

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

Friday, November 1, 2024

8:30 a.m.

Small Community Meeting Room
100 Gregory Lane, Pleasant Hill, 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 September 4, 2024*
4. Swiftly Software License Renewal*
(Staff will request authorization of proposed eight-month contract renewal with Swiftly)
5. Regional One-Seat Ride Update*
(Staff will request authorization to make the program permanent)
6. Winter Bid Update – Information Only*
(Staff will provide an update on the upcoming service changes)
7. Regional Transit Transformation Action Plan Accessibility Initiatives Update – Information Only*
(Staff will provide an update on the Accessibility Initiatives as part of the Transit transformation Action Plan)
8. Automated Driving Systems (ADS) Demonstration Project Update – Verbal Update
(Staff will provide an update on the ADS Project in Martinez)

*Enclosure

** To be mailed under separate cover

FY2024/2025 O&S Committee

Dave Hudson – San Ramon, Robert Storer – Danville, Laura Hoffmeister – Concord, Jay Howard – Martinez

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

9. Monthly Reports – Information Only

- a. Fixed Route*
- b. Paratransit*

10. Committee Comments

11. Future Agenda Items

12. Next Scheduled Meeting – December 6, 2024 (8:00am at 100 Gregory Lane, Pleasant Hill, CA)

13. 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, November 21, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, November 6, 9:00 a.m., 3rd Floor Conference Room
Advisory Committee:	Thursday, November 7, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, November 7, 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, September 4, 8:00 a.m.

Directors: Robert Storer, Jim Diaz, Dave Hudson
Staff: Bill Churchill, Scott Mitchell, John Sanderson, Andrew Smith, Pranjal Dixit, Kyle Boehm, Laura Carona
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 July 3, 2024

The Committee approved the minutes.

4. Fixed Route Year End Report

Mr. Dixit reported that County Connection served 2.6 million fixed-route passengers in FY 2024, a 10% increase from FY 2023. Factors contributing to this increase included the continued Monument Free Program, Pass2Class promotions, expanded Clipper START discounts, and the resumption of in-person learning and work.

Mr. Dixit informed the Committee that bus schedules were adjusted four times in the 2023-2024 fiscal year to accommodate changes in school bell times, BART service, and traffic congestion. While increased operator staffing led to a decrease in missed trips, on-time performance declined due to higher ridership and worsening traffic conditions. He also noted that passenger productivity increased by 8.6%, with an average of 14.1 passengers per revenue hour. Director Storer requested that future reports include route-specific ridership and productivity data.

5. Paratransit Year End Report

Mr. Sanderson reported that ridership has steadily increased, with revenue hours up 29% and unlinked passenger trips up 14% to over 95,000. He noted that revenue speed declined due to congestion. Mr. Churchill emphasized the importance of prioritizing transit to mitigate congestion.

While Mr. Sanderson discussed the differences between paratransit and fixed-route service, Mr. Churchill provided historical context for the paratransit service requirement and how County Connection exceeds the ADA's requirement to provide paratransit service within three-quarters of a mile of any fixed route service.

Director Diaz requested staff explore potential coordination with the Contra Costa Fire Protection District for non-emergency medical trips to address ambulance shortages.

6. Real-Time Signs Update

Mr. Boehm provided the Committee with a history of real-time signage at County Connection stops and compared the new signs from Urban Solar to existing ones. He explained that the 28 new signs will feature e-paper displays for improved readability, a text-to-speech function for ADA compliance, vandal resistance, and real-time schedule updates every 10 seconds.

He noted that one sign is proposed for the stop with the highest number of boardings in each jurisdiction within the County Connection service area (if that stop averages at least 10 boardings per day). The remaining 18 signs will be distributed to other busy stops throughout the service area, ensuring a spread across routes and streets.

County Connection will procure these signs through the California Association for Coordinated Transportation (CalACT) contract for \$250,000, which was already included in the FY 2025 Budget. The Committee approved the staff's request to forward the proposal to the Board for approval.

7. Diesel Fuel Tank Replacement

Mr. Mitchell informed that County Connection's two 25,000-gallon single-wall diesel fuel tanks, installed in 1981, must be replaced or removed by December 31, 2025 per the State Water Resources Control Board's requirement. He noted that while transitioning to zero-emission vehicles, County Connection needs to replace these tanks to continue operating diesel buses and that these tanks also would serve as an emergency fuel source for the County.

Staff recommended purchasing two 25,000-gallon double-wall fuel tanks, piping, pumps, and a fuel monitoring system from Blue1 Energy Equipment using a Sourcwell Contract for \$481,573. County Connection will then issue an IFB for the removal and replacement of the tanks. This two-step approach aims to reduce costs and expedite the tank replacement project. The Committee approved the staff's request to forward the proposal to the Board for approval.

8. Electric Bus Update

Mr. Mitchell reported that County Connection has encountered difficulties with electric bus charging. The WAVE inductive chargers have been unable to communicate with the buses, preventing charging initiation. WAVE has experienced staffing shortages in their technical team, hindering troubleshooting efforts. Additionally, two buses require new batteries, but the original model is no longer available. Staff, along with Gillig, are exploring the possibility of equipping these buses with higher-capacity battery packs (200kW) that can be installed without requiring additional engineering modifications.

9. Monthly Ridership Reports

Mr. Dixit shared that the ridership in July was up about 14.8% compared to a year ago. He also noted that productivity was higher when compared to the previous month and operator counts decreased slightly to 142. He informed that Clipper usage reached its all-time high of 81%.

Mr. Sanderson shared that ridership decreased 6% in July compared to June. He highlighted that productivity increased above the standard of 1.5 passengers per hour and on-time performance rose to 99%. Furthermore, Mr. Sanderson reported that complaints were outnumbered by commendations received.

10. Committee Comments

None

11. Future Agenda Items

None

12. Next Scheduled Meeting

The next meeting was scheduled for October 2 at 8:00 a.m. at Supervisor Andersen Office located at 309 Diablo Rd, Danville, CA.

13. Adjournment

The meeting was adjourned at 9:38 a.m.

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

To: Operations & Scheduling Committee

Date: 10/25/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Swiftly Software License Renewal

Background:

Over the past two years, the Planning and Scheduling staff has focused its efforts on improving service reliability, particularly as the ongoing operator shortage has limited the ability to restore service following the COVID pandemic. In addition, traffic patterns have continued to evolve, and congestion has increased significantly as the economy recovers from the pandemic. In order to respond quickly to these changing conditions, it has been critical for planning staff to closely track on-time performance and run times in order to make timely schedule adjustments.

Historically, staff has relied on Computer-Aided Dispatch / Automatic Vehicle Location (CAD/AVL) data from our buses to track performance. However, this data has limitations, including delayed uploads, data loss due to login errors, and service disruptions. Additionally, schedule adherence data was only available at a limited number of timepoints per route which lacked the detail needed to identify specific delay locations.

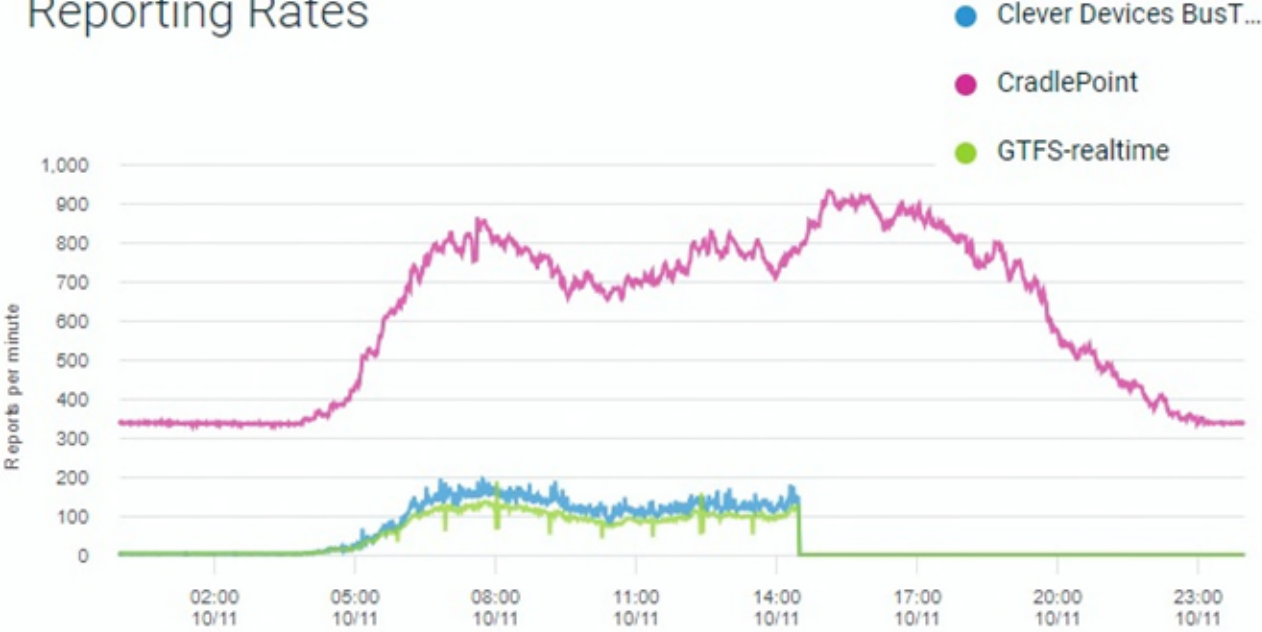
Swiftly:

Since Winter 2022, staff has been using Swiftly for on-time performance tracking and run time analysis. Swiftly is a cloud-based transit data platform that integrates with existing hardware on the buses to provide data analytics and visualizations.

Swiftly uses a combination of three data sources to track the real-time location of buses and calculate on-time performance and run times at every stop along each route. In addition to the General Transit Feed Specification (GTFS) realtime data feed and the BusTime application programming interface (API) coming from the existing Clever Devices system, the platform also collects vehicle location data from the CradlePoint routers already installed on the buses to help fill in gaps from the other two data sources. If an operator is not logged in correctly, the platform uses the GPS data from the routers to determine which route the vehicle is on. Swiftly's algorithm can also recognize if a bus has gone off-route and resumes tracking when the bus comes back on route, thereby collecting more accurate and complete data.

