



County Connection

Transit Update

CONTRA COSTA TRANSPORTATION AUTHORITY – BOARD WORKSHOP
OCTOBER 20, 2023



About Us

- JEPA est. 1980
- Serving 10 cities and unincorporated areas of Central County
- Services Provided
 - Fixed Route (weekday, weekend, school, express)
 - LINK (Paratransit)
 - Special Shuttles (Alamo Creek, CSUEB, St. Mary's, BART bridges)
- Regional Connections
 - BART
 - Amtrak/Capitol Corridor
 - Altamont Corridor Express (ACE)

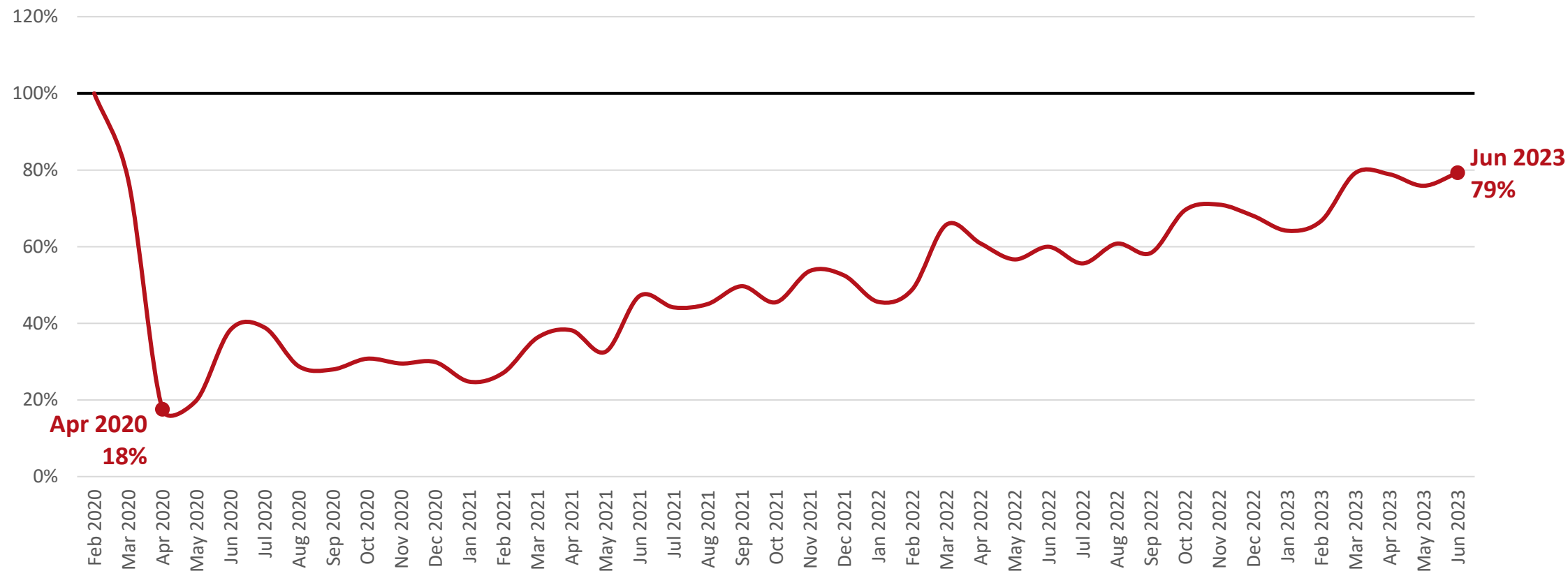
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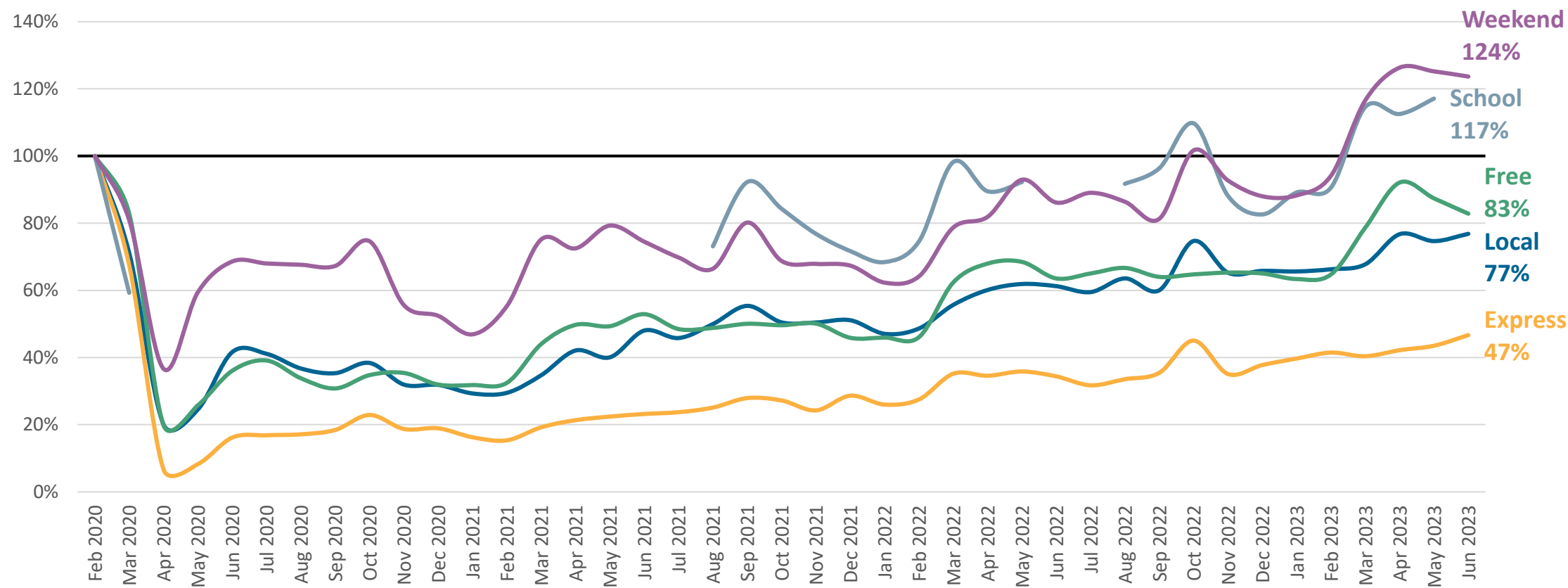
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Ridership Trends vs. Pre-COVID



