

County Connection

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

**ADVISORY COMMITTEE
MEETING AGENDA
Tuesday, July 11 2023, 1:00 p.m.**

The Governor has announced that the State of Emergency due to COVID-19 has been lifted as of February 28, 2023. Accordingly, this Committee Meeting will be held in-person at:

**County Connection Board Room
2477 Arnold Industrial Way, Concord, California**

Staff and members of the public may attend in person or may participate remotely via ZOOM at:

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

Or Telephone:

Dial: US: +1 669 900 6833

Webinar ID: 857 4285 2363

Please Note the following COVID-19 Protocols for in-person attendance:

Visitors experiencing the following symptoms of COVID-19 may not enter the building:

- Cough
- Chills
- Sore Throat
- Shortness of Breath
- Muscle Pain
- Loss of Taste or Smell
- Fever

Public comment may be submitted via email to: kamara@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 Advisory Committee Members before the meeting. Comments submitted after the meeting is called to order will be included in the correspondence that will be provided to the full Committee.

Oral public comments will also be accepted during the meeting in person and through Zoom* or the teleconference number listed above.

Should Zoom not be operational, please check online at: www.countyconnection.com for any updates or further instruction.

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.

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Approval of Minutes of May 9, 2023*
5. Public Comment
6. Consent Calendar:
 - a. Fixed Route Ridership Report *
 - b. Paratransit Performance Report *
7. Update on New Member Orientation Workshop - Information Only
8. Review of Advisory Committee Bylaws - Discussion *
9. Clipper START and Youth Fare Pilot Update and Extension - Information Only*
10. Update on the Fall Bid - Information Only*
11. Committee Member Communications
12. Future Agenda Items
13. Adjournment – Next Meeting September 12, 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.

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.

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., County Connection Offices
Operations and Scheduling: Wednesday, July 5, 8:00 a.m., 309 Diablo Rd., Danville
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

MEMBERSHIP ROSTER/ATTENDANCE REPORT - 2023

Member Name	Jurisdiction	Jan-23	Mar-23	May-23	Jul-23	Sep-23	Nov-23	Original Appointment	Term Expires
Robert Barnes	Concord	A	P	P				Mar-22	Apr-24
Jim Yu	Moraga	P	P	A				Nov-21	Nov-23
Andrei Obolenskiy	Pleasant Hill							Jun-23	Apr-25
Sarah Birdwell	Contra Costa County							Jun-23	Jun-25
Ian McLaughlin	Walnut Creek	P	P	P				Apr-22	Mar-24
Robert Kaplan	Martinez								5/31/2025
Vacant	Danville								
Vacant	Orinda								
Vacant	Clayton								
Vacant	Lafayette								
Vacant	San Ramon								

CCCTA Staff - 2023

Member Name	Jurisdiction	Jan-23	Mar-23	May-23	Jul-23	Sep-23	Nov-23
Bill Churchill	County Connection Staff	A	A	A			
Ruby Horta	County Connection Staff	A	A	A			
Rosa Noya	County Connection Staff	P	P	P			
Rashida Kamara	County Connection Staff	P	P	P			
Melody Reeb	County Connection Staff	P	P	P			
Pranjal Dixit	County Connection Staff	P	P	P			
Ryan Jones	County Connection Staff	P	P	P			
Victor Carranza	BigStar Staff						
Laura Corona	Transdev Staff						
Johanna Duran	Transdev Staff	P	P	P			

P = Present

A = Absent

C = Cancelled

Vacant

**Summary Minutes
Advisory Committee
Tuesday, May 9, 2023**

Members: Ian McLaughlin and Robert Barnes

Staff: Rashida Kamara (CCCTA), Rosa Noya (CCCTA), Melody Reebbs (CCCTA), Pranjal Dixit (CCCTA), Ryan Jones (CCCTA), Amber Johnson (CCCTA), Carlos Gamez (Transdev), and Johanna Duran (Transdev)

Public: Sarah Birdwell

- 1. Call to Order:** Meeting was called to order at 1:04 PM
- 2. Roll Call**
- 3. Approval of Agenda:** The agenda for the May 9, 2023, meeting was approved by present committee members. M/S: Barnes, McLaughlin
- 4. Approval of minutes of March 14, 2023:** The minutes of the March 14, 2023, meeting was approved unanimously. M/S: Barnes, McLaughlin
- 5. Public Comment:** None
- 6. Consent Calendar:** No comments submitted. Consent Calendar was approved unanimously. M/S: Barnes, McLaughlin
- 7. Budget FY 23-24:** Ms. Johnson presented an update on the draft budget for fiscal year 23/24. A public hearing will be held in June to gather the public's input. Ms. Johnson continued to review some of the terms associated with the funding. She concluded by highlighting that the budget proposal is for \$49.3 million in operational expenses for fixed route and paratransit services. Member Barnes asked a specific question concerning how much of the reserves is drawn. No comments or questions were received by the public.
- 8. Travel Training Update:** Ms. Noya and Ms. Birdwell (Independent Living Resources) presented to the committee an update on milestones related to the County Connection Travel training program. Part of the presentation included presenting to the committee the hired travel trainer Sarah Birdwell. Ms. Birdwell was able to also offer a current update on recent presentations and upcoming events. The update with Ms. Birdwell

requesting any suggestions on leads for organizations that may benefit from an outreach event or a presentation. Member Barnes asked a question about subscription rides and whether there were any thoughts about providing travel training for the entire county. Staff clarified how subscriptions are applied in the LINK service as well as a summary of some of the discussions that are ongoing related to having travel training for the entire service area. Member McLaughlin asked about the acronym TRANSPAC and its definition; staff clarified the term. No comments or questions from the public.

- 9. Transit Corridors Study:** Ms. Reeb reported on the receipt of a \$400,00 grant from MTC to fund low- cost capital investments that would improve operations and customer experience on major transit corridors and systems. A local minimum 11.47% local match is required, which amounts to \$45,880(TDA funds). The study to identify how to maximize improvements on four specific corridors will commence in the Fall of 2023 and will take approximately 9-12months to complete. No comments or questions from the public.
- 10. Route 99X Free Fares:** Mr. Dixit presented an update on Route 99 X. The Board approved at the March Board meeting for this specific route 99X to offer free rides utilizing LCTOP funds to be used to subsidize fares. A Title VI Equity analysis and a public hearing will be heard at the May Board meeting.
- 11. Clipper BayPass Update:** Ms. Reeb provided an update on the second phase of the Clipper BayPass pilot program, spearheaded by the Metropolitan Transportation Commission as a means to start a Regional Fare Coordination effort. The first phase was launched in August of 2022 and focused on educational institutions and affordable housing properties. The second phase will focus on incorporating employers and include developing a pricing structure for the passes. Member Barnes inquired about who the employers might be. Ms. Reeb mentioned areas in more densely populated areas such as San Francisco and Oakland. No comments or questions from the public.
- 12. Committee Member Communications:** Member Barnes requested that page numbers be included on the meeting packet and highlighted on the actual agenda. He also requested if the local men’s clubs could be included in outreach efforts for travel training. Member McLaughlin provided an update on his attendance at the CCCTA Board Meeting. He mentioned that the main focus was to communicate to the Board the need to fill the vacancies on the Advisory Committee.
- 13. Future Agenda Items:** None offered.
- 14. Adjournment:** The meeting was adjourned at 2:13pm. Next meeting to be held on July 11, 2023.

