

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Wednesday, July 5, 2023

8:00 a.m.

Supervisor Andersen Office
309 Diablo Rd, Danville, 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 June 7, 2023*
4. On-Time Performance Update – Information Only*
(Staff will provide an update on the on-time performance monitoring.)
5. Monthly Reports – Information Only
 - a. Fixed-Route*
 - b. Paratransit*
6. Committee Comments
7. Future Agenda Items
8. Next Scheduled Meeting – August 2, 2023 (8:00am at 309 Diablo Rd, Danville, CA)
9. 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, July 20, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, July 5, 2:00 p.m., 3rd Floor Conference Room
Advisory Committee:	Tuesday, July 11, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, July 6, 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, June 7, 8:00 am

Directors: Robert Storer, Renata Sos, Dave Hudson

Staff: Bill Churchill, Ruby Horta, Scott Mitchell, Melody Reeb, Rashida Kamara, Chan Saechao, Marcel Longmire, Pranjal Dixit, Rosa Noya, Laura Corona

Public: None

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 May 3, 2023

The Committee approved the minutes.

4. Fall Bid Update

Mr. Dixit informed the Committee that in response to the COVID-19 pandemic, transit service was reduced. However, ridership has since recovered, with weekend ridership recovering the most although the operator shortage remains a challenge for expanding service. He informed that the Fall bid, which will be implemented on August 6th, will include several service adjustments to align with BART's new schedule, ridership demand, and traffic conditions.

Mr. Churchill added that the current level of service is 13-15% below pre-pandemic levels. He said that staff will explore increasing service levels as the number of operators stabilizes. He also explained the funding arrangement for the Go San Ramon Program and the continued coordination with the City of San Ramon. This was in response to Director Hudson's question about ongoing development in the city.

5. Transit Signal Priority Update

Mr. Saechao informed the Committee that the Transit Signal Priority (TSP) project was awarded to Global Traffic Technologies (GTT) in April 2022. A pilot testing was conducted and no issues were found. However, the project has been delayed due to an ongoing chip shortage for the controller. Mr. Churchill further explained that the current TSP project would only result in traffic signal changes if the bus is running late.

6. Electric Bus Update

Mr. Longmire informed the Committee that the availability of electric buses increased to 83% in 2022, while the availability of diesel buses remained 100%. He highlighted several challenges with electric buses, including battery reliability, longer lead times for electronic components, the cost of battery replacement once out of warranty, and challenges with charger support. These challenges led to higher operating costs for electric buses.

Mr. Churchill added that electric buses can be difficult to charge during heat waves, when the electrical grid is under pressure. He also noted that transit fleets play an important role in emergency transportation during natural disasters, such as wildfires. Mr. Mitchell suggested that it would be better to wait to purchase more electric buses until the technology has matured and maintenance costs have decreased.

7. Monthly Reports

Mr. Dixit reported that fixed route ridership in April grew 29% year-over-year which was equivalent to 83% of pre-pandemic levels. He added that the average weekend ridership even surpassed pre-pandemic levels and that productivity was also on par with pre-pandemic levels. Additionally, missed trips decreased but were still above the threshold of 0.25%.

Mr. Churchill responded to Director Hudson's question about the service to new housing in San Ramon by stating that the local routes in the San Ramon – Danville area are outperforming the express routes which highlighted the change in travel pattern of riders. He added that staff will closely monitor the demand once the housing goes up and plan service accordingly.

Ms. Kamara told the Committee that paratransit service carried over 2,000 more passengers in April than at the beginning of the fiscal year. She explained that the unique nature of pickup windows for passengers can lead to significant variability in on-time performance. She highlighted Transdev's efforts to address staff turnover in dispatch and customer service. She also noted that complaints increased, but most of them were about timeliness. She also mentioned that commendations increased as well.

8. Committee Comments

None

9. Future Agenda Items

Go San Ramon update.

10. Next Scheduled Meeting

The next meeting was scheduled for July 5th at 8:00 am at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA

11. Adjournment – The meeting was adjourned at 9:05 a.m.

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

INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 06/27/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: On-Time Performance Update

Background:

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

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

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

At the beginning of fiscal year 2023, staff implemented changes to the methodology of on-time performance calculations to factor in early departures. This was done to better track the on-time performance of routes and develop service changes to improve reliability for customers.

Given the rapid change in traffic patterns coming out of the pandemic, it has been critical for planning staff to be able to track on-time performance and running times more closely in real-time to guide service changes. Historically, on-time performance has been recorded using the Clever Devices CAD/AVL (Computer-Aided Dispatch/Automatic Vehicle Location) system installed on the buses. However, the data from this system is only uploaded at the end of the day after the vehicle returns to the yard, and it takes an additional 3-4 days before the data is processed for tracking on-time performance.

The existing CAD/AVL system also relies on planned route alignments to calculate the location of the buses, which results in entire datasets being discarded when routes run on detour. Data is also not collected if an operator is not correctly logged in, which can occur for various reasons such as the system configuration on the vehicle not being up-to-date. Additionally, on-time performance and running times are only available for timepoint stops.

Swiftly:

Last fall, staff began exploring alternative options that would improve data collection for on-time performance tracking without requiring an entire overhaul of the existing CAD/AVL system. Swiftly is a cloud-based transit data platform that is able to integrate with existing hardware to provide data

analytics and visualizations, and staff started using their On-Time Performance and Run Time modules in December 2022. The modules have provided staff with a powerful set of tools to improve the reliability of County Connection’s services.

Swiftly uses a combination of vehicle location data from the existing CradlePoint routers installed on buses along with the GTFS (General Transit Feed Specification) Realtime feed coming from the existing Clever Devices system to accurately track the real-time location of buses and then to calculate on-time performance at every stop along the route. If an operator is not logged in correctly, the platform uses the GPS data from the routers to determine which route the vehicle is on. Swiftly's algorithm can also recognize if a bus has gone off-route and resumes tracking when the bus comes back on route, thereby getting better quality data.

The On-Time Performance module tracks the actual arrival and departure times of vehicles against their scheduled times and provides staff with insights into where and when their services are most likely to be delayed in real-time (see Figure 1).

