

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Wednesday, June 7, 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 May 3, 2023*
4. Fall Bid Update – Information Only*
(Staff will provide an update on the upcoming Fall service changes.)
5. Transit Signal Priority Update – Information Only*
(Staff will provide information on the Transit Signal Priority project.)
6. Electric Bus Update – Information Only*
(Staff will provide information on the Electric Bus Performance.)
7. Monthly Reports – Information Only
 - a. Fixed-Route*
 - b. Paratransit*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – July 5, 2023 (8:00am at 309 Diablo Rd, Danville, CA)

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

11. Adjournment

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, June 15, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, June 7, 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 8, 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, May 3, 8:00 am**

Directors: Robert Storer, Renata Sos

Staff: Bill Churchill, Ruby Horta, Scott Mitchell, Rashida Kamara, Pranjali Dixit, Rosa Noya

Public: None

Call to Order: Meeting called to order at 8:03 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of April 5, 2023

The Committee approved the minutes.

4. Forklift Replacement

Mr. Mitchell informed the Committee that County Connection must replace two diesel forklifts used by the Maintenance Department by December 31, 2025, as required by the California Air Resources Board. The forklifts will be purchased using the GSA contract and will cost no more than \$230,000. The Committee agreed to forward a recommendation to the Board to move forward with the purchase.

5. Bus Stop Consolidation

Mr. Dixit informed the Committee that County Connection has conducted two major service restructurings since the 2014 Bus Stop Access Study. The new Bus Stop Consolidation project will identify opportunities to consolidate bus stops and improve operations, access, and the customer experience. The project will be conducted with the assistance of Transportation Management & Design (TMD), and a proposed timeline and budget will be presented to the Committee for approval at a later date.

6. Monthly Reports

Mr. Dixit reported that fixed route ridership grew 19% year-over-year to 80% of pre-pandemic levels. Average weekend ridership even surpassed pre-pandemic levels. However, missed trips have increased due to growing challenges in operator recruitment. Mr. Mitchell further informed the Committee that the reliability of electric buses has improved significantly over the past 2 years, leading to increased mileage between mechanical road calls.

Ms. Noya informed the Committee that paratransit ridership increased in March by 1,400 passengers, month-over-month. Ms. Kamara attributed the increase to the reopening of certain social service agencies and an increase in dialysis trips. Ms. Noya also reported that productivity improved, but on-time performance decreased slightly. Complaints went down, and the lower number of commendations does not include those received through the MyTransit App. Directors Storer and Sos requested that paratransit operator numbers be included in future reports.

7. Committee Comments

None

8. Future Agenda Items

None

9. Next Scheduled Meeting

The next meeting was scheduled for June 7th at 8:00 am at Supervisor Andersen Office located at 3338 Mt. Diablo Blvd, Lafayette, CA

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

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

To: Operations & Scheduling Committee

Date: 05/23/2022

From: Pranjali Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fall Bid Update

Background:

In response to the COVID-19 pandemic, staff implemented major service changes to ensure transit availability throughout the service area based on changes in demand. Over the past year, as more businesses have opened back up and employers have required employees to return to the office, ridership has seen a steady increase, aided by systemwide and regionwide fare promotions like Monument Free, Summer Youth Pass, Pass2Class, Clipper START, etc. However, despite extensive recruitment and training efforts, the ongoing operator shortage remains a key hurdle to increasing service.

Ridership Trends:

Ridership has been growing steadily on a year-over-year basis with weekend ridership showing the strongest recovery. As of May 2023, buoyed by the expansion of Monument Free program, weekend ridership has recovered 96% compared to pre-pandemic levels, followed by school routes at 85%, regular local routes at 67%, and express routes lagging at 40% of pre-pandemic levels.

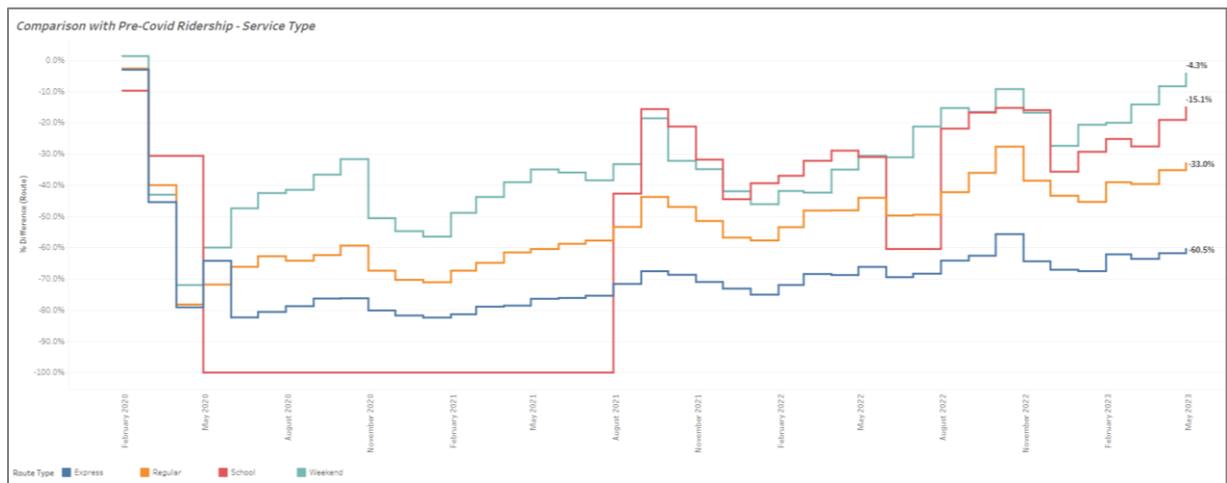


Figure 1: Comparison with Pre-Covid Ridership

Fall Bid:

The Fall bid will be implemented on August 6th and will include several service adjustments. Along with an analysis of current schedule and ridership levels, these changes were also guided by changes in BART schedules and school bell times.

BART will be implementing schedule changes in September that include higher frequency on weekdays and more consistently frequency on weekends on the Yellow Line. The Blue Line will have lower frequency on weekdays and higher frequency on weekends.

The changes for Fall bid include the following:

- Shifting trip times on six weekday and eleven weekend routes to facilitate seamless connection with BART's new schedule.
- Implementing the new alignment on Route 99X connecting Martinez Amtrak and North Concord BART, which includes limited trips serving sections of Route 27 that will be eliminated.
- Adjusting service frequencies on two weekend routes to align with the ridership demand and BART's new schedule.
- Extending Route 316 to serve Walmart in Martinez on weekends.
- Optimization of schedule times on several routes to improve on-time performance and reliability, in response to changing traffic conditions.

Financial Implications:

None. The service levels for the Fall bid are consistent with the proposed FY 2024 budget.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations & Scheduling Committee

Date: 05/31/2023

From: Chan Saechao, Director of IT

Reviewed by: *Ref*

SUBJECT: Transit Signal Priority (TSP) System Update

Background:

In April 2022, County Connection, in partnership with Metropolitan Transportation Commission (MTC), the cities of Concord and Walnut Creek, as well as the Contra Costa Transportation Authority (CCTA) inquired proposals for the deployment of a central conditional Transit Signal Priority (TSP) system on certain County Connection buses along corridors within the cities of Walnut Creek and Concord, with hopes of eventually expanding countywide in the future. Stakeholders selected Global Traffic Technologies (GTT) to carry out the TSP plan.

