

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE

### MEETING AGENDA

Friday, March 7, 2025

8:30 a.m.

**Pleasant Hill City Hall, 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 February 7, 2025\*
4. TIRCP Solar Project Update – Information Only \*  
(Staff will provide information about the solar project)
5. Regional Mapping and Wayfinding Project Update – Information Only\*  
(Staff will provide an update on the MTC project)
6. Automated Driving Systems (ADS) Demonstration Project Update – Verbal Update  
(Staff will provide an update on the ADS Project in Martinez)
7. Monthly Reports – Information Only
  - a. Fixed Route\*
  - b. Paratransit\*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – April 4, 2025 (8:30am at 100 Gregory Lane, Pleasant Hill, CA)
11. Adjournment

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\*Enclosure

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

FY2024/2025 O&S Committee

Robert Storer – Danville, Jay Howard – Martinez, Marisol Rubio – San Ramon

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

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

## General Information

**Public Comment:** Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

**Consent Items:** All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

**Availability of Public Records:** The agenda and enclosures for this meeting are posted also on our website at [www.countyconnection.com](http://www.countyconnection.com).

**Accessible Public Meetings:** Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service, or alternative format requested at least two days before the meeting. Requests should be sent to the Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or [hill@cccta.org](mailto:hill@cccta.org). Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

**Shuttle Service:** With advance notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call (925) 938-7433 between 8:00 am and 5:00 pm at least one day before the meeting.

### Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, March 20, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, March 5 9:00 a.m., 3rd Floor Conference Room
Advisory Committee:	Thursday, March 6, 1:30 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, March 6, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

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

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

**Summary Minutes**  
**Operations & Scheduling Committee**  
**Friday, February 7, 8:30 a.m.**

**Directors:** Robert Storer, Jay Howard, Dave Hudson  
**Staff:** Bill Churchill, Scott Mitchell, Andrew Smith, John Sanderson, Aline Carroll,  
Miguel Duenas, Pranjali Dixit  
**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 January 3, 2025**

The Committee approved the minutes.

**4. Defect Cards**

Mr. Dixit reported that service improvements are driven by operator feedback (via Clever and Operations Defect Cards), passenger comments, and system data. He added that Clever defect cards address equipment malfunctions, while Operations defect cards cover schedules, amenities, routes, and obstacles. He further added that Operations defect cards are routed to the appropriate departments (cities/county, OutFront Media, Facilities). He also noted that Planning investigates schedule and route issues using data analysis and on-bus observations. He then stated that updates on actions taken are published monthly in the "Phantom Flyer" employee newsletter, underscoring the importance of this feedback loop. Mr. Churchill noted that union negotiations addressed feedback mechanisms, and the publication of actions taken in response to feedback helps to close that loop.

**5. Bus Bridge Update**

Mr. Duenas reported that a fatal vehicle accident on Highway 4 near the Bailey Road exit on January 23, 2025 caused a vehicle to cross the center divider and land on the BART tracks near the Pittsburg/Bay Point station, disrupting BART service. He added that BART Central requested a bus bridge between Pittsburg/Bay Point and North Concord at 4:00 a.m., with County Connection buses en route by 4:25 a.m. and service concluding at 7:32 a.m. He also noted that six County Connection buses were deployed: five for the bus bridge, transporting 1,112 passengers, and one for a mutual aid request on Route 93X from Antioch BART. Mr. Churchill and Mr. Mitchell commended the Transportation team's work during such emergencies and noted that such emergency responses can include evacuation efforts for wildfires. Director Storer emphasized the importance of Directors informing their respective councils about County Connection's contributions during these events. The Committee requested the item to be taken to the Board.

## **6. Security Guard Contract**

Mr. Mitchell reported that County Connection contracts for security services during the late night and early morning hours when few or no County Connection staff are present at the bus yard. He noted that increased wages have pushed costs above the General Manager's \$100,000 approval limit. He added that a November RFP resulted in one qualified response. The O&S Committee forwarded the staff's recommendation to the board to award Guardian Security Agency a three-year contract, with two one-year extensions, for on-site security services. The first-year rate is \$33.60 per hour, with a total contract value not to exceed \$406,996.56.

## **7. Automated Driving Systems (ADS) Demonstration Project Update**

Mr. Sanderson provided an overview of the ADS pilot project in Martinez. While the project MOU between County Connection, CCTA, and May Mobility considered Autonomous Vehicle Operators (AVOs) as County Connection's in-kind match, concerns about Auto Liability insurance coverage arose before the project's launch, and still have not been satisfactorily resolved. Although the insurance coverage provided by May Mobility appears to cover all aspects of the project, including the AVOs when in performance of their duties, full documentation of that coverage has not yet been provided. A minor fender bender in January highlighted this liability issue, and due to the lack of resolution, the AVOs have been pulled from service on the ADS pilot and temporarily reassigned to providing paratransit service. Mr. Sanderson added that CCTA has agreed to cover any additional insurance costs once a permanent solution is determined.

## **8. Monthly Ridership Reports**

Mr. Dixit reported continued ridership growth, up 12% compared to December 2023. Systemwide productivity remains strong at 13.2 passengers per hour, matching pre-pandemic levels. He noted a sharp increase in missed trips due to operator shortages during the holidays, though on-time performance showed slight improvement year-over-year.

Mr. Sanderson reported a 12% year-to-date ridership increase compared to the same period last year. He noted that increased paratransit demand has resulted in higher service costs. Mr. Churchill added that County Connection's provision of ADA paratransit service beyond the federally mandated ¾ mile coverage area from fixed routes contributes to these higher costs.

## **9. Committee Comments**

None

## **10. Future Agenda Items**

None

## **11. Next Scheduled Meeting**

The next meeting was scheduled for March 7 at 8:30 a.m. in the Small Community Meeting Room at the Pleasant Hill City Hall located at 100 Gregory Lane, Pleasant Hill, CA.

## **12. Adjournment**

The meeting was adjourned at 9:45 a.m.

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

**To:** Operations and Scheduling Committee

**Date:** February 28, 2025

**From:** Kyle Boehm, Grants Administrator

**Reviewed by:** AMS

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**SUBJECT: TIRCP Cycle 7 Update – Solar Support Zero Emission Vehicle Fleet and Service Modernization Project**

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**Background:**

In July 2024, County Connection applied for a \$15,950,000 grant under the California State Transportation Agency (CalSTA) Transit and Intercity Rail Capital Program (TIRCP) to fund the Solar Support Zero Emission Vehicle Fleet and Service Modernization Project (Solar Project). The grant application requested funding for the installation of solar panels over the County Connection bus yard, with the intent to charge and support the purchase of additional zero emission vehicles over the next five years and beyond. The solar project will reduce County Connection's reliance on grid power for the fueling of the future zero emission fleet and will enhance the facility's resistance against future power grid disruptions.

