

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE

### MEETING AGENDA

Wednesday, June 5, 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.

You are invited to a Zoom webinar.

When: Jun 5, 2024 08:00 AM Pacific Time (US and Canada)

Topic: Operations & Scheduling Committee

Please click the link below to join the webinar:

<https://us02web.zoom.us/j/87640042819>

Or One tap mobile :

+16699006833,,87640042819# US (San Jose)

+14086380968,,87640042819# US (San Jose)

Or Telephone:

Dial(for higher quality, dial a number based on your current location):

+1 669 900 6833 US (San Jose)

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Webinar ID: 876 4004 2819

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of April 3, 2024\*

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\*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

4. Go San Ramon Update – Information Only\*  
(Staff will provide an update on the Go San Ramon Pilot Project)
5. Bus Accelerated Infrastructure Delivery (BusAID) Program Update – Information Only\*  
(Staff will provide an update on MTC’s BusAID Program)
6. Battery Electric Bus Update – Information Only\*  
(Staff will provide an update on the status of the Battery Electric Bus fleet, including notes on availability and costs.)
7. Monthly Reports – Information Only
  - a. Fixed Route\*
  - b. Paratransit\*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – July 3, 2024 (8:00am at 309 Diablo Rd, Danville, CA)
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](http://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](mailto: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 20, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, June 5, 2:00 p.m., 3rd Floor Conference Room
Advisory Committee:	Tuesday, July 9, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, June 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](http://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](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**Summary Minutes  
Operations & Scheduling Committee  
Wednesday, April 3, 8:00 a.m.**

**Directors:** Robert Storer, Jim Diaz

**Staff:** Bill Churchill, Melody Reeb, John Sanderson, Pranjali Dixit, Rosa Noya, Laura Corona

**Public:** None

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

**1. Approval of Agenda**

The Committee approved the agenda.

**2. Public Communication**

None.

**3. Approval of Minutes of March 6, 2024**

The Committee approved the minutes.

**4. Go San Ramon Update**

Mr. Dixit provided an update on the Go San Ramon Program. The project is in its Pilot phase and provides a 50% fare subsidy (up to \$5) for rideshare trips on Uber and Lyft within the designated service area. LAVTA currently administers the program, and the City of San Ramon covers the costs of the fare subsidies and administrative fee. He noted that ridership has grown 78% from the previous year and 69% of these constituted as commuter trips i.e. trips either originated or ended at a BART station. He informed the Committee that staff will collaborate with the City to explore extension options, considering the availability of Measure J funding to cover the subsidies for commuter trips.

**5. Summer Bid Update**

Mr. Dixit provided an update on the upcoming service changes for Summer. He informed that adjustments to schedule and runtimes are being made on seven routes to improve the on-time performance along with changes to service levels to better align with ridership. He also noted that although ridership has been growing, weekend and school ridership recovery have been more pronounced compared to weekday local and express routes.

**6. Automated Driving Systems (ADS) Demonstration Project Update**

Mr. Sanderson informed the Committee that the Contra Costa Transportation Authority (CCTA) is developing an Automated Driving System (ADS) pilot project in Martinez. County Connection is partnering with CCTA to provide in-kind services, including staff to operate the autonomous vehicles.

He added that the project will address two needs. First, it will offer round-trip transportation for Medicare/Medicaid patients to access pharmacies, grocery stores, and food banks. Second, it will provide evening and weekend on-demand rides for the general public via a smartphone app, filling a gap when fixed-route buses aren't running. County Connection will initially provide three full-time operators, with additional personnel potentially funded by CCTA.

**7. Monthly Ridership Reports**

Mr. Dixit shared that the ridership in February was up about 13% compared to a year ago. He also noted that productivity was higher, and there was a reduction in missed trips with a corresponding increase in operator numbers. Clipper usage also increased, which could be result of increased subsidy for Clipper START and elimination Express fares starting in Jan 2024. Ms. Reeb added that with the rollout of Clipper 2.0, passengers will be able to use bank contactless cards for paying fare and that our buses have already been equipped with newer clipper machines.

Ms. Noya shared that there was a slight increase in ridership in January compared to January. 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 one accident was reported in February.

**8. Committee Comments**

None

**9. Future Agenda Items**

None

**10. Next Scheduled Meeting**

The next meeting was scheduled for May 1 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA.

**11. Adjournment** – The meeting was adjourned at 9:08 a.m.

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

**To:** Operations & Scheduling Committee

**Date:** 05/24/2024

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** *Ref*

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**SUBJECT:** Go San Ramon Update

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### **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 stations, 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, Figure 1. Additionally, starting in May 2022, changes were made to ensure the trip either had to start or end within the City of San Ramon.

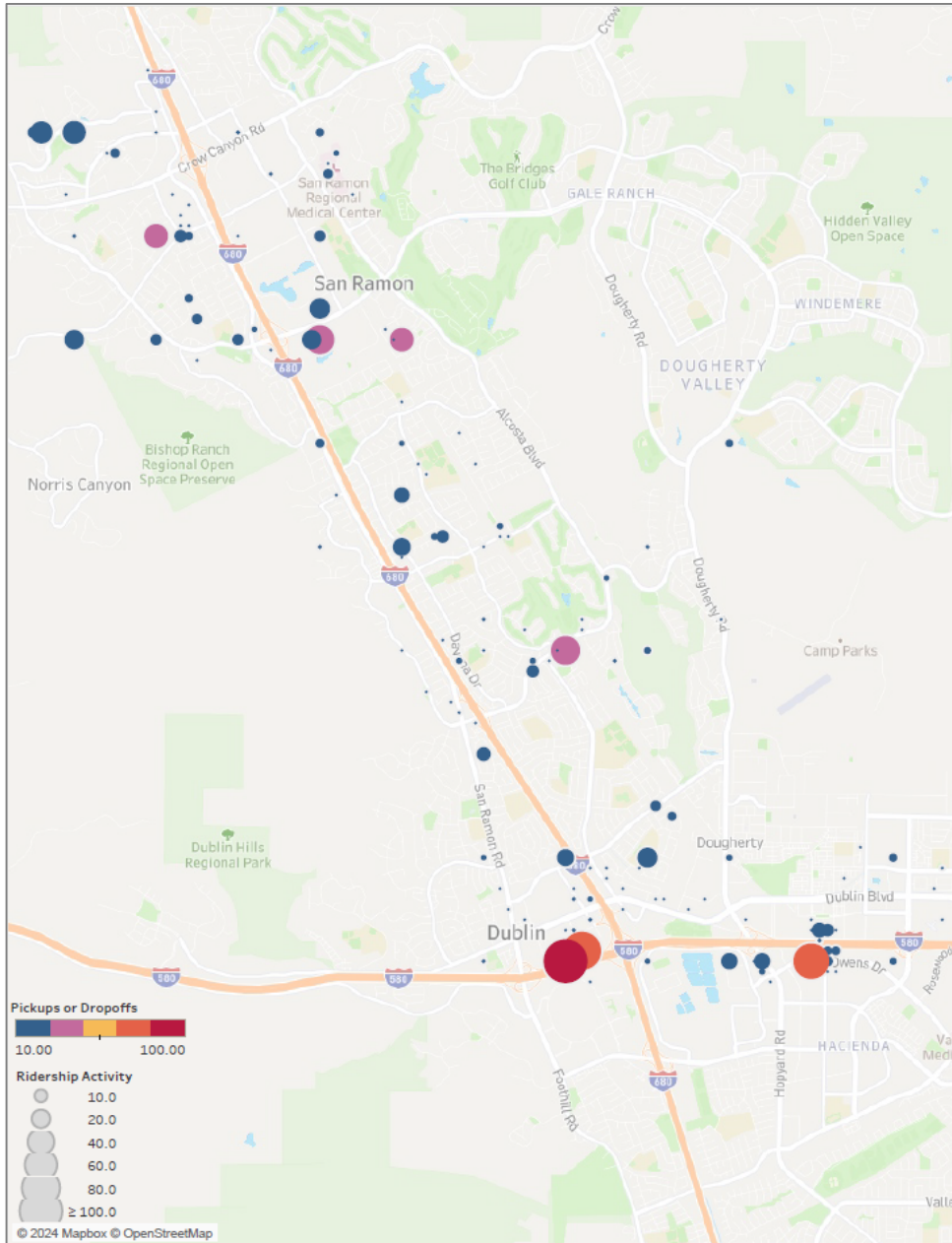
In July 2023, the following changes were made to the program:

- 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.

