

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

AGENDA

Monday, July 8, 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 June 10, 2019*
4. Bishop Ranch Service Update*
(Staff will present the final proposal for the Bishop Ranch Restructure.)
5. Dublin/Pleasanton BART Bus Bay Conflicts with LAVTA – Information Only *
(Staff will present alternatives to remedy a bus bay crowding situation for Route 35 at Dublin BART.)
6. Monthly Reports - Information only
 - a. Fixed Route*
 - b. Paratransit *
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – August 2nd, 2019
10. 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.

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 Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org.

Shuttle Service: With advance notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call (925) 938-7433 between 8:00 am and 5:00 pm at least one day before the meeting.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, July 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Monday, August 5, 9:00 a.m., 1676 N. California Blvd. #620, Walnut Creek
Advisory Committee:	Tuesday, July 9, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, July 11, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	Friday, August 2, 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.

This agenda is posted on County Connection's Website (www.countyconnection.com) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California

**Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen Office
3338 Mt. Diablo Blvd, Lafayette, CA
Monday, June 10, 2019, 8:15 a.m.**

Directors: Dave Hudson, Robert Storer, Keith Haydon

Staff: Bill Churchill, 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 May 3, 2019: Minutes were approved.

4. BART Bus Bridge Update

Mr. Hedgpeth shared ridership figures with the committee for the seven days of bus bridges operated from Concord BART to Pleasant BART. Director Haydon asked about how many buses were used for the service. Ms. Horta replied that up to 22 buses were used, matching demand.

5. Walnut Creek Free Ride Promotion

Mr. Hedgpeth explained the partnership with 511 Contra Costa, in which they pay for fares for passengers boarding at the new Walnut Creek Transit Center for a promotional week.

6. Update on Walnut Creek Transit Village

Mr. Churchill provided background on the development of the Walnut Creek Transit Village, and agreements between the developer, BART, and the city of Walnut Creek and their effects on our operations and future development at other BART stations in our service area.

7. Monthly Reports

Ms. Horta reported on the fixed route statistics. She explained that some of the routes with high cash usage are down after the fare changes, but the BART bus bridge numbers helped out our monthly totals.

8. Committee Comments

Director Haydon mentioned that he would like a reminder shortly before a rescheduled committee meeting.

9. Future Agenda Items

Director Haydon mentioned he wanted updates on future BART station developments including Walnut Creek BART.

10. Next Scheduled Meeting – July 8, 2019 at 8:15am, at 3338 Mt. Diablo Blvd.

11. Adjournment – The meeting was adjourned at 8:52 a.m.

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

To: Operations and Scheduling Committee

Date: 6/28/2019

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

Reviewed by: WC.

SUBJECT: Final Bishop Ranch Service Restructure Proposal

Background:

County Connection implemented major services changes in Spring 2019. Proposed changes to routes serving Bishop Ranch were separate due to the contractual partnership between County Connection and Sunset Development. At the March 21st Board meeting, staff was authorized to proceed with the public hearing process for the Bishop Ranch service restructure, which included new weekend service in San Ramon (Route 335).

Staff conducted two public hearings in April, in Walnut Creek and San Ramon and accepted public comments via mail, email, telephone and on the County Connection website.

Rider Feedback on Original Service Plan:

During the public hearing process, passengers expressed concerns about the proposed elimination of Route 97X. Staff analyzed travel times for Route 35 and although the end to end travel times to the San Ramon Transit Center (SRTC) were comparable, the travel time would nearly double for Chevron and BR1 passengers. Secondly, staff received complaints that stemmed from confusion about the original proposal's plan to eliminate Route 95X. Passengers were assured service to the Danville Park and Ride would continue under the new proposal. Lastly, the support for a weekend 335 between San Ramon and Dublin BART via Bollinger Canyon was very popular.

Final Bishop Ranch Service Plan:

Given the feedback received, staff updated the O&S committee with a proposal to proceed with the implementation of Route 335 in the Fall 2019 bid and conduct further review of the express routes to Bishop Ranch. After further review, staff recognized the importance of Route 97X for passengers connecting at the Dublin BART station from the Oakland direction as well as the Central Valley. Staff amended the original proposal and reviewed the changes with Sunset Development for concurrence.