The chart and table below show a sample of reporting rates on October 11th for each of the three data sources being used by Swiftly. A higher reporting rate indicates a greater frequency of GPS pings transmitted to the system for processing. The data illustrates the high granularity of data provided by the CradlePoint routers compared to the other two sources used by the Clever Devices' reporting system.

Reporting Rates



Data Source	Average Latency	Average Frequency
BusTime API	63.9 sec	25.3 sec
CradlePoint Routers	1.4 sec	2.9 sec
GTFS-Realtime	66.0 sec	31.8 sec

Data from October 11, 2024

Compared to the other data sources, the CradlePoint router data offers higher frequency and significantly lower latency. This means the data more accurately reflects real-time conditions. It also provides an additional level of redundancy, thereby increasing data reliability. For example, during a recent Clever Devices outage, Swiftly was able to rely on data from CradlePoint routers to continue providing on-time performance information.

Application:

In addition to having more accurate and complete data, Swiftly’s On-Time Performance and Run Times modules have provided staff with a powerful set of analytical tools to help improve the reliability of County Connection’s services. These tools have reduced the staff time required to analyze and develop schedule changes so staff can respond more quickly to performance issues and/or operator concerns.

Staff is currently using data from Swiftly for several current and upcoming projects. The Transit Signal Priority (TSP) project in partnership with the Contra Costa Transportation Authority (CCTA) and the Cities of Concord and Walnut Creek is using the data in its evaluation to measure the effectiveness of TSP technology in reducing delays and improving bus speed and reliability. In addition, County Connection recently kickstarted the Transit Corridor Study to identify bus priority improvements along four major corridors, and the analysis to determine the locations and causes for delays along those corridors will

rely heavily on data from Swiftly to report vehicle speeds. Finally, bus transit priority is one of the key strategies in MTC's Bay Area Transit Transformation Action Plan, and robust data on speed and reliability will be necessary to identify potential projects and pursue future funding opportunities.

Based on the platform's value to date and anticipated future needs, staff proposes a renewal of the two Swiftly modules for eight months. This will align the contract's cycle with another Swiftly contract for additional software modules that began in August 2024.

Financial Implications:

The cost for an eight-month renewal of the On-Time Performance and Run Times modules will not exceed \$58,000. Staff plans to use TDA funds to cover the cost of extension, which has been included in the FY 2024 budget.

Recommendation:

Staff recommends renewing the license for Swiftly for eight months at a cost not to exceed \$58,000.

Action Requested:

Staff requests that the O&S Committee forward the proposed eight-month contract renewal with Swiftly to the Board for approval.

Attachments:

None.

To: Operations & Scheduling Committee

Date: 10/28/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by:

Ref

SUBJECT: Paratransit One-Seat Ride Program – Permanent MOU

Background:

In November 2020, the Board of Directors approved a six-month One-Seat Ride (OSR) pilot program serving paratransit-eligible passengers across multiple transit agency service areas, governed by a Memorandum of Understanding (MOU) between participating agencies including: Tri-Delta Transit, WestCat, LAVTA, and County Connection. The pilot program simplified regional travel by eliminating the need for transfers when crossing between paratransit service areas, ensuring passengers have a continuous One-Seat ride throughout their journey.

Pilot Extensions:

The pilot program was extended in April 2021, November 2022, and November 2023, while the program matured and partner agencies implemented a variety of innovations and improvements, including: streamlining customer service procedures, expanding fare payment options to include County Connection prepaid fare accounts and Tri Delta, LAVTA, and WestCat paratransit tickets, unified data management and invoicing algorithms, and procedures for reporting OSR program data to the National Transit Database (NTD).

Ongoing Program & Permanent MOU:

After an extended pilot phase, the OSR program has proven itself to be enormously beneficial for riders as well as operationally advantageous and cost-effective for the partnering agencies, when compared to the previous system of coordinated inter-operator transfer trips. Customers benefit from shorter and more comfortable origin to destination rides as well as lower fares, while OSR partner agencies benefit from significantly greater predictability and much lower shared per-trip costs.

All OSR trips are booked and dispatched through County Connection's LINK paratransit call center. OSR trips are performed primarily by County Connection's paratransit subcontractor, with the primary contractor providing "reverse rescue" service in cases where the subcontractor is unable to provide the trip – typically about 12% of monthly OSR trips. OSR passengers are charged the local ADA paratransit fare for the jurisdiction where each one-way trip originates. Following the close of each month, County Connection invoices the other partner agencies for the actual hours and reverse rescue miles operated within each partner's jurisdiction. Going forward, County Connection will report all OSR operations data to the NTD in the same way as ADA paratransit service is reported, and the partners will report program costs through coordinated reports.

In consultation with the partner agencies and Legal, staff has prepared a draft permanent MOU to govern the OSR program going forward. The draft MOU is based largely on the earlier pilot-phase agreements

and incorporates significant changes at the request of all parties involved. Notable changes from the pilot MOUs include clarification of party roles and responsibilities, and new provisions for cost sharing and monthly reporting. As before, the operating costs for OSR service will be apportioned between the partners based on the actual time and distance traveled in each agency's service area. However, the new MOU also includes partial support for County Connection's overhead costs. The new MOU also includes a list of specific metrics that will be reported to the partner agencies every month – which is also expected to facilitate more detailed and timely reporting and analysis to the Board.

Financial Implications:

Negligible. The FY 2025 budget for Paratransit services incorporated the expenses associated with the OSR program at approximately \$738,000. Staff anticipates that the new MOU's provision for overhead cost sharing will offset OSR program costs by up to 10%.

Recommendation:

Staff recommends that the One-Seat ride program be made permanent through the execution of a permanent MOU.

Action Requested:

Staff respectfully requests that the Operations & Scheduling Committee forward to the Board of Directors a recommendation that approval be granted for the General Manager to enter into a permanent MOU with Tri Delta Transit, LAVTA, and WestCat to continue the One-Seat Ride program indefinitely.

Attachments:

None

To: Operations & Scheduling Committee

Date: 9/25/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Winter 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 more in-office work has resumed, ridership has shown steady growth. This growth has been further supported by system-wide and regional fare promotions like Monument Free, Summer Youth Pass, Pass2Class, and Clipper START.

However, despite dedicated recruitment and training efforts, 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:

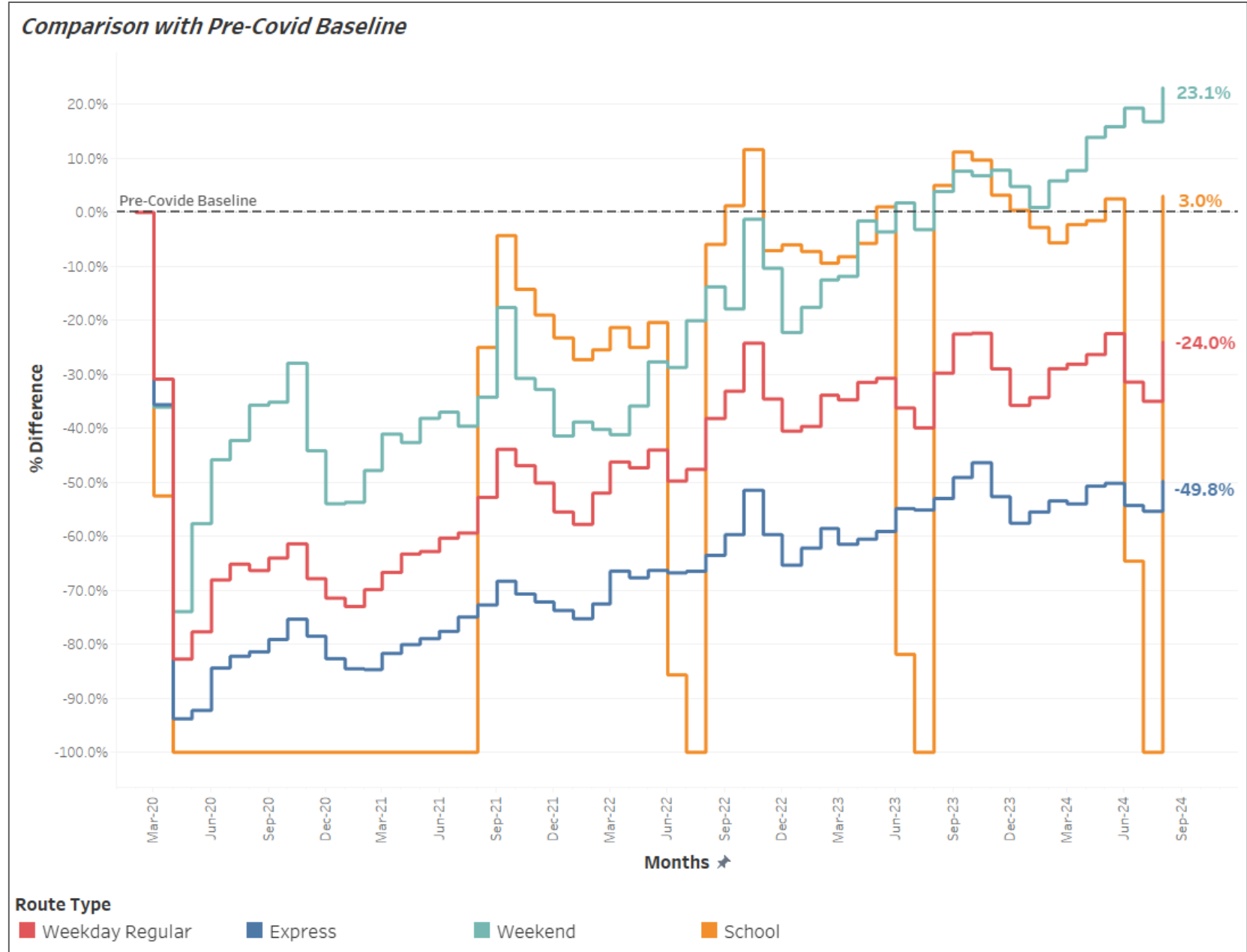
Ridership has been growing steadily year-over-year as seen in Figure 1. This positive trend is particularly pronounced for weekend and school ridership, as illustrated in Figure 1. Notably, weekend ridership has sustained above pre-pandemic levels for over a year likely due in part to the expansion of the Monument Free program and shift in travel patterns. School ridership has also shown significant recovery, reaching 103% of pre-pandemic levels as of August 2024. Weekday ridership currently sits at 76% of pre-pandemic levels for local routes and 50% for express routes. Overall ridership was at 81% of pre-pandemic level in August 2024.