**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.

Figure 1: Go San Ramon Ridership Activity - FY 24



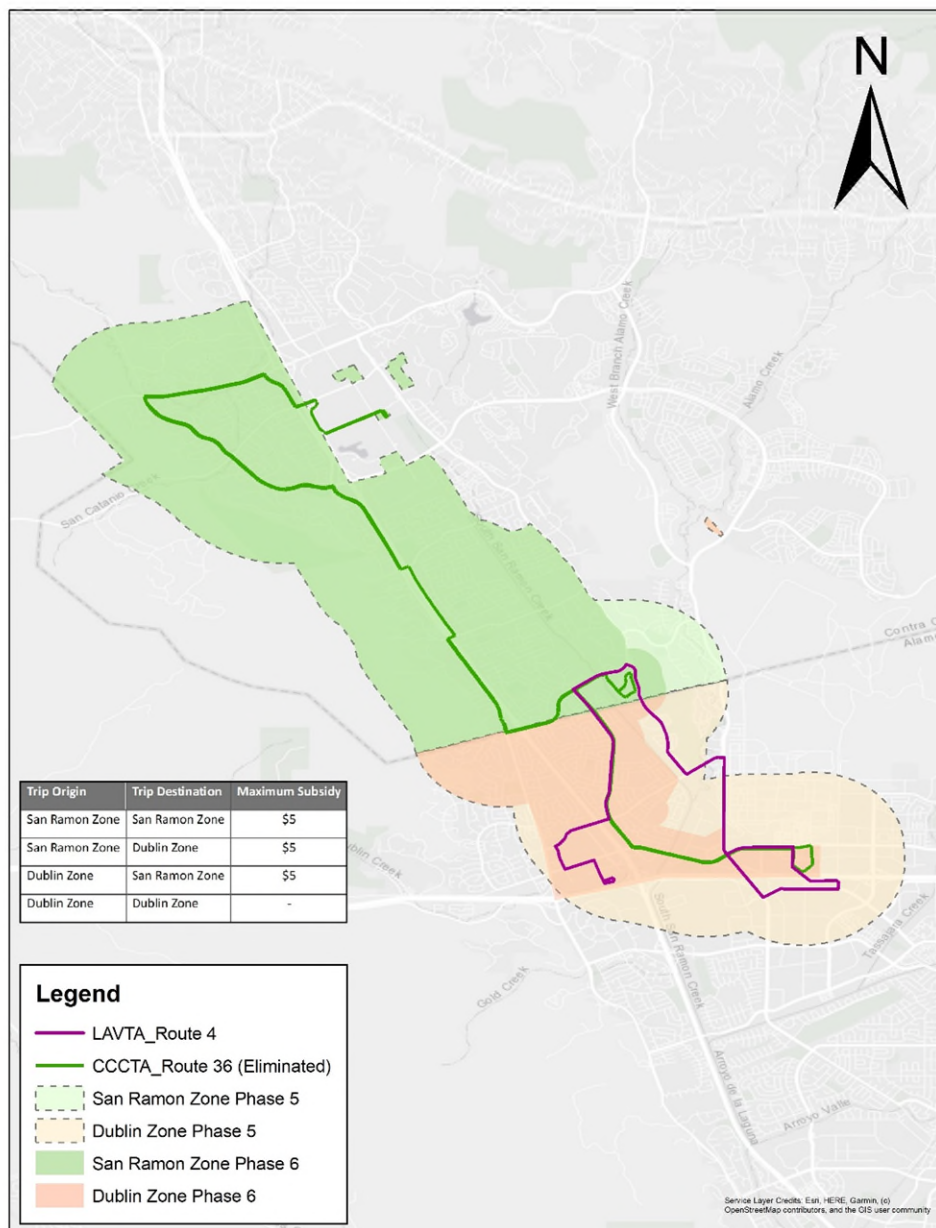
**Proposed Changes:**

In March 2024, LAVTA implemented a major service change that included adding of Route 4 that served parts of the Go San Ramon Service area as shown in Figure 2. County Connection and City of San Ramon

staff worked to change the service area to minimize overlap with the new transit line. Effective July 2024, the following changes will be made:

- Service area adjusted to minimize overlap with LAVTA Route 4 while still servicing areas previously covered by County Connection Route 36.
- Dublin zones have been pulled back to reduce overlap with other LAVTA routes while still ensuring continued access to BART stations.
- The revised zones still maintain the access to key destinations used by San Ramon residents in Dublin.

Figure 2: Proposed Service Area





**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. Measure J funds are being used to provide subsidies for commuter trips up to \$5,000 while the City contributes the rest using the Transportation Fund for Clean Air (TFCA) funds.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None

**To:** Operations & Scheduling Committee

**Date:** 05/24/2024

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** *Ref*

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**SUBJECT: Bus Accelerated Infrastructure Delivery (BusAID) Program Update**

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**Background:**

Over the past couple years, the Service Planning and Scheduling department has focused its efforts on improving service reliability, particularly as frequencies were reduced due to the pandemic and the ongoing operator shortage has limited the ability to restore service. Average transit speeds have declined over time throughout the Bay Area and transit agencies are delivering near-term (quick-build) transit priority projects to maximize transit travel time savings and service reliability improvements. These efforts work to improve the transit customer experience and encourage more people to use transit by making it an attractive and competitive mode choice.

**Bus Accelerated Infrastructure Delivery (BusAID) Program:**

In September 2021, the Metropolitan Transportation Commission (MTC) adopted the Transformation Action Plan (TAP), which identified near-term actions to improve the region's transit system. The BusAID program is a TAP initiative to reduce transit travel times and improve transit reliability. BusAID emphasizes near-term, quick-build solutions to address problem "hotspot" locations identified by transit operators. Example projects include:

- Transit lanes and queue jump lanes to allow buses to bypass traffic congestion.
- Transit signal priority (TSP) to reduce transit vehicle red-light delays.
- Boarding islands or bus bulb to reduce pull-in/pull-out delay at transit stops.
- Optimizing transit stop placement & spacing to minimize delay, for example placing transit stops nearside at intersections with Stop signs, or farside at signals equipped with TSP.

Thirty million dollars has been set aside for the program, comprised of \$15 million in local State Transit Assistance (STA) funds and \$15 million in Federal One Bay Area Grant (OBAG) program, Congestion Mitigation and Air Quality Improvement (CMAQ) or Surface Transportation Program (STP) funds.

**Monument Corridor Transit Priority Project:**

County Connection identified 14 potential locations for transit priority improvements. Through a data-driven evaluation considering ridership, service levels, passenger loads, and equity, the Monument Corridor was chosen for funding. The funded project will focus on:

- **Optimizing bus stops:** Consolidating stops and improving spacing for better efficiency.
- **Improving accessibility:** Upgrading bus stops to meet ADA standards (Phase 1).
- **Enhancing signal timing:** Implementing Transit Signal Priority (TSP) along Monument Boulevard between Detroit Avenue and Mohr Lane (Phase 2).

**Financial Implications:**

County Connection will be receiving \$385,000 in OBAG 3 (STP/CMAQ) federal funds from MTC for the project. A minimum 11.47% local match is required, which amounts to \$49,880. Transportation Development Act (TDA) funds will be used for the local match.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None

**To:** Operations & Scheduling Committee

**Date:** 5/30/2024

**From:** Marcel Longmire, Director of Maintenance

**Reviewed by:** *W.C.*

**SUBJECT: Battery Electric Bus Availability and Cost Update**

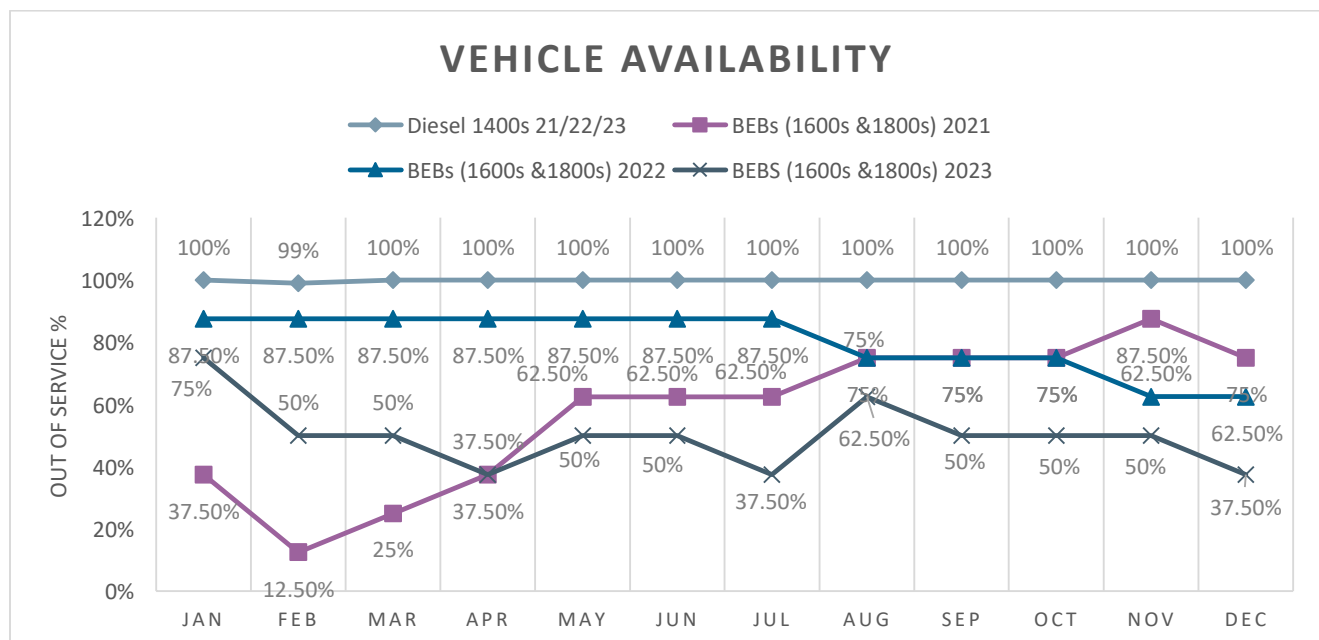
### Background:

County Connection 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 Route 4 and 5. Two inductive chargers were installed at the Walnut Creek BART Station to support the continuous operations on these two routes. Its important to note that two 50 kW Wave chargers were installed at the County Connection yard to provide overnight depot charging as both plug-in depot chargers failed and could not be repaired.