Ridership Trends by Route Type



Our Riders

Throughout the pandemic:

- Essential workers getting to jobs
- Residents accessing local services (e.g., medical, groceries, etc.)

As restrictions were lifted:

- Students going to school
- Workers getting to non-remote jobs (e.g., retail, restaurants, etc.)

Not riding as often or at all:

- Office workers who are fully remote or hybrid
- Students taking online or hybrid classes

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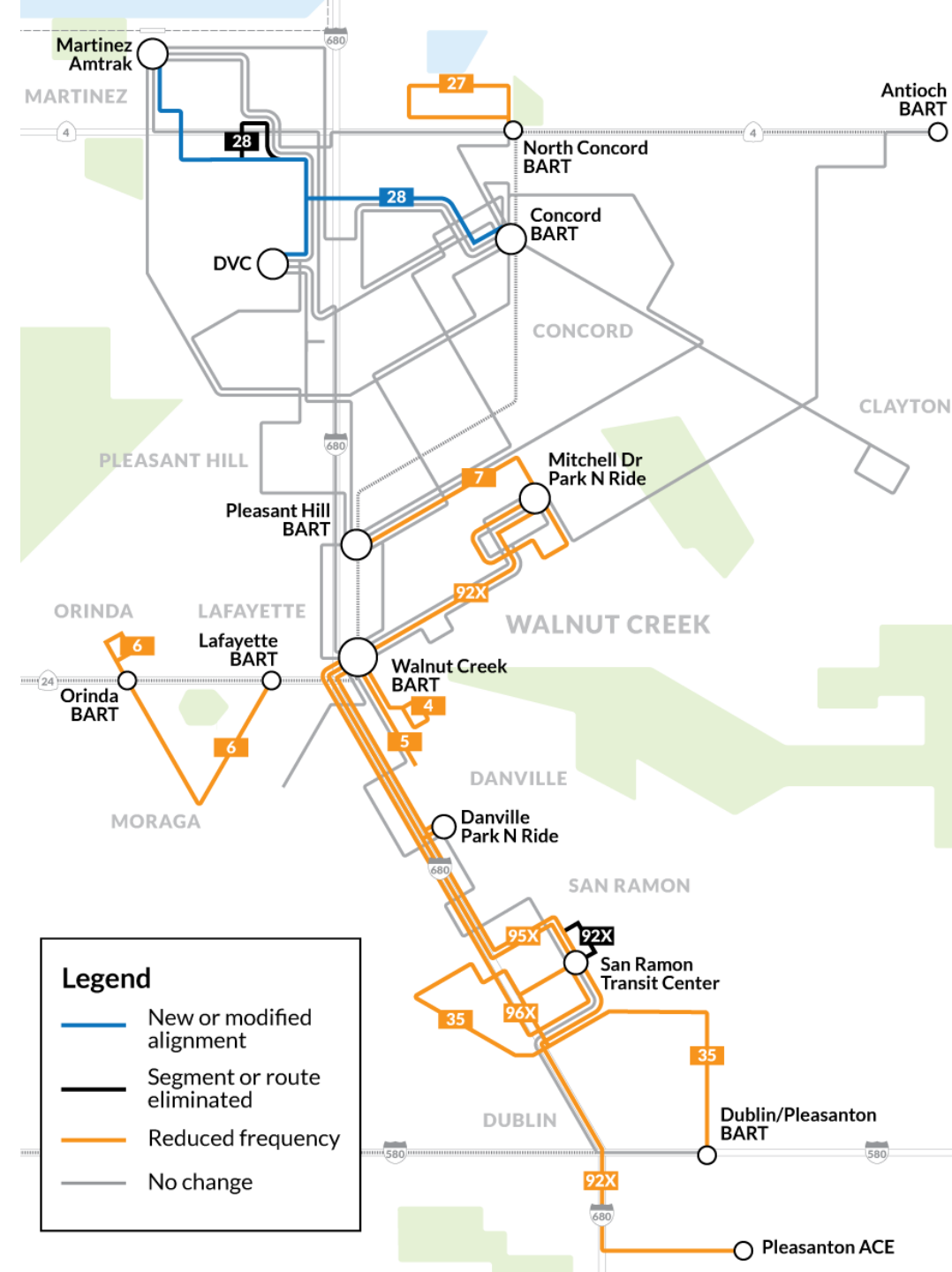
2021 Service Plan

- Service changes in response to pandemic, ridership changes, and operator shortage
- Primary objectives:
 - Retaining access to essential jobs and services
 - Providing adequate capacity along high ridership routes and corridors
 - Retaining weekend and 600-series school service
 - Improving coordination with BART
- Service reduced by 13% overall
 - Reduced peak period service frequency on low-ridership routes
 - Eliminated segments of routes with low ridership where alternate service was available

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Fare Programs

- Monument Free Program
 - Free rides on routes serving the Monument Corridor (11, 14, 16, 311, 314, & 316)
 - Funded by LCTOP cap and trade grant program
- Clipper START & Youth fare discounts
 - Discount increasing to 50% starting January 1, 2024
 - Clipper START discount amount will be uniform across all Bay Area operators
- Express route fares
 - Reducing Express route fares on Clipper to match Local routes starting January 1, 2024
 - Simplify fare structure and improve rider experience



Regional Collaboration

- Bay Area Transit Transformation Action Plan
 - Regional network management
 - Fare integration
 - Mapping & Wayfinding
 - Transit Priority (BusAID)
 - Connected Network Plan (Transit 2050+)
- Paratransit One-Seat Regional Ride Pilot
 - Eliminate transfers for ADA-eligible passengers traveling between Contra Costa and Alameda Counties
- Joint Contract for the Provision of ADA Paratransit Services
 - Following an initial 6-month pilot, County Connection and Livermore-Amador Valley Transit Authority seek a long-term partnership for increased efficiencies.