On-Time Performance:

The Summer and Fall Bids incorporated several service adjustments to address operator suggestions and improve on-time performance. These changes primarily focused on Routes 5, 6, 10, 20, 91X, 93X, 98X, 321, and 335, with revised schedules and runtimes designed to enhance punctuality and address operator layover concerns.

Since the start of the school year, six of the nine affected routes have demonstrated improved on-time performance. However, Routes 10, 20, and 93X experienced a decline in on-time performance due to increased traffic congestion along Clayton Road and Ygnacio Valley Road.

Figure 1: Comparison with Pre-Covid Ridership



Winter Bid:

The Winter Bid, effective November 10, 2024, will introduce several service adjustments. These changes are informed by an analysis of current schedules, ridership levels, passenger feedback, operator recommendations, and resource optimization.

Weekday Adjustments:

- Routes 10 and 20 will see schedule modifications to enhance on-time performance and operator recovery times.
- Routes 17 and 28 will operate every 50 minutes, with increased run times and improved operator layovers.

School Adjustments:

- An additional bus will be added to Route 605 during the AM peak to alleviate overcrowding.
- Routes 601, 602, and 612 will experience schedule adjustments to improve on-time performance.

Weekend Adjustments:

- Route 6 will undergo minor modifications to enhance on-time performance.
- Routes 321 and 335 will be adjusted to improve on-time performance and operator layovers, including increasing the frequency of Route 335 to every 40 minutes.

Financial Implications:

None. The service levels for the Fall bid are consistent with the proposed FY 2025 budget.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations and Scheduling Committee

Date: 09/25/2024

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: *Ref*

SUBJECT: Bay Area Regional Transit Transformation Action Plan – Accessibility Initiatives Update

Background:

Following an exhaustive process during the first year of the COVID-19 pandemic, the Blue-Ribbon Transit Recovery Taskforce, convened by the Metropolitan Transportation Commission (MTC) issued its final report in July 2021, recommending 27 specific actions to re-shape the region's transit system into a more connected, more efficient, and more user-focused mobility network across the entire Bay Area. This set of actions forms the cornerstone of a formal Bay Area Transit Transformation Action Plan (TTAP), which was adopted by the MTC in fall 2021. Each of the 27 actions falls into one of five broad categories: Fares and Fare Payment, Customer Information, the Bay Area's Transit Network, Accessibility, and Funding. Actions 21 through 25 were specifically focused on the transportation needs of people with disabilities, older adults, and people with low incomes. These five actions include:

- Action 21: Designate a Mobility Manager to coordinate rides and function as a liaison between transit agencies and other services in each county,
- Action 22: Fund additional subregional one-seat paratransit ride pilots and develop cost-sharing and transfer policies for cross jurisdictional paratransit trips,
- Action 23: Integrate Americans with Disabilities Act (ADA) paratransit services on the next generations of the Clipper program (Clipper 2.0),
- Action 24: Identify key paratransit challenges and recommend changes, and
- Action 25: Adopt standardized eligibility practices for programs that benefit people with disabilities – ADA paratransit and the Regional Transit Connection (RTC) program.

Work on the Accessibility Initiatives, as with all 27 recommended action items, is co-led by Staff from MTC's Regional Network Management (RNM) Section, and designated staff representatives from the transit operators. In March 2024, County Connection's Director of ADA and Specialized Services was selected to serve as co-lead for the five regional Accessibility initiatives.

Project Update:

Much has been accomplished since the TTAP was released, including important progress toward Actions 22, 23, and 25, thanks in large part to coordination between MTC RNM and Clipper program staff, and

the Bay Area Partnership Accessibility Committee (BAPAC) in which County Connection staff have played an important role. Work on Actions 21 and 24 is anticipated to extend at least as far as FY 2026 and possibly well into FY 2027.

Approximately \$1 million in grant funding has been identified to support three new one-seat ride pilot projects (in addition to County Connection's current one-seat program) under Action 22. Work is under way to identify current demand for inter-agency transfer trips, develop parameters for testing through the multi-pilot program, and recruit agency partners to run the pilots. Pilot operations are anticipated to begin in the Spring of 2025.

Under Action 23, the Clipper 2.0 scope of work has successfully been revised to include the full implementation of next-generation Clipper fare payments on ADA paratransit services throughout the Bay Area.

Under Action 25, the Bay Area's paratransit leaders, working through the BAPAC, were able to negotiate a common set of practices for ADA paratransit eligibility assessments for the first time in over 20 years. The final report detailing the results of Action 25 was endorsed by the RNM Council in September and will be presented to the RNM Committee and the full MTC Commission for adoption later in the Fall.

Work is just beginning on a program to implement Action 21. Conditions vary significantly between the nine Bay Area counties, so it is understood that a one-size-fits-all approach to designating a "Mobility Manager" for each county would likely be both ineffective and disruptive. Instead, a more nuanced approach is being developed to ensure that all stakeholders' positions can be understood and incorporated into the process, and MTC staff have committed to not endorse a solution for any county that leads to an inequitable outcome.

Preliminary discussions have also begun regarding potential updates to the TTAP recommendations, including the remaining Accessibility items, in light of developments affecting the Bay Area's transit outlook since the plan was initially released in 2021.

Financial Implications:

None

Recommendation:

None. Information Only.

Action Requested:

None. Information Only.

Attachments:

None

To: Operations & Scheduling Committee

Date: 10/25/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for August 2024

Background:

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

	FY24-25		Goal*
	Current Month	YTD Avg	
Total Passengers	239,498	231,660	
Average Weekday Passengers	9,663	8,587	
Productivity	14.9	13.6	> 17.0
Missed Trips	0.34%	0.20%	< 0.25%
Average Miles Between Road Calls	33,709	49,378	> 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was higher in August 2024 (9,663 passengers) than the previous month of July 2024 (7,511 passengers) and is 5.1% higher than August 2023 (9,197 passengers).

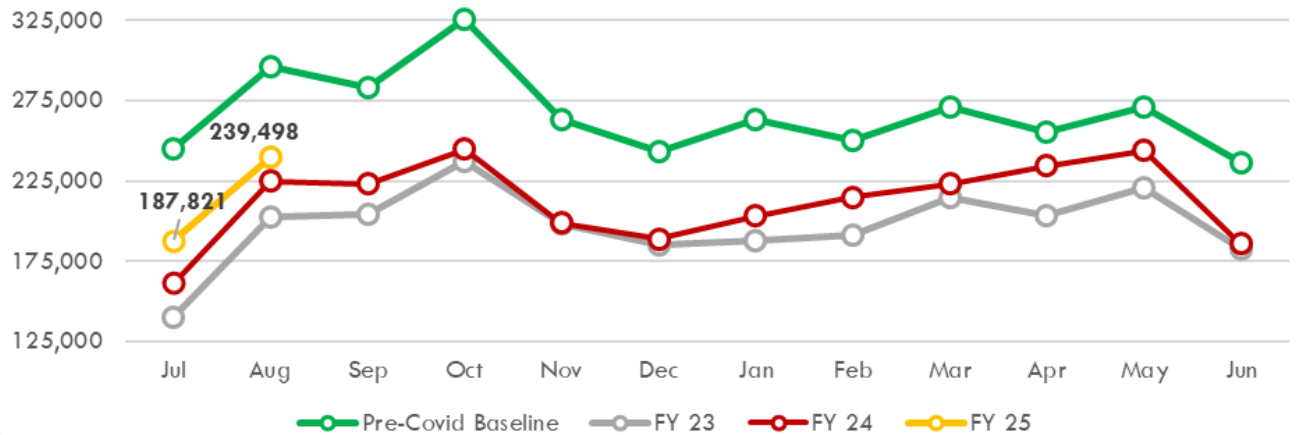
Productivity is a measurement of the average number of passengers per hour of revenue service. In August this was 14.9, which is higher than July 2024 (12.2) and August 2023 (13.8).

Missed trips are those which have been cancelled due to mechanical issues, the lack of available operators, or other reasons. The percentage of missed trips in August was 0.34%, which is higher than the prior month when it was 0.07%.