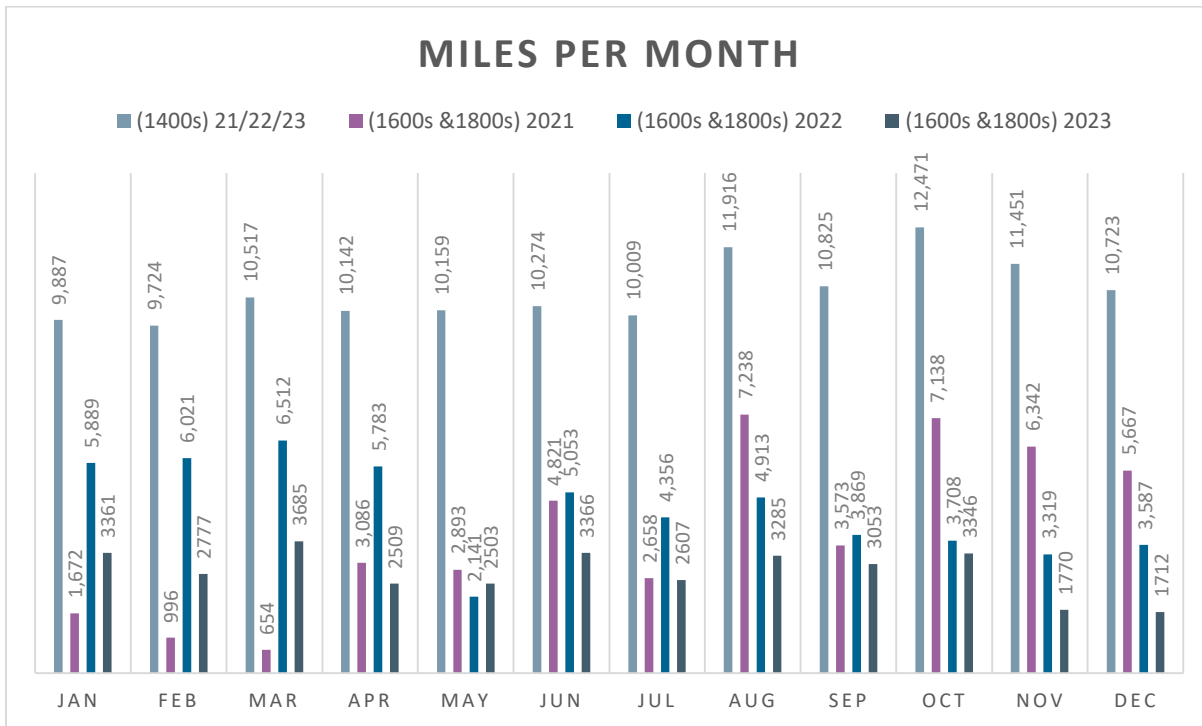
The BEBs have traveled 393,954 service miles since January 1, 2017. This update's focus is to compare the electric bus fleet to the 1400 series diesel bus fleet from January 1, 2023, through December 31, 2023. We have also included the data from January 1, 2021, through December 31, 2021, and January 1, 2022, through December 31, 2022, as reference points.

### Maintenance and Operations:

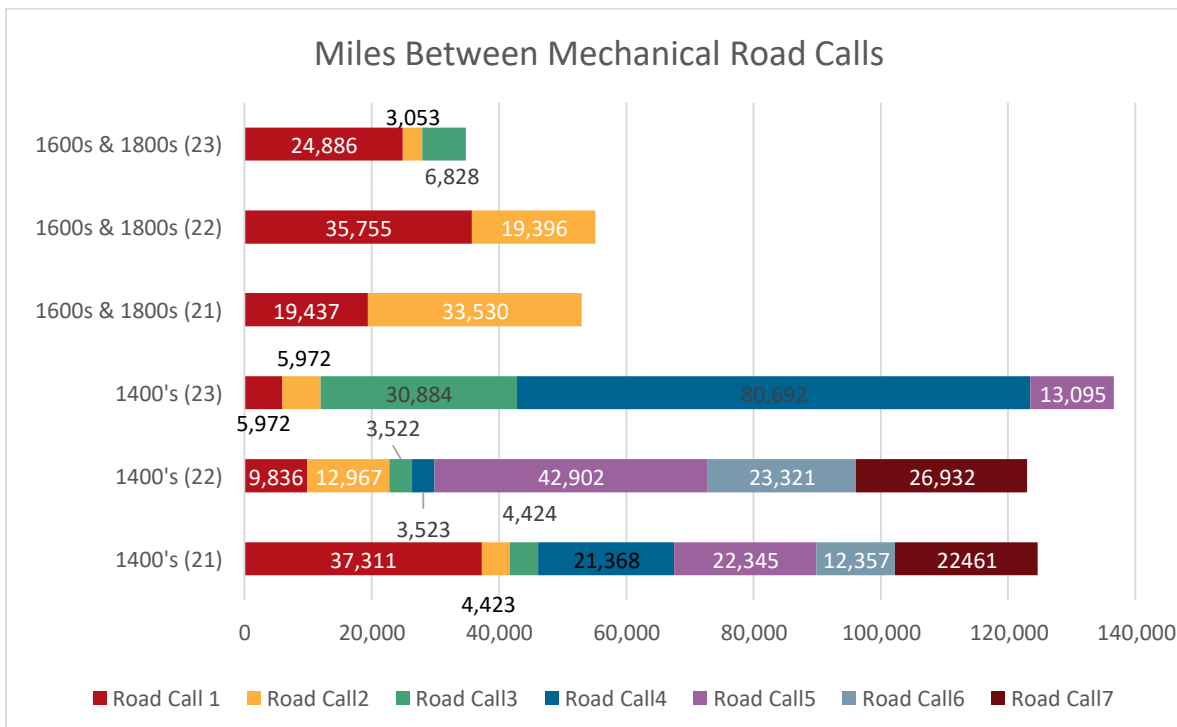
Since January 2023 the electric bus availability averaged 50%, down from 80% in 2022 (was 57% in 2021). The bus availability for the 1400-series diesel fleet was a remarkable 100% up from 98% in 2021. For the BEBs parts availability and battery issues are still a major problem. Over the past couple of months, the BEBs ran into an issue dealing with a shortage of electronic components that has also been an industry wide problem.



**Miles per month for the 1400s and BEBs from 2021-2023:**



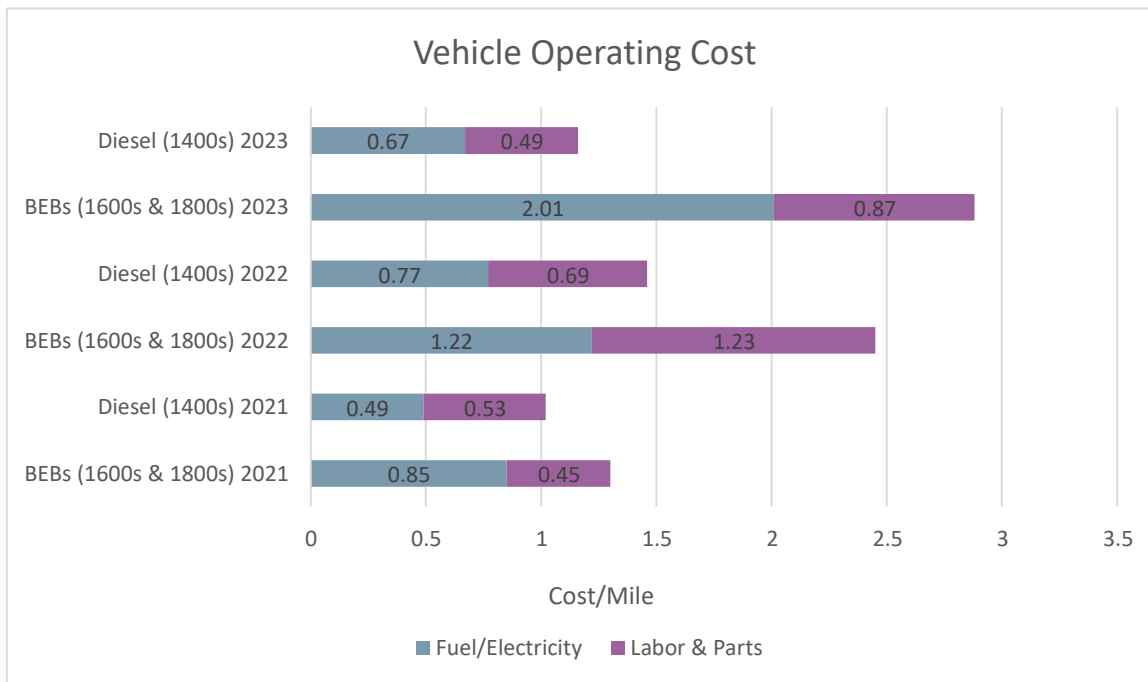
One area the BEBs saw a downturn in performance over the past year was miles between road calls. The BEBs saw three road calls over 34,767 miles (11,589 avg between mechanical road calls in 2023). This number increased from two road calls over 55,152 miles (27,576 avg) in 2022 and two road calls over 52,968 miles (26,484 avg) in 2021. During the same comparison period in 2023 the 1400-series diesel fleet had five road calls over 136,615 miles (27,323 avg). In 2022 the 1400-series diesel fleet had seven road calls over 123,003 miles (17,572 avg) between mechanical road calls. In 2021 the 1400-series diesel fleet had seven road calls over 124,689 miles (17,813 avg).



### 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, 2023, and December 31, 2023, the total electricity cost to operate the eight buses was \$68,324.78 compared to \$67,470 in 2022 and \$62,088 in 2021. The average energy cost per mile for the BEBs in 2023 was \$2.01 per mile up from \$1.22 in 2022 and \$0.86 in 2021.

The 1400-series diesel fleet fuel cost fell from \$0.77 per mile in 2022 to \$0.67 per mile in 2023 (was \$0.49 in 2021). The total cost per mile inclusive of labor and parts was \$2.88 per mile for the BEBs up from \$2.45 in 2021 and \$1.16 per mile for the 1400-series diesel fleet. The cost to operate still had a rise in cost even though the BEB fleet was only at 50% availability this past year. We expect the cost to continue to rise as our first-generation technology becomes older and harder to replace.



### Latest Concerns:

Rising electricity costs and supply chain concerns continue to be a problem with the BEBs. Moving forward, our biggest challenge will be the lack of battery support from our vendor. We recently learned that the battery sub-packs (14 on each bus) are no longer being produced by the vendor. They indicated that the materials needed to make those batteries are no longer available and we would have to replace the entire battery system at a very high cost. The speed at which battery technology is developing is starting to surpass our first-generation BEB fleet.

### Financial Implications:

None at this time. For information only.

### Recommendation:

None at this time. For information only.

### Action Requested:

None at this time. For information only.