Year-to-Date Progress:

The project was broken up into five (5) task areas, which were then divided into smaller tasks. Task 1 was to develop the implementation schedule, which was completed in September 2022. Task 2 is to furnish TSP system software and hardware, which is the preparation for the pilot. Task 3 includes installation, integration, and deployment. Task 4 is testing and accepting the project completion. Task 5 is for training and documentation. Tasks 1 and 2 have already been completed. Tasks 3 and 5 are projected to be completed by the beginning of June 2023. Task 4 is projected to be completed by July 2023, thus concluding the project. However, due to a chip shortage, the project may be delayed. Once the initial project phase is completed, the TSP system will be piloted for one year to evaluate efficiency.

County Connection staff have been involved with coordinating the installation of extensibility docks on thirty-one (31) buses in preparation for TSP. Other tasks that staff have been involved with includes acquiring the CradlePoint Essential Licenses, coordinating with dispatch for the TSP pilot tests on May 22nd and May 23rd, as well as providing a URL to GTT to begin General Transit Feed Specification Realtime Services (GTFS-RT).

The TSP pilot testing was proven to be successful. GTT demonstrated that County Connection buses can request Transit Signal Priority at TSP-enabled intersections, when certain conditions are met, such as vehicle capacity and on-time performance. Buses are granted priority when the traffic controllers are properly programmed and connected to GTT's Opticom Cloud Platform.

Financial Implications:

The project is being funded by MTC through the IDEA grant with a budget totaling \$1,320,792. County Connection will provide in-kind IT and planning services on an ongoing basis.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None.

County Connection

INTER OFFICE MEMO

To: Operations & Scheduling Committee

Date: 06/01/2023

From: Marcel Longmire, Director of Maintenance

Reviewed by: *Ref*

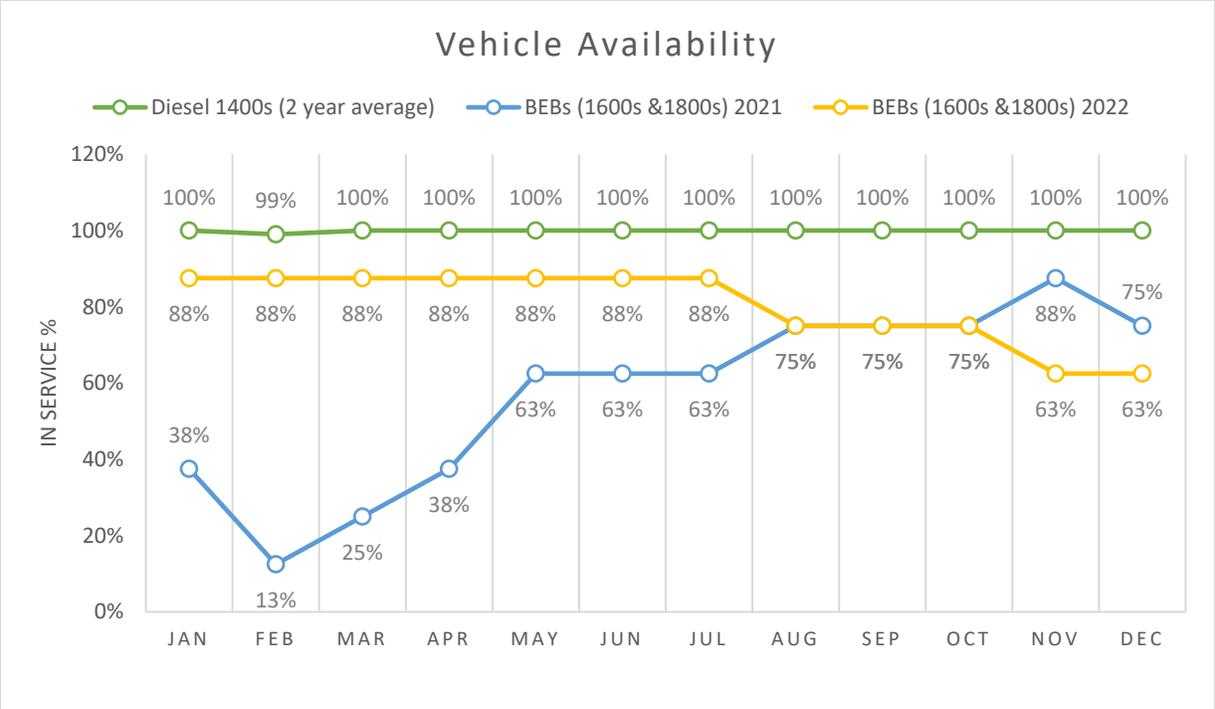
SUBJECT: Battery Electric Bus Report

Background:

County Connection has received two federal grants, the 2012 Clean Fuel Grant and the 2016 Low/No Grant, to purchase eight battery electric buses (BEBs) and the necessary charging infrastructure. All eight BEBs operate in Walnut Creek on Routes 4 and 5. Two inductive chargers were installed at the Walnut Creek BART Station to support the continuous operations on these two routes. The BEBs have travelled close to 360,000 service miles since January 1, 2017. This memo provides a comparison a comparison between the electric bus fleet and the 1400-series diesel bus fleet.

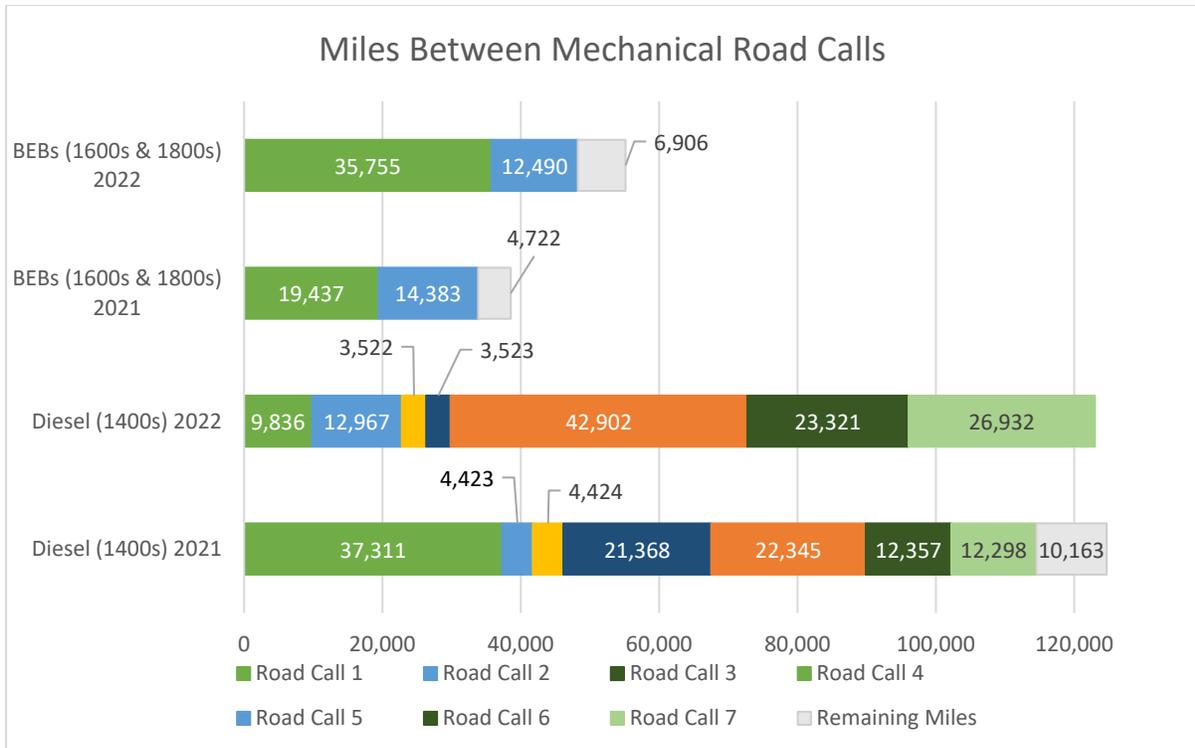
Maintenance and Operations:

As of January 2022, the electric bus availability averaged 80% up from 57% in 2021. The bus availability for the 1400-series diesel fleet was a remarkable 100% up from 98% in 2021. For the BEBs, parts availability and battery issues are still a major problem. Over the past couple of months, the BEBs ran into an issue dealing with a shortage of electronic components that has also been an industry wide problem. The vehicle availability chart on the next page tracks the annual change for the diesel and electric bus fleets.



