

County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

countyconnection.com

OPERATIONS & SCHEDULING COMMITTEE

AGENDA

Friday, May 3, 2019

8:15 a.m.

Supervisor Andersen Office

3338 Mt. Diablo Blvd, Lafayette, CA

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of April 5, 2019*
4. Restructure Ridership Update – Information Only*
(Staff will present preliminary results of the March 2019 Service and Fare Restructure.)
5. Bishop Ranch Service Restructure*
(Staff will update the committee on the Bishop Ranch service improvements in San Ramon.)
6. GoDublin Partnership – Information Only*
(Staff will inform the committee about an opportunity to partner with LAVTA to extend a subsidized TNC program to former Route 36 areas in San Ramon.)
7. SilverRide Demonstration Project*
(Staff will inform the committee concerning a pilot project with SilverRide to provide additional trips for seniors in the Choice in Aging Program.)
8. Monthly Reports - Information only
 - a. Fixed Route*
 - b. Paratransit *
9. Committee Comments
10. Future Agenda Items
11. Next Scheduled Meeting – June 7, 2019
12. Adjournment

*Enclosure

FY2018/2019 O&S Committee

Keith Haydon – Clayton, Dave Hudson – San Ramon, Robert Storer – Danville

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.

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Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, May 16, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, May 8, 9:00 a.m., 1676 N. California Blvd #620, Walnut Creek
Advisory Committee:	Tuesday, May 14, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, May 2, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	Friday, June 7, 8:15 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.

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**Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen Office
3338 Mt. Diablo Blvd, Lafayette, CA
Friday, April 5, 2019, 8:15 a.m.**

Directors: Dave Hudson, Robert Storer, Keith Haydon

Staff: Rick Ramacier, Ruby Horta, Sean Hedgpeth

Public: None

Call to Order: Meeting called to order at 8:15 a.m. by Director Storer.

1. Approval of Agenda Items: Agenda was approved.

2. Public Comment and/or Communication:

None.

3. Approval of O&S Summary Minutes for March 1, 2019: Minutes were approved.

4. Parking Lot Reconfiguration

Mr. Hedgpeth shared an older 2015 site plan and estimate of a project to expand the upper parking lot while adding a bus stop to the main division in Concord, at a cost of over \$1.4 million. He mentioned that construction costs have gone up since the original project was proposed, and new costs are likely significantly more. Director Storer agreed and asked why there were only 20 new parking spaces proposed. Mr. Hedgpeth replied that staff may rework existing plans. Director Storer then asked staff to bring this item back to the committee with a new estimate and possible funding sources, perhaps as a larger project with other facility improvements such as electric charging facilities or solar installations.

5. Update on Walnut Creek Transit Center

Ms. Horta informed the committee about the opening of the new Walnut Creek Transit Center, located to the west of the old transit center at Walnut Creek BART on the ground floor of new developer owned parking garage. The facility was opened on March 23rd, and County Connection and BART staff were there to inform passengers of the new location. Ms. Horta stated that the main issues seemed to be a failure of passengers to use the marked crosswalks from the median platform, instead walking directly from the location they got off the bus towards the BART fare gates, which creates a safety issue with bus operations. She then explained that the WAVE induction charger locations were not installed properly, requiring crews to relay the foundations for the chargers that will eventually charge buses on Routes 4 and 5. This has created a gap in service of electric buses for the time being. Ms. Horta then ended by assuring the committee that County Connection staff

continues to provide assistance to passengers and will return to the facility next week, when some passengers are getting back from spring break and may not be aware of the changes to the transit center at Walnut Creek BART.

6. Monthly Reports

Staff reported on the fixed route statistics.

7. Committee Comments

Director Hudson urged staff to explore grant funding opportunities with the BAAQMD or the Volkswagen settlement fund, to purchase additional electric shuttle vans and charging infrastructure.

8. Future Agenda Items

Director Storer asked that the parking lot/bus stop project be brought back to the committee.

9. Next Scheduled Meeting – May 3, 2019 at 8:15am, at 3338 Mt. Diablo Blvd.

10. Adjournment – The meeting was adjourned at 9:05 a.m.

Minutes prepared and submitted by: Sean Hedgpeth, Manager of Planning

To: Operations and Scheduling Committee

Date: 4/25/2019

From: Sean Hedgpeth – Manager of Planning

Reviewed by: *Ref*

SUBJECT: March 2019 Service and Fare Restructure Ridership Update

Background:

On March 10th, County Connection implemented a large service restructure which modified most of the routes in the system. This service change also coincided with a fare change, which eliminated paper products such as transfers and punch cards, eliminated the 10am-2pm midday free program for seniors and the disabled (with the exception of the Bridge and RES Success programs), and increased the base cash fare while keeping Clipper fares unchanged.

The service change added service on more productive routes and eliminated less productive service. Several route alignments were modified to match area demand and to create faster travel times. In keeping with goals for a sustainable budget, nearly 12% of total weekday service hours were cut compared to the transit service profile from Spring 2018.

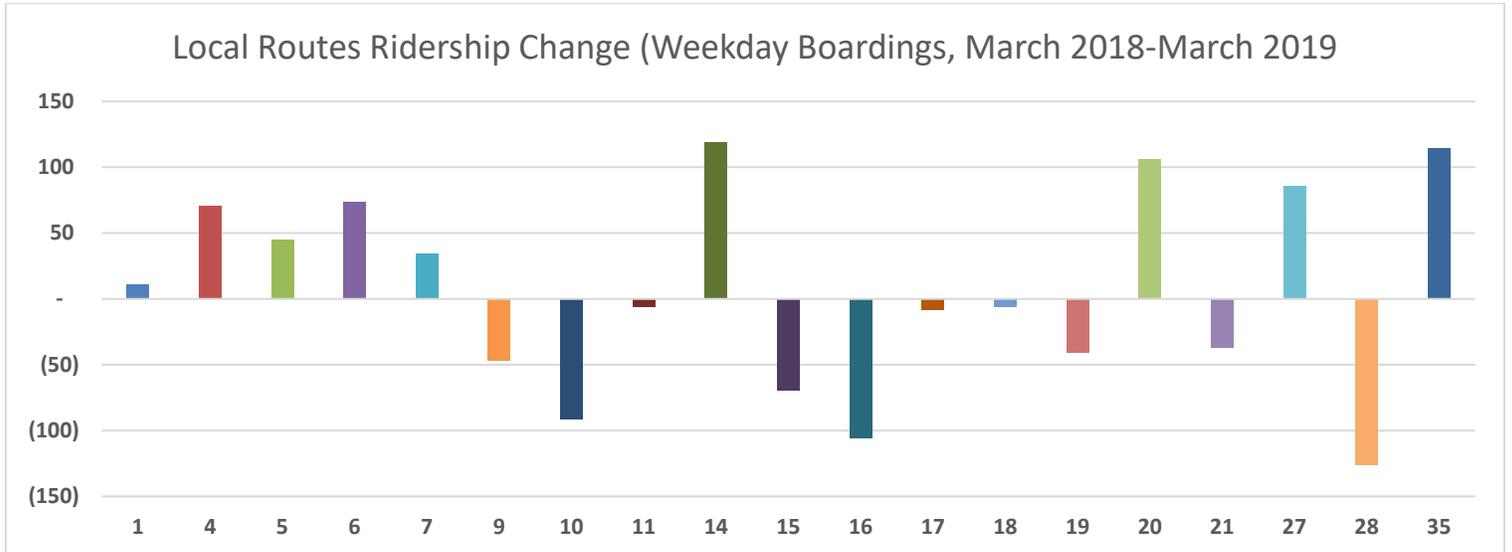
Major Highlights:

Average weekday ridership was down 2.8% compared to March 2018, and weekend ridership was down 13.4%. Total monthly ridership was down 6.9%, which was affected by there being one more weekday in March 2018. Although ridership is down, it should be noted that the system ridership was experiencing average weekday ridership drops of 7%, 4% and 7% in the last three months.

