

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE

### MEETING AGENDA

Friday, June 6, 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 May 2, 2025\*
4. Summer Bid Update – Information Only\*  
(Staff will provide an update on the upcoming Summer Bid)
5. Hydrogen Fuel Cell Bus Update – Information Only\*  
(Staff will provide an update on the status of hydrogen fuel cell buses)
6. Youth Ride Free Pilot – Verbal Update  
(Staff will provide information about the regional effort for a youth free pilot)
7. Monthly Reports – Information Only
  - a. Fixed Route\*
  - b. Paratransit\*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – TBD
11. Adjournment

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\*Enclosure

FY2024/2025 O&S Committee

Robert Storer – Danville, 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, June 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, June 4, 9:00 a.m., 3rd Floor Conference Room
Advisory Committee:	Thursday, July 3, 1:30 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, June 5, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette

**The above meeting schedules are subject to change. Please check the County Connection Website ([www.countyconnection.com](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, May 2, 8:30 a.m.**

**Directors:** Robert Storer, Marisol Rubio  
**Staff:** Bill Churchill, Scott Mitchell, Andrew Smith, John Sanderson, Pranjali Dixit, Judy Barrientos  
**Public:** None

**Call to Order:** Meeting called to order at 8:33 a.m. by Director Storer.

**1. Approval of Agenda**

The Committee approved the agenda.

**2. Public Communication**

None.

**3. Approval of Minutes of April 4, 2025**

The Committee approved the minutes.

**4. IDEA Transit Signal Priority Update**

Mr. Dixit presented an overview of the IDEA Transit Signal Priority (TSP) project, a collaborative effort between County Connection, the Contra Costa Transportation Authority (CCTA), the Cities of Concord and Walnut Creek, and the Metropolitan Transportation Commission (MTC). This project involves deploying a centralized conditional TSP system on select County Connection buses operating on routes within the partner cities, with the long-term goal of system-wide implementation. The TSP system functions by automatically requesting real-time adjustments to traffic signal timing from buses, either extending green light durations or shortening red light durations. Mr. Dixit reported to the committee that preliminary analysis of the before-and-after study indicates positive outcomes, including a reduction in signal delays for buses, decreased overall travel times and fuel consumption, and improved on-time performance.

In response to Director Storer's inquiry regarding the system's longevity, Mr. Churchill explained that the cloud-based TSP approach was selected to enhance the technology's lifespan by utilizing existing onboard hardware.

**5. Diesel Tank Replacement**

Mr. Mitchell provided an update regarding the diesel tank replacement, which was initially presented to the Board in September 2024. He reported that while the Board had authorized the replacement of two underground fuel tanks, subsequent meetings with contractors and the Contra Costa Health Services Hazardous Material program led to a revised project scope. The new plan is to close the

existing two 25,000-gallon underground fuel tanks in place and replace them with two above-ground 25,000-gallon tanks.

Responding to Director Rubio's question about potential drawbacks of abandoning the existing underground tanks, Mr. Mitchell clarified that the tanks would be filled with slurry to prevent any negative impacts. The Committee agreed to the staff's recommendation to the Board to approve the purchase of two fuel tanks and related equipment from Source Fueling Equipment Solutions, utilizing pricing from the Sourcewell Contract, for an amount not to exceed \$390,210.

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

Mr. Sanderson presented an overview of the Automated Driving System (ADS) pilot project in Martinez. He reported that planning with May Mobility and CCTA is ongoing to extend the service hours to begin earlier in the day. He also highlighted the project's participation in the Countywide Mobility Tour, where Autonomous Vehicles (AVs) were demonstrated, showcasing their operation and how the Autonomous Vehicle Operators (AVOs) assist in securing wheelchair passengers. Mr. Sanderson emphasized the crucial role of attendants in any AV project aiming to serve individuals with mobility disabilities.

Mr. Churchill added to the discussion, explaining that increasing the number of vehicles, whether AVs or Transportation Network Companies (TNCs), can contribute to traffic congestion and reduced speeds on existing roads as evidenced in San Francisco. He also stressed that the pricing of rides on AVs or TNCs could exclude riders in equity priority communities due to affordability issues.

#### **7. Monthly Ridership Reports**

Mr. Dixit reported a 2% increase in ridership compared to March 2024, bringing the year-to-date recovery to 84% of pre-pandemic levels. Systemwide productivity remains robust at 14 passengers per revenue hour, exceeding pre-pandemic figures. He noted the growing ongoing operator shortage. Mr. Churchill provided context, explaining that the Employee Test Program, which allowed staff to test and certify operators, was put on hold by the DMV, limiting staff certification to those holding a Commercial Driver's License (CDL). In response to the DMV's request, the agency revised the test route but has not yet received approval. If this issue is resolved, staff would be able to resume hiring drivers without a CDL and conduct in-house certification.

Mr. Sanderson reported a 5.8% increase in paratransit ridership compared to the previous year. However, he also noted a related increase in program costs due to this higher demand. He explained that typically, increased demand should lead to higher productivity, suggesting that the contractor's productivity standard, established during the pandemic, may be re-evaluated in upcoming contract negotiations. While on-time performance figures are currently strong, Mr. Sanderson stated that staff is working on refining the metric to reflect timeliness more accurately.

#### **8. Committee Comments**

None

#### **9. Future Agenda Items**

None

**10. Next Scheduled Meeting**

The next meeting was scheduled for June 6 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.

**11. Adjournment**

The meeting was adjourned at 10:01 a.m.

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

**To:** Operations & Scheduling Committee

**Date:** 5/30/2025

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

**Reviewed by:** AMS

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**SUBJECT: Spring Bid Update**

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**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, but have begun to stabilize in 2025, as shown in Figure 1. This positive trend is particularly pronounced for weekend and school ridership. 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. As of April 2025, ridership on our 600-series school routes has reached 94% of pre-pandemic levels, while ridership on weekday local routes sits at 75% of pre-pandemic levels, and weekday express routes are at 52% of pre-pandemic levels. Systemwide ridership is at 85% of pre-pandemic level.

