

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, September 10, 2019
1:00 p.m.**

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

The committee may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the committee.

1. Call to Order
2. Agenda Approval
3. Approval of Minutes of July 9, 2019*
4. Public Comment
5. Consent Calendar: None
6. Battery Electric Bus Update*
(Staff will update the committee on recent performance of the electric buses.)
7. Spring 2019 Service and Fare Restructure Update*
(Staff will provide recent ridership numbers comparing Spring 2018 to Spring 2019 post-restructure.)
8. Citizens Advisory Committee Review*
(The O & S Committee directed staff to inform the Board of current openings on the Citizens Advisory Committee. The O & S Committee then discussed this with the Board.)
9. Bishop Ranch Service Restructure Proposal
(Staff will provide an update on the final Winter 2019 service plan for Bishop Ranch.)
10. LINK Service Delivery Update*
(Staff will update the committee on the recent transition to Transdev and associated changes in LINK Paratransit service delivery.)

*Enclosure

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

11. ADA – Monthly Reports
 - a. LINK Monthly Operating Reports – May and June 2019*
12. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – May and June 2019*
 - b. Clipper Use Trend – May and June 2019*
13. Driver Excellence Program Winners
 - a. July 2019 – Jennifer Jimenez
 - b. August 2019 – Sonia Grady
14. Committee Member Communications
15. Adjournment – Next Meeting – November 12, 2019

*Attachments

General Information

Public Comment: Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair.

Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee. A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Board Clerk, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@countyconnection.com

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, September 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, September 11, 9:00 a.m., 1676 N California Blvd, Suite 620, Walnut Creek
Advisory Committee:	Tuesday, November 12, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, October 3, 8:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, October 4, 8:15 a.m., 3338 Mt. Diablo Blvd, Lafayette

The above meeting schedules are subject to change. Please check the Website (www.countyconnection.com) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.

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

INTER OFFICE MEMO

Summary Minutes
Advisory Committee
County Connection
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, CA
Tuesday, July 9, 1:00 p.m.

Members: Jim Donnelly, Marjorie McWee, Matthew Horne

Staff: Sean Hedgpeth, Rashida Kamara

Public: Pam Lochner (Transdev LINK driver, ATU)

1. **Call to Order:** Meeting was called to order at 1:02 p.m.
2. **Approval of Agenda:** The agenda was approved.
3. **Approval of the Minutes of May 14, 2019:** The minutes were approved as presented.
4. **Public Comment and/or Communication:**
Pam Lochner commented that they are working on the transition to Transdev at LINK and they are committed to the new goals for service.
5. **Consent Calendar**
None.
6. **Link Transition to New Service Model**
Ms. Kamara informed the committee about the new transition to Transdev as the operator of LINK. Highlights include a new mobile app, LINK drivers equipped with tablets to allow for better ETAs, and a new LINK service option provided by Big Star, which uses a TNC (eg. Uber/Lyft) model with branded vans for pickups that are more difficult to serve with traditional 16 passenger paratransit vans. Ms. McWee commented that there were routing problems with First Transit, often going way out of the way or not pairing pick-ups properly. Ms. Kamara replied that all incoming Transdev dispatch staff have received new special training on the scheduling software, Trapeze, which should alleviate some of these issues.
7. **Draft Transportation Expenditure Project List**
Mr. Hedgpeth filled in the committee about recent efforts for a countywide sales tax for transportation. Staff has been working with the bus operator committee to put together the preferred transit project expenses for the county. Ms. McWee asked what the BART corridors signified in the project listing. Mr. Hedgpeth replied that these would be bus routes to BART with at least 15 minute frequencies. Mr. Donnelly asked why so little funding was programmed for electric buses. Mr. Hedgpeth replied that the TEP funding is designed to provide matching dollars and would not cover 100% of the cost of electrification.

8. **Update on Recent Bay Area Mega-Measure (FASTER) Efforts**
Mr. Hedgpeth let the committee know about early efforts of the Silicon Valley Leadership Council to put together a Bay Area wide transportation tax measure to the tune of over \$100 billion, similar to recent successful transit measures in Los Angeles County and the Seattle Metro area. County Connection is working with larger agencies such as AC Transit on a proposed express bus plan, as well as additional funding for other bus service.
9. **LCTOP Funded Free Fare Service on Routes 11, 14 and 16**
Mr. Hedgpeth informed the committee that as of July 1st new grant funding was released that allows County Connection to provide free fares on Routes 11, 14, and 16 serving the Monument Corridor. This would be a one year pilot. Mr. Hedgpeth expressed optimism for induced ridership with the program after some ridership drops associated with a national trend and recent fare increases.
10. **Update on Walnut Creek Transit Village**
Mr. Hedgpeth filled the committee in on recent efforts of County Connection staff to work with BART and the developer of the parking garage to provide good service at our #1 stop by ridership.
11. **County Connection LINK Coordination with Choice in Aging Program**
Ms. Kamara informed the committee about a new pilot to serve a group of twelve passengers going to programs in Choice in Aging. This pilot uses a service called SilverRide, which is sort of a value added TNC operator that is focused on senior trips with additional service and training. This pilot is intended to assess the effectiveness of SilverRide in improving long travel times for sensitive populations who regularly need transportation to this program. Mr. Donnelly asked for ongoing updates to the pilot and Ms. Kamara obliged.
12. **ADA Monthly Reports**
LINK monthly operating for March and April 2019 were reviewed. Ms. Kamara informed the committee that the complaints are up because we now have a better system to capture them, where as last year a lot of potential complaints may not have been logged properly.
13. **Fixed-Route Staff Reports**
Fixed-route Ridership Report – The monthly reports for March and April were reviewed. Mr. Hedgpeth mentioned ridership was mostly flat in March, but a drop in April could be attributed to a much rainier spring in 2018 over 2019.
14. **Member Communication:**
Mr. Donnelly thanked staff for following through with board members to appoint more members to the Advisory Committee. He also mentioned he would like to look at the bylaws to allow the committee to receive information in a more timely matter in order to influence board decisions.
15. **Next Scheduled Meeting:** The next meeting is scheduled for September 10, 2019, at 1 pm at the County Connection board room.
16. **Adjournment:** The meeting adjourned at 2:58 pm.

To: Operations and Scheduling Committee

Date: 07/23/2019

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

Reviewed by:

Ruby

SUBJECT: Battery Electric Bus (BEB) FY 2018-2019 Update

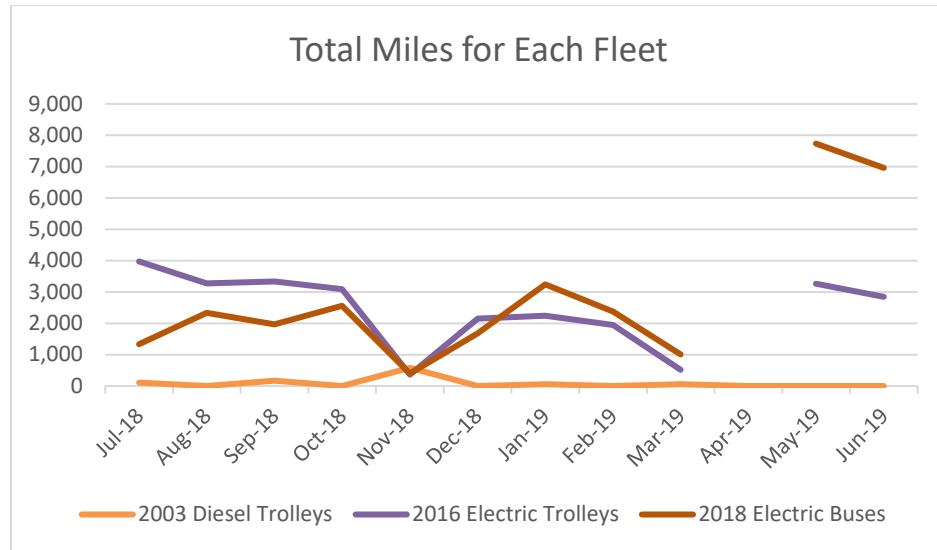
Background:

County Connection received two federal grants to purchase electric buses. The 2012 Clean Fuels grant and the 2016 Low/No grant to purchase eight battery electric buses (BEBs) and the necessary charging infrastructure. All eight BEBs operate in Walnut Creek on Routes 4 and 5. Two inductive chargers have been installed at the new Walnut Creek Transit Village to support the continuous operations on these two routes.