Most of the routes that lost ridership had a high number of cash payment and paper transfers. The reduction in ridership may have been affected by the fare change, which increased the cash base fare by 50 cents, eliminated midday-free and eliminated paper transfers. Additionally, weekend riders tend to be our most transit dependent, and the elimination of the paper transfers ended a long standing 3 hour paper transfer window on weekends. This may have suppressed some ridership. Transfers are now Clipper only and they are capped at 2 hours, every day. Route level specifics are covered on the following page.

Route Level Information

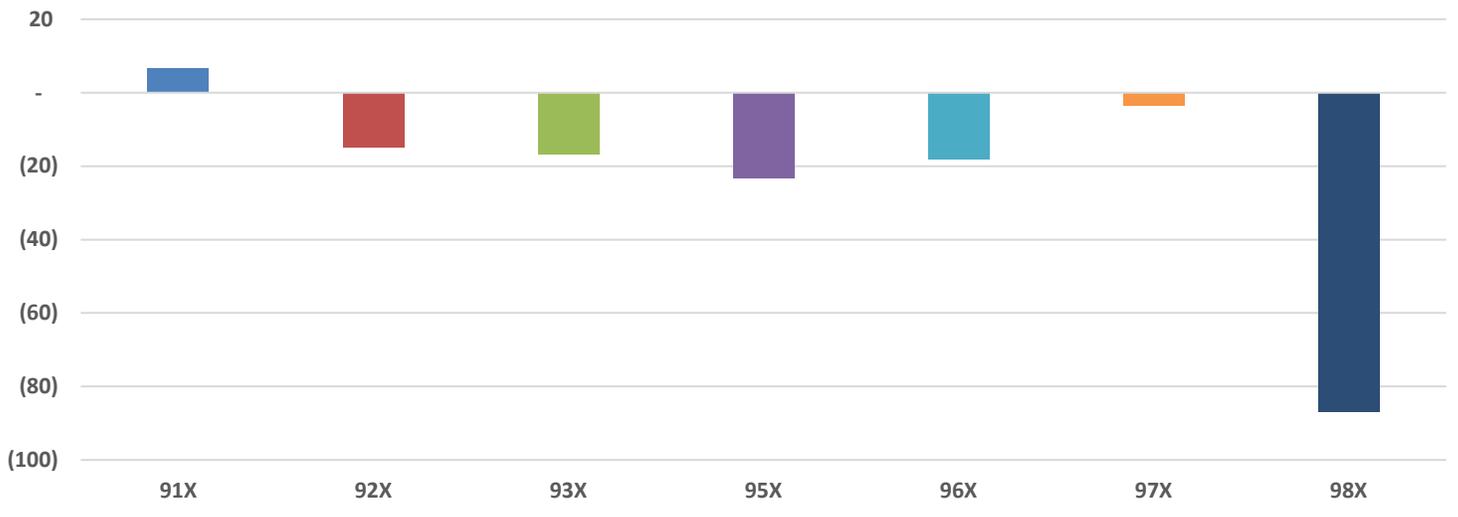
Route level graphs and accompanying text are included on the proceeding pages, including Local Routes (1-36), Express Routes (91X-99X) and Weekend Routes (301-321).



The more significant drops in ridership on local routes included Routes 10, 16, and 28, all of which had a high percentage of cash payment. Routes 10 and 28 had coverage reduced, with less Route 10's going all the way to Clayton and Route 28 terminating at DVC. Route 27 picked up about a third of the Route 28 riders in the North Concord area. Routes that were eliminated include 1M, 2, and Route 36, which are not shown on this graph. Route 15's losses were largely made up by Route 14's extension to Walnut Creek BART, which covered the area formerly served by Route 15.

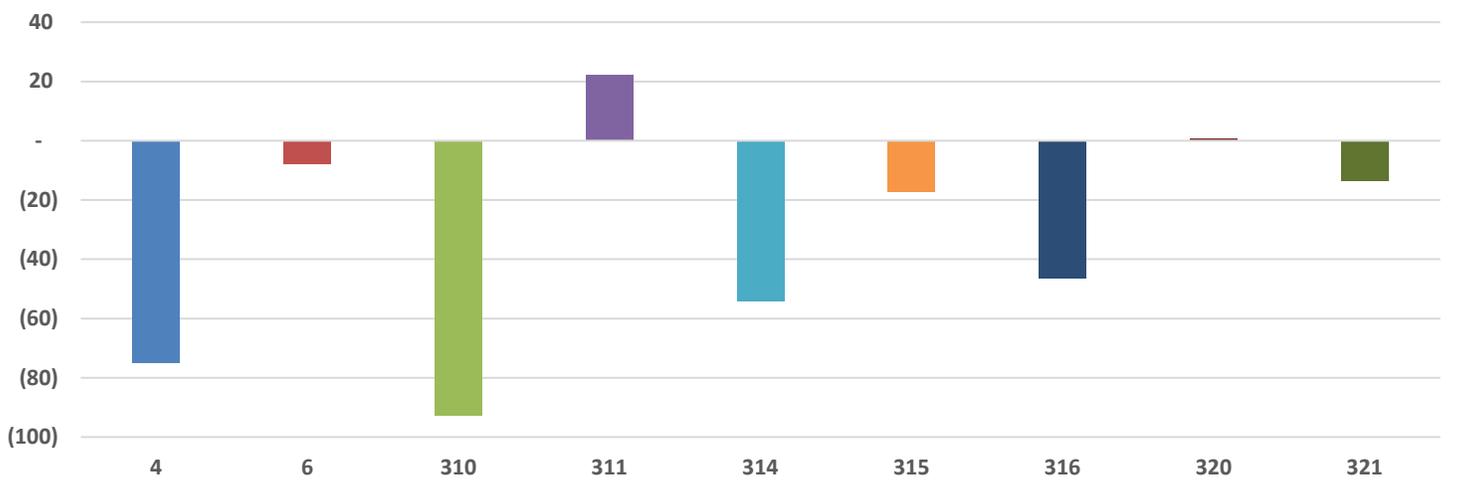
Ridership increased by over 100 daily riders on Routes 14, 20, and 35, all of which had increased service as part of the restructure.

Express Routes Weekday Ridership Change (March 2018-March 2019)



Express routes were all down except for a modest increase on Route 91X. Alignments were changed on Route 92X (small portion of Alcosta Blvd. removed), 93X had an express trip converted to an all stops pattern and 98X had its last trip eliminated but got two new round trips at each peak period. Route 98X was down over 80 daily riders this month, likely due to the fare changes as 98X had a lot of cash, midday free, and transfer use. Route 99X was implemented in August 2018, therefore March 2018 data is not available.

Weekend Routes Daily Ridership Change (March 2018-March 2019)



Weekend ridership was down except for an increase on Route 311, which got extended to John Muir Medical Center in Walnut Creek. This increase accommodated most of the Route 301 passengers, who switched to the John Muir Medical segment of the 311 after Route 301 was cancelled as part of the changes.

The 310 was down, once again likely due to fare changes. The route was extended to Downtown Clayton, running at a frequency of every two hours. During the first few weeks of the changes, there were about 27 daily weekend boardings within the City of Clayton on this new Route 310 extension.

Conclusions

Staff expects ridership to settle out somewhat in the next few months, when riders discover some of the newer service. Ridership on the trip times that most closely resembles the previous schedules are getting the most ridership, with the new service still emerging. Staff is monitoring the service daily, and steps will be taken to either market lightly used service or to plan tweaks in the future to match rider demand. Staff also expects increased ridership during the free week of Walnut Creek BART fares as well as the planned pilot for free fares on the 11, 14, and 16, as part of our LCTOP funded program.