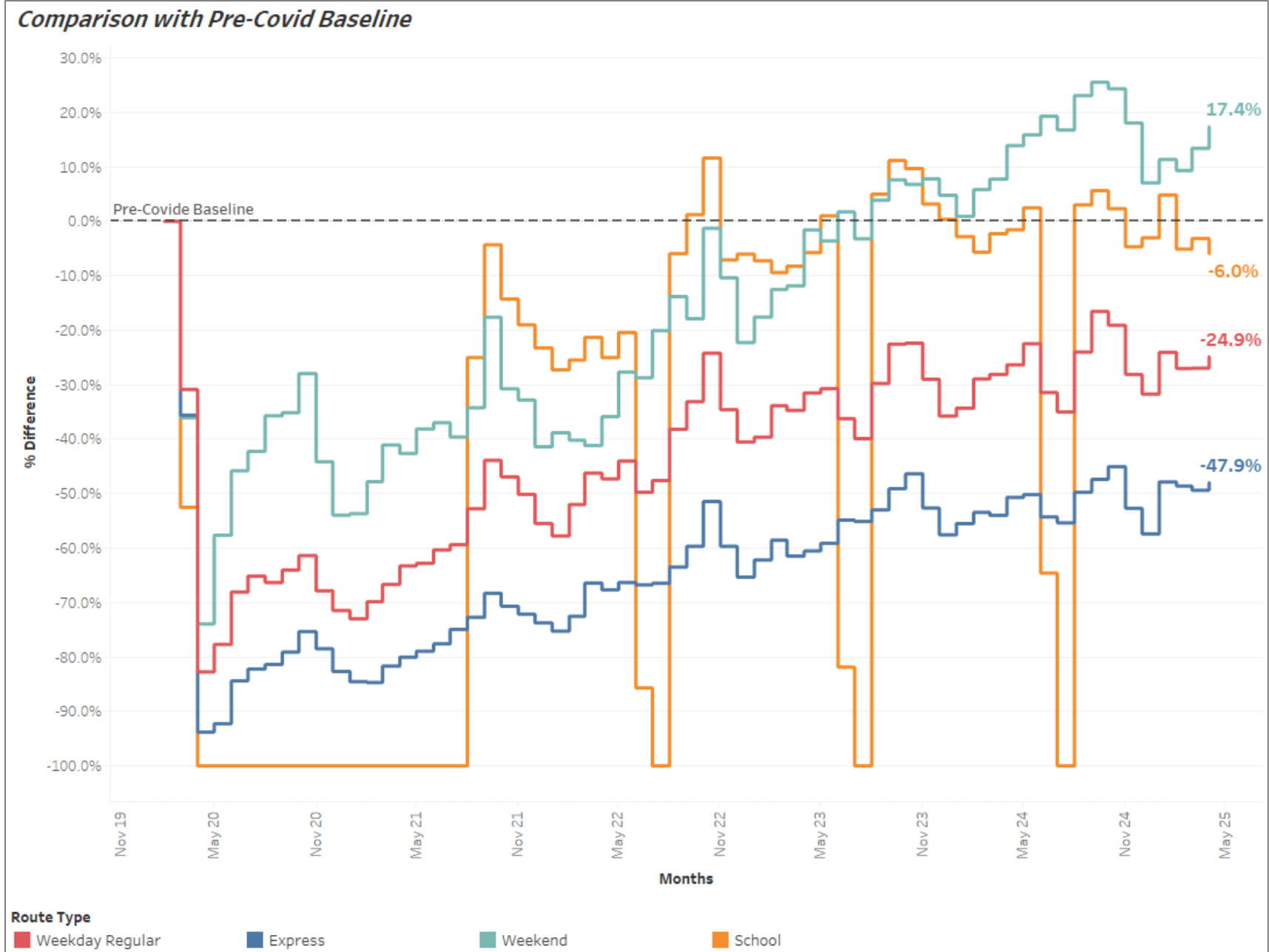
**On-Time Performance Trends:**

The Spring Bid, which began on January 12, 2025, included several service adjustments to improve on-time performance and address feedback from our operators. These changes primarily affected the following routes:

- Weekday Routes: 7, 11 and 15 serving Concord and Walnut Creek
- Weekend Routes: 301, 311 and 315 serving Concord and Walnut Creek
- Express Routes: 99X serving Concord and Martinez

Compared to last year's Fall Bid, these routes have seen a 7.2% increase in on-time performance during (from 72.1% to 79.3%). Staff will continue to monitor the performance for any future service changes.

Figure 1: Comparison with Pre-Covid Ridership



**Bay Area TRANSFER Plan:**

The Summer Bid, effective June 8, 2025, will introduce several service adjustments on the weekend routes. These changes are a result of the Bay Area TRANSFER Plan, a regional schedule coordination effort aimed at improving transfer timings for customers at key hubs. This MTC-led initiative began in December 2023 and involved staff from various transit agencies, as well as a consultant team from Jarrett Walker + Associates.

A key recommendation of the Bay Area TRANSFER Plan was regional coordination of service changes, particularly aligning with BART's schedule due to its extensive network. County Connection's August and January service change dates are also coordinated with BART. While the Bay Area TRANSFER Plan offered recommendations for various weekday and weekend County Connection routes at Concord BART, we are initially prioritizing weekend bus-to-bus transfers at Concord BART, as implementing the weekday recommendations would necessitate a more extensive schedule realignment across routes serving multiple BART connections to preserve existing bus-to-bus transfers.

**Summer Bid:**

- Routes 310, 320 and 314, serving Clayton, Concord and Pleasant Hill, will undergo modifications to improve connections with other bus routes at Concord BART.
- Route 6, serving Lamorinda, will undergo modifications to improve on-time performance and operator recovery times, while also providing an additional hour of evening service.

