

County Connection

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

**ADVISORY COMMITTEE
MEETING AGENDA
Tuesday, September 3, 2024, 2:00 p.m.**

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: nova@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. Public Comment
5. Consent Calendar:
 - a. FY24 Fixed Route Year-End Report*
 - b. FY24 Paratransit Year-End Report**
 - c. July 2024 Fixed Route Monthly Report*
 - d. July 2024 Paratransit Monthly Report**
6. Advisory Committee Bylaws Review – Discussion and Action*
7. Upcoming Advisory Committee Meetings – Discussion and Action
8. Committee Member Communications
9. Future Agenda Items
10. Adjournment – Next Meeting Thursday, October 3, 2024

General Information

Public Comment: Each person wishing to address the committee is requested to complete a speaker’s 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. People 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.

*Enclosure

**To be mailed under separate cover

Currently Scheduled Board and Committee Meetings

Board of Directors: Thursday, September 19, 9:00 a.m., County Connection Board Room
Administration & Finance: Wednesday, September 4, 2:00 p.m., County Connection Offices
Operations and Scheduling: Wednesday, September 4, 8:00 a.m., 309 Diablo Rd., Danville
Marketing, Planning & Legislative: Thursday, September 5, 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

To: Operations & Scheduling Committee

Date: 8/26/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fiscal Year 2024 Fixed-Route Year-End Report

Summary:

Fixed route ridership increased significantly in fiscal year (FY) 2024, primarily driven by the return to in-person learning in schools and employer in-person work mandates, combined with County Connection's fare promotions. Missed trips decreased, and County Connection implemented a new data platform for more accurate tracking of on-time performance.

Service Trends:

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends for July 2023 through June 2024. Overall, the total number of fixed-route passengers increased by 8.7 percent from FY 2023 to FY 2024. Total weekday ridership was up 8.9 percent and weekend ridership was up 23.2 percent over FY 2023.

FY 2024 was the second full year since the shelter-at-home orders were lifted, mask mandates were relaxed, and schools came back in-person. Ridership has seen a steady increase, aided by systemwide and regionwide fare promotions, though average weekday ridership remained between 10 and 35 percent below normal pre-COVID levels throughout FY 2024. Weekend ridership recovered more quickly than on weekdays and ranged between three percent below to 19 percent above pre-pandemic ridership.

Bus schedules were adjusted four times during the 2023-2024 fiscal year to accommodate changes in school bell times, BART service, and traffic conditions. In August 2023, schedules were modified to align with the new BART schedule and improve on-time performance. To address increasing traffic congestion and shifting travel patterns, some route schedules in Concord and San Ramon were adjusted in November 2023. And minor schedule and routing changes were implemented in January and June 2024 to address ongoing traffic congestion.

Overall, missed trips decreased by 55 percent in FY 2024 compared to the previous year, with only 0.29 percent of scheduled trips missed. However, on-time performance fell from 85 percent to 79 percent due to increased ridership and worsening traffic conditions after the pandemic. Additionally, in August 2023, County Connection switched to a new data platform (Swiftly) for more accurate on-time performance tracking, and staff believes that a portion of the change in reported on-time performance is due to the more accurate data provided by Swiftly.

Employer and school passes saw a significant increase in usage. County Connection's annual Pass2Class program, which provides students with three months of free bus rides starting in August 2023, contributed to this growth. Additionally, the return to in-person learning in schools, and employer in-person work mandates in offices boosted institutional pass usage.

Clipper usage among fare-paying riders also saw significant improvement, aided by an increase in fare discounts on Clipper START and wider adoption of Clipper Mobile. Of those who paid a fare, average Clipper usage was 79.8 percent, which was higher than the pre-COVID average of 76.4 percent.

Financial Implications:

None, for information only.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

1. CCCTA Performance Measurement
2. CCCTA Performance Indicators
3. CCCTA Boardings by Fare Type

CCCTA PERFORMANCE MEASUREMENT

Fiscal Years 2023 and 2024

| PERFORMANCE MEASURE | FY 22-23 | FY 23-24 | % | Change FY23 to FY24 |
|--|--|------------------|----------|------------------------|
| Weekday Passenger Boardings | 2,142,257 | 2,333,596 | ↑ | 8.9% |
| Saturday Passenger Boardings | 120,764 | 147,312 | ↑ | 22.0% |
| Sunday Passenger Boardings | 102,894 | 128,250 | ↑ | 24.6% |
| Fixed Route Total Passengers | 2,365,916 | 2,609,158 | ↑ | 10.3% |
| Other Passengers ⁽¹⁾ | 56,859 | 24,065 | | |
| Grand Total Passenger Boardings | 2,422,775 | 2,633,223 | ↑ | 8.7% |
| Average Weekday Ridership | 8,401 | 9,151 | ↑ | 8.9% |
| Total Revenue Hours | 186,702 | 186,787 | ↑ | 0.0% |
| Total Revenue Miles | 1,775,507 | 2,027,407 | ↑ | 14.2% |
| Operating Cost ⁽³⁾ | ⁽²⁾ \$33,022,741 ⁽³⁾ | \$35,913,539 | ↑ | 8.8% |
| Farebox Revenue | ⁽²⁾ \$2,821,940 ⁽³⁾ | \$3,497,596 | ↑ | 23.9% |
| Number of Weekdays | 255 | 255 | | 0.0% |
| Number of Saturdays | 52 | 52 | | 0.0% |
| Number of Sundays | 52 | 52 | | 0.0% |
| Total Scheduled Trips | 259,496 | 259,606 | | 0.0% |
| Total Missed Trips | 1,663 | 744 | ↓ | (55.3%) |
| Passenger Boardings per Day | | | | |
| Weekday | 8,401 | 9,151 | ↑ | 8.9% |
| Saturday | 2,322 | 2,833 | ↑ | 22.0% |
| Sunday | 1,979 | 2,466 | ↑ | 24.6% |

(1) 'Other Passengers' include Bus Bridges & Special Events

(2) FY 22-23 Operating Cost & Farebox Revenue have been updated to "**post Audit**" figures

(3) FY 23-24 Operating Cost & Farebox Revenue figures are still being finalized

CCCTA PERFORMANCE INDICATORS

Fiscal Years 2023 and 2024

| PERFORMANCE MEASURE | FY 22-23 | FY 23-24 | % Change | |
|---------------------------------|----------|-------------------------|----------|--------------|
| | | | | FY23 to FY24 |
| Passengers/Revenue Hour | 12.98 | 14.10 | ↑ | 8.6% |
| Passengers/Revenue Mile | 1.36 | 1.30 | ↓ | (4.8%) |
| Cost/Revenue Hour | \$176.87 | ⁽¹⁾ \$192.27 | ↑ | 8.7% |
| Cost/Passenger | \$12.47 | ⁽¹⁾ \$12.31 | ↓ | (1.2%) |
| Percent of Missed Trips | 0.64% | 0.29% | ↓ | (55.3%) |
| Farebox Recovery Ratio | 8.5% | ⁽¹⁾ 9.7% | ↑ | 14.0% |
| Accidents/100,000 Miles | 0.97 | 0.70 | ↓ | (27.8%) |
| Maintenance Employee/100,000 | 9.56 | 9.48 | ↓ | (0.8%) |
| Operator OT/Total Operator Hour | 9.28% | 10.04% | ↑ | 8.2% |
| Percent of Trips On-time | 85% | ⁽²⁾ 79% | ↓ | (7.1%) |
| Lift Availability | 100.0% | 100.0% | | 0.0% |
| Lift Boardings | 26,509 | 28,699 | ↑ | 8.3% |

(1) FY 23-24 Operating Cost & Farebox Revenue figures are still being finalized

(2) Source of on-time performance was modified at the beginning of FY 23-24

CCCTA BOARDINGS BY FARE TYPE

Fiscal Years 2023 and 2024

| Fare Type | FY 22-23 | | FY 23-24 | | % Change | |
|-------------------------------------|------------------|---------------|------------------|---------------|----------|--------------|
| | | % of Total | | % of Total | | FY23 to FY24 |
| Adult Cash ⁽¹⁾ | 190,522 | 8.1% | 211,404 | 8.1% | ↑ | 11.0% |
| Clipper Card ⁽²⁾ | 930,727 | 39.3% | 1,086,653 | 41.6% | ↑ | 16.8% |
| Senior & Disabled ⁽³⁾ | 80,315 | 3.4% | 93,244 | 3.6% | ↑ | 16.1% |
| Free ⁽⁴⁾ | 1,112,119 | 47.0% | 1,135,688 | 43.5% | ↑ | 2.1% |
| Employer/School Pass ⁽⁵⁾ | 52,233 | 2.2% | 82,169 | 3.1% | ↑ | 57.3% |
| Totals | 2,365,916 | 100.0% | 2,609,158 | 100.0% | ↑ | 10.3% |

