

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Wednesday, April 3, 2024

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 March 6, 2024*
4. Go San Ramon Update – Information Only*
(Staff will provide an update on the Go San Ramon Pilot Project)
5. Summer Bid Update – Information Only*
(Staff will provide an update on the upcoming Summer Bid)
6. Automated Driving Systems (ADS) Demonstration Project Update – Information Only*
(Staff will provide an update on the ADS Project in Martinez)
7. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – May 1, 2024 (8:00am at 309 Diablo Rd, Danville, CA)

*Enclosure

FY2023/2024 O&S Committee

Dave Hudson – San Ramon, Robert Storer – Danville, Jim Diaz – Clayton

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

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, April 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, April 3, 2:00 p.m., 3rd Floor Conference Room
Advisory Committee:	Tuesday, May 14, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, April 4, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

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

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

**Summary Minutes
Operations & Scheduling Committee
Wednesday, March 6, 8:00 a.m.**

Directors: Robert Storer, Jim Diaz, Dave Hudson

Staff: Bill Churchill, Ruby Horta, Scott Mitchell, Melody Reeb, John Sanderson, Rosa Noya

Public: None

Call to Order: Meeting called to order at 8:01 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of February 7, 2024

The Committee approved the minutes.

4. Transit Signal Priority (TSP) Update

Ms. Reeb provided an update on the Transit Signal Priority project underway in partnership with CCTA and the cities of Concord and Walnut Creek. The project will implement conditional TSP along four routes to improve the speed and reliability of buses. There were some delays due to supply chain issues and obtaining the necessary traffic signal control hardware, but testing is now underway and should be completed in mid-March. Following deployment, an evaluation will be conducted to assess the project benefits and determine the effectiveness of TSP technology.

5. Approval of Revised Public Transportation Agency Safety Plan (PTASP)

Mr. Mitchell informed the Committee of recent updates to the agency's PTASP, which must be certified annually. He noted that staff implemented an Accident Reduction Program this year, which was incorporated into the PTASP update. The Committee forwarded the item to the Board with a recommendation to approve the revised PTASP.

6. Monthly Ridership Reports

Ms. Reeb shared that the ridership in January was up about 5% compared to a year ago. She also noted that productivity was higher, and there was a reduction in missed trips with a corresponding increase in operator numbers. On-time performance also improved, which could be result of schedule adjustments that were made for the Spring bid. Director Hudson asked whether ridership has been recovering on routes serving Bishop Ranch. Ms. Reeb responded that commuter ridership has continued to remain well below pre-pandemic levels.

Ms. Noya shared that there was a slight increase in ridership in January compared to December. She highlighted that productivity fell slightly below the standard of 1.5 passengers per hour and on-time performance well above the standard of 92%. Furthermore, Ms. Noya reported that 2 accidents were reported in January.

7. Committee Comments

None

8. Future Agenda Items

None

9. Next Scheduled Meeting

The next meeting was scheduled for April 3 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA.

10. Adjournment – The meeting was adjourned at 8:36 a.m.

Minutes prepared and submitted by: Melody Reeb, Director of Planning, Marketing & Innovation

To: Operations & Scheduling Committee

Date: 03/25/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Go San Ramon Update

Background:

In 2019, County Connection launched Go San Ramon, an on-demand pilot program, in partnership with the City of San Ramon and the Livermore Amador Valley Transit Authority (LAVTA). The program provides a 50% fare subsidy (up to \$5) for rideshare trips on Uber and Lyft within the designated service area, which includes parts of south and west San Ramon, as well as the San Ramon Transit Center, San Ramon Regional Medical Center, Kaiser, Alcosta Senior and Community Center, and West Dublin and Dublin/Pleasanton BART stations. LAVTA currently administers the program, and the City of San Ramon covers the costs of the fare subsidies and administrative fee.

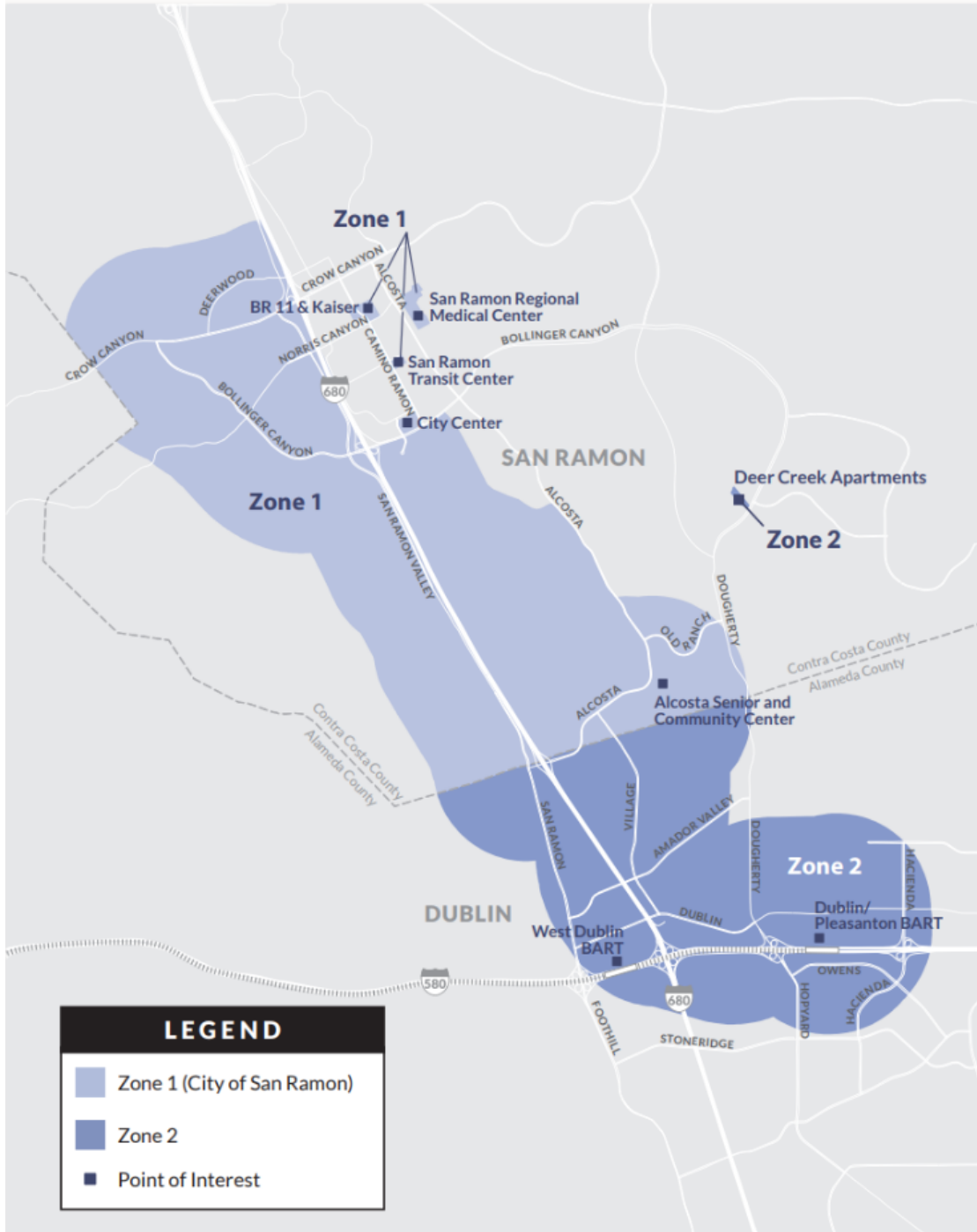
Service Area:

After a “soft launch” on November 1, 2019, that initially limited to the Valley Vista Senior Housing facility and key destinations including the Transit Center, Regional Medical Center, and BART, the program then fully launched in the rest of the south San Ramon service area on March 1, 2020.

Starting May 1, 2021, the program service area was expanded to include additional areas of west San Ramon. The current service area is shown on the following page. Additionally, starting in May 2022, changes were made to ensure the trip either had to start or end in the City of San Ramon.