**Financial Implications:**

None. The service levels for the Summer 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:** 5/29/2025

**From:** J. Scott Mitchell, Chief Operating Officer

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

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**SUBJECT: Fuel Cell Project**

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**Background:**

Contra Costa Transportation Authority (CCTA) applied on March 3, 2022, as part of I-680 Express Bus Program for a TIRCP Cycle 5 (Transit and Intercity Rail Capital Program). It was awarded in July of 2022. CalSTA provided Federal Money (FHWA to FTA Transfer) for \$13,182,500 to LAVTA and County Connection, split equally, for Hydrogen Fueling Infrastructure.

County Connection's portion of funds are \$6,591,250. Staff planned to procure and install a temporary hydrogen fueling station at the Concord yard to support three (3) hydrogen fuel cell buses to provide express bus service between the Martinez Amtrak station and the Dublin BART station.

**Issues:**

1. There is currently only one bus manufacturer building fuel cell buses which will limit options for competitive pricing for the vehicles. Current cost for a 40-foot fuel cell bus is \$1.6 million each.
2. Performance of fuel cell buses for the service may be problematic. Because of the uphill grade from Dublin to Martinez, the buses cannot maintain a speed of 65 miles per hour for the entire distance.
3. The current cost of hydrogen is approximately four times the cost of renewable diesel and there are a limited number of vendors to supply the fuel. Some agencies are leasing a fuel station, but that requires them to purchase fuel through one vendor regardless of fuel price cost.
4. Fuel Station: Because of the small number of buses County Connection will be fueling, the station will be venting between 30 to 50 percent of the fuel that is purchased, increasing the fuel cost per mile by that percentage. The fuel station will require more space than staff had anticipated. The new location will add to the cost of the project.
5. Staff Training: Fuel cell buses require meticulous maintenance because of the high pressure that hydrogen needs to be stored at. There are no adequate training resources available, at this time, for the maintenance staff to be able to maintain these buses.
6. The Maintenance Facility will require upgrades to be able to safely maintain buses that use high pressure lighter than air fuel.
7. County Connection received Grants to build the fuel station and buy the buses. There are not any additional funds identified to cover the increased costs to operate these buses.

**Financial Implications:**

None at this time.

**Recommendation:**

This item is for information only to begin discussion with the Board of Directors on how to move forward on the Fuel Cell Project.

**Action Requested:**

None, for information only.

**Attachments:**

None

To: Operations & Scheduling Committee

Date: 5/30/2025

From: Pranjal Dixit, Manager of Planning

Reviewed by: *Ref*

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**SUBJECT: Fixed Route Operating Reports for April 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>	237,519	228,450	
<b>Average Weekday Passengers</b>	9,764	9,590	
<b>Productivity</b>	14.3	14.3	> 17.0
<b>Missed Trips</b>	0.78%	0.65%	< 0.25%
<b>Average Miles Between Road Calls</b>	21,040	39,261	> 18,000

*\* Based on current standards from updated SRTP*

**Analysis**

Average weekday ridership was higher in April 2025 (9,764 passengers) than the previous month of March 2025 (9,574 passengers) and is 0.9% higher than April 2024 (9,677 passengers).

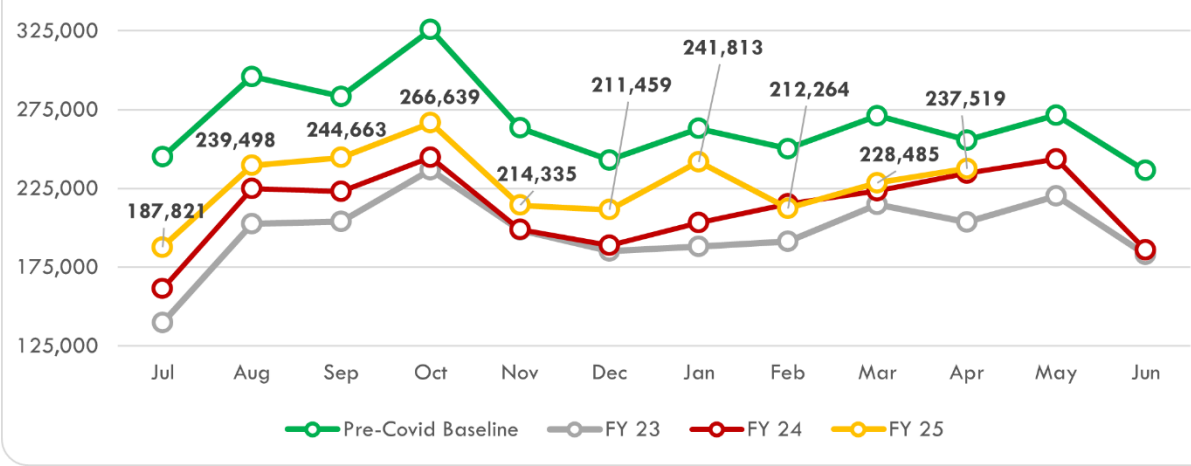
Productivity is a measurement of the average number of passengers per hour of revenue service. In April this was 14.3, which is higher than the prior month (14.0) and lower than April 2024 (14.4).

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 April was 0.78%, which is higher than the prior month when it was 0.47%.