In October 2024, County Connection was notified by CalSTA that the Solar Project was selected as one of the 27 projects receiving a total of \$1.3 billion in TIRCP Cycle 7 awards.

**Update:**

In the time since the announcement of the award, CalSTA, Caltrans, and County Connection began the award process, including the following steps:

- January 7, 2025 – TIRCP Welcome Webinar for Cycle 7 TIRCP grant recipients
- January 27, 2025 – Introduction to our Caltrans Project Manager
- February 24, 2025 – Receipt of the Draft Master Award Agreement from Caltrans (currently under review by County Connection staff and legal counsel).

**Anticipated Next Steps:**

After completing staff and legal review, the Master Award Agreement will be presented to the Board of Directors for approval. This is currently targeted for the April meetings of the Administration and Finance Committee and the Board of Directors.

The Solar Project's schedule as included in the TIRCP grant application is shown below:

	Task	Target Start Date	Target End Date
Solar Panel Installation	Procurement	Q2 2025	Q3 2025
	Design and Construction	Q3/Q4 2025	Q4 2027
Purchase 27 Battery Electric Buses	Procurement	Q3 2028	Q4 2028
	Contract Start/End	Q1 2029	Q4 2029
	Buses Delivered/Accepted	Q1 2029	Q4 2029
Service Optimization	Service Integration Using Battery Electric Buses	Q1 2030	Q4 2035

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None.

**To:** Operations & Scheduling Committee

**Date:** 2/28/2025

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

**Reviewed by:** AMS

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**SUBJECT: Regional Mapping & Wayfinding Project Update**

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**Background:**

The Regional Mapping & Wayfinding Project (RMWP), led by the Metropolitan Transportation Commission (MTC), aims to develop a standardized design for mapping, wayfinding signage, and transit information throughout the Bay Area, which is a key action item in MTC's Transit Transformation Action Plan. The intent of the RMWP is to make transit easier to understand for both existing and new riders, and to provide resources and guidelines for the region's transit operators. Work began in 2022, and will include regional branding and design standards, prototypes for pilot implementation, and strategies for operations and maintenance (O&M).

Prototype testing has already begun and includes a new regional network identity that will unify the passenger experience throughout the region. Key elements will include a three-color palette and modal icons (train, bus, ferry), adaptive wayfinding signage for all facility types, and a mobile website with real-time updates and accessibility features accessible via QR codes.

**Prototype and Pilot Projects:**

The RMWP is being implemented through multiple prototype and pilot phases, designed to test and refine new wayfinding designs. This approach allows for valuable customer and agency feedback, alongside crucial operational experience, beginning with targeted pilot locations across the region where prototypes can be tested with operators and the public. On December 12, 2024, MTC and transit agency leaders launched the first RMWP prototype at El Cerrito del Norte Station, showcasing new regional transit maps and signage. This was followed by similar unveilings at the Santa Rosa Transit Mall and SMART station on February 20, 2025. A "mini-prototype" at the complex Powell Street BART/Muni station in San Francisco will further assess the designs within a challenging multi-agency underground environment.

The RMWP is now advancing to the pilot phase, which will include new wayfinding at nine key multimodal transit hubs across the region. Notably, this includes the Dublin/Pleasanton BART station, a hub served by BART, Wheels (LAVTA) County Connection, San Joaquin RTD, and StanRTA; and starting in 2026, the implementation of new wayfinding on selected bus lines in Sonoma and Solano Counties.

**Next Steps:**

As the Dublin/Pleasanton BART station serves as a pilot site, our staff will be closely involved in testing the prototype signs. In addition, we are working in partnership with the RMWP to develop a comprehensive plan for implementing the new signage across our entire system. County Connection has deferred replacing its aging bus stop signs to synchronize with the RMWP's new standards, and it is our intent to begin replacing our signs upon publication of the final RMWP standards.

**Financial Implications:**

None. For information only.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

Attachment 1: Mapping and Wayfinding Designs



Prototypes

Focus on service frequency

1-10 mins

11-15 mins

16-30 mins

31+ mins

Defined as the longest time between vehicles from 7am-7pm, Mon-Fri

Included in maps...