In July 2023, the following changes were made to the program:

- Deer Creek Apartments, a senior living facility, was added to the service area, enabling greater accessibility for residents to the Alcosta Senior and Community Center and other locations in San Ramon.
- An additional \$5,000 in Measure J funds were made available to be used towards reimbursing commuter trips to/from West Dublin and Dublin/Pleasanton BART stations.
- A change from flat administrative fee to fees based on percentage of subsidy.



Current Go San Ramon Service Area

Ridership:

The program has seen impressive growth in FY24, averaging 91 trips per month – a 78% increase from the previous year. Notably, 69% of these trips are commuter trips, connecting riders to BART stations. This ridership aligns well with the City of San Ramon's budget for the program.

With the current pilot ending on June 30th, 2024, staff will collaborate with the City to explore extension options, considering the availability of Measure J funding to cover the subsidies for commuter trips for FY25.

Figure 1: Pickups - FY 24

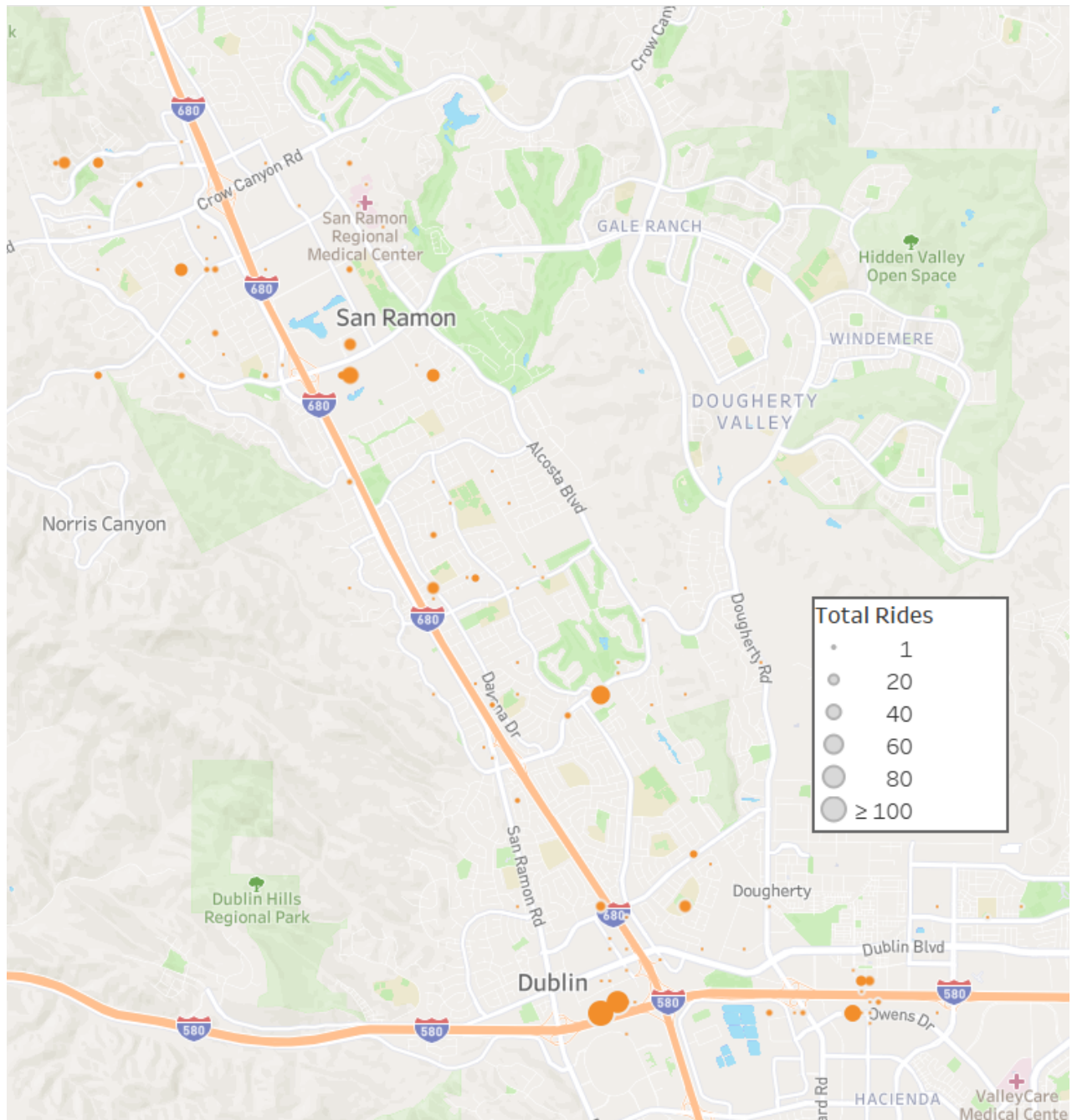
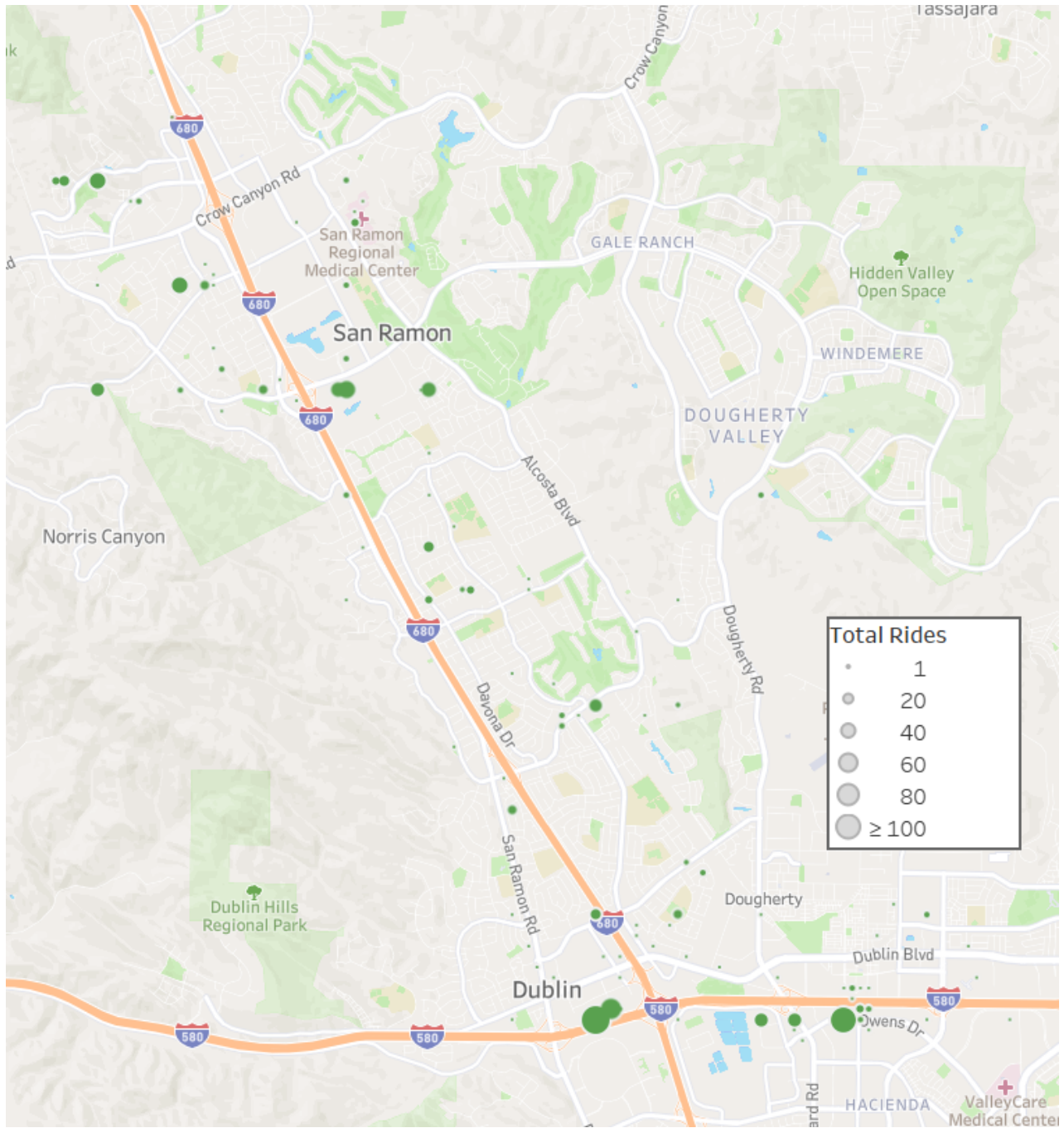
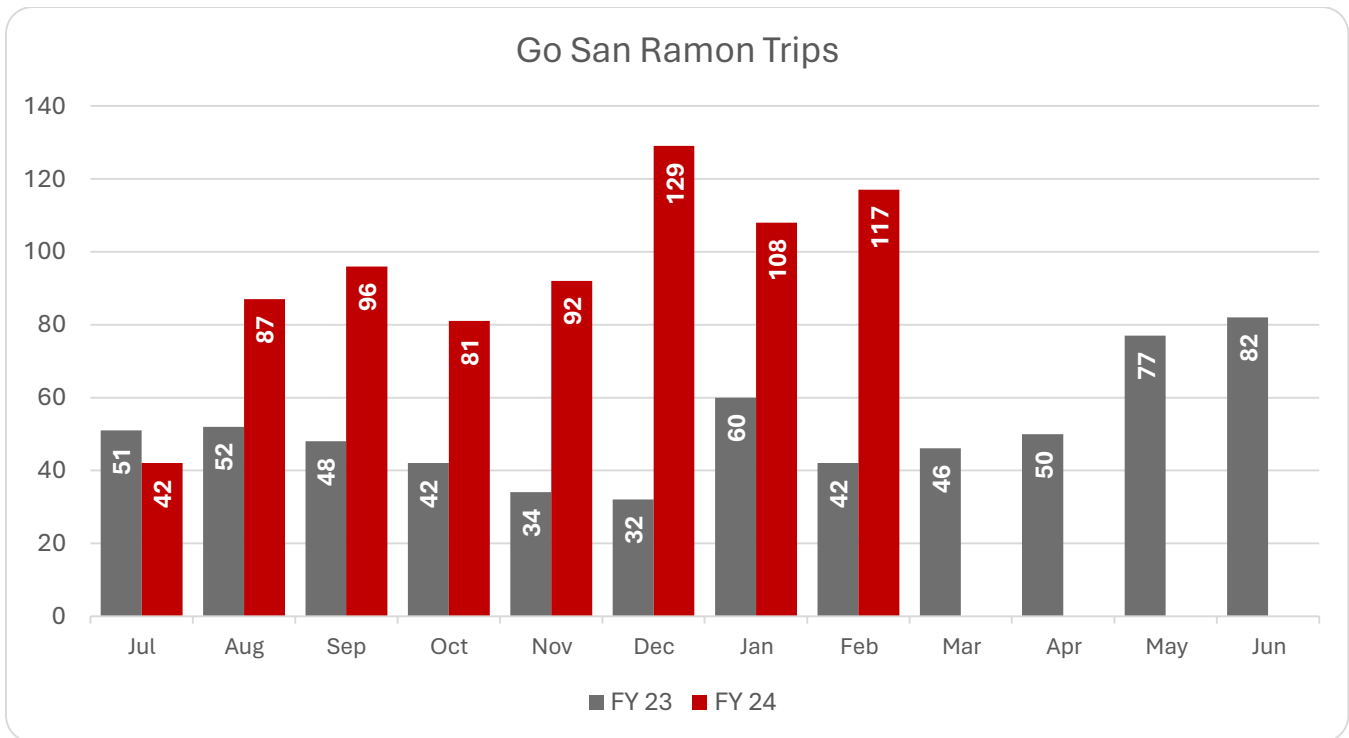


