

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, July 9, 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 May 14, 2019*
4. Public Comment
5. Consent Calendar: None
6. New Member Introductions
(Two new committee members have been sworn in from Pleasant Hill and the County.)
7. LINK Transition to New Service Model – Verbal Report
(Staff will inform the committee about a new service model with the new LINK contractor Transdev, which started on July 1st.)
8. Draft Transportation Expenditure Project List*
(Staff will provide a summary of priority projects for consideration in the Transportation Expenditure Plan.)
9. Update on Recent Bay Area Mega-Measure (FASTER) efforts – Verbal Report
(Staff will inform the committee about recent regional coordination on a new \$100+ billion Bay Area wide transportation tax to fund various transit improvements.)
10. LCTOP Funded Free Fare Service on Routes 11,14, and 16 – Verbal Report
(Staff will provide background on the new free fare pilot in the Monument Corridor.)

*Enclosure

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

11. Update on Walnut Creek Transit Village*
(Staff will present an update on various issues and challenges concerning the new transit Village at the Walnut Creek BART Station.)
12. County Connection LINK Coordination with Choice in Aging Program*
(Staff will inform the committee about a new demonstration project that will involve LINK customers associated with the Choice in Aging Program.)
13. ADA – Monthly Reports
 - a. LINK Monthly Operating Reports – March and April 2019*
14. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – March and April 2019*
 - b. Clipper Use Trend – March and April 2019*
15. Driver Excellence Program Winners
 - a. May 2019 – Anthony Crayton
 - b. June 2019 – Sandra Polk
16. Committee Member Communications
17. Adjournment – Next Meeting – September 10, 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, July 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Monday, August 5, 9:00 a.m., 3338 Mt. Diablo Blvd, Lafayette
Advisory Committee:	Tuesday, September 10, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, June 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 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, May 14, 1:00 p.m.

Members: Jim Donnelly
Staff: Sean Hedgpeth, Rashida Kamara
Public: None

1. **Call to Order:** Meeting was called to order at 1:03 p.m.
2. **Approval of Agenda:** The agenda was approved.
3. **Approval of the Minutes of January 8, 2019:** The minutes were approved as presented, with one correction of the date of the January meeting.
4. **Public Comment and/or Communication:**
None.
5. **Consent Calendar**
None.
6. **Fiscal Year 2020 Draft Budget and Ten Year Forecast**
Mr. Hedgpeth informed the committee that a new Draft 2020 budget has been approved by the board. He mentioned that our main funding source, TDA, has an increase of \$3 million over initial estimates due to better than usual sales tax revenue.
7. **Award of Paratransit RFP to Transdev Services, Inc**
Ms. Kamara informed the committee that Transdev won the RFP process, over the current operator First Transit. She mentioned that the panel was impressed with Transdev's approach and use of the sample data to inform us about certain aspects of our service, such as an average wait time of 47 minutes when transferring between different paratransit operators. She also said that this RFP was unique for County Connection in that it suggested new approaches to cover some of the trips. Transdev elected to hire a broker to cover some of the more difficult trips in off-peak in far flung areas, which some increase driver efficiencies for the standard large paratransit vans.
8. **FY2020 Marketing Plan**
Mr. Hedgpeth informed the committee that the new marketing plan reflects the fare and service restructure implemented in March 2019. Mr. Donnelly asked about the free fares promotion for the Monument Corridor routes. Mr. Hedgpeth replied that the grant to fund the pilot is still in the process of being approved, and we should know more in June.