Local transit

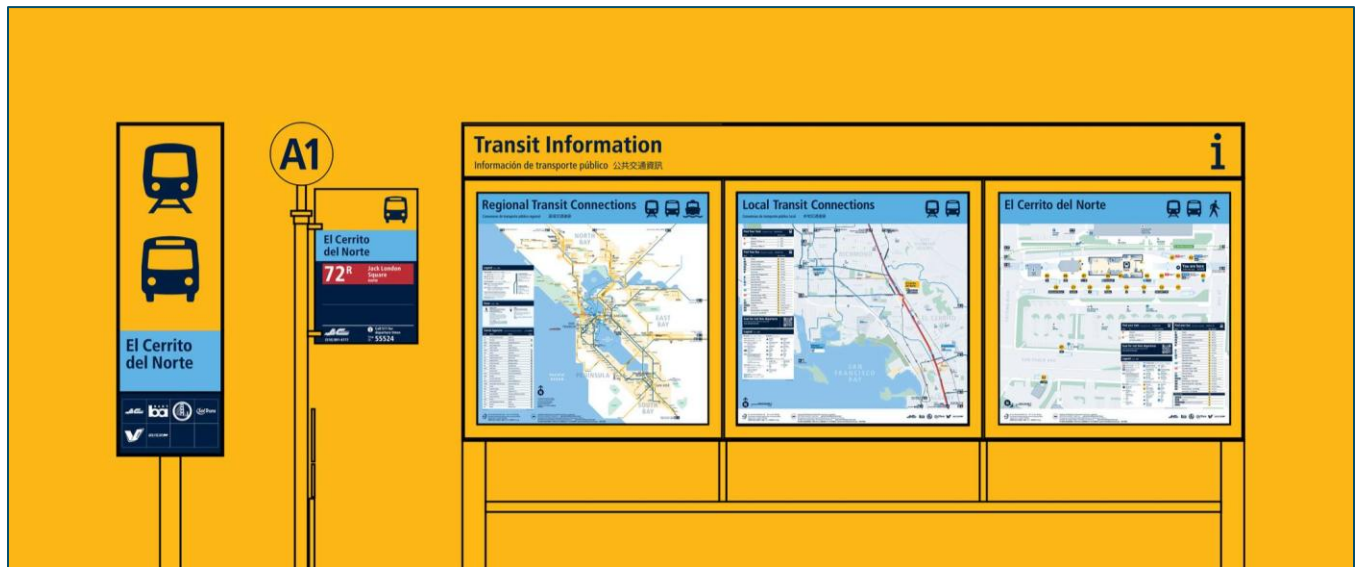


Neighborhood



Facility

...and bus stop signs





**El Cerrito del Norte**

**580** San Rafael

**580<sup>X</sup>** San Rafael  
Monday – Friday Rush Hours

**704** San Francisco  
Limited Hours

Call 511 for departure times  
Stop ID: **42183**

Early Bird EXPRESS



**B1**

**El Cerrito del Norte**

**7** Emeryville Station

Call 511 for departure times  
52942

510 891-4777



**El Cerrito del Norte**

Trains  
Buses  
Pay Fare

Map

Logos: Alameda, BART, Golden Gate, Muni, SFO, VTA



**Santa Rosa Downtown Station**  
SMART  
R. About 10 mins / 0.4 mi

WILSON ST  
DAVIS ST  
MORGAN ST →  
← 11th St  
← 18th St  
← 24th St

0% grade

B ST  
You are here

Santa Rosa Transit Mall



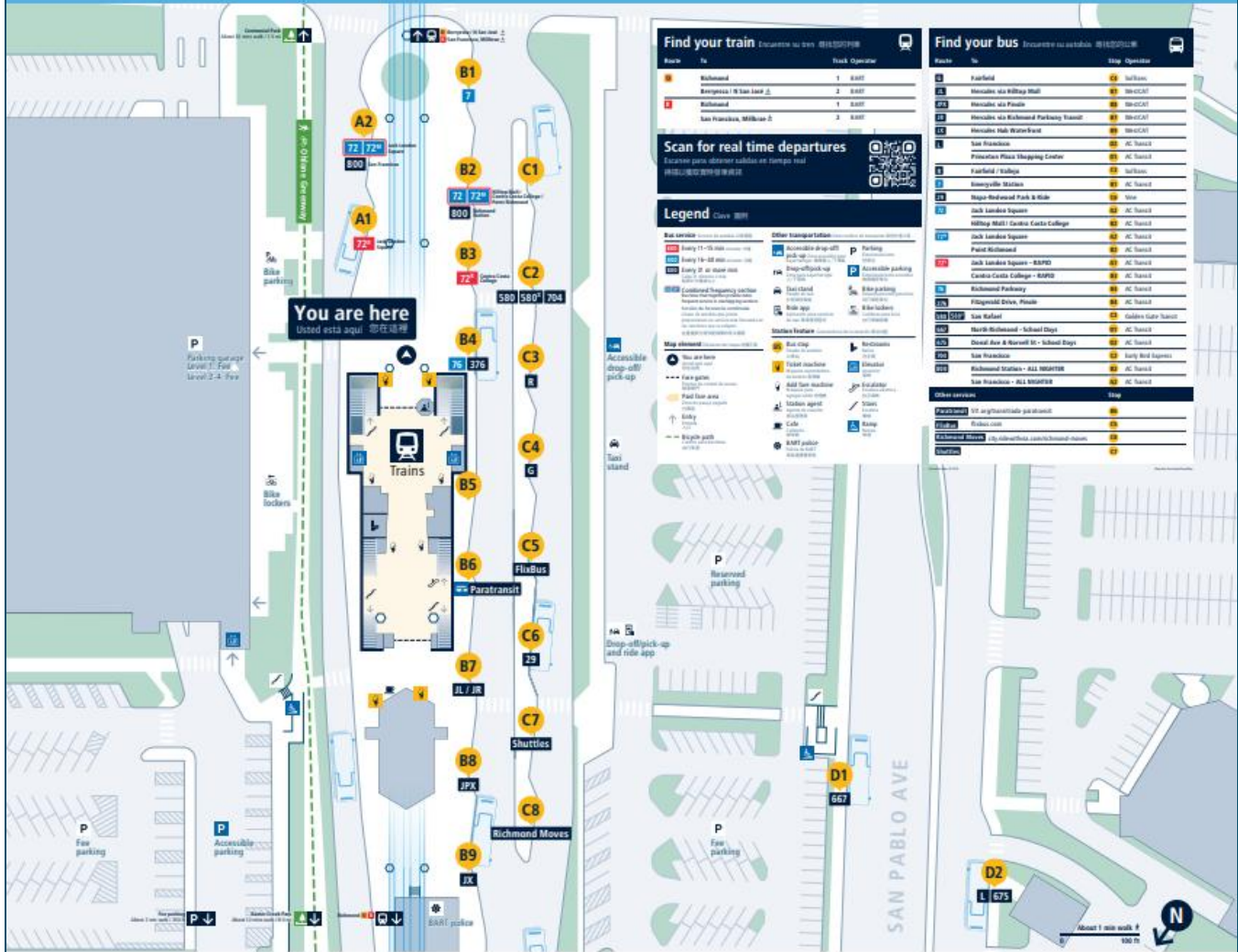
**Track 2**

**R** San Francisco, Millbrae <sup>SFO</sup>

**O** Berryessa / North San José <sup>OAK</sup>

Richmond  
El Cerrito del Norte  
El Cerrito Plaza  
North Berkeley  
Downtown Berkeley  
Ashby  
MacArthur  
19th St / Oakland  
12th St / Oakland City Center  
Lake Merritt  
Fruitvale  
Coliseum  
San Leandro  
Bay Fair  
Hayward  
South Hayward  
Union City  
Fremont  
Warm Springs / South Fremont  
Milpitas  
Berryessa / North San José  
Millbrae

# El Cerrito del Norte



### Find your train

Route	To	Track	Operator
B	Richmond	1	BART
B	Berkeley / N San Jose	2	BART
D	Richmond	1	BART
D	San Francisco, Millbrae	2	BART

### Scan for real time departures

Escaneá para obtener salidas en tiempo real

### Legend

Bus service: Daily 7:15-9:00 AM, Daily 10:00-11:00 AM, Daily 12:00-1:00 PM, Daily 1:30-3:00 PM, Daily 3:30-5:00 PM, Daily 5:30-7:00 PM, Daily 7:30-9:00 PM

Other transit services: Accessible drop-off/pick-up, Drop-off/pick-up, Taxi stand, BART police, etc.

