

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Tuesday, July 1, 2025

8:30 a.m.

**Pleasant Hill City Hall, Small Community Meeting Room
100 Gregory Lane, Pleasant Hill, CA, 94523**

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 June 6, 2025*
4. Fall Bid Update – Information Only*
(Staff will provide an update on the upcoming Fall Bid)
5. Swiftly Modules Update*
(Staff will request approval of a one-year extension of Swiftly Modules)
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

*Enclosure

FY2025/2026 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.

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, July 17, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, July 2, 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, July 3, 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, June 6, 8:30 a.m.

Directors: Robert Storer, Marisol Rubio
Staff: Bill Churchill, Ruby Horta, Scott Mitchell, Andrew Smith, John Sanderson, Pranjal 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 May 2, 2025

The Committee approved the minutes.

4. Summer Bid Update

Mr. Dixit briefed the committee on the Summer Bid (effective June 8, 2025), which introduces weekend route service adjustments. These changes are a direct result of the Bay Area TRANSFER Plan, an MTC-led regional schedule coordination effort since December 2023, aiming to improve customer transfer timings at key hubs, especially with BART. He added that the initial focus is on weekend bus-to-bus transfers at Concord BART, as implementing weekday recommendations would require a more extensive schedule realignment to preserve existing bus-to-bus transfers across many BART connections. Mr. Churchill highlighted this project as a prime example of successful interagency coordination, achieving its goals without requiring consolidation.

Mr. Dixit, responding to Director Rubio's question about frequency changes, clarified that service frequency will remain the same. However, trip start times are being adjusted to ensure seamless passenger transfers.

5. Fuel Cell Project

Mr. Mitchell briefed that in July 2022, CCTA secured \$13.18 million in federal funds from the TIRCP Cycle 5 for its I-680 Express Bus Program, with County Connection's \$6.59 million share dedicated to a temporary hydrogen fueling station. This station will support three hydrogen fuel cell express buses for service between the Martinez Amtrak and Dublin BART stations.

He added that the program faces significant hurdles: high bus costs from limited manufacturers, potential performance issues on uphill routes, hydrogen fuel being four times more expensive than renewable diesel with limited suppliers, and an inefficient hydrogen supply network that vents a

large portion of fuel during transfer and storage. Additionally, a lack of specialized maintenance training and necessary facility upgrades add to these challenges, with no identified funds to cover the increased operational expenses despite grants for initial purchases. Responding to Director Rubio's inquiry about emissions, Mr. Mitchell explained that renewable diesel is 98% cleaner than the regular diesel fuel used a decade ago. He further highlighted that modern buses utilize after-treatment systems to significantly reduce particulate matter (PM) emissions. Directors Rubio and Storer welcomed the idea of staff inviting representatives from Gillig to present to the Board.

6. Youth Ride Free Update

Mr. Smith presented an update to the Committee on the Youth Ride Free program, highlighting its initial ridership figures. He emphasized the program's focus on understanding how removing barriers to entry—like those associated with the Summer Youth Pass, Pass2Class, and Clipper Youth Card—influences youth ridership, as this pilot program allows youth to ride transit without needing a pass or ID (however, operators retain the discretion to request identification for passengers who appear too old to qualify). Early data indicates the Youth Ride Free program's ridership is on track to significantly exceed the previous year's Summer Youth Pass figures.

Directors Storer and Rubio underscored the critical role of the pilot program in changing travel behavior among young people.

7. Monthly Ridership Reports

Mr. Dixit reported a 1% rise in ridership compared to April 2024, bringing the year-to-date recovery to 85% of pre-pandemic levels. Systemwide productivity remains robust at 14.3 passengers per revenue hour, though slightly below pre-pandemic figures. Mr. Dixit highlighted that a persistent operator shortage has led to an elevated number of missed trips. However, a recent resolution with the DMV will facilitate the hiring and training of operators holding only Class C licenses.

Mr. Sanderson reported eight consecutive months of ridership growth. While productivity is exceeding standards, staff are considering future revisions to these metrics. He noted a slight drop in on-time performance, leading to an increase in complaints which was above the threshold. He added that although cost per ride decreased, cumulative costs rose and will be discussed at a future Board workshop. To address Director Rubio's concern about miscommunication, Mr. Sanderson confirmed additional training for call center staff is planned to improve booking and reservation communications.

8. Committee Comments

None

9. Future Agenda Items

Director Rubio requested staff present an overview of scheduling and the role the Union plays at County Connection.

10. Next Scheduled Meeting

The next meeting was scheduled for July 1 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 10:05 a.m.

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

To: Operations & Scheduling Committee

Date: 6/23/2025

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fall Bid Update

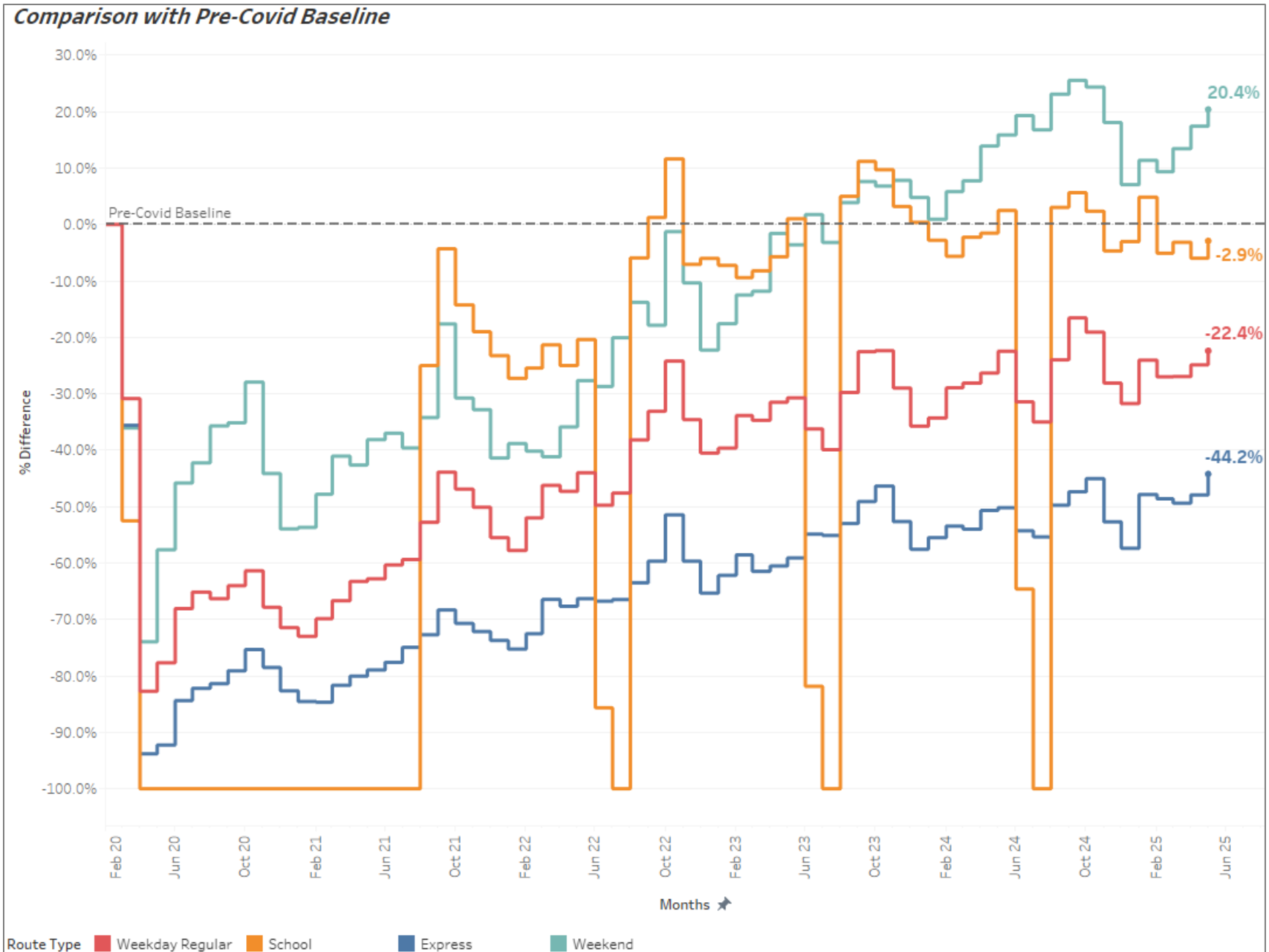
Background:

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, 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 our weekend and school services. 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 May 2025, ridership on our 600-series school routes has reached 97% of pre-pandemic levels, while ridership on weekday local routes sits at 78% of pre-pandemic levels, and weekday express routes are at 56% of pre-pandemic levels. Systemwide ridership is at 85% of pre-pandemic level.

Figure 1: Comparison with Pre-Covid Ridership



Fall Bid:

During the Summer Bid, we successfully implemented service changes on several weekend routes at the Concord BART station to significantly improve bus-to-bus transfers for our riders. These adjustments are a direct outcome of the Bay Area TRANSFER Plan, a regional initiative spearheaded by the Metropolitan Transportation Commission (MTC). Launched in December 2023, this plan aims to optimize transfer timings at critical transit hubs and involved collaboration between various transit agencies, MTC staff, and consultants from Jarrett Walker + Associates.

The Fall Bid, effective August 10, 2025, will see further improvements stemming from the TRANSFER Plan, specifically at the Dublin-Pleasanton BART station. Here, we're enhancing transfer times between County Connection, Wheels (LAVTA), and BART.

Below is a summary of the routes undergoing adjustments:

- **Route 35 (San Ramon and Dublin):** Changes to departure times are being made that will improve connections with BART and LAVTA at Dublin/Pleasanton BART, as recommended by the TRANSFER Plan.
- **Route 21 (San Ramon, Danville, and Walnut Creek):** Changes to departure times are being made with an aim to enhance connections with Route 35 at the San Ramon Transit Center. Additionally, running times are being changed to improve on-time performance around school bell times
- **Routes 19 (Concord and Martinez) and 98X (Walnut Creek and Martinez):** Departure times and running times are being changed to address on-time performance and operator break concerns.
- **School Routes 605, 606, 622, 623, and 635:** Minor trip departure times are being made to align with new school bell schedules and improve on-time performance.

Financial Implications:

None. The service levels for the Fall Bid are consistent with the proposed FY 2026 budget.

Recommendation:

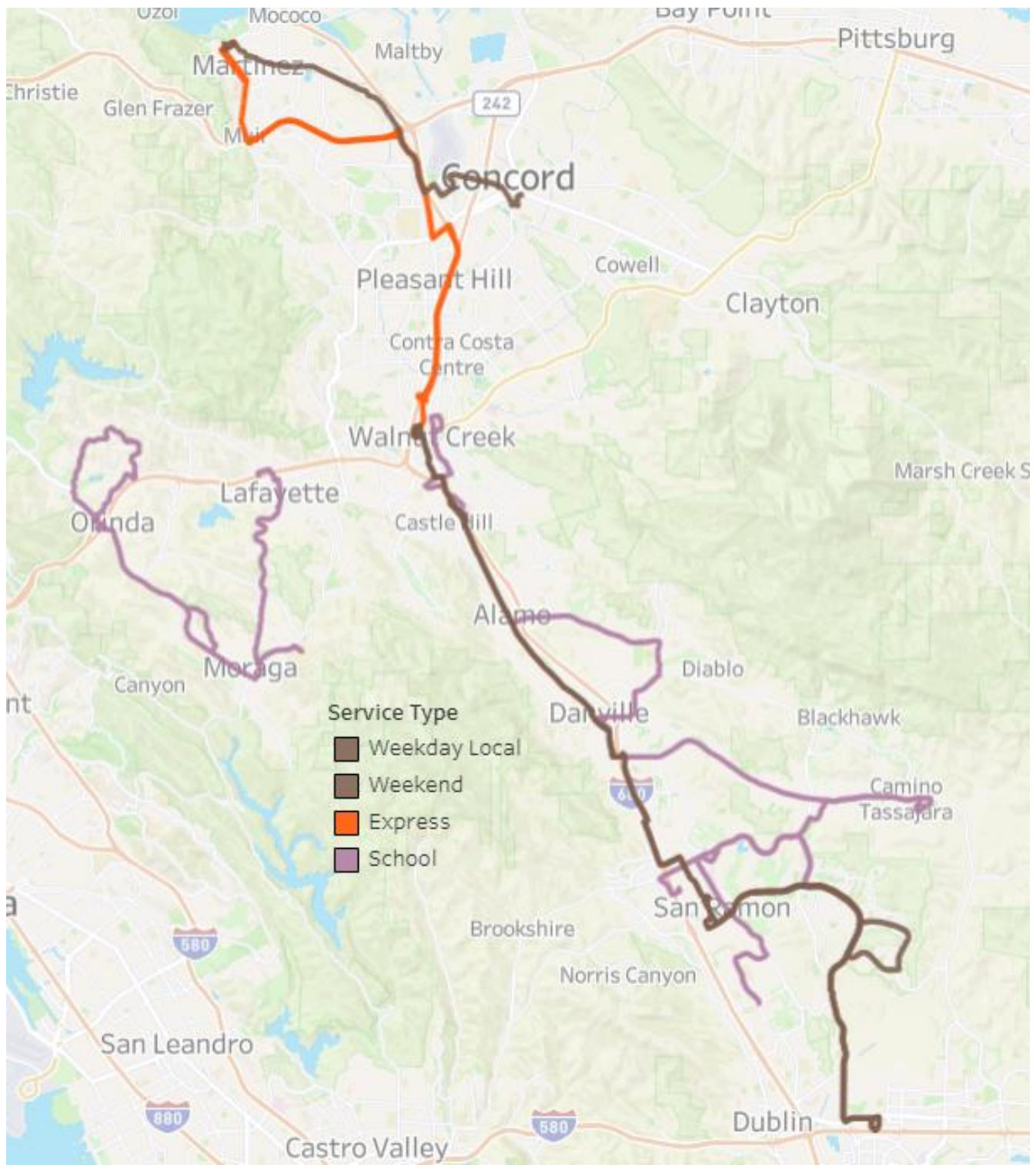
None, for information only.

Action Requested:

None, for information only.

Attachments:

Attachment 1: Route Map of Service Changes



To: Operations & Scheduling Committee

Date: 06/24/2025

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Swiftly Modules

Background:

In the fall of 2022, our agency began searching for solutions to improve on-time performance (OTP) data collection without needing a complete overhaul of our existing Computer-Aided Dispatch/Automatic Vehicle Location (CAD/AVL) system. This led us to Swiftly, a cloud-based transit data platform known for its seamless integration with existing bus hardware and robust data analytics.