Although ridership was expected to decrease with the overall service reduction and fare changes, it is important to note efficiencies have improved. The service change not only slowed down our decline in weekday boardings, but the new restructure has also increased efficiency, with 13 passengers per service hour carried in March 2018 increasing to 14 passengers per service hour in March 2019 on our local routes.

Recommendation:

None at this time. This item is informational only.

Financial Implications:

None.

To: Operations and Scheduling Committee

Date: 4/23/2019

From: Ruby Horta, Director of Planning, Marketing & Innovation **Reviewed by:** *WC.*

SUBJECT: Bishop Ranch Service Restructure

Background:

As part of the overall service restructure and in an effort to increase efficiencies, staff designed a service restructure for routes serving Bishop Ranch. The goal was to increase frequency from the Walnut Creek BART station by shifting service on the 97X from Dublin/Pleasanton to Walnut Creek. This would then allow for the elimination of Route 95X and the creation of a new weekend route in San Ramon, Route 335. The proposal was designed to be cost-neutral, with more service from Walnut Creek BART, a shift of 97X commuters to the more frequent 35, and new weekend service for San Ramon.

On March 21st, the County Connection Board of Directors authorized staff to initiate the public hearing process for the proposed changes to Bishop Ranch routes and a new weekend route in San Ramon. Staff received comments mostly via email and on the website. Two public hearings were also held, one in Walnut Creek and the other in San Ramon on April 9th and 10th, respectively.

Public Comments:

The comments received covered three main themes: support for weekend service in San Ramon (Route 335), concern about the elimination of service to the Danville Park & Ride (Route 95X), and opposition to the increased travel time by shifting commutes from 97X to 35.

Support for weekend service in San Ramon was not surprising. Concerns about service between the Danville Park & Ride and Walnut Creek BART were misinformed since the new 97X would serve the Park & Ride (northbound in the AM and southbound in the PM) at similar times as the 95X and with more frequent service. Lastly, the main concern was raised by 97X commuters traveling northbound for employment at Chevron.

Currently, Chevron employees benefit from the fastest travel time on the 96X and 97X. The scheduled travel time on the 97X from Dublin/Pleasanton BART to Chevron is approximately 15 minutes. The closest stop to Chevron on Route 35 (the alternate route for 97X commuters) is the stop at City Center (Sunset Dr./Bishop Dr.). The scheduled travel time from Dublin/Pleasanton BART to Sunset/Bishop is 21 minutes, plus the walk required to arrive at Chevron, approximately 7 minutes. Essentially, travel time for 97X commutes would double. This is legitimate concern for commuters accustomed to a 15 minute commute.

Further Review:

In addition to the opposition to eliminate 97X, during the public comment period staff was made aware of Chevron's potential plans to minimize public access to their facility. Given this development, 97X commuters may be inconvenienced with an increased travel time if County Connection is no longer allowed to access the stop in front of Chevron. This would require the 97X to be re-routed to the next closest stop (currently served by the 35) at Sunset/Bishop. In this scenario, the travel time comparison between a potentially new 97X and the existing 35 would be 22 vs. 28 minutes. Another stop that would be negatively impacted by the restricted access to Chevron, would be BR1. The current stop is only accessible via the Chevron entrance and would have to be relocated in order to continue to serve it. Based on this developing information, staff is evaluating the potential for express trips on the 35, which would make it more competitive to the 97X.

Conclusions

Sunset Development is scheduled to have a Board meeting to discuss Chevron's plans on April 30th. Staff should have a better idea of the impacts to its routes, subsequent to the meeting. However, rather than create a proposal in haste, it would be more prudent to evaluate the impacts to 97X commuters, the potential for express 35 trips, and compare travel times based on available access to Chevron and BR1.

Although it may be too soon to make a final proposal on the weekday service to Bishop Ranch, staff does find value in moving forward with the implementation of a weekend 335. As stated earlier, the draft proposal was designed to be cost-neutral. Therefore, moving forward with the implementation of a new route would increase costs, at approximately \$170,000 per year. Nonetheless, staff remains committed to making the other changes once additional information from Sunset Development is available and intends to implement the Bishop Ranch route changes by the Winter bid, which would help mitigate the expense of Route 335.

Recommendation:

Staff recommends that the O&S Committee forward the proposal to implement a new Route 335 in the Fall and postpone Bishop Ranch route changes to the Winter.

Financial Implications:

The proposed Route 335 would require approximately \$170,000 per year to operate.

Action Requested:

Staff request O&S forward the proposal to implement a new Route 335 in the Fall and postpone Bishop Ranch route changes to the Winter, for Board approval at the May Board meeting.

To: Operations and Scheduling Committee

Date: 4/25/2019

From: Sean Hedgpeth – Manager of Planning

Reviewed by: *Ref*

SUBJECT: Partnership with LAVTA to Extend TNC Program to Southwest San Ramon

Background:

Last month, County Connection implemented a large service restructure which modified most of the routes in the system. These changes included eliminating Route 36, which served western San Ramon including the Crow Canyon Rd. area west of I-680, San Ramon Valley Blvd., Alcosta, Fircrest, and Village Parkway in Dublin. As part of this service change, Route 35 extended select trips to serve the Crow Canyon area, as this was the source of much of the ridership for Route 36.

As part of the outreach for this change, staff attended meetings with the local community and City of San Ramon staff to discuss alternatives, which included a potential of partnering with LAVTA for an on-demand service.

GoDublin:

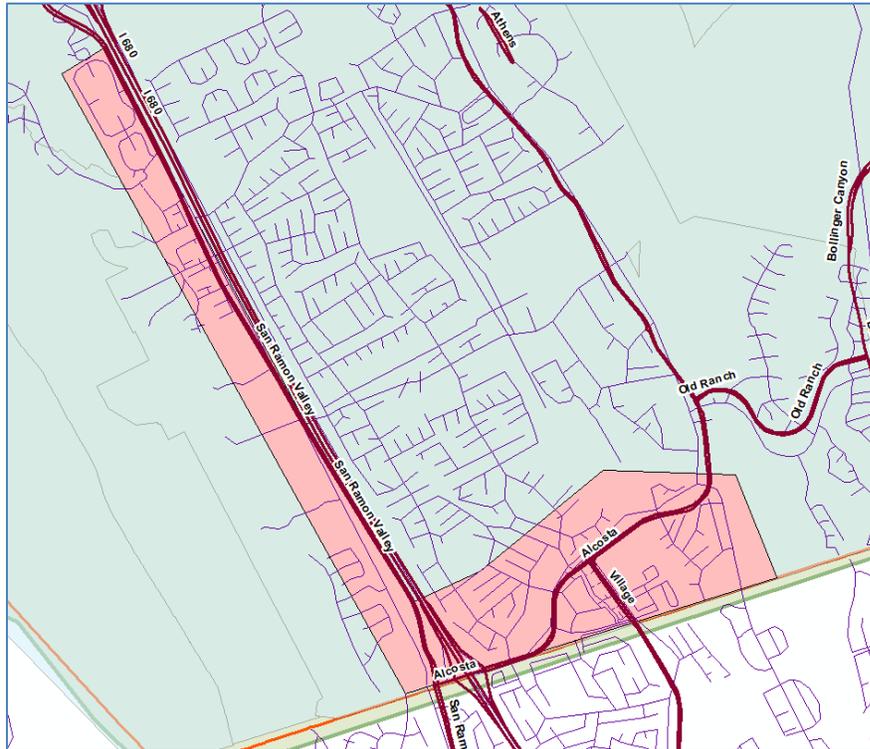
GoDublin is a pilot program that is managed by the Livermore Amador Valley Transit Authority (LAVTA), which used to operate Wheels Route 3 that served west Dublin. LAVTA eliminated the route due to low ridership, and partnered with Lyft, Uber, and DeSoto Cab to provide a subsidized option for former Route 3 riders. LAVTA has found that this has been more cost effective than the fixed route service it replaced.