To: Operations & Scheduling Committee

Date: 4/18/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: *Ref*

**SUBJECT: Fixed Route Operating Reports for March 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>	
<b>Total Passengers</b>	224,688	215,557	
<b>Average Weekday</b>	9,459	9,133	
<b>Pass/Rev Hour</b>	14.1	13.7	Standard Goal > 17.0
<b>Missed Trips</b>	0.26%	0.28%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	25,984	36,868	Standard Goal > 18,000

\* Based on current standards from updated SRTP

### Analysis

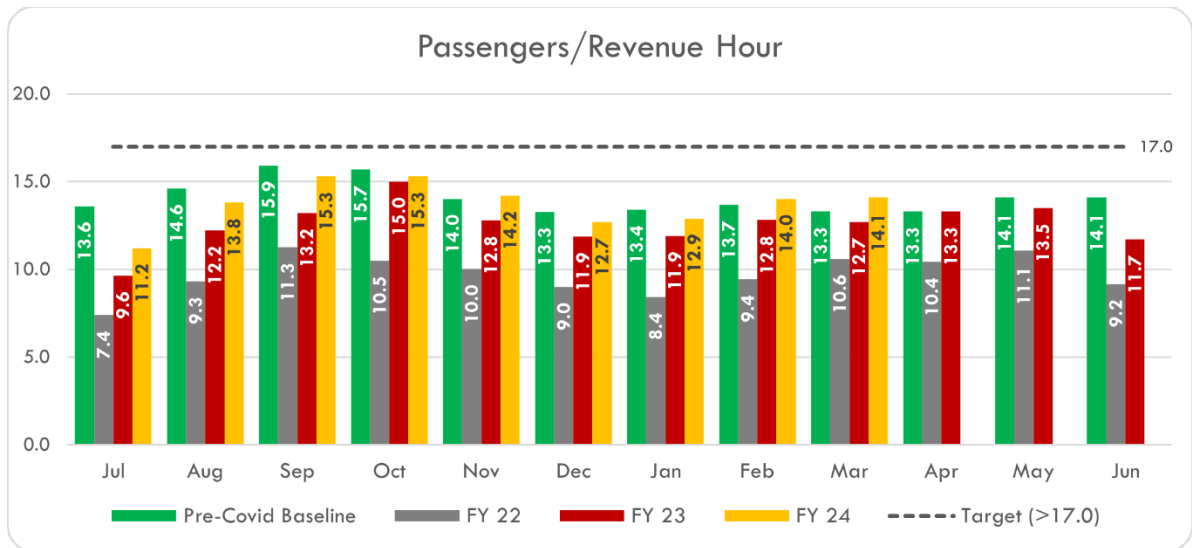
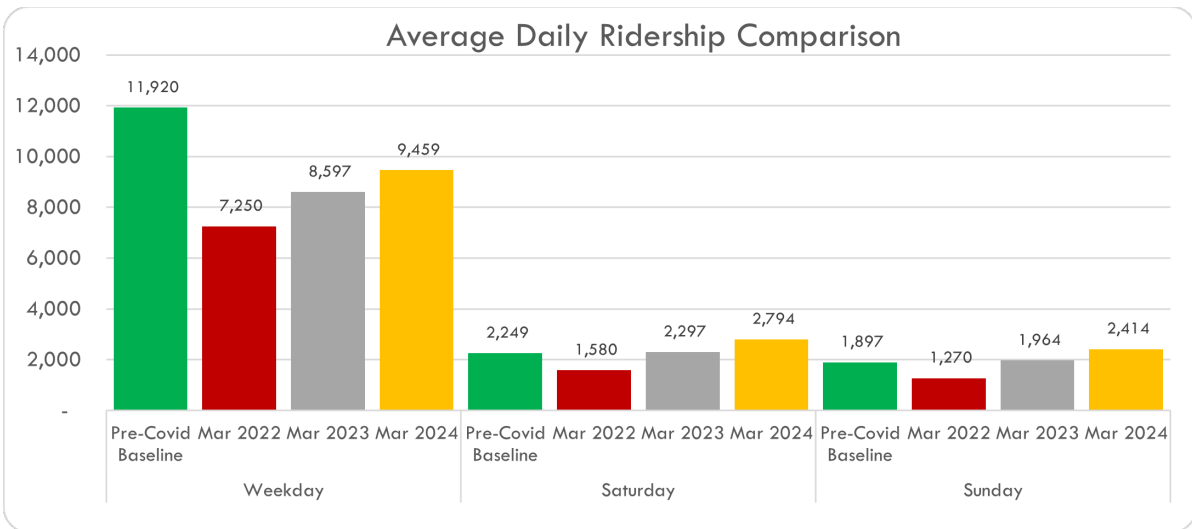
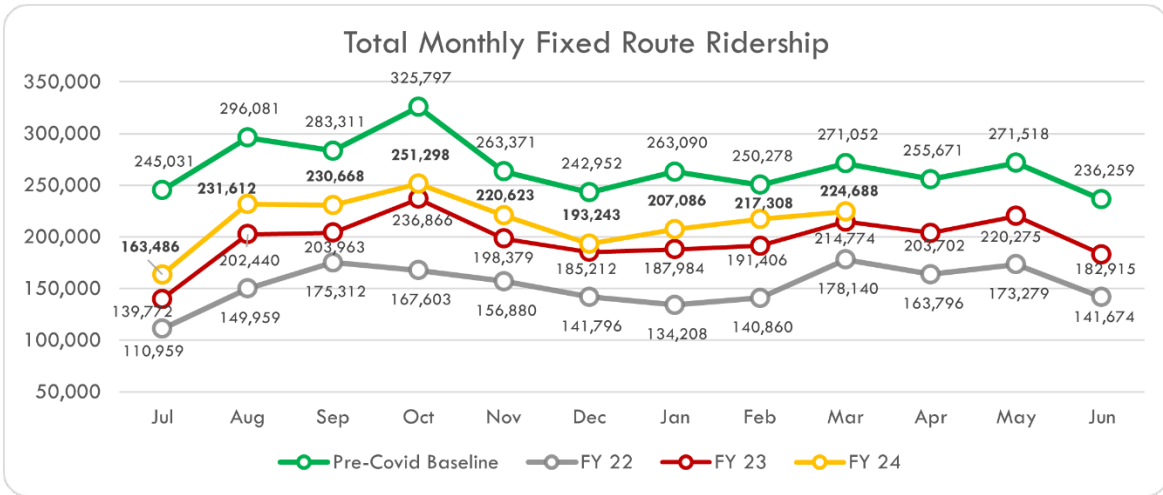
Average weekday ridership was higher in March 2024 (9,459 passengers) than the previous month of February 2024 (9,374 passengers) and is 10.0% higher than March 2023 (8,597 passengers). County Connection also ran emergency BART Bridges on one day in March and served 69 passengers.

Passengers per hour in March was 14.1, which is higher than February 2024 and higher than March 2023 when passengers per hour was 12.7.

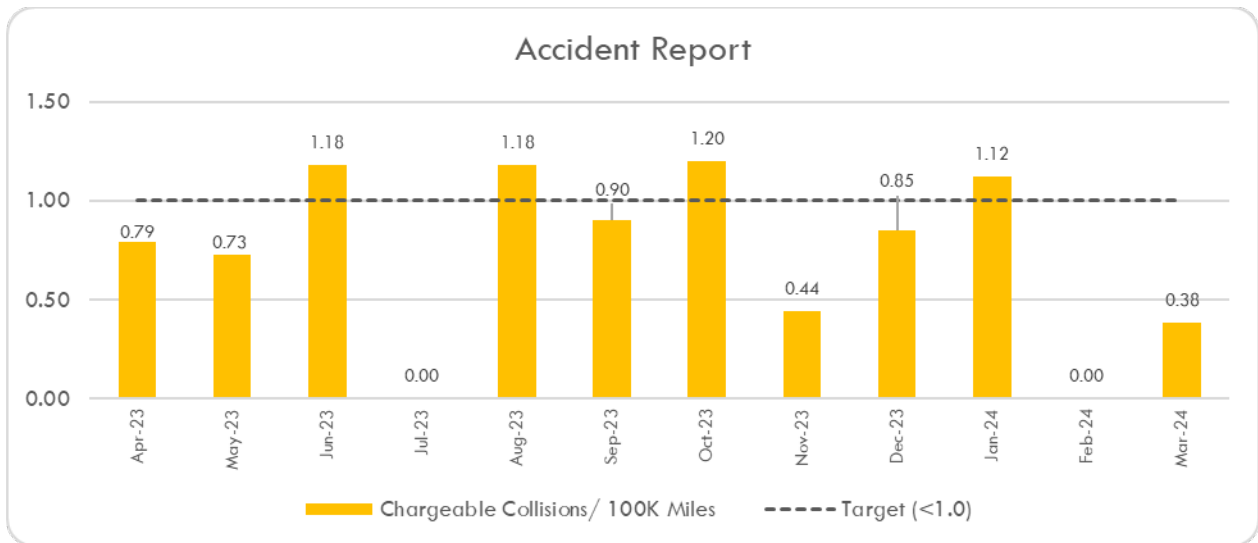
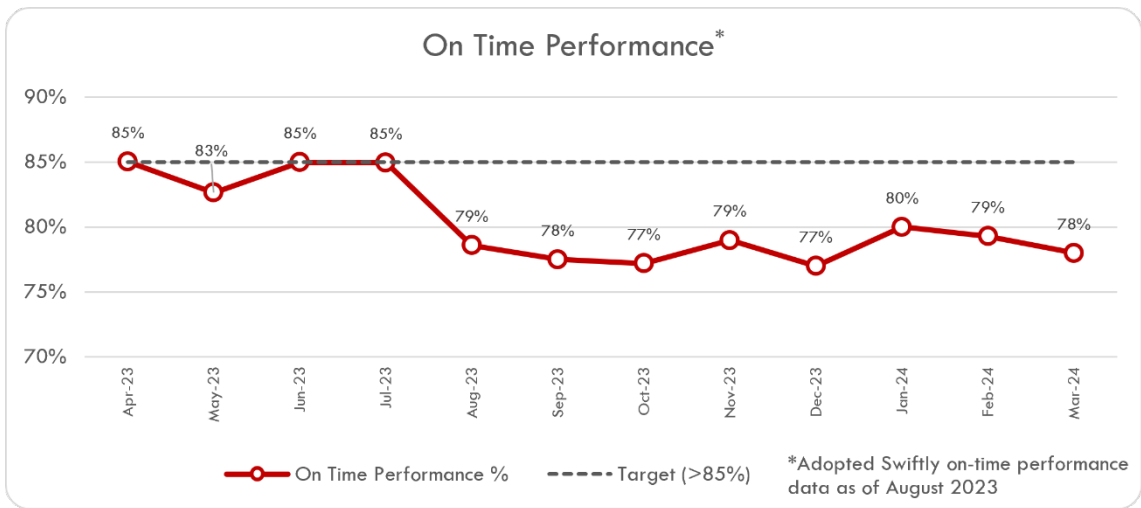
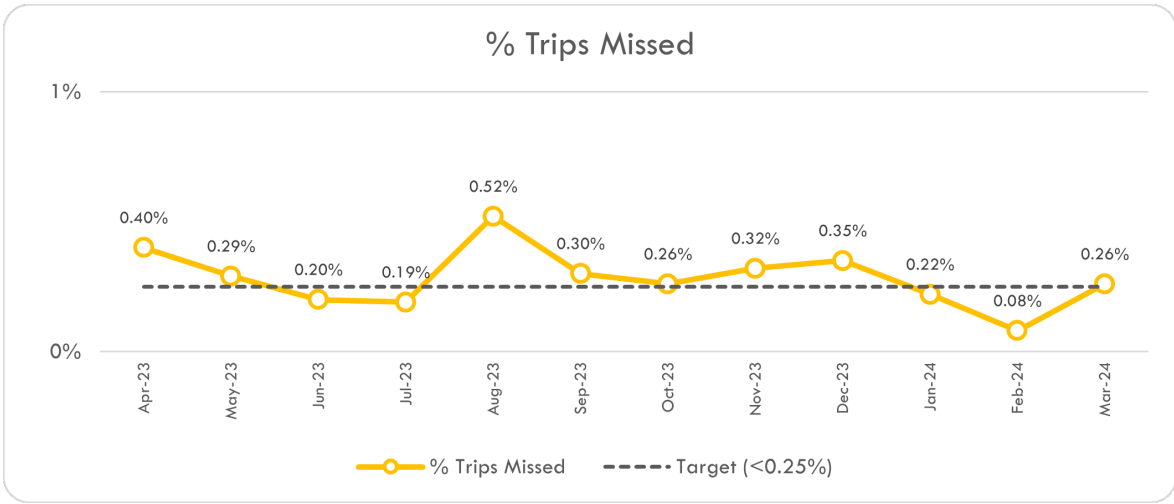
The percentage of missed trips in March was 0.26%, which is higher than the prior month when it was 0.08%.