9. **Public Hearings for Bishop Ranch Service Restructure**
Mr. Hedgpeth informed the committee about the proposed changes, and staff's decision to delay the changes except for the implementation of a weekend Route 335. Mr. Donnelly asked why there was a meeting in Walnut Creek, and Mr. Hedgpeth replied due to the fact that the 96X route serves Walnut Creek BART.
10. **ADA Monthly Reports**
LINK monthly operating for January and February 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. Mr. Donnelly asked about driver turnover, which was only 1% in January and February, an improvement over the 24% from last year.
11. **Fixed-Route Staff Reports**
Fixed-route Ridership Report – The monthly reports for January and February were reviewed. Mr. Hedgpeth mentioned that the next meeting will include ridership resulting from the large fare and service restructure implemented in March 2019.
12. **Member Communication:**
Mr. Donnelly expressed his desire to expand the committee once again. Mr. Hedgpeth mentioned we will have a new member from Pleasant Hill after administrative action is fulfilled during our regular Marketing, Planning, and Legislation committee meetings next month.
13. **Next Scheduled Meeting:** The next meeting is scheduled for July 9, 2019, at 1 pm at the County Connection board room.
14. **Adjournment:** The meeting adjourned at 1:34 pm.

Minutes prepared by Sean Hedgpeth on May 15, 2019.

To: Board of Directors

Date: 5/29/2019

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

Reviewed by: WC.

SUBJECT: Draft Transportation Expenditure Plan Project List

Background:

At its February 2019 the Contra Costa Transportation Authority (CCTA) Board meeting, the Authority authorized staff to begin exploring the development of a new Transportation Expenditure Plan (TEP), conduct public opinion research, propose guiding principles, and prepare a work plan, schedule and cost estimate for development of a new TEP. Subsequently, Authority staff presented the initial public opinion research, proposed guiding principles and work plan at the April 2019 Authority Board meeting. Finally, at the Authority Board meeting in May 2019, staff was authorized to proceed with the development of a new TEP for placement on the March 2020 ballot.

Draft Project List:

Given the relatively condensed timeline to finalize the TEP, transit agencies, cities and interested stakeholders have been preparing potential revisions to line items within the existing TEP. County Connection staff has prepared a list of priority projects, which based on the poll results, would generate voter support. Staff understands that no single project can be fully funded with revenues from the tax measure. However, these funds will give Contra Costa projects an advantage when it comes to applying for competitive grants at regional, state and federal levels.

This list of projects and cost estimates is an initial draft and will be adjusted based on feedback from the Board and other stakeholders. It is our understanding that the length of the tax has not yet been determine. Our estimates assume funding over a 25 year period.

Draft TEP Project List

	Central	Southwest
Bus Transit	\$226.6	\$133.9
BART Corridors	\$175.5	\$108.4
Weekend Service	\$51.1	\$25.5
High Capacity Transit Along I-680	\$5.0	\$136.3
I-680 Express Service	-	\$131.3
I-680 Capital Improvements	\$5.0	\$5.0
Safe Transportation for Children	\$44.1	\$42.5
School Service	\$14.7	\$27.8
Youth Transit Pass	\$29.5	\$14.7
Innovative Transportation Technology	\$17.7	\$8.9
Fleet Electrification	\$7.7	\$3.9
On-Demand	\$10.0	\$5.0
Complete Streets	\$2.7	\$1.3
Bus Stop Improvements	\$2.7	\$1.3
TOTAL	\$296.1	\$322.9

Financial Implications:

Pending, based on tax measure success.

Recommendation:

None at this time. This item is informational only.

To: Board of Directors

Date: 6/03/2019

From: William Churchill, Asst. General Manager of Admin. *WC.*

Reviewed by: *AK*

SUBJECT: Walnut Creek Transit Center Update

Background:

The Walnut Creek BART station has been designated by the Metropolitan Transportation Commission (MTC) as a regional transit hub. As a major transportation hub, County Connection, Livermore Amador Valley Transit Authority (LAVTA), Solano County Transit (SolTrans), and at least four separate private transportation entities use the facility. County Connection operates ten (10) local routes, four (4) express routes, two (2) school routes and paratransit services out of the facility.

The first stage of the new Transit Village has been completed which includes a parking garage for the general public and a host of bus bays for the previously mentioned transit operators. As County Connection began operating in the new garage staff discovered a number of problems to be resolved. The issues ranged from passenger confusion in locating their bus stops to the Wave inductive charging bays having been incorrectly constructed. The committee requested staff provide updates as issues are resolved or if others are discovered. This memo outlines the status of these various issues.