Minutes prepared by Rosa Noya on June 14, 2023.

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.

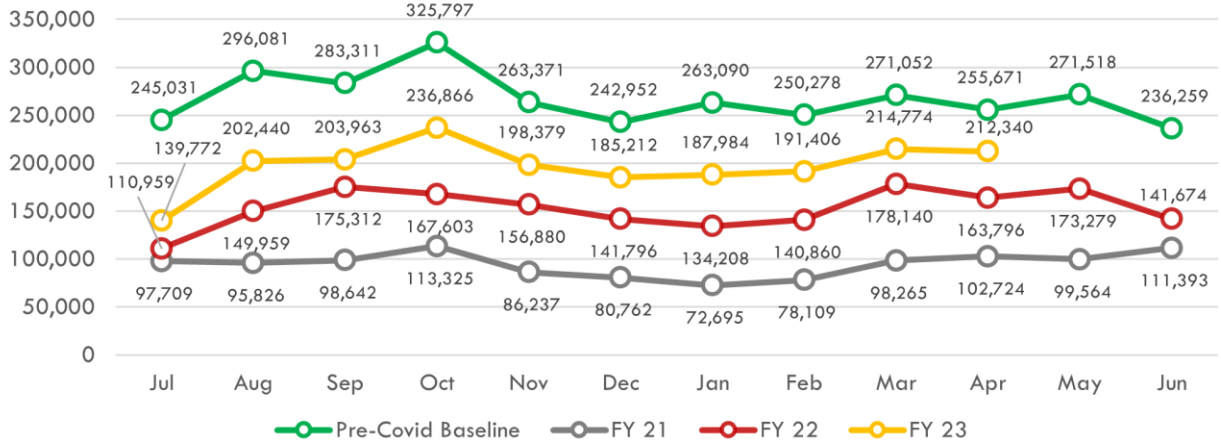
Passengers per hour in April was 13.3, which is higher than March 2023 and higher than April 2022 when passengers per hour was 10.4.

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

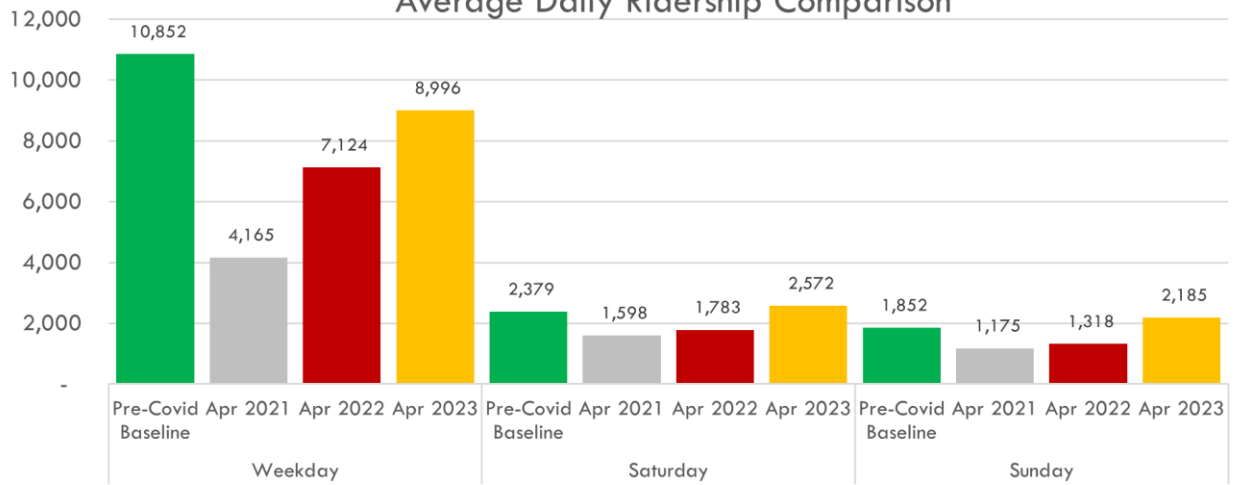
The number of miles between roadcalls was 31,748 miles in April, lower than the prior month in which there were 39,061 miles between roadcalls. The rolling 12-month average is 33,050 miles between roadcalls.

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.