Figure 2: Dropoffs - FY 24





Financial Implications:

All fare subsidies and administrative fees for the program are being paid by the City of San Ramon and Measure J funds up to \$10,000 per year. Additionally, For FY 2024, staff expects the City’s contribution to cover all of the program costs. For FY 2025, staff will collaborate with the City to explore extension options, considering the availability of Measure J funding to cover the subsidies for commuter trips.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations & Scheduling Committee

Date: 03/28/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Spring Bid Update

Background:

The COVID-19 pandemic necessitated significant service changes to maintain transit accessibility across the service area in response to fluctuating ridership. As businesses have reopened and in-office work has resumed, ridership has shown steady growth, further supported by system-wide and regional fare promotions like Monument Free, Summer Youth Pass, Pass2Class, and Clipper START. However, ongoing challenges persist. Despite dedicated recruitment and training efforts, an operator shortage and retention remain a significant barrier to expanding service levels. Additionally, increased traffic congestion necessitates frequent schedule adjustments to ensure reliable service delivery.

Ridership Trends:

Ridership has been growing steadily year-over-year as seen in Figure 1. This positive trend is particularly pronounced for weekend and school ridership, as illustrated in Figure 1. Notably, weekend ridership has surpassed pre-pandemic levels as of February 2024, likely due in part to the expansion of the Monument Free program. School ridership has also shown significant recovery, reaching 94% of pre-pandemic levels. Weekday ridership currently sits at 71% of pre-pandemic levels for local routes and 47% for express routes.

On-Time Performance:

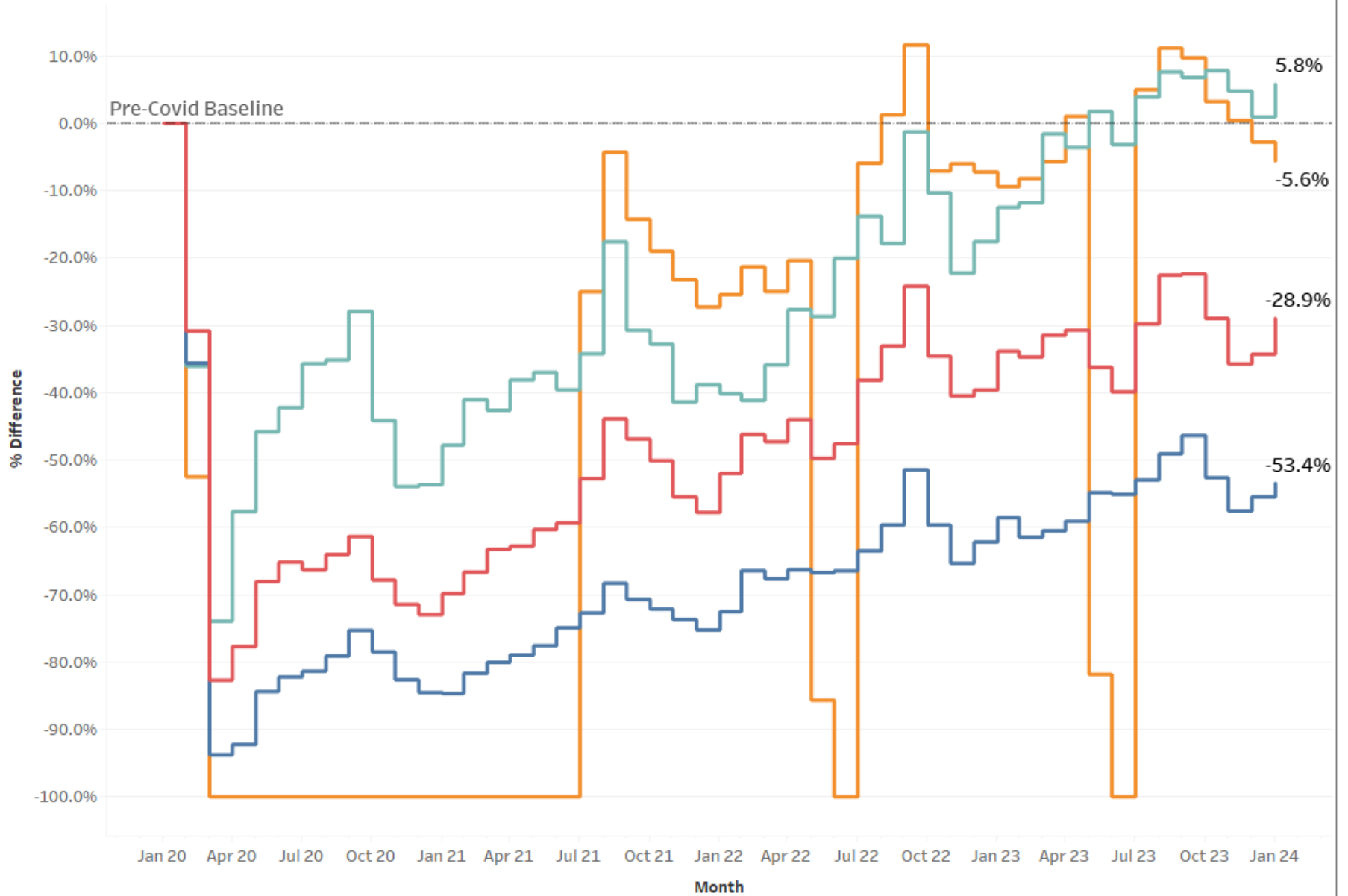
Several changes were implemented during the Fall and Winter Bid to improve on-time performance. These included the following route adjustments:

- Optimized runtimes on several routes to improve on-time performance.
- Loop elimination on Routes 15 & 35 to increase recovery times during peak periods.
- Realignment on Routes 7, 35 & 335 to streamline routes to address operational bottlenecks.

However, ongoing traffic congestion remains a challenge to maintaining optimal on-time performance.

Figure 1: Comparison with Pre-Covid Ridership

Comparison with Pre-Covid Ridership- Service Type



Route Type

- Weekday Local
- Express
- Weekend
- School

Summer Bid:

The Summer bid will be implemented on June 9th, 2024 and will include several service adjustments. Along with an analysis of current schedule and ridership levels, these changes were guided by passenger input, operator suggestions and maximizing efficiency of resource usage. The changes will include the following:

- Routes 5, 10, 20, 91X, 98X, 321, and 335 will experience adjustments to schedules and runtimes with the primary goal of improving on-time performance.
- The service frequency on Route 91X will be reduced from 30 minutes to 40 minutes.
- Service on Routes 10 and 20 will be scaled back after 6PM to better align with ridership

Financial Implications:

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

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations and Scheduling Committee

Date: 03/28/2024

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: *Ref*

SUBJECT: Automated Driving Systems (ADS) Demonstration Project Update

Background:

In 2019, the Contra Costa Transportation Authority (CCTA) was awarded a \$7.5 Million grant from the Federal Transit Administration (FTA) to be used for the development and demonstration of Automated Driving System (ADS) technology in Contra Costa County. The CCTA program includes three projects: a small autonomous shuttle demonstration in Rossmoor, similar to the recently concluded Bishop Ranch Autonomous Vehicle (AV) project, installation and testing of smart road technology on the I-680 corridor, and a demand-responsive ADS service demonstration in Martinez in cooperation with the Contra Costa Regional Medical Center and County Connection.

Project Update:

For the past several months, County Connection staff have been working closely with CCTA and their AV contractor to develop a demonstration program that provides a clear benefit to the public, doesn't compete directly with County Connection's fixed route bus service, and satisfies the FTA's grant requirements. County Connection's contribution to the project will be in-kind services, in the form of Autonomous Vehicle Operator (AVO) labor, which we will supply in partnership with our existing paratransit contractor. Importantly, all LINK paratransit operators are members of the same Amalgamated Transit Union (ATU) local as County Connection's fixed-route bus operators, meaning that the ADS pilot project will be operated with organized labor, represented by a strong local and national organization.

At the present time, the Martinez ADS pilot project will consist of two main operational parts. The first part will help meet an unmet need by transporting Medicare/MediCal patients round trip from the hospital in Martinez to any one of several different drug stores to fill prescriptions or grocery stores and the food bank to obtain food. Separate funding supports these patients' travel between their homes and the hospital, however there is currently no mechanism to provide dedicated transportation for these patients to fill prescriptions or meet their basic nutritional needs. The second part of the Martinez pilot is expected to provide point to point service, booked in real time through a smartphone app, for the general public between 6:00pm – 10:00pm, Monday through Friday, when the County Connection buses in the area have stopped running.

Financial Implications:

County Connection has committed to funding three full-time AVO positions for one year in support of the project. Additional personnel, if needed, will be provided by County Connection but funded by CCTA. Funding for the three County Connection supported AVOs will be included in the FY 2024-25 paratransit budget.

Recommendation:

None. Information Only.

Action Requested:

None. Information Only.

Attachments:

None

To: Operations & Scheduling Committee

Date: 3/22/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for February 2024

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system:

	FY23-24		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	217,308	214,415	
Average Weekday	9,374	9,092	
Pass/Rev Hour	14.0	13.7	Standard Goal > 17.0
Missed Trips	0.08%	0.28%	Standard Goal < 0.25%
Miles between Road Calls	36,709	38,228	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