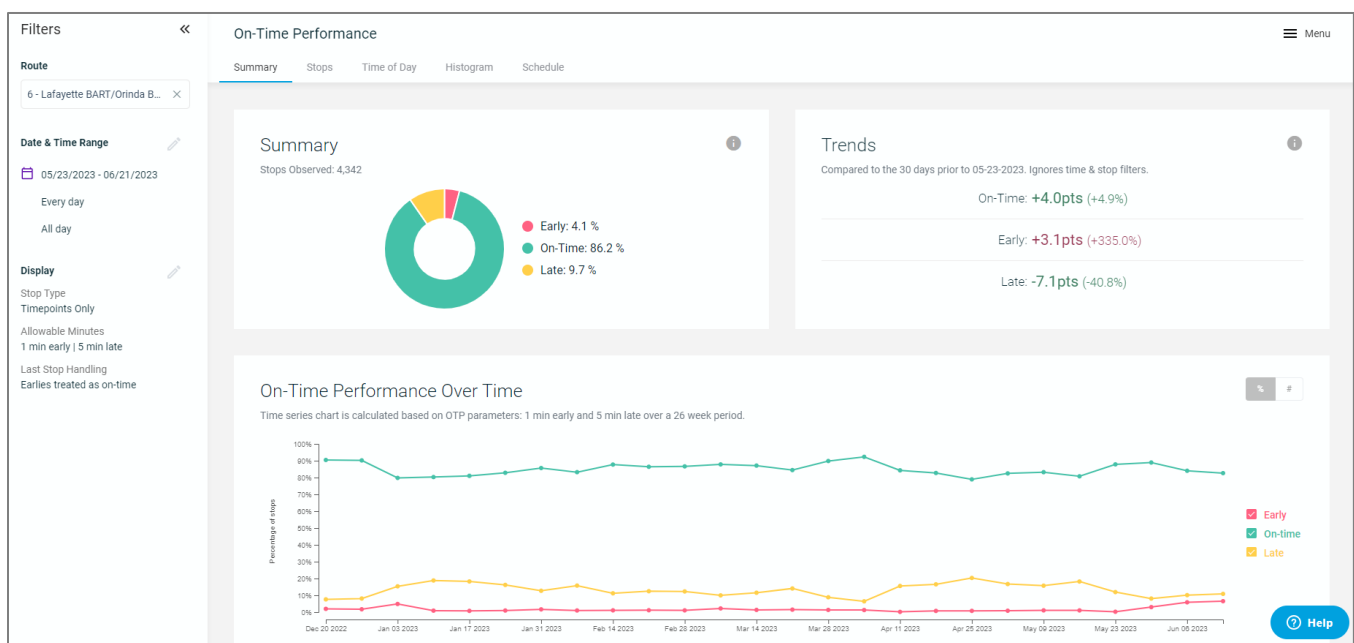


Figure 1: On-Time Performance Module

The Run Time module compares the actual run times of vehicles against their scheduled run times, helping staff identify routes that are running too long or too short (see Figure 2). The module then provides suggestions on runtime adjustments to improve the on-time performance of routes (see Figure 3).

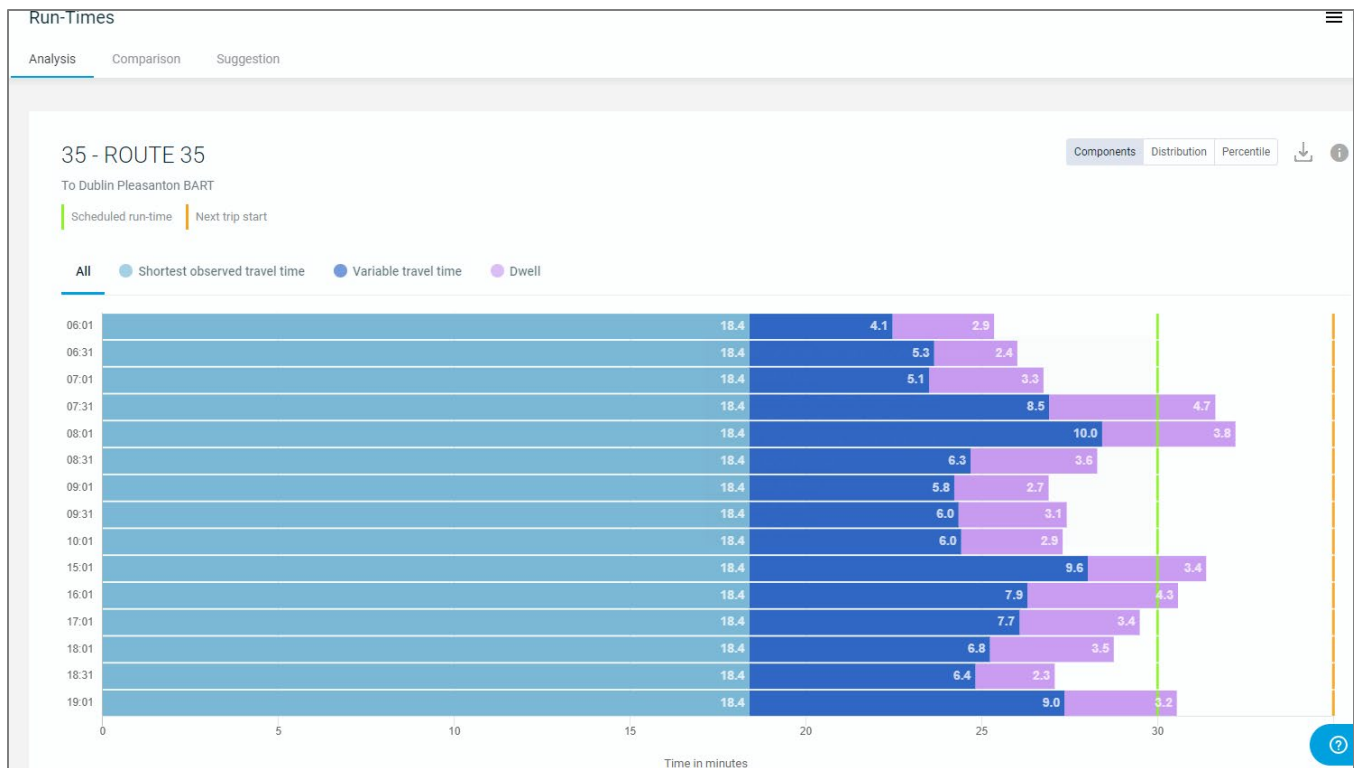


Figure 2: Runtime Module - Analysis

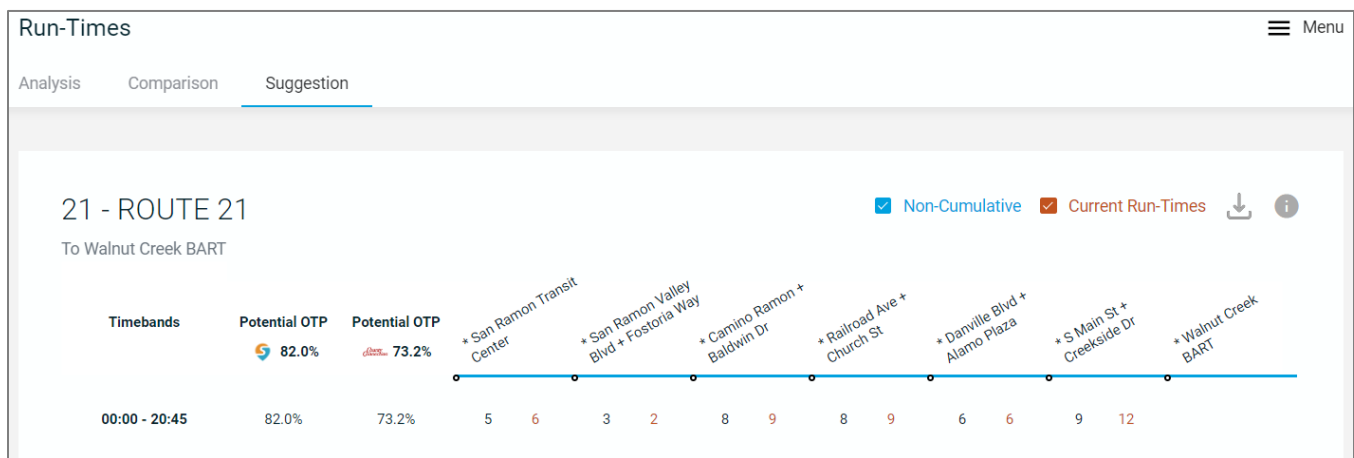


Figure 3: Runtime Module - Suggestion

Together, these modules provide staff with a comprehensive view of operations, allowing them to make informed decisions about how to improve reliability and efficiency. Over the last six months, staff has used data from Swiftly to analyze on-time performance and will be implementing runtime changes on the following 17 routes with the Fall Bid:

- Regular Service – Routes 21 and 35 with an average on-time performance of 81%
- Express Service – Route 98X with an average on-time performance of 78%

- Select Service – Routes 601, 602, 606, 611, 612, 616, 619, 622, 623, 626, 635 with an average on-time performance of 59%
- Weekend Service – Routes 321 and 335 with an average on-time performance of 74%

Staff will continue to monitor performance and provide the Committee with an update on the effectiveness of the on-time performance-related changes later this year.

Financial Implications:

None at this time. An initial one-year license for Swiftly was funded using an existing grant. Staff will evaluate the effectiveness of the Swiftly platform to determine its utility moving forward and whether there are grant opportunities for future funding.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations & Scheduling Committee

Date: 6/23/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for May 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	220,275	198,616	
Average Weekday	9,165	8,493	
Pass/Rev Hour	13.5	12.6	Standard Goal > 17.0
Missed Trips	0.29%	0.68%	Standard Goal < 0.25%
Miles between Road Calls	27,256	34,510	Standard Goal > 18,000

** Based on current standards from updated SRTP*

Analysis

Average weekday ridership was higher in May 2023 (9,165 passengers) than the previous month of April 2023 (8,996 passengers) and is 22% higher than May 2022 (7,510 passengers). County Connection also ran a total of six BART Bridges on three weekends in May which served 11,746 passengers.

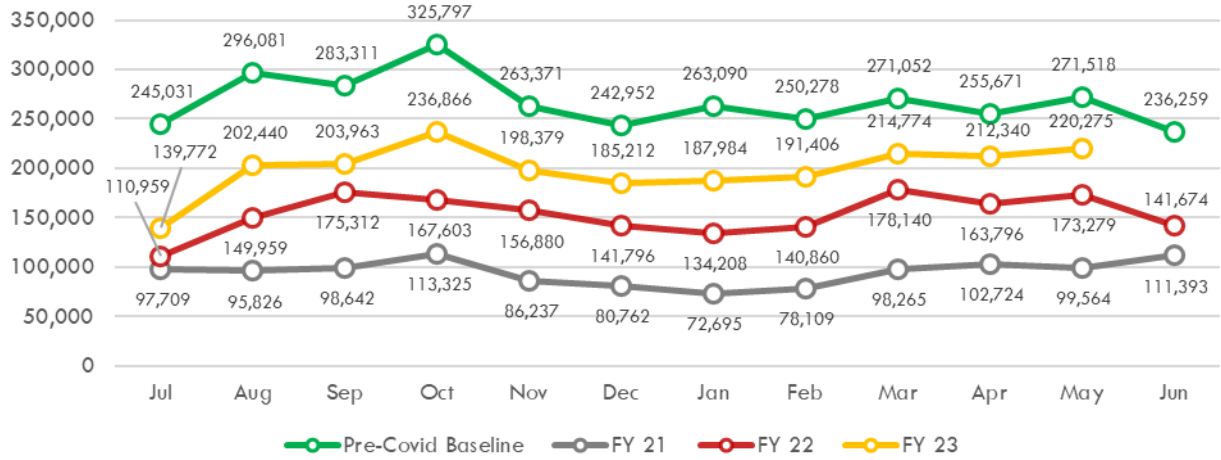
Passengers per hour in May was 13.5, which is higher than April 2023 and higher than May 2022 when passengers per hour was 11.1.

The percentage of missed trips in May was 0.29%, which is lower than the prior month when it was 0.41%.

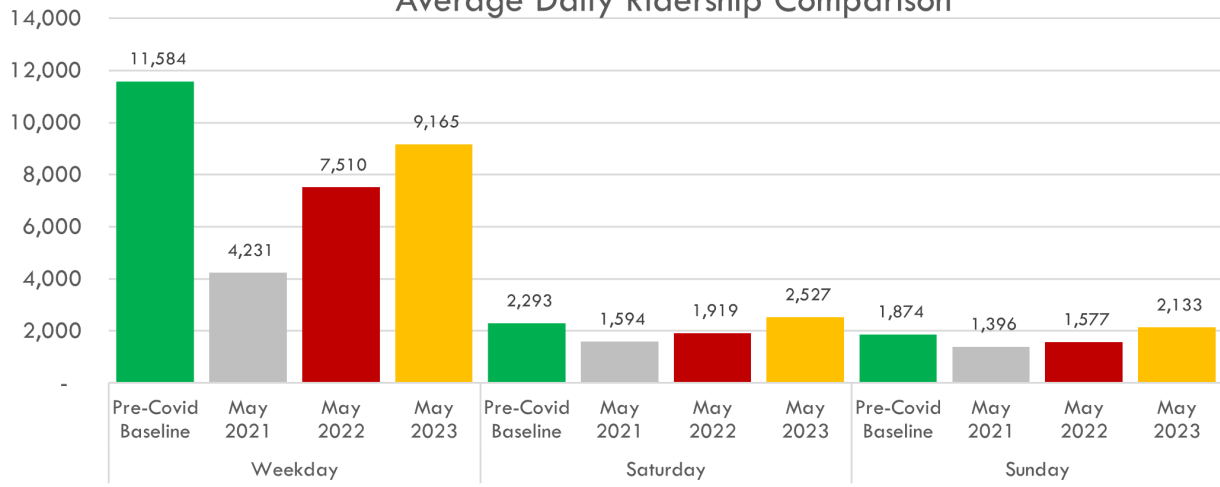
The number of miles between roadcalls was 27,256 miles in May, lower than the prior month in which there were 31,748 miles between roadcalls. The rolling 12-month average is 33,379 miles between roadcalls.

Of a total 232,021 passengers, 124,713 passengers had the potential to use a Clipper card aboard County Connection since 107,308 either used an employer or school pass or were on a free route. About 78.6% of the 124,713 potential Clipper card users paid using Clipper during this month.

