

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, November 12, 2019
1:00 p.m.**

**County Connection
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, California**

The committee may take action on each item on the agenda. 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. Call to Order
2. Roll Call
3. Agenda Approval
4. Approval of Minutes of September 10, 2019*
5. Public Comment
6. Consent Calendar: None
7. Appointment of Rich Eber to the Advisory Committee (City of Concord)*
8. Advisory Committee Bylaws Amendment*
9. Choice in Aging Demonstration Project Update*
10. Fiscal Year FY 2019 Fixed Route Performance Report*
11. Fiscal Year FY 2019 Paratransit Performance Report*
12. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – July and August 2019*
 - b. Clipper Use Trend – July and August 2019*
13. Committee Member Communications
14. Adjournment – Next Meeting – January 14, 2020

*Enclosure

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: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. 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. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Board Clerk, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@countyconnection.com

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, November 21, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, December 3, 9:00 a.m., 1676 N California Blvd, Suite 620, Walnut Creek
Advisory Committee:	Tuesday, November 12, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, December 5, 8:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, December 6, 8:15 a.m., 3338 Mt. Diablo Blvd, Lafayette

The above meeting schedules are subject to change. Please check the 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 Administrative Offices, 2477 Arnold Industrial Way, Concord, California

INTER OFFICE MEMO

Summary Minutes
Advisory Committee
County Connection
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, CA
Tuesday, September 10, 1:00 p.m.

Members: Jason Sommers
Staff: Rashida Kamara, Bill Churchill, Ruby Horta
Public: Kristin Visbal, Jessica Dominguez

1. **Call to Order:** Meeting was called to order at 1:00 p.m.
2. **Approval of Agenda:** The agenda was approved.
3. **Approval of the Minutes of July 9, 2019:** The minutes were approved as presented.
4. **Public Comment and/or Communication:**
Jessica Dominguez is requesting weekend service to Homeless Shelter.
Kristin Visbal requests daily use for Care Center and Homeless Outreach Team.
5. **Consent Calendar**
None.
6. **Battery Electric Bus Update**
Ms. Horta gave an update on the performance of the electric buses.
7. **Spring 2019 Service and Fare Restructure**
Ms. Horta gave an update comparing ridership numbers from Spring 2018 to Spring 2019 post-restructure. Ms. Dominguez inquired about single ride ticket. Ms. Visbal indicated she informed her clients of the changes.
8. **Citizens Advisory Committee Review**
Ms. Horta reviewed the cities with vacancies on the committee. County Connection's Board is aware of the many vacancies on the committee and staff is working with jurisdictions to appoint new members to the committee.
9. **Bishop Ranch Service Restructure**
Ms. Horta provided an update on the final Winter 2019 service restructure plan for Bishop Ranch. Routing changes made to 95X and 96X to provide more frequent service from Walnut Creek BART to San Ramon and Bishop Ranch. The realignment of Route 95X services the northern part of Bishop Ranch to San Ramon Transit Center and the Route 96X provides service to the southern part of Bishop Ranch to San Ramon Transit Center. County Connection will no

longer serve Chevron San Ramon and the stop location of Bishop Ranch 1 will be moved. All changes are effective November 17, 2019.

10. **Link Service Delivery Update**

Ms. Kamara updated the committee on the recent transition to Transdev and associated changes in the LINK Paratransit service delivery. Ms. Visbal wanted to know who the new app is designed for. Ms. Kamara explained this is the new app that enables paratransit users to monitor the status of their trips in real time. Transdev also contracts with Big Star for paratransit services. Passengers aren't aware of who is picking them up.

11. **ADA Monthly Reports**

LINK monthly operating for May and June 2019 were reviewed.

12. **Fixed-Route Staff Reports**

The monthly reports for May and June 2019 were reviewed.

13. **Member Communication:**

None.

14. **Next Scheduled Meeting:** The next meeting is scheduled for November 12, 2019, at 1 pm at the County Connection board room.

15. **Adjournment:** The meeting adjourned at 2:58 pm.

Minutes prepared by Valerie Volk on November 5, 2019.

CITY OF CONCORD
1950 Parkside Drive, MS/01
Concord, California 94519-2578
FAX: (925) 798-0636

OFFICE OF THE CITY CLERK
Joelle Fockler, City Clerk
Telephone: (925) 671-3495



CITY COUNCIL
Carlyn S. Obringer, Mayor
Timothy A. McGallian, Vice Mayor
Dominic D. Aliano
Edi E. Birsan
Laura M. Hoffmeister

Patti Barsotti, City Treasurer
Valerie J. Barone, City Manager

September 12, 2019

Ms. Ruby Horta
Director of Marketing and Planning
The County Connection
2477 Arnold Industrial Way
Concord, CA 94520

RE: City of Concord appointment of Rich Eber to serve on the Central Contra Costa Transit Authority Advisory Committee

Dear Ms. Horta:

This letter is to advise that on August 27, 2019, the Concord City Council unanimously voted to approve the appointment of Rich Eber to serve as the City's representative on the Central Contra Costa Transit Authority's Advisory Committee for a term ending December 31, 2020.

The City's current representative, Jeff Koertzen, did not wish to be reappointed and a recruitment was held. Mayor Obringer recommended Mr. Eber's appointment after that recruitment process and interviews of candidates. She felt he was familiar with transit issues and had a wide base of outside interests which made him an excellent candidate for this position. Mr. Eber's mailing address is 3422 Wren Avenue, Concord, CA 94519. His telephone number is (925) 518-5852.

Should you have any questions or concerns, please do not hesitate to contact me at (925) 671-3390 or joelle.fockler@cityofconcord.org.

Sincerely

for Joelle Fockler, MMC
City Clerk

Profile

Rich

First Name

Eber

Last Name

richeber@amerasa.net

Email Address

HOME ADDRESS

3422 wren ave

Street Address

Suite or Apt

concord

City

CA

State

94519

Postal Code

26

Number of years at above address:

40

Number of years in Concord:

40

Number of years in the county:

Home: 9255185852

Primary Phone

Home: (925) 602-1280

Alternate Phone

amerasa rapid transit usa inc

Employer

director

Job Title

international shipping and
transportation

Occupation

28

Number of years at employer:

2520 stanwell , Suite 130, concord

Employer Address

Which Boards would you like to apply for?

Planning Commission: Submitted

Central Contra Costa Transit Authority Advisory Committee : Submitted

Question applies to multiple boards

If you are applying for more than one board, commission or committee please list your selections in priority order below. This will help the interviewing Council Committee know your preference when interviewing.

Question applies to multiple boards

Would you be available for evening meetings?

☒ Yes ☐ No

Would you like to be contacted about future Board, Committee, or Commission recruitments?