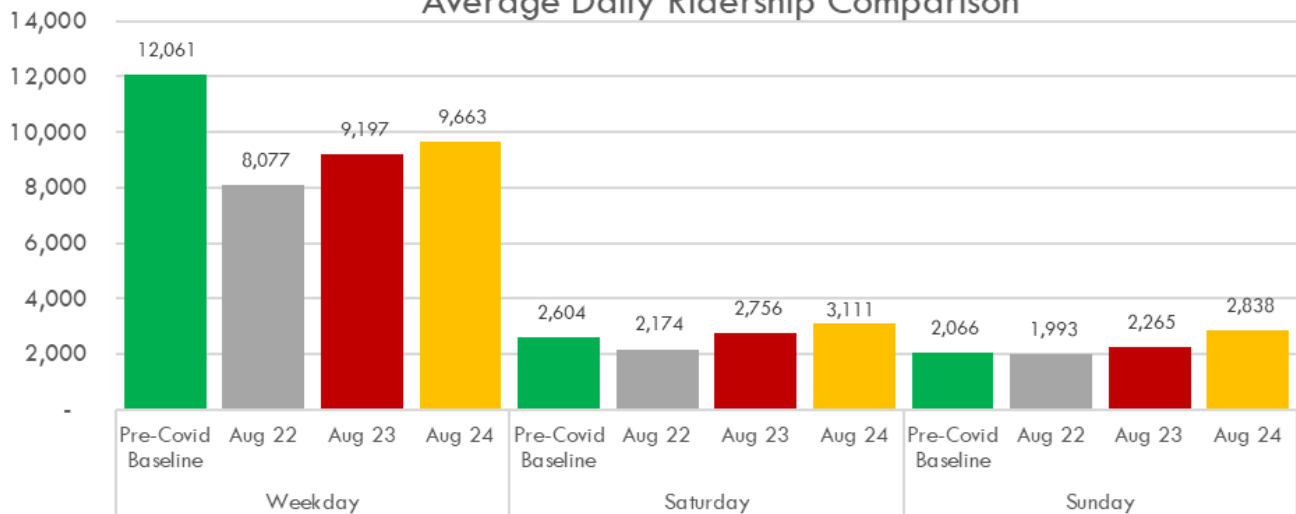
The number of miles between road calls (a bus going out of service due to mechanical issues) was 33,709 miles in August, lower than the prior month in which there were 65,047 miles between road calls. The rolling 12-month average is 36,605 miles between road calls.

Out of 239,498 total passengers in August, 114,039 had the potential to use a Clipper card for payment (the remainder either used an employer or school pass, or were on a free route). About 80.4% of these potential Clipper card users paid using Clipper, rather than cash.