The amended proposal includes retaining Route 95X between Walnut Creek BART and the SRTC via the northern part of Bishop Ranch, with additional service to the Danville Park and Ride.

Route 96X with service between Walnut Creek and SRTC will serve Chevron and the southern part of Bishop Ranch. The final proposal modified the plan to retain one express bus for Route 97X from Dublin BART. The 97X alignment will serve the southern part of Bishop Ranch, including Chevron and BR1, with the SRTC as the terminus.

This proposal will increase frequency from the Walnut Creek BART station to Bishop Ranch and retain the express trips most heavily utilized between Dublin BART and Bishop Ranch. The amended changes do not constitute a major service change and were made in direct response to the public's comments, thus could be implemented under the General Manager's authority. However, the Metropolitan Transportation Commission (MTC) provides partial funding for Route 96X and require committee review as part of their request for a corrective action plan (CAP) to meet their performance measures.

Financial Implications:

The remaining restructure of the Bishop Ranch routes (95X, 96X, and 97X) has been designed to be revenue neutral.

Recommendation:

Staff recommends that the O&S Committee approve the revised proposal for the Bishop Ranch service restructure as outlined in this memo, for implementation in November.

Action Requested:

Staff request O&S authorize the proposal to implement 95X, 96X and 97X changes as part of the scheduled changes in November.

To: Operations and Scheduling Committee

Date: 6/28/2019

From: Sean Hedgpeth – Manager of Planning

Reviewed by:



SUBJECT: Dublin/Pleasanton BART Bus Bay Discussions with LAVTA

Background:

In March 2019, County Connection implemented service changes to Routes 35 and 36, with service between Dublin/Pleasanton BART and San Ramon. While the hourly Route 36 was discontinued, Route 35 got increased frequencies during peak periods, going from every 30 minutes to every 15-20 minutes. County Connection has been sharing bus bays with LAVTA on the north end of Dublin/Pleasanton BART for decades. LAVTA has restructured their routes several times over last decade, increasing service to Santa Rita Jail on LAVTA Route 1 and upgrading Route 2 from a cutaway vehicle to a full sized transit bus. LAVTA routes operate on a 'pulse' which means all of their buses arrive at a set time on the hour at all bays in order facilitate bus to bus transfers and to connect with BART.

Congestion at Bus Bays:

Now that Route 35 is more frequent and is timed as best as possible to connect to BART, it is now in conflict with LAVTA Routes 1 and 2. Operationally, this has required drivers to queue up behind other buses, often alighting passengers on the street to allow them to catch BART on time. Staff has received several complaints from LAVTA staff noting that dropping these passengers off blocks all of the northern bus bays and holds up LAVTA buses. In addition, the buses have breaks, or layover periods, where they must remain parked to provide a rest period for drivers, and to allow the next trip to start on time in case the bus was running late in the previous trip. Over five hours of Route 35 layover is required at Dublin BART on weekdays, ranging from 6 to 15 minutes each trip. The table included at Attachment 1 outlines the conflicts with LAVTA (highlighted in yellow) as well as times when two Route 35s could possibly overlap if they are running late or early (highlighted in red).

There are a total of twelve Route 35 arriving trips that are within 5 minutes of an arriving LAVTA bus at the same bus bay. In addition to LAVTA-County Connection conflicts, there's also the potential for Route 35 conflicts when trips are early or late. For example, the 7:18am Route 35 arrival at BART is within one and two minutes of a LAVTA Route 1 and 2, while arriving at the same time as a 7:18am Route 35 departure. If the arriving bus was running late it would have no curb space to drop off passengers, most of whom are attempting to connect to BART as

soon as possible. The same congestion is a problem for the bus departing at 7:18am. If it is late to leave, due to a wheelchair boarding for example, none of the other buses can access the bay.