Maintenance and Operations:

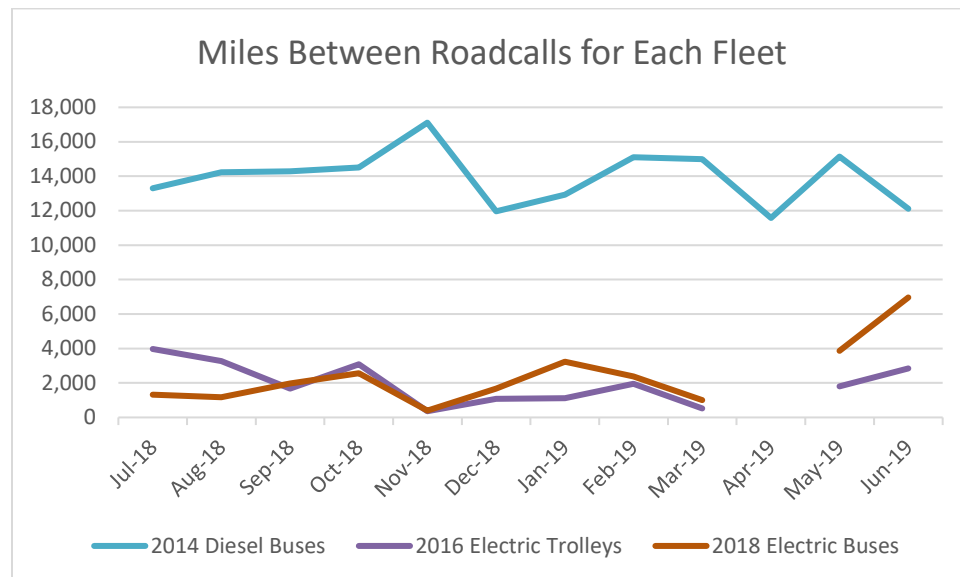
The first four electric buses (trolleys) were introduced to the fleet in December 2016 (1600 series) and the second set in May 2018 (1800 series). The electric trolley project was classified as a prototype, to allow County Connection to keep three (3) of the old diesel trolleys. This arrangement provided the protection needed to ensure service would not be interrupted on Route 4 while the electric trolleys were tested.

In the initial months, the electric trolleys were not as reliable and diesel trolleys were used to cover service. Over time, the need for the reserve diesel trolleys decreased as the electric trolleys became more reliable and the 1800 series increased the electric bus spare ratio. The chart on the following page compares total miles between the 2003 diesel trolleys and the electric buses. The diesel trolleys were removed from the fleet in March 2019. Since the diesel trolleys have been removed from the fleet, moving forward, staff will use the 2014 diesel buses for comparison purposes.



Since July 2018, the electric bus reliability has averaged 63%. Most of the unreliability is due to failures in the battery management system. Staff is working with various partners to resolve these issues.

Another important comparison is the number of the road calls mechanics must attend to for each fleet. In this case, we compared the 2014 diesel buses to the electric buses. The diesel buses tend to travel, on average, about 10,000 miles further than the electric buses before requiring a road call.



To date, maintenance costs associated with parts have been largely covered by warranties and the collaborative relationships with the various vendors. Three years later, both operations and maintenance continue to learn about the technology and how best to maximize efficiencies. An area of concern is the expertise required to maintain the electric vehicles beyond the warranty

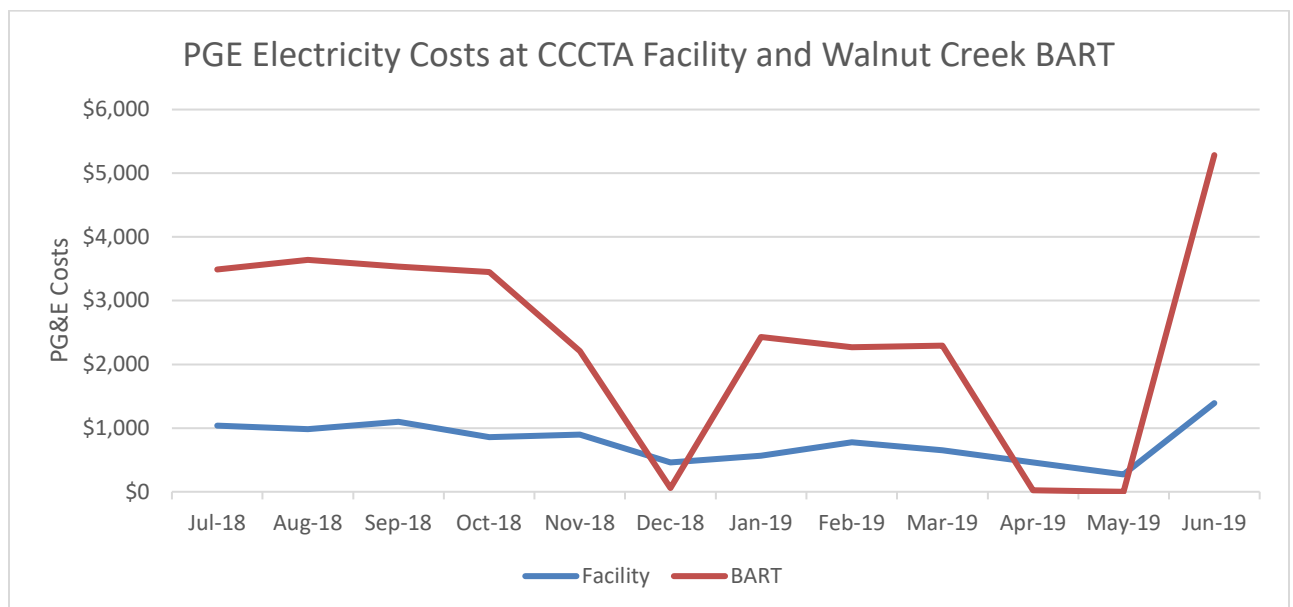
period. The manufacturer currently provides electrical engineering support and it may be necessary to invest further in additional staff and/or training to ensure those needs are met.

Staff recognizes this is still an emerging technology that will continue to develop and improve with time. The 1800 series has a different battery system, which has been significantly more reliable and is currently compensating for the deficiencies of the 1600 series. Staff is constantly evaluating zero emission vehicle research, including electric and fuel cell solutions. Given some of the limitations of electric vehicles at a large scale, it may be appropriate to pursue a blended fleet (electric and fuel cell) to ensure service reliability.