Depot charging has also been a problem since the electric buses went into service in 2016. The biggest problem with our depot plug-in chargers was the lack of support we received from our vendor, EFACEC. The issue came to a head midway through 2021, at this point EFACEC stopped supporting their product altogether leaving us without a depot charger. With creative planning and scheduling we have been able to continue our electric bus service with just the two inductive WAVE chargers located at Walnut Creek BART. This required extensive coordination between dispatch, operators, and our maintenance department to ensure the BEBs were sufficiently charged at the beginning and end of each day. As a long-term solution, staff procured purchased two 50kW inductive WAVE chargers, which are being installed at our bus yard. These inductive charges will provide for the redundancies we previously had with the EFACEC depot chargers.

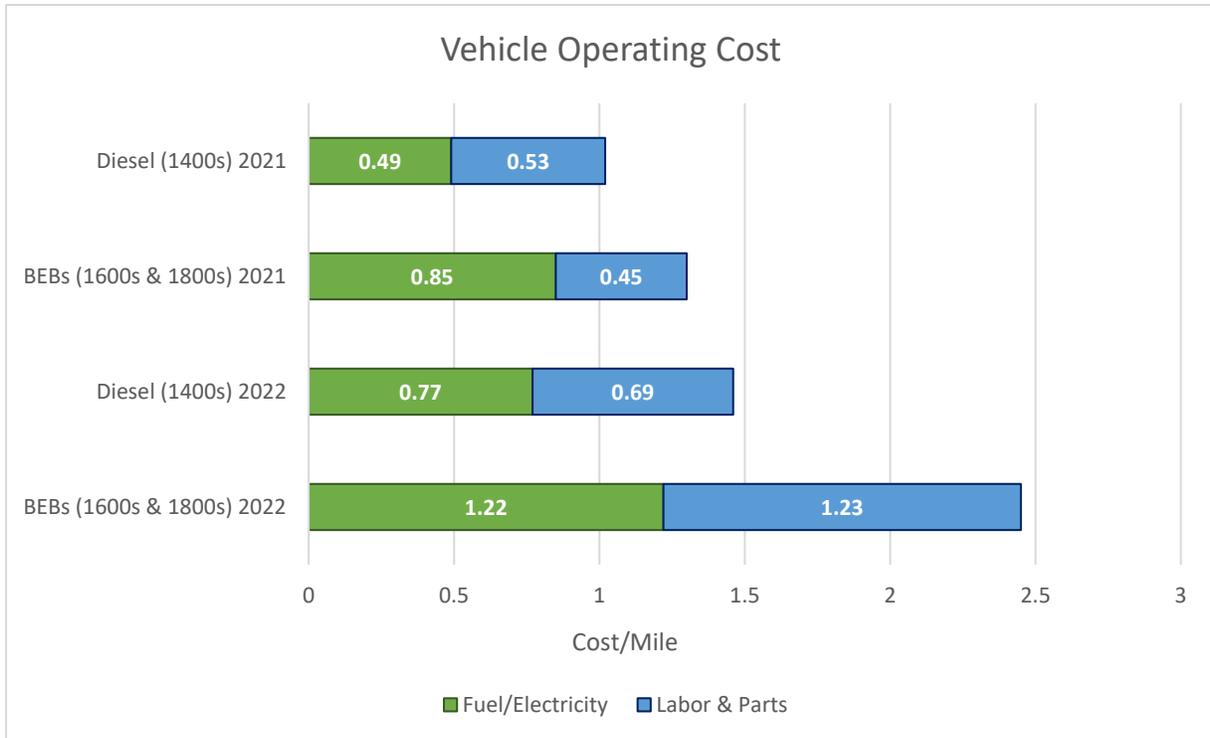
The average miles between mechanical road calls for BEBs increased from 26,500 miles in 2021 to 27,500 miles in 2022. The 1400-series diesel fleet, on the other hand, saw a decrease in the average miles between mechanical road calls, from 18,000 miles in 2021 to 17,500 miles in 2022. In 2021 and 2022, the 1400-series diesel fleet had seven road calls, compared to two road calls for the BEBs.



Cost to Operate:

As we all know, electricity rates continue to rise. This carries over to the cost of operating the BEBs. Between January 1, 2022, and December 31, 2022 the total electricity cost to operate the eight buses was about \$68,000 compared to \$62,000 in 2021.

The average energy cost per mile for battery-electric buses (BEBs) increased from \$0.86 in 2021 to \$1.22 in 2022.. The cost of diesel fuel for the 1400-series diesel fleet also increased, from \$0.49 per mile in 2021 to \$0.77 per mile in 2022. This was due to the rising cost of diesel fuel. The total cost per mile inclusive of labor and parts was \$2.45 per mile for the BEBs and \$1.46 per mile for the 1400-series diesel fleet. One of the big reasons for the extreme jump in the price for the BEBs (\$1.30 per mile in 2021) is that the BEBs are now out of warranty. Two major repairs, one being \$14,287.10 for a battery sub-pack. This sub-pack is just one of fourteen that are on each of the BEBs. The other major repair was replacing the main computer module for the battery management system at a cost of \$16,500. We expect the cost to maintain the BEB fleet will continue to rise now that the BEBs are out of warranty.



Conclusion:

Rising electricity costs and supply chain concerns continue to be a problem with the BEBs. The extremely high cost of the major components on the BEB fleet will be a big issue moving forward. Although grants were used to purchase the BEB fleet, the high cost of repair once the fleet is out of warranty is already being felt. The total cost per mile inclusive of labor and parts jumped \$1.15 in just one year.

In addition, staff expect that within the next few years all the battery packs will have to be replaced.

Financial Implications:

Ongoing maintenance.

Recommendation:

Staff recommend that the O&S Committee forward this item to the Board for review.

Action Requested:

None, for information only.

To: Operations & Scheduling Committee

Date: 5/22/2023

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for April 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	212,340	197,314	
Average Weekday	8,996	8,426	
Pass/Rev Hour	13.3	12.5	Standard Goal > 17.0
Missed Trips	0.41%	0.72 %	Standard Goal < 0.25%
Miles between Road Calls	31,748	35,235	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

Average weekday ridership was higher in April 2023 (8,996 passengers) than the previous month of March 2023 (8,597 passengers) and was 26% higher than April 2022 (7,124 passengers). County Connection also ran a total of four BART bus bridges on two weekends in April, which served 8,638 passengers.