### Find your bus

Route	To	Stop	Operator
A1	Fairfield	C6	SolTrans
A2	Hercules via Willapa Mall	B1	SHARCAT
A3	Hercules via Pinole	B1	SHARCAT
A4	Hercules via Richmond Parkway Transit	B1	SHARCAT
A5	Hercules via Waterfront	B1	SHARCAT
B1	San Francisco	B1	AC Transit
B2	Piedmont Plaza Shopping Center	B1	AC Transit
B3	Fairfield / SolTrans	B1	SolTrans
B4	Amesville Station	B1	AC Transit
B5	Stagg-Redwood Park & Ride	B1	Yuba
B6	Jack London Square	B1	AC Transit
B7	Hilkey Mall / Contra Costa College	B1	AC Transit
B8	Jack London Square	B1	AC Transit
B9	Patrol Richmond	B1	AC Transit
C1	Jack London Square - BART	B1	AC Transit
C2	Richmond Parkway	B1	AC Transit
C3	Richmond Parkway - Pinole	B1	AC Transit
C4	San Rafael	B1	Golden Gate Transit
C5	North Richmond - School Stop	B1	AC Transit
C6	Douglas Ave & Maxwell St - School Stop	B1	AC Transit
C7	San Francisco	B1	Early Bird Express
C8	Richmond Station - ALL BART	B1	AC Transit
C9	San Francisco - ALL BART	B1	AC Transit

### Other services

Service	Stop
Paratransit	57. acjtransit@acjtransit.com
Richmond	richmond.com
Richmond Moves	richmondmoves.com/richmond-moves
SolTrans	soltrans.com

For free transit information, dial 5-1-1 or visit 511.org  
Para obtener información gratuita sobre el transporte público, marque 5-1-1 o consulte 511.org

Funded by the Metropolitan Transportation Commission in cooperation with all transit operators. Contact us at [info@metrolink.com](mailto:info@metrolink.com)  
Financiada por la Comisión del Transporte Metropolitano en colaboración con todos los operadores de transporte público. Contáctanos con nosotros en [info@metrolink.com](mailto:info@metrolink.com)









To: Operations & Scheduling Committee

Date: 2/28/2025

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

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**SUBJECT: Fixed Route Operating Reports for January 2025**

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**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>	
<b>Total Passengers</b>	241,813	229,461	
<b>Average Weekday Passengers</b>	10,013	9,572	
<b>Productivity</b>	13.5	14.3	> 17.0
<b>Missed Trips</b>	0.98%	0.57%	< 0.25%
<b>Average Miles Between Road Calls</b>	55,043	45,172	> 18,000

*\* Based on current standards from updated S RTP*

**Analysis**

Average weekday ridership was higher in January 2025 (10,013 passengers) than the previous month of December 2024 (8,963 passengers) and is 19.4% higher than January 2024 (8,384 passengers). County Connection also ran an emergency BART bus bridge on January 23rd, which served 1,112 passengers.

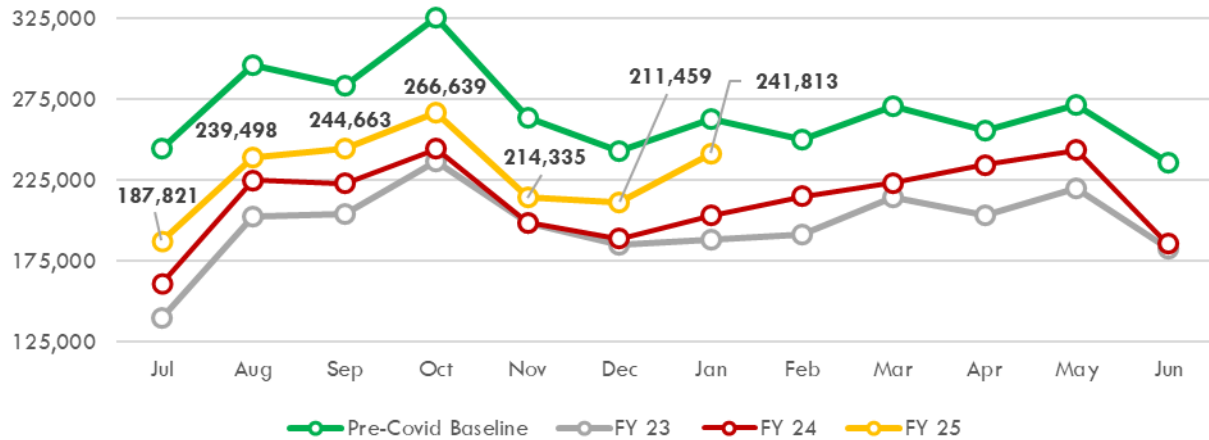
Productivity is a measurement of the average number of passengers per hour of revenue service. In January this was 13.5, which is higher than the prior month of December (13.2) and higher than January 2024 (12.6).

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 January was 0.98%, which is lower than the prior month when it was 1.12%.

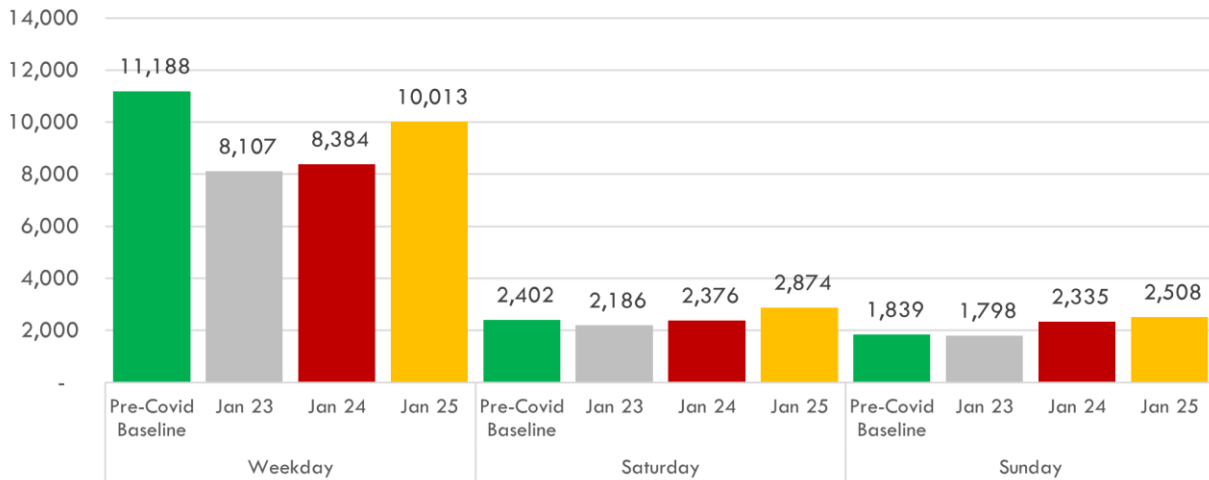
The number of miles between road calls (a bus going out of service due to mechanical issues) was 55,043 miles in January, higher than the prior month in which there were 32,696 miles between road calls. The rolling 12-month average is 38,138 miles between road calls.

Out of 242,927 total passengers in January, 132,261 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% of these potential Clipper card users paid using Clipper, rather than cash.