☒ Yes ☐ No

INTERESTS AND EXPERIENCE

Question applies to multiple boards

Please state your reason for applying, including qualifications for this position:

Describe prior service on a board, commission, or any other community service or public body, indicate agency and explain what significant contributions you made:

first Measure Q Committee Vice Chairman Helped get the committee off the ground and helped establish standards for spending the money wisely Downtown Ad Hoc Steering Committee- Pushed for early California Architecture from my experience in Santa Barbara Insight offered in my articles which have appeared in Halfway to Concord, Contra Costa Bee, Pioneer, and Diablo Gazette

Question applies to multiple boards

Considering your experience and activities in business, labor, professional, social, or other organizations, indicate the experience, technical training, and/or skills which qualify you for an appointment on each desired board or commission:

I believe due to a wide variety of interests I am qualified to be on several committees. My fairness and integrity as a volunteer baseball umpire for many years along with my writing establishes good credentials for being on multiple committees

Question applies to Central Contra Costa Transit Authority Advisory Committee, Contra Costa Transportation Authority, Citizen's Advisory Committee

Particular interest in transportation:

45 years of experience in domestic and foreign transportation. Understand concepts of providing economical services on several levels. Also learned a great deal about transportation during my childhood growing up in San Francisco. Think I can do a good job working on transportation to new and old developments using the knowledge and expertise professionally and what has been learned writing extensively about urban planning

Volunteer experience (list special interest groups):

Donate wine I make to various organizations and fund raisers for Bancroft Gardens & Wine and Art Walk for 5 years

EDUCATION AND TRAINING

High School

Lincoln HS San Francisco

College

University of Oregon & UCSB

Technical/Vocational Training

Certification or Other

Upload a Resume

TERMS OF ACCEPTANCE and SIGNATURE

Question applies to multiple boards

I, applicant for a City of Concord Board, Commission or Committee, warrant the truthfulness of the information provided in this application. I certify under penalty of perjury that I am a resident of the City of Concord and meet the eligibility requirements.

Please Agree with the Following Statement

I understand that checking this box constitutes a legal signature confirming that I acknowledge and agree to the above Terms and Acceptance.

☒ I Agree *

rich eber

Electronic Signature - Please type your First and Last
Name

To: Board of Directors

Date: 08/28/2019

From: Ruby Horta, Director of Planning, Marketing & Innovation

Reviewed by: WC.

SUBJECT: Citizens' Advisory Committee Bylaws Amendment

Background:

The Operations and Scheduling (O&S) Committee reviewed the Citizens' Advisory Committee (CAC) bylaws at the August 2019 committee meeting. At the August Board members, Board members were encouraged to fill the vacancies in their respective jurisdictions. Subsequent to the meeting, the legal team provided some additional feedback and recommended the bylaws be amended.

The proposed amendment states the basic rule that members shall not engage in any activity for compensation that is in conflict with their duties as members of the CAC. This is the guiding standard for public officials, generally. Per our legal team's recommendation, staff also proposes that the members fill out an Annual Statement of Economic Interest disclosure form that has been modeled after the FPPC's Form 700, tailored to relate to their responsibilities as members of the CAC. This form would be filed with CCCTA, and not filed with the State.

Financial Implications:

None.

Recommendation:

The A&F Committee and staff recommend that the Citizens' Advisory Committee bylaws be amended, as presented in Attachment 1.

Action Requested:

The A&F Committee and staff request Board approval of Advisory Committee Role and Function amendment.

Attachments:

Attachment 1: Citizens' Advisory Committee Role and Function Amendment

Attachment 1

Central Contra Costa Transit Authority Advisory Committee

Role and Function

Approved June 16, 2011
Amended September 19, 2019

Purpose

The primary purpose of the Central Contra Costa Transit Authority Advisory Committee will be to review, analyze and advise the County Connection Board of Directors on issues and policies relating to fixed-route and paratransit service. The Advisory Committee will be asked to consider and make recommendations on finance and planning documents that include but are not limited to the following:

- CCCTA Ten Year Short Range Transit Plan
- Annual operating and capital budget
- Annual marketing plan
- Other issues such as operations, scheduling, administration, finance, and legislation.

Composition

The Advisory Committee shall be comprised of eleven (11) members from Central Contra Costa County. Each member jurisdiction will be requested to recommend one member from that jurisdiction for appointment by the CCCTA Board of Directors. Each member jurisdiction may also recommend an alternate member from that jurisdiction for appointment by the CCCTA Board of Directors. The following criteria should be considered:

- Representative should be active in community participation and involvement
- Representative should reside in the appointed community
- Representative should be a current or former user of fixed-route and/or paratransit service, or an advocate for transit users in their communities.

Term

- Members will be appointed for a two-year term, with no limit on the number of terms served.
- If during his/her term, a representative resigns, is removed, or unable to continue to serve, the recommending jurisdiction will be requested to appoint a successor, to be approved by the CCCTA Board of Directors to serve the balance of the term.
- If a member misses three or more consecutive meetings without cause, the Advisory Committee may request that member resign or be removed by the CCCTA Board after consultation with the affected jurisdiction.

Officers

- The Advisory Committee will elect officers who will serve one-year terms. Officers will include a chair and a vice chair.

Meetings

- The Advisory Committee will meet every other month. However, if the Committee wishes to have a special meeting, any member may request that the Chair ask the staff liaison to schedule such a meeting.
- A majority of those present shall be required to adopt an action.

Charge

The Advisory Committee is charged with the responsibility of acting as ADVISORS to the CCCTA Board of Directors, and of collecting and reporting service issues and concerns received from the jurisdictions. Members may volunteer, or be appointed by the Chair to attend scheduled CCCTA Committee meetings, participate in Advisory Committee subcommittees, or undertake other duties for the Advisory Committee.

Furthermore, the Committee is charged with the responsibility of acting as DISSEMINATORS of information in their community, and of assisting in the education of their jurisdictions regarding the fixed-route and accessible services that are available.

In fulfilling these responsibilities the Committee will:

- Make formal recommendations in the form of written communications and reports to the CCCTA Board of Directors, and where appropriate, supplement with oral comments
- Appoint a member to serve as the Committee liaison to the Contra Costa County Paratransit Coordinating Council
- Act as a forum for fixed-route, accessible services, and LINK paratransit users to express concerns or ideas about the services to the Authority.

In fulfilling this charge, individual members may be expected to:

- Network with other interested citizens and groups in the community.
- Maintain a working relationship with the Board representative from his/her jurisdiction
- Assist CCCTA staff at community or business events

Conflict of Interest Regulations

An Advisory Committee member shall not engage in any employment, activity, or enterprise for compensation which is inconsistent, incompatible, in conflict with, or inimical to his or her duties, functions or responsibilities on the Citizens Advisory Committee (CAC). Such member shall not perform any work, service, or counsel for compensation outside of his or her responsibilities where any part of his or her efforts will be reviewed by the CAC.

Members of the CAC shall comply with the provisions of the California Political Reform Act (Government Code Section 87100, *et seq.*) and doctrine of common law conflicts of interest. Each member shall file an Annual Statement of Economic Interest. Individual members shall disclose and disqualify themselves from participating in any decision in which they have a financial interest under the standards of the California Political Reform Act.

RESOLUTION NO. 2020-08__

**BOARD OF DIRECTORS, CENTRAL CONTRA COSTA TRANSIT AUTHORITY
STATE OF CALIFORNIA**

* * *

APPROVING AMENDMENT TO CITIZENS' ADVISORY COMMITTEE BYLAWS

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("County Connection"), a joint exercise of powers agency created under California Government Code Section 6500 *et seq.*, for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions;

WHEREAS, the Role and Function of the Citizens' Advisory Committee {"Bylaws"} was adopted on November 20, 1986, and has been revised periodically over time;

WHEREAS, the Operations and Scheduling Committee reviewed the Citizens' Advisory Committee Bylaws at its August 2019 meeting and encouraged Board members to fill the vacancies on the Committee from their respective jurisdictions; and

WHEREAS, following further review of the Bylaws, the Administration and Finance Committee recommends the inclusion of a conflict of interest standard consistent with the California Political Reform Act and common law, that members shall not engage in any activity for compensation that is in conflict with their duties as members of the Citizens' Advisory Committee.