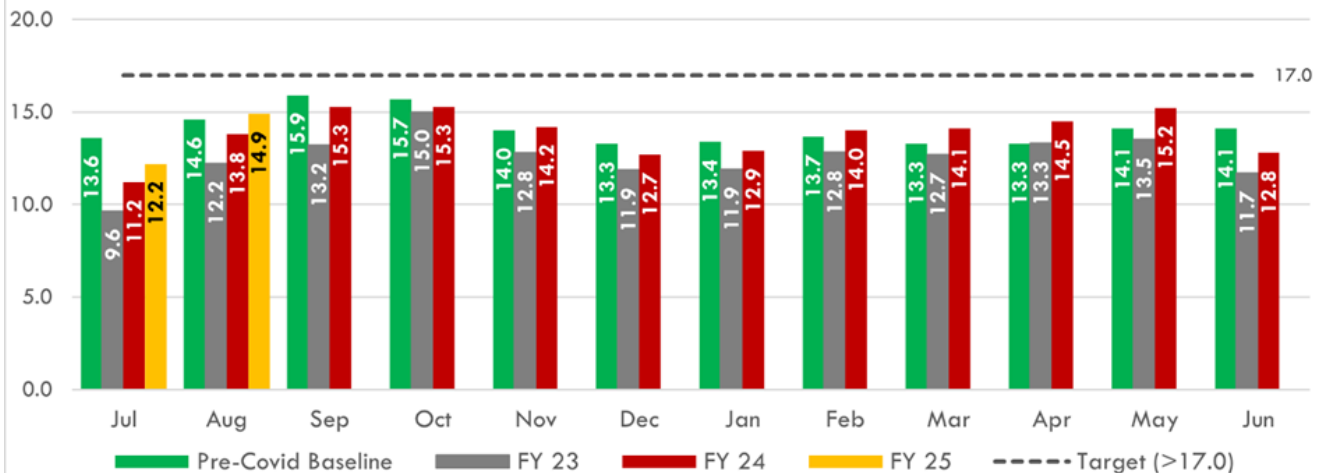
Total Monthly Fixed Route Ridership



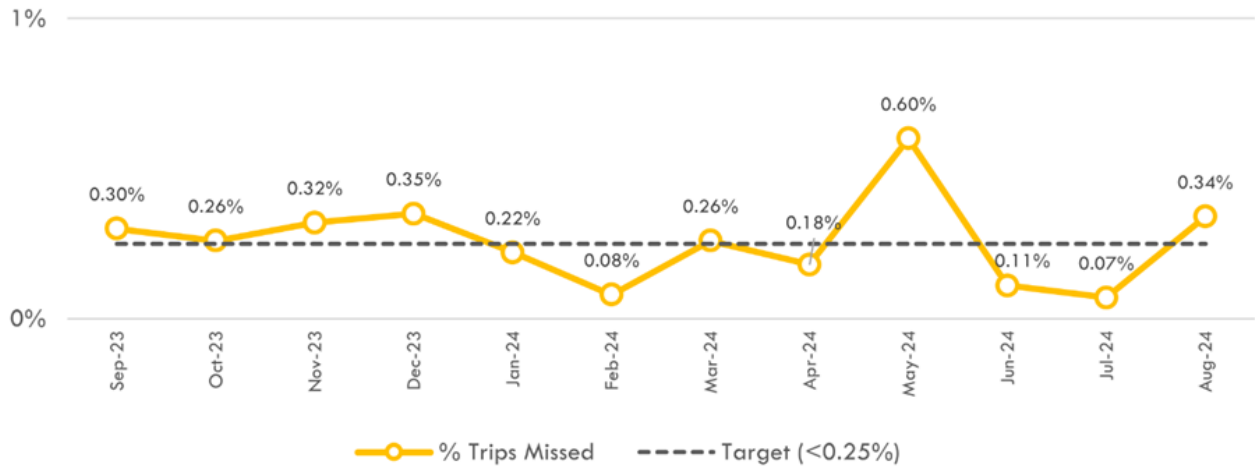
Average Daily Ridership Comparison



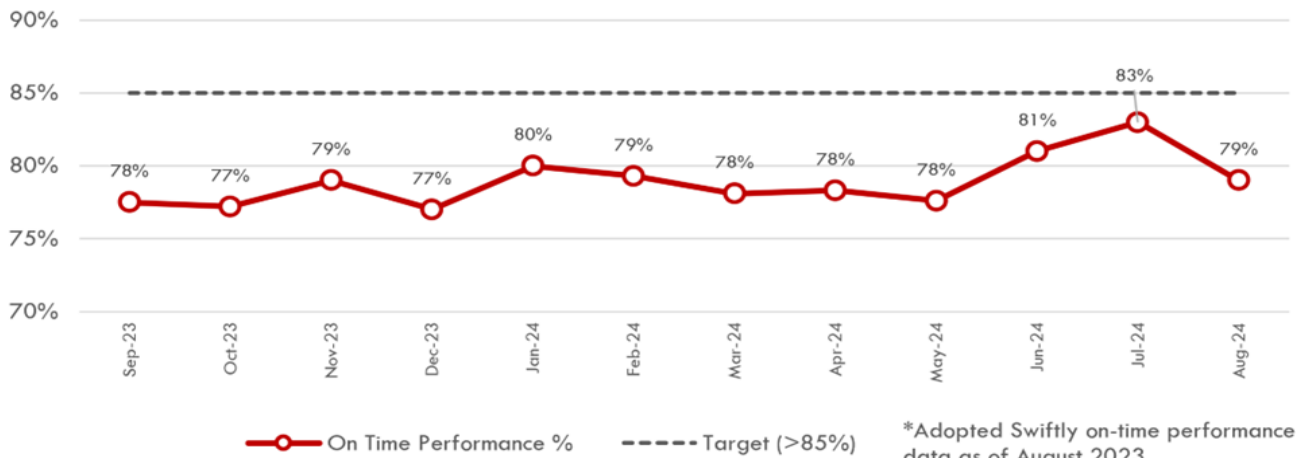
Passengers/Revenue Hour



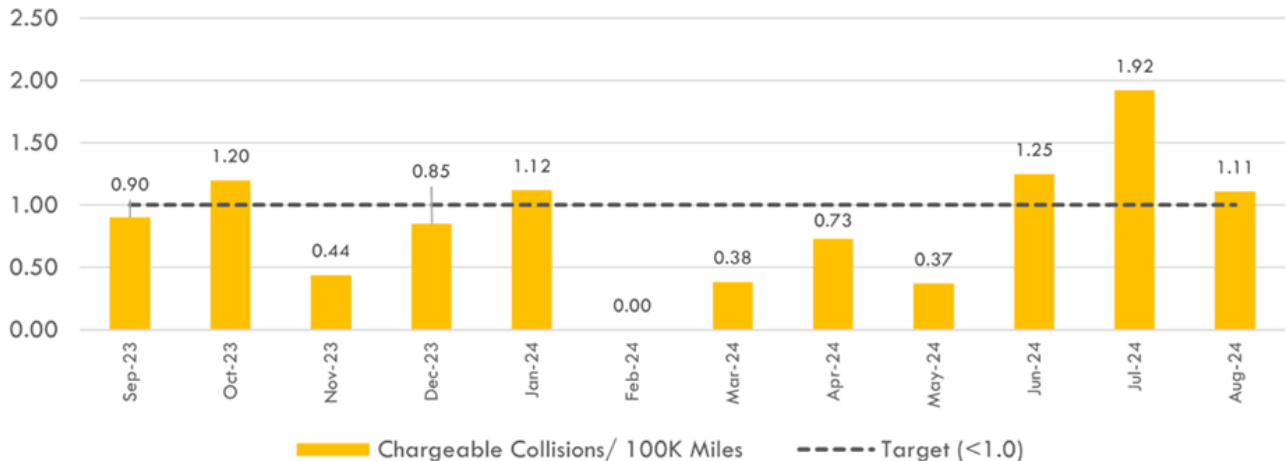
% Trips Missed



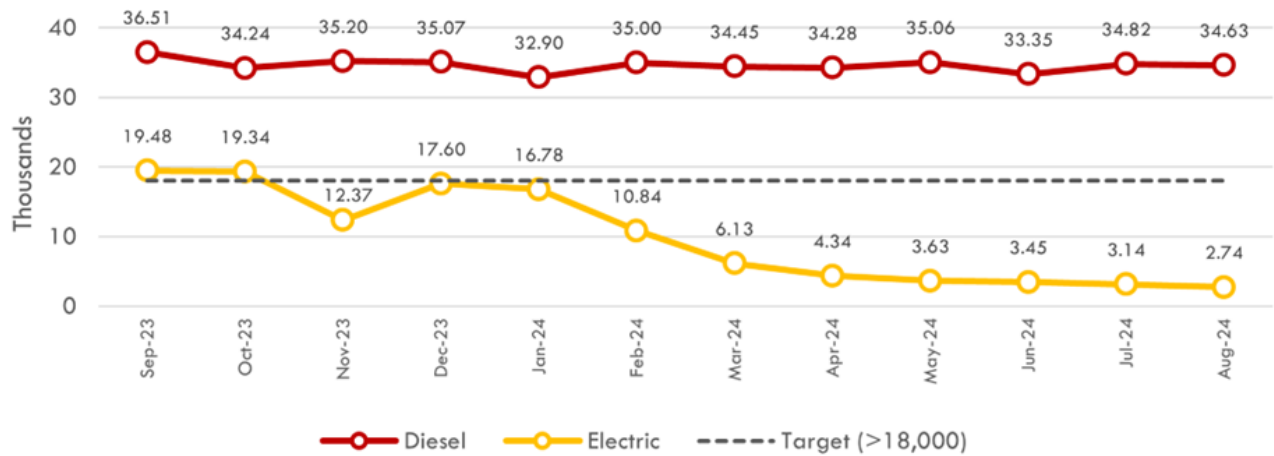
On Time Performance*



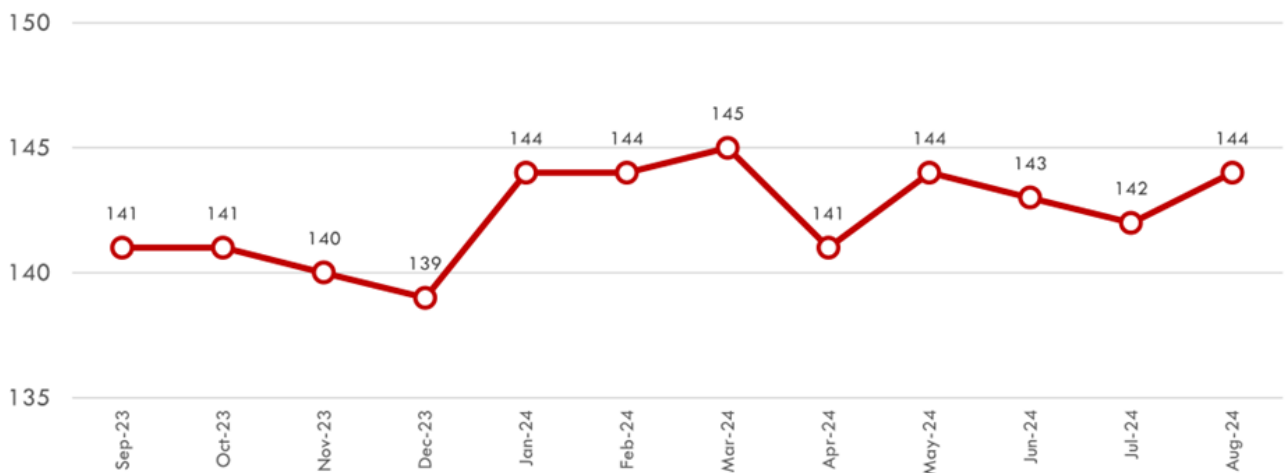
Accident Report



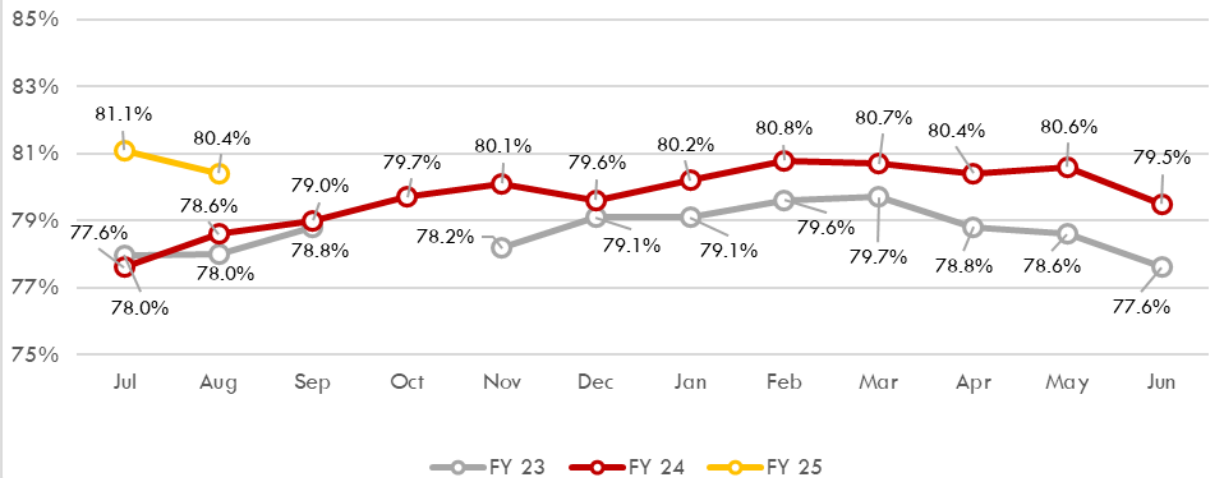
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 10/25/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for September 2024

Background:

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

	FY24-25		Goal*
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	244,663	223,994	
Average Weekday Passengers	10,878	9,351	
Productivity	16.4	14.5	> 17.0
Missed Trips	0.23%	0.21%	< 0.25%
Average Miles Between Road Calls	41,826	46,873	> 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in September 2024 (10,878 passengers) than the previous month of August 2024 (9,663 passengers) and is 5.1% higher than September 2023 (10,354 passengers).

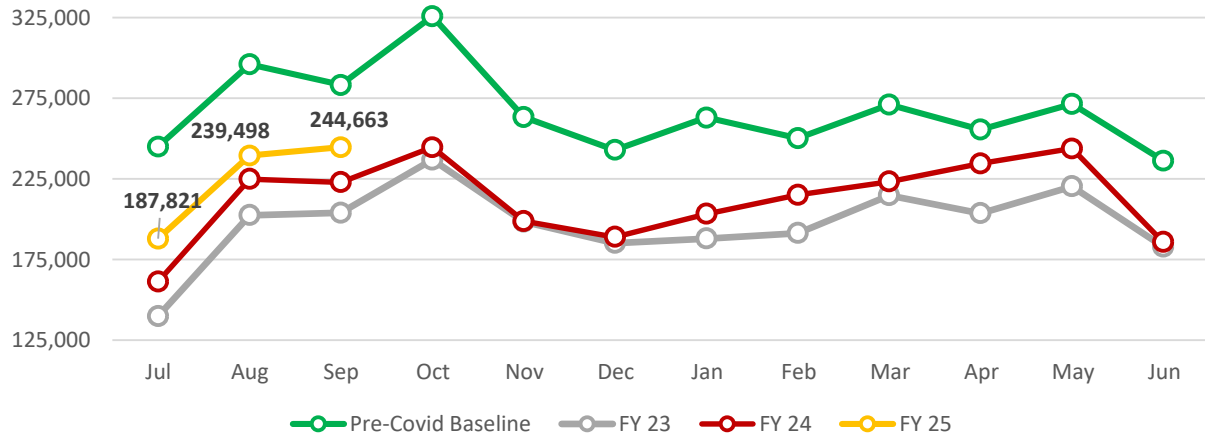
Productivity is a measurement of the average number of passengers per hour of revenue service. In August this was 16.4, which is higher than August 2024 (14.9) and September 2023 (15.3).

Missed trips are those which have been cancelled due to mechanical issues, the lack of available operators, or other reasons. The percentage of missed trips in September was 0.23%, which is lower than the prior month when it was 0.34%.

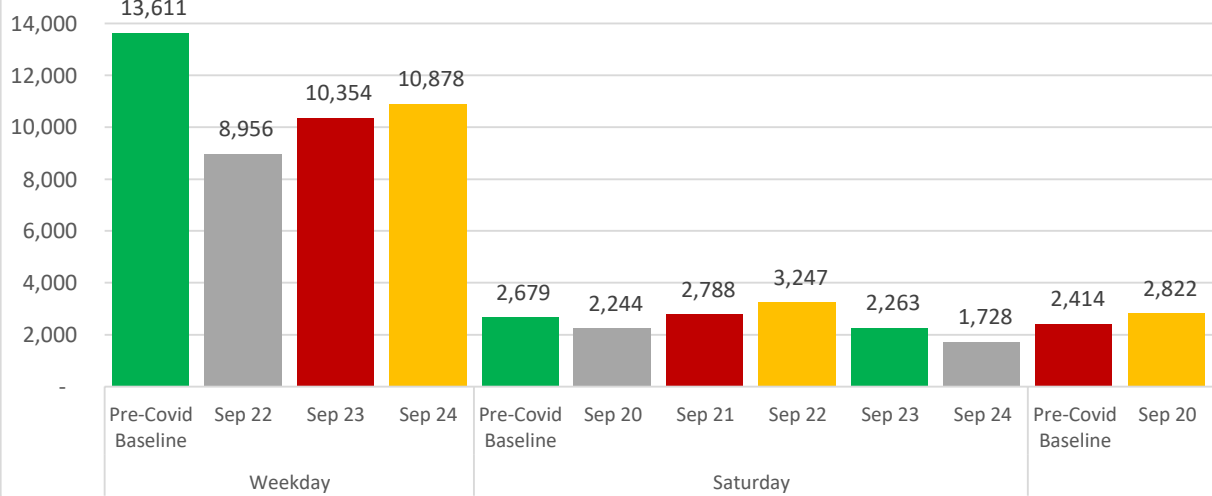
The number of miles between road calls (a bus going out of service due to mechanical issues) was 41,862 miles in September, higher than the prior month in which there were 33,709 miles between road calls. The rolling 12-month average is 36,406 miles between road calls.