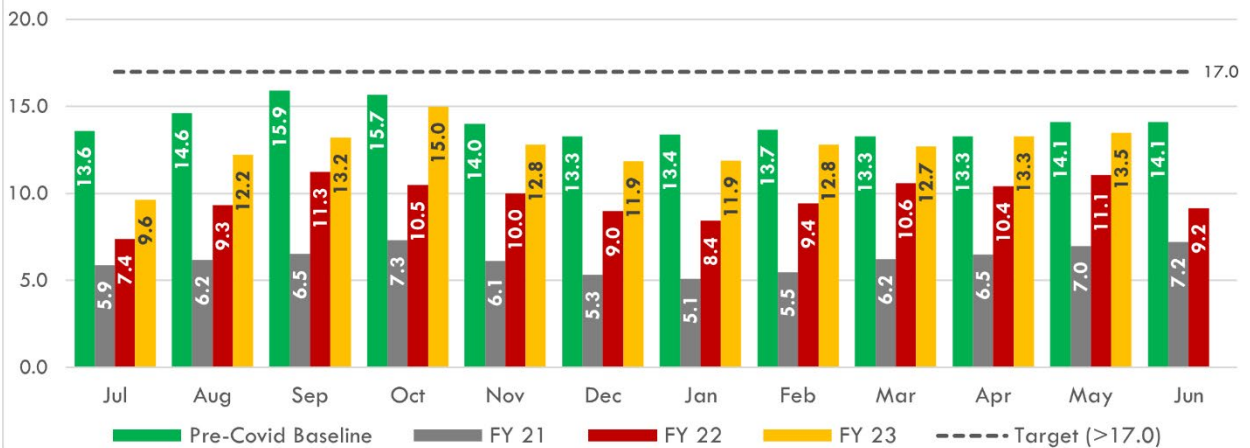
Total Monthly Fixed Route Ridership

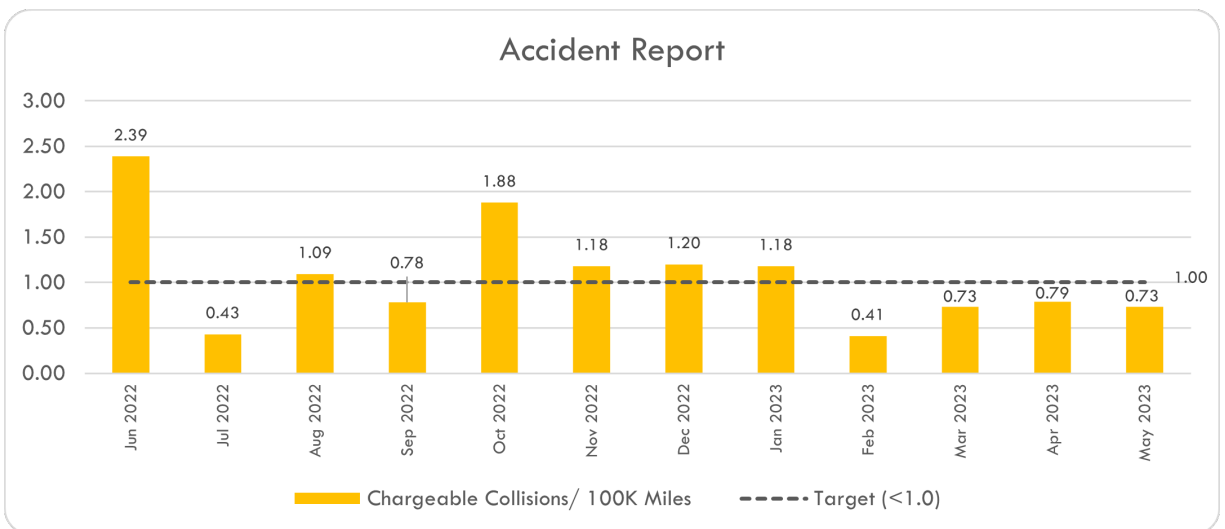
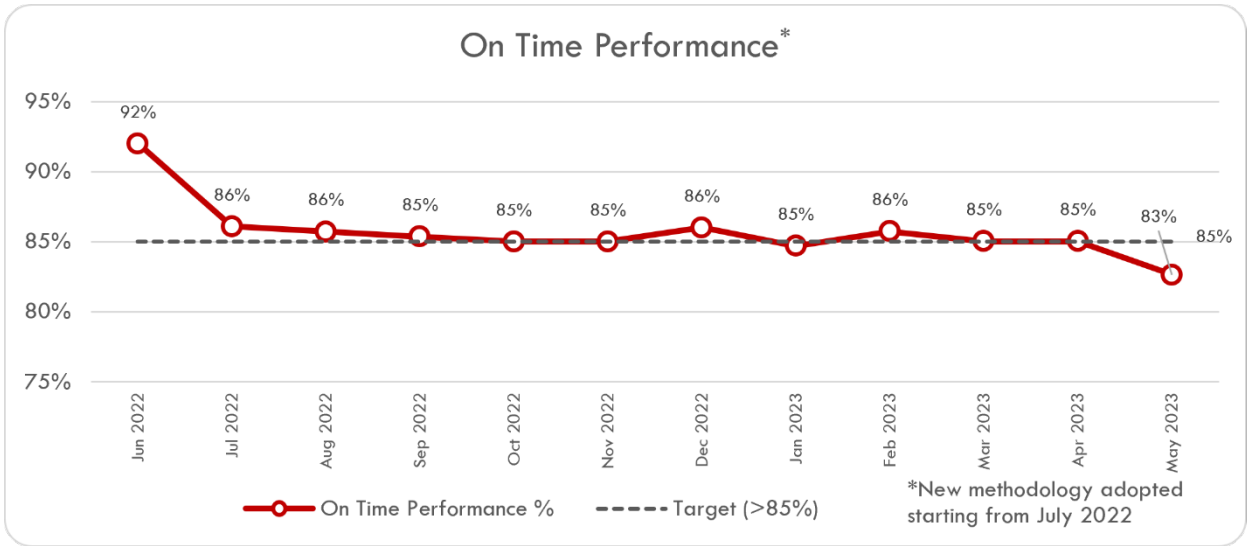
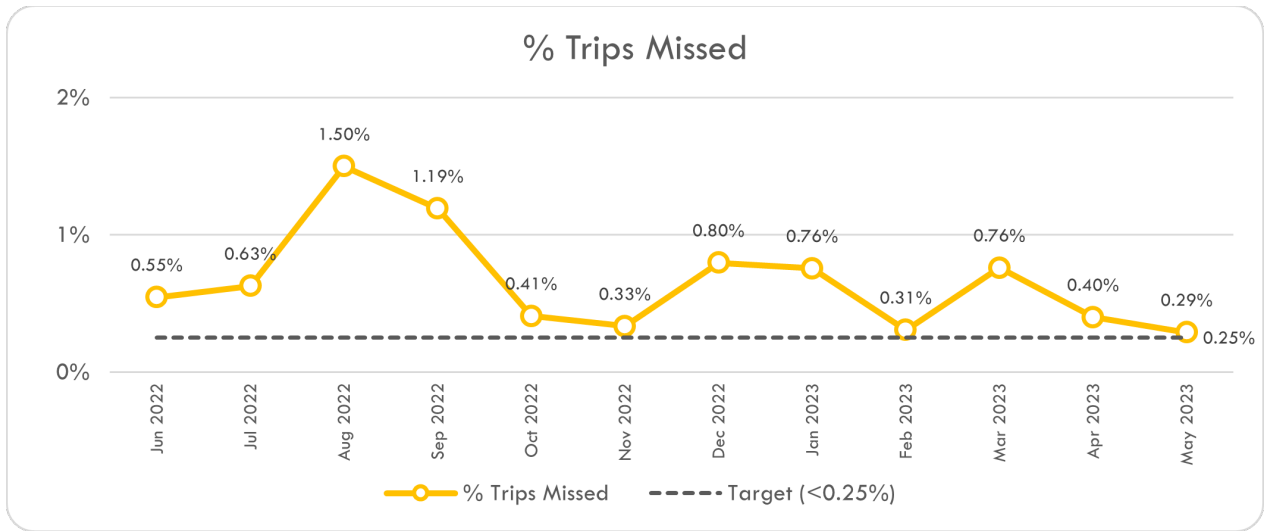