We initially implemented Swiftly's On-Time Performance and Run Times modules to gain a comprehensive understanding of our service delivery. Since initial implementation, staff added more Swiftly modules, including Live Operations/Real-time Passenger Predictions, GPS Playback, and Service Adjustments, starting in August 2024.

These additions have further enhanced live vehicle tracking, improved on-time performance monitoring for operations and customer service staff, and provided better stop predictions and real-time information for our customers.

Technology:

Swiftly leverages a strategic combination of three data sources to track real-time bus location and calculate on-time performance and run times at every stop along each route: General Transit Feed Specification (GTFS) and BusTime Application Programming Interface (API) data coming from the existing Clever Devices system, and vehicle location data from the CradlePoint routers already installed on the buses.

In addition to a higher frequency of data points, the data from the routers has much lower latency (i.e., the delay between the data being generated and received), which means it more closely reflects real-time conditions.

Figure 1: Live Operations Module

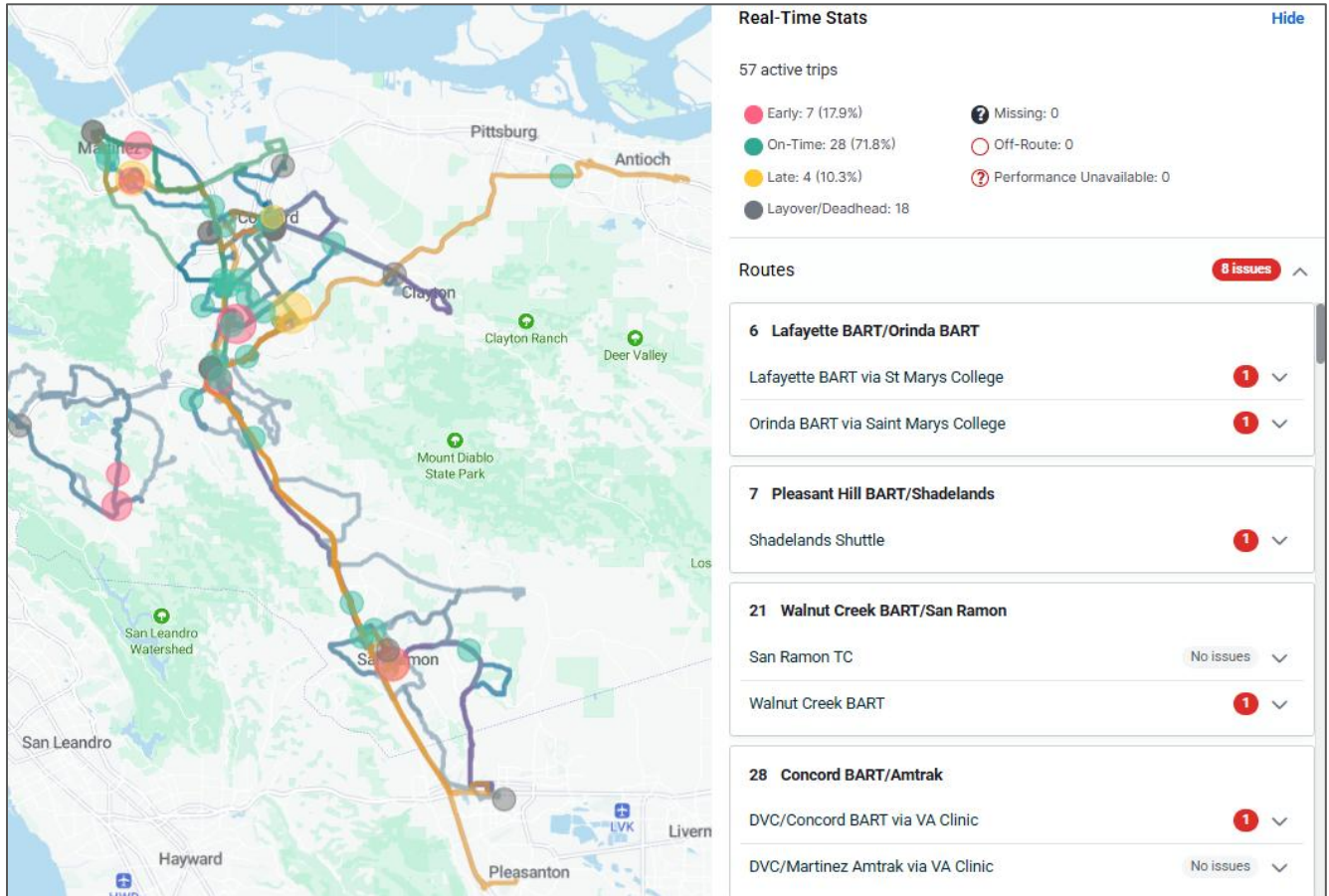
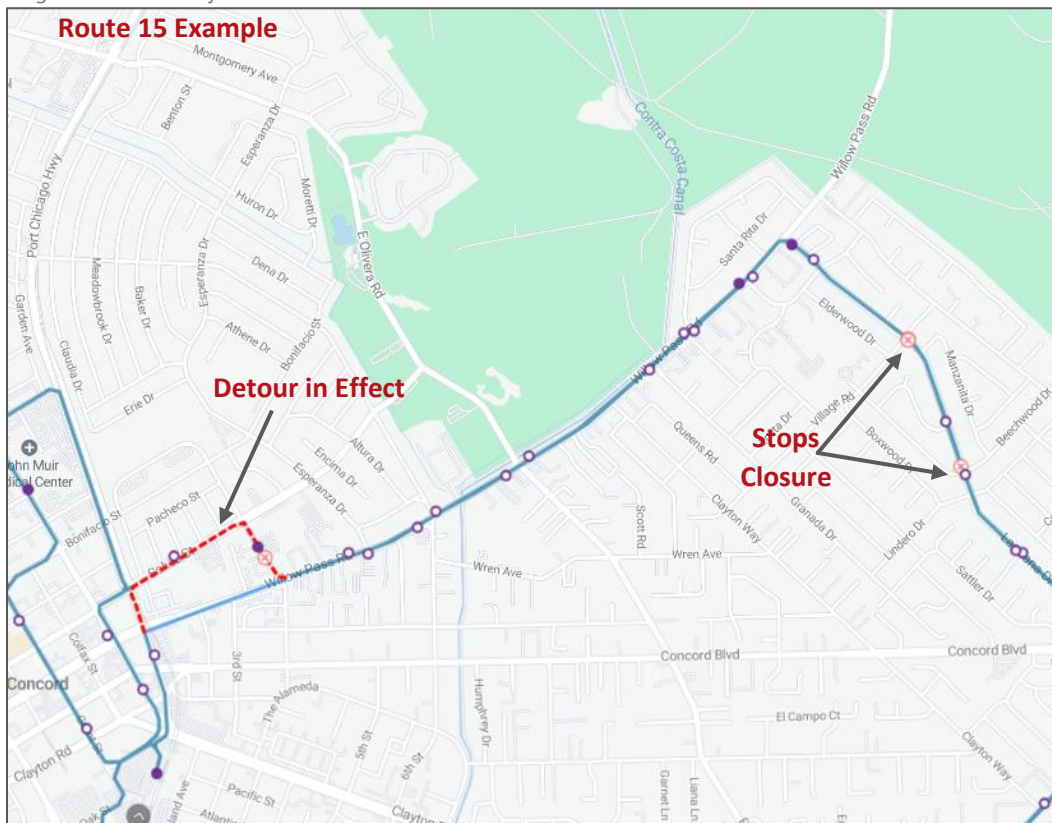


Figure 2: Service Adjustments Module



Impact:

Swiftly's platform has significantly improved our data capabilities, providing 40% more stop-level data than our previous system which only offered on-time performance data at scheduled timepoints. Furthermore, Swiftly's auto-assigner has been crucial in recovering 10.5% of missing stop data that would otherwise have been lost due to missing operator login information. This enhanced data has been instrumental in analyzing system performance and developing targeted service changes for optimization.