Cost to Operate:

The electricity rates have been the major concern since implementation. Since the electric vehicles were put in service, electricity costs remained constant at both the County Connection Facility and Walnut Creek BART station, at about \$0.25/kWh in the summer and \$0.20/kWh the rest of the year. However, starting in May 2019, PG&E adjusted the rate at the Walnut Creek BART station, changing the energy charges from a fixed rate to “Peak” (\$0.58/kWh), “Part Peak” (\$0.28/kWh) and “Off Peak” (\$0.21/kWh). Though this did not significantly affect FY 19 totals, it will likely increase electricity cost per mile in the coming fiscal year.

Between July 2018 and October 2018 total electricity costs were about \$4,500. Staff experienced some issues with the electric fleet and the charger at BART in December 2018 and after the new transit center opened earlier this year. The new energy charge at the BART station and the increased use of the 1800 series vehicles combined, led to a total electricity payment of approximately \$6,600 in June 2019.



The average fuel cost per mile for diesel and electric buses has not changed significantly. The electric bus fuel cost per mile is about \$0.65 compared to \$0.46 for diesel. As mentioned earlier, in addition to County Connection’s staff time, the electric buses also required specialty support

from the various vendors. Those costs are not included in this calculation as they are currently under warranty. However, once that support stops, County Connection will be required to pay for those services or invest significantly in existing staff to ensure proper maintenance.

Conclusions:

Electricity costs and bus reliability continue to be the two most important factors when it comes to implementation at a larger scale. As mentioned earlier, the recent rate increase at the Walnut Creek BART station will have cost implications in the coming fiscal year. Staff will continue to provide feedback to the California Public Utilities Commission (CPUC) as rate structures are developed. As California moves to an all-electric future, staff will continue to report to the Board on the progress of the electric and fuel cell buses. Although staff recognizes the importance of reducing greenhouse gases, there are a number considerations that should be further analyzed to ensure system wide reliability, which affects overall ridership. Staff will continue to evaluate zero emission buses and determine an appropriate path for County Connection.

Financial Implications:

Ongoing maintenance.

Recommendation:

Staff recommend that the O&S Committee forward this item to the Board for review.

Action Requested:

None, for information only.

INTER OFFICE MEMO

To: Board of Directors

Date: 8/6/2019

From: Sean Hedgpeth – Manager of Planning

Reviewed by: WC.

SUBJECT: Spring 2019 Service and Fare Restructure Update (March-May)

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 primary goals of the service restructure are to increase ridership, increase productivity, simplify fares, and to reduce costs. 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. The original ridership estimated impact from last Fall in 2018 projected a drop of 10%, with use of Clipper doubling throughout the system.

Systemwide Performance

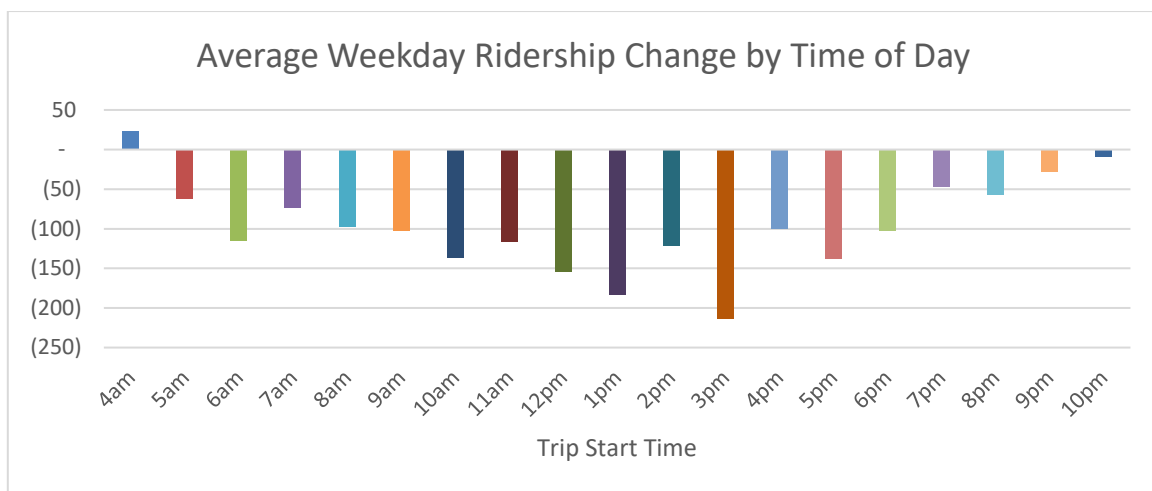
Average weekday ridership was down 9% compared to March-May 2018. As with most change, people need time to adapt to new schedules and fare payment options. While some connections may have been lost from the old route network, new connections take time for marketing to get the word out, for students starting a new school, or employees starting a new job. Staff has been processing more applications for senior and youth Clipper cards, which save a lot of money for riders. Once more time has passed, the new trips should start to find more regulars and holdouts will finally get Clipper, which should increase ridership, which was a major goal of the restructure. Already the simplified fare structure is paying off, with drivers spending less time with punch cards or providing paper transfers. Paper transfers and the 10am-2pm Midday Free program were prone to abuse, which in some ways inflated our ridership. Moving forward, our ridership will be indexed better to paying customers and farebox revenue.

Operational Impacts

The March 2019 restructure created some operational efficiencies, such as reducing the number of operators required for full service. During the Winter 2018 bid, a total of 143 operators were needed fulfill our service requirements. In Spring 2019, only 136 operators were needed in peak service. This reduces the pressure on driver recruitment, which is a national problem. If these cuts were not made, County Connection surely would have missed many more trips due to operator shortages. In addition to reducing the number of operators required for service, scheduled overtime was nearly cut in half, with 61 weekly hours required in Spring 2018 compared to 38 weekly overtime hours required in Spring 2019. This has a direct impact on the agency's financial goal to reduce costs.

Ridership Changes by Time of Day

As part of the fare restructure, the 10am-2pm Midday free program was eliminated. There were several accounts from bus operators of abuse, including refusing to provide ID for proof of age or disability and abusing the paper transfer. This often allowed riders to use the two-hour transfer to extend the free period until 4pm. The chart below reflects that midday riders may have shifted their trips, or otherwise elected to not take the bus altogether. The only hour that is up is the 4am hour, due to BART EBX 700s.