Current Status:

While confusion regarding bus stop locations still persist, the volume has dropped considerably with the efforts staff have made to communicate through signage and on ground interaction with the public. The developer has reconstructed the inductive charging vaults allowing the Wave system to be installed and are now functioning allowing the electric buses to operate on Routes 4 and 5.

Although County Connection staff was informed all bus bays within the facility would be 40' long, apparently there is variation among some of the bays. Two bays are only 36' long, one is 43' long and another while it is 40' long it is situated adjacent to a major support pier such that only 37' is usable. While the issue is not critical it has created a need to reshuffle some of the bus stop locations, primarily driven by SolTrans that was assigned a bay that is 36' long for their 42' long bus.

Shortly after the opening of the new parking garage buses were having difficulty entering the transit facility due to a large volume of cars entering the garage from Ygnacio Valley Road. Staff

contacted BART police for support and traffic control but was informed that the Walnut Creek police now have jurisdiction over the new garage and bus bays. This represents a significant departure in staff's understanding of how to manage potential issues at Walnut Creek BART. Staff will work with the Walnut Creek police department to manage enforcement within the facility for ongoing issues. An example of an ongoing issue at many BART stations are private cars, including UBER and Lyft drivers operating through the designated bus facility. This mixing of private vehicles, buses and pedestrians creates a challenging environment to operate in.

The overall concern at this point is gaining a complete perspective of who controls what components of the BART station, including the bus bays, and where to turn for support when significant issues arise. To that end, County Connection Legal Counsel is reviewing applicable documents related to what BART controls verses what the developer controls as it relates to County Connection's use of the bus bays. As staff receives more information, updates will be provided to the committee.

Financial Implications:

Unknown

Recommendation:

None at this time. This item is for information only.

To: Board of Directors

Date: 5/9/2019

From: Rashida Kamara Manager of Accessible Services

Reviewed by:

SUBJECT: Choice in Aging Demonstration Project

Background:

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

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

Consultant's Investigation Update:

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

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

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

Summary:

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

Project in which 12 participants will be picked up and dropped off to Mt Diablo. Under the demonstration project service quality will be monitored for improvements such as, shorter ride times, better On Time Performance, shared ride service and quality of service provided for passengers. County Connection and Choice in Aging have worked together to develop an MOU, that has been approved by both agencies legal departments. The Demonstration Project will be managed by Choice in Aging and County Connection will provide guidance and periodic audits to ensure the program is meeting its intended goal. Staff will furnish the board with quarterly reports on the efforts of this program and will make recommendations on whether the program should continue.

Financial Implications:

The cost of these trips during the Demonstration Project will be \$34 per trip which is less than our projected cost of \$47 per trip under our new Paratransit Contract. Attached is a chart with the cost comparison is below. We have outlined the total maximum projected cost for 12 passengers annually under both the Demonstration Project and LINK with our new contractor. There is an estimated 27.6% reduction in overall cost.

Projected Annual Cost Comparison	
LINK Cost	DP Cost
\$47 per trip	\$34 per trip
\$293,280	\$212,160

Action Requested:

The Operations committee and staff recommends the board approve resolution No. 2019-024, authorizing the General Manager to enter into an agreement with Choice in Aging for a period of one year to commence June 1, 2019.

Attachments:

Demonstration Project Outline

Demonstration Project Outline

1. Background/History

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

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

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

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

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

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

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

2. Proposed resolution: Demonstration Project Program

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

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

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

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

Execution

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

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

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

The ride process is as follows:

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

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

Measurement

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

- On-time percentage

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

Pricing

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

3. Safety and Assurances

Insurance

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

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

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

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

Drug and alcohol program

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

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

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

Training

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

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

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

Safety and accident response protocols

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

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

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

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

First Transit General Manager

Date of approval

[Signature]

4-17-2019

*line 1/2 We had a slight decrease in ridership of 32 pax. Attendants increased by 20 vs Feb and 36 % YOY

*line 4 we only saw a minimal increase in ridership vs Feb. YOY we continue to have an increase, now of 5%

*line 6, Increase in VRH due to increase in drivers, PAX and 3 more days of operations vs Feb. increase in OT vs previous year (15%)