The service works by using a promotional code with each TNC's smartphone app, which pays for half of a fare (up to \$5) that originates or terminates within the City of Dublin boundaries set up by LAVTA. Accessible taxis are available through DeSoto Cab, which has several vehicles outfitted with wheelchair lifts.

Partnership:

County Connection has reached out to LAVTA and presented draft boundaries for the geographic location for the pilot, or ‘geofence’. This geofence extends north along the Alameda-Contra Costa County border, following the Alcosta and San Ramon Valley corridors formerly served by Route 36. The draft service area is highlighted in rose in the map below.



As part of this partnership, LAVTA would continue to manage the program, while adding the area shown above. LAVTA would then bill County Connection for passenger subsidies within this new geofence. Staff will continue to work with LAVTA and legal counsel to develop appropriate agreement for a one-year pilot.

Recommendation:

None at this time. This item is informational only.

Financial Implications:

County Connection intends to discuss costs with LAVTA to develop a budget in the near future.

To: Operations and Scheduling Committee

Date: 4/26/2019

From: Rashida Kamara Manager of Accessible Services

Reviewed by: WC.

SUBJECT: Choice in Aging Demonstration Project

Background:

In response to a growing number of complaints from Mount Diablo Rehab regarding service failures, County Connection retained the Consulting Services of an ADA Paratransit expert to investigate, summarize and recommend best practices to improve service. Both County Connection's General Manager and Mount Diablo's President and CEO, Debbie Toth agreed that insight from a neutral third party would be mutually beneficial in assessing the issues and making a recommendation to improve the paratransit experience.

The consultant chosen was Douglas Cross of Douglas Cross Transportation Consulting. As part of his investigation, he met with First Transit staff to observe LINK's day-to-day operation. He also spoke with several Mount Diablo staff to understand their service issues from the client's perspective and he reviewed County Connection's, contract with First Transit and their relationship with First transit. All of this predated the hiring of an Accessible Services Manager, a role that was filled. As part of the summary, we wanted to know what the issues were, what is currently being done to resolve them, what needs to be done and finally recommendations of what can be done to improve the service.

Consultant's Investigation Update:

The issues discovered included a combination of late rides, like arriving to the rehab after their scheduled appointment time, and excessively long trips.

There was also a lack of understanding of the ADA Parameters guiding paratransit services on the part of Choice in Aging and their staff. This resulted in an expectation of services that often exceeded what the ADA required.

As a result there are a number of clients for Choice in aging that find it challenging to use the LINK system for transportation.

Summary:

As a direct result of this investigation, County Connection's Manager of Accessible Services has been working in conjunction with Debbie Toth and her staff to launch a demonstration project to passengers most affected by the constraints of ADA Paratransit Services. Attached is an outline of the Demonstration Project in which 12 participants

will be picked up and dropped off to Mt Diablo. Under the demonstration project service quality will be monitored for improvements such as, shorter ride times, better On Time Performance, shared ride service and quality of service provided for passengers. County Connection and Choice in Aging have worked together to develop an MOU, that has been approved by both agencies legal departments.

The Demonstration Project will be managed by Choice in Aging and County Connection will provide guidance and periodic audits to ensure the program is meeting its intended goal.

Attachments:

Demonstration Project Outline
Memorandum of Understanding

Financial Implications:

The cost of these trips during the Demonstration Project will be \$34 per trip which is less than our current cost per trip of \$46. County Connection expects to see savings in individual cost per trip as a result of this Demonstration Project

Recommendation:

Staff recommends the O&S Committee pass on to the full board, for approval for County Connection to enter into an MOU for a Demonstration project for the initial period of 90 days to commence June 1, 2019.

Demonstration Project Outline

1. Background/History

Choice in Aging (CIA) provides a daily, comprehensive senior services program at its Mt. Diablo Center in Pleasant Hill. Senior citizens who are at risk of nursing home placement spend a minimum of four hours a day at the center, where they receive care management, physical therapy and meals.

In order to participate in the program, clients have been evaluated and have found to be significantly at-risk of needing additional care outside the home. While not all clients use paratransit, all clients would be paratransit-eligible.

LINK serves approximately 90 of CIA's clients on a daily basis. While approximately 70 percent of the participants are being transported from homes in the Walnut Creek/Pleasant Hill/Concord areas, its clientele are also being picked up from more remote locations:

- Orinda BART
- San Ramon
- Martinez
- Blackhawk
- Clayton

Every client is evaluated by a nurse as they arrive for the day's programming, and CIA is correlating adverse effects to the total amount of time spent on the LINK bus. CIA has noticed and has been documenting instances of "contra-indications" that they associate with some of their clients using LINK service over long distances.

A decline in service quality continued to be present while using ADA Paratransit service. County Connection employed the services of a Paratransit expert to evaluate without bias the service delivery. Some of the findings included but not limited to:

- A lack of understanding of basic ADA Paratransit service
- Long ride times (sometimes exceeding fixed route standards)
- Shared ride service with another sector of the community causing anxiety for Mt Diablo participants
- Multiple stops (Causing incontinence issues)
- Although eligible for ADA paratransit service parameters of service not conducive for overly frail seniors

2. Proposed resolution: Demonstration Project Program

We believe that reducing fragile riders' transit time may alleviate these contra-indications and reduce stress on the LINK system. We also believe having program participants ride primarily in comfortable, more intimate passenger vehicles versus bumpy buses will also aid in reducing contra-indications and lead to higher quality rider experiences. We propose a pilot program with SilverRide.

In this pilot program, SilverRide drivers would deliver round-trip, door-through-door service for 12 CIA participants. The participants would each ride in one of four carpools, joined by two fellow CIA clients who live nearby. Each carpool will be delivered to CIA in under an hour, in the comfort of a personal car.

SilverRide would provide two drivers, each responsible for two carpools to the Center in the morning and two carpools returning home from the Center in the afternoon. CIA is evaluating which of its participants would most benefit from this pilot program; it will prioritize those who travel a longer distance to attend the Center for the first carpools of the day. The second carpool for each of the drivers will pick up and quickly drop off program participants who live closest to the Center.

SilverRide is guaranteeing that all 12 participants arrive at the Center within the acceptable drop-off window of 9:15 am and 10 am.

Execution

SilverRide provides door-through-door transportation services to seniors and people with disabilities. Rides are performed using an enhanced Transportation Network Company (TNC) model, where rides are performed by contracted drivers using their own vehicles under SilverRide's TNC license (TCP0021471). SilverRide uses a higher standard for TNC service, including:

- Fingerprinting and background-checking all drivers.
- Pre-employment drug testing. Per County Connection's regulations, SilverRide will do DOT-compliant random drug testing of all drivers. This includes having a DOT certified drug test manager, DOT level drug screens and onsite drug/alcohol testers in the case of serious accidents.
- Drivers get a SilverRide insurance card in the car, never show their own insurance, and have no gaps in coverage. SilverRide has complete insurance coverage for incidents outside the car.
- Drivers are trained in transfers, diversity, and senior and disability issues so rides are safer for seniors and people with disabilities.

- To protect riders, drivers sign a SilverRide pledge, ensuring that they will not accept tips or any gifts from their riders. SilverRide is committed to protecting riders who are potentially vulnerable.
- No Rider Left Behind policy. SilverRide monitors every ride, using every means possible to make sure riders reach their destination safely.
- SilverRide will transport all clients who require an accessible vehicle in an accessible vehicle. Drivers who use accessible vehicles will have gone through an additional eight hours of in-person training and ride-alongs and an additional online wheelchair transport module.