By leveraging all five Swiftly modules, our staff has successfully implemented several key service improvements. A prime example is the January 2025 service change, which focused on boosting on-time performance across seven routes. This initiative led to a 5.6% increase in on-time performance on those specific routes and an impressive 2.8% increase systemwide.

The Service Adjustments module has also been invaluable, because it allows our staff to directly input information about trip cancellations, detours, and stop closures into the platform. This information then seamlessly updates all trip planning apps (Transit App, Google Maps, etc.) in real time. Between August 2024 and June 2025, we recorded 1,415 trip cancellations (due to factors like operator shortages or bus breakdowns) and implemented detours or stop closures impacting over 5,000 trips. While these are unavoidable disruptions for passengers, the real-time updates flowing to trip planning apps help to keep riders well-informed. This significantly reduces the workload on our customer service team, enabling our representatives to dedicate more attention to callers with complex needs.

Financial Implications:

The one-year cost for the five modules (On-Time Performance, Run Times, Live Operations/Real-time Passenger Predictions, GPS Playback and Service Adjustments) is \$246,563. Staff plans to use TDA funds to cover the cost, which has already been included in the FY 2026 budget.

Recommendation:

Staff recommends renewing the contract with Swiftly for the five modules for one year at a cost not to exceed \$246,563.

Action Requested:

Staff requests that the O&S Committee forward the proposed one-year contract with Swiftly to the Board for approval.

Attachments:

None

To: Operations & Scheduling Committee

Date: 6/23/2025

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for May 2025

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	239,470	229,441	
Average Weekday Passengers	10,148	9,641	
Productivity	14.9	14.3	> 17.0
Missed Trips	1.35%	0.72%	< 0.25%
Average Miles Between Road Calls	26,422	38,094	> 18,000

** Based on current standards from updated S RTP*

Analysis

Average weekday ridership was higher in May 2025 (10,148 passengers) than the previous month of April 2025 (9,764 passengers) and is 0.8% higher than May 2024 (10,071 passengers).

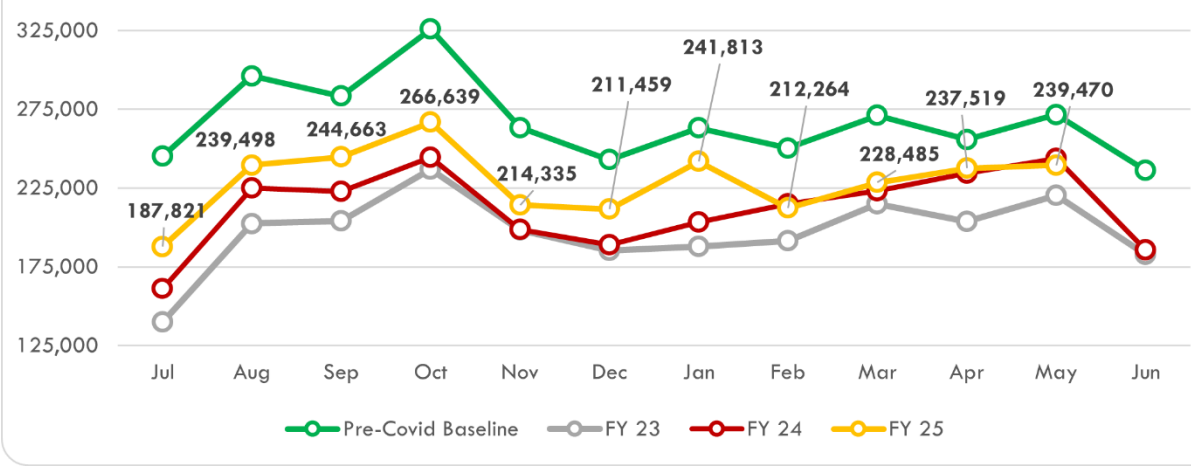
Productivity is a measurement of the average number of passengers per hour of revenue service. In May this was 14.9, which is higher than the prior month (14.3) and lower than May 2024 (15.0).

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 May was 1.35%, which is higher than the prior month when it was 0.78%.

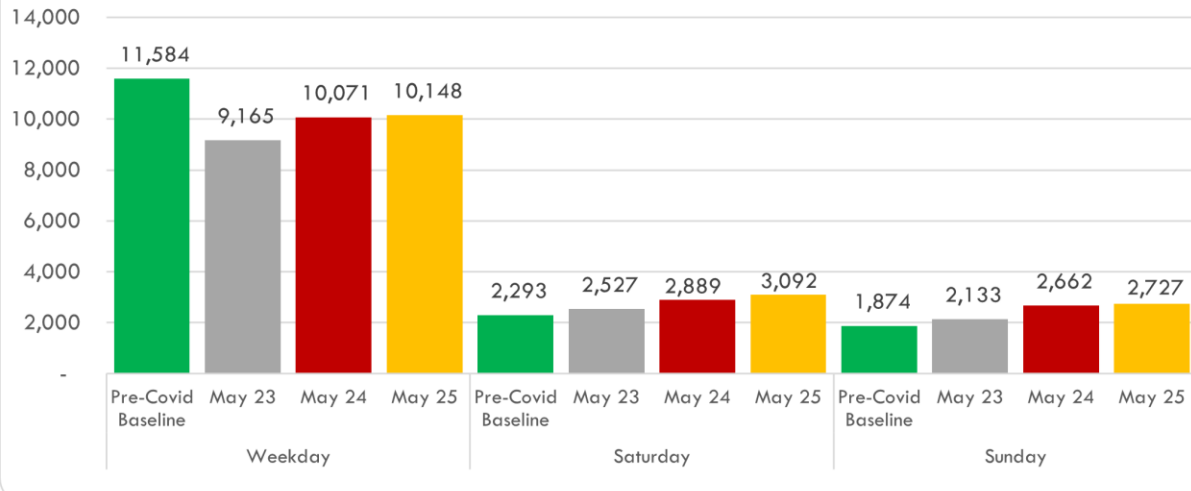
The number of miles between road calls (a bus going out of service due to mechanical issues) was 26,422 miles in May, higher than the prior month in which there were 21,041 miles between road calls. The rolling 12-month average is 36,920 miles between road calls.

Out of 239,470 total passengers in May, 127,133 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 81.4% of these potential Clipper card users paid using Clipper, rather than cash.