(1) Includes Adult cash, monthly pass, paper passes, and transfers

(2) Includes all uses of Clipper Cards including Seniors

(3) Includes 'Midday Free'

(4) Excludes 'BART Bridge', 'Alamo Creek' & '250/260' Passengers

(5) Includes 'St Mary's', 'JFKU' 'Free', 91X, Ace 92X & 'Summer Youth Pass' Passengers

To: Operations and Scheduling Committee

Date: 8/23/2024

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: *WC.*

SUBJECT: Year-End Paratransit Performance Report for Fiscal Year 2024

Background:

Fiscal Year 2024 (FY24) was an important year for County Connection's Americans with Disabilities Act (ADA) and non-ADA paratransit programs and services. Most temporary COVID-19 mitigation programs (including Meals on Wheels deliveries, school nutrition transportation, and food bank trips) ended in FY23. In FY24 monthly trip counts on County Connection's LINK paratransit program and the Livermore Amador Valley Transit Authority (LAVTA) Dial-a-Ride (provided by County Connection under contract to LAVTA) remained lower than the pre-covid baseline, however the gap continues to narrow. At the same time, the One-Seat Ride (OSR) program grew significantly in FY24. Several other important ADA related programs, including the Low-Income Fare Equity (LIFE) program, the Travel Training program, and the nascent Autonomous Driving System (ADS) pilot partnership with the Contra Costa Transportation Authority (CCTA) and May Mobility also saw significant development.

ADA Paratransit Programs:

LINK Operations, Costs, and Performance: Vehicle Revenue Hours (VRH), time when the vehicle is in service and available for passengers to ride, increased by over 29% from FY23 to FY24. Vehicle Revenue Miles (VRM), miles driven in Revenue Hours only increased about half as much, and Vehicle Revenue Speed decreased by 14.5%. Deadhead Hours and Miles (DHH/DHM) miles and hours when the vehicle is on the road but not in service, also increased significantly. Total Unlinked Passenger Trips (UPT), one-way rides, regardless of passenger type – paratransit customer, attendant, etc., increased by nearly 14% percent, while Average Passenger Trip Length (the distance the average passenger rode while on the vehicle) increased by nearly 22%.

The confluence of more riders, taking longer, slower trips, combined with substantial increases in Deadhead Hours and Miles resulted in an overall cost increase of about 28% from FY23 to FY24, and associated increases in the cost per VRH and per UPT. Non-contract costs declined by about 2% year-over-year. Farebox revenue increased by about 54%, however the farebox recovery ratio remained well below County Connection's traditional goal of 10.7% for paratransit.

The Contractor met all performance standards in FY24, except for Preventable Accidents per 100,000 miles and Employee Turnover. While providing high quality ADA paratransit service is and likely always will be a challenging endeavor, overall contract performance in FY24 was much better than in FY23 which led to a significant increase in customer satisfaction and corresponding decrease in the rate of validated complaints received.

LAVTA Dial-a-Ride Operations: LAVTA's Revenue Hours increased by just under 26% from FY23 to FY24, however Revenue Miles only increased by 1.7%. Overall Revenue Speed decreased by 19%. LAVTA's Unlinked Passenger Trips increased by 16.5%. Their paratransit program costs increased by about 17% year-over-year, however a substantial *decrease* in costs had been anticipated. While providing LAVTA service is cost neutral to County Connection, it is worth noting that the unanticipated increase in Revenue Speed combined with the substantial increase in passengers resulted in a budget shortfall of about 37%, which was preliminarily presented to the Board in April.

Non-ADA Programs:

Low Income Fare Equity (LIFE): In coordination with Tri Delta Transit, WestCat and the Contra Costa Transportation Authority (CCTA), County Connection began offering fare subsidies to qualifying low-income paratransit riders during the fourth quarter of FY24. Participants in the County Connection LIFE program are given \$50 per month in pre-paid LINK fare credits, which allows them to take ten (10) one-way rides per month.

Travel Training: In coordination with Tri Delta, CCTA, and the Western Contra Costa Transportation Advisory Committee (WCCTAC) County Connection is in the process of building a countywide travel training program. Once operational, the program will offer free guidance and practical training for adults throughout the county who could use fixed-route transit but are unfamiliar with the system.

Autonomous Driving System (ADS) Pilot: County Connection has partnered with CCTA and May Mobility to run a one-year pilot program centered around the County Hospital in Martinez, in which qualified patients will have access to specialized transportation to access nutrition and medication resources via autonomous (self-driving) vehicles. While largely self-sufficient, each vehicle must have a safety driver, known as an Autonomous Vehicle Operator (AVO) while in service. County Connection is providing the AVOs for the project through our paratransit contractor, Transdev.

One-Seat Ride (OSR) Pilot: County Connection continues to operate the paratransit One-Seat Ride program in partnership with Tri Delta, WestCat, and LAVTA. Traditionally, a rider taking paratransit from Antioch to Pinole would have to take three separate vehicles to complete their trip. They would be picked up in Antioch by a Tri Delta vehicle and driven to a transfer point, typically the North Concord/Martinez BART station. A County Connection vehicle would pick up the rider from the BART station and drive them to a second transfer point in Martinez. The rider would then board a WestCat vehicle for the final leg of their trip from Martinez to Pinole. Under the OSR program, the same rider would be driven from Antioch to Pinole in a single vehicle, without the need to transfer. The OSR program provides a much more comfortable experience for the rider and has also proven to be far more cost effective for the operators. In FY24, the OSR program accounted for about 17% of County Connection's total paratransit trips and 22% of the total miles traveled by paratransit riders.

Financial Implication:

Staff budgeted \$6,791,000 for LINK operations and \$1,320,000 for LAVTA paratransit operations in FY24, and \$758,667 for other associated costs. Unfortunately, the increase in trip demand, combined with the increase in average trip length, and the decrease in revenue speed led to actual costs coming in higher than expected, which necessitated a mid-year budget correction that was presented to the Board in April. Final unaudited LINK costs exceeded the initial FY24 budget by 5.1%, LAVTA costs by 36.5% (reimbursed by LAVTA), and non-operational costs by 11.4%. The OSR pilot is excluded from most reporting, but actual program costs were well within the \$600,000 budgeted. The higher-than-expected costs incurred in FY24 have been included in calculations for the FY25 budget.

Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

1. Paratransit Performance Measurement
2. Paratransit Cost Measurement
3. Paratransit Performance Indicators

Attachment 1: LINK Paratransit Performance Measurement

Fiscal Years 2023 & 2024

| Performance Measure | FY23 | FY24 | % Change | |
|---------------------------------|----------------|------------------|----------|--------|
| Revenue Miles | 858,445 | 979,593 | ↑ | 14.1% |
| Deadhead Miles | 93,697 | 137,669 | ↑ | 46.9% |
| Total Vehicle Miles | 952,143 | 1,117,263 | ↑ | 17.3% |
| DH Miles % | 9.8% | 12.3% | ↑ | 25.2% |
| Revenue Hours | 53,859 | 69,689 | ↑ | 29.4% |
| Deadhead Hours | 8,204 | 13,862 | ↑ | 69.0% |
| Total Vehicle Hours | 62,063 | 83,551 | ↑ | 34.6% |
| Deadhead Hours % | 11.2% | 11.2% | ↑ | 0.0% |
| Revenue Speed (MPH) | 15.94 | 14.06 | ↓ | -11.8% |
| Unlinked Passenger Trips | 83,888 | 95,341 | ↑ | 13.7% |
| Passenger Miles Traveled | 985,682 | 1,050,499 | ↑ | 6.6% |
| Avg. Passenger Trip Length | 11.75 | 11.02 | ↓ | -6.2% |

LAVTA Paratransit Performance Measurement

| Performance Measure | FY23 | FY24 | % Change | |
|---------------------------------|----------------|----------------|----------|--------|
| Total Vehicle Miles* | 235,305 | 239,286 | ↑ | 1.7% |
| Total Vehicle Hours* | 15,847 | 19,895 | ↑ | 25.5% |
| Revenue Speed (MPH) | 14.85 | 12.03 | ↓ | -19.0% |
| Unlinked Passenger Trips | 29,647 | 34,549 | ↑ | 16.5% |
| Passenger Miles Traveled | 209,049 | 221,433 | ↑ | 5.9% |
| Avg. Passenger Trip Length | 7.05 | 6.41 | ↓ | -9.1% |