*line 7, Increase in VSH due to increase in drivers, PAX, 3 more days of operations vs Feb

*line 8 with more drivers out and starting earlier (OT coverage) we have less deadhead hours, 127 vs previous month. Reducing unnecessary slack time

*line 9, YOY an increase of 15%. More drivers, pax buses out. Saw a 10% increase vs previous month with two less days

*line 10, March we utilized 63 vehicles, averaged 47. 9% Increase vs Feb, 16% increase YOY more pax and drivers out, with three more days

*line 12, we are travelling a farther distance. We dropped in PPH. We are reviewing the trip edit process and slack time reports. The OTP is up, PPH will drop

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

*line 18, increase in demand of same day trips

*Line 19/20, We are currently at a Max for subscription trips which leads to a higher count of demand trips. Less sub trip, weather could be a factor, a lot of rain days.

*Line 23/24, we are currently waiting on the payments from MDH and Orinda Convelesant

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

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

*line 27, 4 commendations in March, outstanding

*line 30, best driver retention in the region

*Line 34-the location is pulling registered Clients from "INFO" for the month to include the overlapping Clients. The report is now run on the 2nd of each month to capture the correct data

*Line 36 the codes have been revamped to single out the correct no-show qualifications we have a good decline in no-shows

CCCTA LINK
MONTHLY OPERATING SUMMARY
APRIL FY 18/19

SUMMARY	APRIL FY 17/18	APRIL FY 18/19	YTD FY 17/18	YTD FY 18/19
1 TOTAL CLIENTS	11,558	12,090	112,941	115,911
2 TOTAL ATTENDANTS	1,009	1,178	7,980	10,880
3 TOTAL COMPANIONS	46	46	483	578
4 TOTAL PASSENGERS	12,613	13,314	121,404	127,369
5 TOTAL SERVICE DAYS	30	30	299	300
6 VEHICLE REVENUE HOURS	5,927	6,835	58,332	67,136
7 VEHICLE SERVICE HOURS	7,592	8,681	75,994	85,654
8 VEHICLE NON REV HOURS	1,665	1,846	18,654	18,518
9 VEHICLE SERVICE MILES	111,181	112,505	1,096,846	1,241,409
10 VEHICLE REVENUE MILES	90,489	89,704	875,703	1,006,788
11 VEHICLE NON REV MILES	21,243	20,563	221,694	230,062
12 PASS. PER REVENUE HOUR	2.13	1.95	2.08	1.90
13 CLIENT PER REVENUE HOUR	1.95	1.77	1.94	1.73
14 PASS. PER SERVICE HOUR	1.66	1.53	1.60	1.49
15 PASS. PER SERVICE MILE	0.11	0.12	0.11	0.10
16 PASS. PER REVENUE MILE	0.14	0.15	0.14	0.13
17 TOTAL TRANSFER TRIPS	906	1,138	9,338	10,597
18 SAME DAY TRIPS	129	227	1,348	1,421
19 SUBSCRIPTION TRIPS	6,379	5,724	63,401	57,506
20 DEMAND	5,175	6,399	49,672	58,415
21 FAREBOX REVENUE	\$10,454.94	\$11,643.67	\$102,565.68	\$99,798.17
22 PREPAID CLIENTS	\$9,082.00	\$9,024.00	\$56,764.00	\$62,787.00
23 COLLECTED BILLING	\$37,624.40	\$22,704.50	\$241,021.20	\$266,753.46
24 TOTAL REVENUE COLLECTED	\$57,161.34	\$43,372.17	\$400,350.88	\$429,338.63
25 CHARGEABLE ACCIDENTS	0	0	5	8
26 SERVICE COMPLAINTS	4	19	29	123
27 SERVICE COMMENDATIONS	0	0	10	7
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	1	21	26
30 DRIVER TURNOVER	0%	1%	30%	9
31 SCHEDULE ADHERENCE	75%	81%	75%	79%
32 WHEELCHAIR BOARDING'S	3,207	2,974	24,125	27,595
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	3,782	3,866	N/A	37,840
35 UNDUPLICATED CLIENTS	912	825	N/A	8,309
36 NO-SHOWS	250	276	2,544	993
37 CANCELS	2,395	2,716	21,931	30,142
38 AVG. TRIP LENGTH (MILES)	8.8	8.5	9.0	9.7
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	47	47	47	47
41 TOTAL FUEL/GALLONS	17,266	18,624	169,293	183,058
42 FLEET M.P.G.	6.4	32.0	6.5	6.8