The ride process is as follows:

- CIA provides SilverRide with a list of the clients to participate in the pilot program.
- SilverRide will meet with these clients, on-site at CIA, to explain the ride process and ensure that they are comfortable and understand the expectations of the program. SilverRide will communicate to each individual at what time they should expect a driver to arrive to pick them up.
- On the day of the ride, the driver goes to pick up their first passenger. The driver uses SilverRide's app to indicate that they are "on the way" to the client. Upon arrival at the pickup location, the driver updates the app to indicate that she has "arrived" and goes to the door to get the client. The driver escorts the client to the car, assisting them into the vehicle. If the rider has a mobility aid, the driver secures the aid into the vehicle. The driver updates the app to indicate "Passenger 1 in car" and calls ahead to the next rider to let them know she is on the way, with a more precise ETA.
- Once the three riders are in the car, the driver proceeds to CIA and escorts the riders through the front door. She then indicates through the app that the carpool is "Done" and starts the process again for her second carpool.
- SilverRide office staff are constantly monitoring rides. Riders can call the office to check the status of rides or let the staff know about any issues.
- CIA will have access to a client portal, so authorized users can log in at any time and see the status of each carpool.

SilverRide also has backup drivers in the region, so in the event of any mechanical or other issues, it can send another driver to do a "rescue" and ensure that the clients arrive at the Center.

Measurement

We propose the following as metrics for measuring the success of this 90-day pilot:

- On-time percentage

- Contra-indications measured against baseline for program participants
- Shorter On board time for riders
- Full participation of Program period

Pricing

SilverRide is proposing a flat rate of \$34.00 per passenger. This pricing assumes a varied rider base such that the mean distance of transport is an average versus the max distance.

3. Safety and Assurances

Insurance

SilverRide has structured a superior rideshare policy for our riders and drivers. Any third-party payer of SilverRide (such as County Connection) will be added as an additional insured on our policy.

SilverRide maintains **\$1 million primary** auto liability coverage. As contrasted with other rideshare companies, SilverRide has no gaps in its coverage. This means a driver is covered with primary insurance coverage up to our limits at any stage of a rider pickup, including on the way without the passenger yet in the car.

SilverRide gives each driver a SilverRide insurance card, which is then primary during SilverRide trips. In an accident, they show the SilverRide insurance card, not their own personal insurance card. SilverRide believes this to be better protection for the driver and rider, and leaves no doubt as to coverage or the process for handling.

SilverRide has complete insurance for outside the car, as well. This covers items such as falls, sexual harassment, and other issues that can occur and are not covered by auto liability insurance.

Drug and alcohol program

SilverRide maintains a No-Tolerance Policy for drugs and alcohol. SilverRide notifies its employees and drivers that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the workplace and that employees who violate the policy may be terminated.

All SilverRide employees and drivers are drug-tested prior to hiring, and are part of an ongoing DOT compliant random drug test program. This includes having a DOT certified drug program manager running the program. SilverRide conducts DOT level drug screens and provides onsite drug and alcohol tests in serious accidents where either a

vehicle is towed, or one of the passengers is taken to the hospital. For County Connection, SilverRide will be 100% DOT drug test compliant.

Training

All SilverRide drivers complete a lauded online training program followed by an in-person training program.

The online training program focuses on SilverRide customer service standards; the physical, cognitive and social effects of aging; and transfer training and fall prevention. The five-hour online training is reinforced by two hours of in-person training for drivers not using accessible vehicles and ten hours of in-person training for drivers who will use accessible vehicles.

Our in-person training program was developed to ensure drivers share the company's philosophy for exceptional service, and includes training and practice in physical transfers, fall prevention, and client assistance and accommodation, offering clear guidance based on ADA requirements. In fact, the NYU Rudin Center for Transportation Policy & Management recently issued a report stating that all paratransit providers "should tap into SilverRide's training curriculum and driver information services" (Intelligent Paratransit, September 2016). Our driver monitoring and ongoing refresher program includes comprehensive training from a geriatric physical therapist, a professional driving trainer, and instruction on Red Cross CPR/First Aid.

Safety and accident response protocols

SilverRide maintains records of any incident or accident that occurs when vehicles are in service, including any situation considered out of the ordinary. In the event of an incident, SilverRide's safety plan requires that drivers have a kit to be used in collecting information. The kit includes the tools to collect the name of the investigating office and badge number, any facts about other vehicle(s) involved, individuals involved, and property damage. Drivers carry witness cards that must be completed and are asked to prepare a diagram of the incident. Drivers also take photos of both vehicles, particularly of all damage that might have occurred. Drivers are not authorized to discuss an incident with anyone except the police, the SilverRide City Manager, or a representative of CIA.

All accidents and incidents will be reported to CIA and County Connection with a full report within 24 hours.

MEMORANDUM OF UNDERSTANDING REGARDING PILOT CHOICE IN AGING

This Memorandum of Understanding (MOU) is entered into as of this 1st day of _____, 2019 (Effective Date), by and between the Central Contra Costa Transit Authority (CCCTA) and Choice in Aging, Inc. (CiA), collectively referred to herein as “the Parties.”

RECITALS

A. CiA is a nonprofit eldercare/healthcare organization that provides a daily, comprehensive senior adult day health care services program at its Mt. Diablo Center (MDC) in Pleasant Hill for frail elders and adults with disabilities. Participants spend a minimum of four hours a day at the center, where they receive care management, physical therapy, and meals. All of CiA’s clients are paratransit-eligible.

B. CCCTA is a joint powers authority that provides public bus transit service and complementary paratransit service in the Central Contra Costa County area. Its complementary paratransit service, commonly referred to as LINK, serves approximately 90 of CiA’s clients on a daily basis. While approximately 70 percent of the participants are transported from the Walnut Creek/Pleasant Hill/Concord areas, CiA clientele are also picked up from more remote locations.

C. CCCTA has evaluated the quality of its paratransit service, and identified areas for improving the comfort level, transit time, and rider experience. It desires to partner with CiA to conduct a pilot program (“Program”) as an alternative to LINK, whereby CiA clients would be transported to MDC by SilverRide, a transportation services company.

D. SilverRide is a legal entity that provides door-through-door transportation services to seniors and people with disabilities.

E. The parties desire to conduct a six month pilot program, whereby SilverRide will deliver round-trip door-through-door service for 12 CiA participants.

F. The intent of the parties is to have a permanent program in place either within or immediately following the pilot, if the Program is successful and the metrics are met (see Section IID).

I. Purpose:

A. This MOU serves to memorialize the arrangement for the administration and coordination between CCCTA and CiA regarding the Program.

II. Scope of Pilot Program:

A. SilverRide will initially deliver round-trip, door-through-door service for twelve CiA participants, to be determined by CiA in coordination with SilverRide.

B. The Parties understand that changes may be made to make it more expeditious, comfortable, or cost-effective. The Program will be evaluated every two weeks to confirm that the Program is working or to make changes to improve the service.

Changes during the Program will be determined by CiA and SilverRide in an effort to improve the service.

- C. If, after the first two months of service, it is determined that the Program is successful, additional CiA participants may be added to the Program, upon communication with CiA, CCCTA, and SilverRide, as long as the Program remains within the total compensation identified in Section III A. Should it be deemed the pilot is going well, CiA, CCCTA and SilverRide could choose to end the pilot and convert to an ongoing program after two months from such determination, with the scope of service to be determined at that time.
- D. Measurement and Reporting. The following metrics will be reported monthly by SilverRide to CiA. After the first month of the Pilot, the metrics may be revisited and revised by CiA and SilverRide as needed:
 - a. On-time percentage
 - b. Late trips (longer than 15 minutes)
 - c. Ride time of longer than sixty minutes per one-way trip
 - d. Passenger loading at home and unloading at Mt. Diablo Center (and the reverse in the afternoon)
 - e. Ride comfort, as reported in a rider survey to be conducted in the initial four months of the Pilot

III. CCCTA Responsibilities:

- A. Payment. CCCTA will reimburse CiA for Program transportation services provided by SilverRide, at the flat rate of \$34.00 per passenger each way, within 30 days of receipt of CiA monthly invoices. Total compensation for the Program shall not exceed \$250,000.00.
- B. Audit Rights. CCCTA shall have the right to audit CiA and SilverRide's records to confirm that the SilverRide compensation is consistent with the services provided. In the event that CCCTA conducts any such audits, it shall make its findings available to CiA.
- C. Coordination and Communication with CiA and SilverRide. The primary CCCTA contact person for the administration of the Program will be the Manager of Accessible Services.
- D. CCCTA is not responsible for any services rendered by CiA and/or by SilverRide in the performance of services under this MOU, nor for any services provided by CiA to participants in the Program. CCCTA is not responsible for providing vehicles, personnel, or associated maintenance, training, and operations services for the Program.