Out of 244,663 total passengers in September, 115,435 had the potential to use a Clipper card for payment (the remainder either used an employer or school pass or were on a free route). About 81.5% of these potential Clipper card users paid using Clipper, rather than cash.

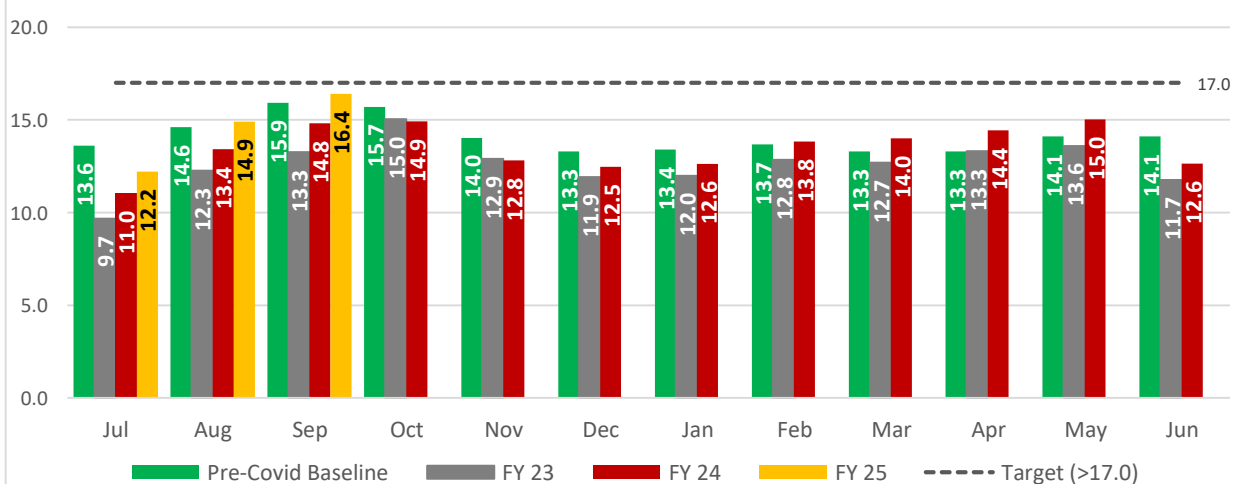
Total Monthly Fixed Route Ridership



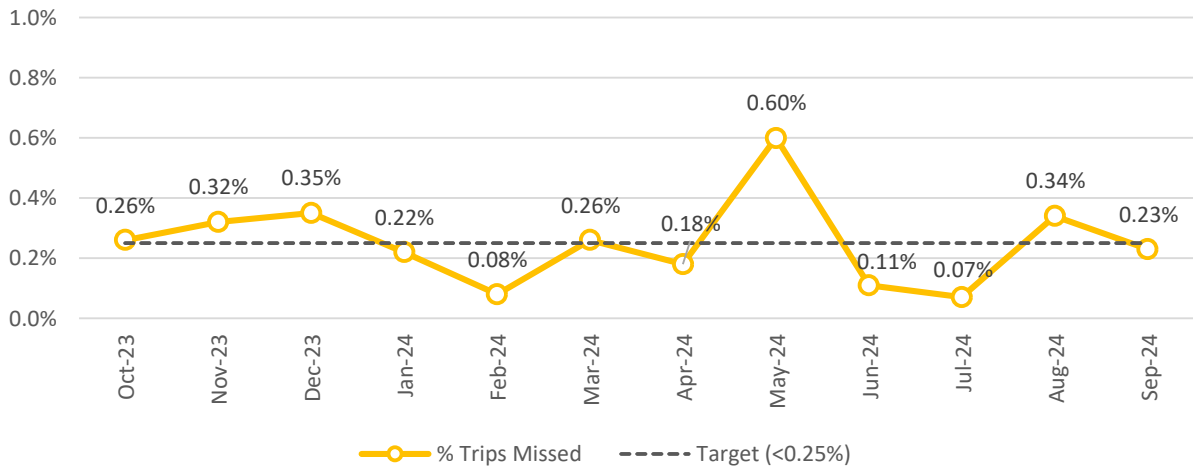
Average Daily Ridership Comparison



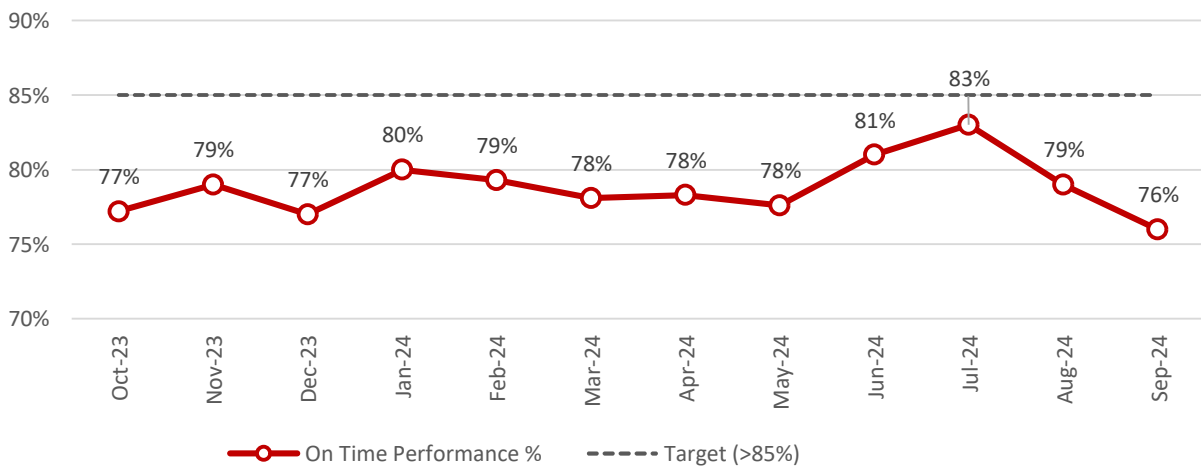
Passengers/Revenue Hour



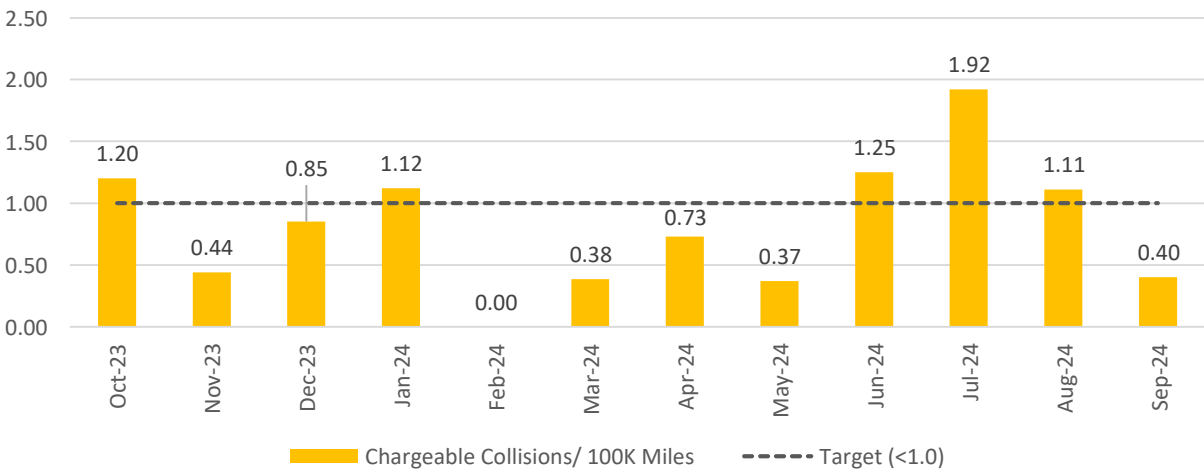
% Trips Missed



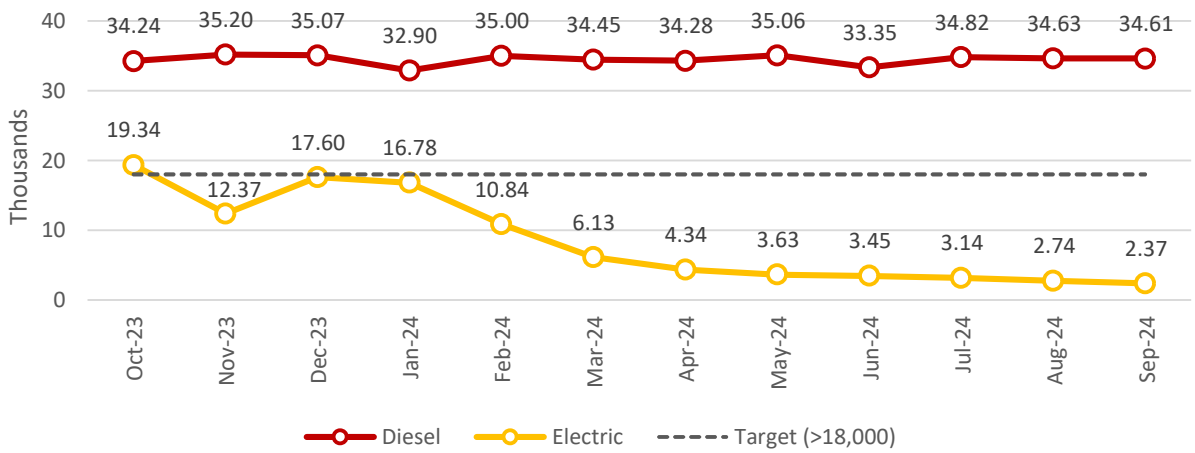
On Time Performance



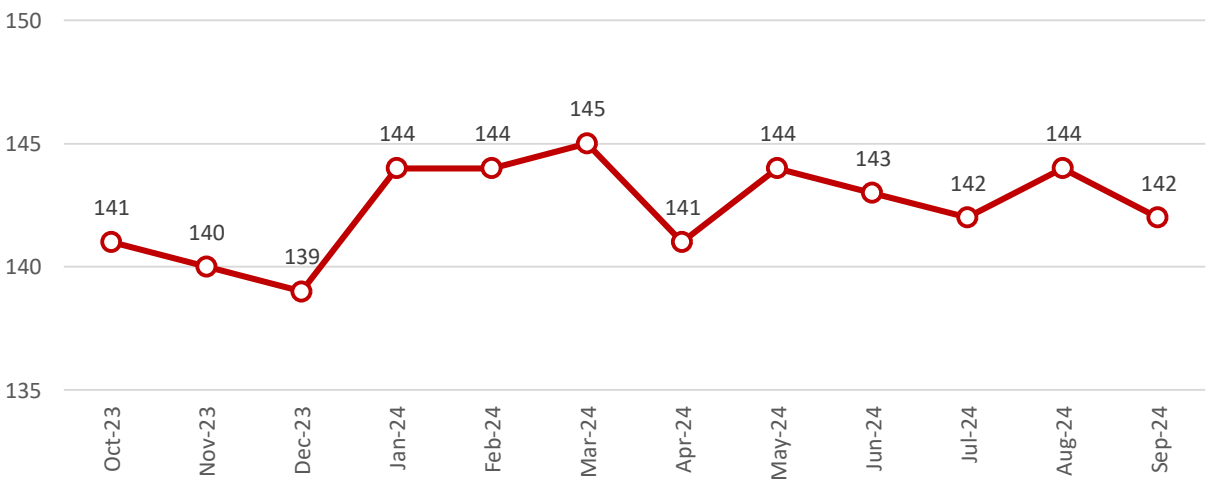
Accident Report



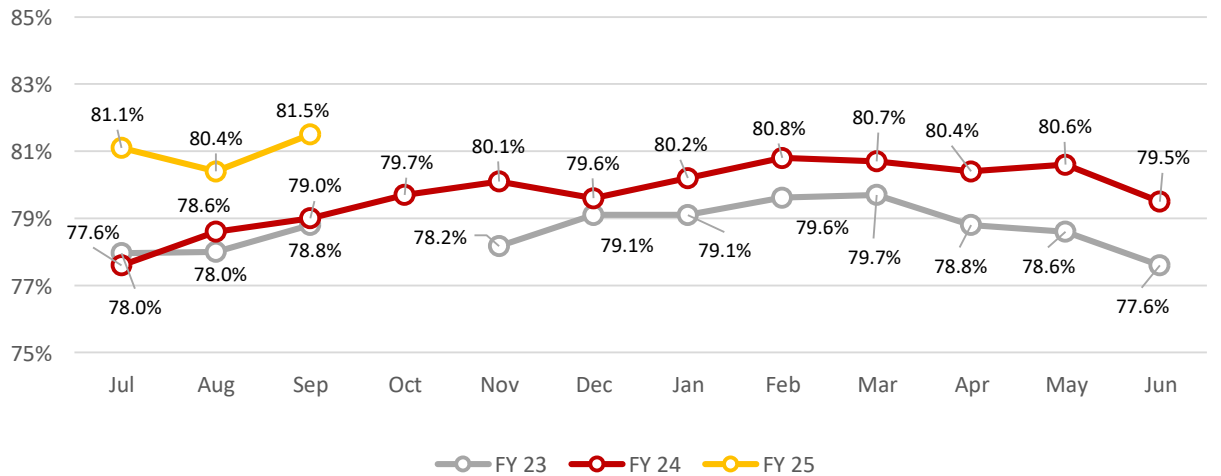