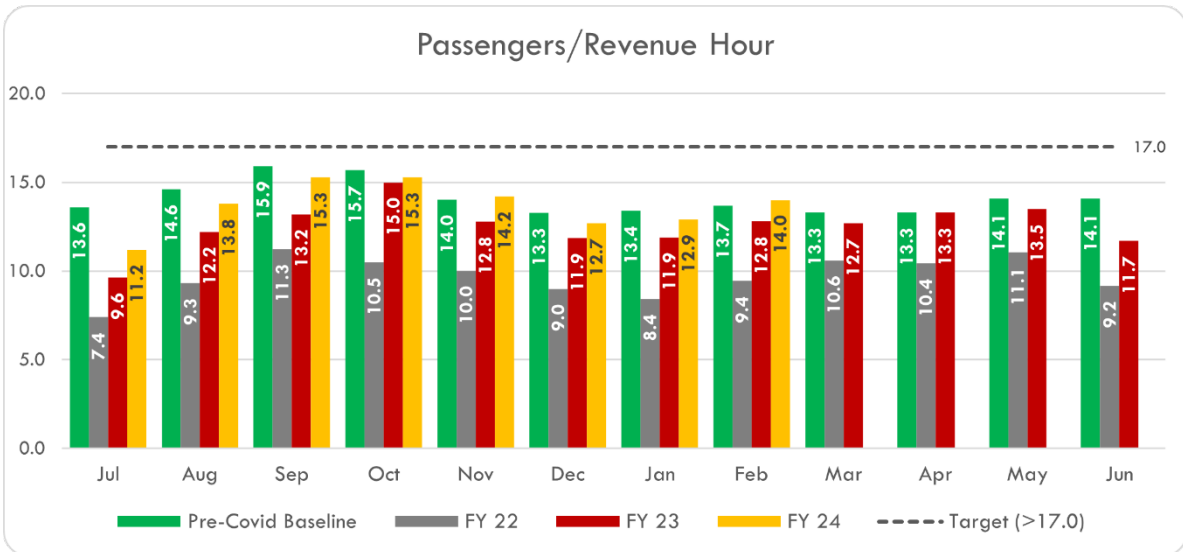
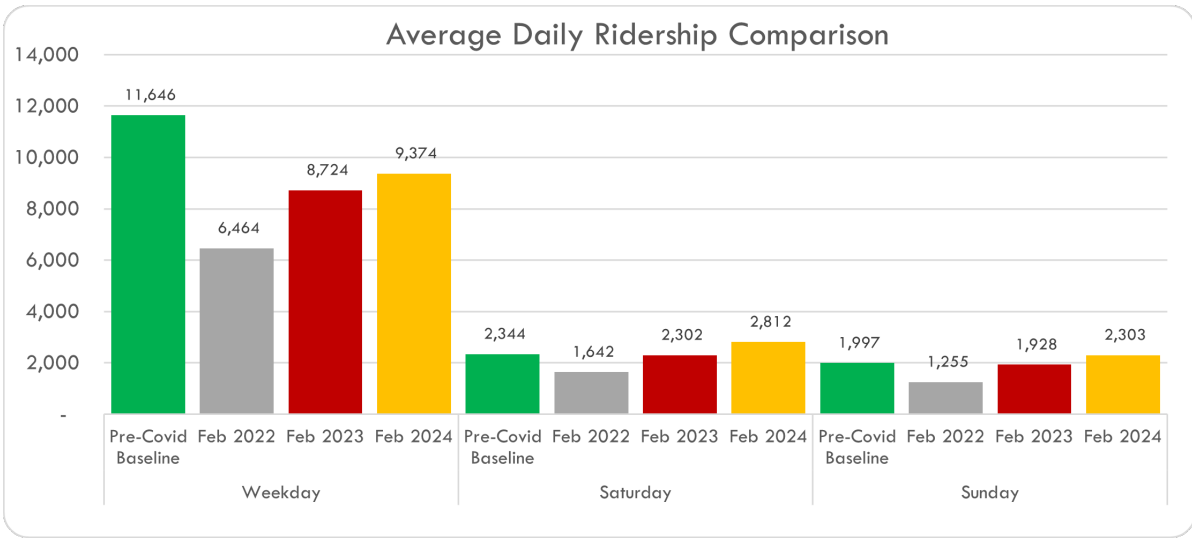
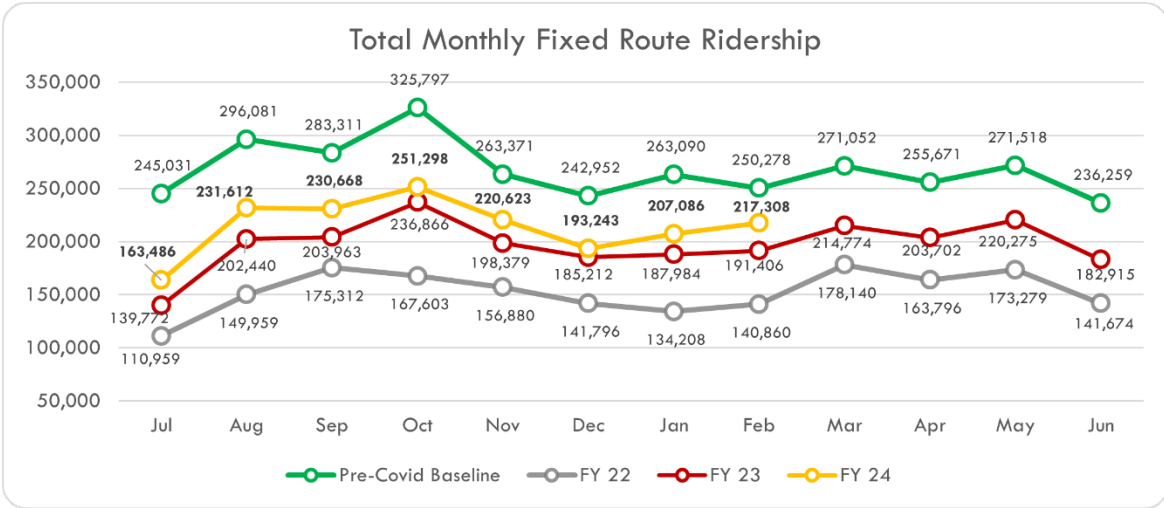
Average weekday ridership was higher in February 2024 (9,374 passengers) than the previous month of January 2024 (8,526 passengers) and is 7.4% higher than February 2023 (8,724 passengers).

Passengers per hour in February was 14.0, which is higher than January 2024 and higher than February 2023 when passengers per hour was 12.8.

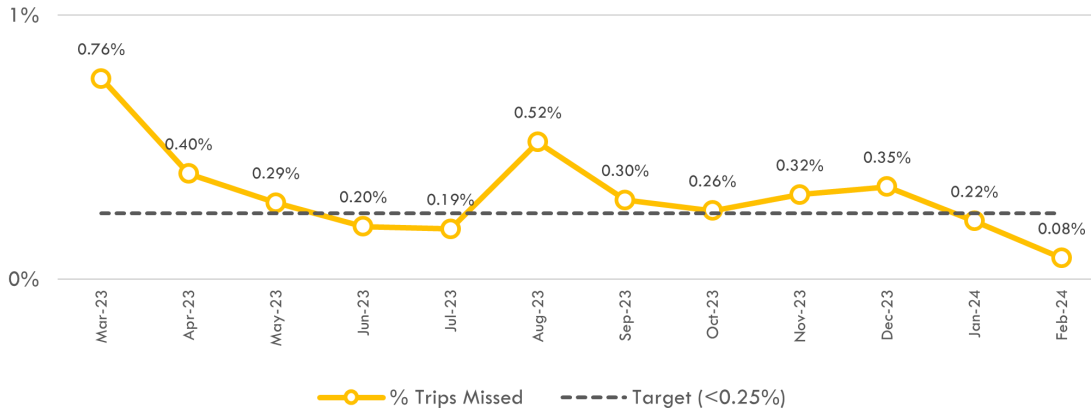
The percentage of missed trips in February was 0.08%, which is lower than the prior month when it was 0.22%.

The number of miles between roadcalls was 36,709 miles in February, higher than the prior month in which there were 22,341 miles between roadcalls. The rolling 12-month average is 37,187 miles between roadcalls.

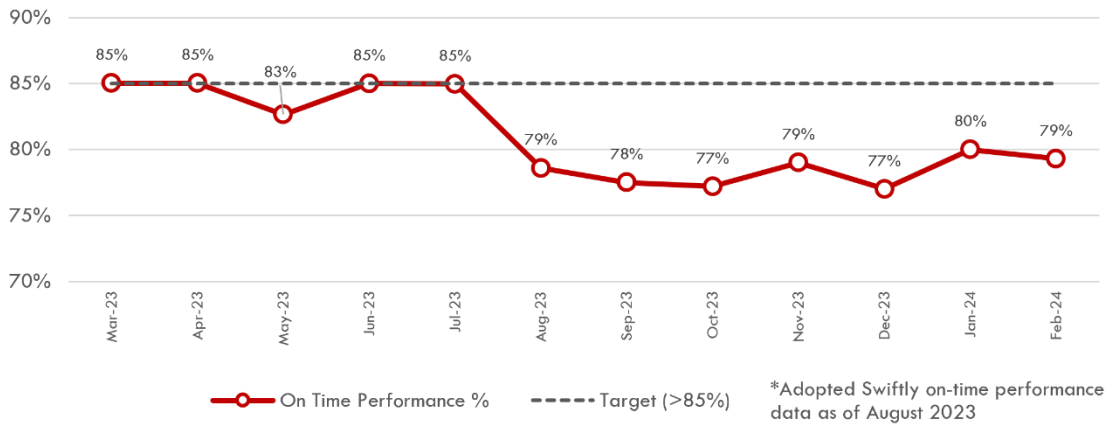
Of a total 217,308 passengers, 121,031 passengers had the potential to use a Clipper card aboard County Connection since 96,276 either used an employer or school pass or were on a free route. About 80.8% of the 121,031 potential Clipper card users paid using Clipper during this month.