The number of miles between roadcalls was 25,984 miles in March, lower than the prior month in which there were 36,709 miles between roadcalls. The rolling 12-month average is 36,097 miles between roadcalls.

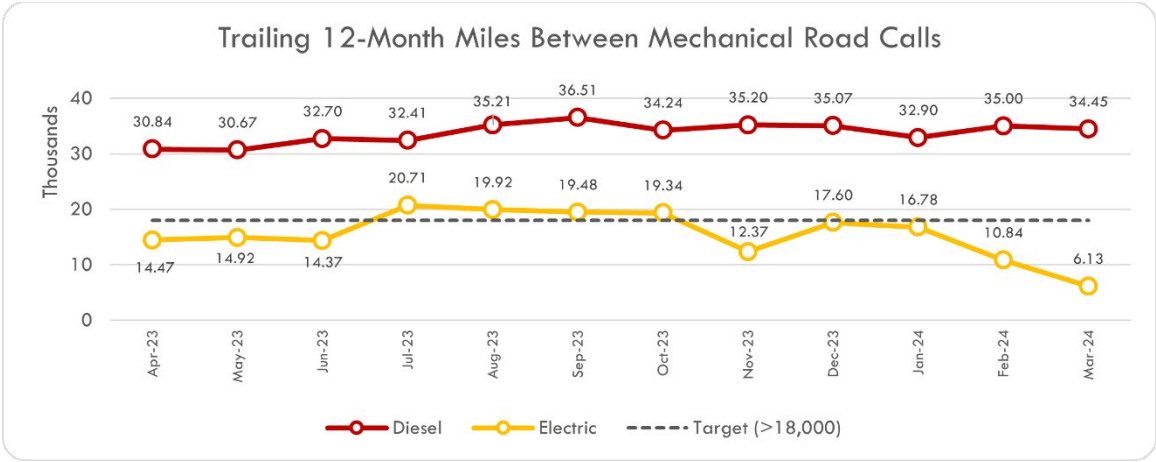
Of a total 224,757 passengers, 123,146 passengers had the potential to use a Clipper card aboard County Connection since 101,611 either used an employer or school pass or were on a free route. About 80.7% of the 123,146 potential Clipper card users paid using Clipper during this month.



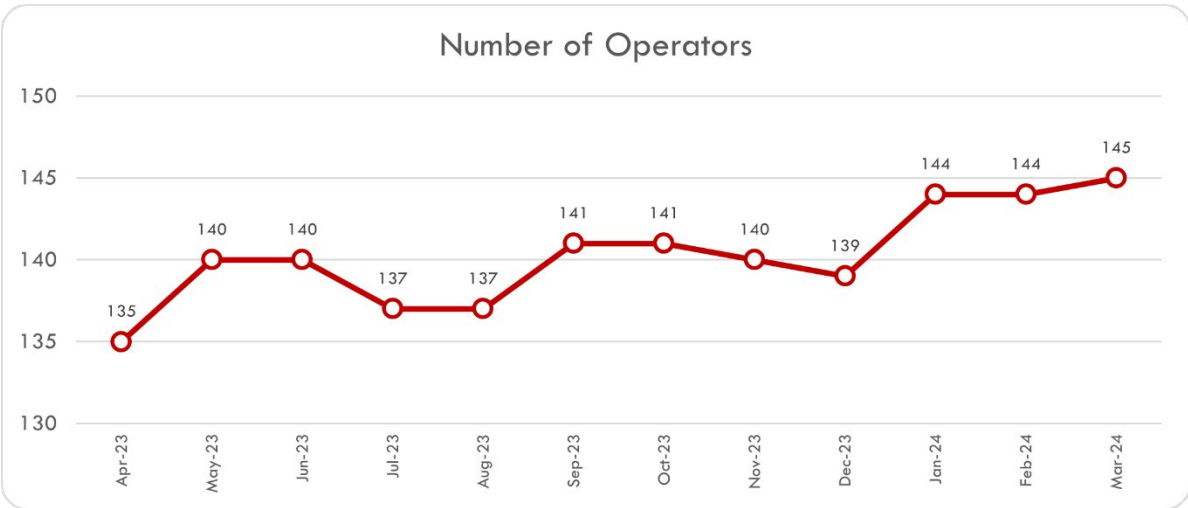




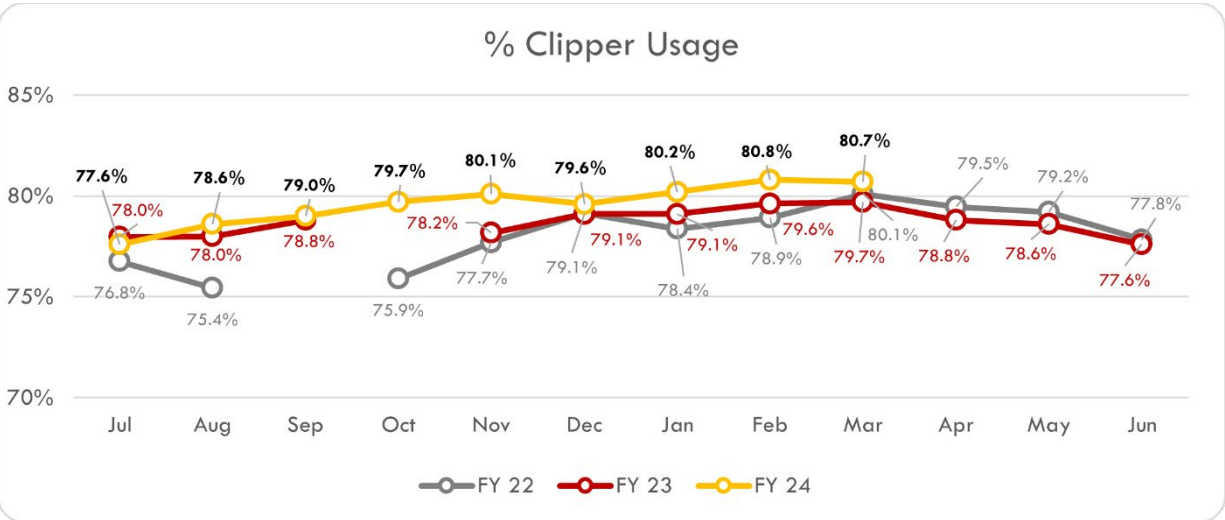
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



To: Operations & Scheduling Committee

Date: 5/20/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: *Ref*

**SUBJECT: Fixed Route Operating Reports for April 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>	
<b>Total Passengers</b>	235,897	217,591	
<b>Average Weekday</b>	9,722	9,192	
<b>Pass/Rev Hour</b>	14.5	13.8	Standard Goal > 17.0
<b>Missed Trips</b>	0.18%	0.27%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	24,812	35,662	Standard Goal > 18,000

\* Based on current standards from updated SRTP

### Analysis

Average weekday ridership was higher in April 2024 (9,722 passengers) than the previous month of March 2024 (9,459 passengers) and is 8.1% higher than April 2023 (8,996 passengers).

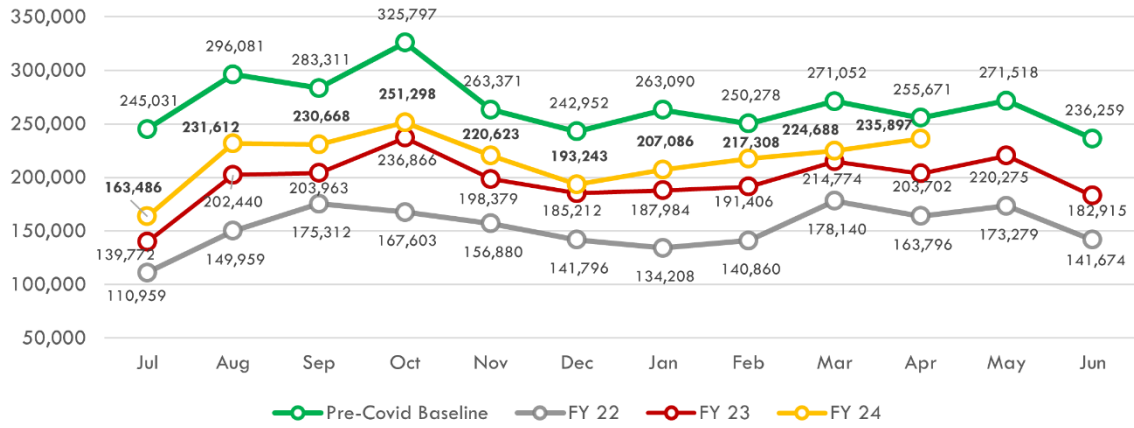
Passengers per hour in April was 14.5, which is higher than March 2024 and higher than April 2023 when passengers per hour was 13.3.