*Note: Deadhead is NOT included in the LAVTA contract

One-Seat Ride Performance Measurement

| Performance Measure | FY23 | FY24 | FY23 - FY24 | |
|---------------------------------|----------------|----------------|-------------|-------|
| Revenue Miles | 253,534 | 316,578 | ↑ | 24.9% |
| Deadhead Miles | 64,258 | 69,292 | ↑ | 7.8% |
| Total Vehicle Miles | 317,791 | 385,870 | ↑ | 21.4% |
| Revenue Hours | 12,832 | 16,799 | ↑ | 30.9% |
| Deadhead Hours | 3,535 | 4,734 | ↑ | 33.9% |
| Total Vehicle Hours | 16,367 | 21,533 | ↑ | 31.6% |
| Deadhead Hours % | 21.6% | 21.98% | ↑ | 1.8% |
| Revenue Speed (MPH) | 19.76 | 18.85 | ↓ | -4.6% |
| Unlinked Passenger Trips | 16,014 | 19,313 | ↑ | 20.6% |
| Passenger Miles Traveled | 238,977 | 295,463 | ↑ | 23.6% |
| Avg. Passenger Trip Length | 14.92 | 15.30 | ↑ | 2.5% |

Attachment 2: LINK Paratransit Cost Measurement

Fiscal Years 2023 & 2024

| Cost Measure | FY23 | FY24 | FY23 - FY24 | |
|---------------------------|--------------------|--------------------|--------------------|-------|
| Direct Contract Cost | \$5,270,529 | \$7,137,938 | ↑ | 31.2% |
| Other (Non-Contract) Cost | \$861,518 | \$845,055 | ↓ | -1.9% |
| Total Program Cost | \$6,132,047 | \$7,982,993 | ↑ | 27.5% |
| Cost per Revenue Hour | \$113.85 | \$114.55 | ↑ | 3.6% |
| Cost per Passenger Trip | \$73.10 | \$83.73 | ↑ | 17.1% |
| Fare Revenue | \$338,231 | \$490,658 | ↑ | 54.4% |

LAVTA Paratransit Cost Measurement

| Cost Measure | FY23 | FY24 | FY23 - FY24 | |
|-------------------------|--------------------|--------------------|--------------------|--------|
| Total Cost | \$1,544,046 | \$1,802,400 | ↑ | 16.7%% |
| Cost per Revenue Hour | \$97.43 | \$90.60 | ↓ | -7.6% |
| Cost per Passenger Trip | \$52.08 | \$52.17 | ↓ | -25.2% |
| Fare Revenue | \$25,922 | \$31,410 | ↑ | 21.2% |

Attachment 3: LINK Paratransit Performance Indicators

Fiscal Years 2023 & 2024

| Performance Metric | Standard | Met? | FY23 | FY24 | FY23 - FY24 | |
|-------------------------------|------------|------|-------|--------------|-------------|---------------|
| On-Time Performance | >90% | ✓ | 83.4% | 97.8% | ↑ | 17.3% |
| Passengers/VRH | >1.5 | ✓ | 1.85 | 1.64 | ↓ | -11.6% |
| Complaints/1,000 Trips | <2.0 | ✓ | 3.85 | 1.13 | ↓ | -70.6% |
| Capacity Denials | 0 | ✓ | 0 | 0 | | N/A |
| Farebox Recovery % | >10.7% | X | 4.2% | 5.1% | ↑ | 20.0% |
| Revenue Hour Cost Increase | <Inflation | X | | | ↑ | 3.6% |
| Per Passenger Cost Increase | <Inflation | X | | | ↑ | 17.1% |
| Roadcalls/100k Miles | <4.0 | ✓ | 1.02 | 0.91 | ↓ | -10.3% |
| Accidents/100k Miles | <0.5 | X | 0.46 | 0.83 | ↑ | 79.3% |
| Employee Turnover | <5.0% | X | 26% | 31% | ↑ | 17.8% |
| Lift Availability | 100% | ✓ | 100% | 100% | | N/A |

To: Advisory Committee

Date: 8/29/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for July 2024

Background:

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

| | FY24-25 | | <u>Annual Goal*</u> |
|---------------------------------|----------------------|----------------|------------------------|
| | <u>Current Month</u> | <u>YTD Avg</u> | |
| Total Passengers | 187,821 | 187,821 | |
| Average Weekday | 7,511 | 7,511 | |
| Pass/Rev Hour | 12.2 | 12.2 | Standard Goal > 17.0 |
| Missed Trips | 0.07% | 0.07% | Standard Goal < 0.25% |
| Miles between Road Calls | 65,047 | 65,047 | Standard Goal > 18,000 |

* Based on current standards from updated SRTP

Analysis:

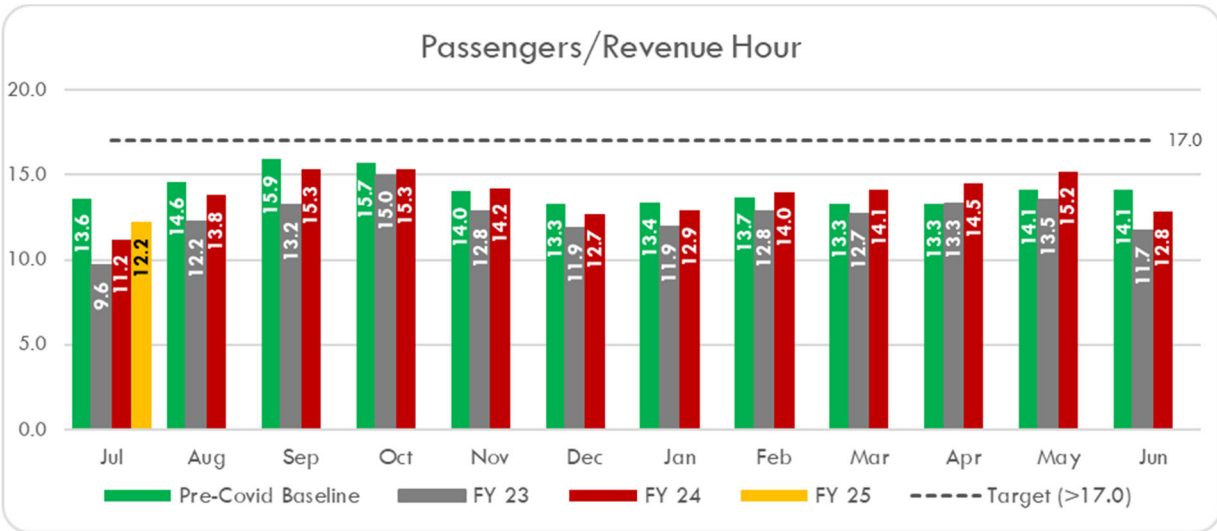
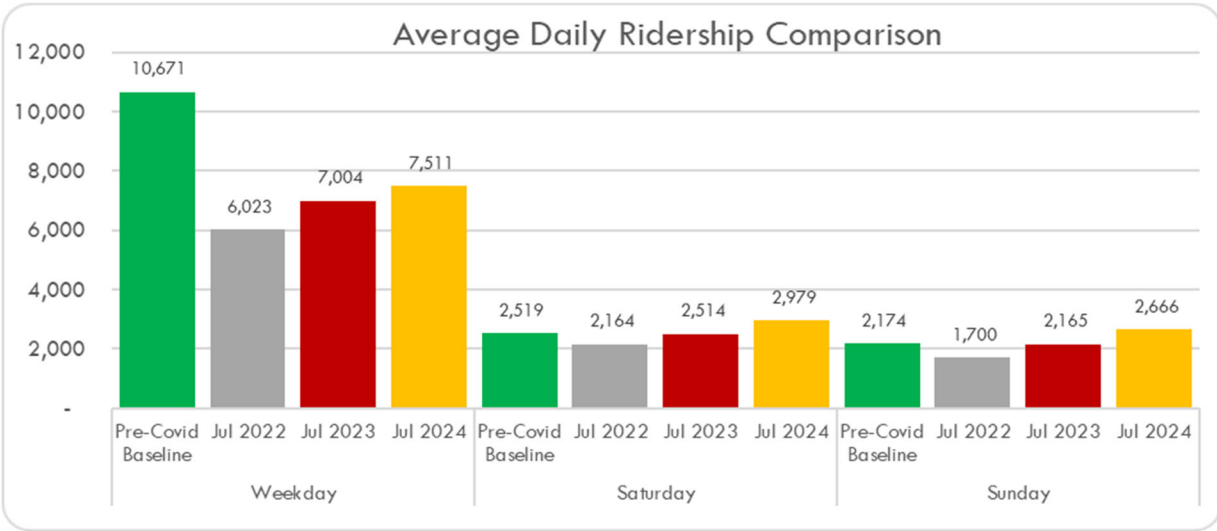
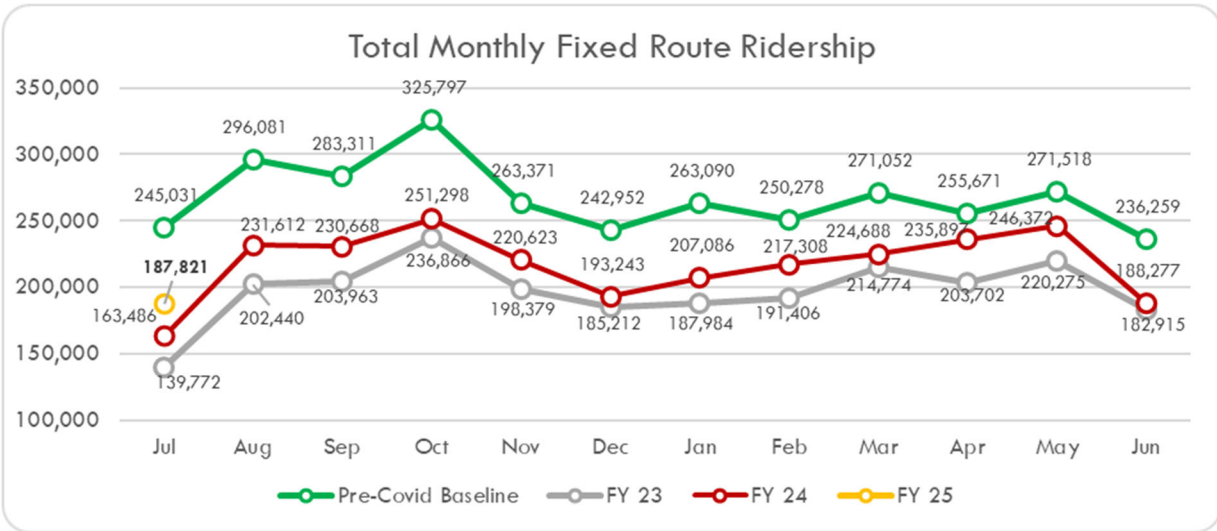
Average weekday ridership was lower in July 2024 (7,511 passengers) than the previous month (7,972 passengers) and is 7.2 percent higher than July 2023 (7,004 passengers).