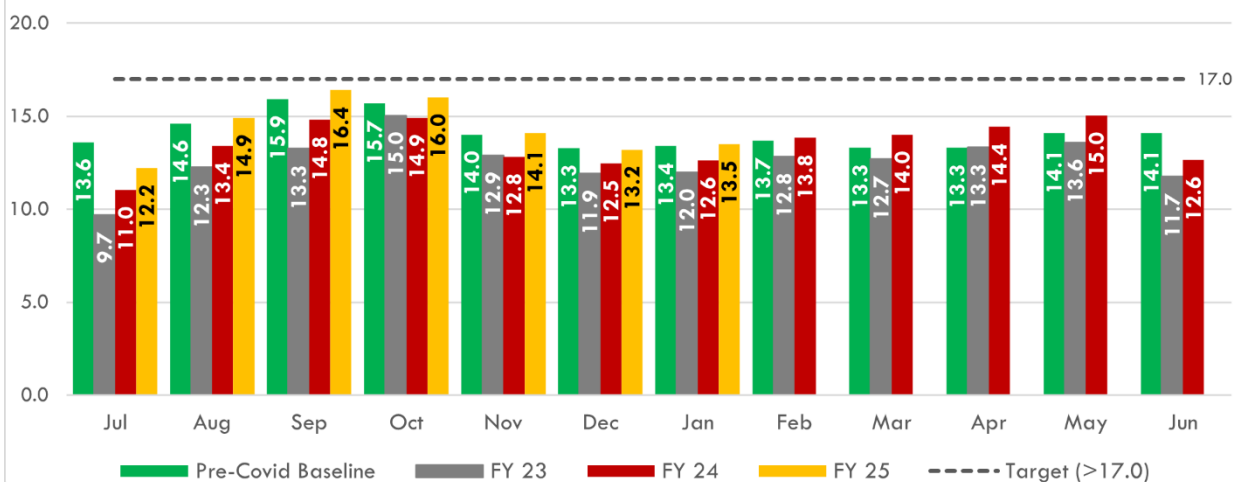
### Total Monthly Fixed Route Ridership



### Average Daily Ridership Comparison

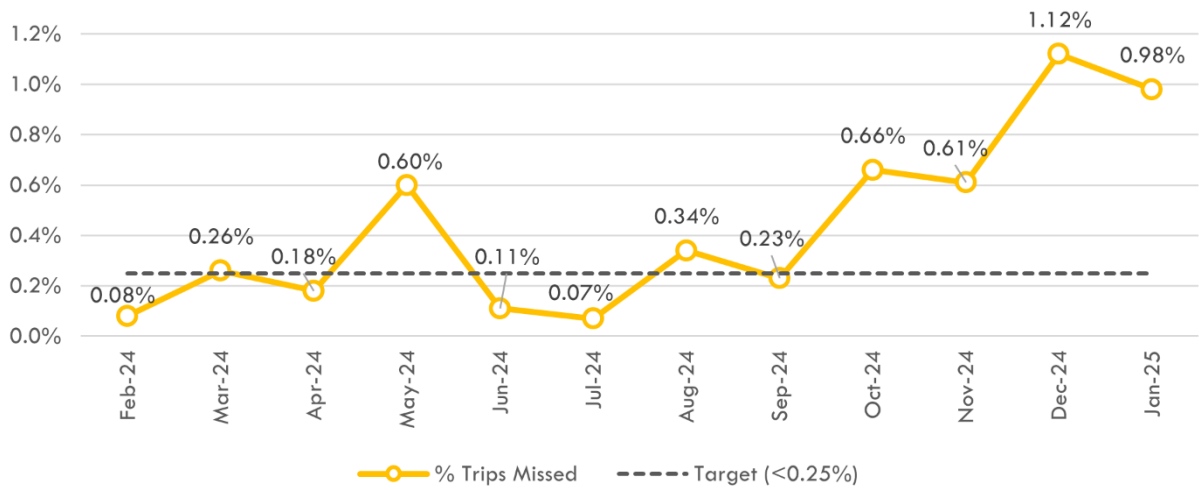


### Passengers/Revenue Hour

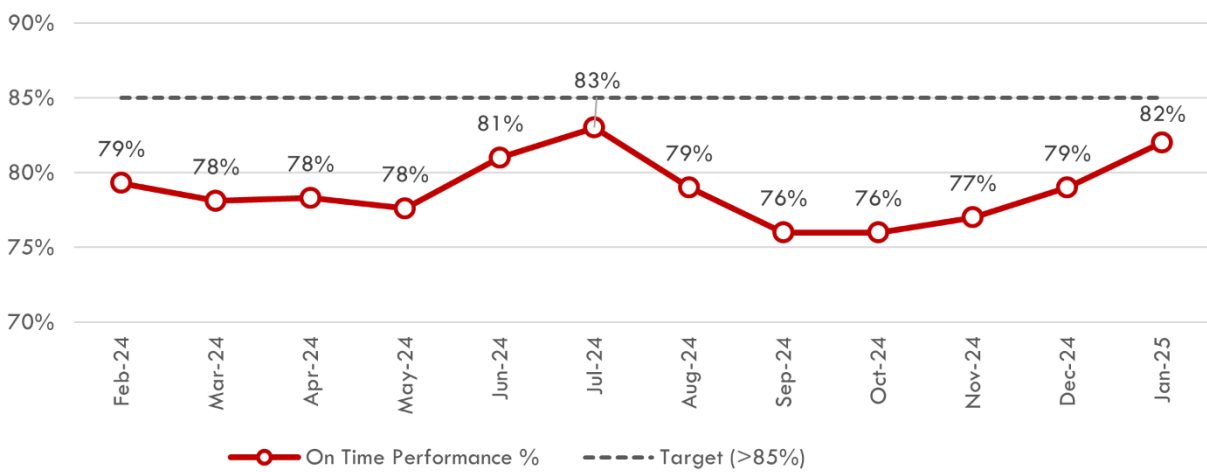




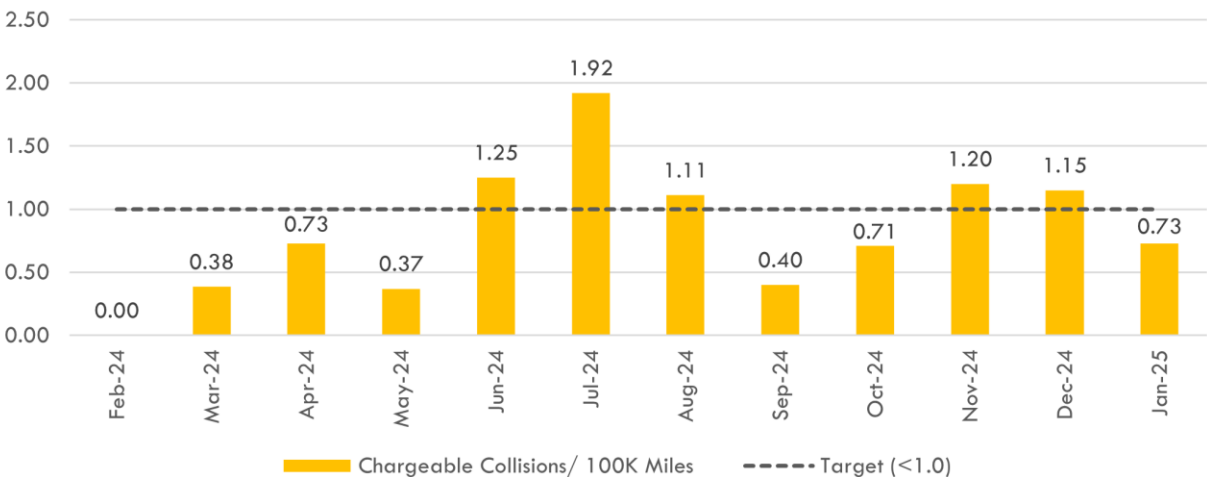