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 09/20/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: *Ref*

SUBJECT: LINK Paratransit Monthly Report - August 2024

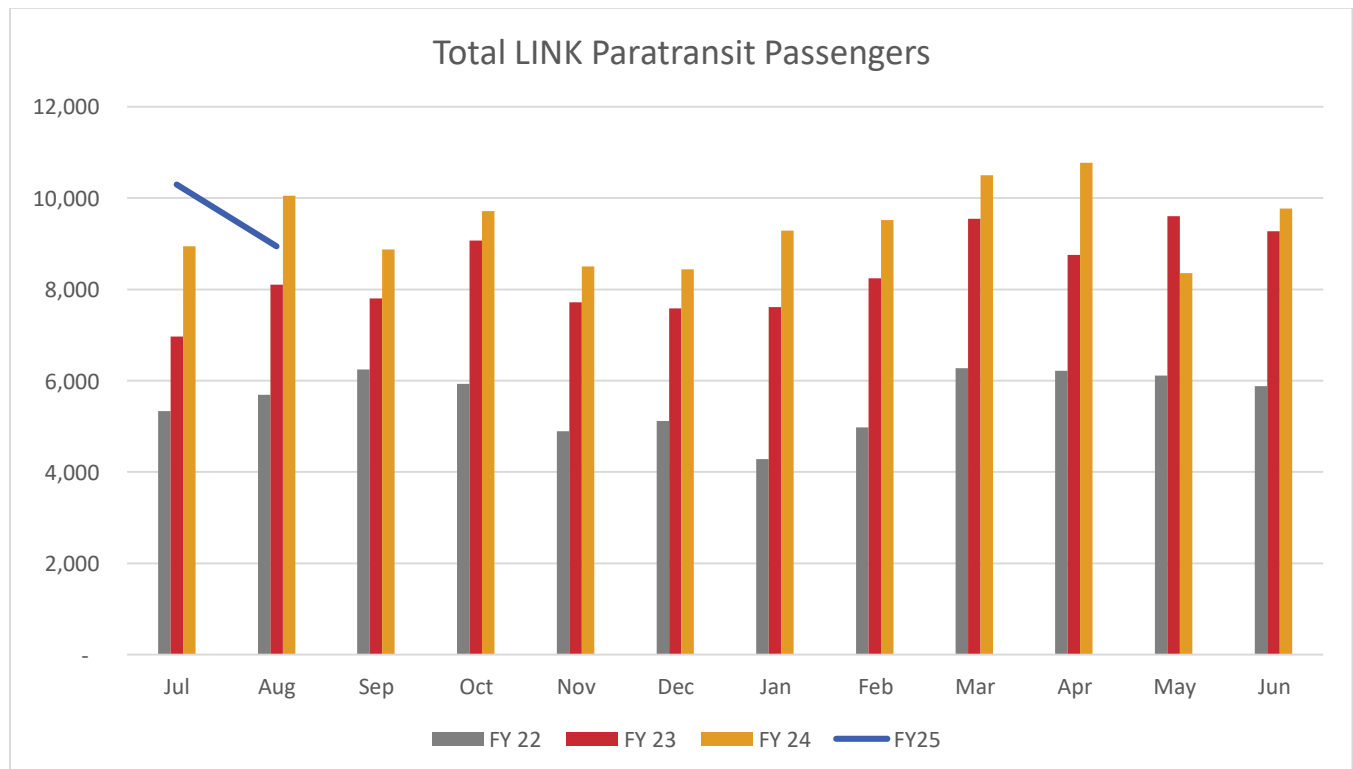
Background:

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 August 2024.

August 2024 Performance Report:

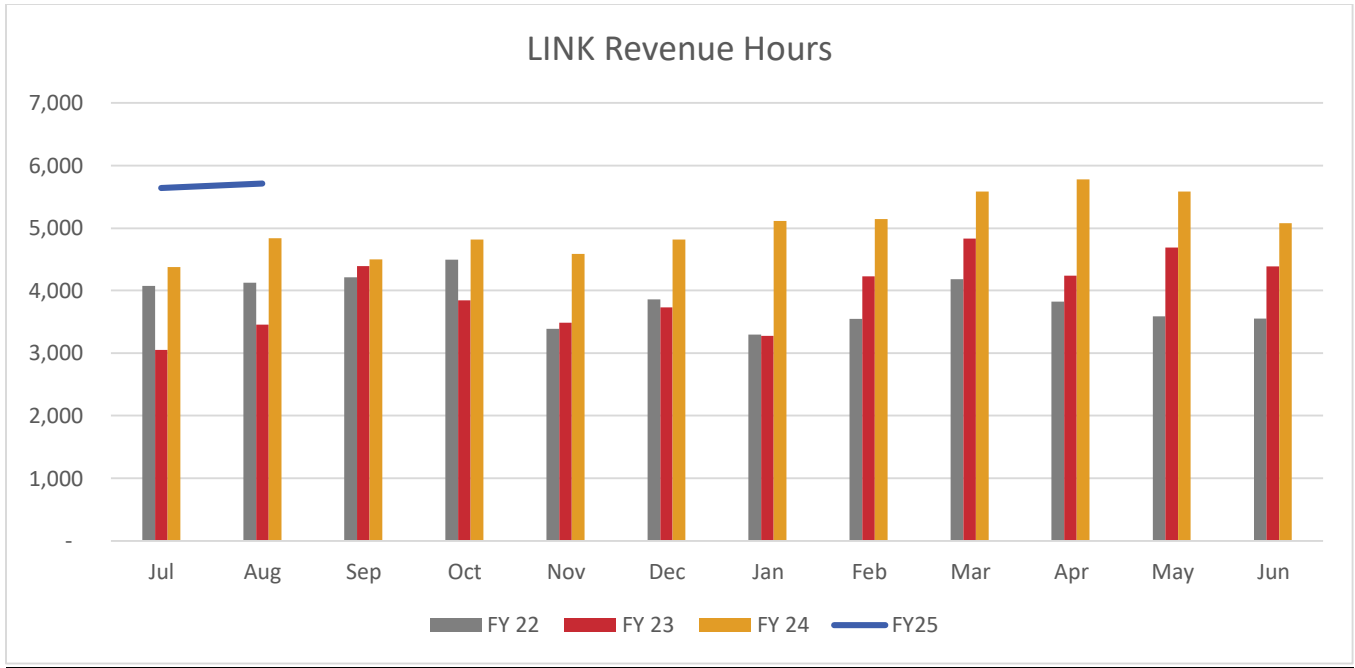
Ridership:

In August 2024 LINK paratransit transported 8,945 passengers, showing an unexpected decrease of 13.1% from the prior month (July 2024) and a decrease of 11.0% from the same month last year. Typically, trip demand increases through the late Summer and early Fall, from July through October, before reducing slightly in the Winter months. The reasons for the decline in August are not known yet, however Staff will continue to monitor for future developments.