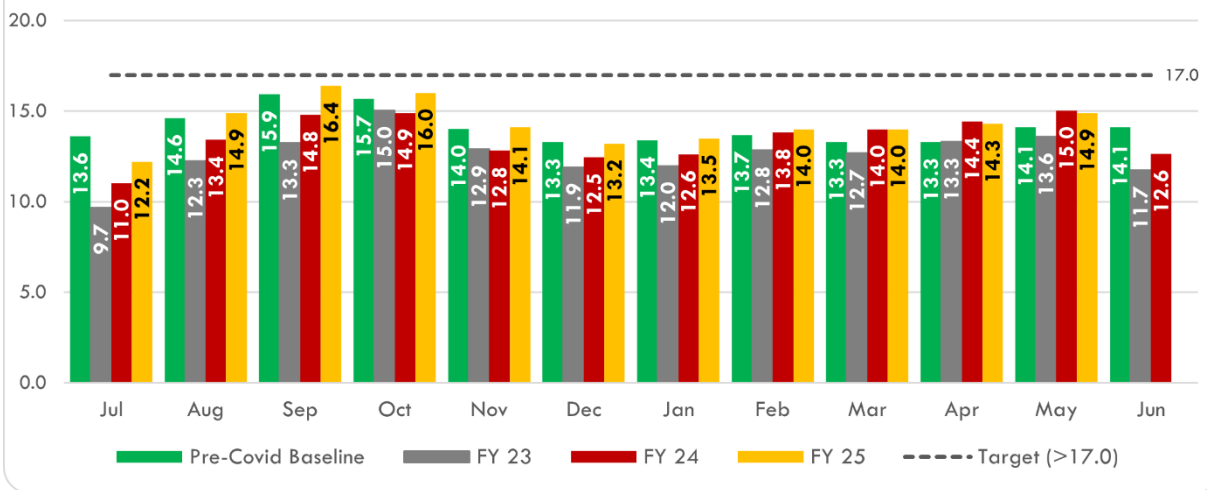
Total Monthly Fixed Route Ridership

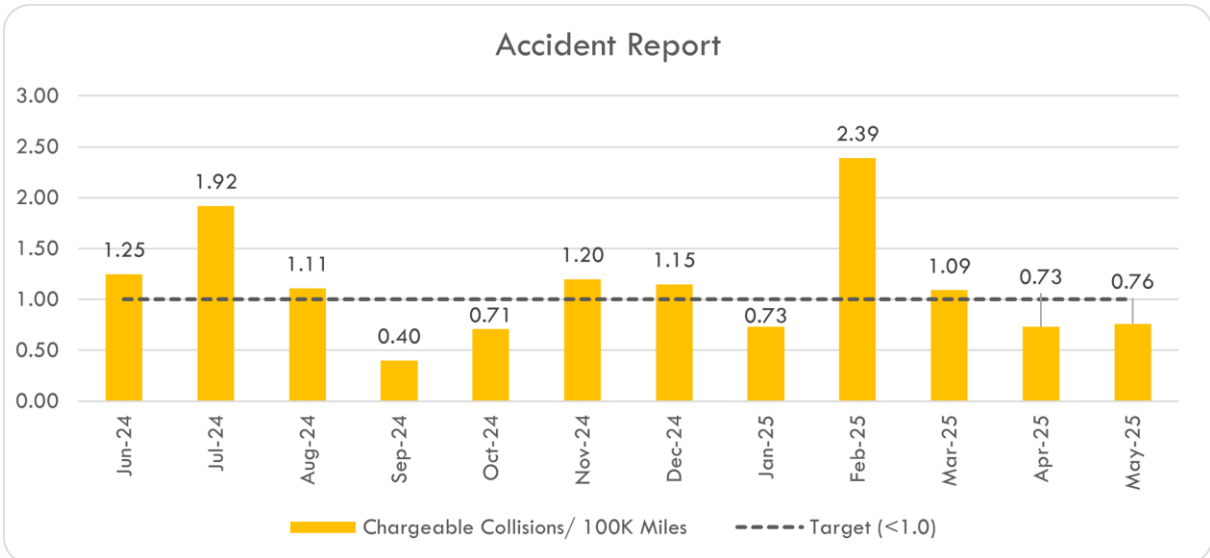
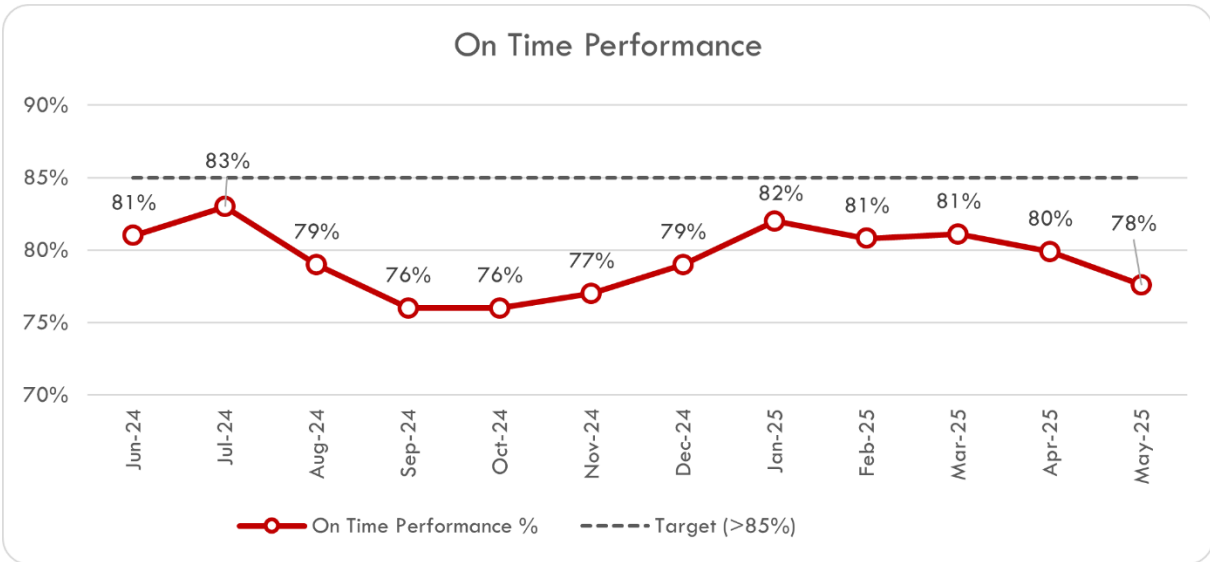
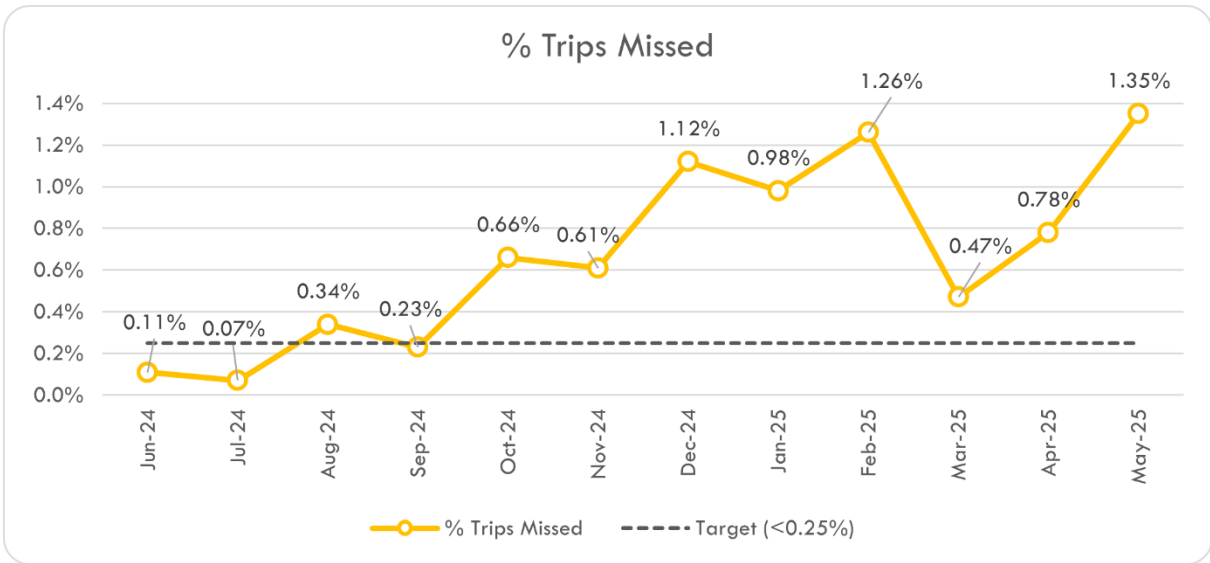