The percentage of missed trips in April was 0.18%, which is lower than the prior month when it was 0.26%.

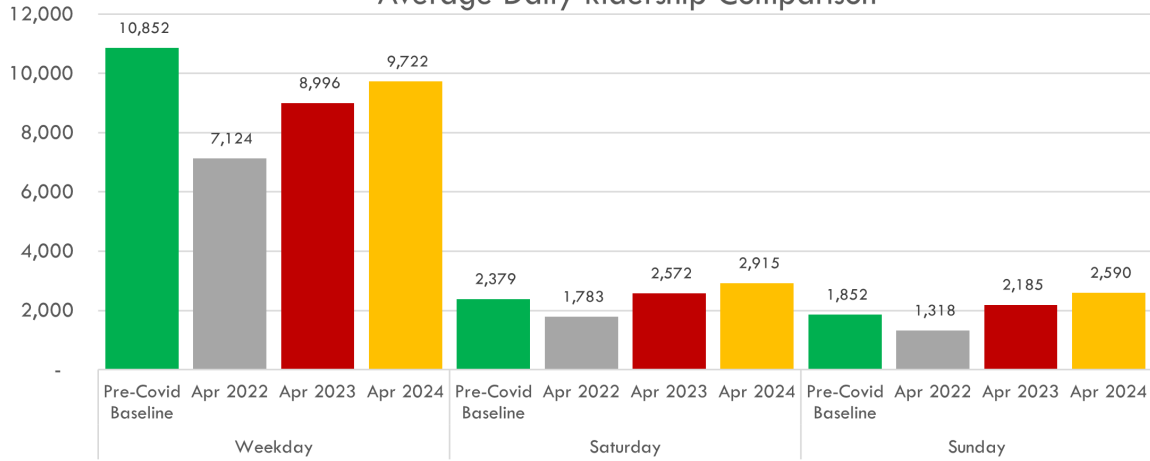
The number of miles between roadcalls was 24,812 miles in April, lower than the prior month in which there were 25,984 miles between roadcalls. The rolling 12-month average is 35,519 miles between roadcalls.

Of a total 235,897 passengers, 131,008 passengers had the potential to use a Clipper card aboard County Connection since 104,888 either used an employer or school pass or were on a free route. About 80.4% of the 131,008 potential Clipper card users paid using Clipper during this month.

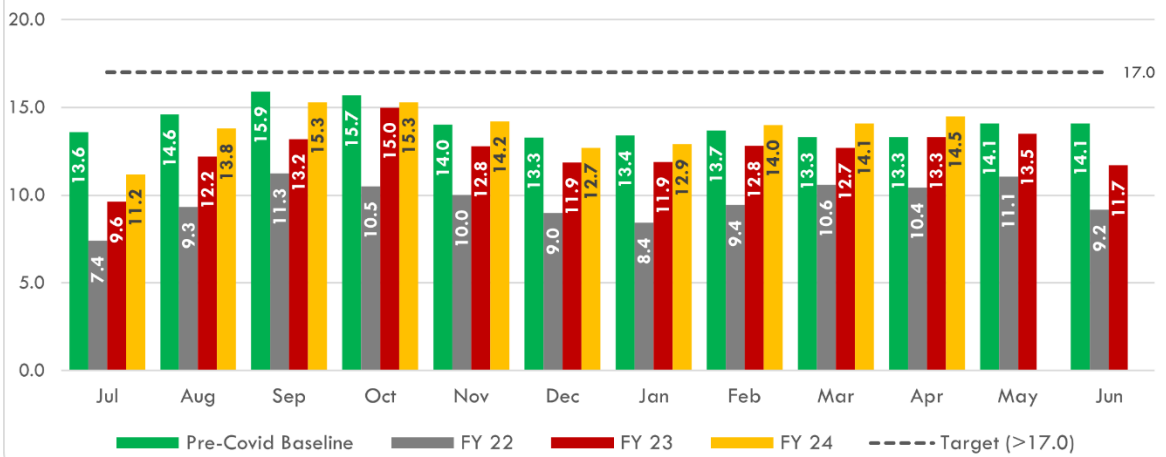
### Total Monthly Fixed Route Ridership

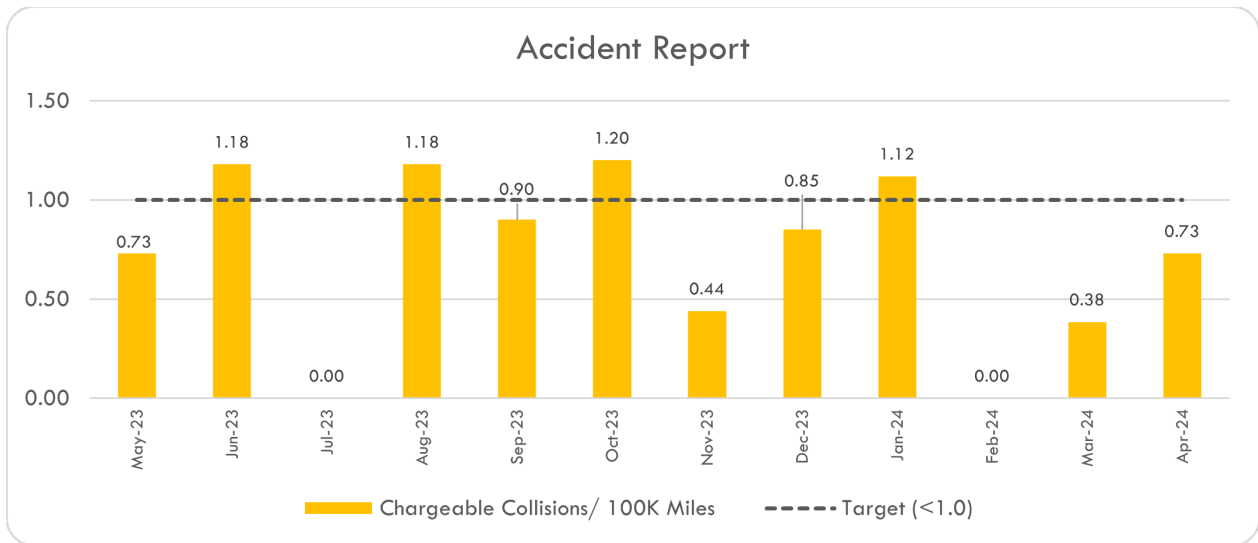
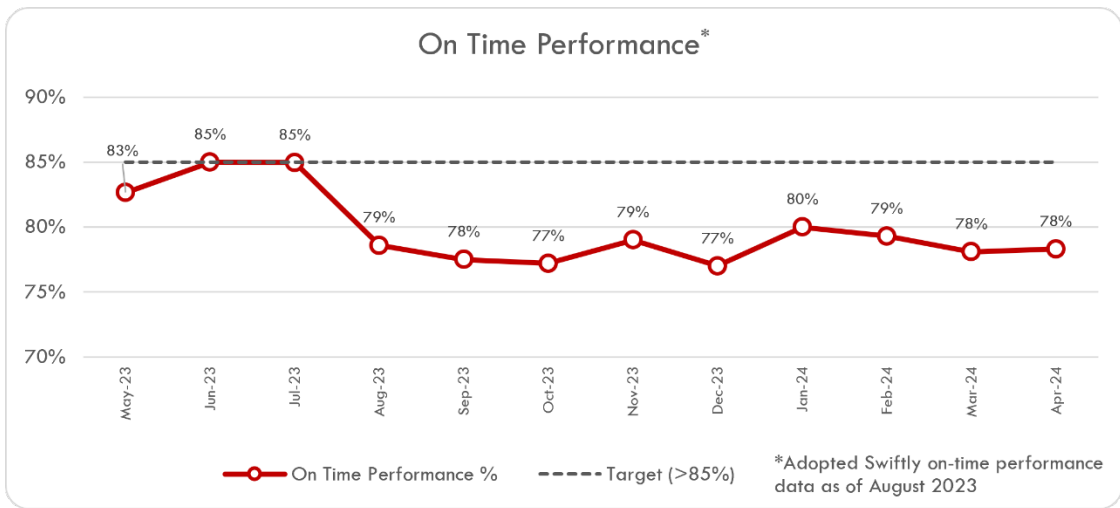
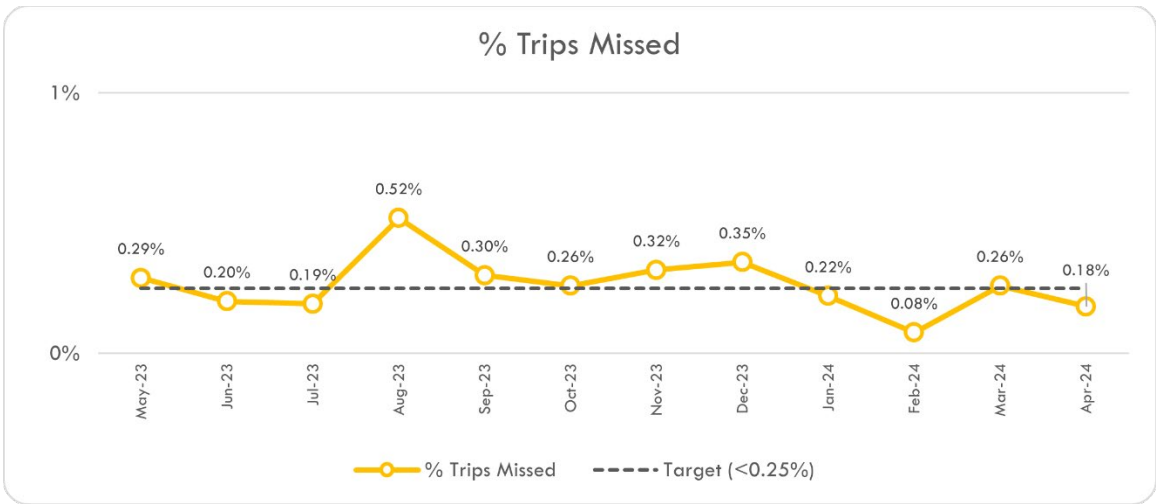