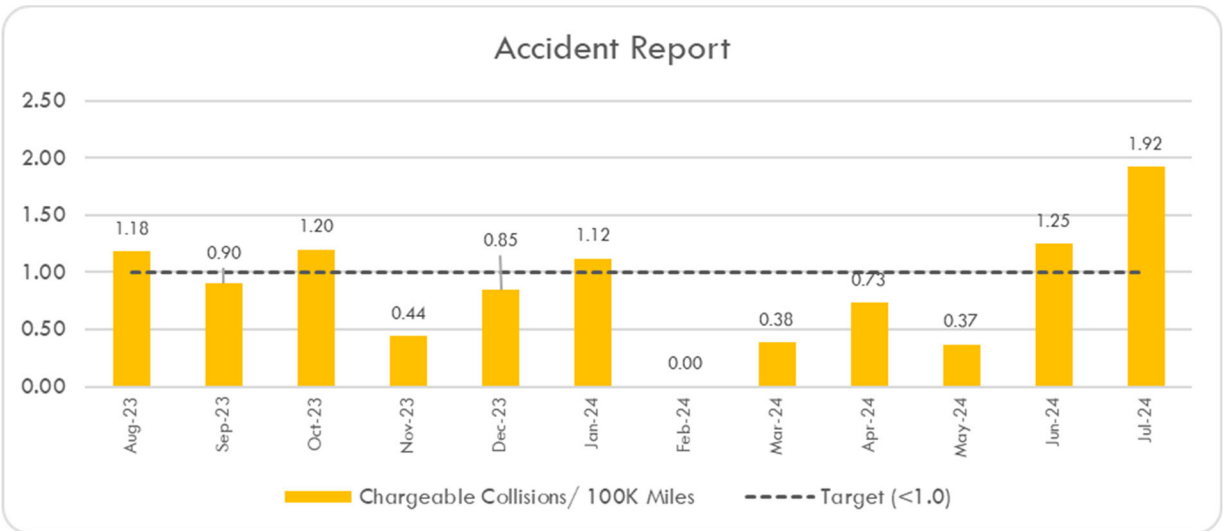
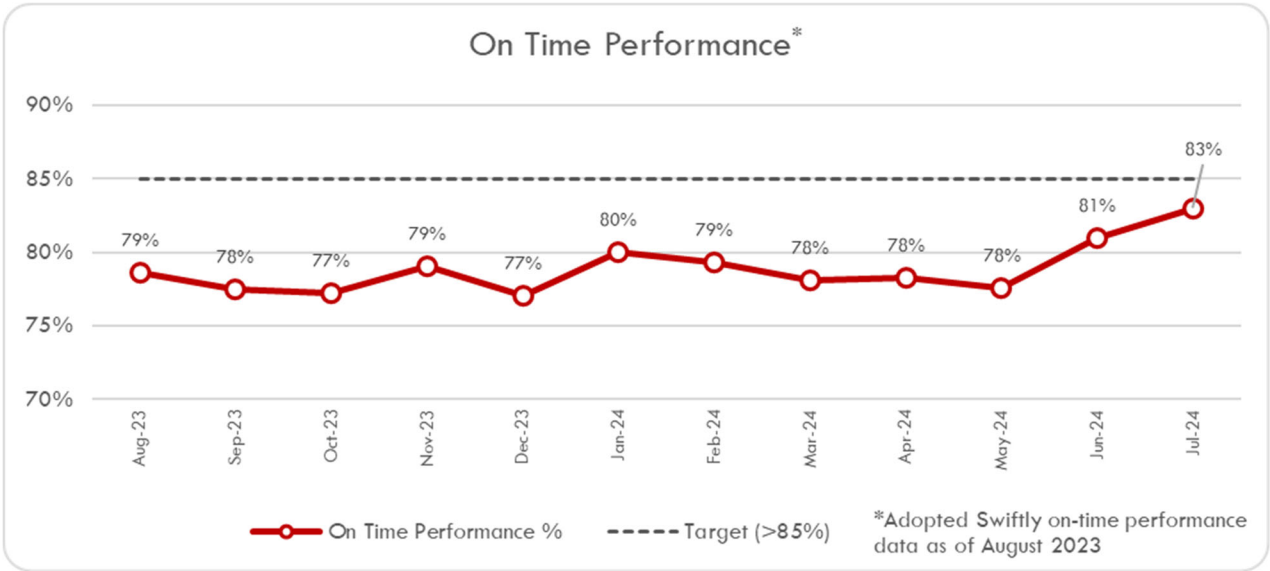
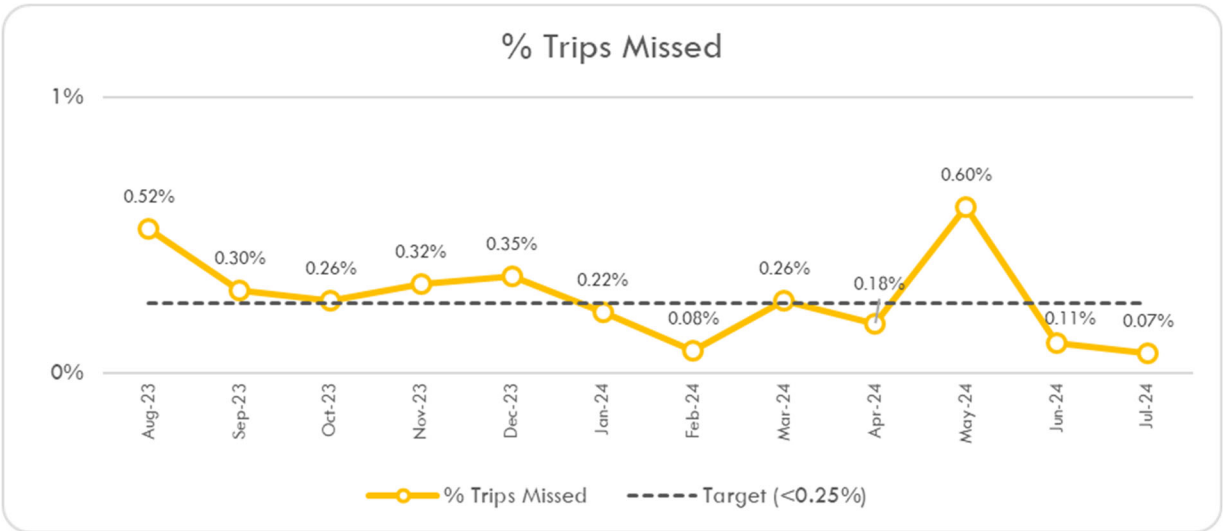
Passengers per hour in July was 12.2, which is lower than June 2024 and higher than July 2023 when passengers per hour was 11.2.

