Care Assistants	460	487	4571
4	One Seat Passengers	1 297	201	10 677
5	Total Passengers	9 548	6 456	65 882
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	471	864	7 281
7	Total number of Cancellations	1 991	478	5 654
8	Same Day Trips	93	167	965
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	27	54	405
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
11	Revenue Hours	4 831,97	4 178,24	27 324,01
12	ADA Passengers per RVHr.	1,60	1,37	1,83
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 69,93	\$ 90,13	\$ 89,92
16	*Service Miles	110 806,00	63 861,42	752 023
17	Billable Service Hours	6 580,30	6 425,85	41 728,71
18	Fuel Cost	\$ 45 922,11	\$ 43 901,83	\$ 391 663,04
19	***Total Cost	\$ 538 977,70	\$ 516 185,47	\$ 4 508 337,37
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
20	Percent on-time	82,4%	96,5%	81,9%
21	Arrived 15-29 minutes past window	495	68	4 161
22	Arrived 30-59 minutes past window	308	23	2 045
23	Arrived 60 minutes past window	63	0	391
24	Total Missed Trips	5	0	57
25	Transfer Trips	409	232	2 845
One Seat Pilot Data				
26	*Total Trips	1 297	838	10 643
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 23 886,52	\$ 11 581,44	\$ 169 698,27
28	*Non-CCCTA Miles (Agency Miles)	15 317,84	8 554,02	109 764,61
29	*Non-CCCTA Revenue Hours	973,53	247,43	4 257,50
30	*Total Revenue Hours	482,26	484,33	7 004,92
31	*Total Fare Collected	\$ 4 431,75	\$ 3 662,50	\$ 36 245,23
32	*Non-CCCTA Fare Collected	\$ 2 555,75	\$ 2 120,50	\$ 17 816,75
Customer Service Complaint Standard Goal = 2/1,000 passengers				
33	Total Complaints	37	7	255
34	Timeliness	27	4	173
35	Driver Complaints	3	3	32
36	Equipment / Vehicle	3	0	7
37	Scheduling/Staff Skill	4	0	43
38	Commendations	65	414	2 645
39	Ave. wait time in Queue for reservation	0:02:55	0:02:42	0:02:52
40	Ave. wait time in Queue for customer service	0:00:44	0:02:02	0:00:49
Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
41	Total accidents per 100,000 miles	0,00	0,00	0,00
42	Roadcalls per 100,000 miles	1,80	0	0,40
Eligibility Statistics				
44	*Total ADA Riders in Data Base	1 678	1 760	2 535
45	*Total Certification Determinations	96	115	939
46	*Initial Denials	1	0	1
47	*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

***Total Cost estimated at 7% increase over prior month, based 13% increase in revenue hours.

Transdev G.M. *[Signature]* Johanna Duran

Data is currently not available

Date: 4/25/2023 *4/26/2023*