

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Friday, December 6, 2024

8:30 a.m.

Small Community Meeting Room
100 Gregory Lane, Pleasant Hill, CA
Revised 12/3/24

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 November 1, 2024*
4. Monument Free Program Update – Information Only *
(Staff will provide ridership update on the Monument Free Program)
5. Choice in Aging MOU Extension*
(Staff requests authorization to extend the MOU for another year)
6. Spring Bid Update – Information Only*
(Staff will provide an update on the upcoming service changes)
7. Approval of Revised Public Transportation Agency Safety Plan (PTASP)**
(Staff will request review and approval of the Public Transportation Agency Safety Plan required by the Federal Transportation Administration.)
8. Automated Driving Systems (ADS) Demonstration Project Update – Verbal Update
(Staff will provide an update on the ADS Project in Martinez)

*Enclosure

**The enclosure will be available at the time of the meeting.

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 – January 3, 2025 (8:30am 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, January 16, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, January 8, 9:00 a.m., 3rd Floor Conference Room
Advisory Committee:	Thursday, January 2, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, January 2, 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
Friday, November 1, 8:30 a.m.**

Directors: Robert Storer, Dave Hudson, Jay Howard
Staff: Bill Churhill, Andrew Smith, John Sanderson, Don Avelar
Public: None

Call to Order: Meeting called to order at 8:30 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None.

3. Approval of Minutes of September 4, 2024

The Committee approved the minutes.

4. Swiftly Software License Renewal

Mr. Smith reported that County Connection uses multiple modules from the Swiftly software suite, and that the proposed eight-month renewal of the On-Time Performance and Run Times modules will align the contract's cycle with another existing Swiftly contract for additional software modules. Mr. Smith also highlighted how the Swiftly product increases data points and reliability and reduces latency for GPS-based data, and how this data will be heavily used on the upcoming Transit Corridor Study. The Committee forwarded to the Board the staff's request for approving an eight-month license renewal with Swiftly for the two modules.

5. Regional One Seat Ride Update

Mr. Sanderson provided an update on the regional One Seat Ride pilot program which eliminated the need for passenger transfers when travelling between the paratransit service areas of Tri-Delta Transit, WestCat, LAVTA, and County Connection. Mr. Sanderson also noted that the passenger experience has been greatly improved by the program, and very positively received by its customers. The Committee forwarded to the Board the staff's request 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.

6. Winter Bid Update

Mr. Smith provided a brief overview of what a bid is, from both a driver's and scheduling perspective, and noted that most of the changes from the current schedule are the result of increased run times due to increased traffic congestion.

7. Regional Transit Transformation Action Plan Accessibility Initiatives Update

Mr. Sanderson provided an overview of the accessibility-related action items from the Blue-Ribbon Transit Recovery Taskforce and an update on their progress. This includes the identification of funding for three new one-seat-ride pilots, the revision of the Clipper 2.0 scope of work to include full integration of regional paratransit services, the successful negotiation of a region-wide common set of practices for ADA paratransit eligibility assessments for the first time on over 20 years, and further refining the program to implement Action 21 and specifically recognizing that a one-size-fits-all approach of designating a “mobility manager” for each county might not be effective in every county.

8. Automated Driving Systems (ADS) Demonstration Project Update

Mr. Sanderson shared that ridership remains very low on this demonstration project, likely the result of the operator (May Mobility) not providing a morning or early afternoon service to/from the County Hospital.

9. Monthly Ridership Reports

Mr. Smith shared that ridership has continued to increase when compared to last year, with the largest percentage gains being seen in weekend service, and that systemwide productivity is getting close to pre-COVID levels. Mr. Smith noted that the number of operators has remained steady due to retirements matching recruitments, and that the ongoing shortage of operators is now the first constraint to adding service, followed closely by budget.

Mr. Sanderson shared that ridership decreased approximately 13% in August compared to July, that reasons for the decline in August are not known yet, but that staff will continue to monitor for future developments. He highlighted that productivity continued to exceed the standard of 1.5 passengers per hour and on-time performance rose to 99.7%.

10. Committee Comments

None

11. Future Agenda Items

None

12. Next Scheduled Meeting

The next meeting was scheduled for December 6 at 8:30 a.m. at Small Community Meeting Room located at 100 Gregory Lane, Pleasant Hill, CA.

13. Adjournment

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

Minutes prepared and submitted by: Andrew M. Smith, Director of Planning & Marketing

To: Operations & Scheduling Committee

Date: 11/29/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Monument Free Ridership Update

Background:

In July 2019, County Connection launched a free fare pilot program on three weekday bus routes serving the Monument Corridor in Concord (Routes 11, 14, and 16). These routes connect Concord BART to various destinations in Martinez, Pleasant Hill, and Walnut Creek, including other BART stations, Amtrak, and the Contra Costa Regional Medical Center. This initiative was funded by a grant from California's Low Carbon Transit Operations Program (LCTOP), which supports projects that reduce greenhouse gas emissions and benefit disadvantaged communities.

In July 2022, the program expanded to include three weekend routes on the Monument Corridor (Routes 311, 314, and 316). This expansion was made possible by additional funding and the reduced ridership impact of the COVID-19 pandemic. The success of this pilot led to the permanent expansion of the free fare program for weekend routes in December 2022.