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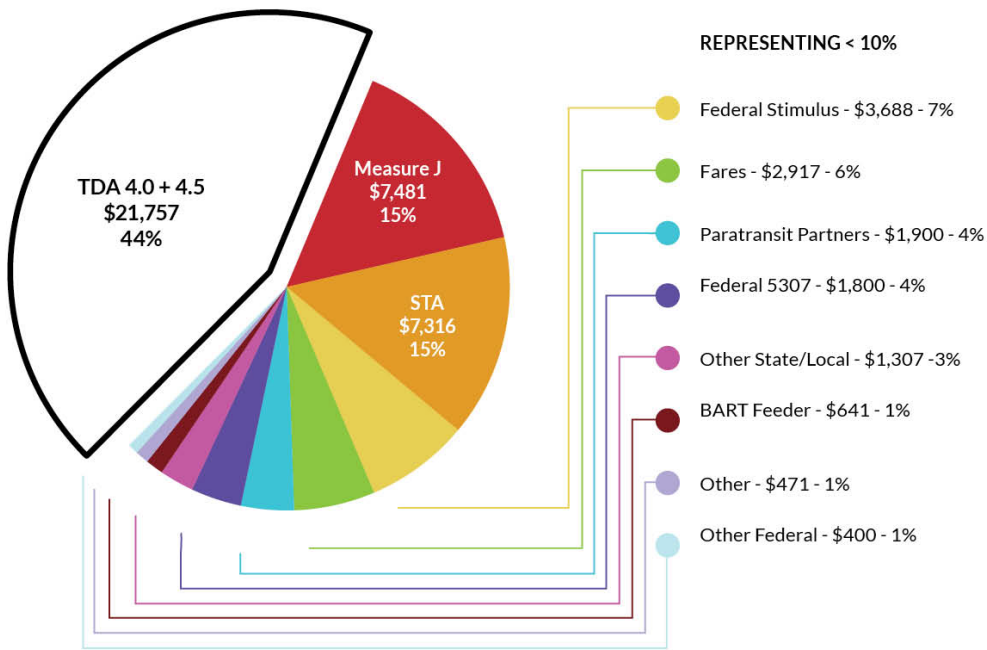
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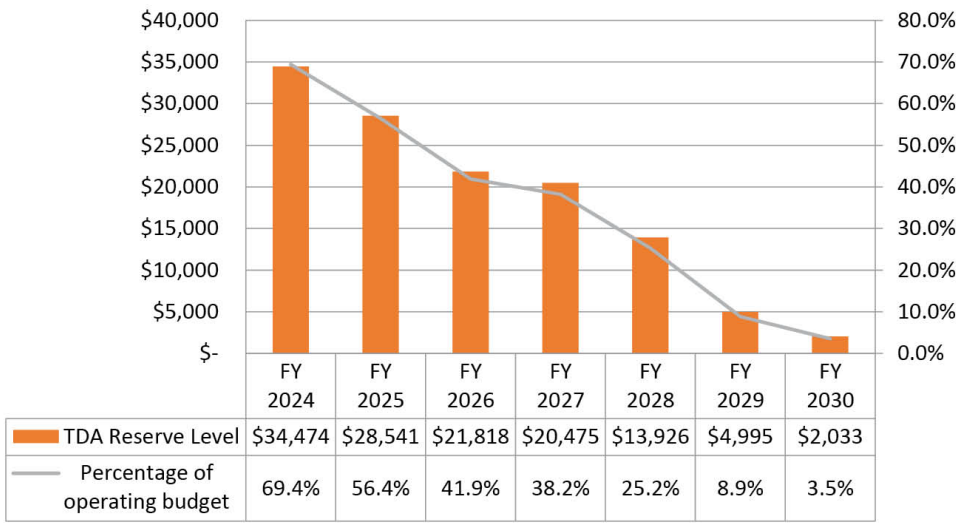
Financial Outlook

- Total FY 2024 operating budget: \$49.7M
- 77% of operating revenues are from state and local sources
- Federal stimulus funds helped offset revenue losses during COVID but will be fully exhausted by end of FY 2024
- Based on current revenue projections and service levels, County Connection's TDA reserves would be depleted in FY 2031

FY 2024 Operating Revenues



TDA Reserves



Challenges, Needs & Opportunities

OPERATOR SHORTAGE

- Lack of operators is limiting ability to restore additional service
- Increased starting wage
- Negotiated new 3-year contracts with labor unions
- Dedicate more marketing resources to support recruitment efforts

OPERATING ENVIRONMENT

- Rising traffic congestion & lack of transit-supportive infrastructure impacts speed and reliability
- IDEA TSP project with CCTA, Concord, & Walnut Creek
- Transit Corridor Study to identify improvements along major arterials
- BusAID (quick-build projects) & Transit Priority Policy
- Innovate 680

Challenges, Needs & Opportunities

SHIFTING TRAVEL DEMAND

- Need a better understanding of current and potential riders to effectively allocate resources
- Onboard passenger survey currently being conducted on County Connection
- Broader regional survey will be completed by spring 2024
- CCTA's ITP and MTC's Transit 2050+ will help identify opportunities

ZEB TRANSITION

- ZEB Rollout Plan adopted September 2022
- I-680 Express Bus will test hydrogen fuel cell technology
- Incremental cost for ZEB technology will require additional funding





Thank You!

Bill Churchill
General Manager