First Transit General Manager

Date of approval

- J. Hunter*
5-11-2019
-
- *line 1/2 We had a slight increase in ridership of 89 pax. Attendants increased by 101 vs March and 36 % YTD
 - *line 4 we only saw a minimal increase in ridership vs Feb. YTD we continue to have a steady increase, currently staying at 5%
 - *line 6, 165 less rev hours vs March, with 1 less day of operations vs March. OT remains higher than budgeted due to call offs vs previous year (15%)
 - *line 7, decrease in VSH due to less operations, more drivers out with less buses out
 - *line 8 with more drivers out and starting earlier (OT coverage) we have less deadhead hours, 140 vs previous month. Continuing to remove/reduce unnecessary slack time
 - *line 9, with working on DH miles and better scheduling, we are reducing overall service miles, with one less day of ops, we had a decrease of 13% vs March YTD an increase of 13%.
 - *line 10, March we utilized 63 vehicles, had an 11% decrease vs March, 16% increase YTD more pax and drivers out
 - *line 12, we are travelling a farther distance. We dropped in PPH vs previous year but did increase vs March. We are reviewing the trip edit process and slack time reports. The OTP is up, PPH will drop
 - *line 17, the FY 18/19 total is in line with the correct recorded amount. Previous months were tallied with an error including cxi's and same day trips
 - *line 18, increase in request of same day trips vs March and YTD
 - *Line 19/20, We are currently at a Max for subscription trips which leads to a higher count of demand trips. Less sub trip, weather could be a factor, a lot of rain days.
 - *Line 23/24, we are currently waiting on the payments from MDH and Orinda Convelesant, also 490 is currently three months delinquent
 - *line 25, an increase in preventables vs 17/18, early on in the FY
 - *line 26, we are recording more complaints/compliments, better input of calls
 - *line 31 increase in OTP from previous year and months
 - *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
- vs March

TO: O&S Committee

DATE: April 24, 2019

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for March 2019

1. Monthly Boarding's Data

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

FY18-19

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

* Based on current standards from updated S RTP

Analysis

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

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

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

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

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

MONTHLY BOARDINGS
Operations Data Summary

IV. Staff Reports

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

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

* Data from LINK Operators

** Seasonal Routes

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

TRANSPORTATION and MAINTANCE

Operation Data Summary

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

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

TO: O&S Committee

DATE: May 21, 2019

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 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	269,142	269,666	
Average Weekday	10,852	11,787	
Pass/Rev Hour	13.3	14.1	Standard Goal > 17.0
Missed Trips	0.04%	0.07%	Standard Goal < 0.25%
Miles between Road Calls	22,629	29,192	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

April is the first full month of reporting with the new 2019 route and fare changes. Routes 6, 14, and 35 which received increased service, had 306 new weekday riders. Routes with high cash usage, especially in Martinez, experienced a ridership decline of 294 daily riders.

Average weekday ridership was lower in April (10,852 passengers) than March (11,920 passengers) and lower than April 2018 (12,253 passengers) or (11.4%). However, a bus bridge was operated on April 27-28 increasing monthly total ridership by 13,471. Sundays were down 33%.

Passengers per hour in April was 14.0 which is higher compared to March at 13.3 and lower than April 2018 when passengers per hour was 14.7.

The percentage of missed trips in April was 0.04% which is the same as the prior month (0.04%). The YTD average is 0.07% missed trips.

The number of miles between roadcalls was 22,629 miles in March, lower than the prior month in which there were 47,719 miles between roadcalls. The 12 month average is 29,192 miles between roadcalls.