IV. CiA Responsibilities:

A. Communication with SilverRide. The primary CiA contact person for the administration of the Agreement with SilverRide will be the Director of Special Projects.

B. SilverRide Agreement Administration. CiA will negotiate, execute, and administer an agreement with SilverRide for Program transportation services. CiA will cooperate with CCCTA in the drafting of the agreement. The agreement shall require compliance with applicable requirements under the Americans with Disabilities Act, federal drug and alcohol testing, and state laws. CiA will provide the agreement, including the scope of work, for CCCTA's review prior to its execution by CiA and SilverRide, which review shall be done expeditiously. CCCTA will ensure that the agreement meets the requirements of CCCTA for the provision of paratransit service using the transportation network company model.

C. Coordination Issues. CiA, in coordination with SilverRide, will identify the participants in the Program and arrange for their participation in the Program. CiA will schedule monthly meetings, if necessary, with CCCTA and SilverRide to discuss any coordination issues or concerns.

D. Audit Rights. CiA shall have the right to audit SilverRide's records to confirm that the compensation is consistent with the services provided. In the event that CiA conducts any such audits, it shall make its findings available to CCCTA.

E. Customer Complaints. Service issues associated with the Program will be handled by CiA and SilverRide, and reported to CCCTA on a monthly basis.

V. Monthly Invoices.

CiA will provide monthly invoices to CCCTA detailing the services provided under the Program for the prior month. CiA and SilverRide will determine the data to be included in the monthly invoices. CCCTA may review the invoice data, which review shall be done expeditiously.

VI. Mutual Hold Harmless

A. Each Party will hold harmless the other Party, its directors, officers, representatives, agents and employees from and against all liability or losses, whether direct or indirect (including any and all costs and expenses in connection therewith), incurred by reason of negligence or intentional misconduct of the indemnifying Party, its directors, officers, representatives, agents and employees in connection with this MOU.

B. The SilverRide Agreement will provide that SilverRide will indemnify and defend the parties from and against all liability or losses, whether direct or indirect (including any and all costs and expenses in connection therewith), incurred by reason of negligence or intentional misconduct of SilverRide, its directors, officers, representatives, agents and employees in connection with the services performed pursuant to the Agreement. In addition, SilverRide will be required to carry the appropriate insurance as agreed by the parties to this MOU and will name each Party to this MOU as an additional insured (and include certain other endorsements) on such insurance policies as agreed by the parties to this MOU.

VII. Term; Termination

A. The term of this MOU shall commence as of the Effective Date and continue for six months, unless earlier terminated as provided for in Section B or extended by written agreement.

B. This MOU may be terminated for convenience by either Party with 30 business days' notice. This MOU may be terminated immediately for cause by either Party if the defaulting Party does not cure the default within 5 business days from written notice of default. All amounts due and owing for SilverRide services will be paid by CCCTA through the effective date of termination.

VIII. Miscellaneous:

A. Notices. All notices and communications deemed by either Party to be necessary or desirable shall be in writing and may be given by personal delivery to a representative of the parties or by mailing the same postage prepaid, addressed as follows:

If to CCCTA: Central Contra Costa Transit Authority
Attn: General Manager
2477 Arnold Industrial Way
Concord, CA 94520-5327

If to CiA: Choice in Aging
Attn: President and CEO
490 Golf Club Road
Pleasant Hill, CA 94523

The address to which mailings may be made may be changed from time to time by notice mailed as described above. Any notice given by mail shall be deemed given on the day after that on which it is deposited in the United States Mail as provided above.

B. Modification. This MOU may be amended or modified only in a writing approved by each of the parties.

C. Interpretation. This MOU shall be construed reasonably, in accordance with its terms. Any rules of construction to the effect that ambiguities are to be resolved against the drafting Party shall not apply.

D. Assignment. No Party may assign or delegate any of its rights or obligations under this MOU without the prior written consent of all other parties to this MOU. This MOU shall be binding upon and inure to the benefit of the parties and their respective successors and permitted assigns.

E. Validity. If any provision of this MOU is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions will nevertheless continue in full force and effect without being impaired or invalidated in any way.

F. Waiver. The waiver of any breach of this MOU shall not constitute a continuing waiver or a waiver of any subsequent breach either of the same or another provision of this MOU. Any waiver must be in writing, signed by an authorized representative of the waiving Party.

G. No Third Party Beneficiaries. Nothing in this MOU, whether express or implied, is intended to confer any rights or remedies on any persons other than the parties to it, nor is anything in this MOU intended to relieve or discharge the obligation or liability of any third persons to any Party to this MOU.

H. Attorneys' Fees. If any legal proceeding shall be instituted by any of the parties hereto to enforce the terms of this MOU or to determine their respective rights or obligations under this MOU, the prevailing Party in said proceeding shall recover, in addition to all court costs, reasonable attorneys' fees.

I. Integration. This MOU constitutes the entire agreement between the Parties pertaining to the subject matter contained in it and supersedes all prior or contemporaneous oral or written agreements, representations, statements, documents, or understandings of the parties.

J. Jurisdiction. This MOU and the legal relations between the parties shall be governed by and construed in accordance with the laws of the State of California.

IN WITNESS WHEREOF, the parties hereto have executed this Memorandum of Understanding by their respective duly authorized officers as of the day and year first above written.

Central Contra Costa Transit Authority

Date

Choice in Aging

Date

TO: O&S Committee

DATE: April 24, 2019

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for March 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.

	FY18-19		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	271,052	271,221	
Average Weekday	11,920	11,891	
Pass/Rev Hour	13.3	14.2	Standard Goal > 17.0
Missed Trips	0.04%	0.07%	Standard Goal < 0.25%
Miles between Road Calls	47,719	31,201	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in March (11,920 passengers) than February (11,628 passengers) and lower than March 2018 (12,259 passengers) or (2.8%).

Passengers per hour in March was 13.3 which is slightly lower than 13.7 in February and lower than March 2018 when passengers per hour was 15.1.

The percentage of missed trips in March was 0.04% which is lower than the prior month (0.10%). The YTD average is 0.07% missed trips.

The number of miles between roadcalls was 47,719 miles in March, higher than the prior month in which there were 14,722 miles between roadcalls. The 12 month average is 31,201 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 271,052 passengers in March, 205,753 passengers had the potential to use a Clipper card aboard County Connection since 65,299 either used an employee sponsored program or the free routes. About 57.5% of the 205,753 potential Clipper card users paid using Clipper during this month.