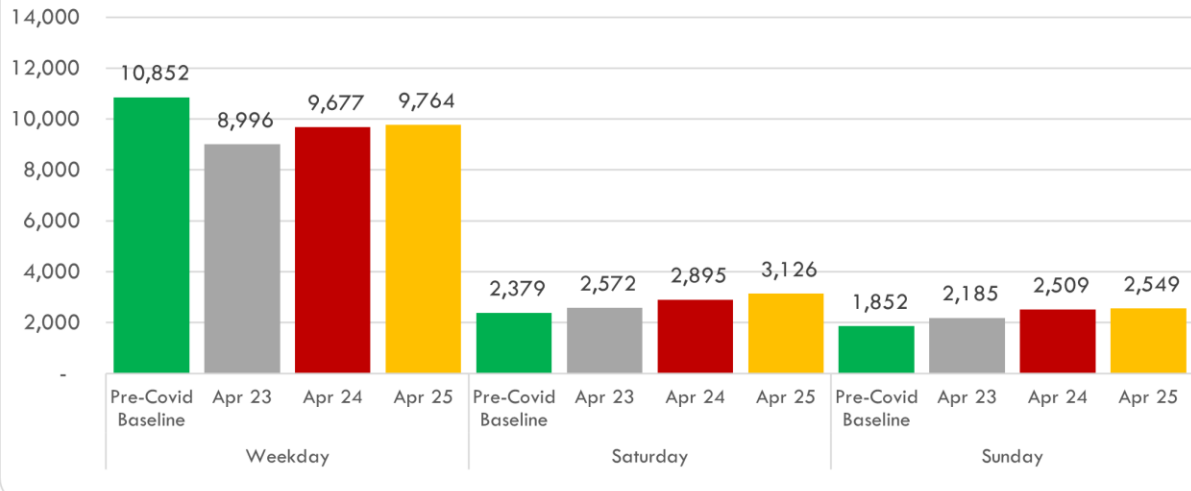
The number of miles between road calls (a bus going out of service due to mechanical issues) was 21,040 miles in April, lower than the prior month in which there were 27,411 miles between road calls. The rolling 12-month average is 37,212 miles between road calls.

Out of 237,519 total passengers in April, 129,765 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 81.7% of these potential Clipper card users paid using Clipper, rather than cash.