Alternatives:

Staff travelled down to Dublin/Pleasanton BART and performed field work in order to determine a series of alternatives to work with LAVTA on a solution to the bus bay congestion. Attachment 2 offers three potential solutions, in the order staff would pursue. Each option requires additional coordination with at least one other agency to relocate bus bay assignment. Unfortunately, all of these alternatives degrade the passenger and/or operator experience in some way. Attachment 3 is the existing bay map at BART for reference.

Financial Implications:

None at this time.

Recommendation:

None at this time. Staff will work with the respective transit agencies and operations staff to determine the best alternative, possibly with short and long term solutions that will be incorporated into a bid. This item is informational only.

Attachments:

Attachment 1: Table of Bus Bay Schedule Conflicts

Attachment 2: Alternatives Matrix

Attachment 3: Dublin/Pleasanton BART Bus Bay Map

Attachment 1:

County Connection Bus Bay Conflicts with LAVTA at Dublin/Pleasanton BART

Route	Arrive Dublin Pleasanton BART	Route	Arrive Dublin Pleasanton BART
1	6:20 AM	1	2:20 PM
35	6:33 AM	35	2:37 PM
35	6:48 AM	1	2:50 PM
1	6:50 AM	35	3:17 PM
35	7:03 AM	1	3:20 PM
35	7:18 AM	2	3:31 PM
2	7:19 AM	35	3:37 PM
1	7:20 AM	1	3:50 PM
35	7:48 AM	35	4:02 PM
1	7:50 AM	35	4:16 PM
35	8:08 AM	2	4:19 PM
2	8:19 AM	1	4:22 PM
1	8:20 AM	35	4:45 PM
35	8:33 AM	1	4:52 PM
1	8:50 AM	35	4:53 PM
35	8:53 AM	35	5:17 PM
35	9:08 AM	2	5:19 PM
2	9:19 AM	1	5:22 PM
1	9:20 AM	35	5:37 PM
35	9:33 AM	1	5:52 PM
1	9:50 AM	35	5:53 PM
35	9:53 AM	35	6:17 PM
1	10:20 AM	2	6:19 PM
35	10:33 AM	1	6:22 PM
1	10:50 AM	35	6:37 PM
1	11:20 AM	1	6:50 PM
35	11:37 AM	35	6:53 PM
1	11:50 AM	35	7:17 PM
1	12:20 PM	1	7:20 PM
35	12:37 PM	35	7:33 PM
1	12:50 PM	1	7:50 PM
1	1:20 PM	35	8:02 PM
35	1:37 PM	1	8:20 PM
1	1:50 PM	1	8:50 PM

12 CCCTA/LAVTA conflicts of 5min or less

Route	Depart Dublin Pleasanton BART	Route	Depart Dublin Pleasanton BART
1	6:03 AM	1	2:33 PM
35	6:33 AM	35	2:48 PM
1	6:33 AM	1	3:03 PM
2	6:33 AM	35	3:23 PM
35	6:48 AM	1	3:33 PM
35	7:03 AM	2	3:33 PM
1	7:03 AM	35	3:48 PM
35	7:18 AM	1	4:03 PM
35	7:33 AM	35	4:08 PM
1	7:33 AM	35	4:23 PM
2	7:33 AM	1	4:33 PM
35	7:53 AM	2	4:33 PM
1	8:03 AM	35	4:48 PM
35	8:18 AM	1	5:03 PM
1	8:33 AM	35	5:08 PM
2	8:33 AM	35	5:23 PM
35	8:48 AM	1	5:33 PM
1	9:03 AM	2	5:33 PM
35	9:08 AM	35	5:48 PM
35	9:23 AM	1	6:03 PM
1	9:33 AM	35	6:08 PM
1	10:03 AM	35	6:23 PM
1	10:33 AM	1	6:33 PM
35	10:48 AM	2	6:33 PM
1	11:03 AM	35	6:48 PM
1	11:33 AM	1	7:03 PM
35	11:48 AM	35	7:08 PM
1	12:03 PM	35	7:23 PM
1	12:33 PM	1	7:33 PM
35	12:48 PM	35	7:48 PM
1	1:03 PM	1	8:03 PM
1	1:33 PM	35	8:08 PM
35	1:48 PM	1	8:33 PM
1	2:03 PM		