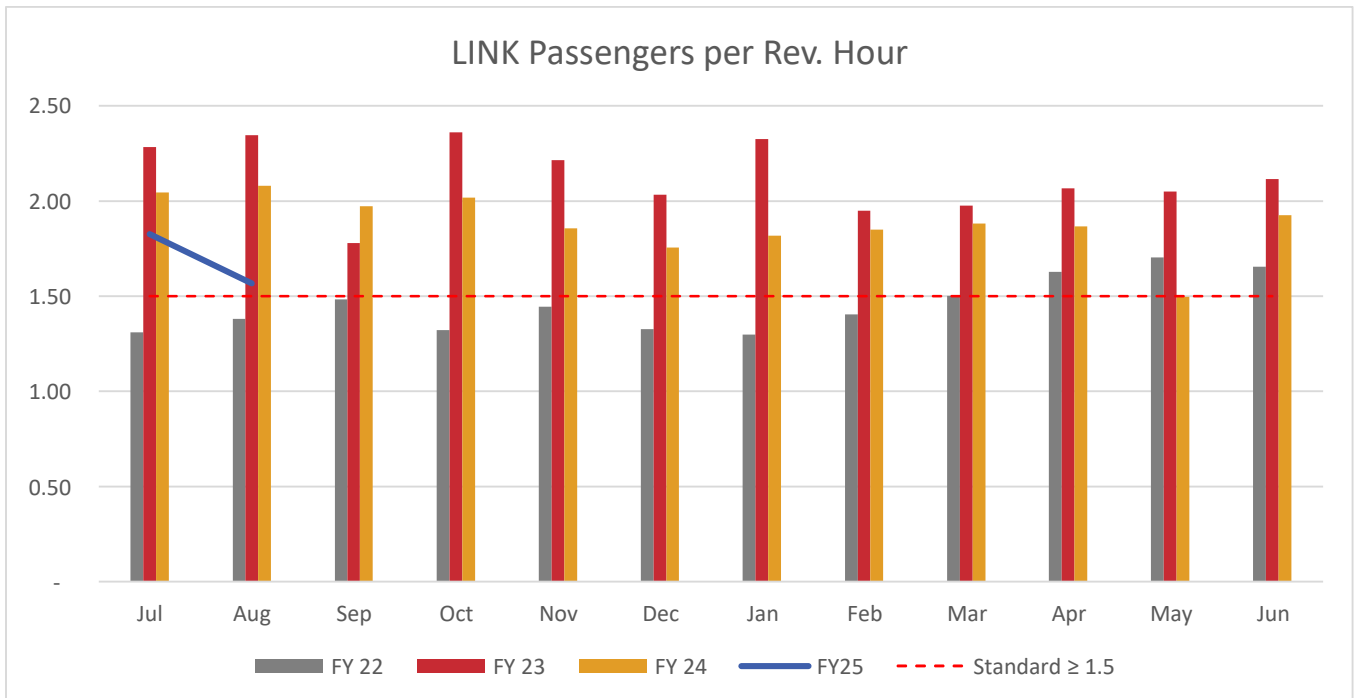
Revenue Hours:

LINK provided 5,711 hours of Revenue Service (time when the vehicle is in service and available for passengers to ride) in August 2024, up about 1.3% from the 5,673 hours operated in July. Although still trending upward, the rate of increase so far in FY25 appears to be down slightly from the robust growth experienced in most of FY24.



Productivity:

In August, the average number of ADA passengers per revenue hour was 1.57, a decrease of 0.26 passengers per hour from the 1.83 seen in July, but still exceeding the LINK Paratransit service standard of at least 1.5 ADA passengers per revenue hour.

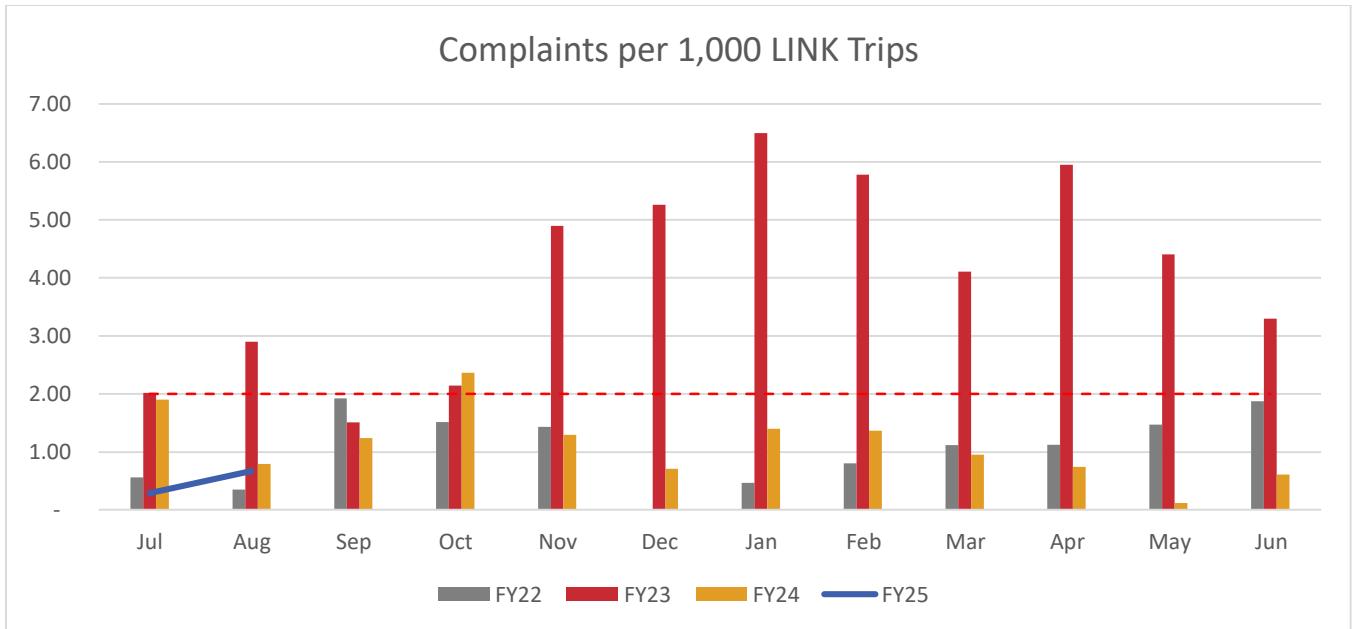


On-Time Performance:

LINK’s On-Time Performance remains exemplary. In August 2024, 99.7% of trips were delivered on time, up 0.1% from July, and handily exceeding the contract standard of 92% for the 27th consecutive month.

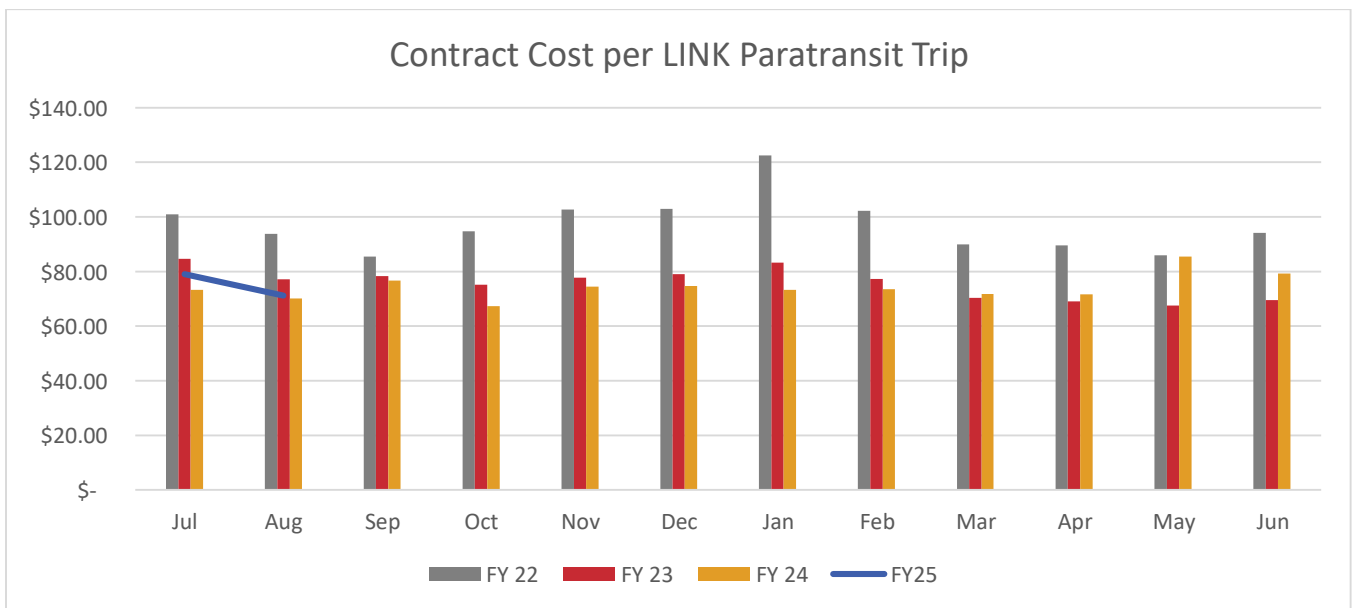
Customer Satisfaction:

Customer satisfaction remains very high with 0.67 validated complaints per 1,000 LINK passenger trips in August 2024. Customer feedback has remained well below the LINK standard of 2.0 complaints per 1,000 trips for the last 14 months.



Financial Implications:

In August 2024, the contract cost per LINK passenger trip was \$71.21, simultaneously marking an increase of 1.6% from the same month in the prior fiscal year, and a 9.9% decrease from the \$79.06 seen in July.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.