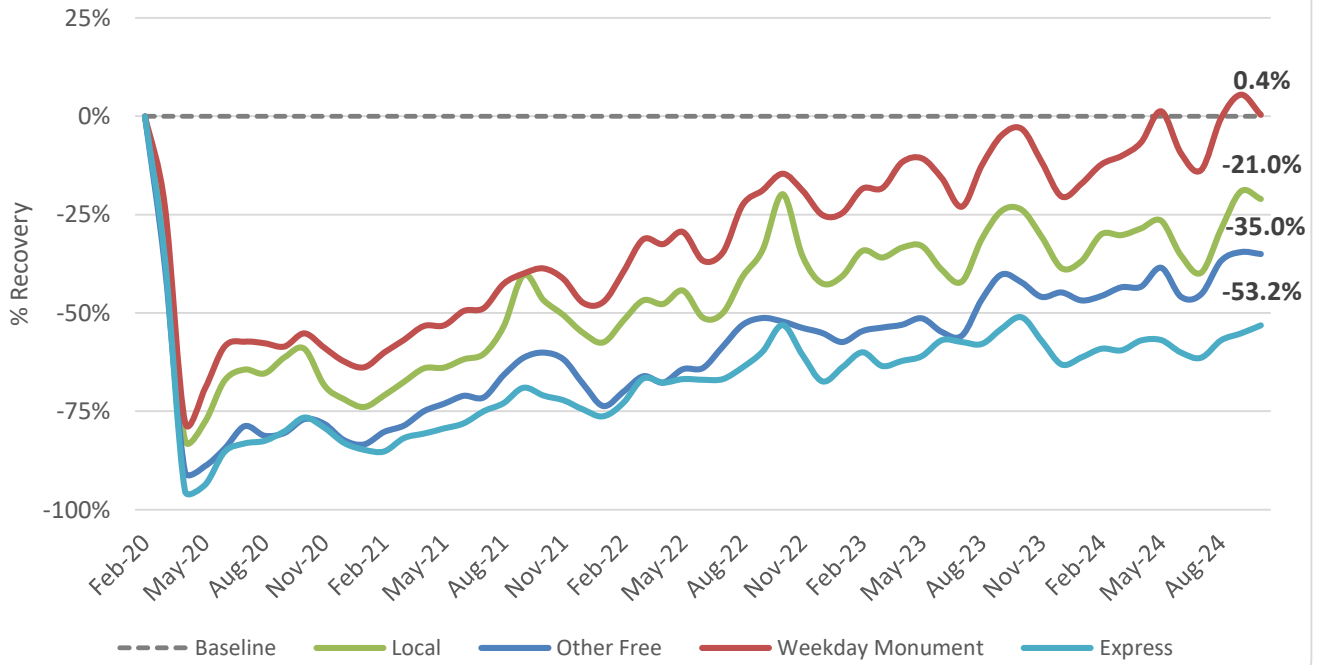
Ridership:

In March 2020, the onset of the shelter-at-home order led to a system-wide decline in ridership as businesses closed and remote work became prevalent. The pandemic exacerbated existing social inequities, as essential workers, often from low-income and minority communities, continued to rely on transit.

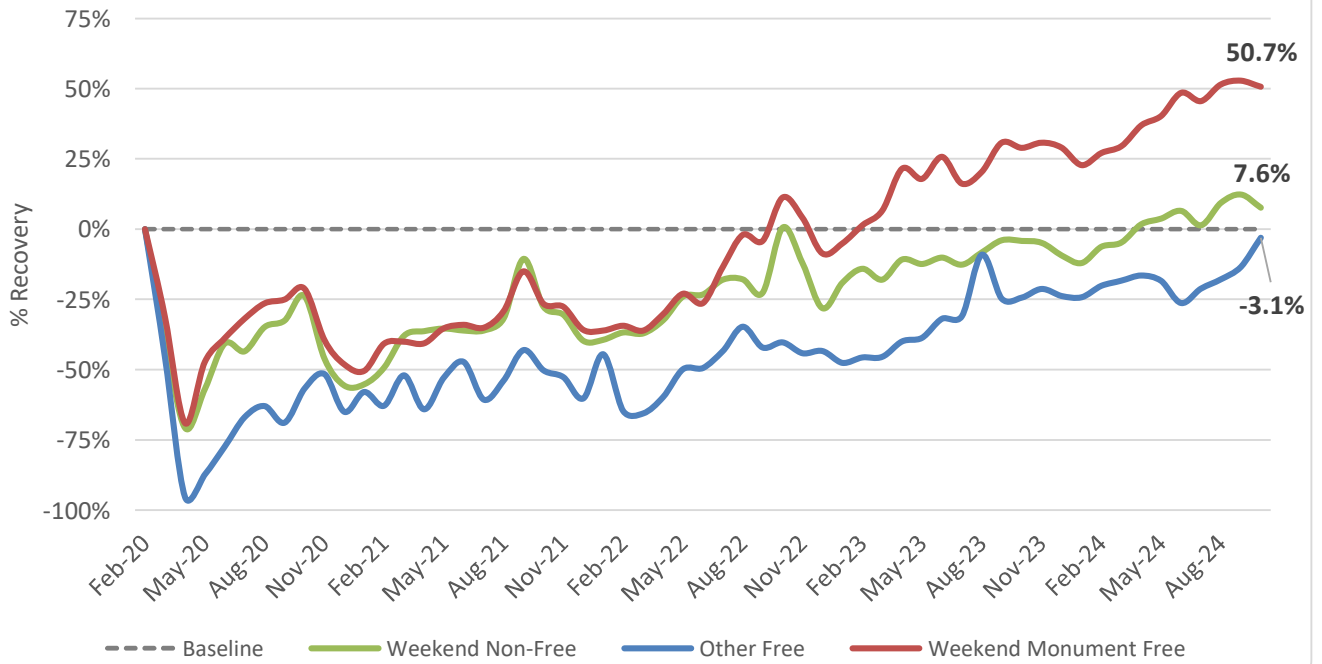
While Monument Corridor routes serving predominantly disadvantaged communities experienced a similar initial ridership drop, they have seen a more pronounced recovery compared to other fixed routes. As of October 2024, weekday ridership on Routes 11, 14, and 16 have exceeded pre-pandemic levels. In contrast, on Routes 4, 5, 7, and 99X, which are also free, weekday ridership remains at approximately 65% of pre-pandemic levels.

Post-pandemic shifts in ridership patterns have also impacted weekend service along the Monument Corridor. Routes 311, 314, and 316 have seen a 50% increase in weekend ridership over pre-pandemic levels, whereas, by comparison, weekend ridership on Route 4 is about the same as its pre-pandemic levels.

Weekday Ridership Recovery Comparison



Weekend Ridership Recovery Comparison



Financial Implications:

None. County Connection intends to operate the Program as long as funding remains available through California's Low Carbon Transit Operations Program (LCTOP) or through another funding source.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations and Scheduling Committee

Date: 11/26/2024

From: John Sanderson, Director of ADA and Specialized Services

Reviewed by: *Ref*

SUBJECT: Choice in Aging Memorandum of Understanding

Background:

Choice in Aging (CiA), an adult social service agency accounted for about 20% of County Connection's daily paratransit trip volume, before the COVID-19 pandemic. In the summer of 2017, under the prior paratransit service contractor, CiA and its clients experienced a number of challenges related to County Connection LINK paratransit service. To address these issues, County Connection retained a consultant to make recommendations to improve communication between County Connection and CiA, and to improve service outcomes for CiA's most vulnerable clients.

One of the solutions proposed by the consultant was that County Connection and CiA work together to provide a more tailored service using an accessible Transportation Network Company (TNC) partner for the small number of CiA clients that were unable to use LINK paratransit to access the CiA program. As a result, in March 2019, the Board approved a six-month pilot project, in which Choice in Aging would retain the services of SilverRide.