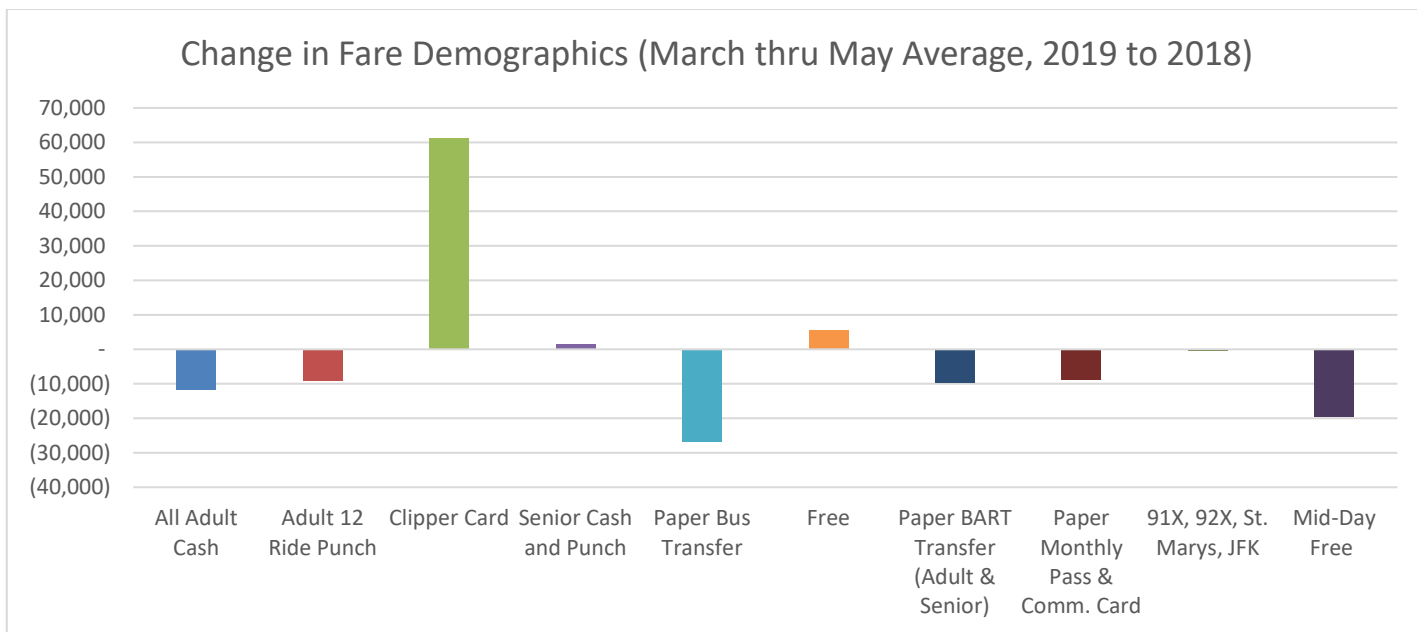
Ridership Changes by Major Bus Stop

The table below shows the top 10 bus stops in 2019 on weekdays and their average ons and changes from Spring 2018. Concord BART has become County Connection's #1 stop, due to Walnut Creek losing over 400 boardings a day. Ridership Walnut Creek BART was disrupted due to a new transit center opening on March 23rd. Initially, there was some confusion as to where the buses were located, as the new transit center is not in a logical walking path to downtown. Route 4 likely lost ridership due visibility issues, as well as some issues with our data system that should be fixed for the Fall bid. The loss of 400 riders at Walnut Creek BART would account for about half of the ridership decline from May 2018 to May 2019.

Top 10 Bus Stops, Spring 2019	Average Ons	Change from 2018
Concord BART	1,276	-68
Walnut Creek BART	1,256	-405
Pleasant Hill BART	633	-71
Diablo Valley College	358	-40
Minert Rd/Weaver Ln	291	-42
Dublin Pleasanton BART	249	-15
San Ramon Transit Center	247	-51
Orinda BART	164	16
Martinez Amtrak	161	-42
Contra Costa Blvd/Viking Dr	117	-13

Fare Demographic Shifts

Most of the routes that lost ridership had a high number of cash payment, midday free usage, and paper transfers. The reduction in ridership may have been affected by the fare change, which increased the cash base fare by 50 cents (on local routes) and 25 cents (on express routes), 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. The table below shows that more Clipper use absorbed most of these eliminated fare products, with 60,000 more Clipper taps per month on average over March-May. In May 2019 after the restructure, Clipper use soared to 71%, doubling use over May 2018.



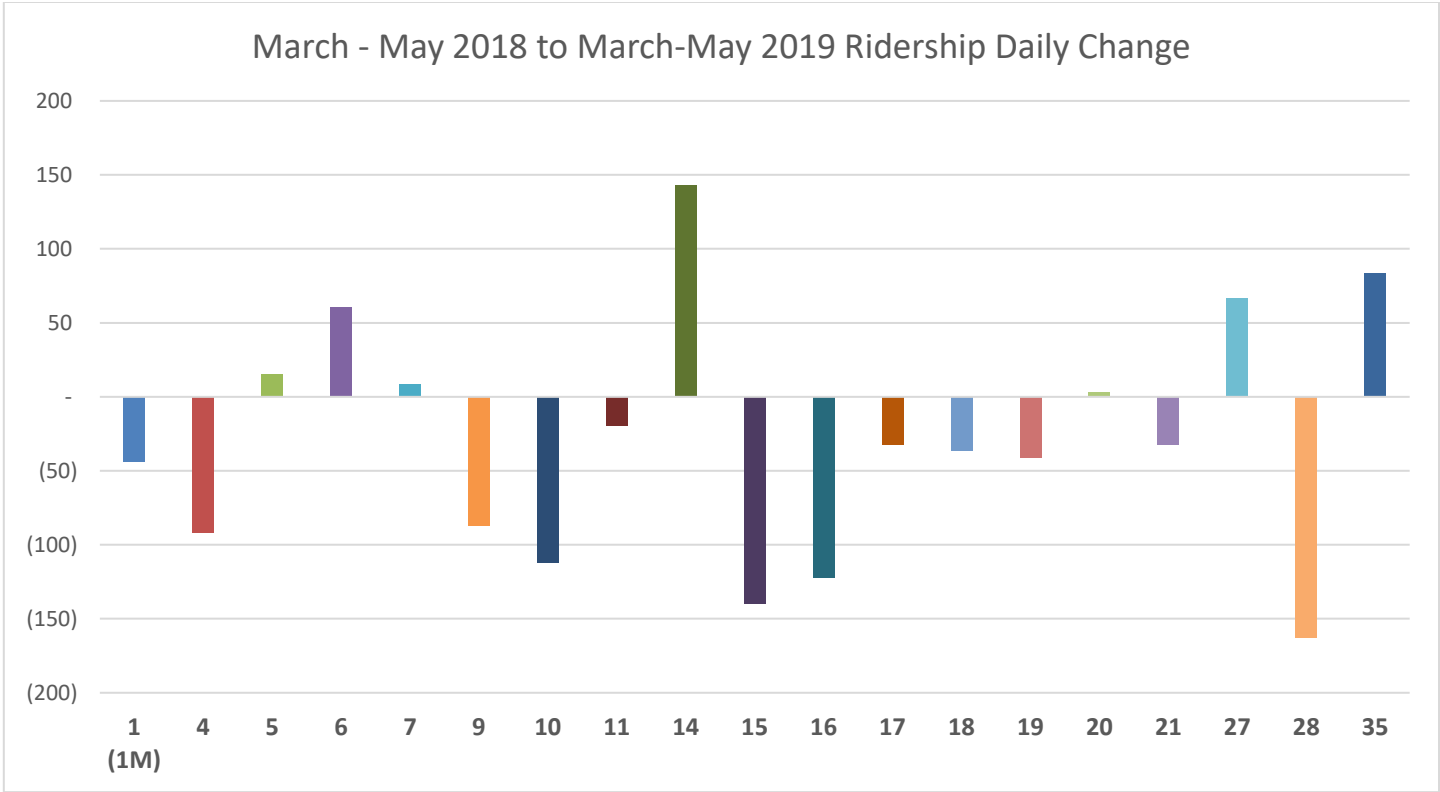
Route Level Information

Route level graphs and accompanying text are included on the proceeding pages, including Local), Express and Weekend Routes.