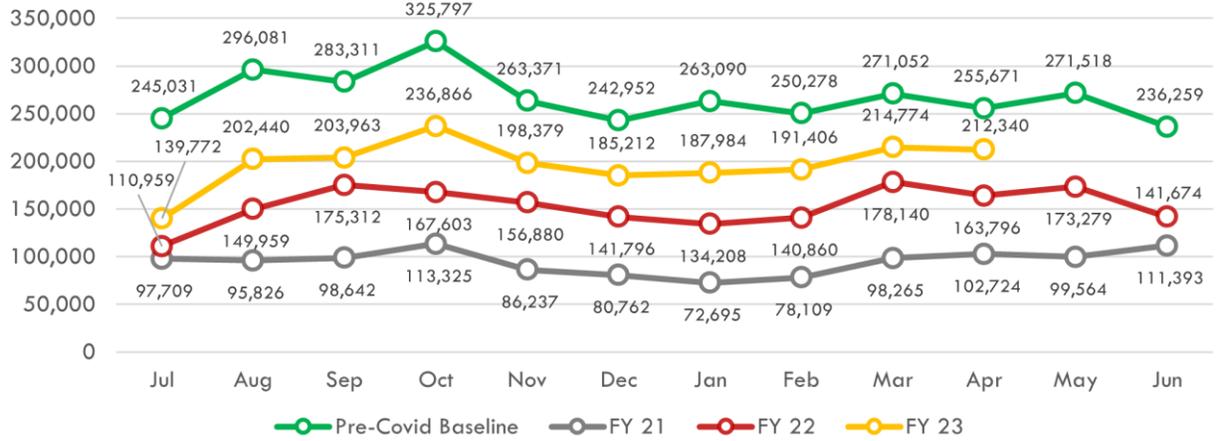
Passengers per hour in April was 13.3, which is higher than March 2023 and higher than April 2022 when passengers per hour was 10.4.

The percentage of missed trips in April was 0.41%, which is lower than the prior month when it was 0.76%.

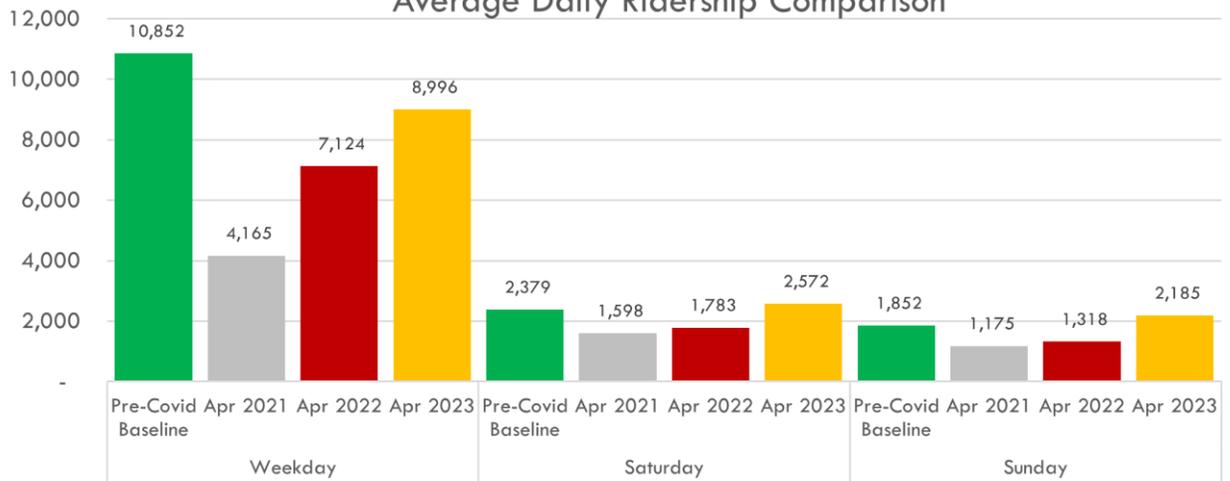
The number of miles between roadcalls was 31,748 miles in April, lower than the prior month in which there were 39,061 miles between roadcalls. The rolling 12-month average is 33,050 miles between roadcalls.

Of a total 212,340 passengers, 114,777 passengers had the potential to use a Clipper card aboard County Connection since 97,563 either used an employer or school pass or were on a free route. About 78.8% of the 114,777 potential Clipper card users paid using Clipper during this month.