In January 2022, following a nearly two-year hiatus due to the pandemic, the Board again approved a demonstration pilot project as County Connection staff worked with Choice in Aging staff to reopen and identify new passengers. The new pilot also included a same-day booking option for the first time, enabling qualified program participants to book same-day trips to CiA using SilverRide. The same-day option was intended to eliminate unforeseen no-shows to the CiA day program and gave other clients the opportunity to benefit from the program by reducing or eliminating unused program placements.

Program Update

In January 2023, the Board took action to make the CiA - SilverRide program permanent and authorized the General Manager to enter into a one-year Memorandum of Understanding (MOU) with CiA for reimbursement of program expenses. The Board acted again in December of 2023 to authorize a new MOU allowing County Connection to continue reimbursing CiA's program expenses through December 2024.

Staff has continued to monitor the program over the past two years. On-time performance has remained exemplary, while the anticipated decrease CiA day-program no shows due to late LINK rides has been sustained since the beginning of the program. At the same time, the CiA - SilverRide program has benefited the LINK program by reducing both trip demand and the administrative load for dispatch

during the busiest hours of the day. The proven success of the program for all parties more than justifies County Connection's continued support.

Financial Implications:

Total CiA - SilverRide program costs of slightly under \$400,000 are expected for the current Fiscal Year (FY2025) and are included in the FY2025 budget. The SilverRide per-trip price of \$36.95 falls well below the average LINK paratransit trip cost of \$74.85, observed over the past 28 months.

Recommendation:

Staff recommends executing a new MOU with Choice in Aging, to enable them to extend their contract with SilverRide. This will continue to provide an alternative transportation service, offered by County Connection through CiA which is safe reliable and cost effective for a vulnerable population in our service area.

Action Requested:

Staff respectfully requests the Operations & Scheduling Committee forward to the Board of Directors authorization for the General Manager to enter a new one-year MOU permitting County Connection to reimburse CiA for their SilverRide trip costs.

Attachments:

None

To: Operations & Scheduling Committee

Date: 11/29/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Spring Bid Update

Background:

The COVID-19 pandemic necessitated significant service changes to maintain transit accessibility across the service area in response to fluctuating ridership. As businesses have reopened and 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, a shortage of operators remains a significant barrier to expanding service levels. Additionally, continually increasing traffic congestion has necessitated 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 exceeded pre-pandemic levels for over a year, likely due in part to the expansion of the Monument Free program and a shift in travel patterns. Meanwhile, school ridership has also shown a significant recovery, reaching 102% of pre-pandemic levels as of October 2024. Weekday ridership currently sits at 81% of pre-pandemic levels for local routes and 55% for express routes. Overall ridership was at 82% of pre-pandemic level in October 2024.

On-Time Performance Trends:

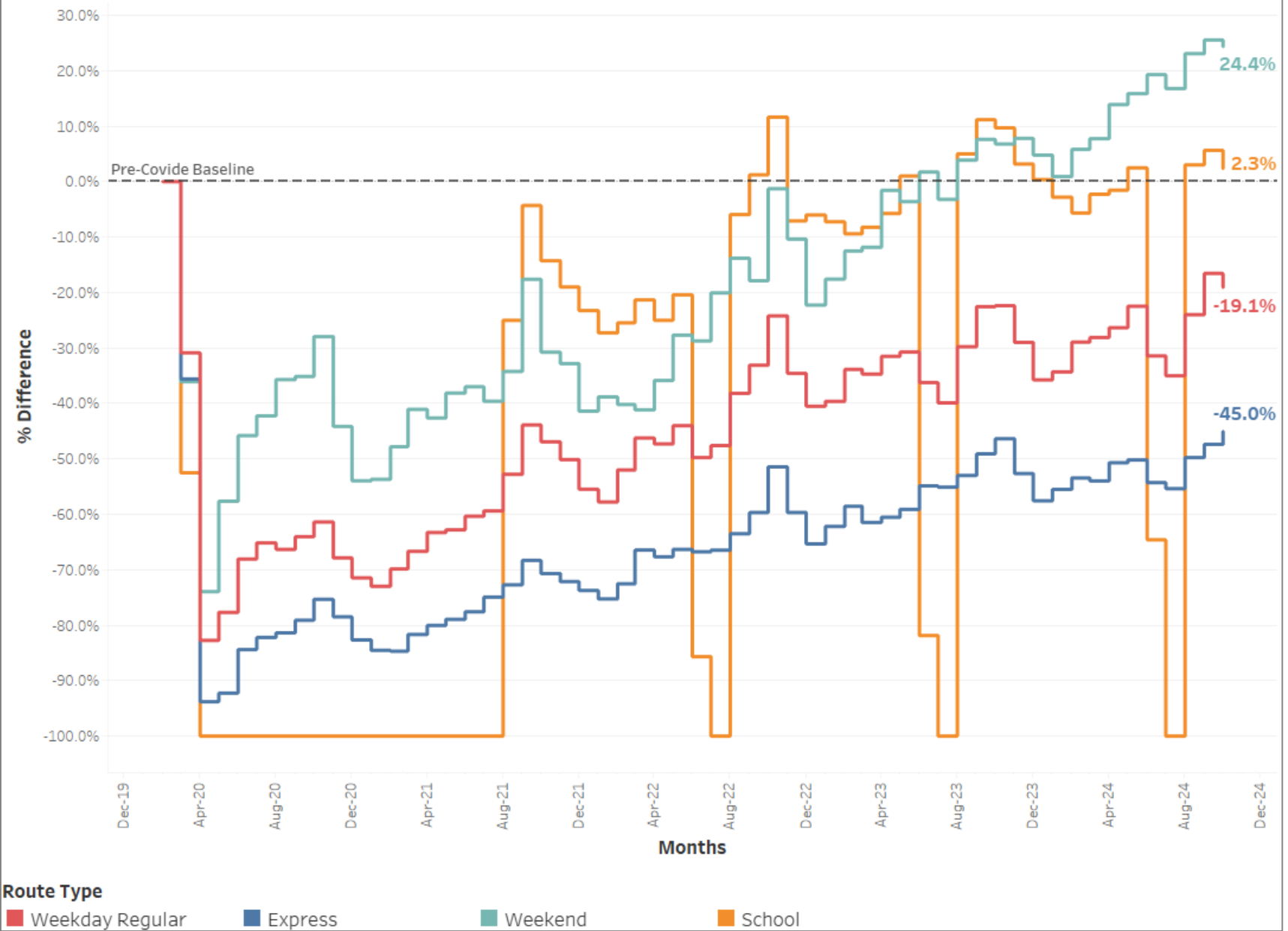
The Winter Bid included several service adjustments to improve on-time performance and address feedback from our operators. These changes primarily affected the following routes:

- Weekday Routes: 10, 17, 20, and 28 serving Concord, Pleasant Hill, and Martinez.
- Weekend Routes: 321 and 335 serving Walnut Creek, Danville, and San Ramon.
- School Routes: 601, 602, 605 serving Walnut Creek Intermediate School, and 612 serving Pine Hollow Middle School.