Average Daily Ridership Comparison

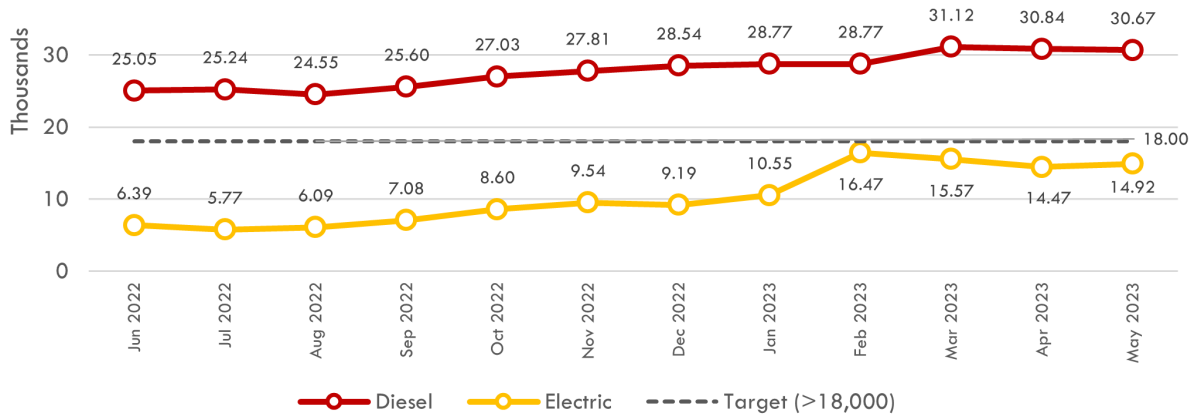


Passengers/Revenue Hour

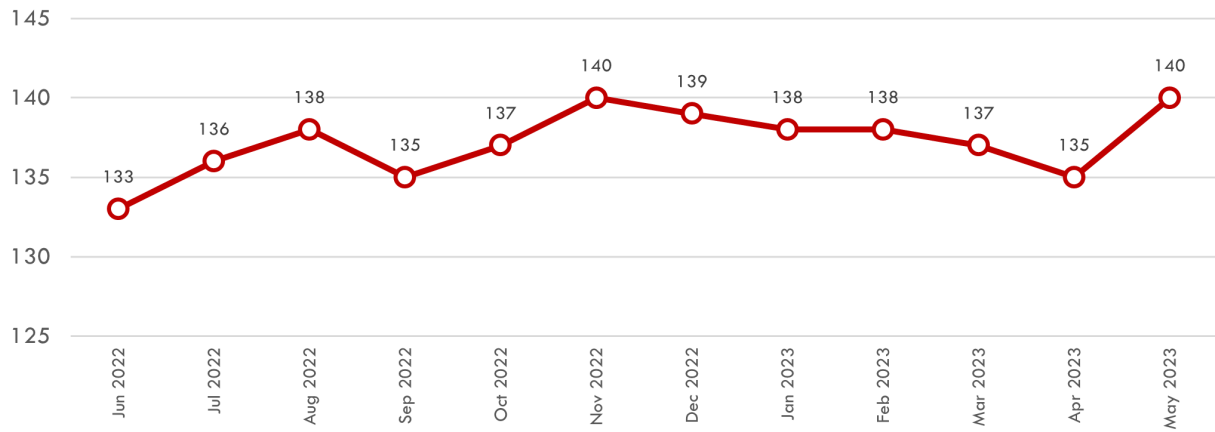




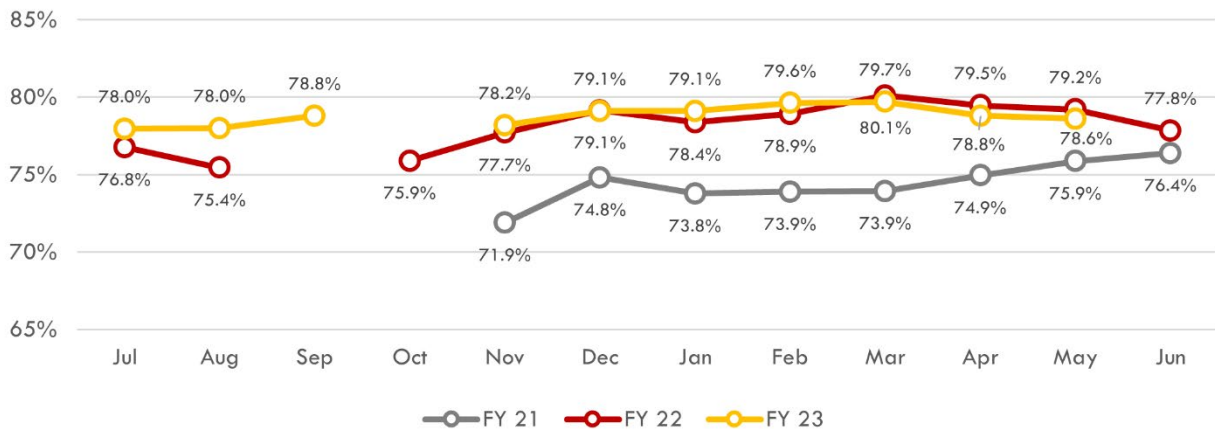
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



County Connection

INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 6/28/2023

From: Rashida Kamara, Director of ADA & Special Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –May 2023