Average Weekday Local Ridership

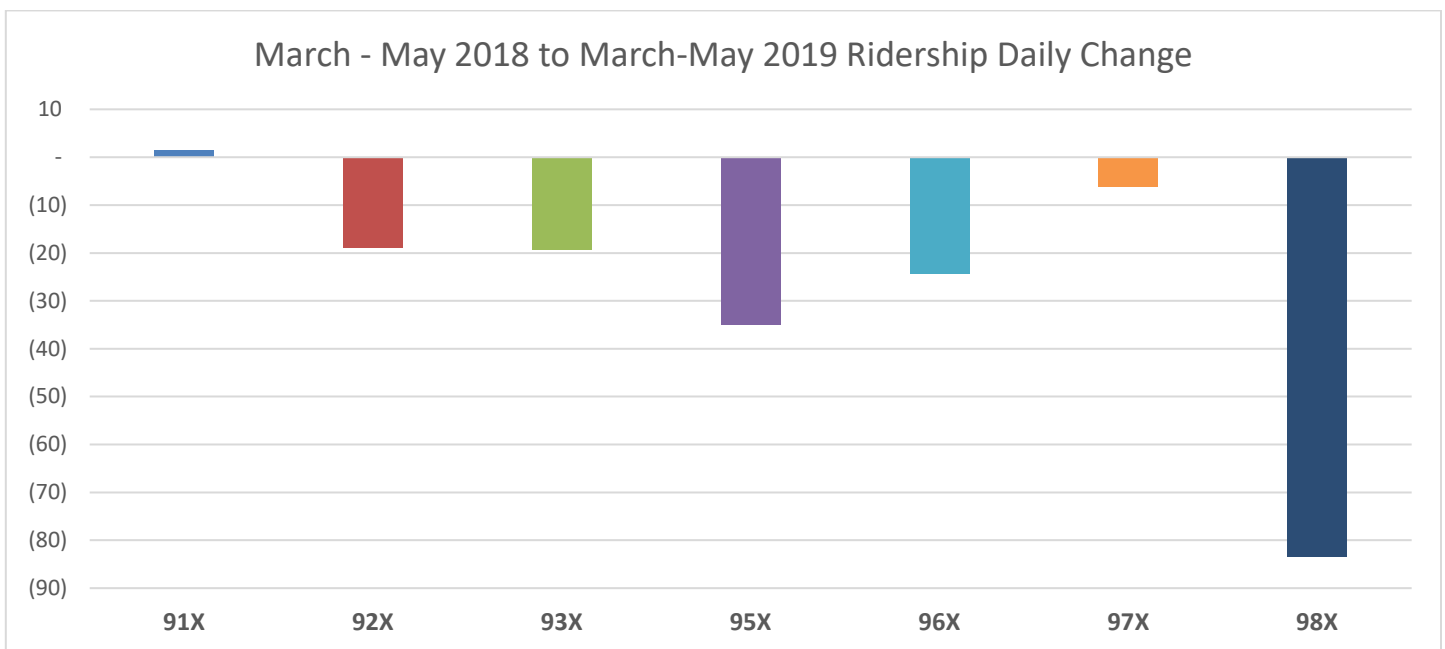
The more significant drops in ridership on local routes included Routes 10, 16, and 28, all of which had a high percentage of cash payment. Routes 10 and 28 had coverage reduced, with less Route 10's going all the way to Clayton and Route 28 terminating at DVC. Route 27 picked up about a third of the Route 28 riders in the North Concord area. Routes that were eliminated include 1M, 2, 25, 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. Route 4 had some data issues that staff is in the process of fixing, which derived from technical issues that arose when service shifted to the new Walnut Creek Transit Center. This also reduced visibility by locating the bus stop outside of the normal walking path to downtown.

Ridership increased by nearly 150 daily riders on Route 14 and over 50 on Routes 6 and 35, all of which had increased service as part of the restructure.



Average Weekday Express Ridership

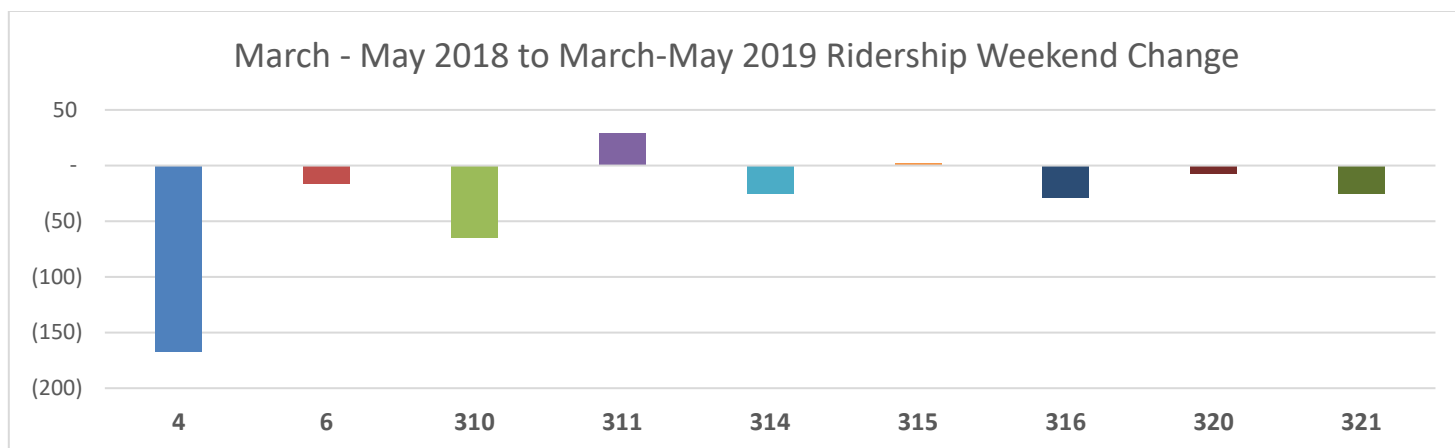
Express routes were all down except for a modest increase on Route 91X. Alignments were changed on Route 92X (small portion of Alcosta Blvd. removed), 93X had an express trip converted to an all stops pattern and 98X had its last trip eliminated but got two new round trips at each peak period. Route 98X, which operates all day service, was down over 83 daily riders (-31%) over the three month period, 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 data is not available. During the restructure, Route 99X was rerouted off Highway 4 and onto Arnold Industrial Way, with service to the Concord Adult Homeless Shelter. This has increased ridership by about 38 riders a day over the daily average prior to the restructure.



Average Weekend Ridership

Weekend ridership was down except for an increase on Route 311, which was 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 three months of the changes, there were about 20 daily weekend boardings within the City of Clayton on this new Route 310 extension. Like the weekdays, Route 4 weekend service experienced a drop that was a combination of a data issue that is currently being fixed, as well as some declines due to rider confusion associated with the new Walnut Creek Transit Center.



600-Series Average Weekday Ridership

Ridership on the select 600-series ridership that operates on school days only stayed remarkably flat in the survey period, with only 1% decline over the three-month period. This could indicate that regular riders like students that need transportation to school every school day are not affected by the fare increase as much.

Conclusions

It appears that the largest impacts of the restructure were to occasional riders, with ridership on peak only routes staying mostly the same. Riders who use the system sporadically are reducing their usage, especially populations that do not use Clipper. Anecdotally, operators have noticed that some of their regulars have consolidated errands in order to take less trips to save money on bus fare.

Staff believes that although the service change created some disruption and ridership has not recovered, there were significant operational efficiencies achieved to reduce costs. Considering the changes in the fare structure (cash increase and elimination of paper projects) and an overall service cut, staff is hopeful ridership will level off. 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. After analyzing the fare data, staff believes most of the ridership drops can be attributed to the fare changes, not the service changes. Should the service increases on productive routes not occurred, ridership losses could have been much worse.

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 planned free fares pilot on the 11, 14, and 16, as part of our Low Carbon Transit Operations Program (LCTOP) funded program.

Financial Implications:

None.

Recommendation:

Staff requests that the O&S committee forward this to the full Board as an information item.

Action Requested:

None, for information only.