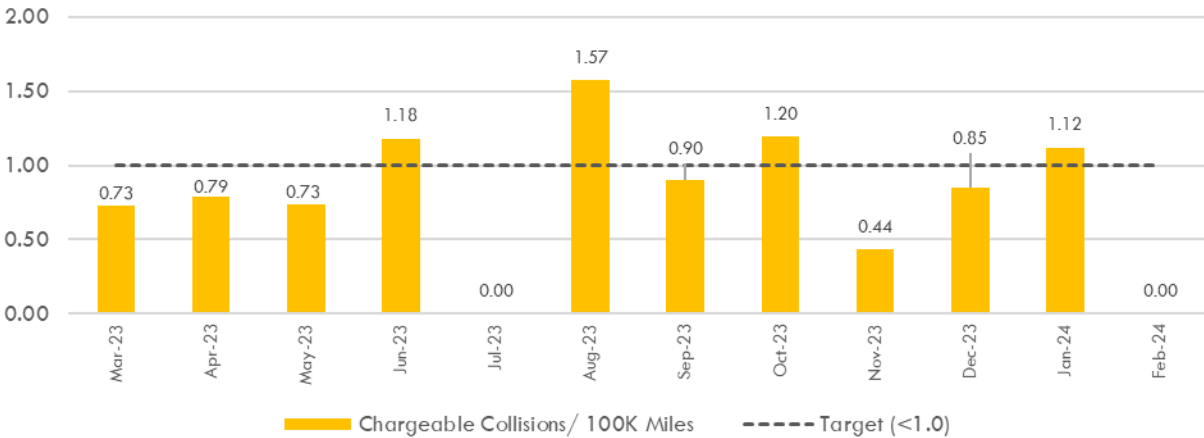
% Trips Missed



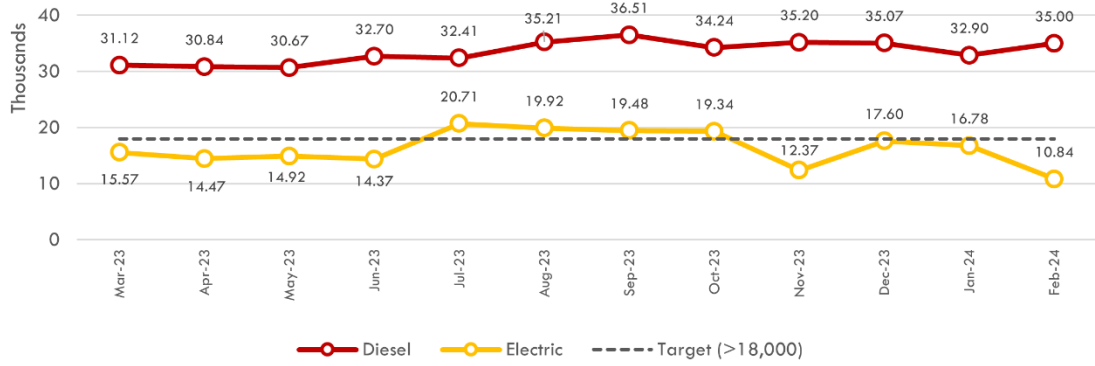
On Time Performance*



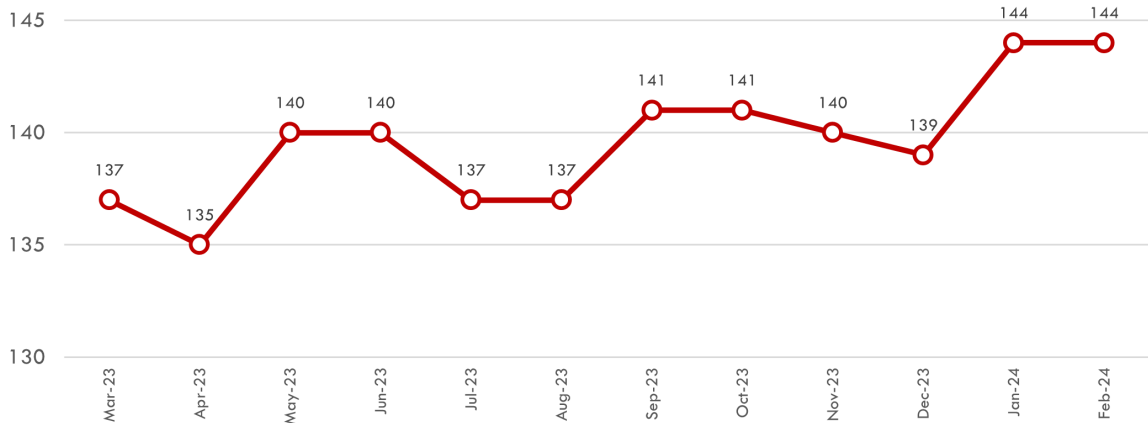
Accident Report



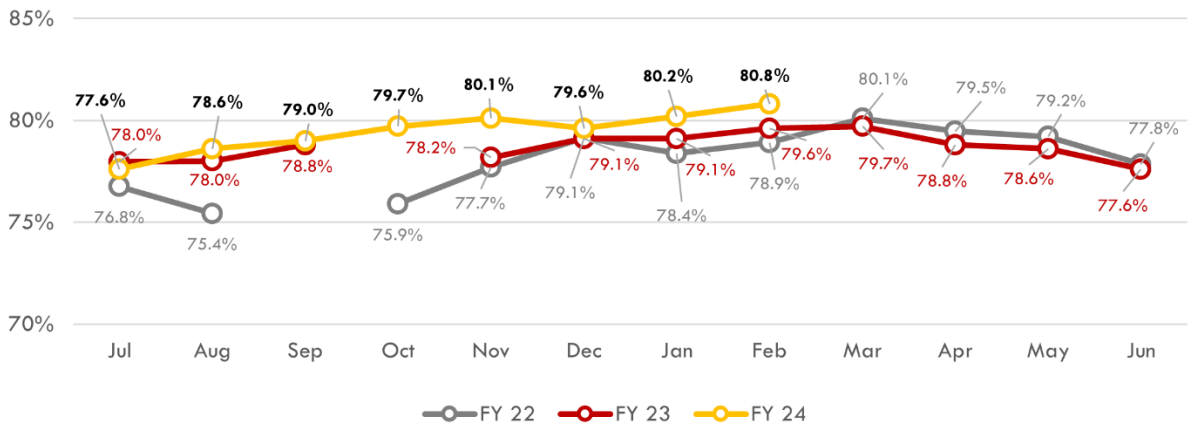
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 03/22/2024

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Executive Summary Report - February 2024

Background:

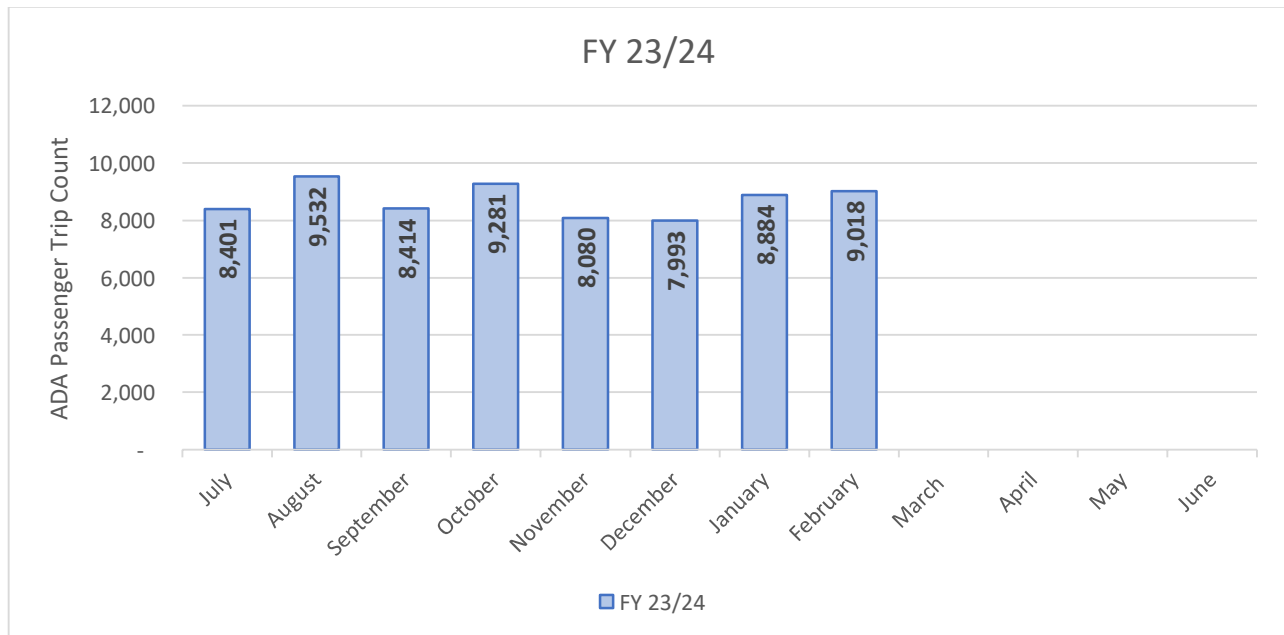
County Connection provides Americans with Disabilities Act (ADA) Paratransit services through the LINK Paratransit program. This is a summary report of LINK Paratransit services provided for the month of February 2024.