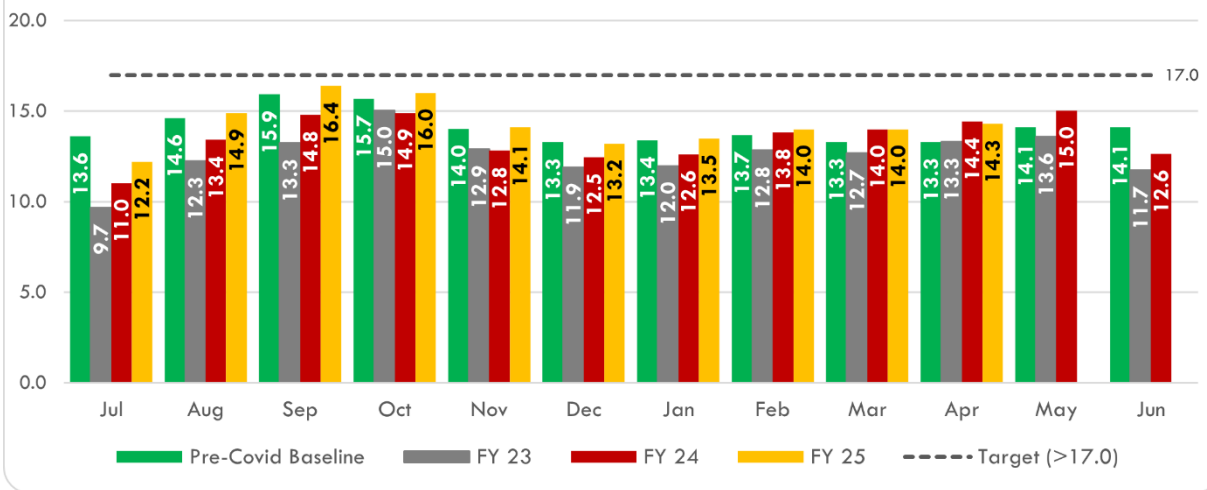
### Total Monthly Fixed Route Ridership



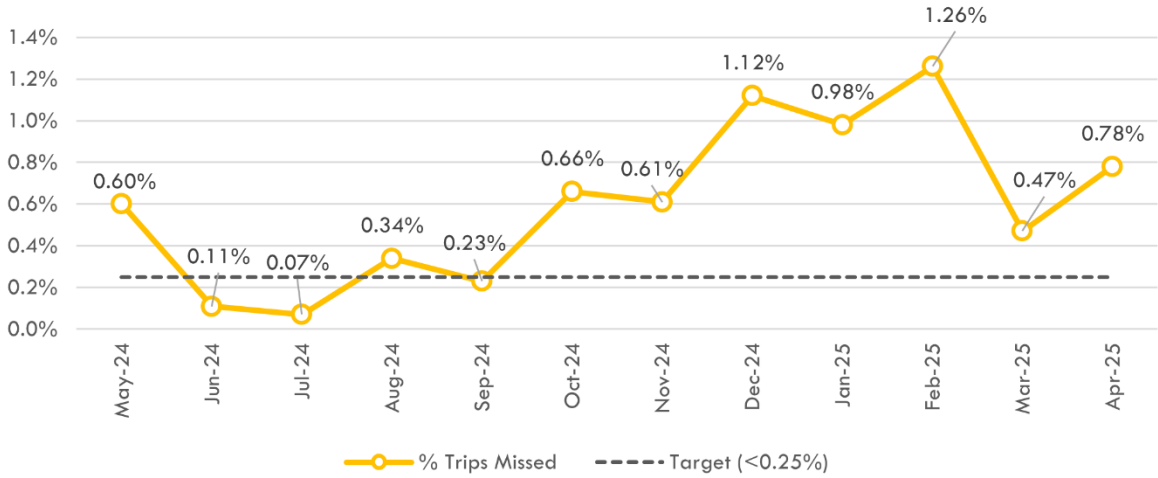
### Average Daily Ridership Comparison



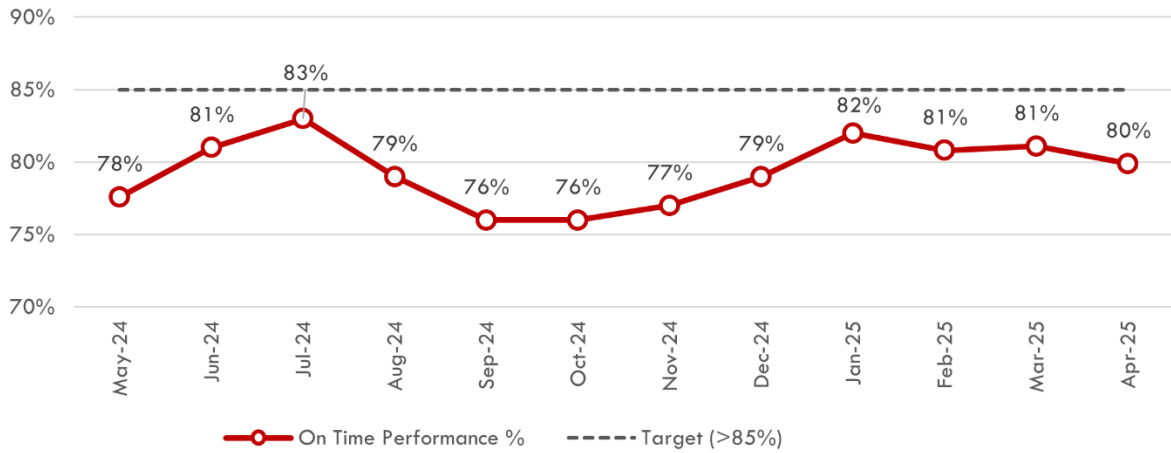
### Passengers/Revenue Hour



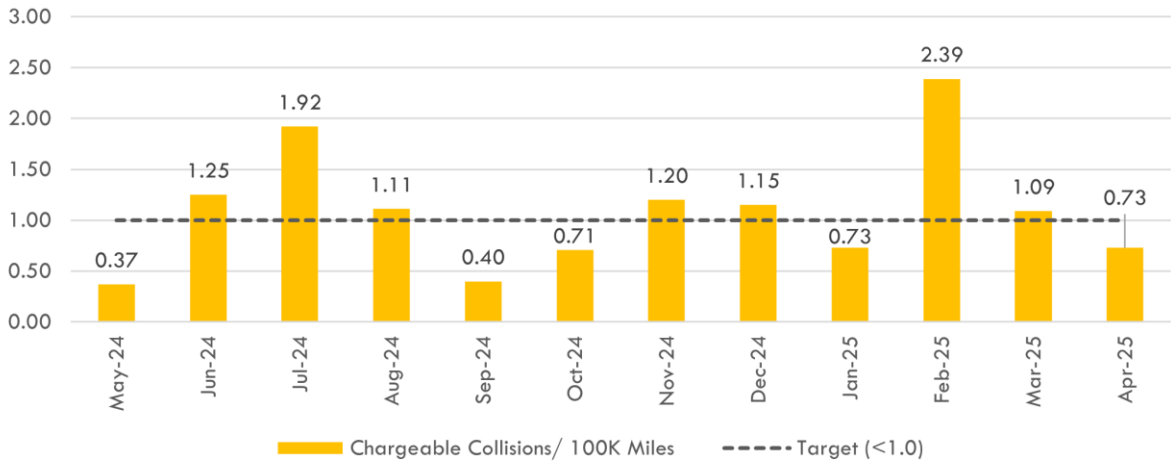
### % Trips Missed



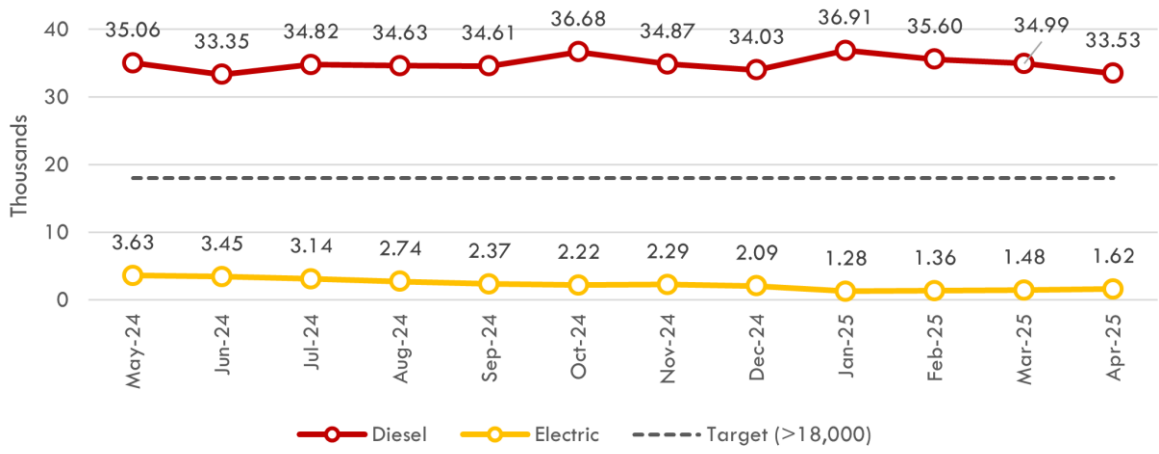
### On Time Performance



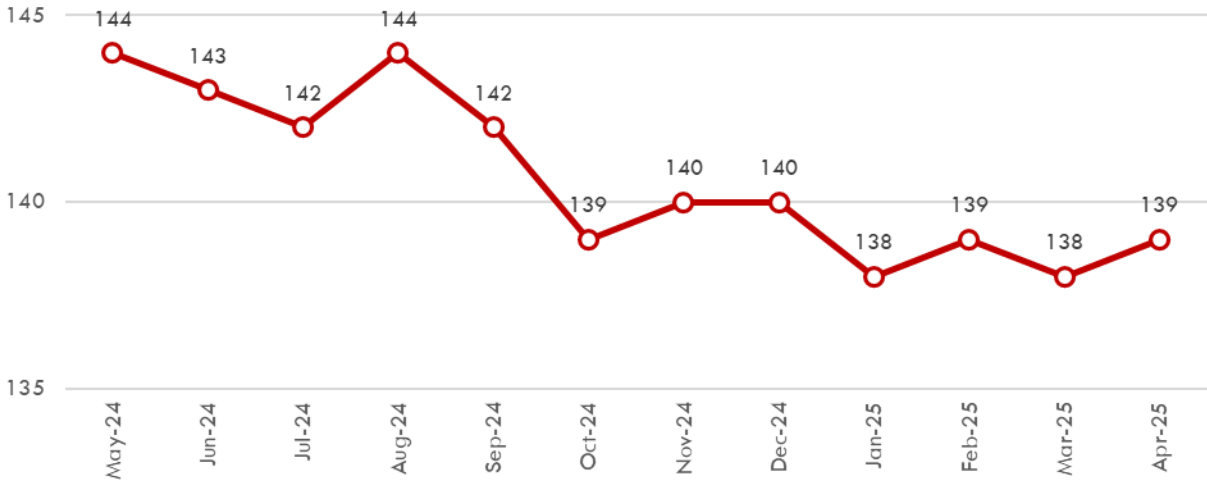