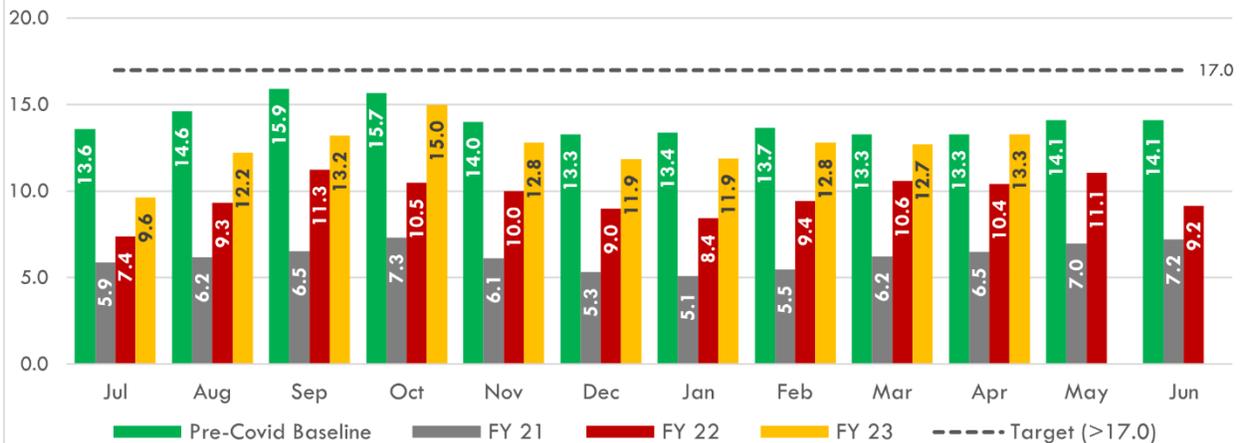
Total Monthly Fixed Route Ridership

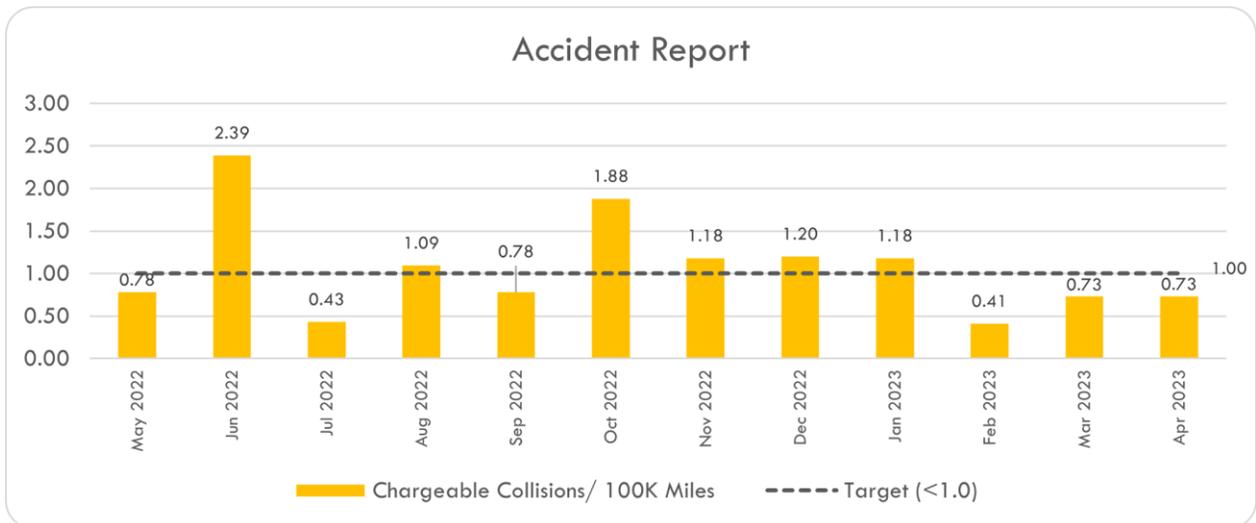
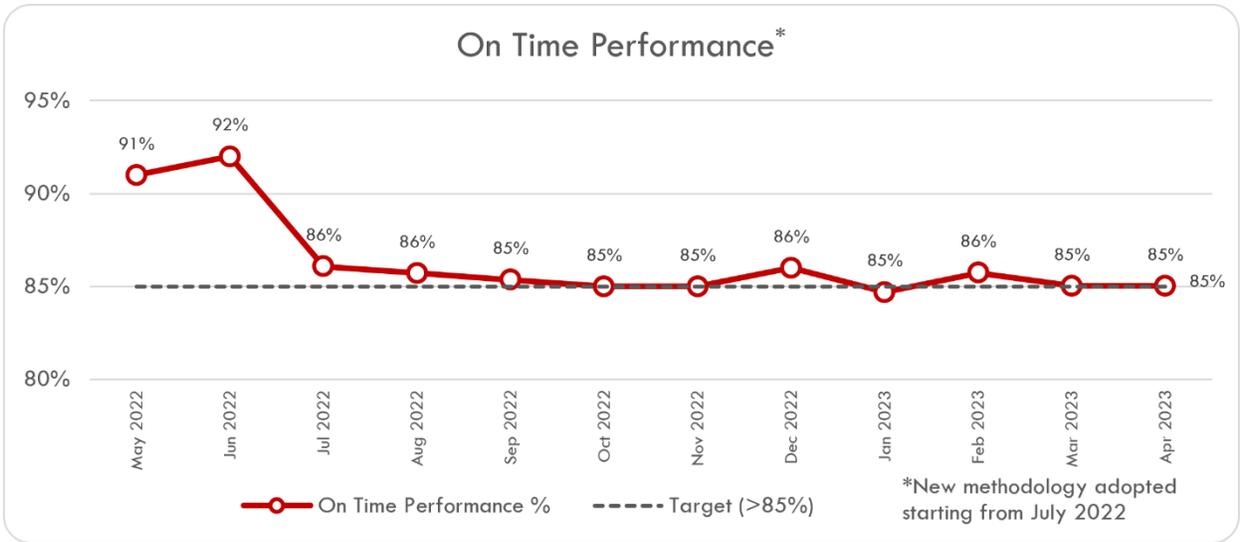
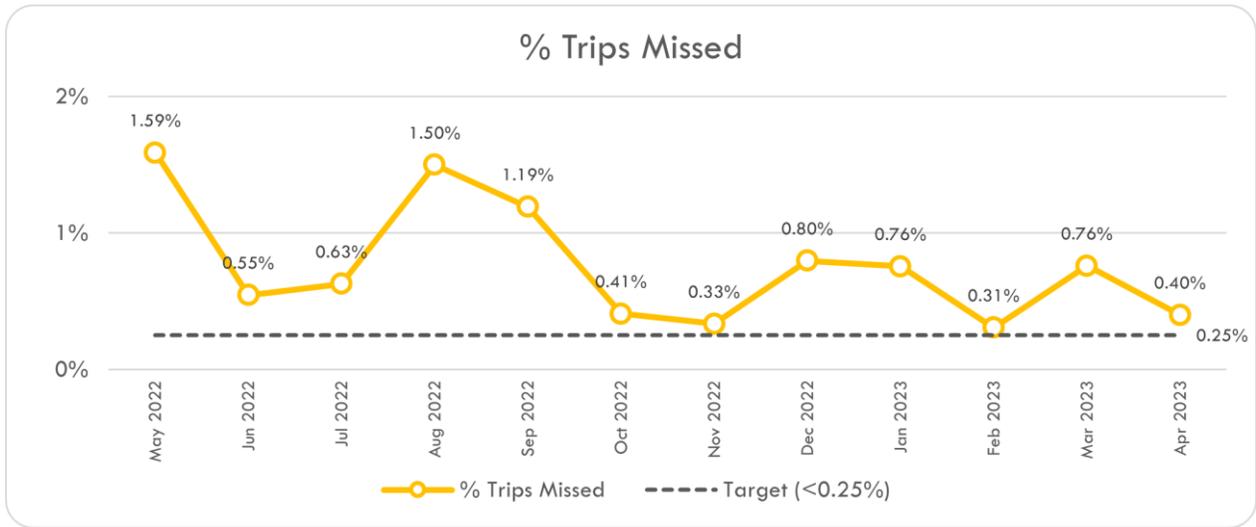