February 2024 Performance Report:

Ridership:

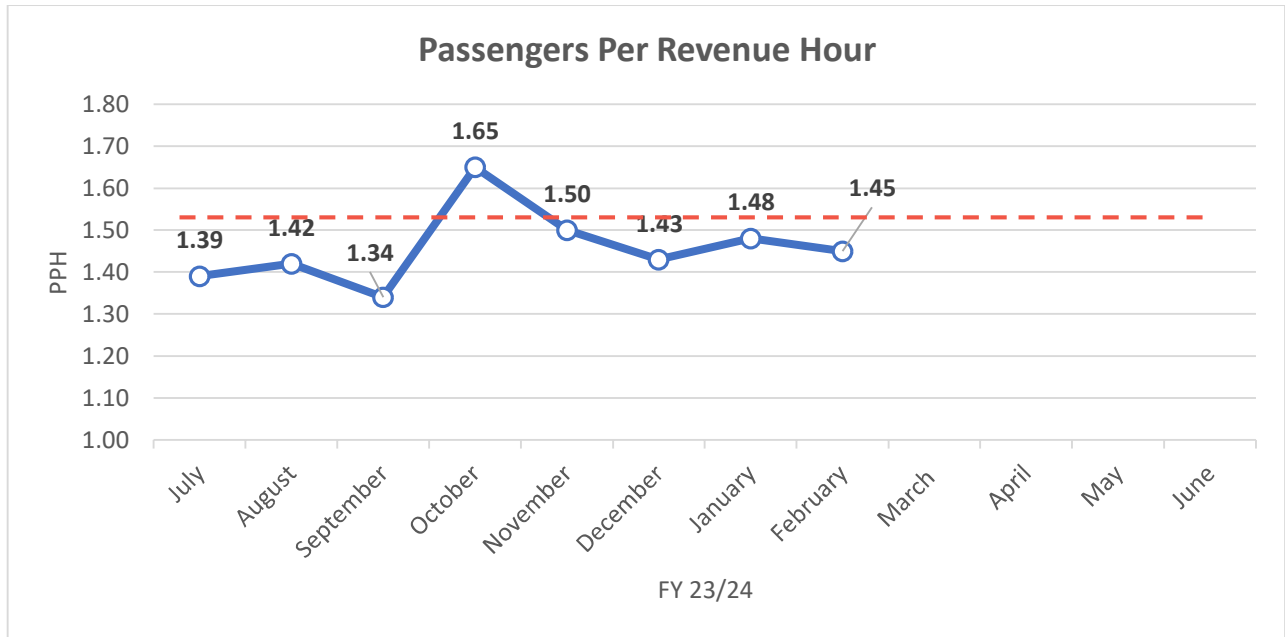
In February there were 9,018 ADA passenger trips, showing a slight increase from the 8,884 trips reported in January. This increase in ridership in February is traditionally not expected as February tends to be a shorter month that contain some federal holidays.

It's worth noting that the total reported number of ADA passengers in February 2024 represents approximately 83% of pre-pandemic ridership levels observed in February 2019.



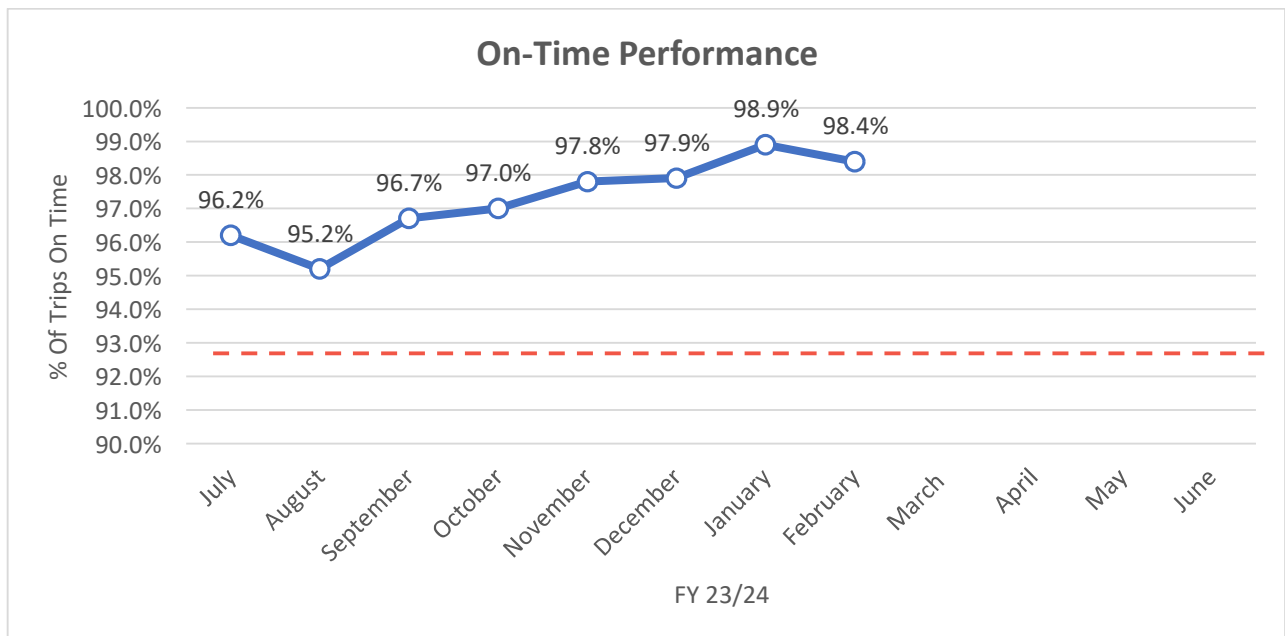
Productivity:

In February, the average number of ADA passengers per revenue hour was 1.45, showing a decrease from January's 1.48 ADA passengers per revenue hour, excluding escorts or attendants. It's important to highlight that the LINK Paratransit service's standard benchmark is to maintain a minimum of 1.50 ADA passengers per revenue hour. Although February fell slightly below this benchmark, we are proactively monitoring and addressing factors influencing this decrease.



On-time Performance:

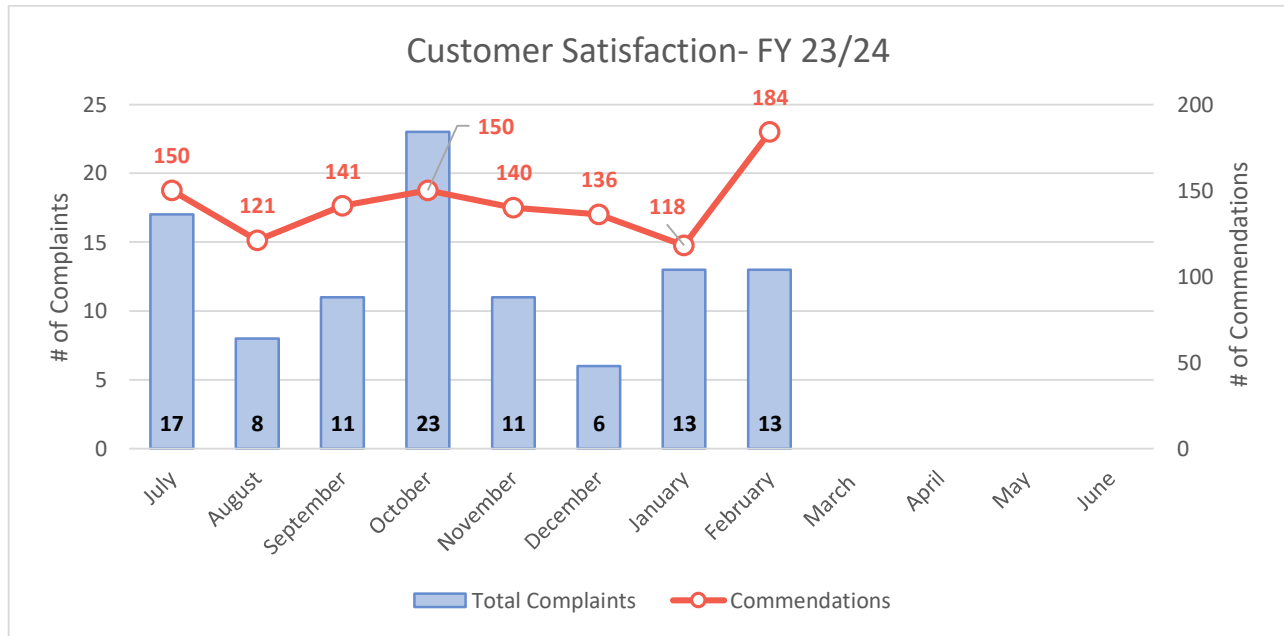
In February, the average on-time performance for trips remained robust at 98.4%, slightly lower than January's exceptional 98.9%. However, this still surpasses our established standard of 92%, reaffirming our dedication to maintaining high service quality.