To: Operations and Scheduling Committee

Date: 7/16/2019

From: Sean Hedgpeth – Manager of Planning

Reviewed by: WC.

SUBJECT: Update on Citizen's Advisory Committee (CAC)

Background:

The County Connection Citizens Advisory Committee (CAC) was born out of the combination of two previous meetings open to the public. The original Citizens Advisory Committee was for community input for fixed route. The second committee was a Committee on Accessibility that focused on paratransit and ADA issues on fixed route, and it typically was held during the midday. In 2011, it was decided to consolidate these two meetings into one, and split the difference in start times to 2pm. In September 2018, three members voted to move the meeting to 1pm while keeping the recurring date of the second Tuesday each month.

During June 2011 board meeting the board approved of the bylaws for County Connection's Advisory Committee.

New Members:

The last Advisory Committee was held at the County Connection Board Room on July 9th. Two new members attended who recently went through their respective city councils (or County Board of Supervisors) for appointment to the committee. Representing Unincorporated Contra Costa County, Marjorie McWee joined the committee. She lives in Contra Costa Centre and regularly takes County Connection as well as LINK Paratransit occasionally. She is interested in how planning decisions are made and wants to fill staff in about her transit experiences on the street.

Matthew Horne joined the committee as well, representing Pleasant Hill. Matthew grew up taking buses in Southern California, and his son is now taking County Connection buses in Pleasant Hill. In addition, Pleasant Hill also assigned Jason Sommers as an alternate.

Remaining Vacancies:

Vacancies remain for the following jurisdictions:

Citizens Advisory Committee Vacancies (August 2019)		
Jurisdiction	Last Filled	Notes
Clayton	Before 2017	Potential new member identified
Concord	December 2018	Last member was Jeff Koertzen
Lafayette	Before 2017	
Martinez	Before 2017	
Moraga	Before 2017	New member going through City Council
San Ramon	July 2018	Last member was Randy Pedersoli

Rule and Function Bylaws:

During the last O&S committee meeting in July, staff was asked to present the bylaws for Advisory Committee. The bylaws are provided verbatim as Attachment 1. As part of the bylaws, officers comprising of a chair and vice chair serve one year terms. The previous two committee meetings only one active member was present, Jim Donnelly, so this was a rather moot point. Now that the committee is growing, Jim Donnelly has agreed to serve as interim chair. Officers will be formally elected at the upcoming committee meeting on September 10th, 2019.

One additional issue with the current committee is attendance. According to the bylaws, if members do not attend three consecutive meetings without cause, then the committee may request that the member resign or be removed by the board upon consultation with the member jurisdiction. Currently, Mark Lewis of Orinda has not attended a CAC meeting at County Connection offices. His term is set to expire in January 2020. For Walnut Creek, Jeremy Weinstein has not attended a meeting since November 2018, or six consecutive meetings.

Financial Implications:

None.

Recommendation:

Staff recommends that Directors representing the jurisdictions with outstanding vacancies work with their respective city councils to identify potential new Advisory Committee members.

Attachments:

Attachment 1: County Connection Citizen's Advisory Committee Bylaws, Adopted June 16th, 2011

Central Contra Costa Transit Authority
Advisory Committee
Role and Function
Approved June 16, 2011

Purpose

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

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

Composition

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

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

Term

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

Officers

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

Meetings

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

Charge

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

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

In fulfilling these responsibilities the Committee will:

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

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

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

To: Board of Directors

Date: 7/9/2019

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.

Given the support from the public and Sunset Development, staff proposes to implement the proposed changes this year as pilot projects, which provides the flexibility to finalize all Title VI requirements within the next year.

Financial Implications:

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

Recommendation:

The O&S Committee and staff recommend Board approval of the revised proposal for the Bishop Ranch service restructure as outlined in this memo, for implementation in November.

Action Requested:

The O&S Committee and staff request Board approval of Resolution 2020-003.

RESOLUTION NO. 2020-003

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

* * *

IMPLEMENTING 95X, 96X AND 97X ROUTE CHANGES

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

WHEREAS, County Connection's Board of Directors (Board), at its meeting of January 17, 2019, approved implementation of major services changes;

WHEREAS, proposed changes to routes serving Bishop Ranch (Routes 95X, 96X, and 97X) were separated from the major service change process due to the contractual partnership between County Connection, Sunset Development and Chevron;

WHEREAS, at the March 21, 2019 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;

WHEREAS, 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;

WHEREAS, staff has analyzed the comments received and has developed a revised proposal to incorporate such comments, with the understanding that the service restructure will be on a "pilot" basis until the required Title VI Equity Analysis is complete and presented to the Board for approval;

WHEREAS, the Operations and Scheduling Committee recommends the Board approve the services restructure described herein, for implementation in November 2019; and

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors of the Central Contra Costa Transit Authority hereby authorizes the General Manager to implement the pilot service restructure for Routes 95X, 96X, and 97X, with the changes to be effective November 1, 2019, and with the understanding that the final proposal will be brought back to the Board following the completion of the Title VI process.

Regularly passed and adopted this 18th day of July 2019, by the following vote.

AYES:

NOES:

ABSTENTIONS:

ABSENT:

Sue Noack, Chair, Board of Directors

ATTEST:

Lathina Hill, Clerk to the Board

To: O&S Committee

Date: July 26, 2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: WC.

SUBJECT: LINK Service Delivery Update

Background:

In April 2019, the Board of Directors approved the General Manager to enter into a Contract with Transdev Services Inc. to provide Paratransit services on County Connection's Paratransit LINK program. The contract commenced July 1, 2019.

As part of the proposal, Transdev offered to provide jobs to the incumbent's driver force and staff. They agreed to work with the current union, provide user friendly technologies to improve the rider experience, improve driver and dispatcher efficiencies and bring on board transit partnerships that would provide overall cost savings and improve productivity.

Transition:

Transdev was on site 60 days prior to contract implementation for the following:

- Staff introduction and familiarity
- Driver and administrative staff on-boarding (This included offer letters, and job tasks clarifications)
- Fitting and ordering uniforms
- Creating and defining reports
- Training on Trapeze software
- Run cutting to provide maximum efficiencies
- Vehicle inspections
- Trapeze software and Tablet configurations
- Database clean-up and understanding service parameters
- Creating outreach materials (which included social media postings)
- Tracking/analyzing transit performance trends
- Configuring phone systems
- Managing staff schedules to meet service needs

Go live July 1:

Not all drivers and staff transitioned to the new contractor. Some decided to accept an offer with First Transit at another location. About 54 out of 69 drivers and 9 out of 11 staff persons remained. Training was scheduled on weekends and evenings for drivers and staff. Additional training was provided for road supervisors, which included driver observation for new safety regulations, uniform, customer service and safe driving behaviors. Within the next 60 days, training will continue to include, passenger sensitivity, first aid/medical, reasonable suspicion and customer service with phone etiquette.

Tablets:

Our original go live timeframe for full tablet implementation was mid-August 2019. With the help of the contractor we were able to go live on July 1, five weeks ahead of schedule, eight drivers went out with tablets and were completely paperless on day 1. On day 8, an additional ten drivers were on tablets and on day 9, all drivers were on tablets and our systems were completely automated. It was refreshing to see the General Manager and Operations Manager training by example on proper dispatching techniques and being here to speak to every driver and assist them with every tablet. Tablet deployment was not without minor issues, including driver familiarity, a little bit of resistance and parameter tweaks. Some drivers would arrive at the pick-up before the pick-up window. The system does not allow the driver to perform "arrive" function if he/she arrives more than 5 minutes before the window. This of course allows for a more accurate reading of arrival times and prevents drivers from leaving the passenger before time.