### Accident Report



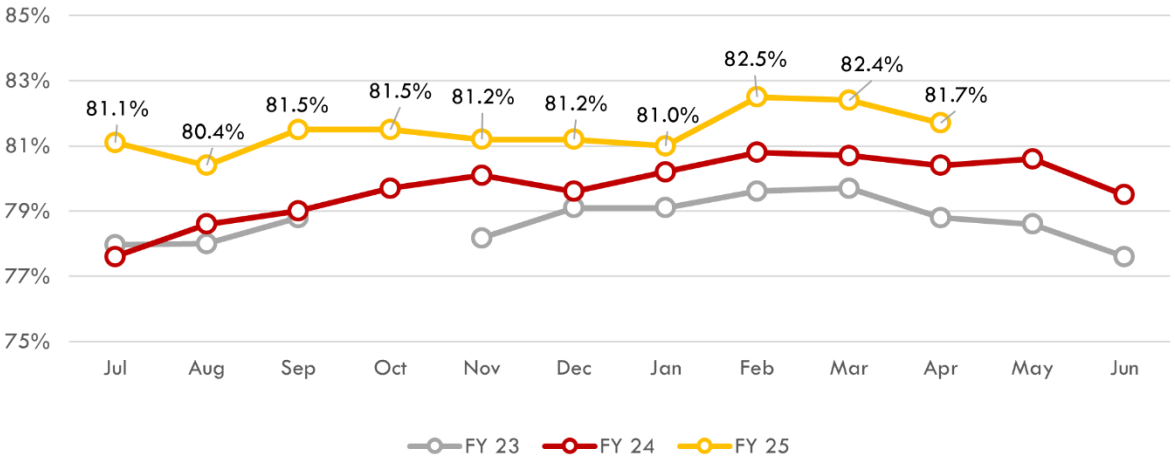
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



To: Operations & Scheduling Committee

Date: 5/21/2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

**SUBJECT: LINK Paratransit Monthly Report - April 2025**

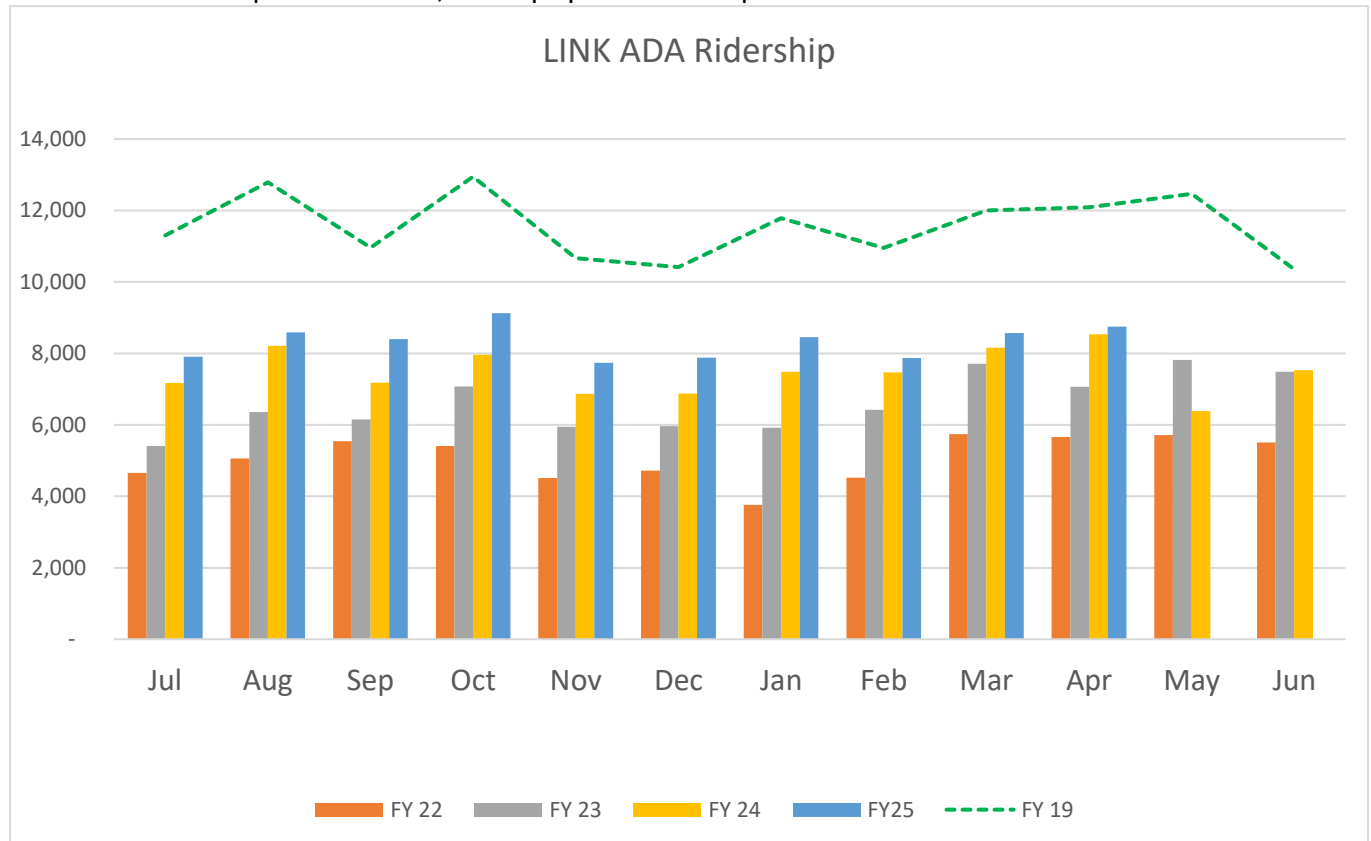
### Background:

County Connection offers Paratransit services in accordance with the Americans with Disabilities Act (ADA) via its LINK Paratransit program. This report presents an overview of LINK Paratransit's performance for April 2025.

### April 2025 Performance Report:

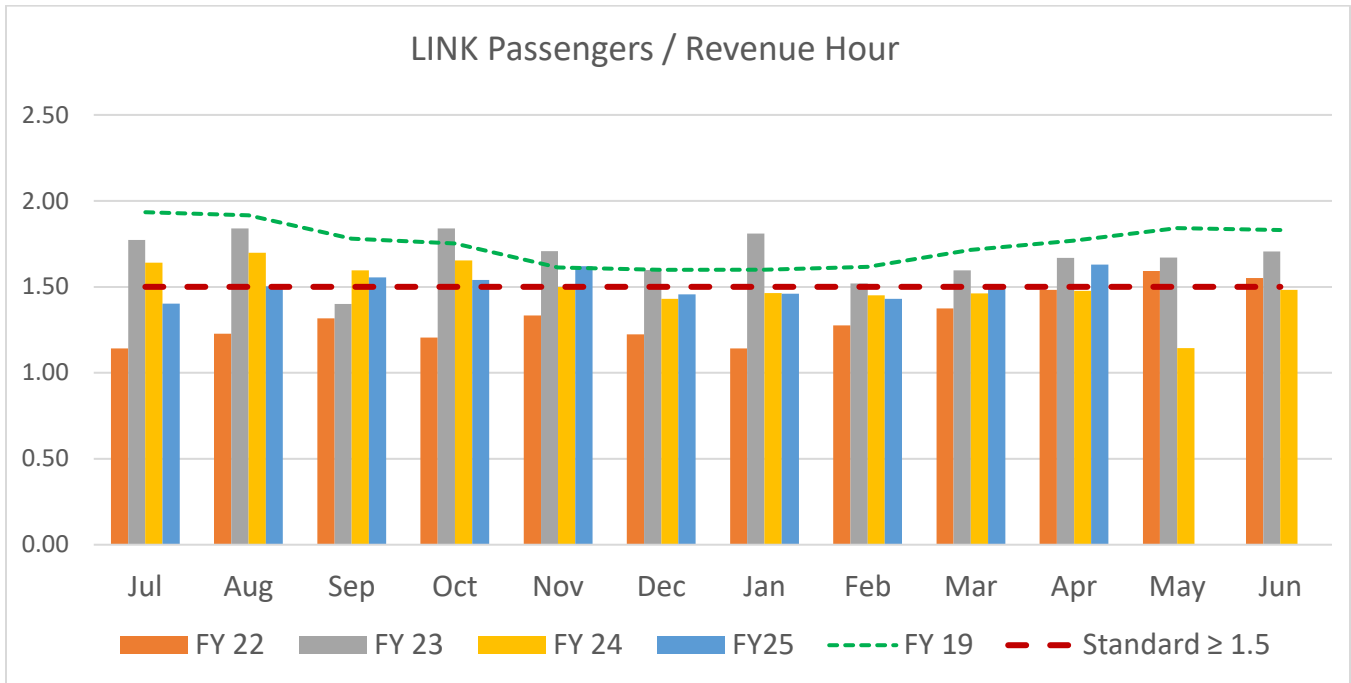
#### Ridership:

In April, LINK provided 8,751 ADA paratransit trips, an increase from the prior month. This represents a 2.6% increase compared to the 8,533 trips provided in April 2024.