Compared to the Fall Bid, these routes have seen an 8.7% increase in on-time performance during the Winter Bid (from 74.5% to 81.2%). Staff will continue to monitor the performance for any future service changes.

Figure 1: Comparison with Pre-Covid Ridership

Comparison with Pre-Covid Baseline



Spring Bid:

The Spring Bid, effective January 12, 2025, 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 7, 11 and 15 that serve Concord and Walnut Creek will see schedule modifications to enhance on-time performance and operator recovery times during peak hours.
- Route 99X, which connects the North Concord BART station with the Martinez Amtrak station, will undergo route modifications due to a change in location of the VistAbility (formerly Contra Costa ARC) Commercial Support Services facility. This facility provides jobs to adults with developmental disabilities, and represents a significant portion of the ridership on this route.

School Adjustments:

- Route 623, serving Monte Vista High School in Danville, and Route 636, serving Iron Horse Middle School and California High School in San Ramon, will undergo schedule adjustments to improve on-time performance.

Weekend Adjustments:

- Routes 311 and 315, serving Concord and Walnut Creek, will undergo modifications to improve on-time performance and operator recovery times.
- Route 301, serving Walnut Creek, will be extended to Safeway in the Shadelands area, improving weekend access to grocery stores.

Financial Implications:

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

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

None

To: Operations & Scheduling Committee

Date: 11/27/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for October 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	266,639	234,655	
Average Weekday Passengers	10,548	9,650	
Productivity	16.0	14.9	> 17.0
Missed Trips	0.66%	0.33%	< 0.25%
Average Miles Between Road Calls	56,553	49,293	> 18,000

** Based on current standards from updated SRTP*

Analysis:

Average weekday ridership was lower in October 2024 (10,548 passengers) than the previous month of September 2024 (10,878 passengers) and is 1.7% higher than October 2023 (10,375 passengers).

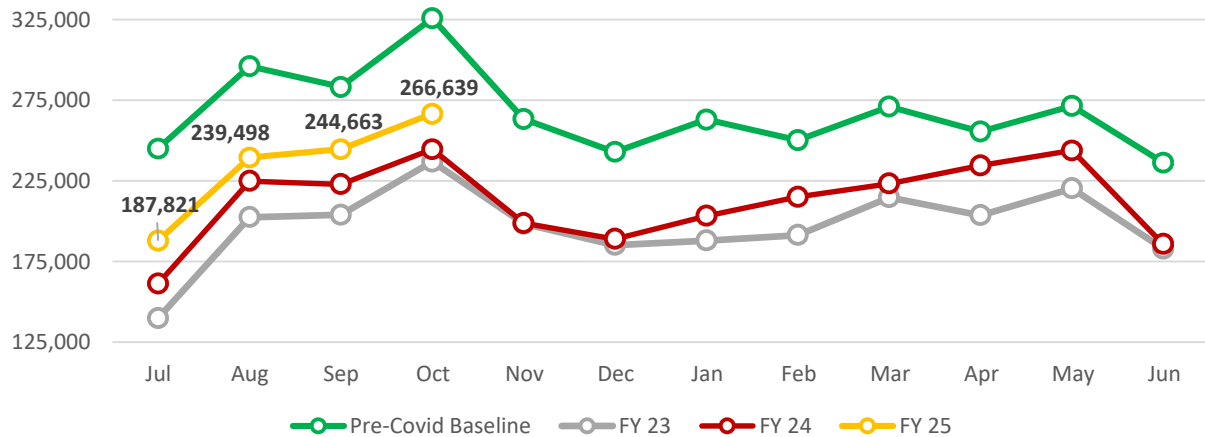
Productivity is a measurement of the average number of passengers per hour of revenue service. In October this was 16.0, which is lower than September 2024 (16.4) and October 2023 (14.9).

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 October was 0.66%, which is higher than the prior month when it was 0.23%.

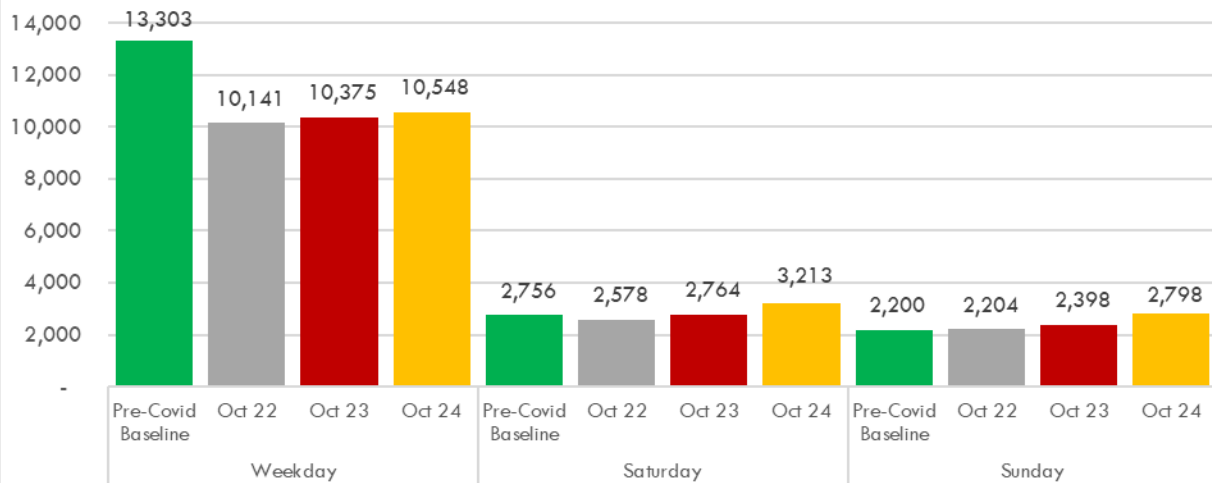
The number of miles between road calls (a bus going out of service due to mechanical issues) was 56,553 miles in October, higher than the prior month in which there were 41,862 miles between road calls. The rolling 12-month average is 38,796 miles between road calls.

Out of 266,639 total passengers in October, 123,850 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.