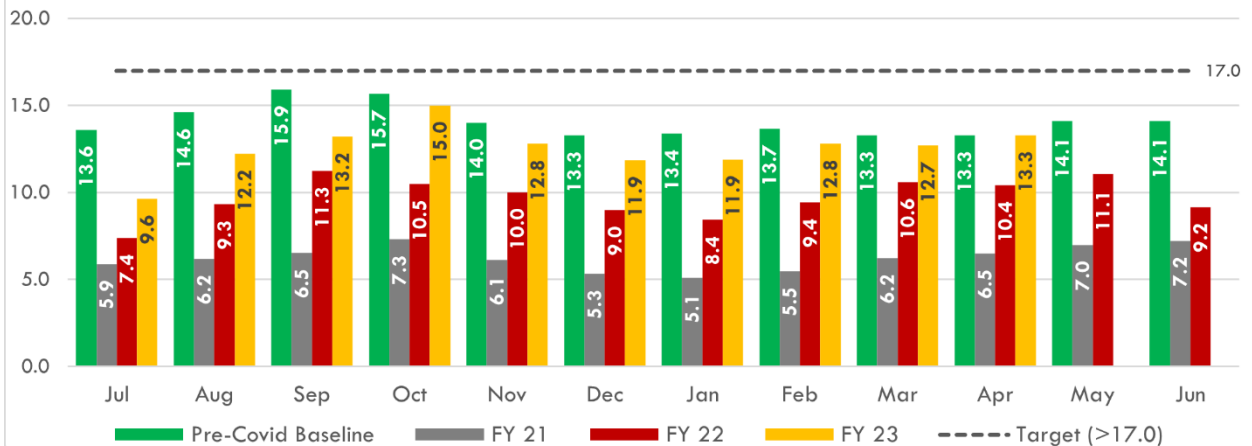
Total Monthly Fixed Route Ridership

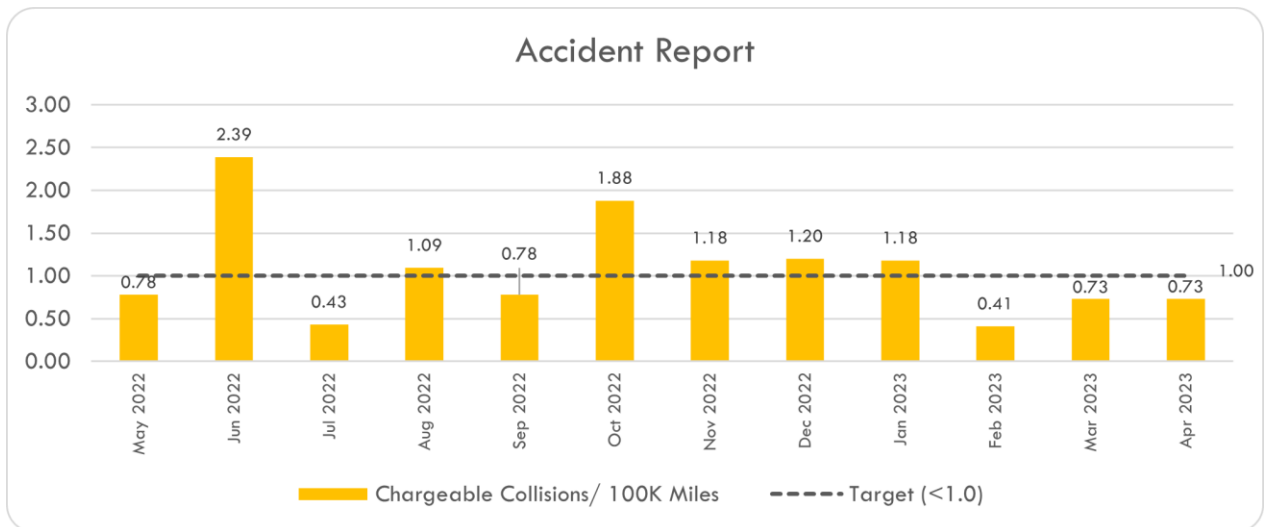
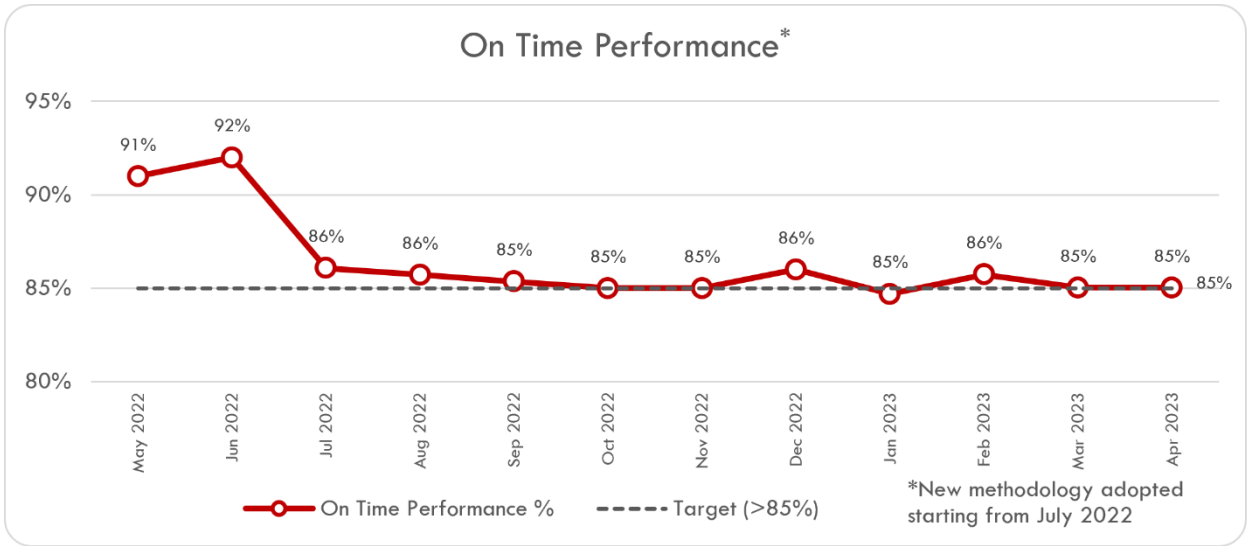
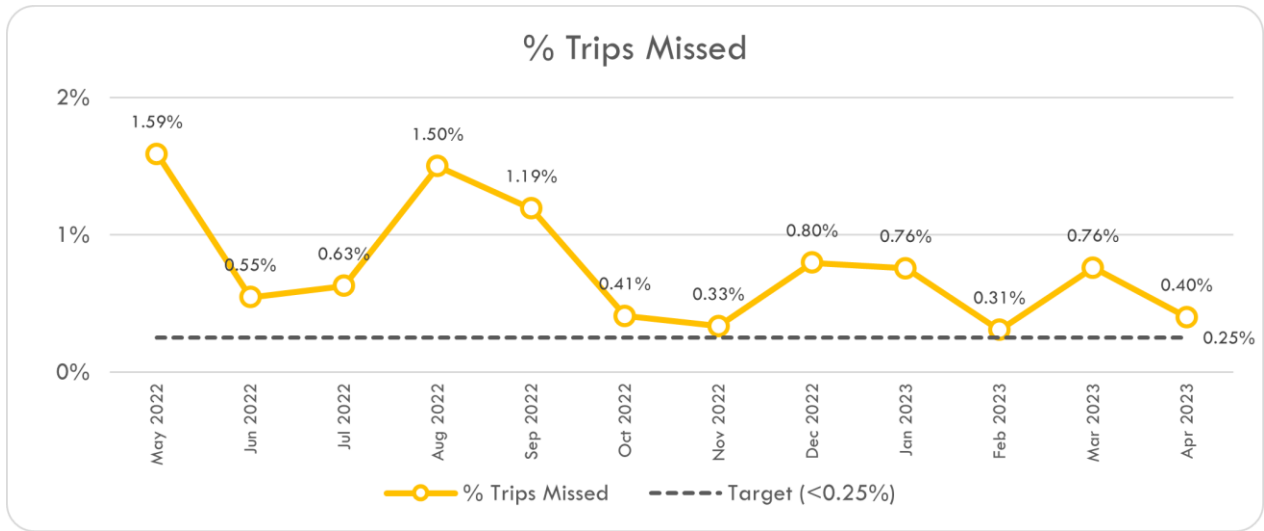