9 CCCTA 35-35 possible conflicts due to OTP

Attachment 2:

Route 35 Dublin BART Bus Bay Congestion Solution Alternatives						
#	Description	Bus-BART Transfer Impacts	Bus-Bus Transfer Impacts	Travel Time Impacts	Operator Impacts	Other
1	Move Existing Route 35 stop to Amtrak Bus Bay	The Amtrak bay is about 50 feet closer to the BART Platform	Bus transfers are degraded, with the farthest Wheels local bus over 600ft away as opposed to 75ft from the current bay	Possible a minute or two longer to pull into a bay further east, especially if there is bus congestion	None, existing layover periods will remain the same duration	Need to coordinate with Amtrak
2	Move Route 35 to 97X Bus Bay on south side of the Dublin side of BART	Going to BART, there will be a walking distance of only 30 feet, as the bus can drop off under the freeway. From BART no changes	None, the existing walking distances essentially stay the same	Going to BART, Route 35 must endure an additional 7 traffic lights, using Hopyard/Owens. No changes coming from BART	More consistent Layover, some conflicts however with 97X. Drivers will lose some time going to BART due to the additional traffic lights	Consider moving Route 97X to share Route 3 bay
3	Drop off and Pick-up at Existing Stop, layover at Amtrak stop, pull around back to serve existing stop	No Changes	No Changes	No changes for passengers	This could significantly reduce layover breaks for drivers as they have to drive through two light cycles to pull back into the bus stop	Need to coordinate with Amtrak

D U B L I N

Attachment 3: Dublin BART Bus Bay Map



TO: O&S Committee

DATE: June 26, 2019

FROM: Sean Hedgpeth
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for May 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	271,518	269,835	
Average Weekday	11,584	11,769	
Pass/Rev Hour	14.1	14.1	Standard Goal > 17.0
Missed Trips	0.05%	0.06%	Standard Goal < 0.25%
Miles between Road Calls	147,334	30,823	Standard Goal > 18,000

** Based on current standards from updated SRTP*

Analysis

Average weekday ridership was higher in May (11,584 passengers) compared to April (10,852 passengers) but lower than May 2018 (12,939 passengers) or (10.5%). May was met with unusually rainy weather. Total rainfall over 7 days was around 2 inches compared to an average of 0.7 inches in the previous year. A bus bridge was operated on May 11-12 and May 25-27 increasing monthly ridership by 34,239.

Passengers per hour in May was 14.1 which is higher compared to April at 14.0 and lower than May 2018 when passengers per hour was 15.0.

The percentage of missed trips in May was 0.05% which is higher than the prior month (0.04%). The YTD average is 0.06% missed trips.

The number of miles between roadcalls was 147,334 miles in May, higher than the prior month in which there were 122,629 miles between roadcalls. The 12 month average is 30,823 miles between roadcalls.

Including the bus bridge, there was a total 305,757 passengers, 213,659 passengers had the potential to use a Clipper card aboard County Connection since 87,742 either used an employee sponsored program or free routes. About 70.7% of the 213,659 potential Clipper card users 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	
May 2019 - Fixed Route Boardings	271,518	Revenue Hours -	May 2019	19,962	Weekdays - May 19	22	Fiscal 2019 YTD	2,765,612
			May 2018	20,345	May 18	22		
Special Event - Bus Bridge	34,239	Revenue Miles -	May 2019	223,560	Saturdays - May 19	4	Fiscal 2018 YTD	3,149,238
			May 2018	218,204	May 18	4		
					Sundays - May 19	4		
					May 18	4		
May 2019 Total Boardings	305,757	Passengers per Mile	1.4		Total Days - 2019	30	YTD Trend	(12.2%)
May 2018 Total Boardings	327,127	Passengers per Hour	15.3		2018	30	Monthly Trend	(6.5%)