Average Daily Ridership Comparison

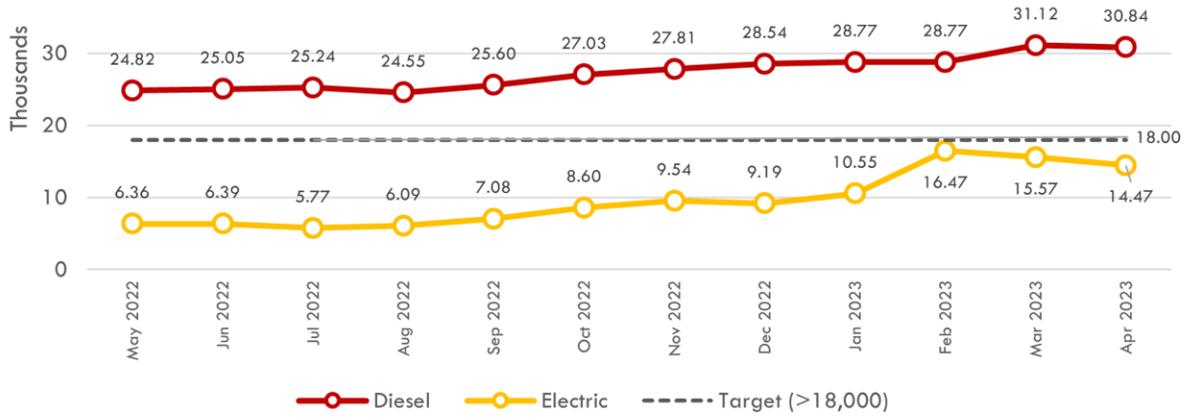


Passengers/Revenue Hour

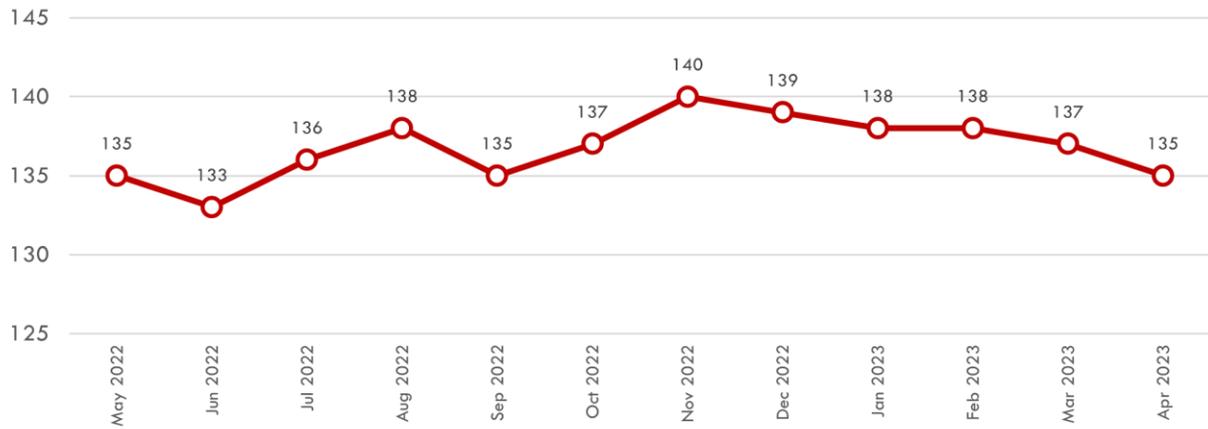




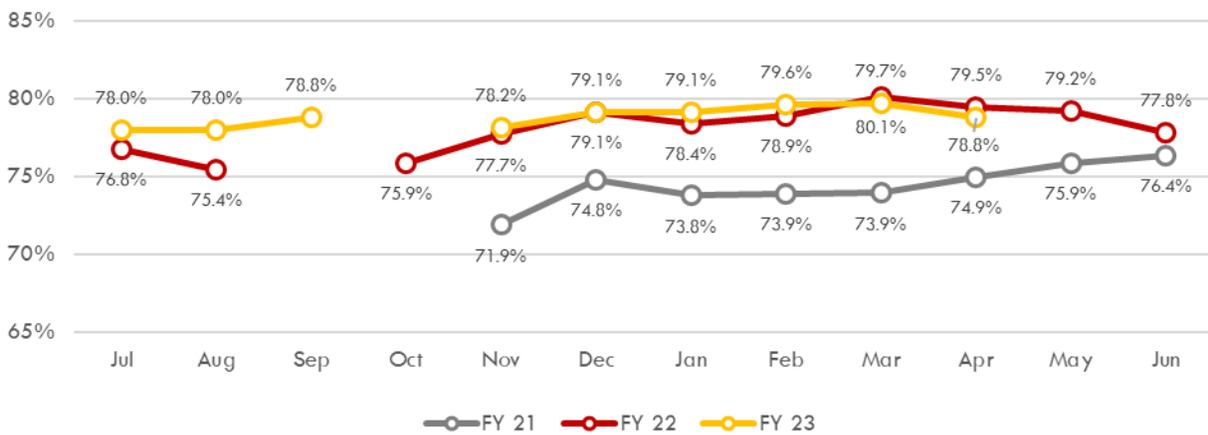
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 5/31/2023

From: Rosa Noya, Manager of Accessible Services

Reviewed by: *RK*

SUBJECT: Paratransit Executive Summary Report –April 2023

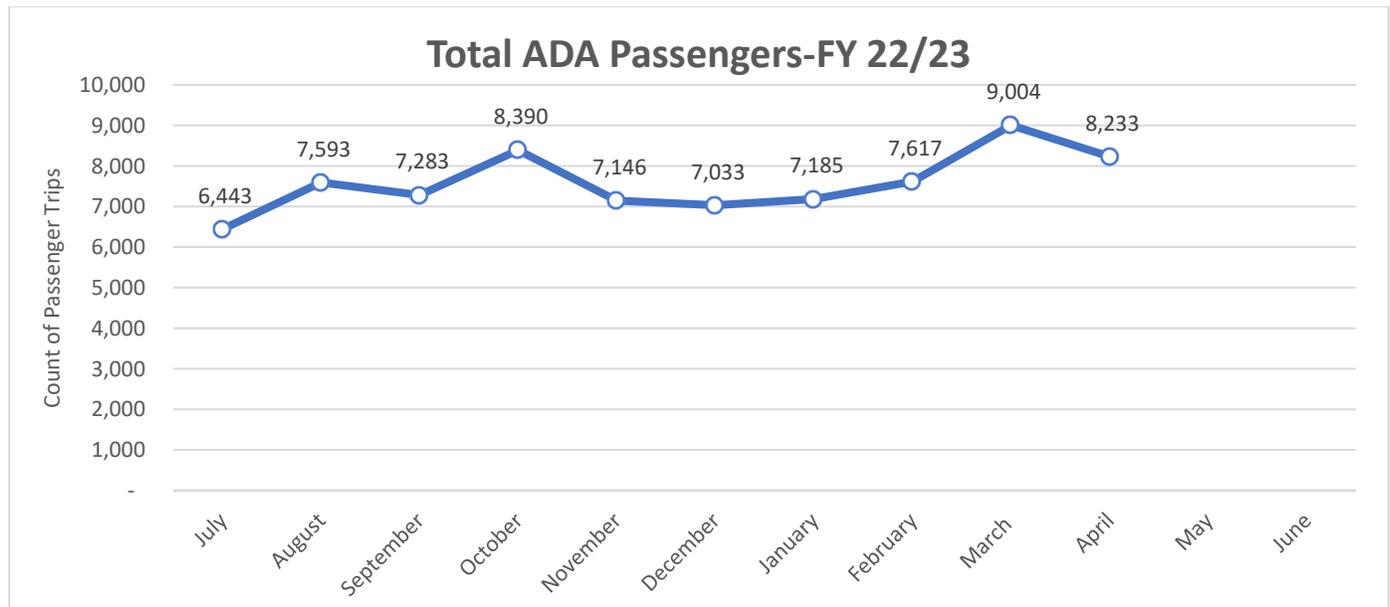
Background:

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

April 2023 Performance Report:

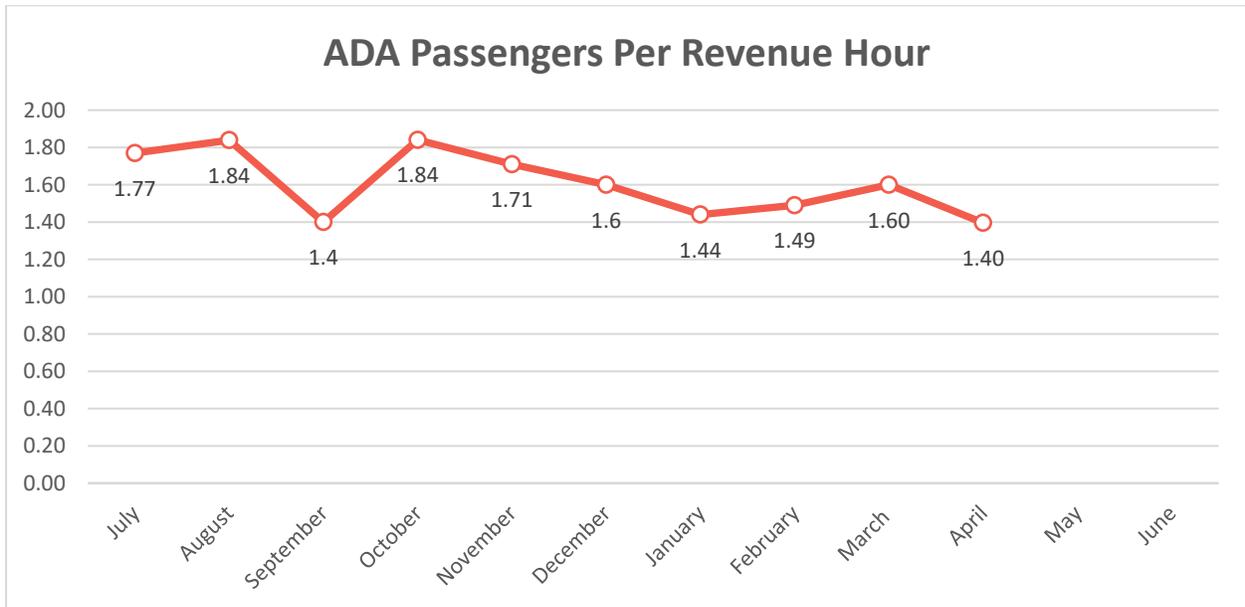
Ridership:

The total reported number of ADA passenger trips in April was 8233; 771 less trips than in March. The total reported number of ADA Passengers reported in April of 2023 is approximately 68% of pre-pandemic ridership levels (April 2019). The decline in ridership correlates with when certain riders encounter spring break.