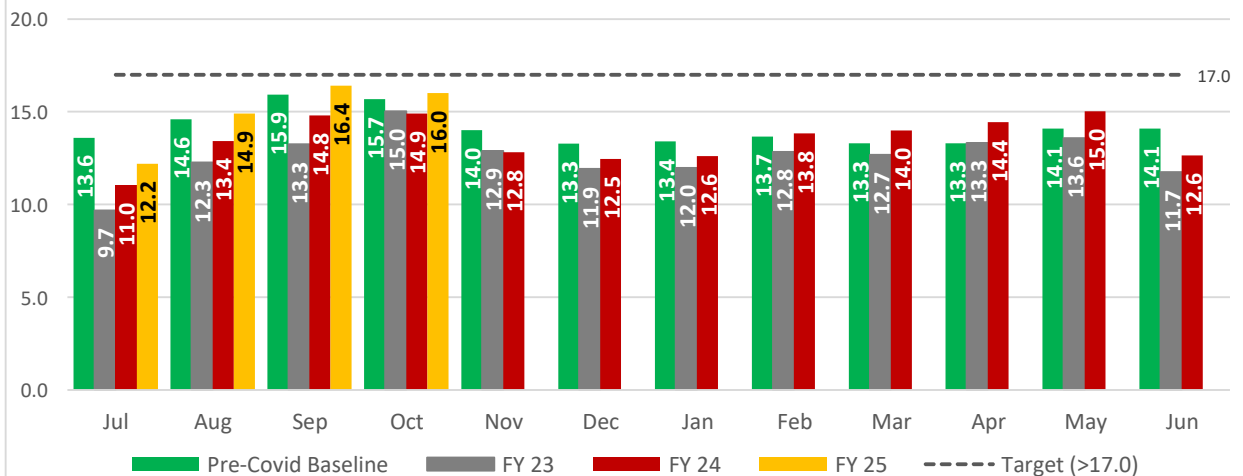
Total Monthly Fixed Route Ridership



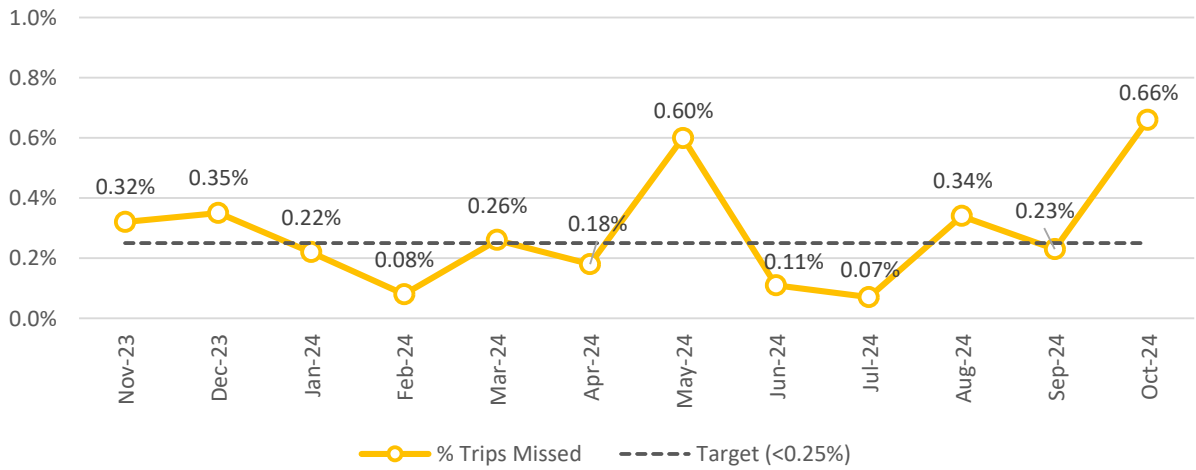
Average Daily Ridership Comparison



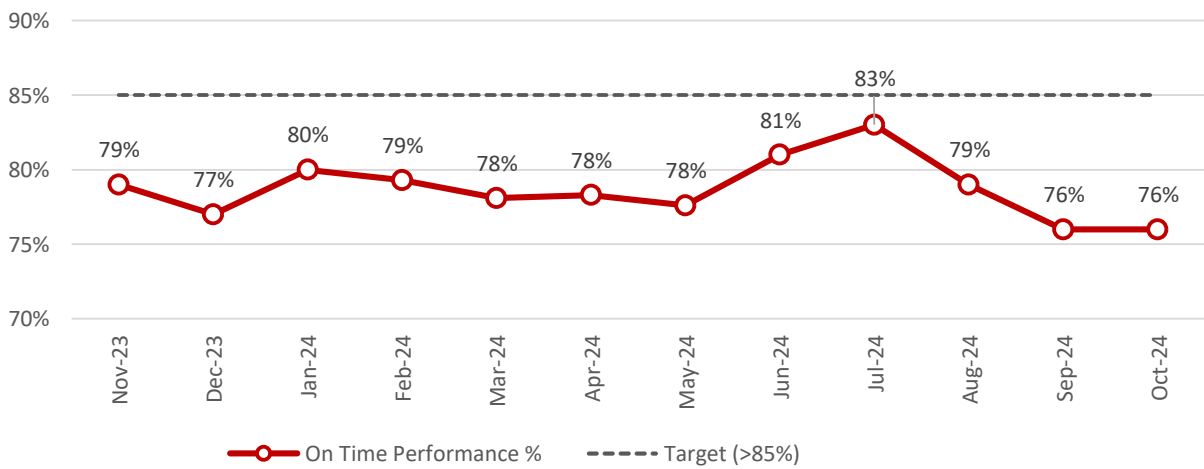
Passengers/Revenue Hour



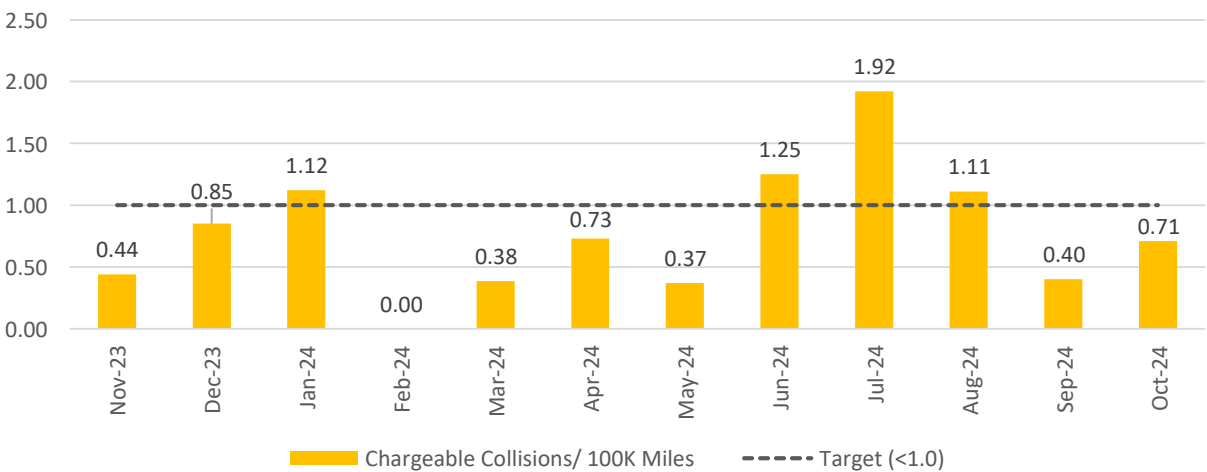