Average Daily Ridership Comparison

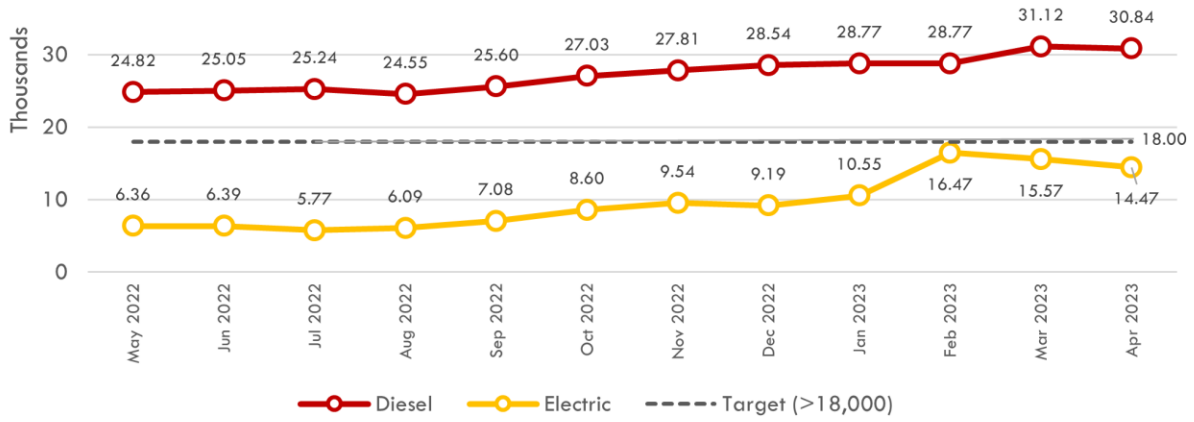


Passengers/Revenue Hour

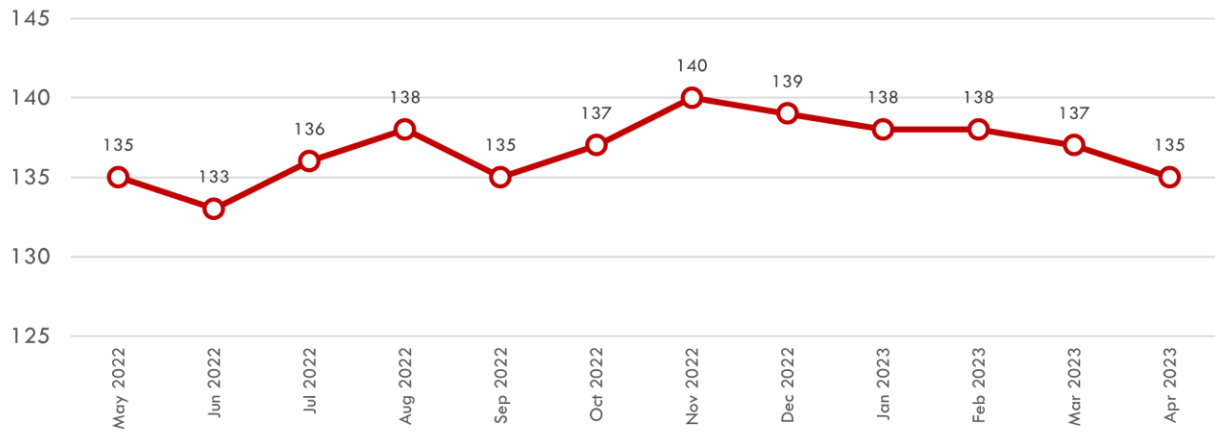




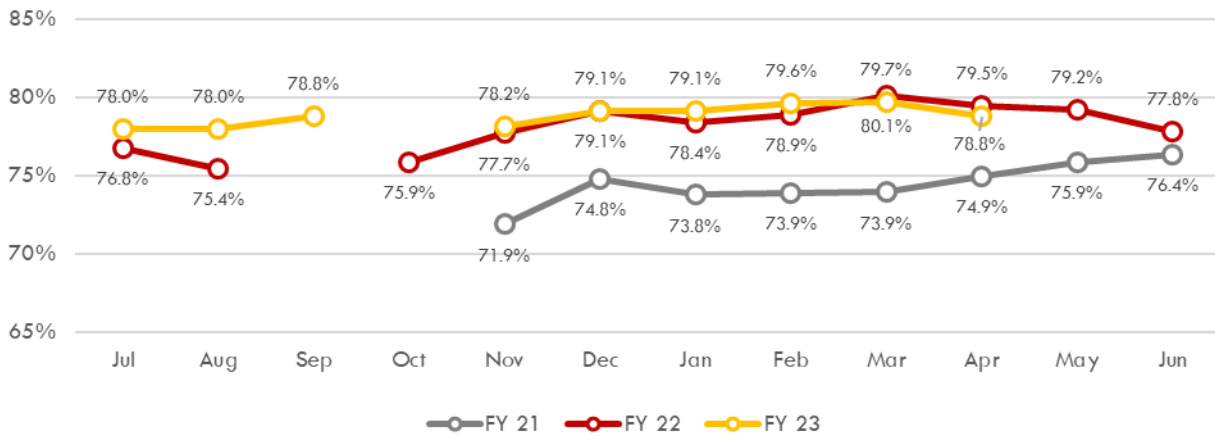
Trailing 12-Month Miles Between Mechanical Road Calls



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

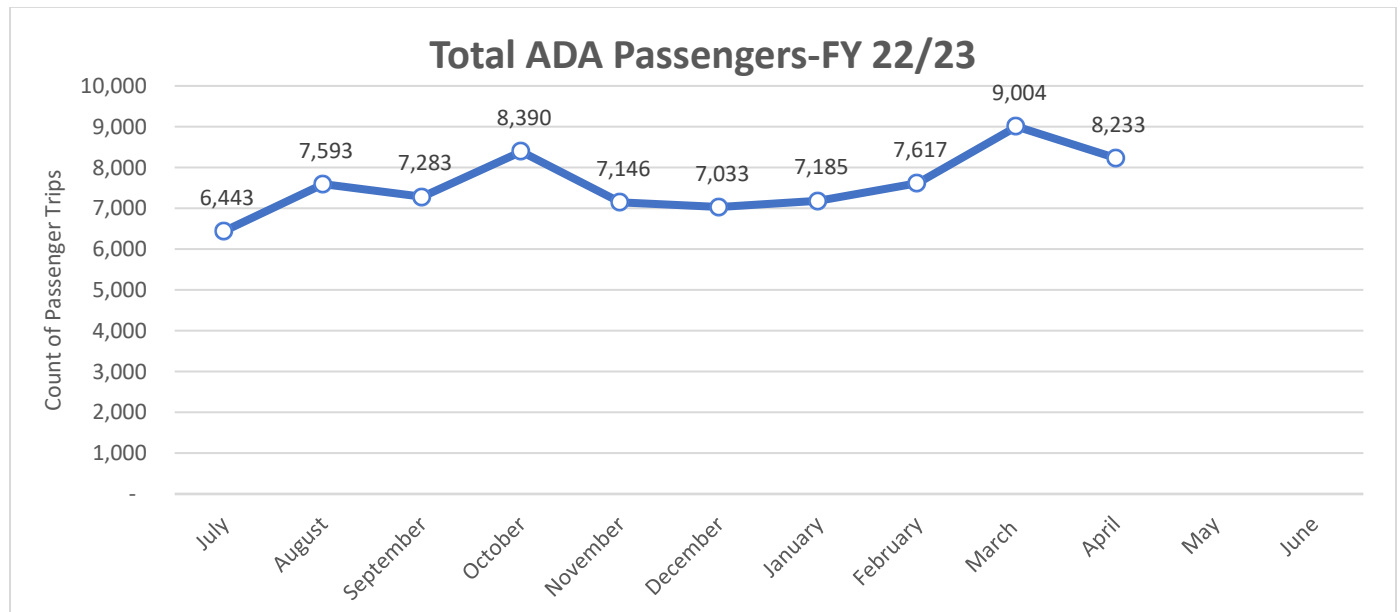
Background:

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:

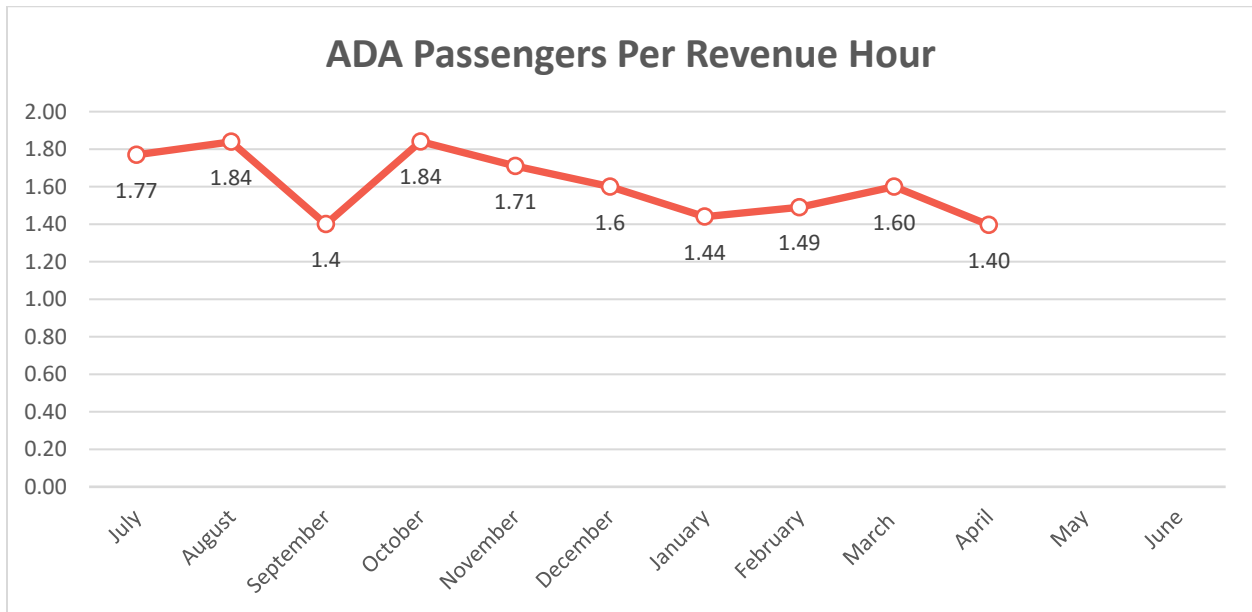
Ridership:

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.



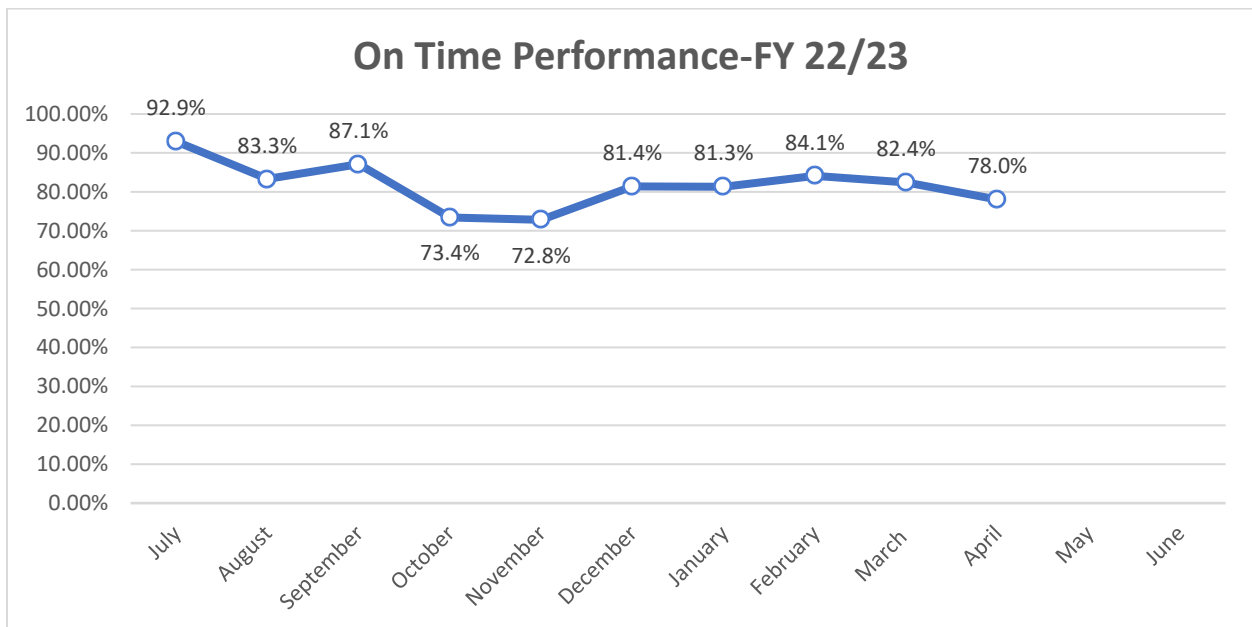
Productivity:

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:

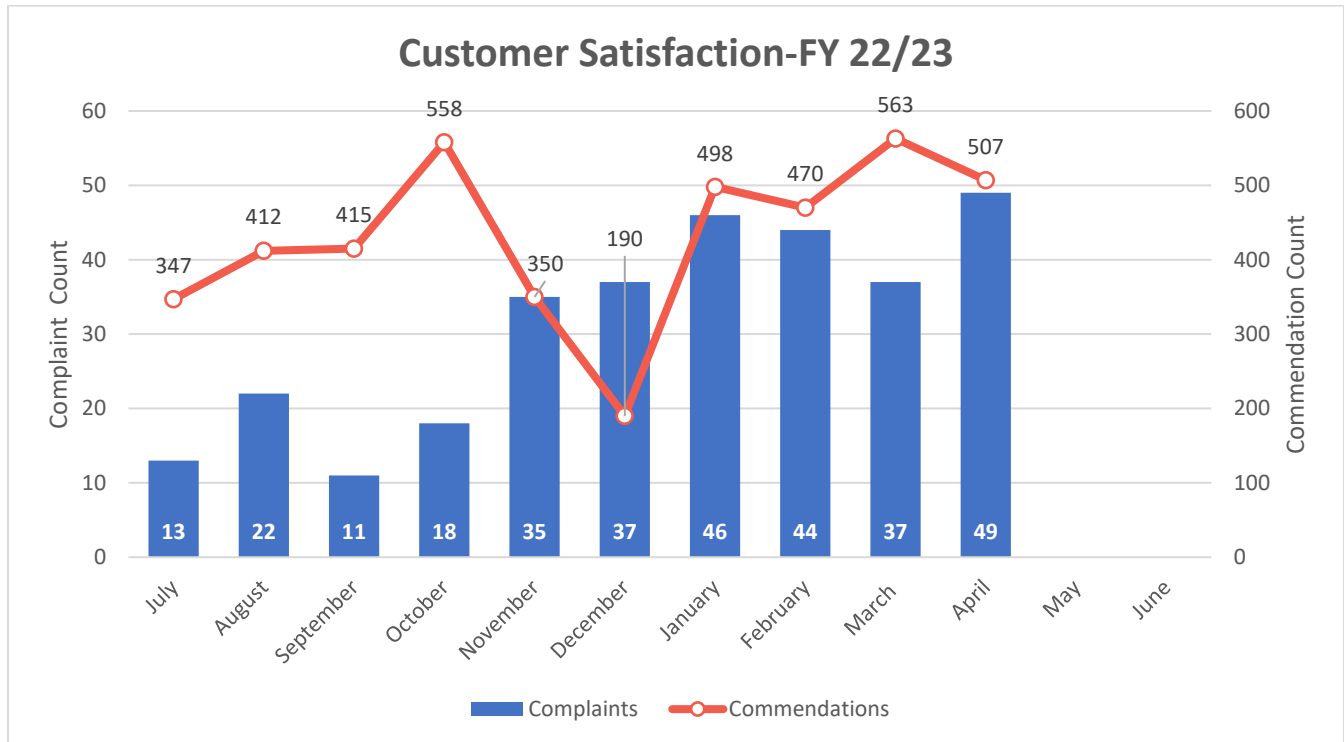
In April, our on-time performance decreased to 78% from 82% in March. We are still working with Transdev staff to determine the cause. This significant drop has a negative impact on passengers. County Connection holds a high standard when it comes to customer satisfaction, and as such, our contractor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