### % Trips Missed



### On Time Performance

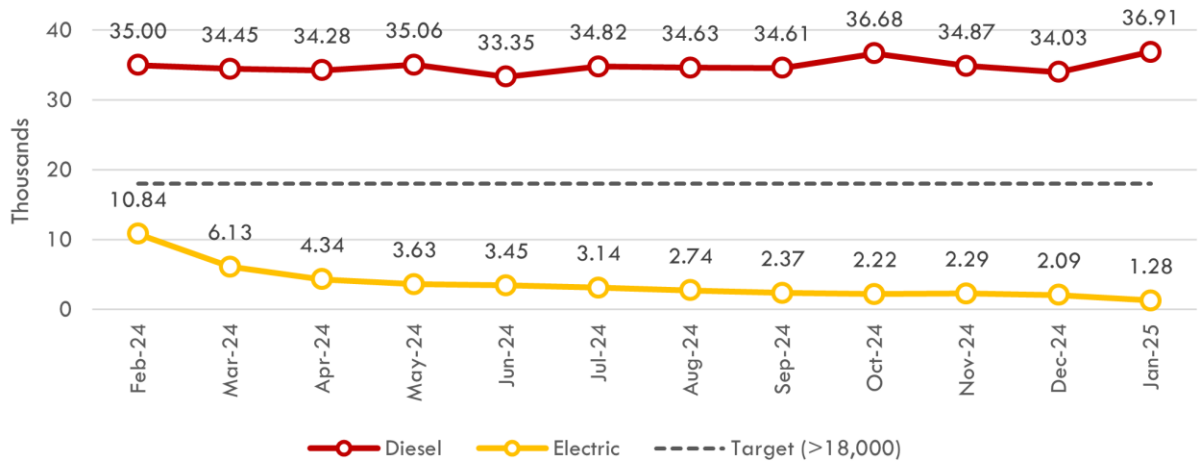


### Accident Report

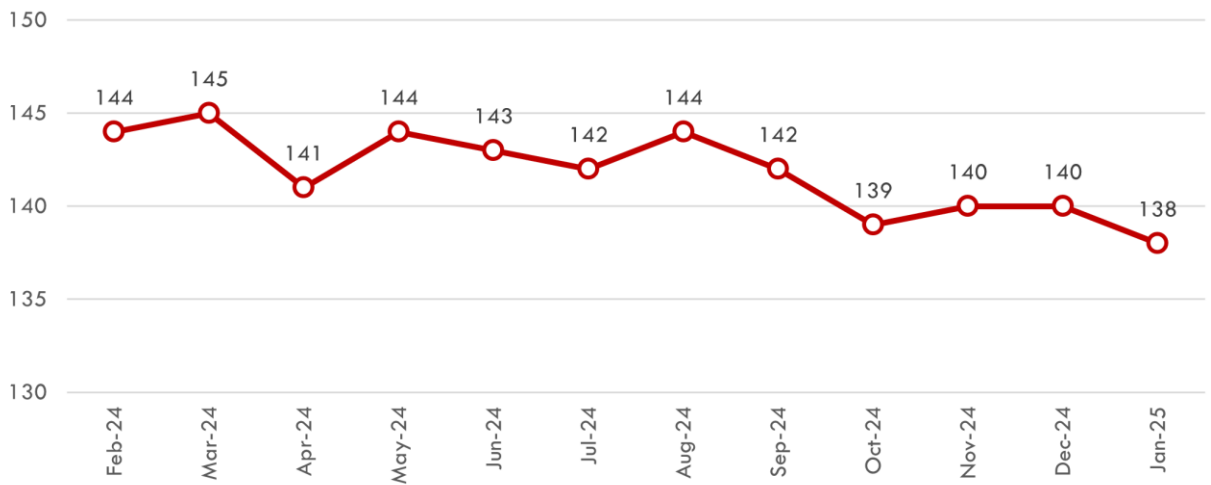




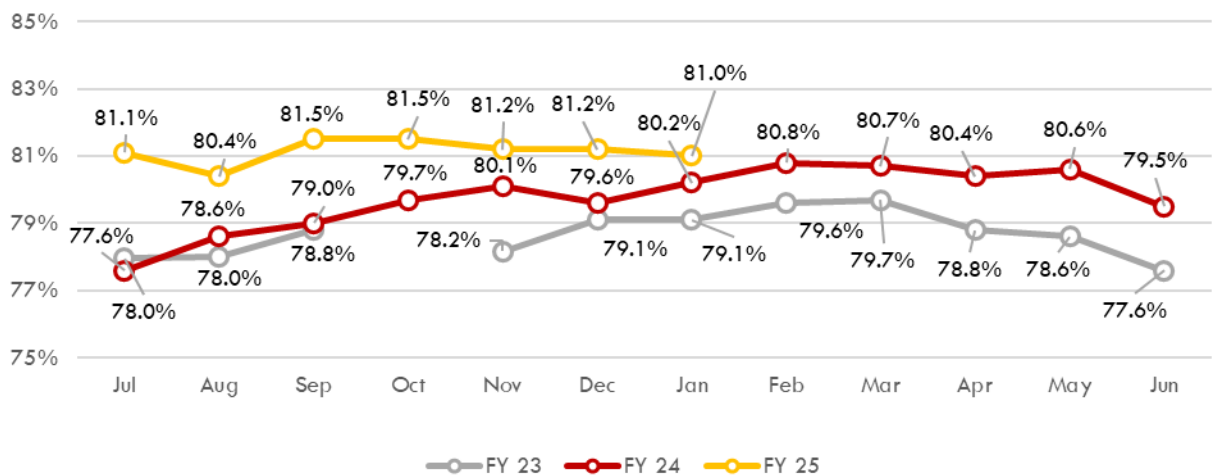
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