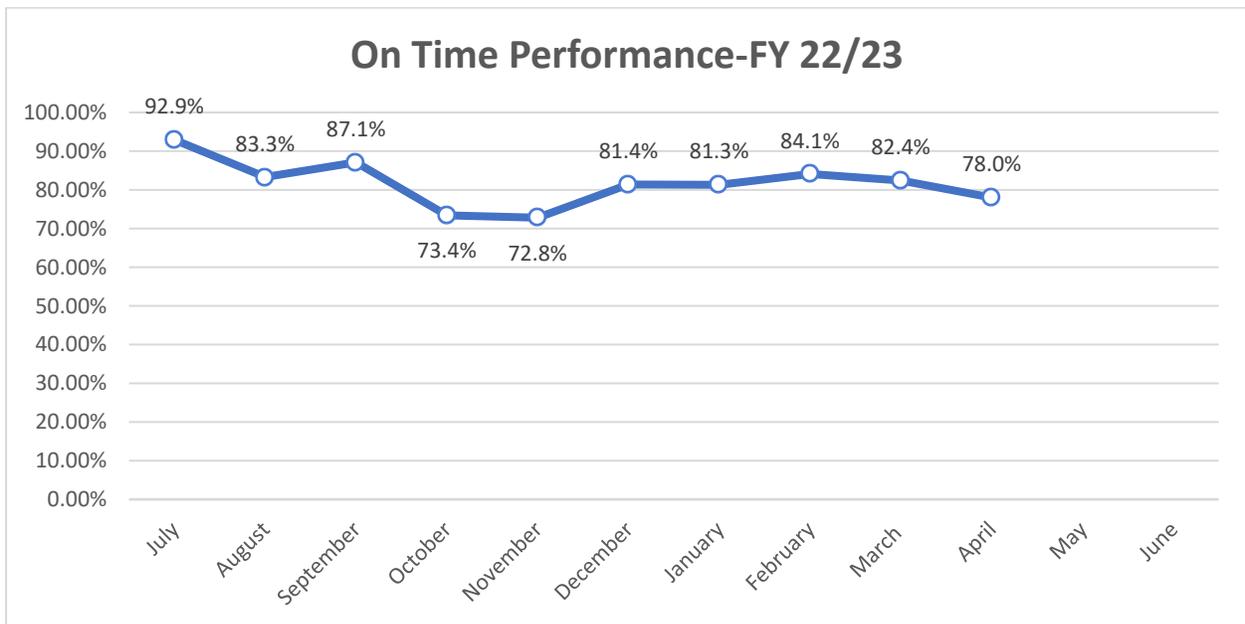
Productivity:

April reported productivity of 1.40 ADA passengers per revenue hour which was a decrease from the reported 1.60 ADA Passengers/Rev Hr. in March.



On-time Performance:

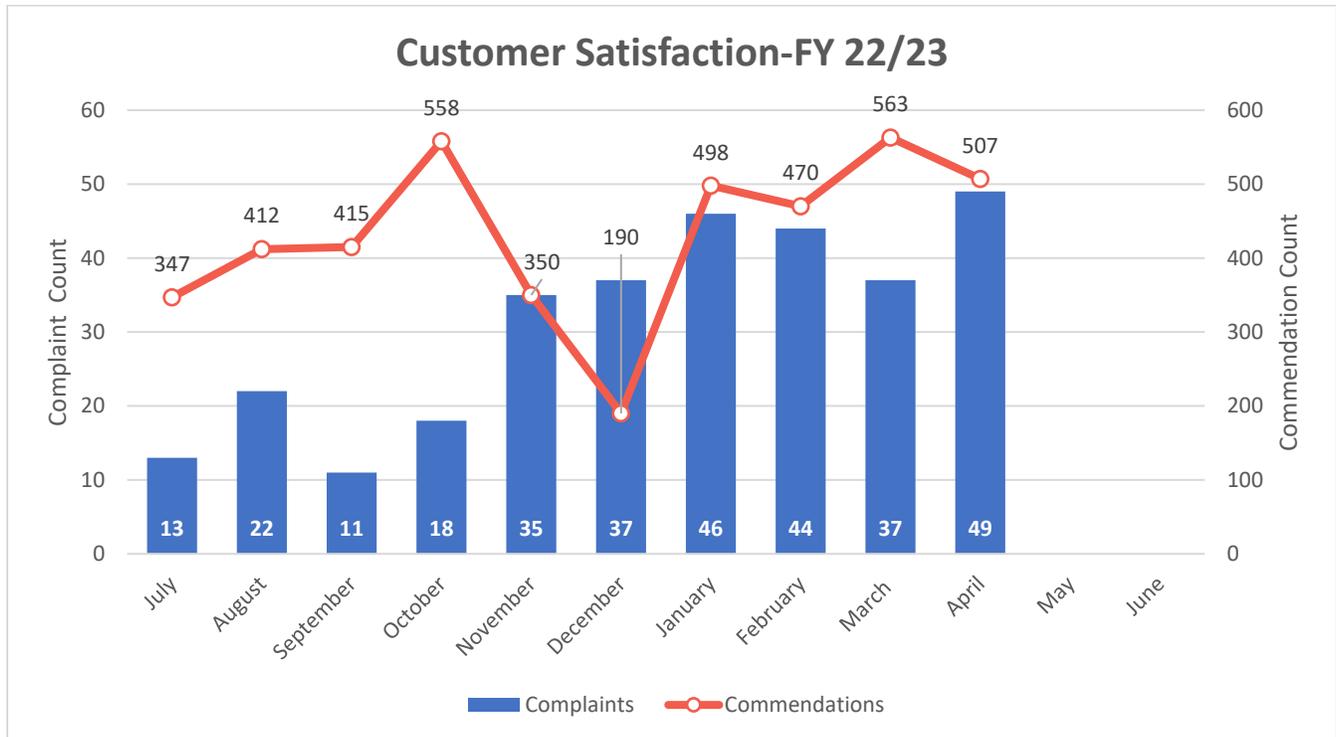
In April, our on-time performance decreased to 78% from 82% in March. We are still working with Transdev staff to determine the cause. This significant drop has a negative impact on passengers. County Connection holds a high standard when it comes to customer satisfaction, and as such, our contractor is responsible for making needed adjustments to ensure satisfactory service performance.



Customer Satisfaction:

There was an increase in complaints from March to April. The 49 complaints received in April were largely attributed to issues with timeliness as reflected by a total of 32 complaints. The remaining complaints were associated with issues with equipment (3 total) and driver complaints (4 total).