Sometimes drivers would perform trips out of sequence because it made more sense or because a passenger would request it. The system does not allow drivers to make trips out of sequence without notifying dispatch. This puts dispatch in the know and if another trip will be negatively affected by the driver's decision, the driver and dispatch can work together to find the best solution. Once redundancy systems are complete, tablets will allow LINK to go paperless within 90 days, if we so choose.

User Friendly Technology Rollout:

MyTransit App and Myfacility: Outreach letters announcing new technologies have been mailed out to users and social media posting on our website have also been published. With the launch of tablets the ability to log into Mytransit App and Myfacility Manager will be possible. County Connection is seeking volunteers to be the first ones to access the app and web portal in order to manage their rides. The first volunteers will be logged on in August. Mt. Diablo will be the first center to have web access to their participant rides.

Vision: Dispatch and Call Center staff now have access to the Vision dashboard which shows line by line the On Time Performance (OTP) status of every hour of the day. The dashboard distinguishes OTP by red (late) or green (on-time) as set by our ON-time goal of 90%. Dispatchers have access to Vision on their desktops, and can click on a

red line and drill down on which trips are projected to be late and then work with drivers or Big Star to reassign the trip.

Financial Implications:

None

Recommendations:

This item is for information only.

Action Requested:

None, for information only.

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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.

CCCTA LINK
MONTHLY OPERATING SUMMARY
JUNE FY 18/19

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

First Transit General Manager

Date of approval

R. Saunders
7-8-19

*line 1/2/3 We had an decrease in ridership. Attendants and companions

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

*line 6, drop in rev hours, less rides and pax for June, schools closed. OT remains higher than budgeted due to call offs

*line 7, drop in VSH, June months no school, very hot month also

*line 8 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, June had a big drop overall. Less pax, no schools, less drivers available

*line 12, 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, we had less same day trips. Denied due to less drivers available. Requested by AGM and approved by Client to deny same day trips on a day to day basis

*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, May and June

*line 26, Not as many complaints recorded into the CSR

*line 31 higher OTP from previous months even with a high number of call offs, slight increase in YTD. Better scheduling

*line 30, Due to contract closing, 7 drivers transferred, 3 drivers quit by end of month. Many drivers not retained by new contractor. One tech, admin person released, one dispatcher quit. Drivers count is now down to 55, from 70's

*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

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.

TO: O&S Committee

DATE: July 19, 2019

FROM: Sean Hedgpeth
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for June 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	222,031	265,851	
Average Weekday	9,975	11,619	
Pass/Rev Hour	12.8	14.0	Standard Goal > 17.0
Missed Trips	0.04%	0.06%	Standard Goal < 0.25%
Miles between Road Calls	35,463	31,147	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was lower in June (9,975 passengers) compared to May (11,584 passengers) and also lower than June 2018 (11,018 passengers) or (9.5%). A bus bridge was operated on June 8-9 increasing monthly ridership by 14,238.

Passengers per hour in June was 12.8 which is lower compared to May at 14.1 and lower than June 2018 when passengers per hour was also at 14.1.

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

The number of miles between roadcalls was 35,463 miles in June, lower than the prior month in which there were 48,167 miles between roadcalls. The 12 month average is 31,147 miles between roadcalls.

Of a total 236,269 passengers, 169,029 passengers had the potential to use a Clipper card aboard County Connection since 64,505 either used an employee sponsored program or free routes. About 72.3% of the 169,029 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	
June 2019 - Fixed Route Boardings	222,031	Revenue Hours -	June 2019	17,339	Weekdays - Jun 19	20	Fiscal 2019 YTD	3,252,158
			Jun 2018	18,811	Jun 18	21		
		Revenue Miles -	Jun 2019	198,732	Saturdays - Jun 19	5		
			Jun 2018	199,776	Jun 18	5		
Special Event - Bus Bridge	14,238				Sundays - Jun 19	5	Fiscal 2018 YTD	3,414,611
					Jun 18	4		
Jun 2019 Total Boardings		Passengers per Mile		1.2	Total Days - 2019		30	YTD Trend (4.8%)
Jun 2018 Total Boardings		Passengers per Hour		13.6	2018		30	Monthly Trend (11.0%)

June 2019 Fixed Route Passenger Total						Average 2019			Pass per	Average 2018			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	5,935	-	-	5,935	297			10.7	334			11.0
4	Walnut Creek Downtown Shuttle	17,485	2,503	2,101	22,090	874	501	420	21.4	1,240	990	493	28.5
5	Creekside / Walnut Creek	10,081			10,081	504			26.8	500			27.9
6	Lafayette / Moraga / Orinda	8,005	323	279	8,606	400	65	56	8.5	336	104	67	9.9
7	Shadelands / Pleasant Hill / Walnut Creek	8,163			8,163	408			19.2	484			16.6
9	DVC / Walnut Creek	7,711			7,711	386			13.0	430			10.7
10	Concord / Clayton Rd	17,494			17,494	875			20.9	953			20.8
11	Treat Blvd / Oak Grove	5,349			5,349	267			14.4	293			15.8
14	Monument Blvd / Walnut Creek	14,245			14,245	712			12.1	535			14.2
15	Treat Boulevard	5,626			5,626	281			9.6	432			14.5
16	Alhambra Ave / Monument Blvd	11,001			11,001	550			12.2	638			12.9
17	Olivera / Solano / Salvio / North Concord	4,346			4,346	217			12.7	247			14.0
18	Amtrak / Morello / Pleasant Hill	5,599			5,599	280			8.8	330			10.7
19	Amtrak / Pacheco Blvd / Concord	2,420			2,420	121			9.6	150			11.4
20	DVC / Concord	16,944			16,944	847			17.0	799			17.1
21	Walnut Creek / San Ramon Transit Center	9,146			9,146	457			8.8	472			9.8
27	N Concord / Martinez / Mason Circle	1,510			1,510	75			15.7	232			8.0
28	Martinez / DVC	1,688			1,688	84			5.3				
35	Dougherty Valley	10,813			10,813	541			11.3	446			13.5
91X	Concord Commuter Express	1,121			1,121	56			10.7	67			13.3
92X	ACE Shuttle Express	3,104			3,104	155			12.2	172			14.2
93X	Kirker Pass Express	2,698			2,698	135			8.5	148			9.5
95X	San Ramon / Danville Express	3,242			3,242	162			18.7	159			16.5
96X	Bishop Ranch Express	10,126			10,126	506			14.2	507			15.0
97X	Bishop Ranch Express	2,025			2,025	101			10.9	89			9.3
98X	Martinez Express	5,703			5,703	285			10.0	306			11.9
99X	Martinez / BART Express	1,327			1,327	66			4.6				
250 *	Gael Rail Service	-	-	-	-								
260 *	Cal State East Bay / Concord BART	85			85	5			0.8	9			0.8
310	Concord BART / Clayton Rd / Kirker Pass		2,111	1,705	3,816		422	341	16.4		526	356	22.9
311	Concord / Oak Grove / Treat Blvd / WC		1,450	989	2,439		290	198	9.4		260	182	12.5
314	Clayton Rd / Monument Blvd / PH		2,318	1,899	4,217		464	380	16.1		688	429	17.8
315	Concord / Willow Pass / Landana		282	182	464		56	36	5.6		57	46	7.2
316	Alhambra / Morello / Pleasant Hill		1,574	1,245	2,819		315	249	11.4		372	224	12.6
320	DVC / Concord		922	801	1,723		184	160	16.4		250	153	14.2
321	San Ramon / Walnut Creek		1,050	796	1,846		210	159	8.8		241	180	8.9
Alamo Creek *	Alamo Creek / BART Walnut Creek	432	-	-	432	22			2.7	23			3.1
600's	Select Service	5,587	-	-	5,587	279			25	334			22.1
712	Bay Point / BART PH / Berkeley	377	-	-	377	19			5.1				
715	North Concord / Lafayette BART	112	-	-	112	6			4.1				
TOTALS		199,501	12,533	9,998	222,031	9,975	2,507	2,000	12.8	11,018	3,559	2,185	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	2018	2018	2018	2018	2018	2019	2019	2019	2019	2019	2019	12 Month TOTALS
	July	August	September	October	November	December	January	February	March	April	May	June	
Work Days	30	31	29	31	29	30	30	28	31	30	30	30	389
Revenue Hours	18,029	20,300	17,800	20,772	18,801	18,288	19,694	18,307	20,335	19,280	19,962	17,339	247,718
Operator Pay Hours	31,187	33,655	32,862	34,145	31,956	34,356	35,928	30,724	32,730	31,329	32,865	30,009	422,036
Number of Operators	164	162	168	164	164	168	168	164	164	161	157	155	163
Total Chargeable Collisions	5	1	4	1	1	3	3	2	1	4	1	4	30
Number of Trips Scheduled	22,614	25,113	21,860	25,522	23,260	22,707	24,360	22,384	22,384	25,420	23,782	23,830	306,672
Number of Trips Missed	24	13	5	20	22	14	13	22	10	11	11	10	191
Of Trips Scheduled - % Missed	0.11%	0.05%	0.02%	0.08%	0.09%	0.06%	0.05%	0.10%	0.04%	0.04%	0.05%	0.04%	0.06%
On Time Performance %	88%	85%	84%	84%	85%	85%	87%	86%	86%	88%	87%	89%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	12	14	7	14	16	11	11	19	8	14	5	8	151
Road Calls for Mechanical	9	10	5	8	12	7	8	18	6	13	2	7	115
Fleet Average Miles between Mechanical Road Calls	28,045	28,889	51,128	37,851	23,058	38,149	35,825	14,722	47,719	22,629	48,167	35,463	31,147
No. Maint. Employees	24	25	26	27	26	26	25	24	26	25	27	26	25