% Trips Missed



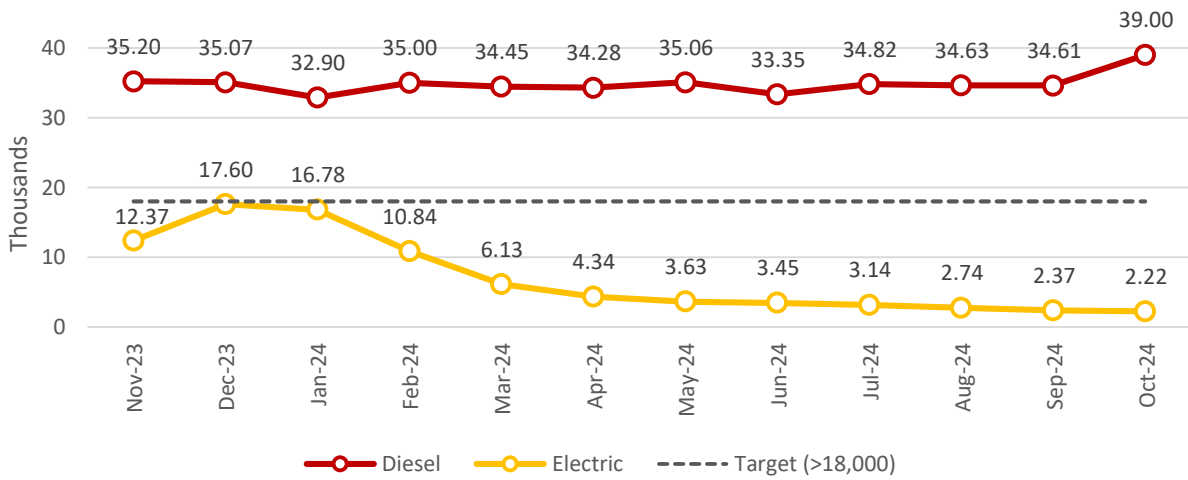
On Time Performance



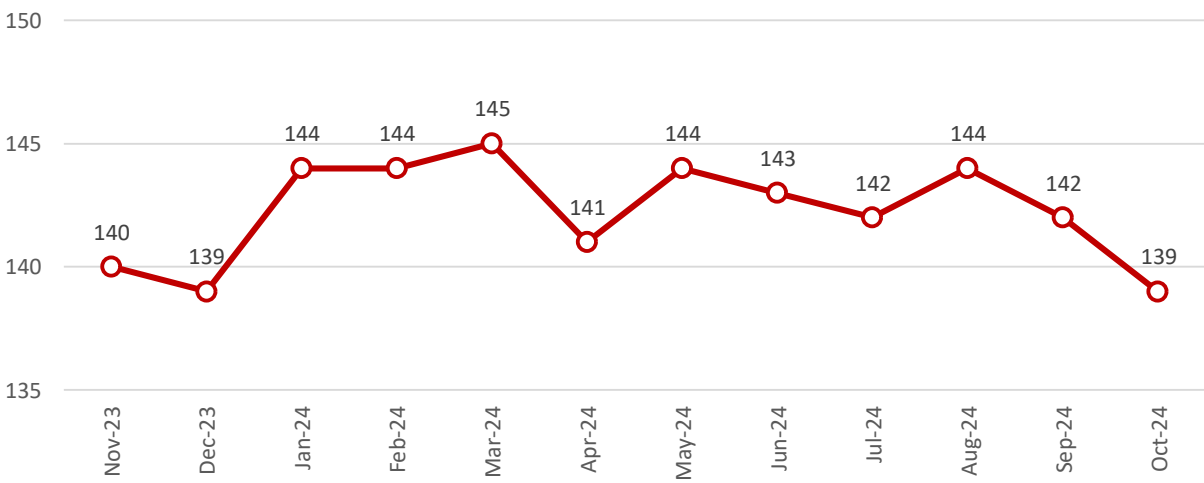
Accident Report



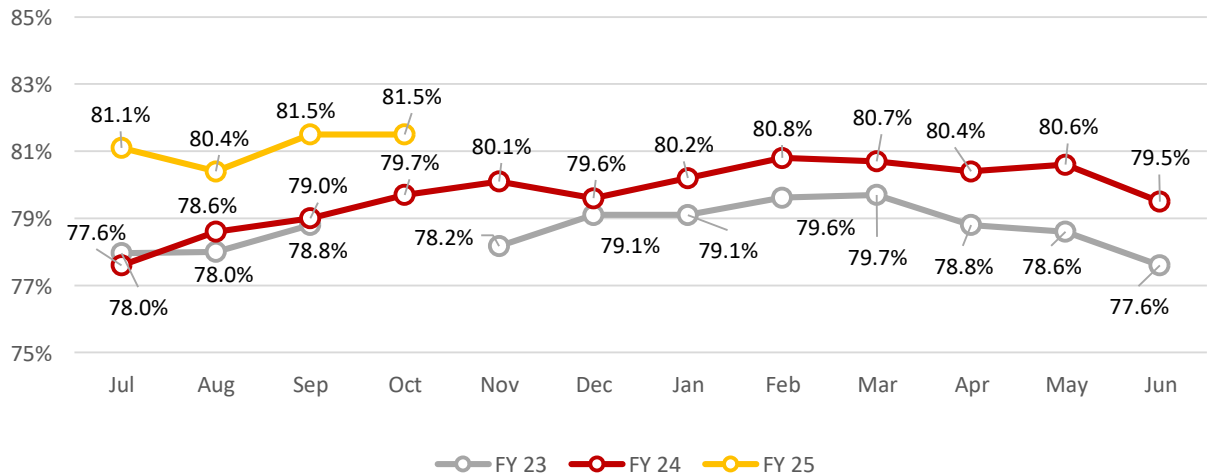
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 11/25/2024