NOW, THEREFORE, BE IT RESOLVED that the Central Contra Costa Transit Authority Board of Directors hereby approves amendment of the Citizens' Advisory Committee Bylaws as presented in Attachment 1 to this resolution.

Regularly passed and adopted this 19th day of September 2019, by the following vote:

AYES:

NOES:

ABSTAIN:

ABSENT:

Candace Andersen, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

To: Board of Directors

Date: 9/13/2019

From: Rashida Kamara Manager of Accessible Services

Reviewed by: WC.

SUBJECT: Choice in Aging Demonstration Project Update

Background:

In response to a growing number of complaints from Mount Diablo Rehab regarding service failures, the County Connection Board approved a pilot project with Choice in Aging to provide enhanced ADA trips for 12 participants or 24 round trips a day for specific participants using a Transportation Network Company (TNC) called SilverRide. The CCCTA/Choice in Aging/SilverRide pilot is a six month demonstration program to determine cost-effectiveness, rider experience, on-time statistics, and no-show/cancellations for approximately twelve Choice in Aging participants who were previously using County Connection LINK paratransit services. Participants selected for this program were individuals in the Memory Care Program that had difficulty in coping with long paratransit rides, variability in departure and arrival times as well as different operators. Participants with Alzheimer's disease have difficulty dealing with the variability a typical paratransit service provides.

Update:

The Pilot program commenced on June 10th and the Manager of Accessible services for County Connection was on site for the return rides. Immediately we recognized, smaller vehicles like a Honda SUV and Ford Fusion, which provided a much less intimidating ride. Drivers were pleasant. Each vehicle took three passengers and promptly returned within 45 minutes to take a second set of three passengers. Boarding for these passengers was simple, rider times shorter, and turnaround for a second set of passengers less than 45 minutes, thus increasing productivity.

Feedback from Choice in Aging:

- Debbie Toth CEO: *"Choice in Aging is so excited to be a part of this Pilot. For many years, we have been working to try and improve the transportation service/experience for our participants. Because many participants have multiple chronic medical conditions, the ADA paratransit service is not a good option for them, but it is their only option. For example, with our Alzheimer's participants, a consistent driver and passengers, a direct trip with minimal stops from home to Mt. Diablo Center, and a comfortable vehicle are keys to decreasing anxiety and stress. Several of our adult day health care participants have back/spine issues and riding on a bus for an hour or two hours exacerbates their problems. Several also take medications that make long rides impossible and some*

participants have been incontinent while on the bus. We appreciate the creative thinking and collaboration between CCCTA, Choice in Aging, and SilverRide on the Pilot."

- Lisa Hammond Program Administration: *"As the administrator of the SilverRide Pilot at Choice in Aging, the process - from planning to implementation to follow up - has been a true partnership between the agencies. The process of drafting and negotiating the agreements between the agencies went smoothly and was done in a timely manner. Since the Pilot started on June 10, 2019, CCCTA staff, SilverRide staff, and Choice in Aging staff have regularly communicated and made minor adjustments to the service to better meet the needs of the participants. Responses are always handled quickly on the part of all of three agencies."*

Feedback from passengers:

Passengers and passenger caregivers have expressed positive reviews of the new program and an appreciation for developing a unique approach that makes transportation easier to use.

- From Carolina's daughter (Carolina is in our ALZ program): *"The SilverRide service has been wonderful! My mother is now very comfortable with her driver. It so helps that she sees the same person every day for both pick up and drop off. Cynthia, her driver, is very patient and respectful. Cynthia is on time and always greets my mother with a smile on her face. She makes an effort to come to my front door to pick Mom up and to drop off as well. Please forward my comments to Cynthia's supervisor if you can. I also really appreciate all of the coordination efforts from you and everyone at the Center. It makes my life a little easier, and it enhances the experience for my mother. She usually comes home in a really good mood."*
- Lora P. said she likes her SilverRide on Mondays and hopes she can have it on Wednesday and Friday, too.
- Tsiliya T. says she is very happy with SilverRide, especially because SilverRide is on time and she does not have to call for her ride.
- Larisa L. said she is very happy with SilverRide and she likes her driver, Cynthia.
- Oleksandr L. likes the shorter trip time with SilverRide.
- Elizabeth P. likes that SilverRide is on time, there is a short time in the car, and this is important because she has a lot of health problems.
- Rafail H. says he prefers SilverRide because of the good schedule and faster time. (His wife is in the ALZ program and they ride together on SilverRide.)

Feedback from SilverRide:

Specific reasons why SilverRide is able to execute at such a high level:

- By using personal vehicles for most of our rides, we improve vehicle supply and availability and cut fixed costs.
- By utilizing drivers who are trained in physical transfers and can physically assist riders into and out of the vehicle, we can accommodate many more riders in personal vehicles who would normally need an accessible vehicle.
- For those riders who require an accessible vehicle, our sister car share company, SilverWheels, offers accessible vehicles to drivers who need them. In this way, we can accommodate most riders and certainly meet ADA requirements for accessibility.
- Our technology platform enables us to optimize routing, handle carpooling effectively, match riders -- and most importantly -- put all information a driver needs at their fingertips to better manage and own their rides.
- By working in close partnership with Choice in Aging and CCCTA, based on data provided by our system, we could quickly address ride issues, carpool schedules, participant changes and cancellations, to continue to optimize service such that costs could be kept low while maintaining a high quality rider experience.

As of 8/16/19
Total Rides = 1,049

PICKUPS		
Late Pickups	# of late pickups	% of Late Pick Ups
Pickups < 5 min late	30	
Pickups > 5 min late	10	99% of rides are < 10 min late
Pickups > 10 min late	1	99.9% of rides are < 15 min late
Pickups > 15 min late	0	
Total Late Pickups	41	96.1% on time

DROPOFFS		
Late Dropoffs	# of late dropoffs	% of Late Dropoffs
Dropoff > 5 min late	3	99.7% of rides are < 10 min late
Dropoff > 10 min late	0	
Total Late Dropoffs	3	99.7% on time

- 0 Accidents
- 0 Customer complaints re: SilverRide/drivers

Financial Implications:

The cost of these trips during the Demonstration Project is \$34 per trip which is less than our current cost per trip of \$41.62. County Connection continues to see savings in individual cost per trip as a result of this Demonstration Project.

Recommendation:

For information only.

Action Requested:

None.

To: Board of Directors

Date: 8/29/2019

From: Ruby Horta, Director of Planning, Marketing & Innovation

Reviewed by: WC.

SUBJECT: Fixed Route Performance Report

Background:

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends. In ridership, fixed route total passengers decreased by 4.8% from FY 2018 to FY 2019, with the majority of the passengers lost during weekdays (5.7%). Total weekend ridership was down 9% over FY 2018. A 180% increase over FY18 from BART bus bridges accounted for 1.2% of our annual ridership.