Customer Satisfaction:

In February, a total of 13 complaints were registered, with six (6) linked to timeliness issues, four (4), related to the driver’s skill concerns, and the remaining three (3) related to the skill of the scheduling staff. Most of the complaints this month were related to passengers unhappy with the drop-off time at their destination.

For commendations, the service received a total of 184 in February- a noted increase from the 118 reported in January. Many of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy.



Safety:

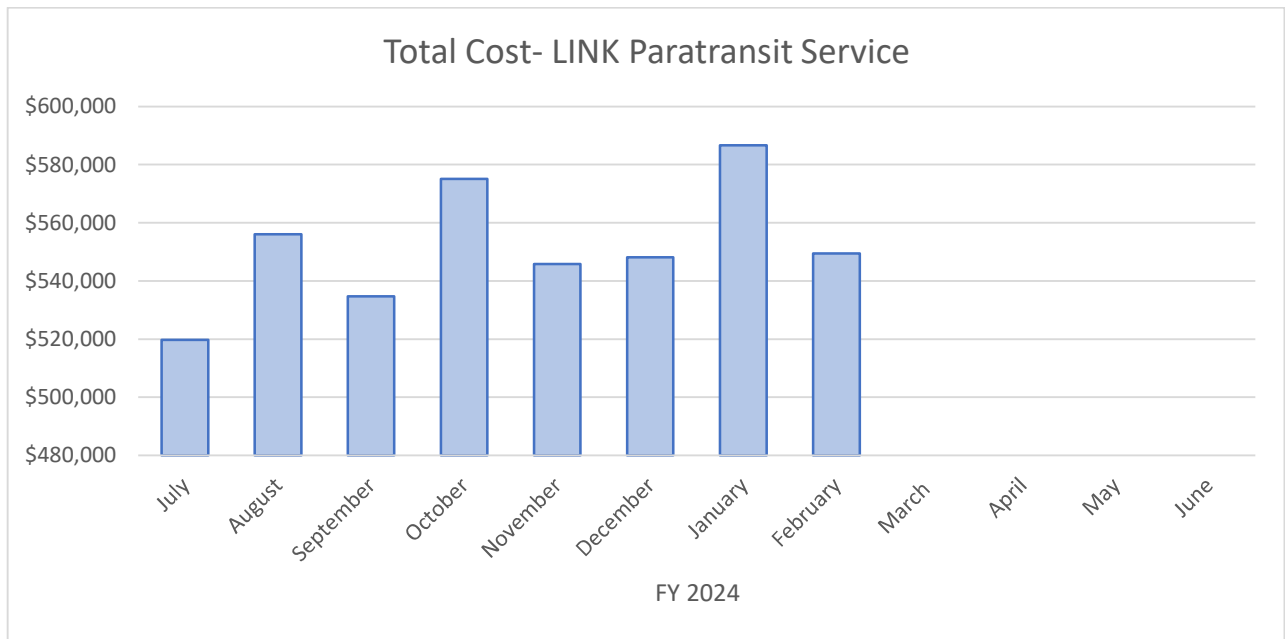
There was one reported preventable accident in the month of February which reflects an accident ratio of 0.88 preventable accidents per 100,000 miles. This is higher than the usual trend of having no accidents to report. The inclement weather may contribute to a higher rate of accidents during the wet months. The accident standard goal is to have no more than 0.5 preventable accidents per 100,000 miles.

Staffing:

For the month of February , LINK Paratransit had a total of 70 drivers. Our contractor had a successful hiring month in February and has reached a staffing level that will not require any further recruitment for the time being.

Financial Implications:

A preliminary un-audited total of \$549,431 was spent in February for the LINK paratransit service. This reflects a decrease from January’s total reported at \$586,598.



Recommendation:

None, for Information only.

Additional updates:

None.

Action Requested:

None, for information only.

Attachments:

Attachment 1: February 2024 MOP

CCCTA PARATRANSIT

Performance Report: 02/01/2024-02/29/2024

LINK and BART Statistics

FY 23/24 February Variance from Goal FY 22/23 February YTD 23/24

	FY 23/24	Variance from Goal	FY 22/23	YTD 23/24
Ridership Statistics				
1	***ADA Passengers	7,470	6,422	22,854
2	Companions	40	81	133
3	Personal Care Assistants	459	544	15,843
4	***One Seat Passengers	1,548	1,195	1,641
5	Total Passengers	9,517	8,242	24,901
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	490	810	1,145
7	Total Number of Cancellations	1,182	421	3,390
8	Same Day Trips	156	80	385
9	Denial Trips	-	-	-
10	Go Backs/ Re-scheduled	27	36	51
Effectiveness Indicators				
11	***Revenue Hours	5,147.16	4,228.15	16,828.37
12	ADA Passengers per RVHr.	1.45	1.52	1.36
13	Average Trip Length (miles)	12.38		12.38
14	Average Ride Duration (minutes)	19.90		22.14
15	*Total Cost per ADA Passenger	\$73.55	\$ 77.31	\$ 144.33
16	***Service Miles	111,600.00	98,049.00	321,134
17	Billable Service Hours	6,410.56	5,767.20	19,222.86
18	Fuel Cost	\$ 39,775.36	\$ 38,974.76	\$ 123,679.16
19	Total Cost	\$ 549,430.74	\$ 496,470.48	\$ 2,169,295.33
On Time Performance Statistics				
20	Percent on-time	98.4%	84.1%	97.2%
21	Arrived 15-29 minutes past window	29	691	329
22	Arrived 30-59 minutes past window	20	416	162
23	Arrived 60 minutes past window	3	84	21
24	Total Missed Trips	0	7	13
25	Transfer Trips	467	362	1,446
One Seat Pilot Data				
26	Total Trips	3,153	1,195	5,702
27	***Total Cost OS	\$ 65,209.13		\$ 123,078.20
28	Non-CCCTA Cost (Cost for Agencies)	\$ 34,869.99	\$ 25,487.71	\$ 83,714.45
29	***Total Miles	33,798.90		63,472.50
30	Non-CCCTA Miles (Agency Miles)	18,092.55	\$ 12,919.88	62,457.18
31	Non-CCCTA Revenue Hours	566.52	\$ 417.36	1,487.40
32	**Total One Seat Revenue Hours	1,059.44	384.86	3,308.49
33	Total Fare Collected	\$ 5,649.00	\$ 4,270.75	\$ 14,892.00
34	Non-CCCTA Fare Collected	\$ 3,255.00	\$ 1,864.13	\$ 8,661.00
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
35	Total Complaints	13	44	30
36	Timeliness	6	21	17
37	Driver Complaints	4	9	4
38	Equipment / Vehicle	0	0	0
39	Scheduling/Staff Skill	3	14	9
40	Commendations	184	470	334
41	Avg. wait time in Queue for reservation/dispatch	1:54		2:43
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
42	Total accidents per 100,000 miles	0.88	0.00	1.00
43	Roadcalls per 100,000 miles	0.88	0.00	1.00
Eligibility Statistics				
44	Total ADA Riders in Data Base	1,849	1,673	6,992
45	Total Certification Determinations	50	91	262
46	Initial Denials	0	1	0
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.: *Laura Corona*

Date: 03/15/2024