The percentage of missed trips in July was 0.07 percent, which is lower than the prior month when it was 0.11 percent.

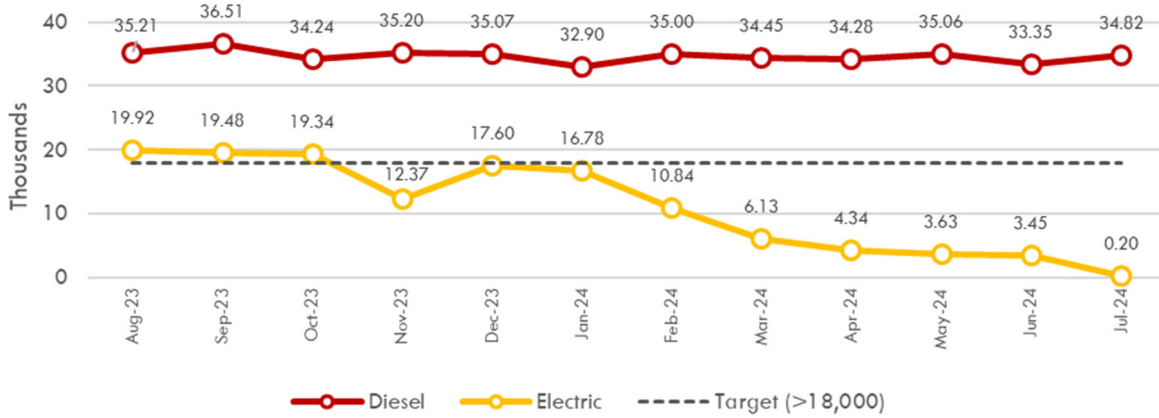
The number of miles between roadcalls was 65,047 miles in July, higher than the prior month in which there were 24,015 miles between roadcalls. The rolling 12-month average is 36,822 miles between roadcalls.

Of a total 187,821 passengers, 92,466 passengers had the potential to use a Clipper card aboard County Connection since 95,354 either used an employer or school pass or were on a free route. About 81.1 percent of the 92,466 potential Clipper card users paid using Clipper during this month.

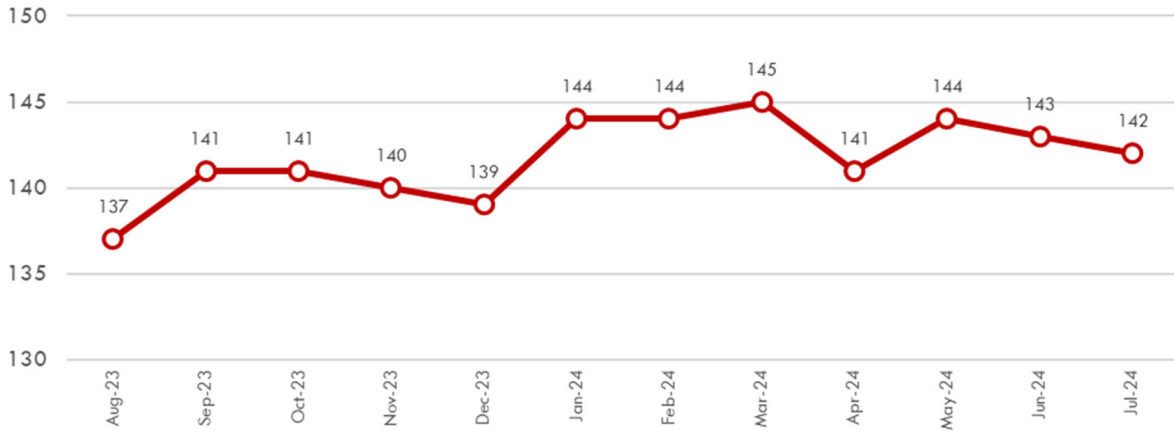




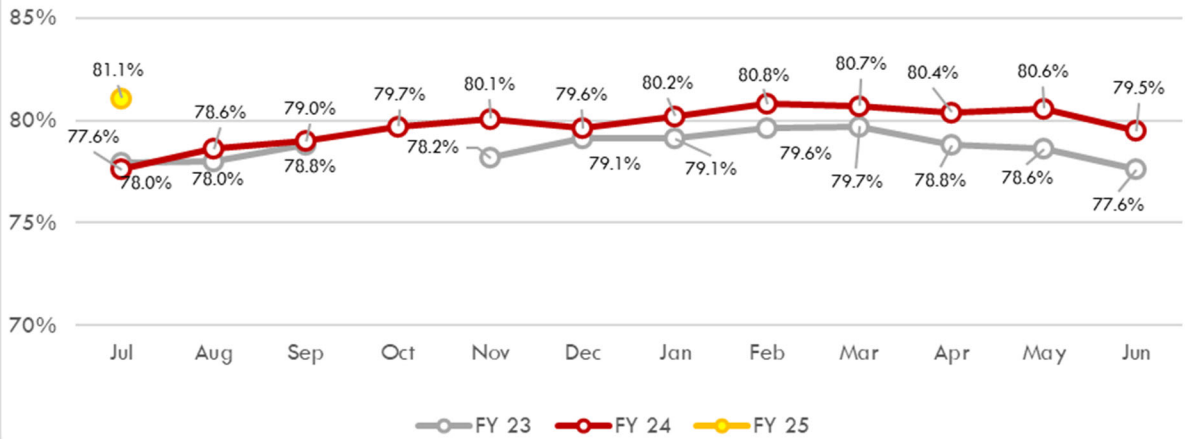
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 08/29/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by:

WC.

SUBJECT: LINK Paratransit Monthly Report - July 2024

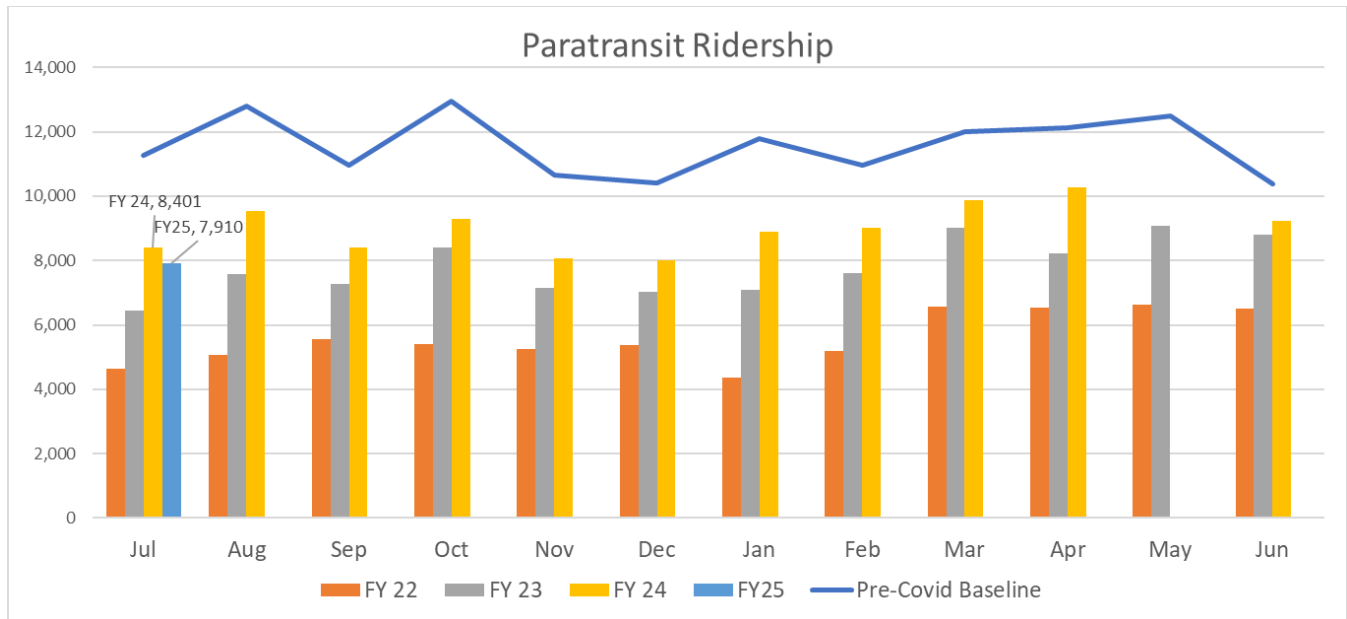
Background:

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 July 2024.