From: John Sanderson, Director of ADA & Specialized Services

Reviewed by: *Ref*

SUBJECT: LINK Paratransit Monthly Report - October 2024

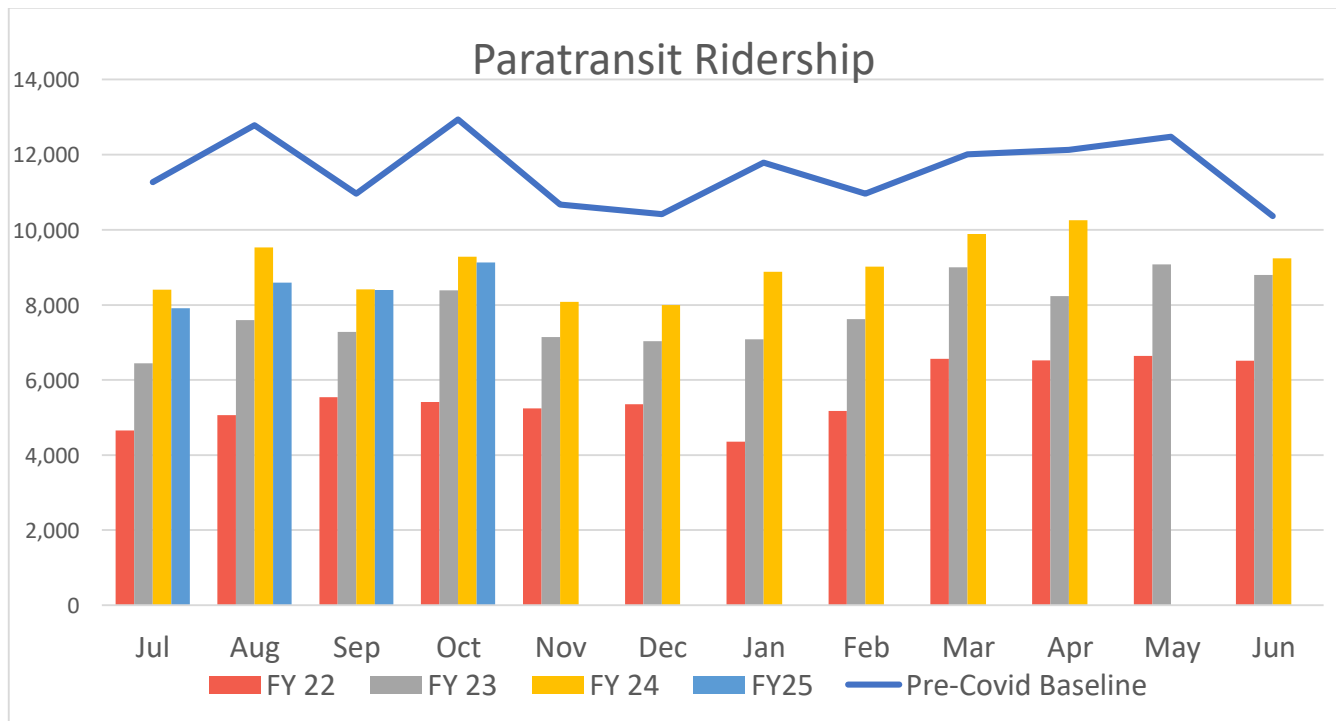
Background:

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

July 2024 Performance Report:

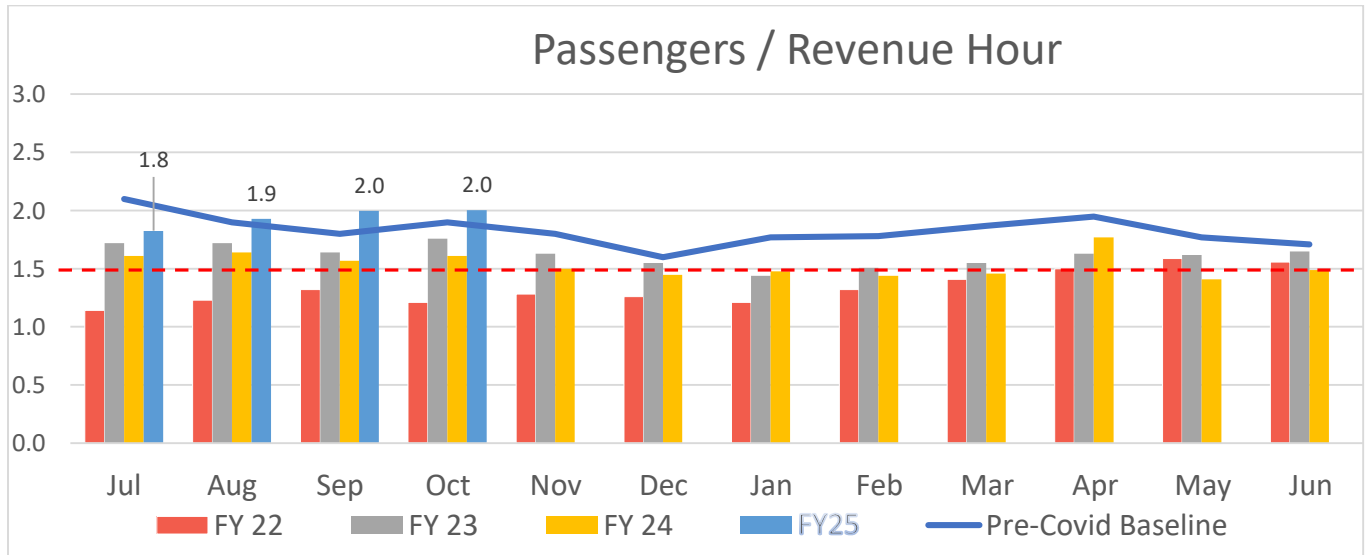
Ridership:

In October 2024 there were 9,127 ADA passenger trips, showing a slight decrease of 1.7% from the 9,281 trips reported for October 2023.