While the March 2019 service restructure reduced overall hours and operators needed for full service, it was implemented in March 2019 so most of the year had higher service levels. Other service changes in FY19 included the launch of BART Early Bird Express (EBX) 712 (a long route to Downtown Oakland) and 715 in February 2019, the addition of two Route 21 trips in Winter 2018, and the launch of Route 99X and extra Route 316 trips started in Fall 2018, all of which increased revenue hours. Staff expects service hours to continue to drop with a full Fiscal Year 2020 of the new service restructure, as well as some additional savings as part of the efficiencies gained from the planned Bishop Ranch service changes in Winter 2019. These changes as well as the new LCTOP funded free fares on Routes 11, 14 and 16 should level off our downward ridership trend, with a the potential possibility for ridership growth in FY2020.

Notable highlights from the service data include a 68% reduction in missed trips, for a total of only 182 for the year. This is a significant achievement accomplished by the transportation department, who work hard to cover trips during this period of operator shortages. County Connection is regional leader in our percentage of missed trips. Efficiency measures such as passengers per revenue hour dropped 5% in tandem with our ridership drops over the year. Cost per passenger increased due to costs increasing while ridership dropped. Cost per passenger is expected to drop next year as \$750,000 in new fare revenue from LCTOP is allocated for FY2020.

FY2019 fare trends reflect an ongoing shift to Clipper from all other fare media. At the end of FY2018, 72% of all fares on paid routes used Clipper. County Connection has also seen significant adoption of Clipper by Seniors and the Disabled population, which would account for much of the 17% drop in paper fares.

Attachments:

CCCTA Performance Measurement
CCCTA Performance Indicators
CCCTA Boardings by Fare Type

Recommendation:

For information only.

Financial Implications:

None.

CCCTA PERFORMANCE MEASUREMENT			
Fiscal Years 2018 and 2019			
PERFORMANCE MEASURE	FY 17-18	FY 18-19	% Change FY18 to FY19
Weekday Passenger Boardings	3,131,762	2,952,943	(5.7%)
Saturday Passenger Boardings	145,333	129,086	(11.2%)
Sunday Passenger Boardings	115,457	108,144	(6.3%)
Fixed Route Total Passengers	3,392,551	3,190,173	(6.0%)
Other Passengers ⁽¹⁾	22,149	61,976	179.8%
Grand Total Passenger Boardings	3,414,700	3,252,149	(4.8%)
Average Weekday Ridership	12,305	11,619	(5.6%)
Total Revenue Hours	228,293	228,907	0.3%
Total Revenue Miles	2,457,082	2,491,802	1.4%
Operating Cost	⁽²⁾ \$29,926,280 ⁽³⁾	\$31,613,192	5.6%
Farebox Revenue	⁽²⁾ \$4,353,419	⁽³⁾ \$4,517,457	3.8%
Number of Weekdays	254	254	0.0%
Number of Saturdays	53	52	(1.9%)
Number of Sundays	52	53	1.9%
Total Scheduled Trips	303,059	287,317	(5.2%)
Total Missed Trips	571	182	(68.1%)
Passenger Boardings per Day			
Weekday	12,305	11,626	(5.5%)
Saturday	2,902	2,482	(14.4%)
Sunday	2,368	2,040	(13.8%)

(1) 'Other Passengers' include Bus Bridges & Special Events

(2) FY 17-18 Operating Cost & Farebox Revenue have been updated to **"post Audit"** figures

(3) FY 18-19 Operating Cost & Farebox Revenue are **"pre-audit"** figures that will be updated when audit is complete

CCCTA PERFORMANCE INDICATORS

Fiscal Years 2018 and 2019

PERFORMANCE INDICATOR	FY 17-18	FY 18-19	% Change FY18 to FY19
Passengers/Revenue Hour	14.96	14.21	(5.0%)
Passengers/Revenue Mile	1.38	1.31	(5.6%)
Cost/Revenue Hour	\$133.57	\$138.10	3.4%
Cost/Passenger	\$7.49	\$8.33	11.3%
Farebox Recovery Ratio	14.5%	14.3%	(1.4%)
Accidents/100,000 Miles ⁽¹⁾	0.85	0.90	5.9%
Maintenance Employee/100,000	0.75	0.67	(10.2%)
Operator OT/Total Operator Hour	12.15%	12.84%	5.7%
Percent of Trips On-time	88%	86%	(2.3%)
Lift Availability ⁽²⁾	100.0%	100.0%	0.0%
Lift Boardings	42,725	46,443	8.7%
<i>(1) FY19 Includes 30 'chargeable collisions'</i>			

CCCTA BOARDINGS BY FARE TYPE

Fiscal Years 2018 and 2019

Fare Type	FY 17-18	% of Total	% Change		
			FY 18-19	% of Total	FY18 to FY19
Adult ⁽¹⁾	1,652,607	48.4%	1,425,540	43.8%	(13.7%)
Clipper Card ⁽²⁾	801,706	23.5%	1,150,159	35.4%	43.5%
Senior & Disabled ⁽³⁾	455,586	13.3%	376,371	11.6%	(17.4%)
BART-to-CCCTA Transfers	133,245	3.9%	65,512	2.0%	(50.8%)
BUS-to-BUS Transfers	371,467	10.9%	234,566	7.2%	(36.9%)
Totals	3,414,611	100.0%	3,252,149	100.0%	(4.8%)
<i>(1) Includes 'St Mary's', 'JFKU' 'Free' & 'Summer Youth Pass' Passengers</i>					
<i>(2) Includes all uses of Clipper Cards including Seniors</i>					
<i>(3) Includes 'Midday Free'</i>					

To: Board of Directors

Date: 09/13/2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: WC.

SUBJECT: Performance Report – Paratransit

Background:

In December 2018 the board approved the release an RFP for Paratransit services, First Transit had been awarded their last option year and the contract could no longer be extended.

First Transit continued to struggle and was given a performance notice letter in late July 2018. As a result, there were staff changes including replacing the general manager, operations manager and hiring a call center manager. In addition, a review of driver and office staff wages were conducted and First Transit gave drivers and staff raises. As a result of some of these efforts on time performance increased slightly from 75% to 81%.

First Transit continued to perform well in the safety department with very little accidents. In January of 2019, 42 paratransit vehicles were replaced. The replacement of vehicles meant fewer road calls to report as the year came to a close.

Complaints were poorly captured for many years, and so even though on-time performance increased, complaints also increased because we developed a better way to capture complaints.

In the forefront of complaints was Choice in Aging. Choice in Aging represented almost 20% of LINK rides each day and their overall on time performance and service issues continued to increase. County Connection and First Transit worked to perform outreaches that educated Choice in Aging in ADA Paratransit expectations and streamline schedules to offer better travel experiences for the rider.

Rider Productivity dropped significantly from 2.08 in FY18 to 1.61 at its lowest in FY19 but finishing at 1.91 by the end of the fiscal year. In attempt to fix on-time performance, First Transit hired drivers but failed to address scheduling issues that could improve productivity. LINK never reached its on-time performance standard of 90% in FY19.

Cost per passenger has gone up to \$41.62, an increase due to both a slight drop in productivity and a 3% increase in the hourly cost charged to us by First Transit. Total LINK ridership went up slightly in FY19 to 152,606 from 146,331 in FY18 a 4.1% increase. This growth has been anticipated for a number of years and finally may have arrived. As service continues to improve, staff anticipates there will be modest increases in usage.