March 2019 Fixed Route Passenger Total						Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	
1	Rossmoor / Shadelands	6,805	-	-	6,805	309			11.2
4	Walnut Creek Downtown Shuttle	17,485	1,698	1,437	20,619	795	424	359	
5	Creekside / Walnut Creek	11,289			11,289	513			27.2
6	Lafayette / Moraga / Orinda	11,605	316	262	12,183	527	79	65	11.2
7	Shadelands / Pleasant Hill / Walnut Creek	10,536			10,536	479			22.5
9	DVC / Walnut Creek	8,698			8,698	395			13.3
10	Concord / Clayton Rd	21,903			21,903	996			23.8
11	Treat Blvd / Oak Grove	6,392			6,392	291			15.7
14	Monument Blvd	16,219			16,219	737			12.5
15	Treat Boulevard	7,881			7,881	358			12.2
16	Alhambra Ave / Monument Blvd	13,030			13,030	592			13.2
17	Olivera/Solano / Salvio / North Concord	4,981			4,981	226			13.3
18	Amtrak / Morello / Pleasant Hill	7,192			7,192	327			10.1
19	Amtrak / Pacheco Blvd / Concord	2,437			2,437	111			8.8
20	DVC / Concord	21,440			21,440	975			19.6
21	Walnut Creek / San Ramon Transit Center	11,544			11,544	525			10.1
27	N Concord / Martinez / Masion Circle	1,491			1,491	68			14.1
28	North Concord / Martinez	2,142			2,142	97			5.8
35	Dougherty Valley	13,311			13,311	605			12.7
91X	Concord Commuter Express	1,396			1,396	63			12.1
92X	Ace Shuttle Express	3,407			3,407	155			12.2
93X	Kirker Pass Express	3,100			3,100	141			8.9
95X	San Ramon / Danville Express	3,363			3,363	153			17.6
96X	Bishop Ranch Express	10,898			10,898	495			13.9
97X	Bishop Ranch Express	1,595			1,595	72			7.8
98X	Martinez Express	6,070			6,070	276			9.7
99X	Martinez / BART Express	1,555			1,555	71			4.9
250 *	Gael Rail Service	23	7	8	38	3	2	3	0.5
260 *	Cal State East Bay / Concord Bart	90			90	7			0.6
310	Concord Bart / Clayton Rd / Kirker Pass		1,568	1,265	2,833		392	316	15.3
311	Concord / Oak Grove / Treat Blvd / WC		886	1,015	1,901		221	254	8.5
314	Clayton Rd / Monument Blvd / PH		1,833	1,379	3,212		458	345	15.3
315	Concord / Willow Pass / Landana		231	185	416		58	46	6.2
316	Alhambra / Merello / Pleasant Hill		1,096	794	1,890		274	198	9.6
320	DVC / Concord		724	545	1,268		181	136	15.1
321	San Ramon / Walnut Creek		814	609	1,423		203	152	8.5
Alamo Creek *	Alamo Creek / BART Walnut Creek	596	-	-	596	27			3.7
600's	Select Service	25,580	-	-	25,580	1,163			24
712	Bay Point/ BART PH/ Berkley	633	-	-	633	29			7.4
715	North Concord / Lafayette BART	164	-	-	164	7			4.6
TOTALS		254,849	9,172	7,497	271,518	11,584	2,293	1,874	14.1

* 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.