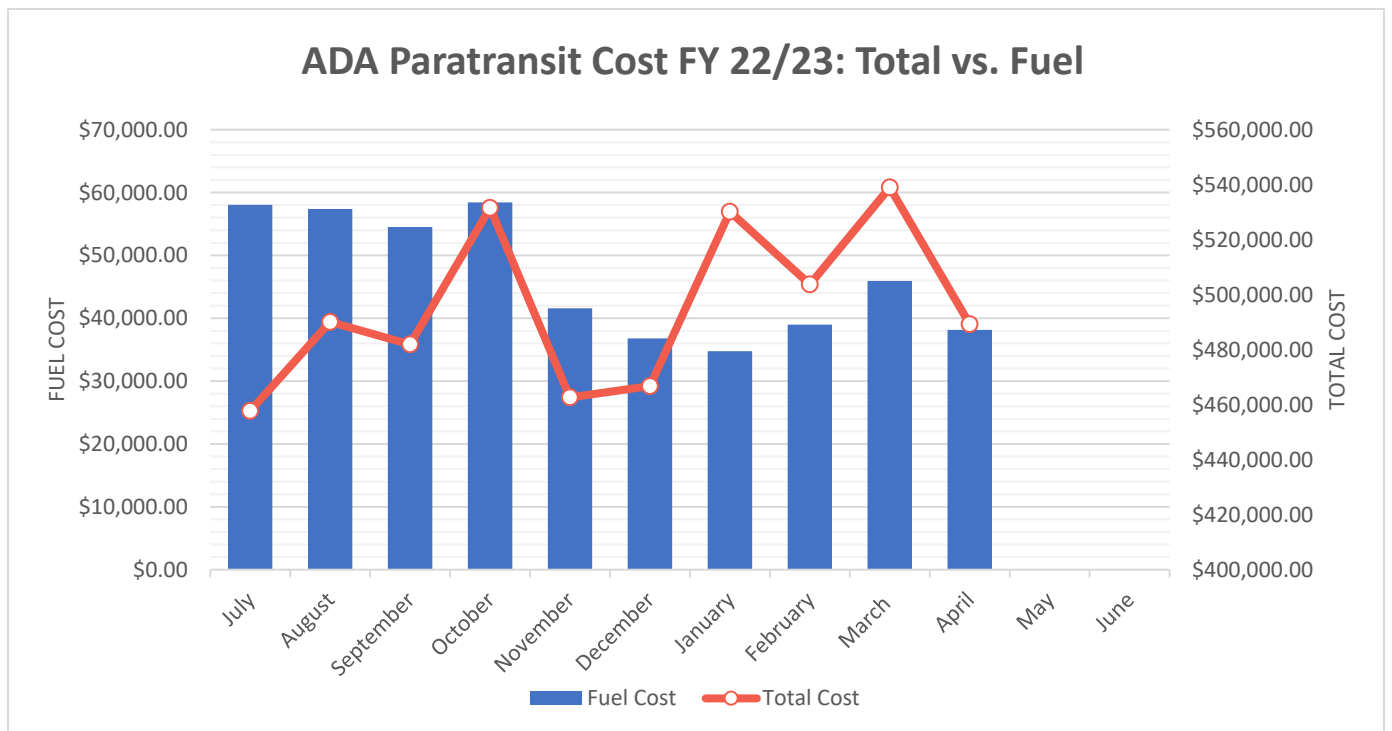
Additional updates:

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

Central Contra Costa Transit Authority Advisory Committee

Role and Function

Approved June 16, 2011
Amended September 19, 2019

Purpose

The primary purpose of the Central Contra Costa Transit Authority Advisory Committee will be to review, analyze and advise the County Connection Board of Directors on issues and policies relating to fixed-route and paratransit service. The Advisory Committee will be asked to consider and make recommendations on finance and planning documents that include but are not limited to the following:

- CCCTA Ten Year Short Range Transit Plan
- Annual operating and capital budget
- Annual marketing plan
- Other issues such as operations, scheduling, administration, finance, and legislation.

Composition

The Advisory Committee shall be comprised of eleven (11) members from Central Contra Costa County. Each member jurisdiction will be requested to recommend one member from that jurisdiction for appointment by the CCCTA Board of Directors. Each member jurisdiction may also recommend an alternate member from that jurisdiction for appointment by the CCCTA Board of Directors. The following criteria should be considered:

- Representative should be active in community participation and involvement
- Representative should reside in the appointed community
- Representative should be a current or former user of fixed-route and/or paratransit service, or an advocate for transit users in their communities.

Term

- Members will be appointed for a two-year term, with no limit on the number of terms served.
- If during his/her term, a representative resigns, is removed, or unable to continue to serve, the recommending jurisdiction will be requested to appoint a successor, to be approved by the CCCTA Board of Directors to serve the balance of the term.
- If a member misses three or more consecutive meetings without cause, the Advisory Committee may request that member resign or be removed by the CCCTA Board after consultation with the affected jurisdiction.

Officers

- The Advisory Committee will elect officers who will serve one-year terms. Officers will include a chair and a vice chair.

Meetings

- The Advisory Committee will meet every other month. However, if the Committee wishes to have a special meeting, any member may request that the Chair ask the staff liaison to schedule such a meeting.
- A majority of those present shall be required to adopt an action.

Charge

The Advisory Committee is charged with the responsibility of acting as ADVISORS to the CCCTA Board of Directors, and of collecting and reporting service issues and concerns received from the jurisdictions. Members may volunteer, or be appointed by the Chair to attend scheduled CCCTA Committee meetings, participate in Advisory Committee subcommittees, or undertake other duties for the Advisory Committee.

Furthermore, the Committee is charged with the responsibility of acting as DISSEMINATORS of information in their community, and of assisting in the education of their jurisdictions regarding the fixed-route and accessible services that are available.

In fulfilling these responsibilities the Committee will:

- Make formal recommendations in the form of written communications and reports to the CCCTA Board of Directors, and where appropriate, supplement with oral comments
- Appoint a member to serve as the Committee liaison to the Contra Costa County Paratransit Coordinating Council
- Act as a forum for fixed-route, accessible services, and LINK paratransit users to express concerns or ideas about the services to the Authority.

In fulfilling this charge, individual members may be expected to:

- Network with other interested citizens and groups in the community.
- Maintain a working relationship with the Board representative from his/her jurisdiction
- Assist CCCTA staff at community or business events

Conflict of Interest Regulations

An Advisory Committee member shall not engage in any employment, activity, or enterprise for compensation which is inconsistent, incompatible, in conflict with, or inimical to his or her duties, functions or responsibilities on the Citizens Advisory Committee (CAC). Such member shall not perform any work, service, or counsel for compensation outside of his or her responsibilities where any part of his or her efforts will be reviewed by the CAC.