Contract Extension

As mentioned earlier, First Transit was awarded the final option year for County Connection's ADA Paratransit service. That Contract ended in June 2019. As a result County Connection has entered into a new contract with Transdev. This was initiated by board approval and the release of an RFP. Interviews were held in March 2019 where six transit companies submitted proposals. Those companies included Transdev, First Transit, A-Paratransit, Ascendal, Ride-Ride and National Express. The new RFP specifically asked for innovative solutions to common transit issues, user friendly technologies and transportation partnerships. Staff collaborated with Contra Costa Transit Authority (CCTA) and Contra Costa County providing panel members to evaluate the bids. The panel reached a unanimous decision to recommend Transdev as the new contractor. The Board approved that recommendation and Transdev's contract commenced July 2019.

Financial Implications:

In order to improve paratransit service performance, staff significantly modified the new RFP. The winning proposal and new contract will increase paratransit expenses by 6%.

Attachments:

Year End MOP

Year End Paratransit Statistics

CCCTA LINK
MONTHLY OPERATING SUMMARY
JUNE FY 18/19

SUMMARY	JUNE FY 17/18	JUNE FY 18/19	YTD FY 17/18	YTD FY 18/19
1 TOTAL CLIENTS	11,074	10,354	135,948	138,734
2 TOTAL ATTENDANTS	765	1,136	9,774	13,169
3 TOTAL COMPANIONS	54	79	609	703
4 TOTAL PASSENGERS	11,893	11,569	146,331	152,606
5 TOTAL SERVICE DAYS	30	30	359	361
6 VEHICLE REVENUE HOURS	5,811	5,657	70,222	79,565
7 VEHICLE SERVICE HOURS	7,492	7,064	91,260	101,256
8 VEHICLE NON REV HOURS	1,681	1,407	22,031	21,691
9 VEHICLE SERVICE MILES	107,284	105,239	1,318,993	1,475,793
10 VEHICLE REVENUE MILES	85,137	81,546	1,054,542	1,185,946
11 VEHICLE NON REV MILES	22,147	23,693	265,002	282,923
12 PASS. PER REVENUE HOUR	2.05	2.05	2.08	1.92
13 CLIENT PER REVENUE HOUR	1.91	1.83	1.94	1.74
14 PASS. PER SERVICE HOUR	1.59	1.64	1.60	1.51
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.10
16 PASS. PER REVENUE MILE	0.14	0.14	0.14	0.13
17 TOTAL TRANSFER TRIPS	869	923	11,075	12,659
18 SAME DAY TRIPS	89	139	1,565	1,764
19 SUBSCRIPTION TRIPS	6,040	4,685	75,873	67,813
20 DEMAND	5,031	5,672	60,205	70,944
21 FAREBOX REVENUE	\$9,487.33	\$10,817.78	\$122,196.06	\$122,421.70
22 PREPAID CLIENTS	\$6,140.00	\$6,112.00	\$67,972.00	\$76,632.00
23 COLLECTED BILLING	\$30,998.00	\$43,259.40	\$292,919.20	\$334,626.36
24 TOTAL REVENUE COLLECTED	\$46,625.33	\$60,189.18	\$483,087.26	\$533,680.06
25 CHARGEABLE ACCIDENTS	0	0	5	8
26 SERVICE COMPLAINTS	12	5	44	146
27 SERVICE COMMENDATIONS	3	1	18	8
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	0	24	26
30 DRIVER TURNOVER	2%	12%	3%	11%
31 SCHEDULE ADHERENCE	79%	81%	75%	79%
32 WHEELCHAIR BOARDING'S	2,616	2,573	29,628	33,161
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	*3808	3,840	N/A	46,664
35 UNDUPLICATED CLIENTS	834	813	N/A	9,972
36 NO-SHOWS	143	81	2,902	1,324
37 CANCELS	2,680	1,952	27,345	35,042
38 AVG. TRIP LENGTH (MILES)	9.0	9.1	9.0	9.7
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	46	47	50	47
41 TOTAL FUEL/GALLONS	17,213	16,318	203,777	218,310
42 FLEET M.P.G.	6.2	6.4	6.5	6.8

Paratransit Statistics							
	FY 13-14	FY 14-15	FY 15-16	FY 16-17	FY 17-18	FY18-19	Change from FY17-18 to FY18-19
Operating Cost	\$ 5,230,925.00	\$ 5,117,037.00	\$ 5,408,838.00	\$ 5,219,273.00	\$ 5,517,364.00	\$ 6,296,163.52	12.4%
Farebox Revenue	\$ 545,015.00	\$ 520,959.00	\$ 475,006.00	\$ 515,182.00	\$ 504,028.00	\$ 532,080.88	5.2%
Net Subsidy	\$ 4,685,910.00	\$ 4,596,078.00	\$ 4,933,832.00	\$ 4,704,091.00	\$ 5,013,336.00	\$ 5,764,082.64	12.9%
Total Passengers	159,294	156,832	153,715	145,185	146,331	152,606	4.8%
Revenue Hours	74,394	73,716	76,308	69,795	70,222	79,565	11.7%
Non-Revenue Hours	18,403	17,908	19,689	18,855	22,031	21,691	(1.9%)
Total Hours	92,797	91,624	95,997	88,650	91,260	101,256	9.9%
Total Revenue Miles	1,219,582	1,204,823	1,089,545	893,938	1,054,542	1,185,946	10.9%
Non-Revenue Miles	260,310	247,562	238,117	244,800	265,002	282,923	6.3%
Total Miles	1,479,892	1,452,385	1,327,662	1,278,218	1,318,993	1,468,869	9.7%
Road Calls	44	32	25	22	24	26	7.9%
Complaints	18	25	9	10	44	146	232.0%
Accidents	7	12	6	6	5	8	60.0%

Note: FY16-17 has been updated with POST-AUDIT figures

Note: FY17-18 figures are AUDITED numbers

Note: FY 18-19 figures are pre-audit

INTER OFFICE MEMO

TO: O&S Committee

DATE: September 10, 2019

FROM: Ruby Horta
Director of Planning and Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for July 2019

1. Monthly Boardings Data

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system.

FY19-20

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	251,318	251,318	
Average Weekday	10,591	10,591	
Pass/Rev Hour	14.0	14.0	Standard Goal > 17.0
Missed Trips	0.08%	0.08%	Standard Goal < 0.25%
Miles between Road Calls	42,438	33,032	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was higher in July (10,591 passengers) than June (9,975 passengers) and slightly lower than July 2018 (10,671 passengers) or (1.1%).

Passengers per hour in July was 14.0 which is higher than June at 12.8 and also higher than July 2018 when passengers per hour was 13.6.

The percentage of missed trips in July was 0.08% which is higher than the prior month (0.04%).

The number of miles between roadcalls was 42,438 miles in July, higher than the prior month in which there were 35,463 miles between roadcalls. The rolling 12 month average is 33,032 miles between roadcalls.

Of a total 251,318 passengers, 154,607 passengers had the potential to use a Clipper card aboard County Connection since 96,711 either used an employee sponsored program or free routes. About 74.4% of the potential Clipper card users, or 115,097 riders, paid using Clipper during this month.