To: Operations & Scheduling Committee

Date: 2/17/2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

**SUBJECT: LINK Paratransit Monthly Report - January 2024**

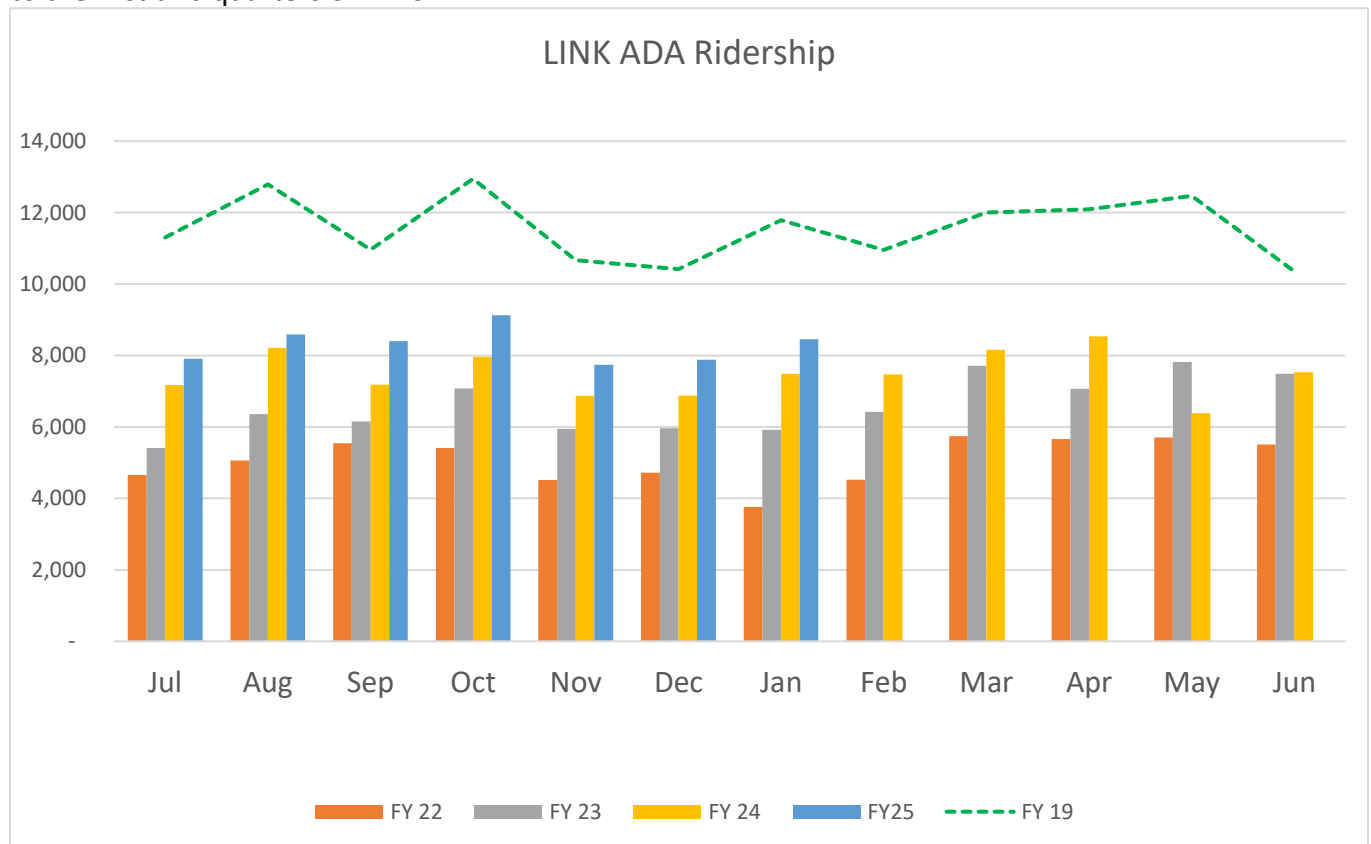
### Background:

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 January 2024.

### January 2024 Performance Report:

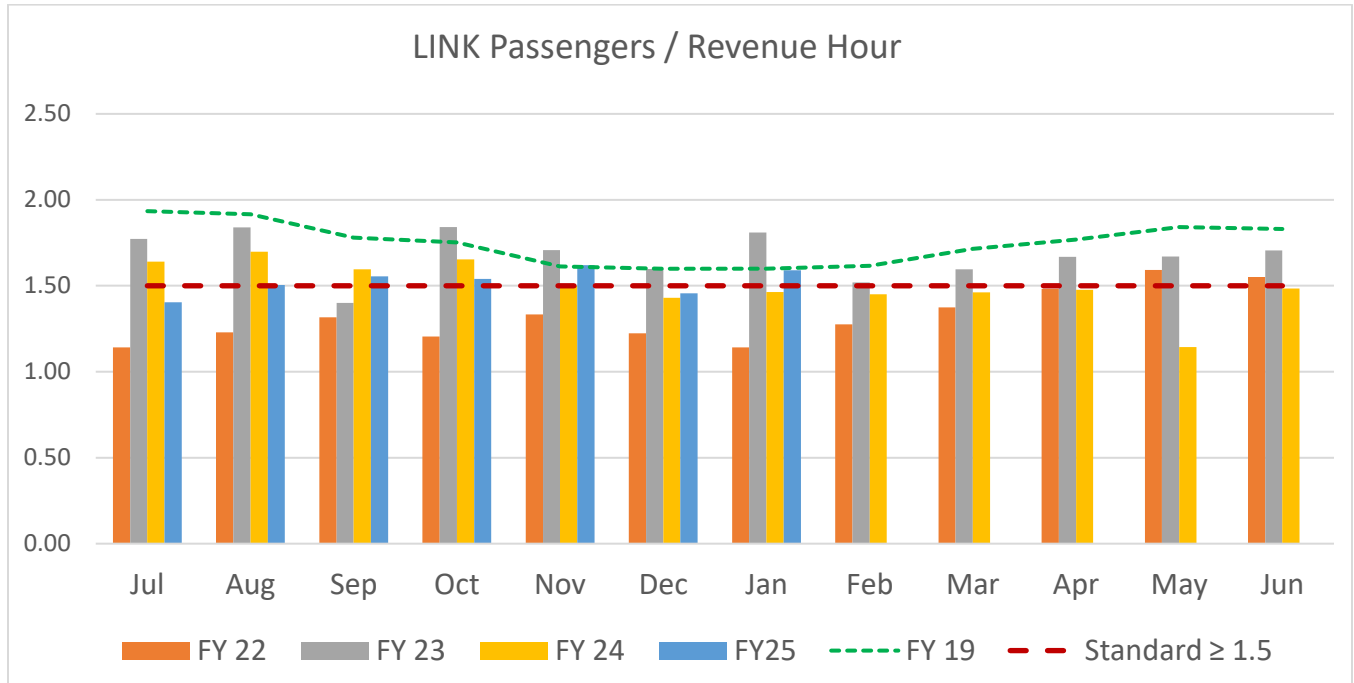
#### Ridership:

In January, LINK provided 8,456 ADA paratransit trips, reflecting a 12.9% increase from the 7,487 trips provided in January 2023. Total demand increase stands at 12.1% for the Fiscal Year to date, compared to the first two quarters of FY2024.