Members of the CAC shall comply with the provisions of the California Political Reform Act (Government Code Section 87100, *et seq.*) and doctrine of common law conflicts of interest. Each member shall file an Annual Statement of Economic Interest. Individual members shall disclose and disqualify themselves from participating in any decision in which they have a financial interest under the standards of the California Political Reform Act.

To: Board of Directors

Date: 06/07/2023

From: Melody Reeb, Director of Planning, Marketing, & Innovation

Reviewed by: *Ref*

SUBJECT: Clipper START and Youth Fare Pilot Update and Extension

Background:

In November 2020, the Board approved the Clipper START and Youth Fare pilot programs. These one-year pilot programs were launched on January 25, 2021 and provide a 20% discount off the Clipper single-ride fare for eligible low-income adults as part of the regional Clipper START program, and for youth ages 6-18 when using a Youth Clipper card. In September 2021, due to the COVID-19 pandemic and its impact on transit ridership, the Board approved an 18-month extension of the pilot until June 30, 2023.

The Metropolitan Transportation Commission (MTC) has been administering the Clipper START program and providing funding during the pilot period to offset some of the fare revenue losses. However, because the Clipper START program is only available to adults, a discount for youth was also implemented to address potential inequity between low-income adults and low-income youth. Staff completed a Title VI analysis as well as public outreach for both programs prior to implementation.

Program Usage:

The pandemic has had a significant impact on ridership, so usage of the two discount programs over the first several months was very low. However, the return of schools to in-person learning in August 2021 resulted in a significant increase in the number of youth riders. The chart on the next page shows a breakdown of monthly ridership by discount program.

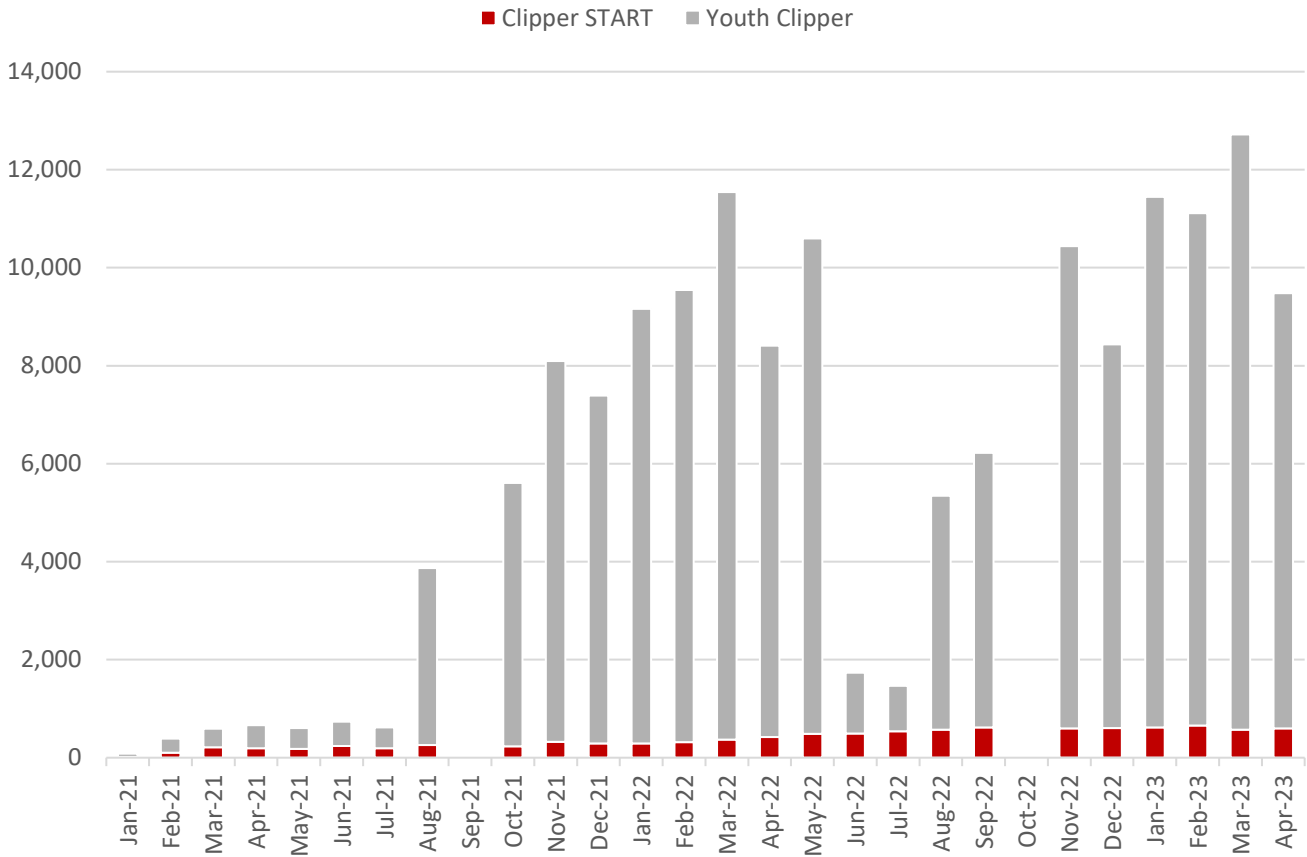
Youth Clipper usage fluctuates with the start and end of school and tends to be lower at the beginning of the school year due to the availability of 511 Contra Costa's Pass2Class program. The Pass2Class program offers free fares for a specified period, paid for by 511 Contra Costa. Over the past six months, Youth Clipper ridership has been averaging about 10,000 rides per month. Usage of the Clipper START program has remained more static and is averaging about 600 rides per month. Although youth ridership has increased significantly since schools reopened, ridership growth overall has been very gradual as many businesses and workplaces have taken a phased or hybrid approach to reopening.

Staff originally estimated revenue losses of \$120,000 for the youth fare discount and \$328,000 for the Clipper START discount during the one-year pilot based on pre-COVID ridership levels. When accounting for subsidies from MTC, the total net loss was estimated to be \$308,000 for both programs combined. These estimates were very conservative since they were based on pre-pandemic ridership levels and full adoption among eligible riders, many of whom use routes that are free.

Since the start of the pilot in January 2021 through April 2023, total revenue losses based on actual usage have been approximately \$55,000 for the youth fare discount and \$3,000 for the Clipper START discount.

Since MTC has reimbursed \$1,500 for the Clipper START program, net revenue losses to date have been about \$56,500.

Clipper START & Youth Clipper Usage



Evaluation and Extension:

MTC conducted an evaluation for the initial Clipper START pilot period to assess program delivery and impacts on advancing equity. Although Clipper START usage has been growing at a faster rate than overall transit ridership across the region, several strategies were identified to improve the effectiveness of the program and increase participation. MTC staff will be proposing to extend the pilot for another two (2) years until June 30, 2025 in order to implement and assess these strategies.

While the majority of the strategies are related to marketing, outreach, and enrollment, one is to provide a more consistent discount across operators. Currently, most operators—including County Connection—offer a 20% discount, half of which is reimbursed by MTC. However, several other operators elected to offer a 50% discount and assumed responsibility for the additional lost fare revenue above the base 20% discount. In order to incentivize participation and consistency, MTC is proposing to increase its contribution and reimburse up to half of the 50% discount.