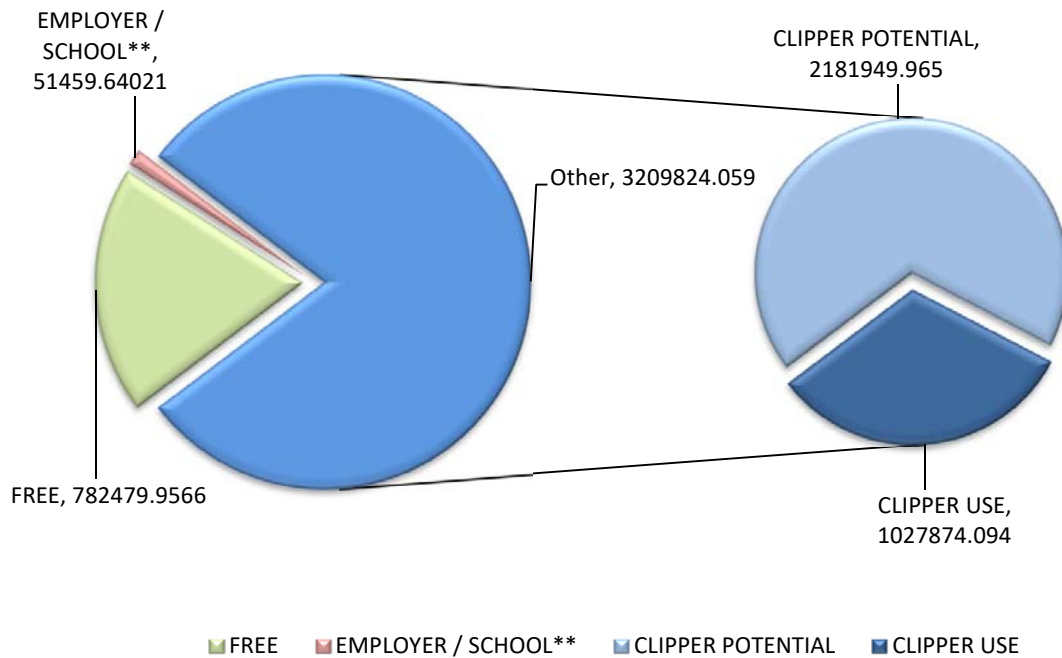
TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2018 June	2018 July	2018 August	2018 September	2018 October	2018 November	2018 December	2019 January	2019 February	2019 March	2019 April	2019 May	12 Month TOTALS
Work Days	30	30	31	29	31	29	30	30	28	31	30	30	359
Revenue Hours	18,811	18,029	20,300	17,800	20,772	18,801	18,288	19,694	18,307	20,335	19,280	19,962	230,379
Operator Pay Hours	30,289	31,187	33,655	32,862	34,145	31,956	34,356	35,928	30,724	32,730	31,329	32,865	392,027
Number of Operators	165	164	162	168	164	164	168	168	164	164	161	157	164
Total Chargeable Collisions	0	5	1	4	1	1	3	3	2	1	4	1	26
Number of Trips Scheduled	23,436	22,614	25,113	21,860	25,522	23,260	22,707	24,360	22,384	22,384	25,420	23,782	282,842
Number of Trips Missed	16	24	13	5	20	22	14	13	22	10	11	11	181
Of Trips Scheduled - % Missed	0.07%	0.11%	0.05%	0.02%	0.08%	0.09%	0.06%	0.05%	0.10%	0.04%	0.04%	0.05%	0.06%
On Time Performance %	86%	88%	85%	84%	84%	85%	85%	87%	86%	86%	88%	87%	86%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	12	12	14	7	14	16	11	11	19	8	14	5	143
Road Calls for Mechanical	10	9	10	5	8	12	7	8	18	6	13	2	108
Fleet Average Miles between Mechanical Road Calls	25,868	28,045	28,889	51,128	37,851	23,058	38,149	35,825	14,722	47,719	22,629	147,334	30,823
No. Maint. Employees	24	24	25	26	27	26	26	25	24	26	25	27	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	269,142	59,896	7,930	201,316	137,364	68.2%
May-19	305,757	87,742	4,357	213,659	151,011	70.7%
Jun-19	-	-	-	-	-	-
Grand Total	3,015,890	782,480	51,460	2,181,950	1,027,874	47.1%

*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	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
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
5	BART Walnut Creek, Riviera 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
27	North Concord /Martinez Bart, Mason Circle
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancino Pkwy, Old Quarry Rd, DVC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak
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
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
260	Cal State, East Bay, Concord Bart
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