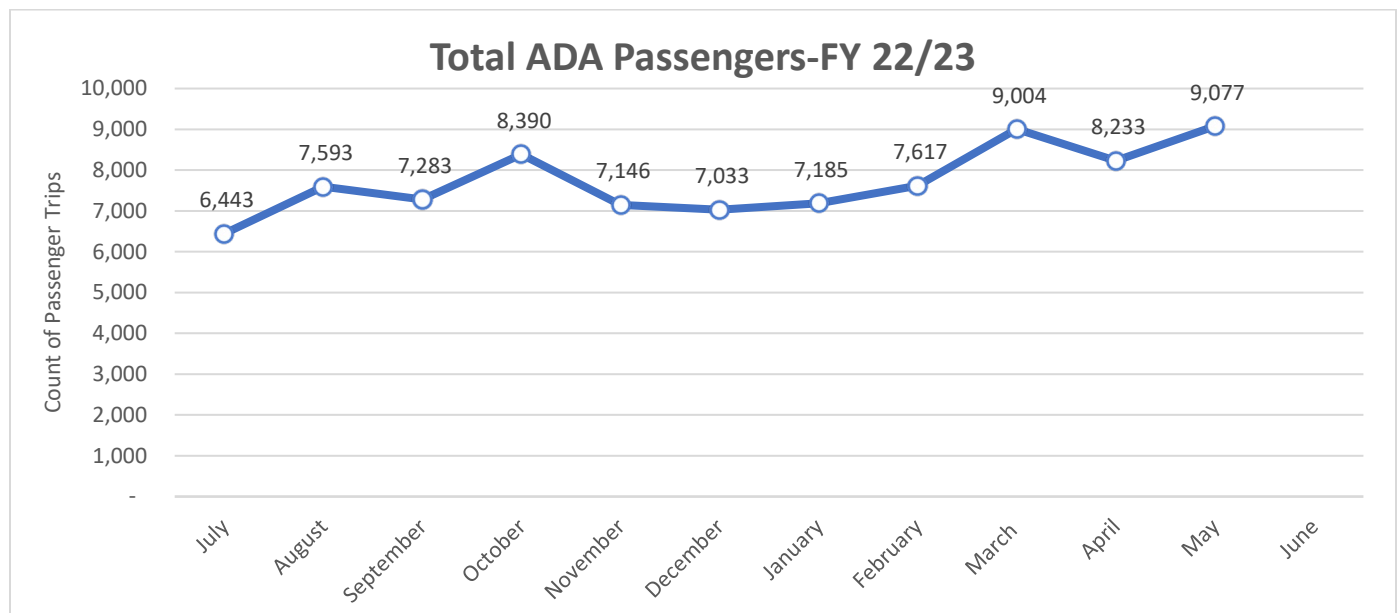
Background:

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

May 2023 Performance Report:

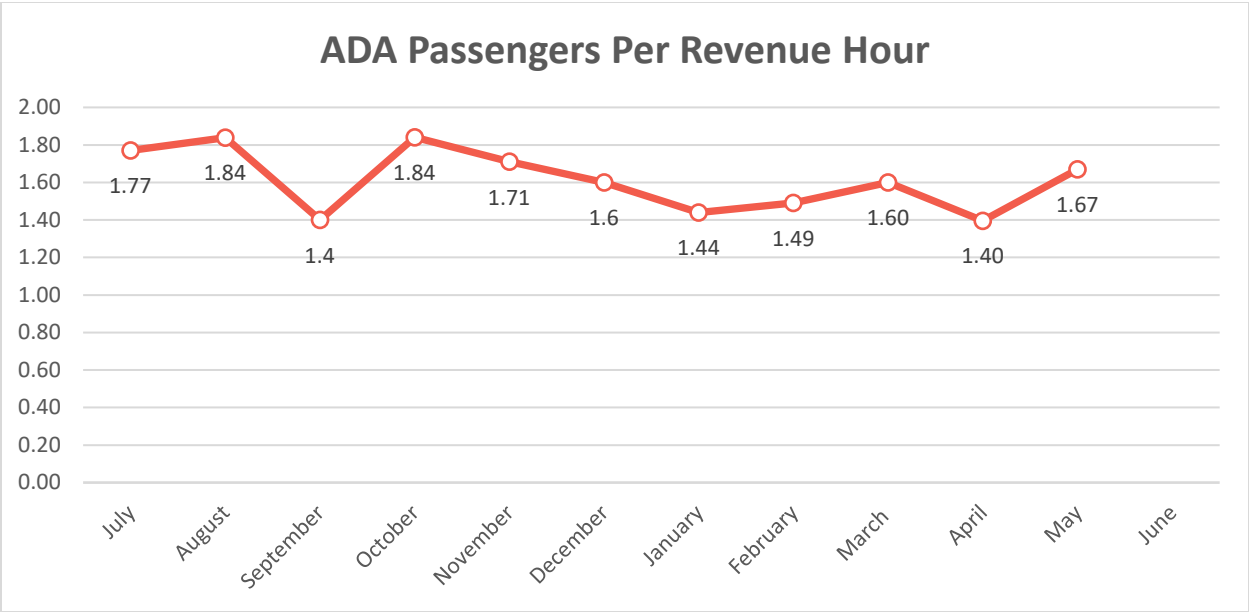
Ridership:

The total reported number of ADA passenger trips in May was 9,077; 844 more trips than in April. The total reported number of ADA Passengers reported in May of 2023 is approximately 73% of pre-pandemic ridership levels (May 2019).



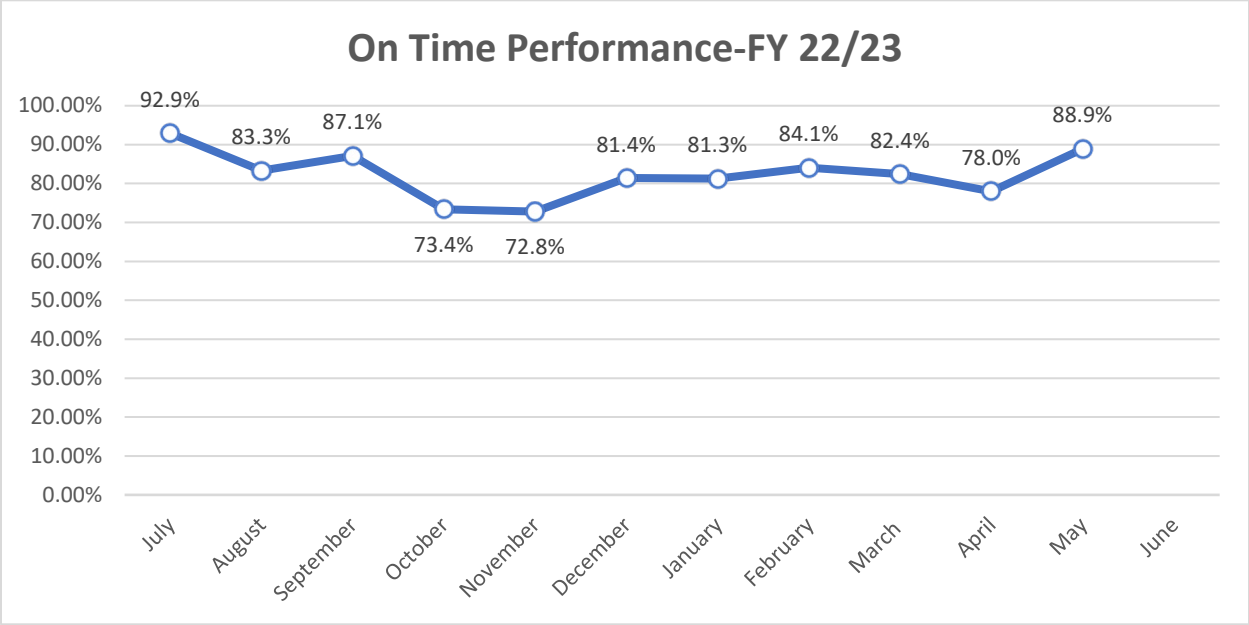
Productivity:

May reported productivity of 1.67 ADA passengers (does not include escorts or attendants) per revenue hour which was an increase from the reported 1.40 ADA Passengers/Rev Hr. in April. The standard set for the LINK service is to maintain a minimum of 1.5 ADA passengers per revenue hour.