July 2024 Performance Report:

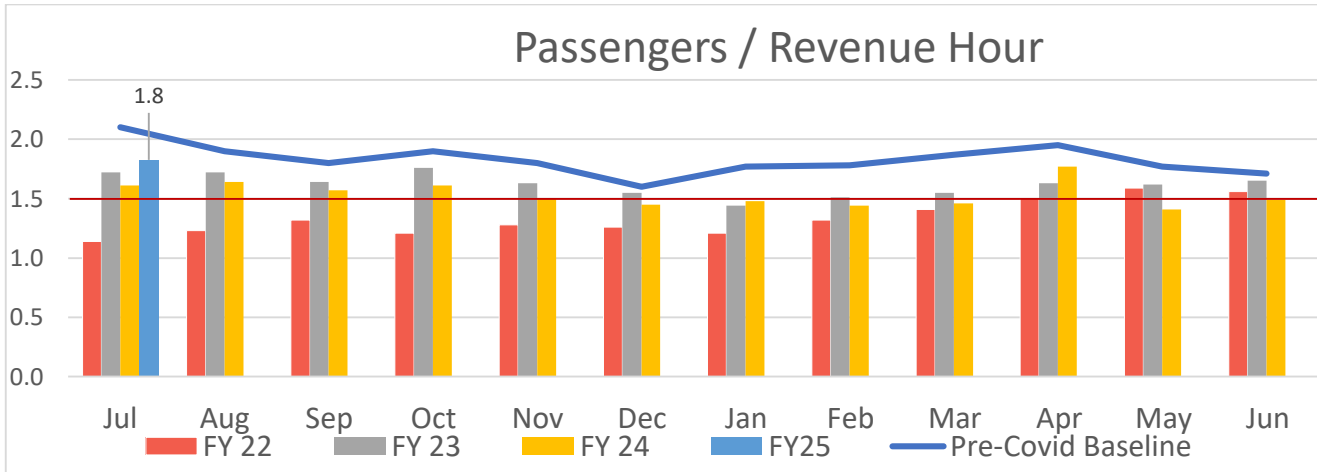
Ridership:

In July 2024 there were 7,910 ADA passenger trips, showing a decrease of 5.8% from the 8,401 trips reported in July 2023.



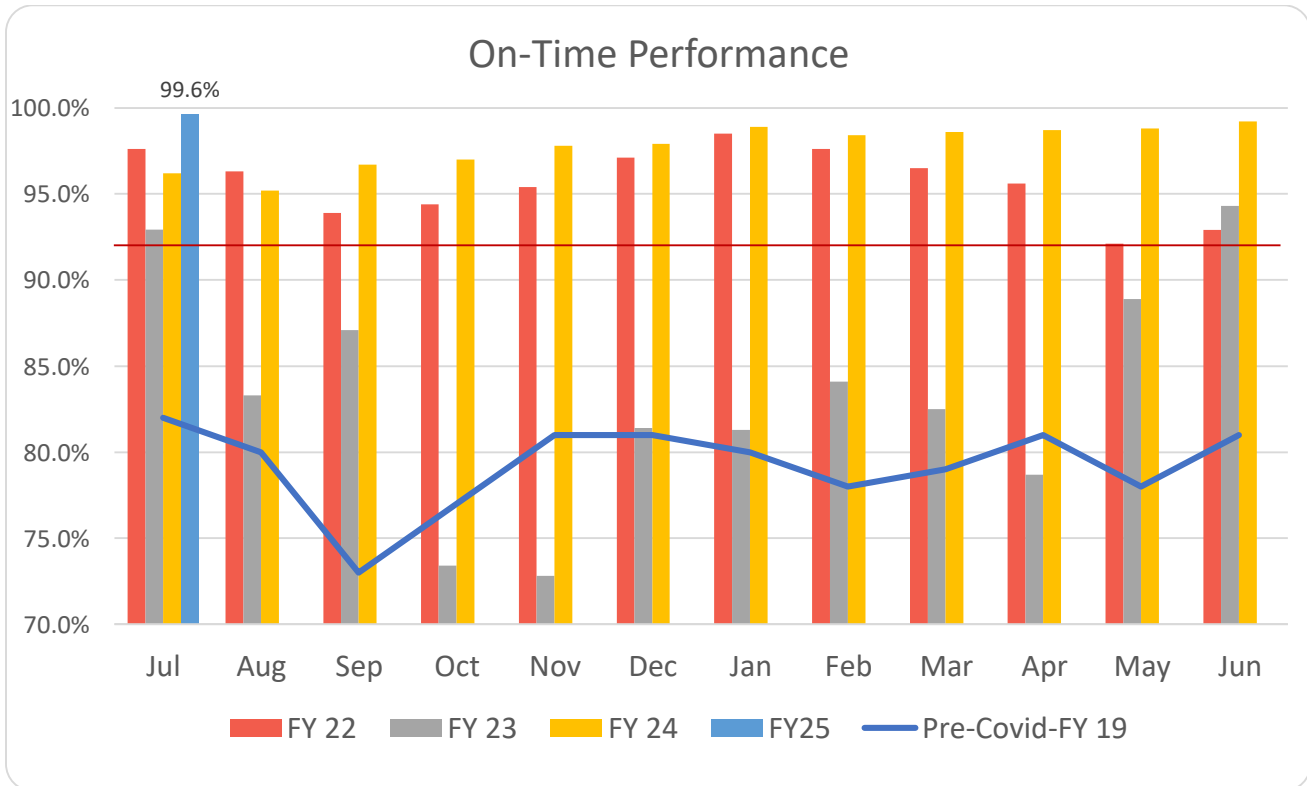
Productivity:

In July, the average number of ADA passengers per revenue hour was 1.8, exceeding the LINK Paratransit service standard of at least 1.5 ADA passengers per revenue hour.



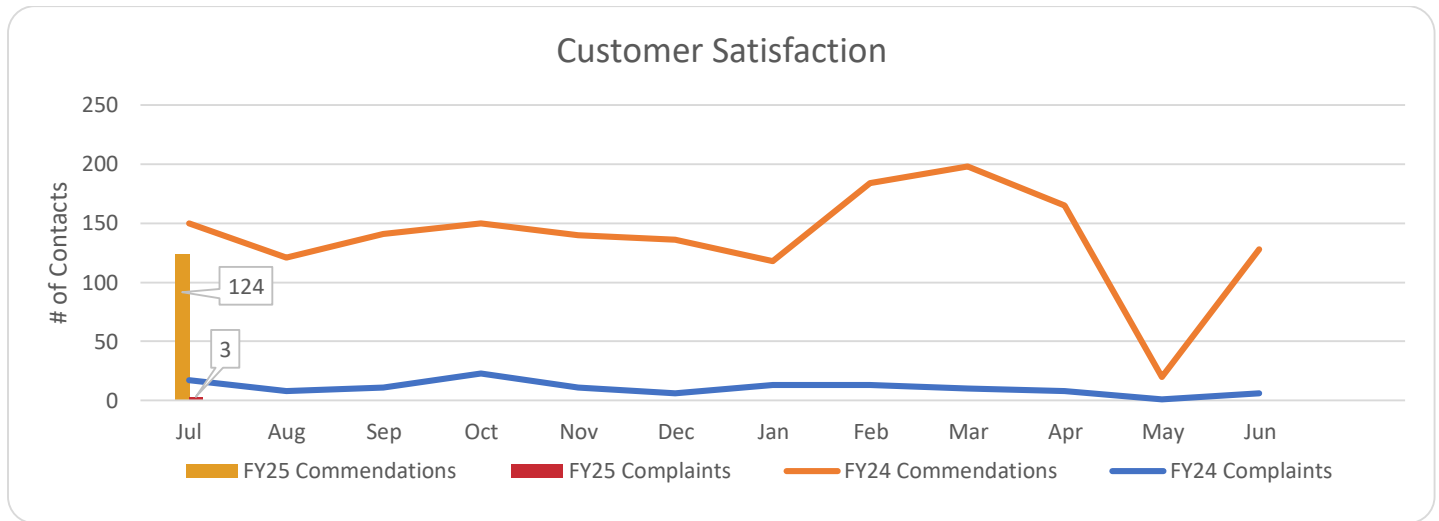
On-time Performance:

In July, the on-time performance of trips averaged 99.6%, handily exceeding the contract standard of 92% for the 26th consecutive month.