Given the interconnected fare structures of the East Bay operators, staff met with the other three small operators (WestCAT, TriDelta, and LAVTA) and agreed to move forward with a 50% discount. This would align the Clipper START and Youth fare discounts with those currently offered to seniors and persons with disabilities. BART has indicated that they plan to increase their discount to 50% as well. Since an increased discount would constitute a fare change, staff will need to conduct a Title VI fare equity analysis and public hearing prior to seeking Board approval. If approved by September, the fare change would take effect in January 2024.

Financial Implications:

Assuming continuation of the current 20% discount, staff does not anticipate a significant growth in usage of either discount program. Based on ridership data from the past six months, total net revenue losses from a two-year extension would be about \$100,000, which is still much lower than the original estimate for the pilot of over \$300,000. Staff will be developing revenue loss estimates for a potential 50% discount, which will be presented to the Committee and Board for consideration and approval later this summer.

MTC is also proposing a change to the Clipper START subsidy approach and will be providing a one-time upfront payment to transit operators based on anticipated fare revenue losses over the entire two-year extension as opposed to quarterly reimbursement payments. This will include a guaranteed minimum of \$15,000 per operator, an estimated percentage for anticipated increased usage, and a buffer to offset any underestimations. MTC and transit operator staff will be working to finalize the exact formulas and amounts in the coming months.

Recommendation:

The A&F Committee and staff recommend extending the Clipper START and Youth Fare discount pilot programs for an additional two years through June 30, 2025. The discount would remain at 20% through December 2023, and, pending future Board approval, increase to 50% starting in January 2024.

Action Requested:

The A&F Committee and staff request that the Board adopt Resolution No. 2023-040 approving a two-year extension of the Clipper START Program and Youth Fare Program through June 30, 2025.

Attachments:

Resolution No. 2023-040

RESOLUTION NO. 2023-040

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

* * *

**APPROVING TWO YEAR EXTENSION OF THE CLIPPER START FARE PROGRAM AND
YOUTH FARE PROGRAM**

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, the Metropolitan Transportation Commission ("MTC") is the regional transportation planning agency for the San Francisco Bay Area pursuant to Government Code Section 66500 *et seq.*;

WHEREAS, on May 23, 2018, MTC adopted Resolution No. 4320, Revised, establishing a framework for a Regional Means-Based Transit Fare Pilot Program, currently known as the Clipper START Program, with participating operators, funding guidelines, and program conditions to guide implementation of the Clipper START Program for an 18-month period spanning Fiscal Years 2020-21 and 2021-22;

WHEREAS, on September 17, 2020, CCCTA's Board of Directors authorized staff to evaluate the effects of implementing the Clipper START Program, as well as an identical set of discounts for riders ages 6-18 ("Youth Fare");

WHEREAS, Federal Transit Administration ("FTA") Circular C 4702.1B, which implements Title VI of the Civil Rights Act of 1964 ("Title VI"), requires CCCTA to conduct an equity analysis ("Title VI Analysis") on fare changes to assess whether the changes have disproportionate burdens on low-income populations or disparate adverse impacts on minority populations;

WHEREAS, the Title VI Analysis of the Clipper START Program and Youth Fare Program presented to and approved by the CCCTA Board of Directors on November 14, 2020 found that neither of the proposed fare changes have a disparate impact on minority populations or a disproportionate burden on low-income populations;

WHEREAS, staff conducted two public meetings on October 14, 2020 and a public hearing on November 14, 2020, and the Board reviewed the Title VI Analysis, and considered the public input received and the financial implications of the proposed fare changes;

WHEREAS, on November 19, 2020, the Board of Directors approved implementation of the Clipper START Program and Youth Fare Program pursuant to Resolution No. 2021-014, and the programs were launched on January 25, 2021;

WHEREAS, the COVID-19 pandemic and subsequent shelter-in-place led to a major ridership decline for the Bay Area's transit agencies, resulting in low rider participation in the Clipper START

Program, and, as a result, MTC was unable to conduct the 12-month program evaluation called for in the Clipper START Program's framework;

WHEREAS, on June 23, 2021, MTC approved extension of the Clipper START Program for an additional 18 months under its current framework until June 30, 2023;

WHEREAS, on September 16, 2021, CCCTA's Board of Directors approved an 18 month extension of the Clipper START Program and Youth Fare Program pursuant to Resolution 2022-007;

WHEREAS, MTC has proposed extending the Clipper START Program for another two years, until June 30, 2025, to implement and assess strategies to improve the effectiveness of the program and increase participation;

WHEREAS, the Administration & Finance Committee recommends that the Board of Directors approve the two year extension of the Clipper START Program and Youth Fare Program through June 30, 2025.

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority:

1. Approves a two year extension of the Clipper START Program and Youth Fare Program through June 30, 2025; and
2. Authorizes the General Manager, or his designee, to take all actions necessary and proper to extend the Clipper START Program and Youth Fare Program for an additional two years, including, without limitation, execution of any applications and agreements with MTC; submission of documentation to the FTA, MTC, and other agencies as may be appropriate.

Regularly passed and adopted this 15th day of June, 2023 by the following vote:

AYES:

NOES:

ABSENT:

ABSTAIN:

Amy Worth, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

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.

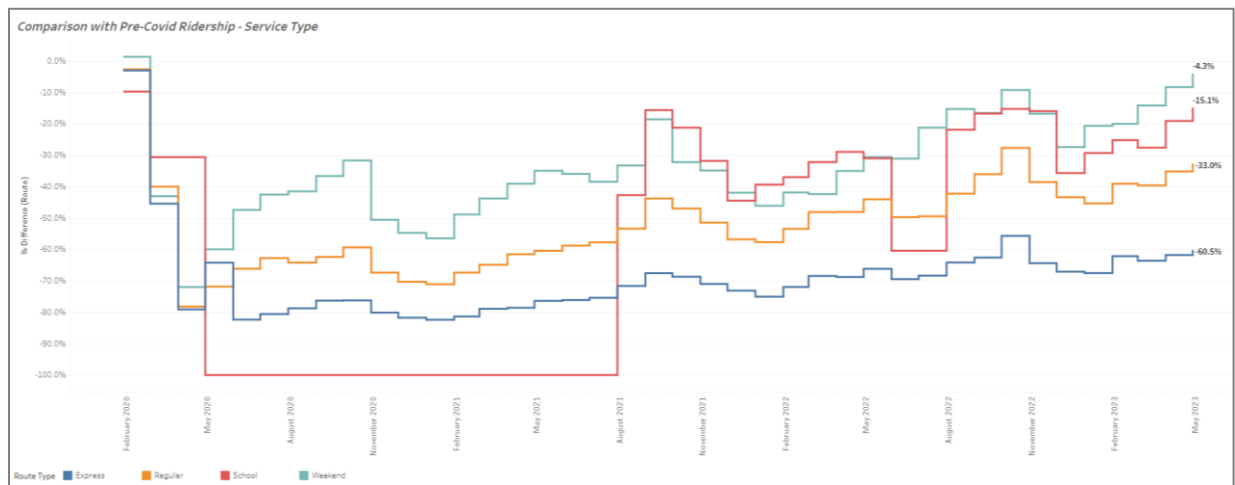


Figure 1: Comparison with Pre-Covid Ridership

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