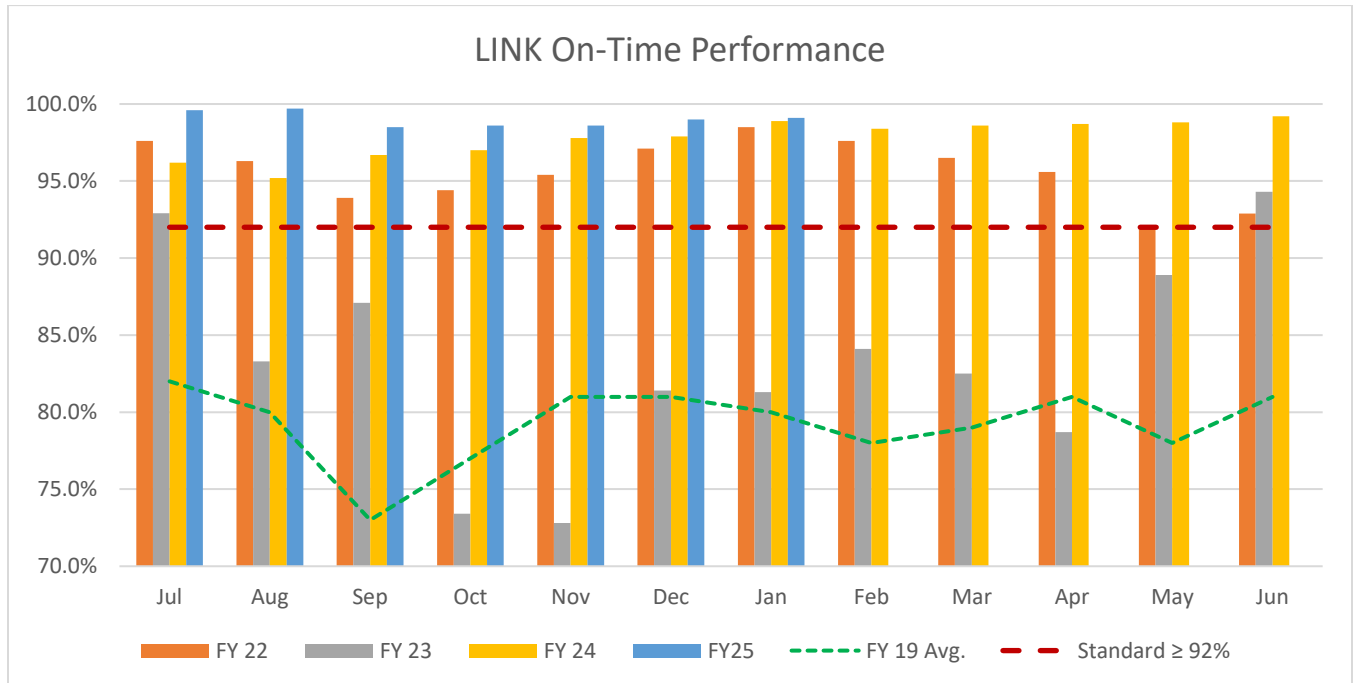
**Productivity:**

In January, LINK transported approximately 1.59 passengers per revenue hour, exceeding the contract standard of at least 1.5 passengers per hour.



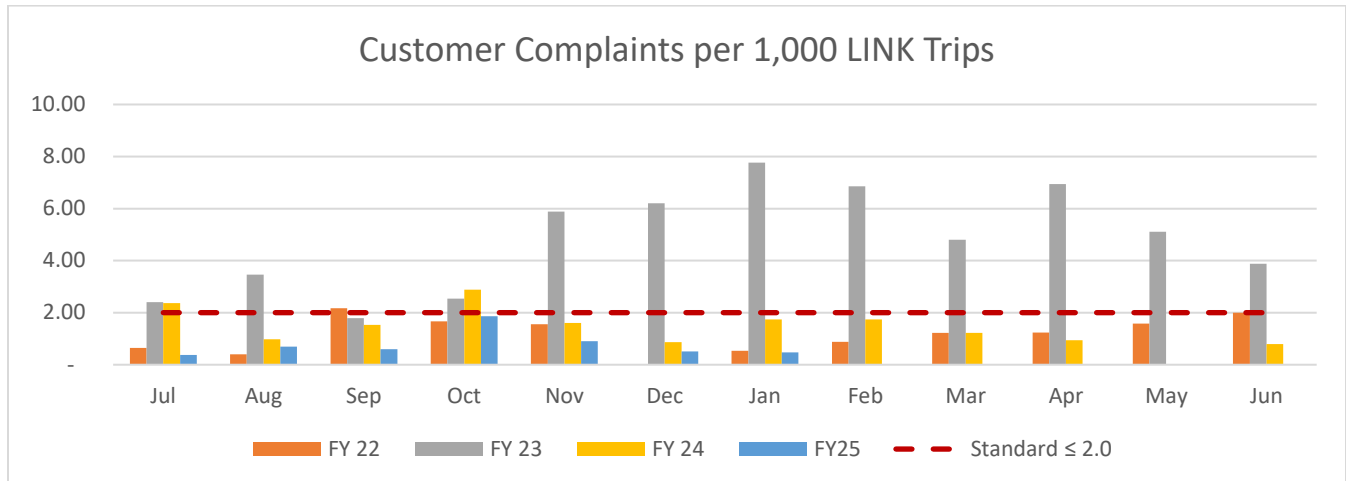
**On-time Performance:**

In January, the on-time performance (OTP) of trips averaged 99.1%. OTP has consistently met or exceeded 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 0.47 per 1,000 LINK passenger trips in January fell well below the contract standard of 2.0 per 1,000 rides. In addition, positive feedback exceeded complaints by 39 to 1 in January.



**Financial Implications:**

In January, the cost per LINK passenger trip was \$71.36, marking a decrease of 2.7% from the same month last year. However, due to the increase in overall demand, total LINK program costs are up 11.7% compared to the first half of FY2024. Staff continue to closely monitor expenditures and work with the Contractor to improve efficiency wherever possible.

**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

None.