Average Daily Ridership Comparison

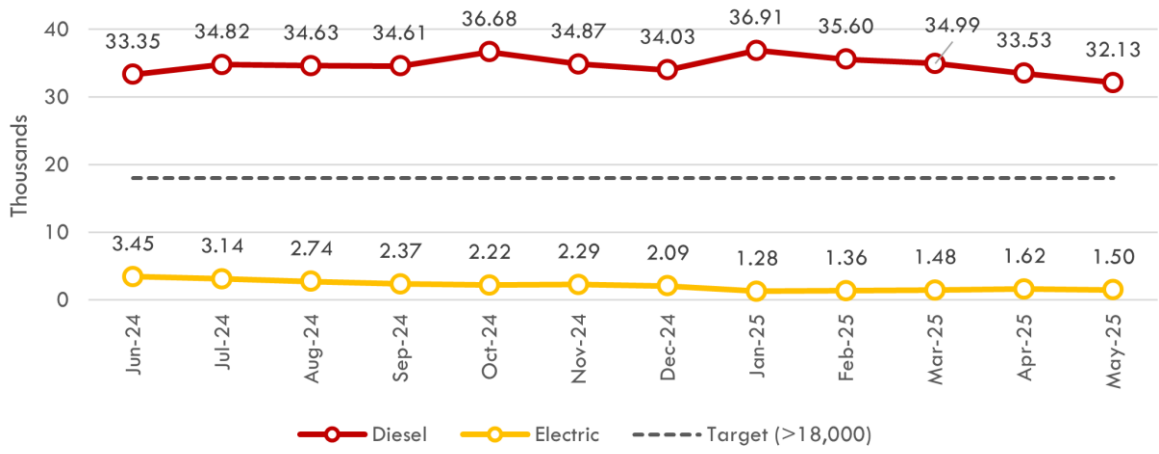


Passengers/Revenue Hour

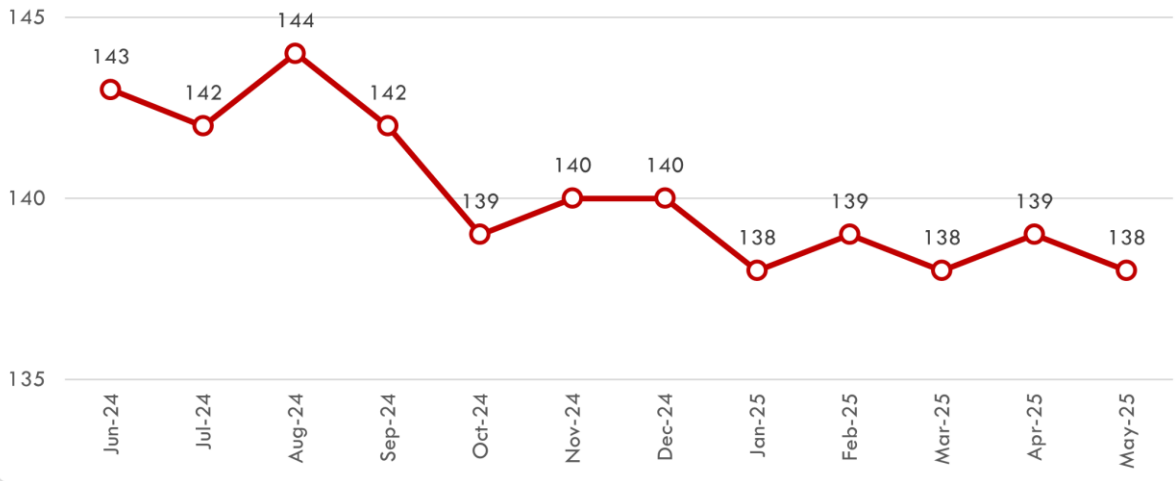




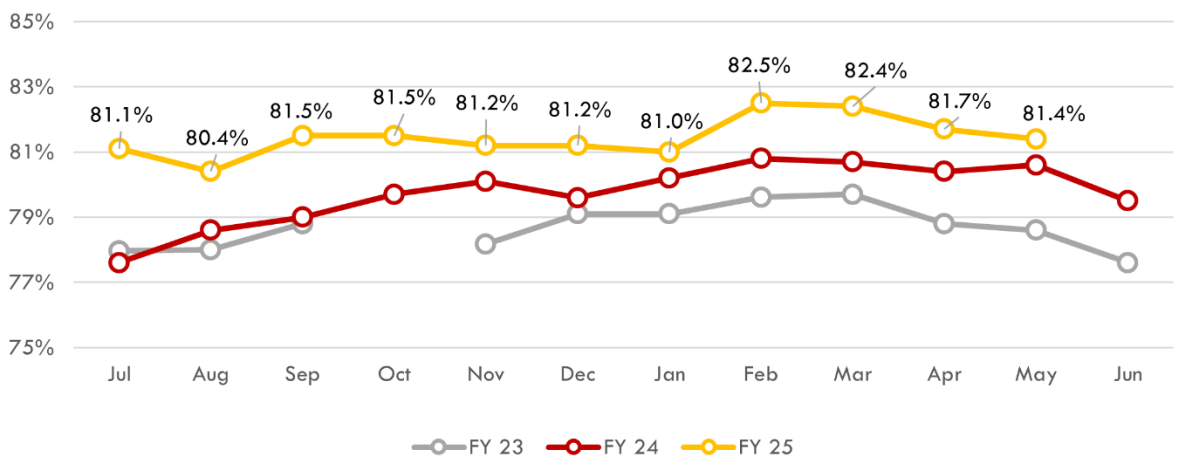
Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage



To: Operations & Scheduling Committee

Date: 6/20/2025

From: Rosa Noya, Manager of Accessible Services

Reviewed by: JS

SUBJECT: LINK Paratransit Monthly Report - May 2025

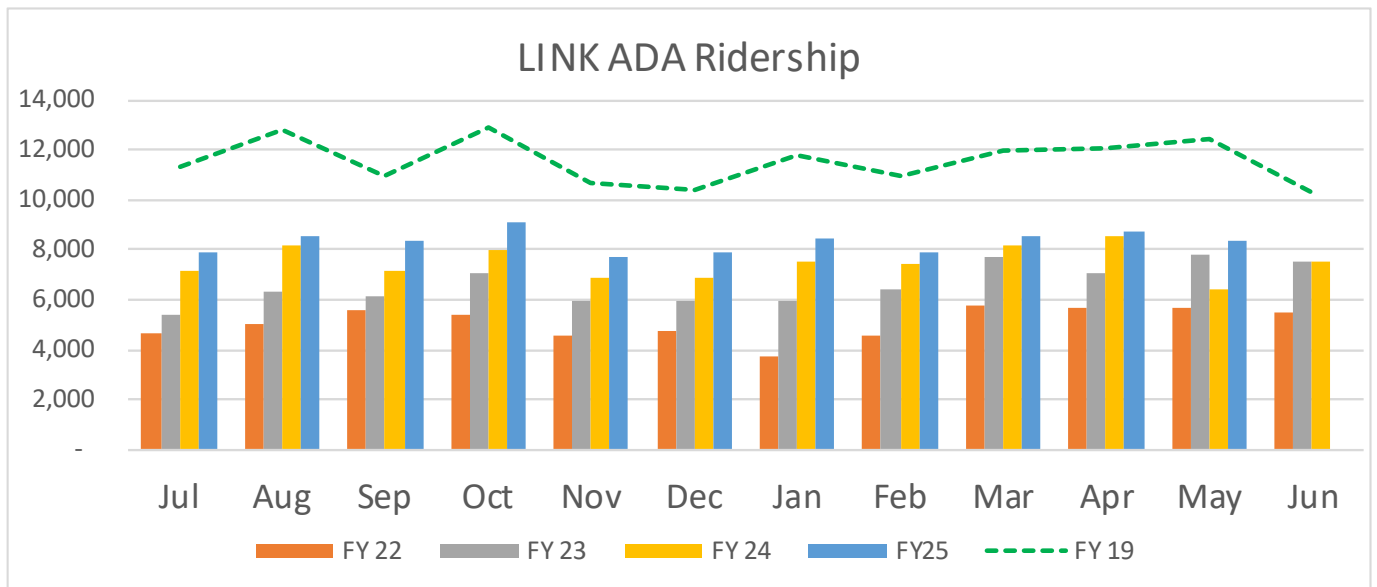
Background:

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 May 2025.

May 2025 Performance Report:

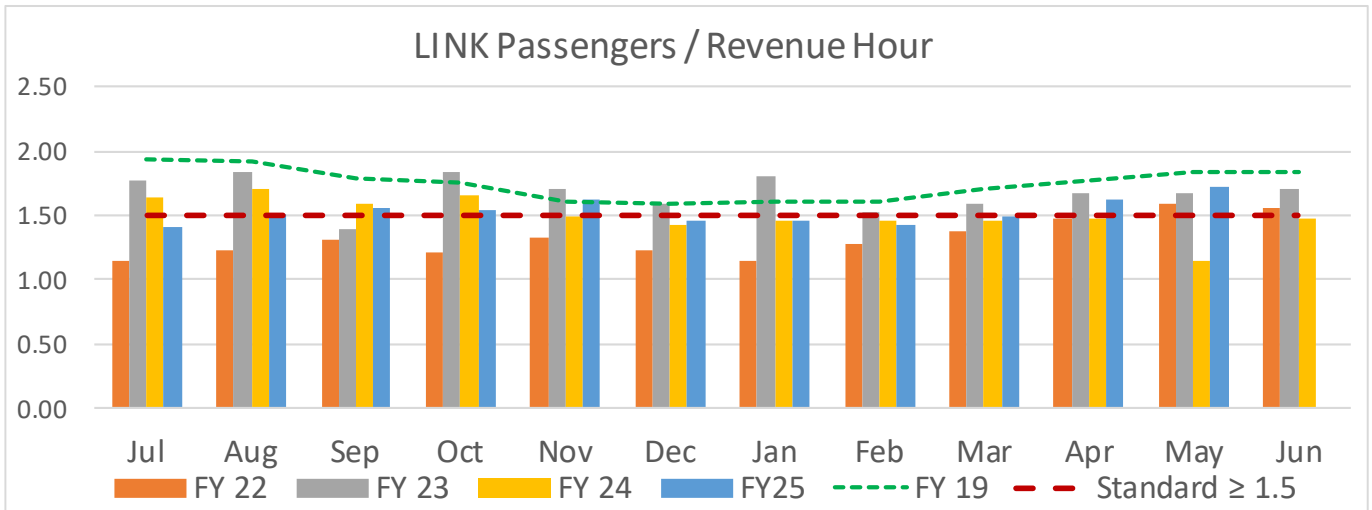
Ridership:

In May, LINK provided 8,360 ADA paratransit trips, showing a slight decline from April. This decrease is expected due to the holiday in May, when some riders likely opted for an extended weekend vacation travel. Overall, ridership in the current fiscal year has increased by approximately 11.3% compared to the same period last year. However, direct comparisons between May 2024 and May 2025 are limited due to a data breach that affected reporting in May 2024.



Productivity:

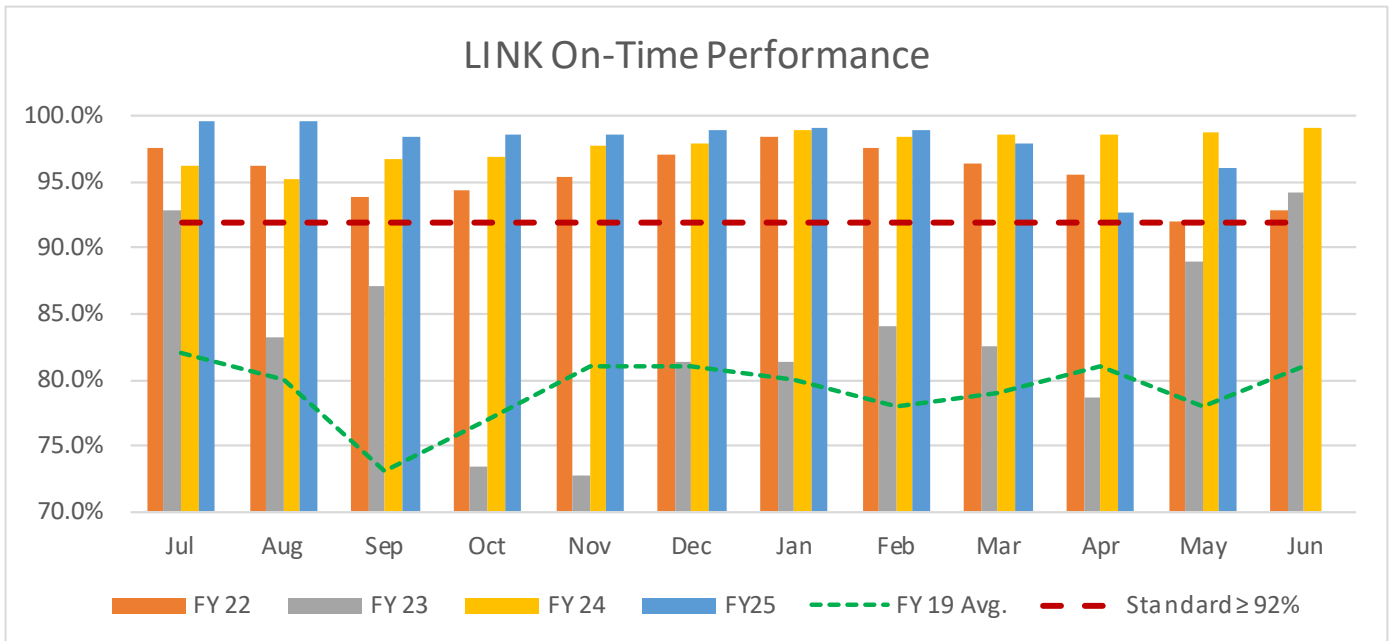
In May, LINK transported approximately 1.73 ADA paratransit passengers per revenue hour, an increase compared to prior months, meeting the contract standard of at least 1.5 ADA paratransit passengers per revenue hour. This marks the highest productivity rate recorded in FY 25 to date.