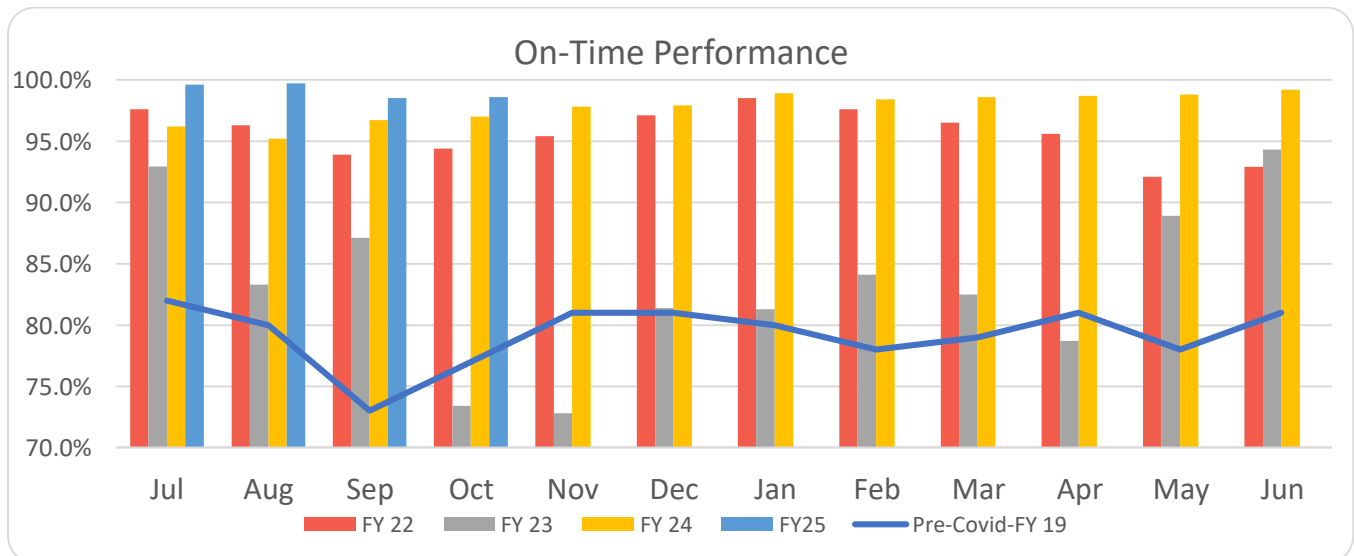
Productivity:

In October, the average number of ADA passengers per revenue hour was 2.0, exceeding the LINK Paratransit service standard of at least 1.5 ADA passengers per revenue hour for the fourth consecutive month.



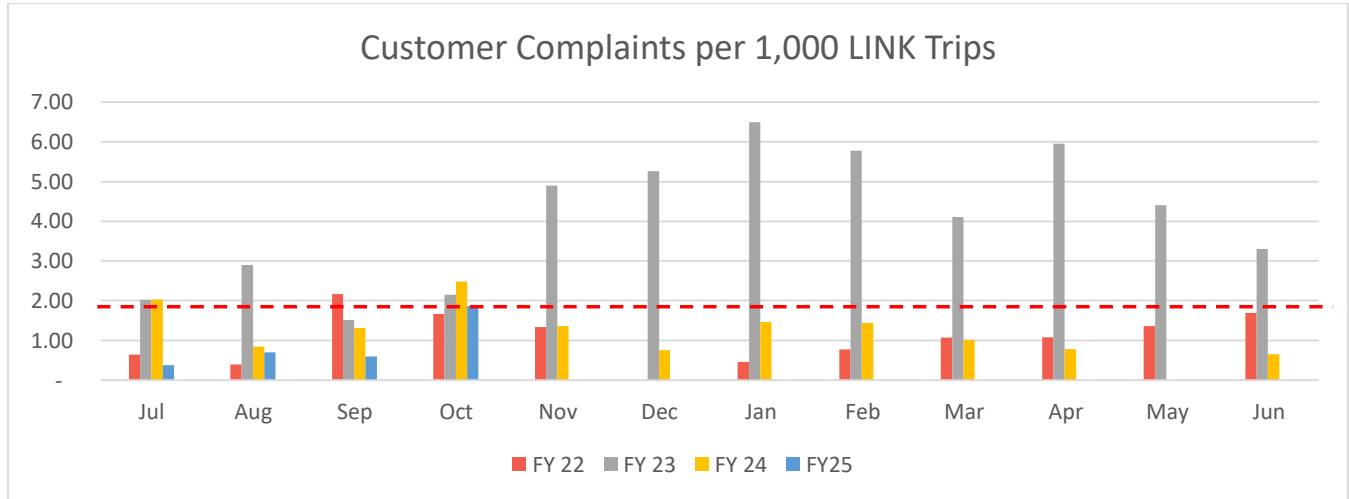
On-time Performance:

In October, the on-time performance of trips averaged 98.6%, significantly exceeding the contract standard of 92%.



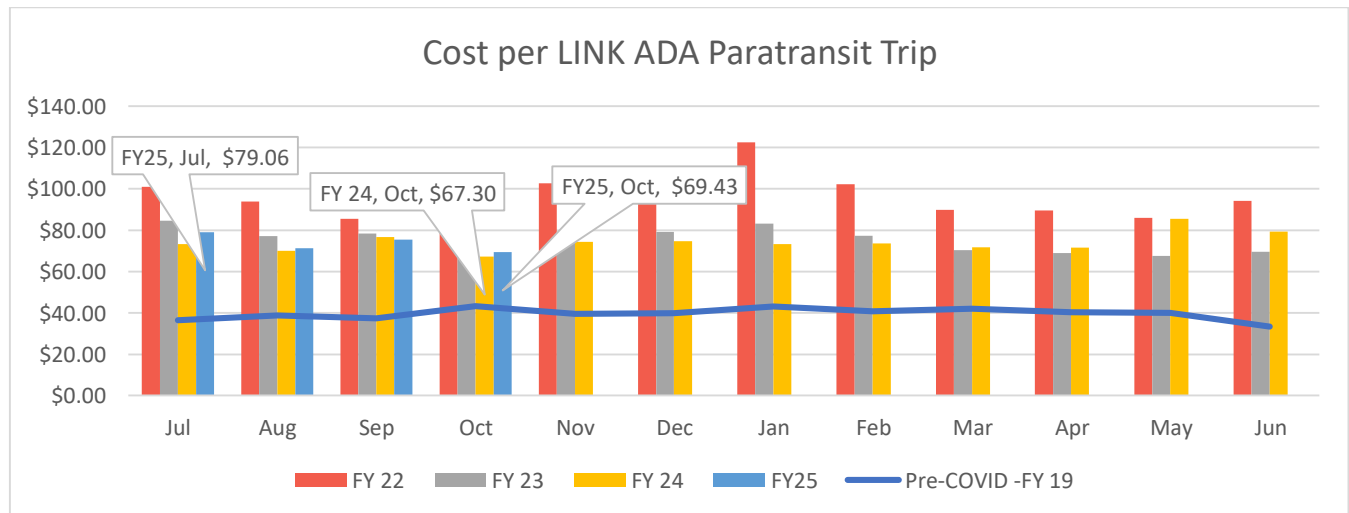
Customer Satisfaction:

Customer satisfaction with the LINK service remains consistently high, as evidenced by the number of commendations received from customers compared to the number of complaints. Verified complaints of 1.86 per 1,000 LINK rides in October exceeded the contract standard of less than 2.0 per 1,000 rides for the 12th month in a row.



Financial Implications:

In July, the cost per ADA passenger trip was \$69.43, marking a 3.2% increase from the same month in the prior year, and a simultaneous decrease of 12.2% since the start of the current fiscal year.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.