MONTHLY BOARDINGS
Operations Data Summary

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
Jul 2019 - Fixed Route Boardings	251,318	Revenue Hours -	Jul 2019	17,937	Weekdays - Jul 19	22	Fiscal 2020 YTD	251,318
			Jul 2018	18,029	Jul 18	21		
Special Event - Bus Bridge		Revenue Miles -	Jul 2019	205,449	Saturdays - Jul 19	4	Fiscal 2019 YTD	245,031
			Jul 2018	195,556	Jul 18	4		
					Sundays - Jul 19	4		
					Jul 18	5		
Jul 2019 Total Boardings	251,318	Passengers per Mile	1.2		Total Days - 2019	30	YTD Trend	2.6%
Jul 2018 Total Boardings	245,031	Passengers per Hour	14.0		2018	30	Monthly Trend	2.6%

July 2019 Fixed Route Passenger Total							Average Jul 19			Pass per Rev Hour	Average Jul 18			Pass per Rev Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		Wkdy	Sat	Sun		Wkdy	Sat	Sun	
1	Rossmoor / Shadelands	7,236	-	-	7,236		329			11.9	330			10.4
4	Walnut Creek Downtown Shuttle	17,821	1,686	1,503	21,010		810	422	376	21.8	905	479	464	29.8
5	Creekside / Walnut Creek	10,997			10,997		500			26.1	506			26.9
6	Lafayette / Moraga / Orinda	8,915	289	177	9,381		405	72	44	8.6	332	68	59	9.3
7	Shadelands / Pleasant Hill / Walnut Creek	9,483			9,483		431			20.2	388			18.2
9	DVC / Walnut Creek	8,790			8,790		400			13.5	469			11.1
10	Concord / Clayton Rd	20,337			20,337		924			22.1	928			19.3
11	Treat Blvd / Oak Grove	7,230			7,230		329			18.1	296			15.2
14	Monument Blvd / Walnut Creek	19,532			19,532		888			15.2	549			13.9
15	Treat Boulevard	6,081			6,081		276			9.4	441			14.0
16	Alhambra Ave / Monument Blvd	15,273			15,273		694			15.4	641			12.4
17	Olivera / Solano / Salvio / North Concord	5,349			5,349		243			14.2	234			12.7
18	Amtrak / Morello / Pleasant Hill	7,147			7,147		325			10.4	316			9.8
19	Amtrak / Pacheco Blvd / Concord	2,846			2,846		129			10.3	149			10.8
20	DVC / Concord	21,087			21,087		959			19.2	924			19.0
21	Walnut Creek / San Ramon Transit Center	11,025			11,025		501			9.7	491			9.8
27	N Concord / Martinez / Mason Circle	1,762			1,762		80			21.0				
28	Martinez / DVC	2,157			2,157		98			6.5	260			8.6
35	Dougherty Valley	13,636			13,636		620			13.0	469			13.5
91X	Concord Commuter Express	1,528			1,528		69			13.2	70			13.3
92X	ACE Shuttle Express	3,830			3,830		174			13.7	199			15.7
93X	Kirker Pass Express	3,080			3,080		140			8.8	150			9.1
95X	San Ramon / Danville Express	3,813			3,813		173			20.0	170			16.9
96X	Bishop Ranch Express	12,105			12,105		550			15.0	517			14.5
97X	Bishop Ranch Express	2,356			2,356		107			11.7	108			10.9
98X	Martinez Express	6,720			6,720		305			10.7	346			12.8
99X	Martinez / BART Express	1,860			1,860		85			5.8				
250 *	Gael Rail Service	-	-	-	-									
260 *	Cal State East Bay / Concord BART	139			139		9			0.8	5			0.8
310	Concord BART / Clayton Rd / Kirker Pass		1,600	1,412	3,012			400	353	16.2		421	377	23.2
311	Concord / Oak Grove / Treat Blvd / WC		1,142	1,036	2,177			285	259	10.5		215	183	12.8
314	Clayton Rd / Monument Blvd / PH		1,950	1,678	3,628			488	419	17.3		531	418	17.1
315	Concord / Willow Pass / Landana		223	159	383			56	40	5.6		68	51	9.0
316	Alhambra / Morello / Pleasant Hill		1,283	1,092	2,375			321	273	12.2		278	237	12.2
320	DVC / Concord		888	704	1,592			222	176	19.0		193	147	13.0
321	San Ramon / Walnut Creek		803	700	1,503			201	175	9.4		211	180	9.2
335	BART Dublin / San Ramon				-									
Alamo Creek *	Alamo Creek / BART Walnut Creek	423	-	-	423		19			2.4	26			3.2
600's	Select Service	-	-	-	-						55			60.4
712	Bay Point / BART PH / Berkeley	321	-	-	321		15			5.3				
715	North Concord / Lafayette BART	117	-	-	117		5			4.2				
TOTALS		232,995	9,864	8,459	251,318		10,591	2,466	2,115	14.0	10,671	2,519	2,174	13.6

* Data from LINK Operators ** Seasonal Routes

Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2018 August	2018 September	2018 October	2018 November	2018 December	2019 January	2019 February	2019 March	2019 April	2019 May	2019 June	2019 July	12 Month TOTALS
Work Days	31	29	31	29	30	30	28	31	30	30	30	30	359
Revenue Hours	20,300	17,800	20,772	18,801	18,288	19,694	18,307	20,335	19,280	19,962	17,339	17,937	228,815
Operator Pay Hours	33,655	32,862	34,145	31,956	34,356	35,928	30,724	32,730	31,329	32,865	30,009	31,208	391,768
Number of Operators	162	168	164	164	168	168	164	164	161	157	155	152	162
Total Chargeable Collisions	1	4	1	1	3	3	2	1	4	1	4	1	26
Number of Trips Scheduled	25,113	21,860	25,522	23,260	22,707	24,360	22,384	22,384	25,420	23,782	23,830	24,582	285,204
Number of Trips Missed	13	5	20	22	14	13	22	10	11	11	10	19	170
Of Trips Scheduled - % Missed	0.05%	0.02%	0.08%	0.09%	0.06%	0.05%	0.10%	0.04%	0.04%	0.05%	0.04%	0.08%	0.06%
On Time Performance %	85%	84%	84%	85%	85%	87%	86%	86%	88%	87%	89%	89%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	14	7	14	16	11	11	19	8	14	5	8	7	134
Road Calls for Mechanical	10	5	8	12	7	8	18	6	13	2	7	5	101
Fleet Average Miles between Mechanical Road Calls	40,597	39,691	38,548	36,957	28,673	35,117	25,342	37,671	23,947	48,167	35,463	42,438	33,032
No. Maint. Employees	25	26	27	26	26	25	24	26	25	27	26	25	26

INTER OFFICE MEMO

TO: O&S Committee

DATE: September 26, 2019

FROM: Ruby Horta
Director of Planning and Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for August 2019

1. Monthly Boarding's Data

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system.

FY19-20

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	333,015	292,166	
Average Weekday	13,032	11,811	
Pass/Rev Hour	16.8	15.4	Standard Goal > 17.0
Missed Trips	0.08%	0.08%	Standard Goal < 0.25%
Miles between Road Calls	35,872	32,395	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

Average weekday ridership was higher in August (13,032 passengers) than July (10,591 passengers) and higher than August 2018 (12,061 passengers) or (8.0%).