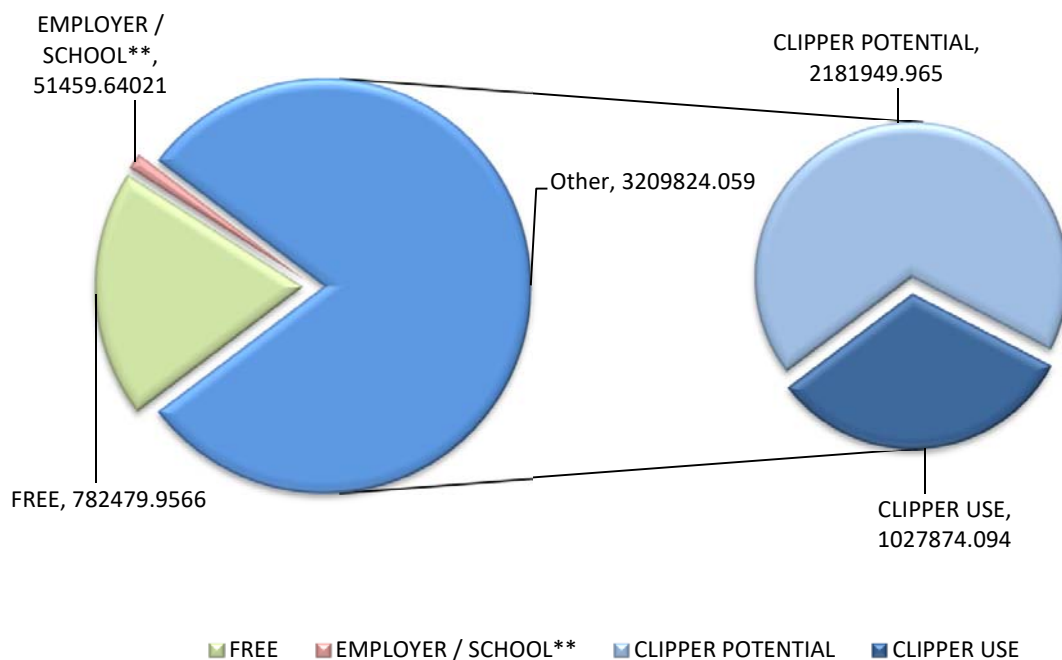
Route Description Summary

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'

CLIPPER TREND



CLIPPER TREND*

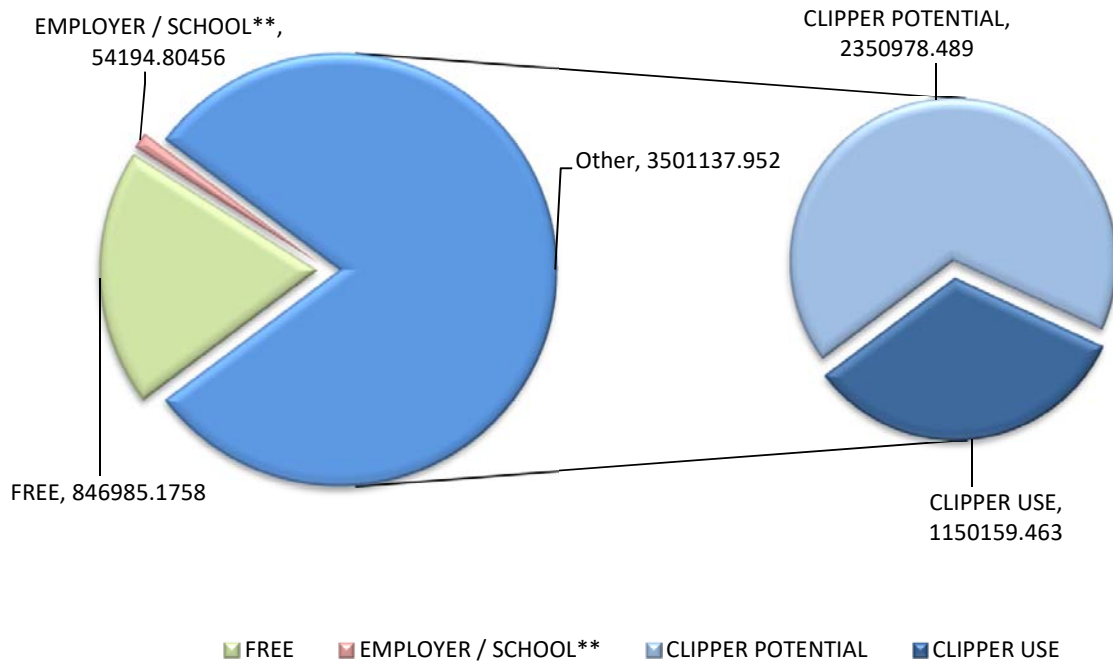
Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-18	245,031	71,111	3,760	170,159	67,402	39.6%
Aug-18	296,081	80,181	4,458	211,442	80,507	38.1%
Sep-18	283,311	73,393	4,883	205,035	79,380	38.7%
Oct-18	325,797	82,639	6,035	237,123	93,825	39.6%
Nov-18	263,371	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)

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	236,269	64,505	2,735	169,029	122,285	72.3%
Grand Total	3,252,158	846,985	54,195	2,350,978	1,150,159	48.9%

*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)