On-time Performance:

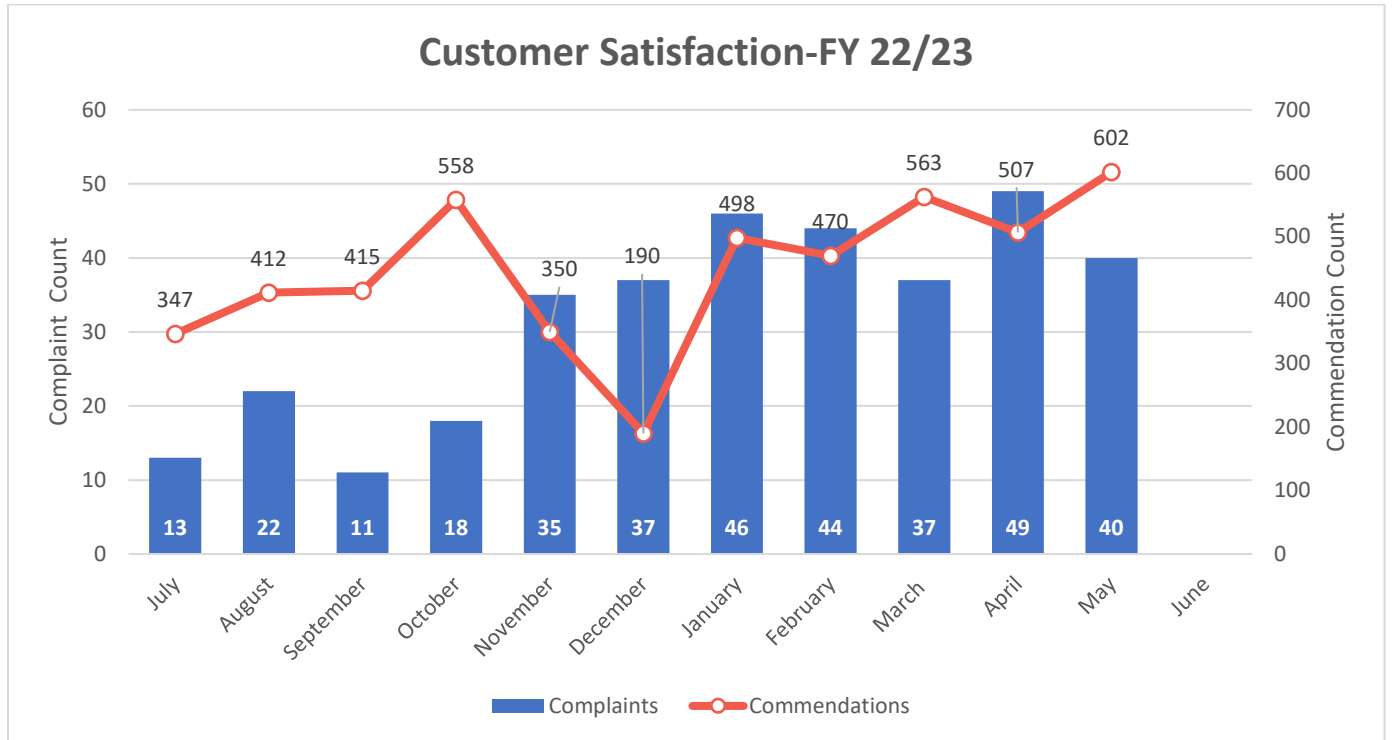
In May, our on-time performance increased to 88.9% from 78.0% in April. This significant increase is a step in the correct direction as on-time performance is an indicator of the quality of the service. County Connection holds a high standard when it comes to customer satisfaction, and as such, our contractor is responsible for making needed adjustments to ensure satisfactory service performance.



Customer Satisfaction:

There was a decrease in complaints from April to May. The 40 complaints received in May were largely attributed to issues with timeliness as reflected by a total of 25 complaints. The remaining complaints were associated with issues with equipment (1 total) and driver complaints (14 total).

The total number of commendations received for May was 602. Our highest month for commendations this 2023. Although on-time performance is low, most of these commendations are attributed to the overall service provided by drivers.

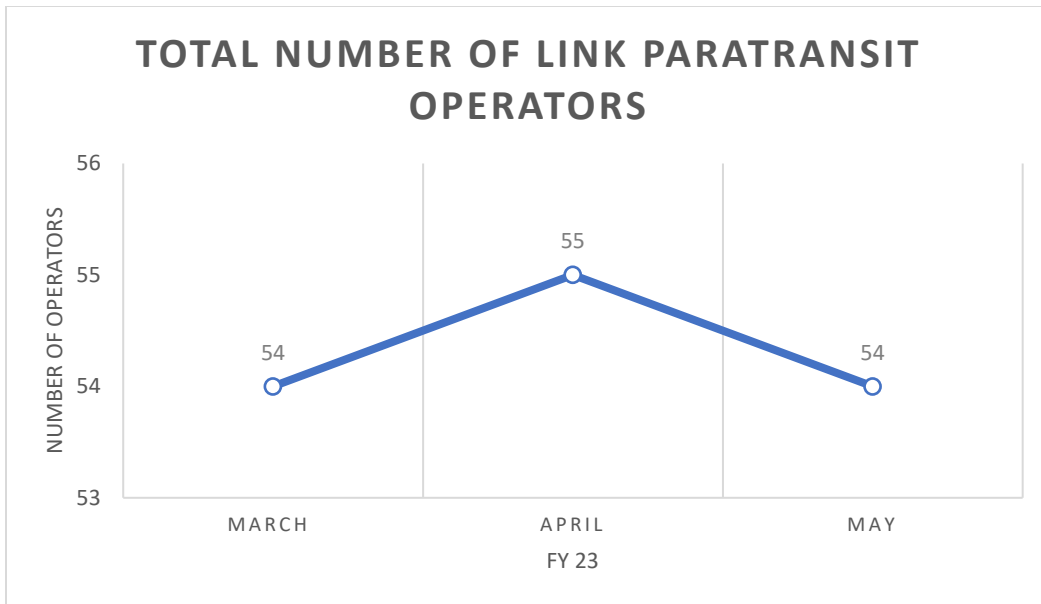


Safety:

There were no accidents in the month of May.