Passengers per hour in August was 16.8 which is higher than July at 14.8 and also higher than August 2018 when passengers per hour was 14.6.

The percentage of missed trips in August was 0.08% which is the same as the prior month (0.08%).

The number of miles between roadcalls was 35,872 miles in August, lower than the prior month in which there were 42,438 miles between roadcalls. The rolling 12 month average is 32,395 miles between roadcalls.

Of a total 333,015 passengers, 197,065 passengers had the potential to use a Clipper card aboard County Connection since 135,950 either used an employee sponsored program, free routes, or BART bus bridges. About 72.0% of the potential Clipper card users, or 141,891 riders, paid using Clipper during this month.

MONTHLY BOARDINGS
Operations Data Summary

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
Aug 2019 - Fixed Route Boardings	309,789	Revenue Hours -	Aug 2019	19,812	Weekdays - Aug 19	22	Fiscal 2020 YTD	584,332
			Aug 2018	20,300	Aug 18	23		
Special Event - Bus Bridge	23,226	Revenue Miles -	Aug 2019	227,385	Saturdays - Aug 19	5	Fiscal 2019 YTD	541,112
			Aug 2018	220,615	Aug 18	4		
					Sundays - Aug 19	4		
					Aug 18	4		
Aug 2019 Total Boardings	333,015	Passengers per Mile		1.5	Total Days - 2019	31	YTD Trend	8.0%
Aug 2018 Total Boardings	296,081	Passengers per Hour		16.8	2018	31	Monthly Trend	12.5%

Augy 2019 Fixed Route Passenger Total						Average Aug 19			Pass per	Average Aug 18			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	7,054			7,054	321			11.6	333			10.5
4	Walnut Creek Downtown Shuttle	19,245	2,338	1,582	23,165	875	468	395	23.6	913	519	366	25.4
5	Creekside / Walnut Creek	12,021			12,021	546			29.1	523			27.9
6	Lafayette / Moraga / Orinda	11,963	296	223	12,482	544	59	56	11.3	430	53	96	12.0
7	Shadelands / Pleasant Hill / Walnut Creek	11,095			11,095	504			23.7	433			20.3
9	DVC / Walnut Creek	9,347			9,347	425			14.3	494			11.7
10	Concord / Clayton Rd	22,436			22,436	1,020			24.3	1,065			22.2
11	Treat Blvd / Oak Grove	8,527			8,527	388			21.2	313			16.2
14	Monument Blvd / Walnut Creek	23,855			23,855	1,084			18.5	566			14.3
15	Treat Boulevard	7,127			7,127	324			11.0	462			14.9
16	Alhambra Ave / Monument Blvd	17,750			17,750	807			17.9	664			12.8
17	Olivera / Solano / Salvio / North Concord	5,509			5,509	250			14.8	273			14.7
18	Amtrak / Morello / Pleasant Hill	8,418			8,418	383			12.2	380			11.9
19	Amtrak / Pacheco Blvd / Concord	2,681			2,681	122			9.7	155			11.3
20	DVC / Concord	22,625			22,625	1,028			20.6	876			17.8
21	Walnut Creek / San Ramon Transit Center	11,477			11,477	522			10.1	556			10.9
27	N Concord / Martinez / Masion Circle	1,800			1,800	82			20.1	-			-
28	Martinez / DVC	2,349			2,349	107			7.0	314			10.4
35	Dougherty Valley	14,764			14,764	671			14.0	544			15.7
91X	Concord Commuter Express	1,763			1,763	80			15.3	62			11.7
92X	ACE Shuttle Express	4,086			4,086	186			14.6	183			14.4
93X	Kirker Pass Express	3,227			3,227	147			9.3	159			10.1
95X	San Ramon / Danville Express	3,729			3,729	169			19.6	174			17.3
96X	Bishop Ranch Express	12,866			12,866	585			15.9	526			14.8
97X	Bishop Ranch Express	2,528			2,528	115			12.7	107			10.9
98X	Martinez Express	6,365			6,365	289			10.1	359			13.3
99X	Martinez / BART Express	1,755			1,755	80			5.5	29			2.0
250 *	Gael Rail Service	2	8		10	1	1		0.1	2	-	1	0.9
260 *	Cal State East Bay / Concord BART	95			95	9			0.5	6			0.6
310	Concord Bart / Clayton Rd / Kirker Pass		2,185	1,274	3,459		437	319	16.5		400	356	22.1
311	Concord / Oak Grove / Treat Blvd / WC		1,528	972	2,500		306	243	10.5		219	190	13.2
314	Clayton Rd / Monument Blvd / PH		2,691	1,649	4,341		538	412	18.4		555	431	17.7
315	Concord / Willow Pass / Landana		238	202	440		48	50	6.1		56	52	8.4
316	Alhambra / Morello / Pleasant Hill		1,708	1,076	2,784		342	269	12.8		373	231	12.3
320	DVC / Concord		1,032	703	1,736		206	176	18.4		160	140	11.5
321	San Ramon / Walnut Creek		1,332	788	2,120		266	197	10.2		204	168	8.8
335	BART Dublin / San Ramon		793	477	1,270		159	119	10.1		-	-	-
Alamo Creek *	Alamo Creek / BART Walnut Creek	602			602	27			3.4	25			3.1
600's	Select Service	29,106			29,106	1,323			34	834			23.9
712	Bay Point / BART PH / Berkeley	393			393	18			6.2	-			-
715	North Concord / Lafayette BART	133			133	6			4.7	-			-
TOTALS		286,693	14,149	8,947	309,789	13,032	2,830	2,237	15.6	12,061	2,604	2,066	14.6

* Data from LINK Operators ** Seasonal Routes

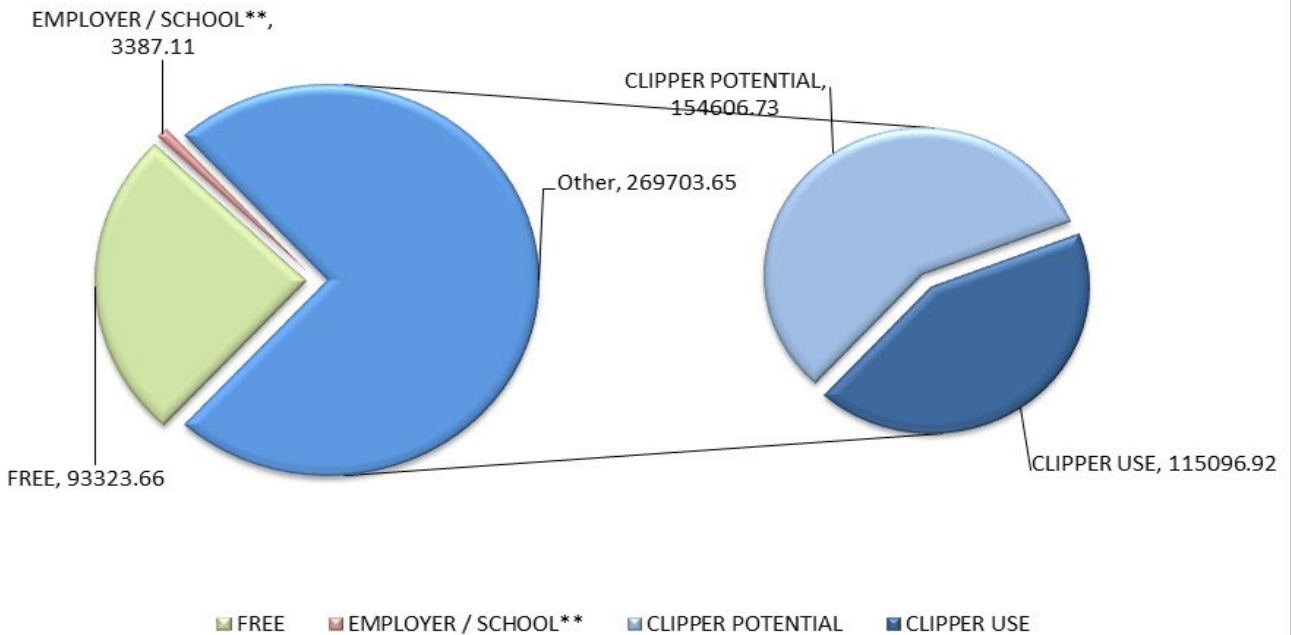
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