The total number of commendations received for April was 552. Our second 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. Passengers get very attached to drivers, as they play an important role in their lives. Most commendations list drivers as friendly, pleasant, and helpful. Drivers must assure passengers that they will get to their destination safely and apologize for any tardiness.



Safety:

There were no accidents in the month of April.

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

Staffing:

There was a reported total of 55 drivers who operated LINK paratransit routes for the month of April. This was a slight increase from the 54 drivers reported in March 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 non commercial vehicles as well as hiring Class C drivers to train to operate commercial vehicles.

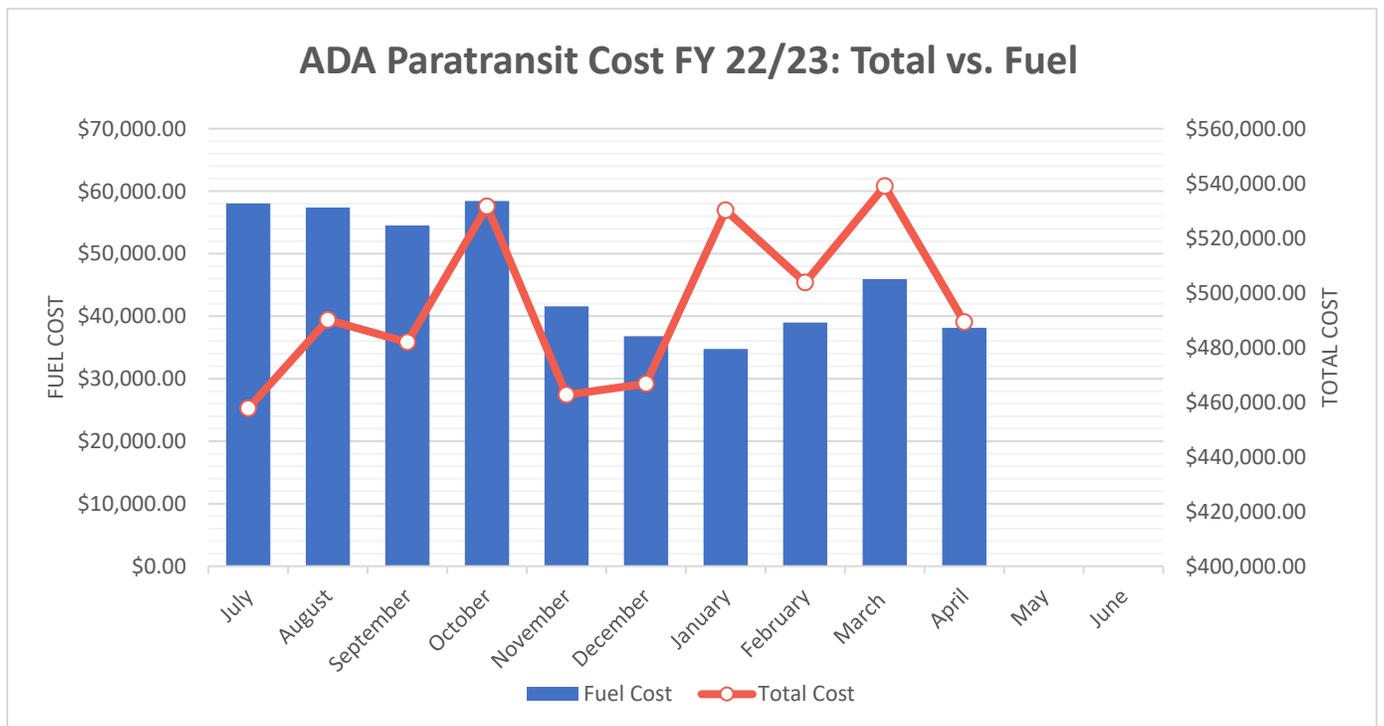
Additional updates:

Transdev, the LINK paratransit contractor, has been formally notified in writing of the ongoing deficiencies in services and the imperative need to improve immediately. The formal written notification was delivered on May 19th and includes a request to present a performance improvement plan.

Financial Implications:

An unaudited, preliminary total of \$489,270.41 was spent for April’s ADA paratransit services, a decrease from the \$538,977.70 spent in March.

Fuel costs have decreased, as demonstrated from the \$45,922.11 spent for the month of March to a reported \$38,142.46 spent in April.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: April 2023 MOP *pre-audited

RK

CCCTA PARATRANSIT
Performance Report: 4/01 through 4/30/2023

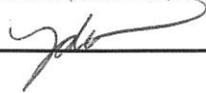
LINK and BART Statistics

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

Ridership Statistics					
1	ADA Passengers	7,055		5,727	64,130
2	Companions	54		41	553
3	*Personal Care Assistants	472		487	5043
4	One Seat Passengers	1,178		838	11,845
5	Total Passengers	8,759		7,093	81,571
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	787		709	8,681
7	Total number of Cancellations	431		372	4,707
8	Same Day Trips	96		184	1,061
9	Denial Trips	-		-	-
10	Go Backs/ Re-scheduled	28		31	433
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
11	Revenue Hours	5,054.90		4,178.24	28,297.55
12	ADA Passengers per RVHr.	1.40		1.37	2.27
13	Average Trip Length (miles)				
14	Average Ride Duration (minutes)				
15	Total Cost per ADA Passenger	\$ 69.35		\$ 90.13	\$ 70.30
16	*Service Miles	99,874.00		63,861.42	851,897
17	Billable Service Hours	5,679.80		6,425.85	40,828.21
18	Fuel Cost	\$ 38,142.46		\$ 43,901.83	\$ 391,663.04
19	Total Cost	\$ 489,270.41		\$ 516,185.47	\$ 4,508,337.37
On Time Performance Standard Goal = 90%; Incentive Goal = 92%					
20	Percent on-time	78.0%		96.5%	81.5%
21	Arrived 15-29 minutes past window	837		68	4,998
22	Arrived 30-59 minutes past window	535		23	2,580
23	Arrived 60 minutes past window	133		0	524
24	Total Missed Trips	1		0	58
25	Transfer Trips	354		232	3,199
One Seat Pilot Data					
26	*Total Trips	1,174		838	11,817
27	*Non-CCCTA Cost (Cost for Agencies)	\$ 26,093.85		\$ 11,581.44	\$ 219,678.64
28	*Non-CCCTA Miles (Agency Miles)	12,409.51		8,554.02	113,605.44
29	*Non-CCCTA Revenue Hours	408.88		247.43	4,666.38
30	*Total Revenue Hours	801.16		484.33	7,806.08
31	*Total Fare Collected	\$ 4,159.75		\$ 3,662.50	\$ 40,404.98
32	*Non-CCCTA Fare Collected	\$ 2,493.00		\$ 2,120.50	\$ 22,865.50
Customer Service Complaint Standard Goal = 2/1,000 passengers					
33	Total Complaints	49		7	304
34	Timeliness	32		4	242
35	Driver Complaints	4		3	36
36	Equipment / Vehicle	3		0	10
37	Scheduling/Staff Skill	0		0	30
38	Commendations	552		414	3,132
39	Ave. wait time in Queue for reservation	0:03:55		0:02:42	0:03:04
40	Ave. wait time in Queue for customer service	0:01:52		0:02:02	0:01:46
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	1,688		1,760	2,608
45	*Total Certification Determinations	73		115	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
* The Total Cost and OS cost are estimated, as data is being reconciled.

Data is currently not available

Transdev G.M.: 
Date: 5/16/2023