Staffing:

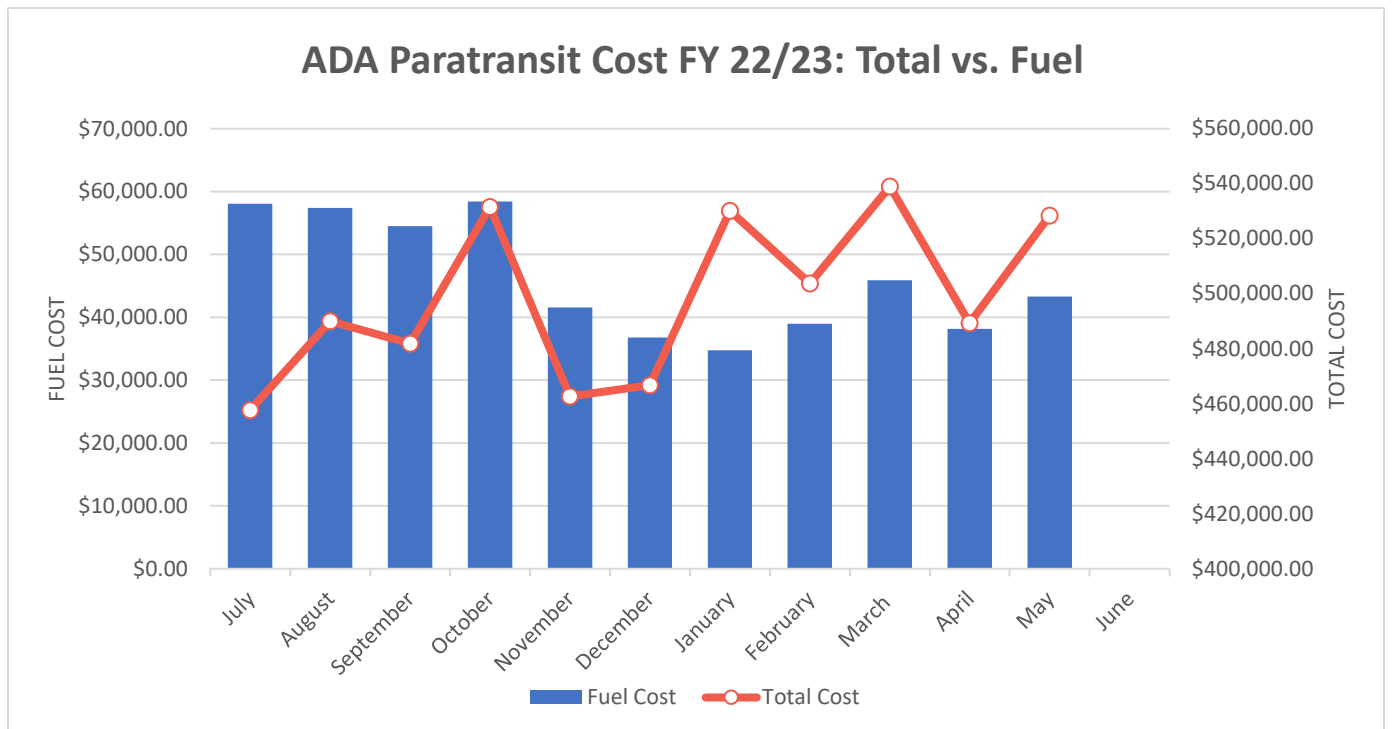
There was a reported total of 54 drivers who operated LINK paratransit routes for the month of May. This was a slight increase from the 55 drivers reported in April of 2023. Ongoing measures have been taken to increase the driver pool to meet current and forecasted ridership increases. These measures include conducting monthly on-site job fairs, hiring Class C to operate noncommercial vehicles as well as hiring Class C drivers to train to operate commercial vehicles.



Financial Implications:

An unaudited, preliminary total of \$528,447.80 was spent for May's ADA paratransit services, an increase from the \$489,270.41 spent in April.

Fuel costs have also slightly increased, as demonstrated from the \$38,142.46 spent for the month of April to a reported \$43,298.29 spent in May.



Recommendation:

None, for Information only.

Additional updates:

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

Action Requested:

None, for information only.

Attachments:


Attachment 1: May 2023 MOP *pre-audited

CCCTA PARATRANSIT
Performance Report: 5/01 through 5/31/2023

LINK and BART Statistics

	FY 22/23 May	Variance from Goal	FY 21/22 May	YTD 22/23
Ridership Statistics				
1	ADA Passengers	7,822	4,838	71,942
2	Companions	70	11	623
3	*Personal Care Assistants	459	387	5502
4	One Seat Passengers	1,255	900	13,100
5	Total Passengers	9,606	6,136	91,167
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	984	895	9,665
7	Total number of Cancellations	550	560	5,257
8	Same Day Trips	76	123	1,137
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	22	34	455
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
11	Revenue Hours	4,683.85	3,585.51	44,222.80
12	ADA Passengers per RVHr.	1.67	1.35	1.63
13	Average Trip Length (miles)			
14	Average Ride Duration (minutes)			
15	Total Cost per ADA Passenger	\$ 67.56	\$ 101.38	\$ 76.81
16	*Service Miles	93,077.00	58,735.64	944,974
17	Billable Service Hours	6,401.10	5,716.52	59,587.98
18	Fuel Cost	\$ 43,298.29	\$ 53,936.89	\$ 507,862.99
19	Total Cost	\$ 528,447.80	\$ 490,456.11	\$ 5,526,055.58
On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
20	Percent on-time	88.9%	92.1%	82.1%
21	Arrived 15-29 minutes past window	636	179	5,634
22	Arrived 30-59 minutes past window	471	58	3,051
23	Arrived 60 minutes past window	78	3	602
24	Total Missed Trips	10	2	68
25	Transfer Trips	464	266	3,663
One Seat Pilot Data				
26	*Total Trips	1,255	900	13,072
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 27,058.24	\$ 15,725.07	\$ 246,736.88
28	*Non-CCCTA Miles (Agency Miles)	14,702.06	9,466.60	128,307.50
29	*Non-CCCTA Revenue Hours	460.79	298.47	5,127.17
30	*Total Revenue Hours	908.25	602.25	8,714.33
31	*Total Fare Collected	\$ 4,597.75	\$ 3,763.75	\$ 45,002.73
32	*Non-CCCTA Fare Collected	\$ 2,871.50	\$ 2,093.25	\$ 25,737.00
Customer Service Complaint Standard Goal = 2/1,000 passengers				
33	Total Complaints	40	9	344
34	Timeliness	25	5	267
35	Driver Complaints	14	3	50
36	Equipment / Vehicle	1	0	11
37	Scheduling/Staff Skill	0	1	30
38	Commendations	602	428	3,734
39	Ave. wait time in Queue for reservation	0:02:43	0:02:32	0:03:01
40	Ave. wait time in Queue for customer service	0:02:18	0:02:03	0:01:50
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	0.00	0	0.40
Eligibility Statistics				
44	*Total ADA Riders in Data Base	1,708	1,747	2,671
45	*Total Certification Determinations	63	103	1,012
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

Transdev G.M.: 
Date: 6/21/2023