	2018	2018	2018	2018	2019	2019	2019	2019	2019	2019	2019	2019	12 Month
TRANSPORTATION	September	October	November	December	January	February	March	April	May	June	July	Aug	TOTALS
Work Days	29	31	29	30	30	28	31	30	30	30	30	31	359
Revenue Hours	17,800	20,772	18,801	18,288	19,694	18,307	20,335	19,280	19,962	17,339	17,937	19,812	228,327
Operator Pay Hours	32,862	34,145	31,956	34,356	35,928	30,724	32,730	31,329	32,865	30,009	31,208	32,722	390,834
Number of Operators	168	164	164	168	168	164	164	161	157	155	152	152	161
Total Chargeable Collisions	4	1	1	3	3	2	1	4	1	4	1	6	31
Number of Trips Scheduled	21,860	25,522	23,260	22,707	24,360	22,384	22,384	25,420	23,782	23,830	24,582	25,585	285,676
Number of Trips Missed	5	20	22	14	13	22	10	11	11	10	19	20	177
Of Trips Scheduled - % Missed	0.02%	0.08%	0.09%	0.06%	0.05%	0.10%	0.04%	0.04%	0.05%	0.04%	0.08%	0.08%	0.06%
On Time Performance %	84%	84%	85%	85%	87%	86%	86%	88%	87%	89%	89%	87%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	7	14	16	11	11	19	8	14	5	8	7	20	140
Road Calls for Mechanical	5	8	12	7	8	18	6	13	2	7	5	12	103
Fleet Average Miles between Mechanical Road Calls	39,691	38,548	36,957	28,673	35,117	25,342	37,671	23,947	48,167	35,463	42,438	35,872	32,395
No. Maint. Employees	26	27	26	26	25	24	26	25	27	26	25	26	26

CLIPPER TREND

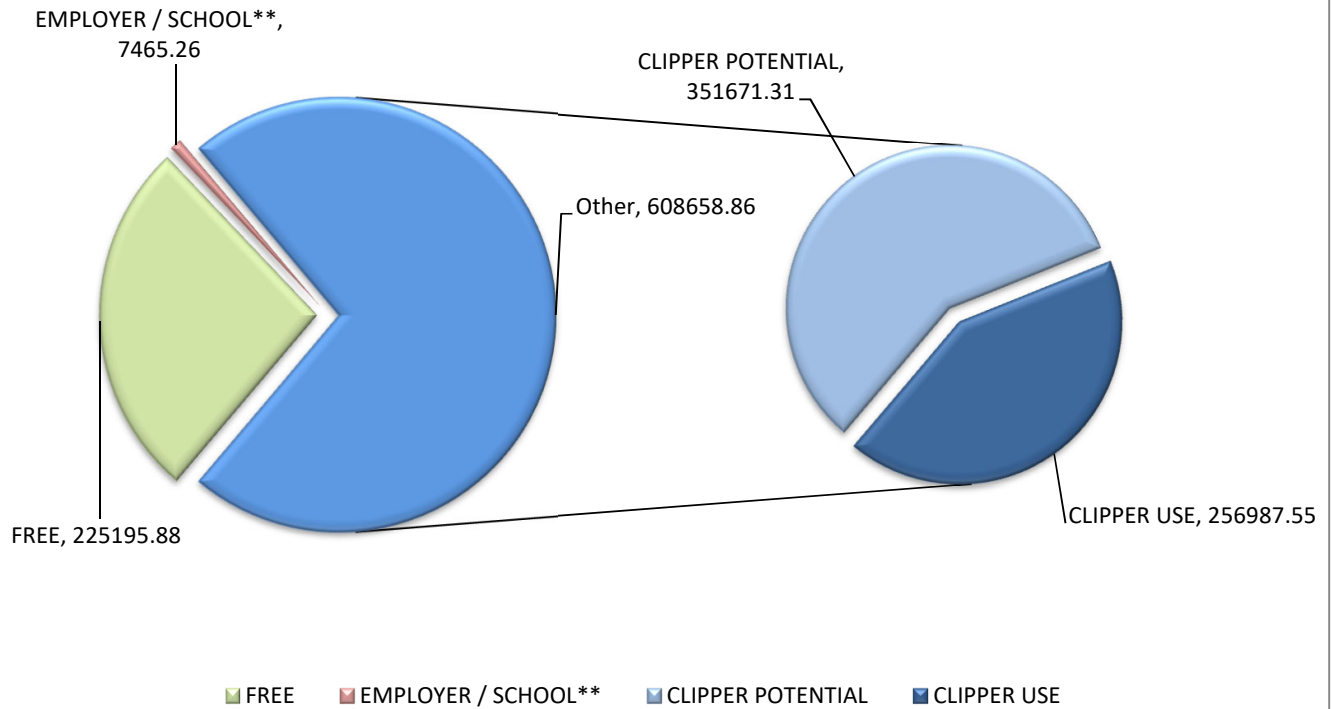


CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-19	251,318	93,324	3,387	154,607	115,097	74.4%
Aug-19	-	-	-	-	-	-
Sep-19	-	-	-	-	-	-
Oct-19	-	-	-	-	-	-
Nov-19	-	-	-	-	-	-
Dec-19	-	-	-	-	-	-
Jan-20	-	-	-	-	-	-
Feb-20	-	-	-	-	-	-
Mar-20	-	-	-	-	-	-
Apr-20	-	-	-	-	-	-
May-20	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-
Grand Total	251,318	93,324	3,387	154,607	115,097	74.4%

FREE	Free / Mid-Day Free
EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)

CLIPPER TREND



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-19	251,318	93,324	3,387	154,607	115,097	74.4%
Aug-19	333,015	131,872	4,078	197,065	141,891	72.0%
Sep-19	-	-	-	-	-	
Oct-19	-	-	-	-	-	
Nov-19	-	-	-	-	-	
Dec-19	-	-	-	-	-	
Jan-20	-	-	-	-	-	
Feb-20	-	-	-	-	-	
Mar-20	-	-	-	-	-	
Apr-20	-	-	-	-	-	
May-20	-	-	-	-	-	
Jun-20	-	-	-	-	-	
Grand Total	584,332	225,196	7,465	351,671	256,988	73.1%

FREE	Free / Mid-Day Free
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EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)
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