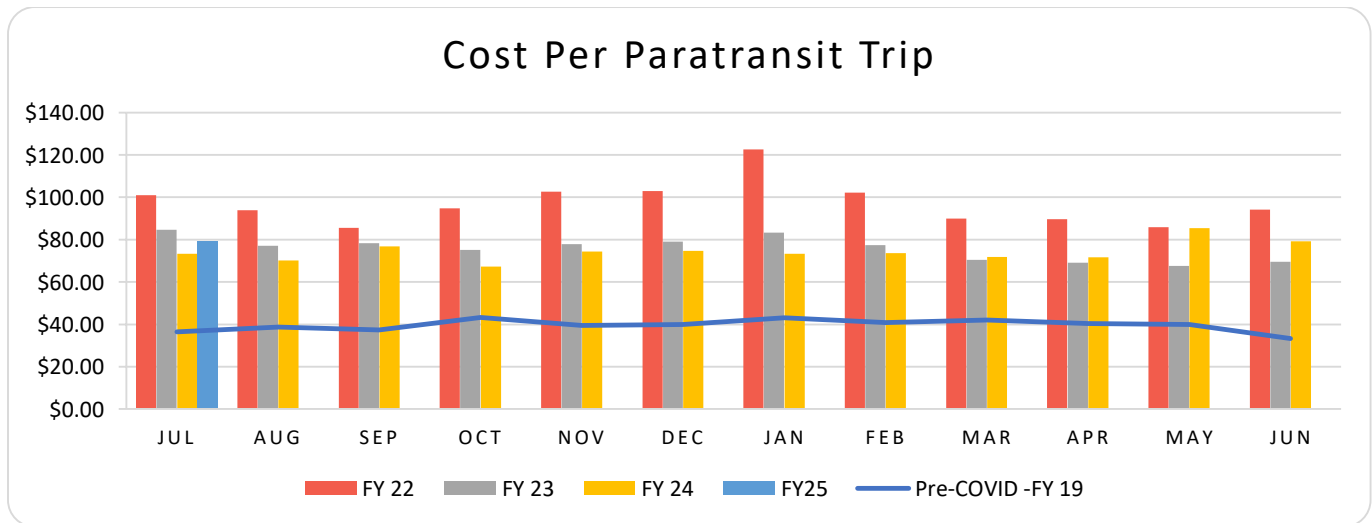
Customer Satisfaction:

Customer satisfaction remained very high throughout FY24, as evidenced by the number of commendations received from customers compared to the number of complaints.



Financial Implications:

In July, the cost per ADA passenger trip was \$79.06, marking a 7.8% increase from the same month in the prior fiscal year.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.

To: Advisory Committee

Date: 08/28/2024

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: 

SUBJECT: Proposed Changes to Advisory Committee Bylaws

Background:

The primary purpose of the Advisory Committee is 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 routinely considers and makes recommendations on finance and planning documents including County Connection's Short Range Transit Plan, annual operating and capital budgets, and annual marketing plan. The Advisory Committee members also act as citizen liaisons from the jurisdictions they represent. The Committee's bylaws were originally adopted in June 2011, when the Citizens' Advisory Committee and the Accessibility Advisory Committee were combined into a single body known simply as the Advisory Committee. The bylaws were subsequently amended in September 2019 to include a comprehensive conflict of interest statement.

Since 2019, the Advisory Committee has continued to meet bi-monthly. However, recruiting and retaining members has been a persistent challenge. Staff, the Board, and the Advisory Committee members themselves have all been engaged with the problem. Although no single cause appears to entirely account for the difficulty, a soft consensus did emerge on several related factors. Most observers agreed that the cadence of the Advisory Committee's regular meetings – one every other month – made it difficult if not impossible for the Advisory Committee to be responsive to the business of the Board and the Board subcommittees. At the same time, many stakeholders came to share the view that the Advisory Committee did not have a sufficiently defined purpose or specific goals to guide its work on behalf of the Board. It was therefore determined by both the Advisory Committee and the Board that the Advisory Committee's bylaws should be revised as necessary to attract and retain an engaged membership, and to provide relevant commentary on matters before the Board. Immediately following the May 2024 Board meeting, the Board held a workshop with the Advisory Committee to discuss potential changes to the Advisory Committee's bylaws with the intent of increasing the Advisory Committee's effectiveness as a deliberative body tasked with providing useful input to the Board.

Project Update:

Using the feedback gathered at the Board workshop in May, as well as advice from Legal, Staff presented the following list of proposed changes to the Advisory Committee at their regularly scheduled meeting, on July 9, 2024. Following the July meeting, Staff redrafted the Advisory Committee bylaws based on input received from the Board in May, in consultation with Legal, and the Advisory Committee Chair.

The new proposed bylaws are included as Attachment B. In addition to reformatting and stylistic adjustments to enhance readability, substantive proposed changes to the bylaws include:

- At-Large Members – The total regular roster increased from 11 to 16 with the addition of 5 at-large seats. Under the proposed revision, at-large Members would be recommended by the Advisory Committee for appointment by the Board.
- Alternate Members – The proposed revision includes clarification about when Alternate Members would be expected to attend meetings and vote in place of the Regular Members.
- Members' Term in Office – The proposed revision would increase the standard term from 2 to 3 years, which it is hoped will reduce the administrative demands of recruiting, appointing, and reappointing members, both at County Connection and Member Jurisdictions.
- Removal of Members and Code of Conduct – The proposal includes specific requirements and procedures for removing Members for cause, as well as a basic Code of Conduct for Members.
- Selection and Duties of Officers – The proposed revision includes more detail about the process for electing the Advisory Committee Chair and Vice Chair, as well as their duties. The same section also clarifies County Connection staff's role in support of the Advisory Committee.
- Cadence and Schedule of Meetings – The proposed revision increases the cadence of meeting to every month instead of every other month, to allow for timely input to the Board.
- Ad-Hoc Subcommittees the proposed bylaws include a new section allowing for the creation of ad-hoc subcommittees to work on specific issues.
- Annual Workplan, Public Statements, and Amendments the proposed revision includes new sections:
 - calling for the Advisory Committee draft a workplan annually for approval by the Board,
 - providing guidance and setting limits on Members making public statements related to their work on the Advisory Committee, and
 - documenting a process for amending bylaws in the future.

Financial Implications:

None.

Recommendation:

Staff recommends the consideration and approval of the proposed Advisory Committee Bylaws contained in Attachment B.

Action Requested:

Staff respectfully requests that the A&F Committee provide feedback regarding the proposed Advisory Committee Bylaws, and/or a recommendation to the Board for approval of the proposed Bylaws.

Attachments:

Attachment A: Central Contra Costa Transit Authority Advisory Committee – Role and Function, September 19, 2019 (ADOPTED)

Attachment B: DRAFT Bylaws of the Central Contra Costa Transit Authority (County Connection) Advisory Committee (Ad-Comm), September 19, 2024 (PROPOSED)

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.

**Bylaws of the
Central Contra Costa Transit Authority
(County Connection)
Advisory Committee
(Ad-Comm)**

Approved: June 16, 2011

Amended: September 19, 2019

September 20, 2024 (PROPOSED)

Charge and Purpose

The County Connection Advisory Committee (Ad-Comm) shall act as advisors to the County Connection Board of Directors (Board of Directors or Board) and shall collect and report service issues and concerns received from the jurisdictions. Members may volunteer, or be appointed by the Chair to attend scheduled Board and subcommittee meetings, participate in Ad-Comm subcommittees, or undertake other duties for the Ad-Comm.