**Productivity:**

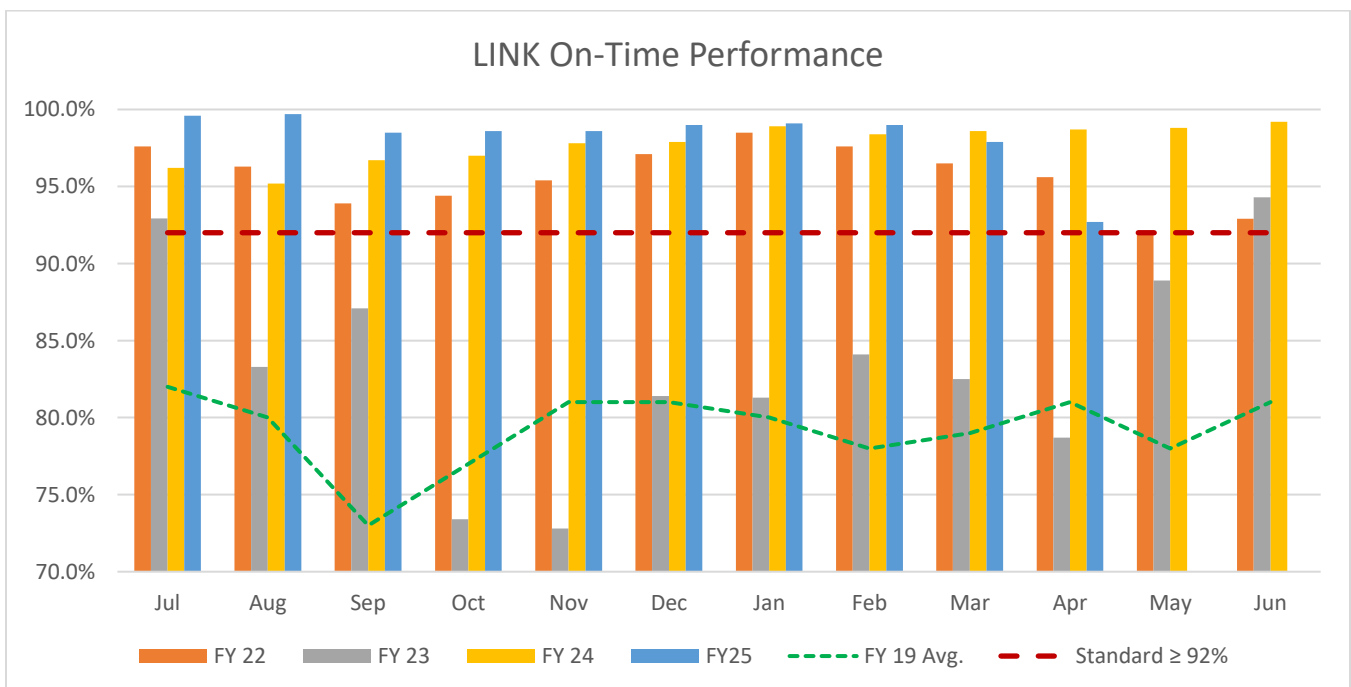
In April, LINK transported approximately 1.63 ADA paratransit passengers per revenue hour, an increase compared to prior months, meeting the contract standard of at least 1.5 ADA paratransit passengers per revenue hour.



**On-time Performance:**

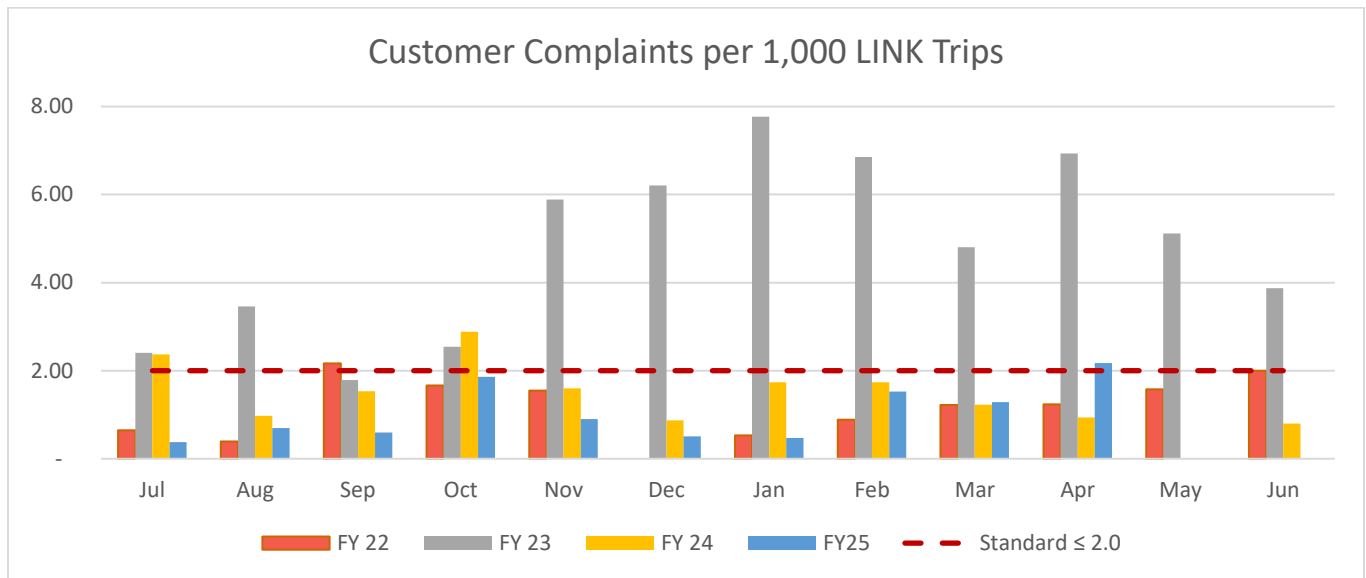
A trip is considered “on time” if the vehicle arrives within the designated 30-minute pickup window.

In April, the on-time performance (OTP) averaged 92.7%. Although this is a decrease compared to prior months, it continues to meet or exceed the contractual standard of 92%.



**Customer Satisfaction:**

In April, verified complaints totaled 2.17 per 1,000 passenger trips, slightly exceeding the contract limit of 2.0 per 1,000 rides. Most of these complaints were related to passengers arriving late to their destinations. Despite this, positive feedback outnumbered complaints by a ratio of 7 to 1, highlighting continued rider appreciation for the service. Notably, passengers frequently expressed appreciation for the courtesy and professionalism of the drivers



**Financial Implications:**

In April, the cost per LINK passenger trip was \$67.41, representing a 5.9% decrease from the same month in 2024. Staff continue to monitor expenses and work with the Contractor to improve efficiency wherever possible.

**Recommendation:**

None, for Information only.

**Action Requested:**

None, for information only.

**Attachments:**

None.