Route Description Summary

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

CCCTA LINK
MONTHLY OPERATING SUMMARY
MAY FY 18/19

SUMMARY	MAY FY 17/18	MAY FY 18/19	YTD FY 17/18	YTD FY 18/19
1 TOTAL CLIENTS	11,933	12,469	124,874	128,380
2 TOTAL ATTENDANTS	1,029	1,153	9,009	12,033
3 TOTAL COMPANIONS	72	46	555	624
4 TOTAL PASSENGERS	13,034	13,668	134,438	141,037
5 TOTAL SERVICE DAYS	30	31	329	331
6 VEHICLE REVENUE HOURS	6,079	6,772	64,411	73,908
7 VEHICLE SERVICE HOURS	7,774	8,537	83,768	94,192
8 VEHICLE NON REV HOURS	1,696	1,765	20,350	20,283
9 VEHICLE SERVICE MILES	114,863	129,145	1,211,709	1,370,554
10 VEHICLE REVENUE MILES	93,702	97,612	969,405	1,104,400
11 VEHICLE NON REV MILES	21,161	29,168	242,855	259,230
12 PASS. PER REVENUE HOUR	2.14	2.02	2.09	1.91
13 CLIENT PER REVENUE HOUR	1.96	1.84	1.94	1.74
14 PASS. PER SERVICE HOUR	1.68	1.60	1.60	1.50
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	868	1,139	10,206	11,736
18 SAME DAY TRIPS	128	204	1,476	1,625
19 SUBSCRIPTION TRIPS	6,432	5,622	69,833	63,128
20 DEMAND	5,502	6,857	55,174	65,272
21 FAREBOX REVENUE	\$10,143.05	\$11,805.75	\$112,708.73	\$111,603.92
22 PREPAID CLIENTS	\$5,068.00	\$7,733.00	\$61,832.00	\$70,520.00
23 COLLECTED BILLING	\$20,900.00	\$24,343.50	\$261,921.20	\$291,366.96
24 TOTAL REVENUE COLLECTED	\$36,111.05	\$43,882.25	\$436,461.93	\$473,490.88
25 CHARGEABLE ACCIDENTS	0	0	5	8
26 SERVICE COMPLAINTS	3	18	32	141
27 SERVICE COMMENDATIONS	5	0	15	7
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	0	0	21	26
30 DRIVER TURNOVER	2%	1%	3%	11%
31 SCHEDULE ADHERENCE	72%	78%	75%	79%
32 WHEELCHAIR BOARDING'S	2,887	2,993	27,012	30,588
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	3,782	3,872	N/A	41,712
35 UNDUPLICATED CLIENTS	680	850	N/A	9,159
36 NO-SHOWS	215	250	2,759	1,243
37 CANCELS	2,734	2,948	24,665	33,090
38 AVG. TRIP LENGTH (MILES)	8.8	9.4	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	17,271	18,934	186,564	201,992
42 FLEET M.P.G.	6.7	6.8	6.5	6.8

First Transit General Manager



Date of approval

6-17-2019

*line 1/2 We had an Increase in ridership of 538 pax. Attendants increased by 124 vs April

*line 4 we only saw a slight increase in ridership vs May. YTD we continue to have a steady increase, currently staying at 5%

*line 6, 700 more rev hours vs 2018. OT remains higher than budgeted due to call offs vs previous year (15%)

*line 7, increase in VSH vs 2018, more drivers and less vehicles out,

*line 8 with more drivers out and starting earlier (OT coverage) we have less deadhead hours, 80 vs previous month. Continuing to remove/reduce unnecessary slack time

*line 9, with working on DH miles and better scheduling, we are reducing DH miles

*line 10, April we utilized 63 vehicles, had an 8% increase vs March, 16% increase YTD more pax and drivers out

*line 12, we are travelling a farther distance. We increased the PPH vs previous month, better productivity. We are reviewing the trip edit process and slack time reports. The OTP is up, PPH will drop. Better scheduling

*line 17, the FY 18/19 total is in line with the correct recorded amount. Previous year was tallied with an error including cxi's and same day trips

*line 18, slight decrease in request of same day trips vs April and increase in YTD

*Line 19/20, We are currently at a Max for subscription trips which leads to a higher count of demand trips.

*line 25, an increase in preventables vs 17/18, occurred early on in the FY zero for April

*line 26, we are recording more complaints/compliments, better input of calls

*line 31 decrease in OTP from previous months due to high number of call offs, slight increase in YTD

*line 30, first time in months we have had drivers leave, 3 have quit or resigned in April

*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, we did see a big spike vs March.