On-time Performance:

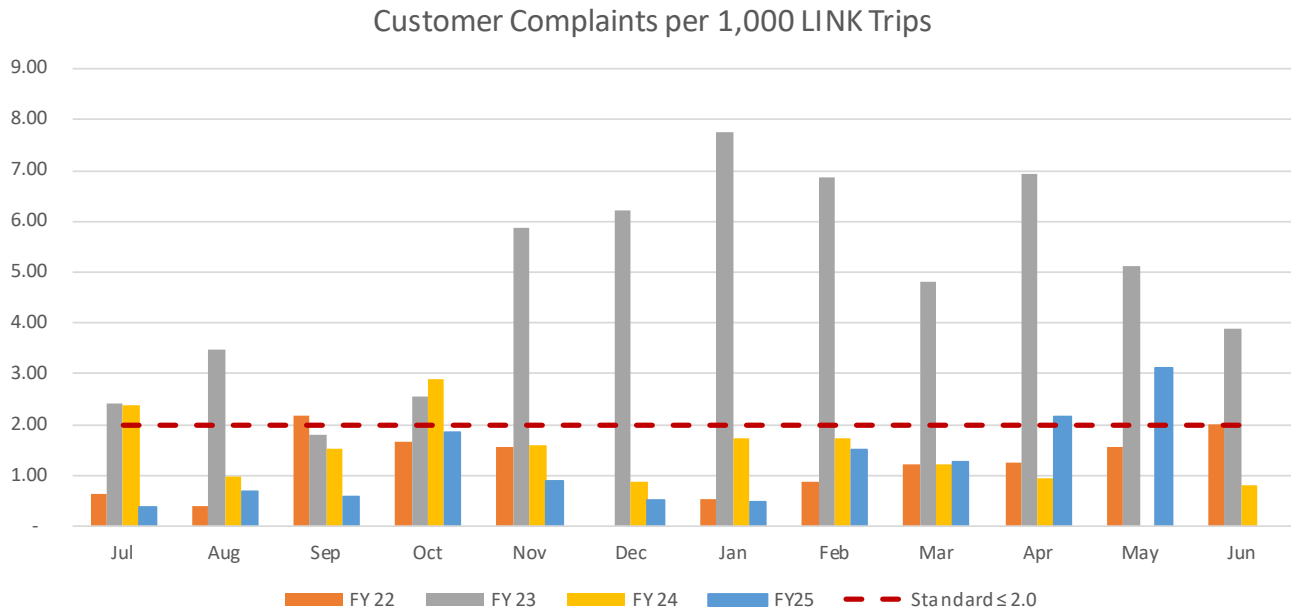
A trip is considered “on time” if the vehicle arrives within the designated 30-minute pickup window.

In May, the on-time performance (OTP) averaged 96.1%. This is an increase compared to prior months, and it continues to meet or exceed the contractual standard of 92%.



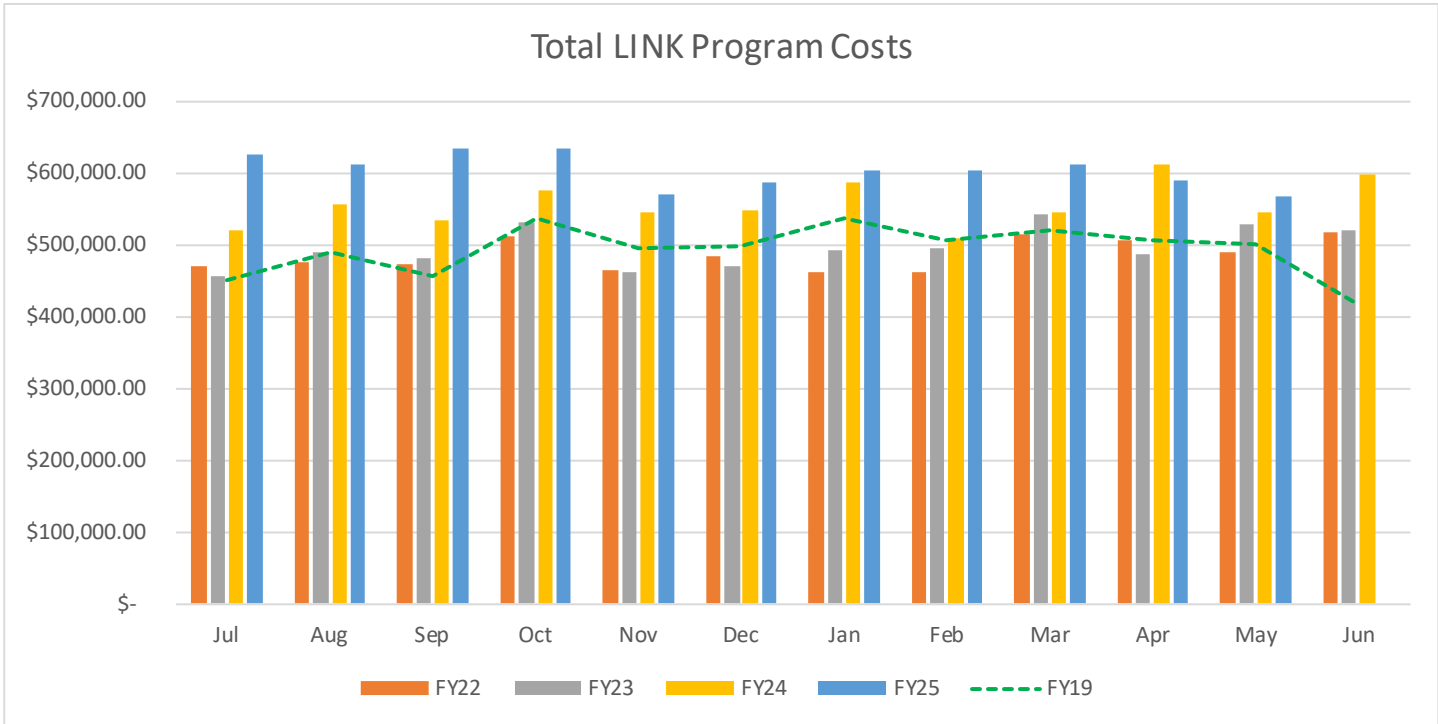
Customer Satisfaction:

There were 3.11 verified complaints per 1,000 passenger trips, exceeding the contract limit of 2.0. Most complaints involved late arrivals or issues with scheduling. However, positive feedback outweighed complaints 7 to 1, with many riders praising drivers for their courtesy and professionalism.



Financial Implications:

In May, the cost per LINK passenger trip was \$68.04 — a 20.4% decrease compared to May 2024. Program costs have been trending downward over the past three months, as staff continue to monitor expenses and work closely with the Contractor to improve efficiency, particularly by increasing productivity (measured in passengers per vehicle revenue hour). Despite this recent decline, the year-over-year rise in ridership reflects sustained post-pandemic growth in demand, consistent with the 24.9% increase in total program costs from FY22 to FY25.



Recommendation:

None, for Information only.

Action Requested:

None, for information only.

Attachments:

None.