Furthermore, the Ad-Comm is responsible for acting as disseminators of information in their communities and shall assist in the education of their jurisdictions regarding the fixed-route and accessible services that are available.

In fulfilling these responsibilities, and with the approval of the Board of Directors, the Ad-Comm shall:

- Make formal recommendations in the form of written communications and reports to the Board of Directors, and where appropriate, supplement them with oral reports to the Board.
- Appoint Members to serve as Ad-Comm liaisons to the County Connection Board subcommittees, the Contra Costa County Paratransit Coordinating Council (PCC), and any other public committees dealing with business relevant to the Ad-Comm's work.
- Function as a forum for County Connection fixed-route, accessible services, and LINK paratransit users to express concerns or ideas about the services to the Board.

In fulfilling these duties, 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 their jurisdiction.
- Assist County Connection staff at community or business events.

The primary purpose of the Ad-Comm shall be to review, analyze and advise the Board of Directors on issues and policies relating to County Connection's fixed-route and paratransit services. The Ad-Comm shall be asked to consider and make recommendations on finance and planning documents that include but are not limited to the following:

- County Connection's Short-Range Transit Plan
- County Connection's annual operating and capital budgets
- County Connection's annual marketing plan

- Other issues assigned by the Board of Directors such as
 - Fixed-route bus and paratransit operations,
 - Service scheduling,
 - Administrative and financial matters, and
 - Legislation.

Membership & Governance

Regular Members

The Ad-Comm shall be comprised of up to sixteen (16) Members from Central Contra Costa County including:

- One (1) Member each representing:
 - the City of Concord,
 - the City of Pleasant Hill,
 - the City of Martinez,
 - the City of Walnut Creek,
 - the City of Clayton
 - the City of Lafayette,
 - the City of Orinda,
 - the Town of Moraga,
 - the Town of Danville,
 - the City of San Ramon, and
 - the unincorporated communities in Central Contra Costa County; and
- Up to five (5) “At-Large” Members from Central Contra Costa County.
- Each member jurisdiction shall be requested to recommend one Member to represent that jurisdiction for appointment by the County Connection Board of Directors. At-large Members shall be recommended by the Ad-Comm for appointment by the County Connection Board of Directors.
- The following criteria should be considered by the recommending body when selecting Members to serve on the Ad-Comm:
 - The proposed Member should be active in community participation and involvement.
 - The proposed Member should reside in the appointing community.
 - The proposed Member should be a current or former user of fixed-route and/or paratransit service, or an advocate for transit users in their communities.

Alternate Members

In addition to Regular Members, each jurisdiction may also recommend one (1) Alternate Member for appointment by the County Connection Board of Directors. No alternate At-Large

Members shall be appointed. Alternate Members shall abide by the same rules of conduct applicable to Regular Members.

When the Regular Member from any jurisdiction is unable to attend an Ad-Comm meeting, the Alternate Member (if one has been appointed) representing that jurisdiction shall vote in their place. Alternate Members may not vote in an Ad-Comm meeting where the Regular Member for that jurisdiction is present. However, Alternate Members are welcome to participate in the discussion and are encouraged to attend all Ad-Comm meetings.

Officers

The officers of the Ad-Comm shall consist of one Chair and one Vice Chair. The Chair and Vice Chair shall be elected at the first meeting of each calendar year and shall serve one-year terms. The Chair shall preside over all meetings of the Ad-Comm, call special meetings as needed, and regularly provide oral reports to the Board of Directors. The Vice Chair shall assume all duties of the Chair in the absence of or upon request by the Chair. In the absence of the Chair and Vice Chair, the Ad-Comm shall appoint a chair pro-tem to fill the duties of the Chair.

Term of Appointment of Ad-Comm Members

Each Member shall be appointed for a three-year term, with no limit on the number of terms served. If during their term, a representative resigns, is removed, or becomes unable to continue to serve, the recommending jurisdiction shall be requested to appoint a successor, to be approved by the County Connection Board of Directors to serve the balance of the term. If the resigning/removed Member's jurisdiction is also represented by an Alternate Member, the Alternate Member may assume the position of the resigning Member for the balance of their term, with the approval of the Board of Directors.

Resignation, Removal, and Conduct of Ad-Comm Members

A Member may resign from the Ad-Comm at any time by notifying the Ad-Comm Chair, the Board, or designated County Connection staff. Member resignations will take immediate effect unless otherwise specified at the time of notification.

Each Member is expected to observe basic rules of good conduct. Members and Alternates should use common sense and reasonable judgement in fulfilling their duties at all times during their terms of appointment. Members are to refrain from disruptive and/or inappropriate behaviors such as:

- Violating County Connection's substance free workplace policy,
- Violating the Conflict-of-Interest Regulations included in these Bylaws,
- Harassing, bullying, or intimidating other Members of the Ad-Comm, County Connection staff, or members of the public,
- Habitual absences from or tardiness to Ad-Comm meetings, except for reasons beyond the Member's control.

A Member may be temporarily or permanently removed from the Ad-Comm by the Board of Directors for conduct unbecoming a Member. In cases of severe misconduct that creates a

threat to health and safety, or that seriously disrupts the business of County Connection, the Board of Directors (including subcommittees), or the Ad-Comm, a Member may be suspended immediately by the Ad-Comm Chair or the County Connection General Manager (or their designee) and barred from County Connection property and further participation in County Connection, Board, or Ad-Comm activities, pending removal by the Board of Directors.

Quorum

A majority of the Ad-Comm Members present shall be required to adopt an action.

Meetings and Meeting Schedule

The Ad-Comm shall meet once per month at times and locations to be selected by the Ad-Comm. At the last meeting of each calendar year, the Ad-Comm shall adopt the full schedule of regular meetings for the next calendar year. Notwithstanding the annual meeting schedule, regular meetings may be canceled by the Chair in consultation with County Connection staff when circumstances make holding the meeting as scheduled unsafe, impractical, or unnecessary. Special meetings may also be held as needed. Any Member may request that the chair work with the staff liaison to schedule such a meeting.

Ad-Comm Subcommittees

The Chair may, with the approval of the Ad-Comm, create temporary Ad-Comm subcommittees, and appoint Members to serve on the subcommittees. Ad-Comm subcommittees shall be ad-hoc in nature, and no standing subcommittees shall be created. Each Ad-Comm subcommittee shall have a specific assignment or task within the broader scope of the Ad-Comm's responsibilities. Any Ad-Comm Member may be appointed to any Ad-Comm subcommittee, but subcommittees will be composed of less than a quorum of the Ad-Comm. Ad-Comm subcommittees may not take formal action.

Staff Liaison and Minutes

A County Connection staff member shall serve as staff liaison to the Ad-Comm. The staff liaison shall take minutes at all meetings of the Ad-Comm, maintain a record of attendance, record all roll-call votes, and assist with administrative tasks on behalf of the Ad-Comm. The minutes of each regular or special Ad-Comm meeting shall be presented to the Ad-Comm for approval at the next regular meeting, and to the Board of Directors at the regular Board meeting immediately following approval by the Ad-Comm.

Miscellaneous

Annual Workplan

Each Fiscal Year, the Ad-Comm shall draft and submit to the Board of Directors a proposed Ad-Comm workplan for the coming year, for consideration and approval at the next regularly scheduled Board meeting. The proposed workplan will include planned topics to be addressed by the Ad-Comm, a suggested time timelines for discussing those topics, and specific proposed agenda items as appropriate.

Public Statements

No Member of the Ad-Comm shall speak, or represent themselves as a spokesperson for County Connection, or make any public statements on behalf of County Connection without express authorization by County Connection.

Conflict of Interest

No Ad-Comm Member shall engage in any employment, activity, or enterprise for compensation which is inconsistent, incompatible, in conflict with, or inimical to their duties, functions or responsibilities on the Ad-Comm. Such Member shall not perform any work, service, or counsel for compensation outside of their responsibilities where any part of their efforts shall be reviewed by the Ad-Comm.

Members of the Ad-Comm 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 Interests. 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.

Amendments

Proposed amendments to these bylaws may be submitted to the Board of Directors by the Ad-Comm, with the approval of the County Connection General Manager or their designee. Amendments shall be incorporated into the bylaws only by approval of the Board of Directors.