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
March 2019 - Fixed Route Boardings	271,052	Revenue Hours -	March 2019	20,335	Weekdays - Mar 19	21	Fiscal 2019 YTD	2,440,990
Special Event -			March 2018	19,345	Mar 18	22		
		Revenue Miles -	March 2019	216,292	Saturdays - Mar 19	5	Fiscal 2018 YTD	2,543,089
			March 2018	215,247	Mar 18	5		
					Sundays - Mar 19	5		
					Mar 18	4		
Mar 2019 Total Boardings	271,052	Passengers per Mile		1.3	Total Days - 2019	31	YTD Trend	(4.0%)
Mar 2018 Total Boardings	291,272	Passengers per Hour		13.3	2018	31	Monthly Trend	(6.9%)

March 2019 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (1M)	Rossmoor / Shadelands	6,444	-	-	6,444	307			8.8	
2	Rudgear / Walnut Creek	113	-	-	113	5			1.3	
4	Walnut Creek Downtown Shuttle	18,606	2,160	1,938	22,704	886	432	388	25.6	
5	Creekside / Walnut Creek	11,610			11,610	553			29.4	
6	Lafayette / Moraga / Orinda	11,356	517	456	12,329	541	103	91	11.5	
7	Shadelands / Pleasant Hill / Walnut Creek	10,305			10,305	491			23.0	
9	DVC / Walnut Creek	8,815			8,815	420			13.0	
10	Concord / Clayton Rd	20,982			20,982	999			22.9	
11	Treat Blvd / Oak Grove	5,989			5,989	285			15.2	
14	Monument Blvd	14,095			14,095	671			11.7	
15	Treat Boulevard	8,214			8,214	391			12.0	
16	Alhambra Ave / Monument Blvd	12,088			12,088	576			12.3	
17	Olivera/Solano / Salvio / North Concord	4,881			4,881	232			13.5	
18	Amtrak / Morello / Pleasant Hill	7,520			7,520	358			11.1	
19	Amtrak / Pacheco Blvd / Concord	2,351			2,351	112			8.5	
20	DVC / Concord	22,350			22,350	1,064			20.0	
21	Walnut Creek / San Ramon Transit Center	10,251			10,251	488			9.4	
25	Lafayette / Walnut Creek	397			397	19			2.0	
27	N Concord / Martinez / Masion Circle	1,288			1,288	61			12.7	
28	North Concord / Martinez	2,998			2,998	143			7.8	
35	Dougherty Valley	13,318			13,318	634			12.9	
36	San Ramon / Dublin	1,312			1,312	62			2.1	
91X	Concord Commuter Express	1,378			1,378	66			12.4	
92X	Ace Shuttle Express	3,495			3,495	166			13.1	
93X	Kirker Pass Express	3,108			3,108	148			9.4	
95X	San Ramon / Danville Express	3,421			3,421	163			18.6	
96X	Bishop Ranch Express	10,758			10,758	512			14.4	
97X	Bishop Ranch Express	1,807			1,807	86			9.1	
98X	Martinez Express	5,539			5,539	264			9.3	
99X	Martinez / BART Express	889			889	42			2.9	
250 *	Gael Rail Service	10	23	21	54	1	5	4	0.5	
260 *	Cal State East Bay / Concord Bart	172			172	8			1.0	
301	Rossmoor / John Muir Medical Center		105	46	151		21	9	1.8	
310	Concord Bart / Clayton Rd / Kirker Pass		1,810	1,596	3,406		362	319	16.0	
311	Concord / Oak Grove / Treat Blvd / WC		1,177	832	2,008		235	166	7.7	
314	Clayton Rd / Monument Blvd / PH		2,122	1,951	4,073		424	390	15.2	
315	Concord / Willow Pass / Landana		150	200	350		30	40	5.8	
316	Alhambra / Merello / Pleasant Hill		1,187	995	2,182		237	199	8.7	
320	DVC / Concord		958	664	1,622		192	133	14.2	
321	San Ramon / Walnut Creek		1,038	786	1,824		208	157	8.7	
Alamo Creek *	Alamo Creek / BART Walnut Creek	615	-	-	615	29			3.7	
600's	Select Service	23,232	-	-	23,232	1,106			22	
712	Bay Point/ BART PH/ Berkley	456	-	-	456	22			5.6	
715	North Concord / Lafayette BART	158	-	-	158	8			4.6	
TOTALS		250,322	11,247	9,483	271,052	11,920	2,249	1,897	13.3	

* 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.

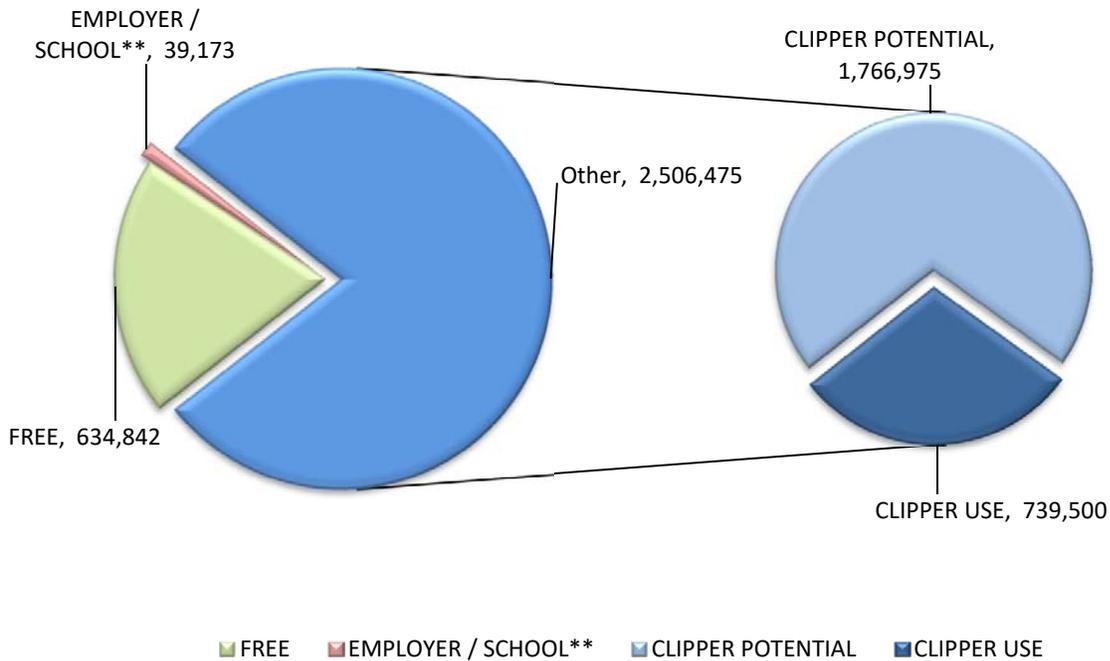
TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2018 April	2018 May	2018 June	2018 July	2018 August	2018 September	2018 October	2018 November	2018 December	2019 January	2019 February	2019 March	12 Month TOTALS
Work Days	30	30	30	30	31	29	31	29	30	30	28	31	359
Revenue Hours	18,982	20,345	18,811	18,029	20,300	17,800	20,772	18,801	18,288	19,694	18,307	20,335	230,465
Operator Pay Hours	32,454	33,630	30,289	31,187	33,655	32,862	34,145	31,956	34,356	35,928	30,724	32,730	393,917
Number of Operators	162	167	165	164	162	168	164	164	168	168	164	164	165
Total Chargeable Collisions	1	3	0	5	1	4	1	1	3	3	2	1	25
Number of Trips Scheduled	25,229	26,298	23,436	22,614	25,113	21,860	25,522	23,260	22,707	24,360	22,384	22,384	285,167
Number of Trips Missed	35	31	16	24	13	5	20	22	14	13	22	10	225
Of Trips Scheduled - % Missed	0.14%	0.12%	0.07%	0.11%	0.05%	0.02%	0.08%	0.09%	0.06%	0.05%	0.10%	0.04%	0.08%
On Time Performance %	88%	86%	86%	88%	85%	84%	84%	85%	85%	87%	86%	86%	86%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	9	16	12	12	14	7	14	16	11	11	19	8	149
Road Calls for Mechanical	5	8	10	9	10	5	8	12	7	8	18	6	106
Fleet Average Miles between Mechanical Road Calls	54,718	36,703	25,868	28,045	28,889	51,128	37,851	23,058	38,149	35,825	14,722	47,719	31,201
No. Maint. Employees	23	22	24	24	25	26	27	26	26	25	24	26	25