### Average Daily Ridership Comparison

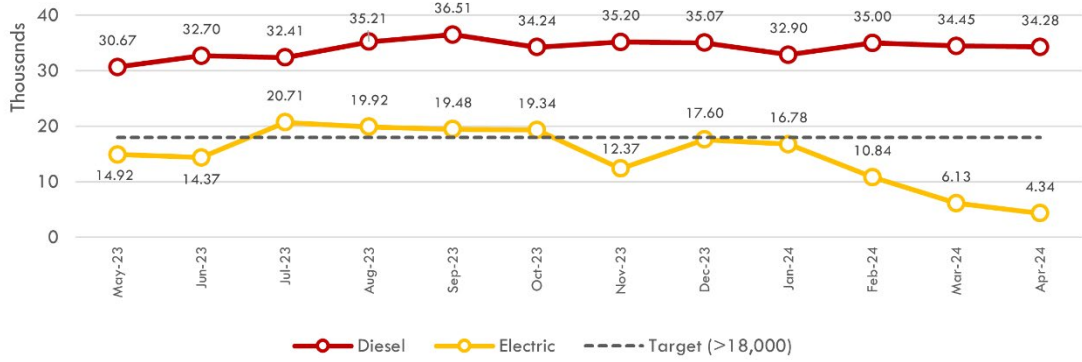


### Passengers/Revenue Hour

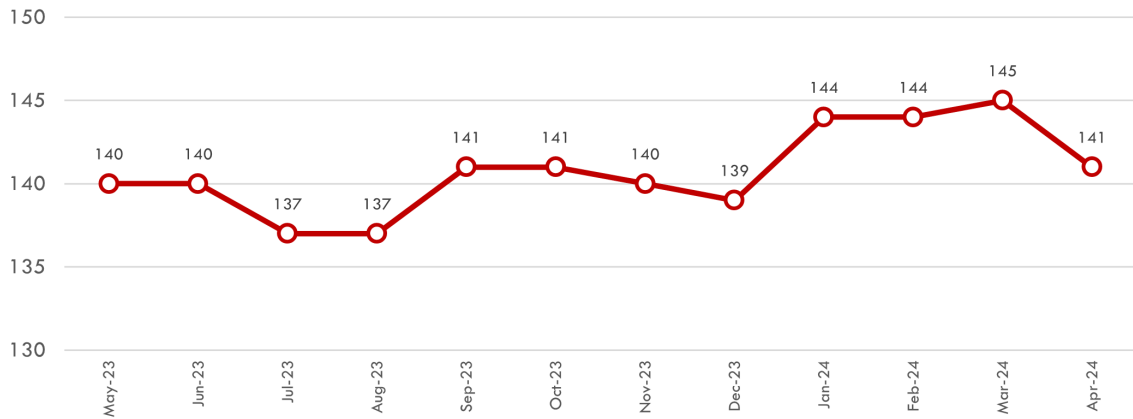




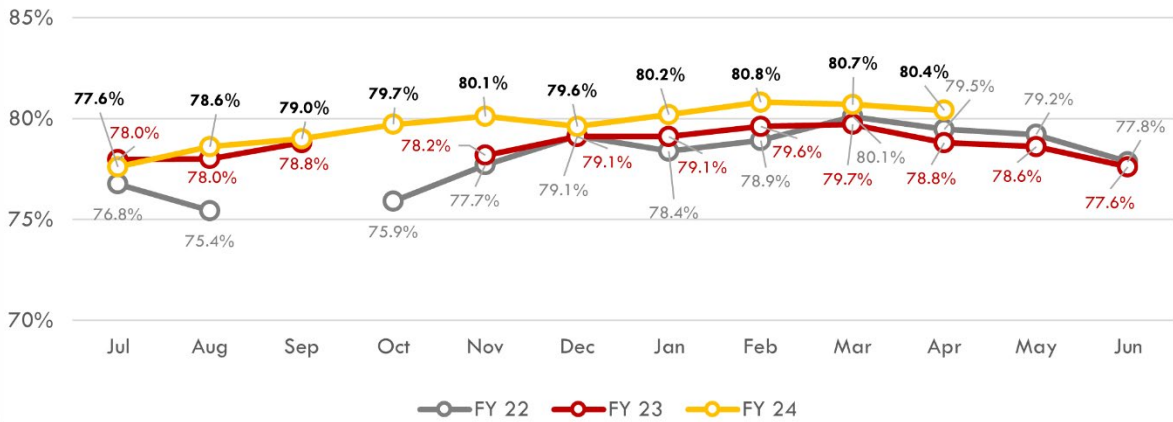
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



**To:** Operations & Scheduling Committee  
**From:** Rosa Noya, Manager of Accessible Services

**Date:** 04/22/2024  
**Reviewed by:** JS

**SUBJECT: LINK Paratransit Executive Summary Report - March 2024**

### Background:

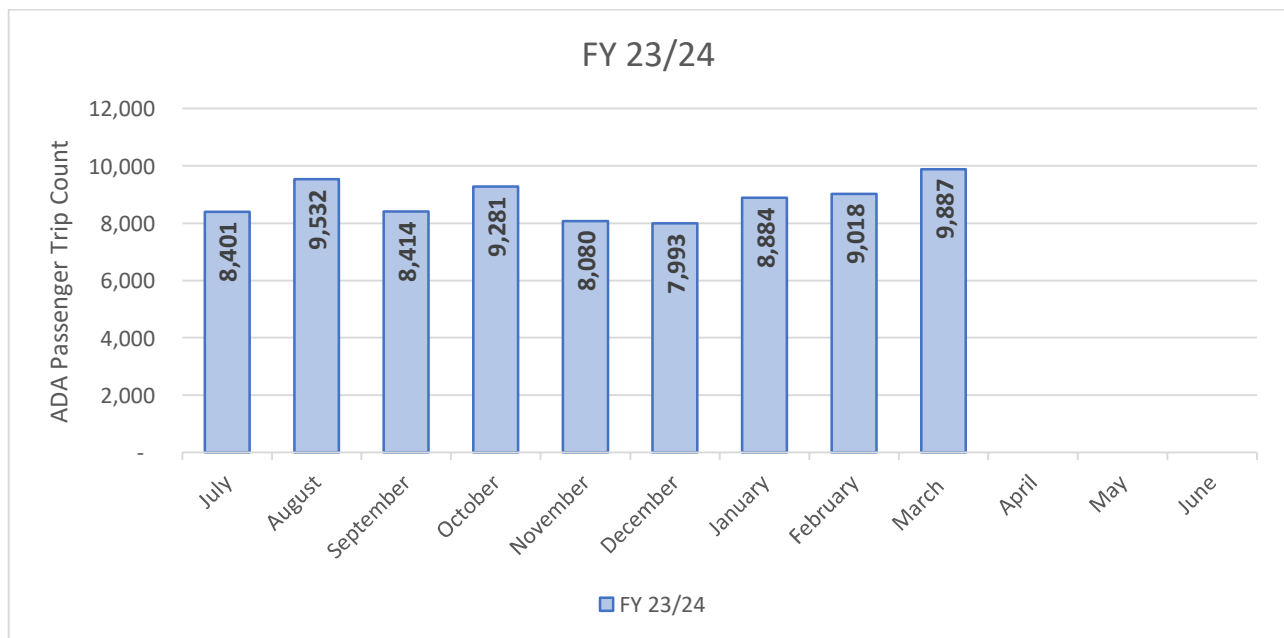
County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) through its LINK Paratransit program. Presented here is an overview of the Paratransit services rendered during March 2024.

### March 2024 Performance Report:

#### Ridership:

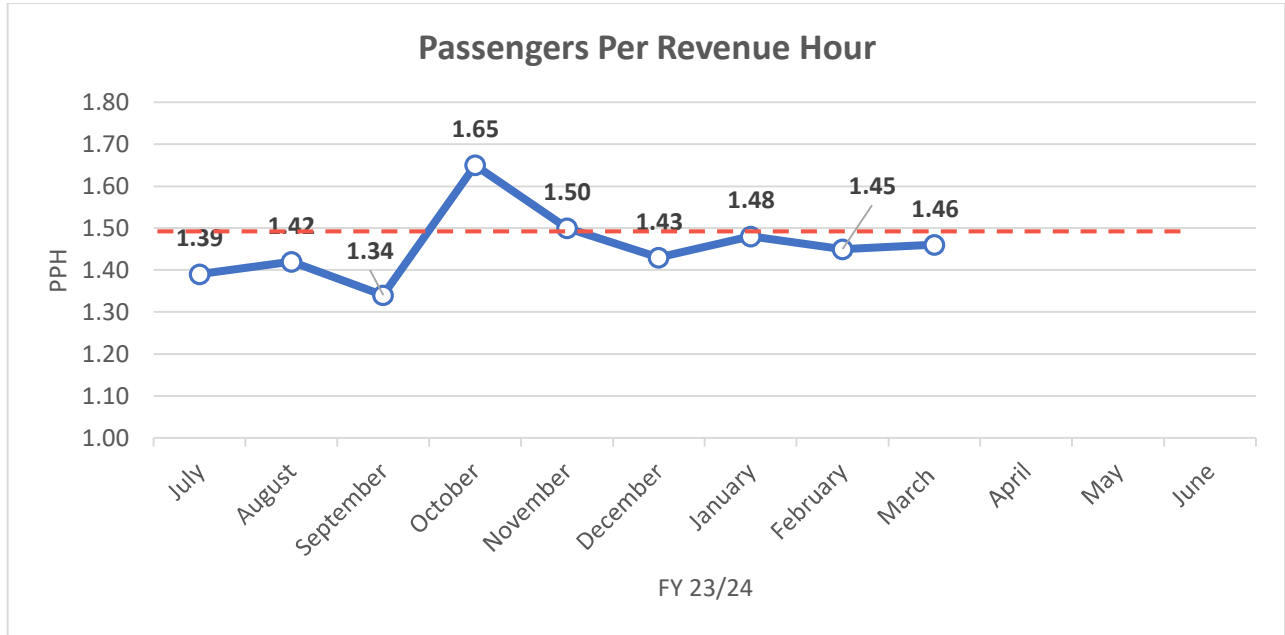
In March there were 9,887 ADA passenger trips, showing an increase from the 9,018 trips reported in February.