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

CLIPPER TREND



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-18	245,031	71,111	3,760	170,159	67,402	39.6%
Aug-18	296,081	80,181	4,458	211,442	80,507	38.1%
Sep-18	283,311	73,393	4,883	205,035	79,380	38.7%
Oct-18	325,797	82,639	6,035	237,123	93,825	39.6%
Nov-18	263,371	67,931	4,413	191,026	76,916	40.3%
Dec-18	242,980	66,532	2,377	174,071	67,851	39.0%
Jan-19	263,090	69,912	4,639	188,538	77,435	41.1%
Feb-19	250,278	62,541	3,908	183,828	77,930	42.4%
Mar-19	271,052	60,601	4,698	205,753	118,253	57.5%
Apr-19	-	-	-	-	-	-
May-19	-	-	-	-	-	-
Jun-19	-	-	-	-	-	-
Grand Total	2,440,990	634,842	39,173	1,766,975	739,500	41.9%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude Summer Youth Pass

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)

Route Description Summary

Route #	Description
1 (IM)	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park (Added Svc: IM = BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, Marchbanks)
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
5	BART Walnut Creek, Rivieria Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancingo Pkwy, Old Quarry Rd, DVC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak
27	North Concord /Martinez Bart, Mason Circle
35	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, E Branch Pkwy, Windemere Pkwy, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
36	BART Dublin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Fircrest Ln, San Ramon Valley Blvd, Tareyton Ave, Bollinger Canyon Rd, Crow Canyon Rd, Executive Pkwy, San Ramon Transit Center
91X	BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Oak St
92X	Shadelands Office Park, Ygnacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Camino Ramon, ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton
93X	BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Fairview Dr, Delta Fair Blvd, Highway 4, Hillcrest Park & Ride
95X	BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center
96X	BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
97X	BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
98X	BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
99X	Martinez Amtrak, North Concord / Martinez BART via Pacheco Transit Hub
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette

Route Description Summary

Route #	Description
260	Cal State, East Bay, Concord Bart
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
314	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancinco Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave., Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Villag Pkwy, Dublin Blvd, BART Dublin
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek
712	Bay Point BART, Pleasant Hill BART, T L Berkeley Wy (20th St) + Telegraph Ave

Route Description Summary

Route #	Description
715	Noth Concord, Concord Bart, PleasamyHill BART, Walnut Creek BART, Lafayette BART'

**CCCTA LINK
MONTHLY OPERATING SUMMARY
MARCH FY 18/19**

SUMMARY	MARCH FY 17/18	MARCH FY 18/19	YTD FY 17/18	YTD FY 18/19
1 TOTAL CLIENTS	12,033	12,001	101,383	103,821
2 TOTAL ATTENDANTS	859	1,047	6,971	9,702
3 TOTAL COMPANIONS	51	51	437	532
4 TOTAL PASSENGERS*	12,943	13,099	108,791	114,055
5 TOTAL SERVICE DAYS	31	31	269	270
6 VEHICLE REVENUE HOURS	6,150	7,000	52,406	60,302
7 VEHICLE SERVICE HOURS	8,008	8,986	68,402	76,974
8 VEHICLE NON REV HOURS	1,859	1,986	16,989	16,672
9 VEHICLE SERVICE MILES	115,510	127,857	985,665	1,128,904
10 VEHICLE REVENUE MILES	93,172	100,891	785,214	917,084
11 VEHICLE NON REV MILES	22,338	24,979	200,451	209,499
12 PASS. PER REVENUE HOUR	2.10	1.87	2.08	1.89
13 CLIENT PER REVENUE HOUR	1.96	1.71	1.93	1.72
14 PASS. PER SERVICE HOUR	1.62	1.46	1.59	1.48
15 PASS. PER SERVICE MILE	0.11	0.10	0.11	0.10
16 PASS. PER REVENUE MILE	0.14	0.13	0.14	0.12
17 TOTAL TRANSFER TRIPS	906	1,091	8,432	9,459
18 SAME DAY TRIPS	129	168	1,219	1,194
19 SUBSCRIPTION TRIPS	6,803	5,646	57,022	51,782
20 DEMAND	5,286	6,359	44,497	52,016
21 FAREBOX REVENUE	\$11,327.75	\$10,325.98	\$92,110.74	\$88,154.50
22 PREPAID CLIENTS	\$8,674.00	\$6,773.00	\$47,682.00	\$53,263.00
23 COLLECTED BILLING	\$35,414.00	\$28,720.40	\$203,396.80	\$244,048.96
24 TOTAL REVENUE COLLECTED	\$55,415.75	\$45,819.38	\$343,189.54	\$385,466.46
25 CHARGEABLE ACCIDENTS	0	1	5	8
26 SERVICE COMPLAINTS	4	20	25	104
27 SERVICE COMMENDATIONS	3	4	10	7
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	1	18	25
30 DRIVER TURNOVER	4%	0%	30%	8
31 SCHEDULE ADHERENCE	74%	79%	75%	79%
32 WHEELCHAIR BOARDING'S	2,835	2,869	20,918	24,621
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,627	3,888	55,640	34,993
35 UNDUPLICATED CLIENTS	912	818	17,692	7,484
36 NO-SHOWS	306	77	2,294	717
37 CANCELS	2,684	2,630	19,536	27,426
38 AVG. TRIP LENGTH (MILES)	8.9	9.8	9.1	9.9
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	46	47	50	47
41 TOTAL FUEL/GALLONS	17,266	18,978	152,027	164,434
42 FLEET M.P.G.	6.7	6.7	6.5	6.9

First Transit General Manager *[Signature]*

Date of approval *4-17-2019*

- *line 1/2 We had a slight decrease in ridership of 32 pax. Attendants increased by 20 vs Feb and 36 % YOY
- *line 4 we only saw a minimal increase in ridership vs Feb. YOY we continue to have an increase, now of 5%
- *line 6, Increase in VRH due to increase in drivers, PAX and 3 more days of operations vs Feb. increase in OT vs previous year (15%)
- *line 7, Increase in VSH due to increase in drivers, PAX, 3 more days of operations vs Feb
- *line 8 with more drivers out and starting earlier (OT coverage) we have less deadhead hours, 127 vs previous month. Reducing unnecessary slack time
- *line 9, YOY an increase of 15%. More drivers, pax buses out. Saw a 10% increase vs previous month with two less days
- *line 10, March we utilized 63 vehicles, averaged 47. 9% increase vs Feb, 16% increase YOY more pax and drivers out, with three more days
- *line 12, we are travelling a farther distance. We dropped in PPH. We are reviewing the trip edit process and slack time reports. The OTP is up, PPH will drop
- *line 17, the FY 18/19 total is in line with the correct recorded amount. Previous months were tallied with an error including cxi's and same day trips
- *line 18, increase in demand of same day trips
- *Line 19/20, We are currently at a Max for subscription trips which leads to a higher count of demand trips. Less sub trip, weather could be a factor, a lot of rain days.
- *Line 23/24, we are currently waiting on the payments from MDH and Orinda Convelesant
- *line 25, an increase in preventables vs 17/18, early on in the FY
- *line 26, we are recording more complaints/compliments, better input of calls
- *line 27, 4 commendations in March, outstanding
- *line 30, best driver retention in the region
- *Line 34-the location is pulling registered Clients from "INFO" for the month to include the overlapping Clients. The report is now run on the 2nd of each month to capture the correct data
- *Line 36 the codes have been revamped to single out the correct no-show qualifications we have a good decline in no-shows