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



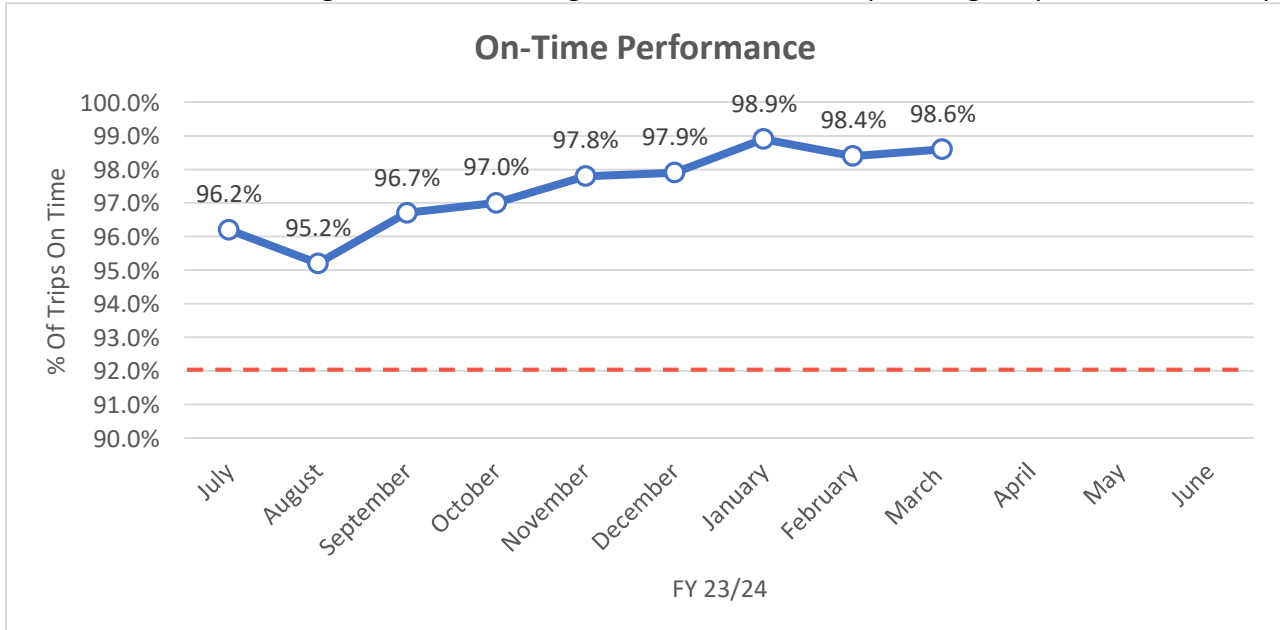
**Productivity:**

In March, the average number of ADA passengers per revenue hour was 1.46, showing an increase from February's 1.45 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 March increased towards the benchmark, we are proactively monitoring and addressing factors influencing this measurement.



**On-time Performance:**

During March, the punctuality of trips maintained a strong average on-time performance of 98.6%, slightly surpassing February's outstanding 98.4%. This achievement continues to exceed our set standard of 92%, demonstrating our unwavering commitment to upholding superior service quality.

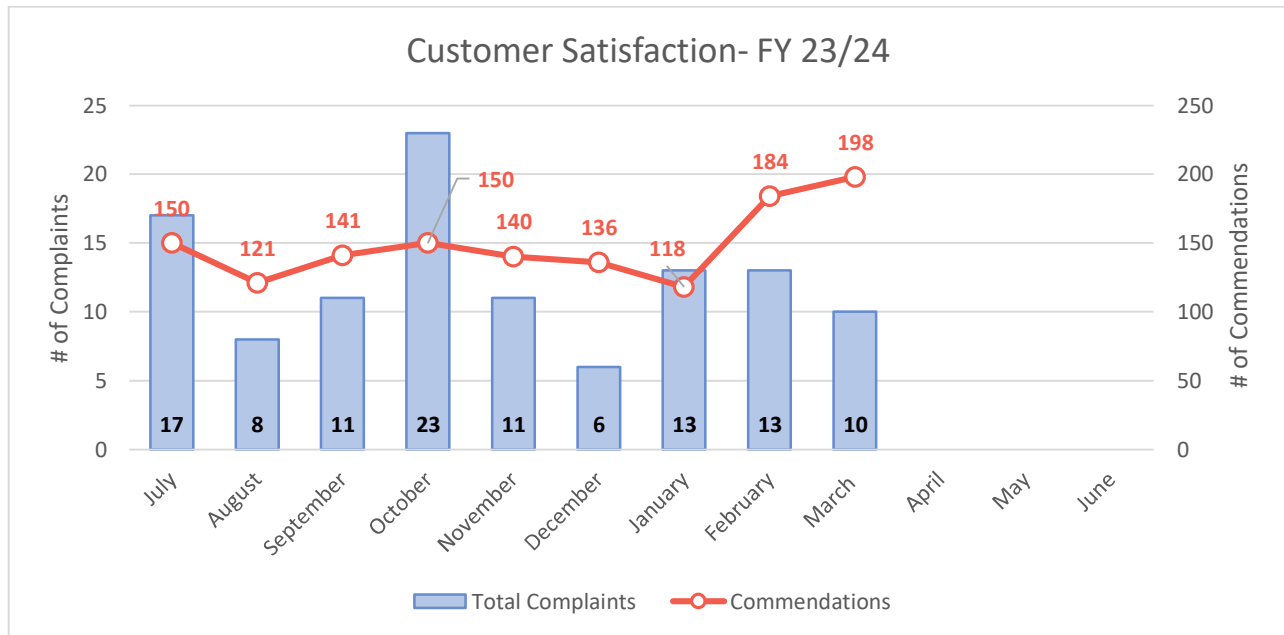




**Customer Satisfaction:**

In March, a total of 10 complaints were registered, with half (5) attributed to timeliness issues, three (3), related to the driver’s skill concerns, and the remaining two (2) related to the skill of the scheduling staff.

For commendations, the service received a total of 198 in March- a noted increase from the 184 reported in February. Many of these commendations come from passengers expressing satisfaction with the drivers' performance, often citing their exemplary attention to safety and courtesy.



**Safety:**

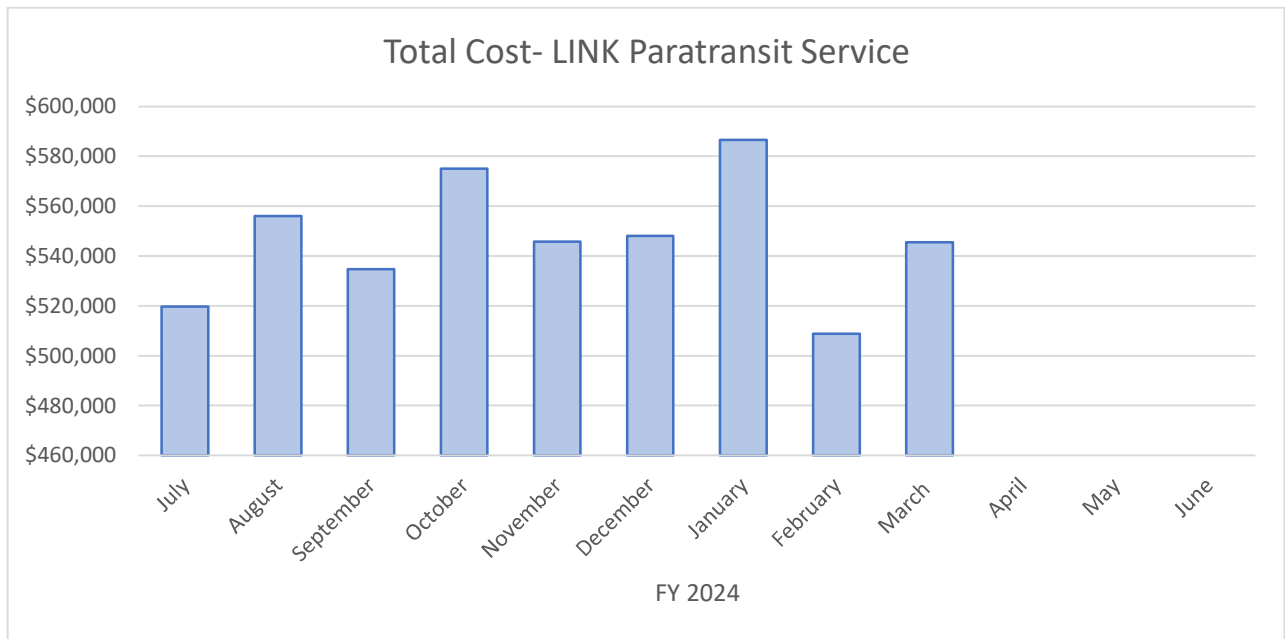
There was one reported preventable accident in the month of March which reflects an accident ratio of 0.88 preventable accidents per 100,000 miles. This is higher than the usual trend of having no accidents to report. The inclement weather may contribute to a higher rate of accidents during the wet months.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

**Staffing:**

For the month of March , LINK Paratransit had a total of 68 drivers. Our contractor had a successful hiring month in January 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 \$545,510 was spent in March for the LINK paratransit service. This reflects an increase from February’s total reported at \$508,828.



**Recommendation:**

None, for Information only.

**Additional updates:**

None.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: March 2024 MOP