Of a total 255,671 passengers, 201,316 passengers had the potential to use a Clipper card aboard County Connection since 67,826 either used an employee sponsored program or free routes. About 68.2% of the 201,316 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		YTD Compa	
April 2019 - Fixed Route Boardings	255,671	Revenue Hours -	April 2019	19,280	Weekdays - Apr 19	22	Fiscal 2019 YTD	2,459,854
			April 2018	18,982	Apr 18	22		
Special Event - Bus Bridge	13,471	Revenue Miles -	April 2019	213,634	Saturdays - Apr 19	4	Fiscal 2018 YTD	2,822,110
			April 2018	204,043	Apr 18	5		
					Sundays - Apr 19	4		
					Apr 18	4		
Apr 2019 Total Boardings	269,142	Passengers per Mile		1.3	Total Days - 2019	30	YTD Trend (12.8%)	
Apr 2018 Total Boardings	279,021	Passengers per Hour		14.0	2018	30	Monthly Trend (3.5%)	

April 2019 Fixed Route Passenger Total						Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	
1	Rossmoor / Shadelands	6,070	-	-	6,070	276			10.0
4	Walnut Creek Downtown Shuttle	13,792	1,616	1,293	16,701	627	404	323	19.7
5	Creekside / Walnut Creek	11,135			11,135	506			26.9
6	Lafayette / Moraga / Orinda	11,006	432	299	11,737	500	108	75	10.8
7	Shadelands / Pleasant Hill / Walnut Creek	10,401			10,401	473			22.2
9	DVC / Walnut Creek	8,807			8,807	400			13.5
10	Concord / Clayton Rd	21,051			21,051	957			22.8
11	Treat Blvd / Oak Grove	5,962			5,962	271			14.6
14	Monument Blvd	15,782			15,782	717			12.1
15	Treat Boulevard	6,499			6,499	295			10.0
16	Alhambra Ave / Monument Blvd	12,868			12,868	585			13.0
17	Olivera/Solano / Salvio / North Concord	4,854			4,854	221			12.9
18	Amtrak / Morello / Pleasant Hill	7,177			7,177	326			10.0
19	Amtrak / Pacheco Blvd / Concord	2,571			2,571	117			9.3
20	DVC / Concord	20,515			20,515	933			18.7
21	Walnut Creek / San Ramon Transit Center	10,843			10,843	493			9.5
27	N Concord / Martinez / Masion Circle	1,575			1,575	72			14.9
28	North Concord / Martinez	1,953			1,953	89			5.3
35	Dougherty Valley	13,100			13,100	595			12.5
91X	Concord Commuter Express	1,260			1,260	57			10.9
92X	Ace Shuttle Express	3,586			3,586	163			12.8
93X	Kirker Pass Express	3,265			3,265	148			9.4
95X	San Ramon / Danville Express	3,466			3,466	158			18.2
96X	Bishop Ranch Express	10,712			10,712	487			13.7
97X	Bishop Ranch Express	1,816			1,816	83			8.9
98X	Martinez Express	6,096			6,096	277			9.7
99X	Martinez / BART Express	1,032			1,032	47			3.2
250 *	Gael Rail Service	76	37	26	139	15	9	7	1.7
260 *	Cal State East Bay / Concord Bart	136			136	8			0.9
310	Concord Bart / Clayton Rd / Kirker Pass		1,496	1,352	2,848		374	338	15.3
311	Concord / Oak Grove / Treat Blvd / WC		1,092	880	1,972		273	220	8.9
314	Clayton Rd / Monument Blvd / PH		1,776	1,422	3,199		444	356	15.3
315	Concord / Willow Pass / Landana		282	144	426		71	36	6.4
316	Alhambra / Merello / Pleasant Hill		1,163	821	1,984		291	205	10.0
320	DVC / Concord		753	551	1,304		188	138	15.6
321	San Ramon / Walnut Creek		869	619	1,488		217	155	8.9
Alamo Creek *	Alamo Creek / BART Walnut Creek	653	-	-	653	30			4.0
600's	Select Service	20,028	-	-	20,028	910			24
712	Bay Point/ BART PH/ Berkley	524	-	-	524	24			6.1
715	North Concord / Lafayette BART	136	-	-	136	6			3.8
TOTALS		238,748	9,517	7,406	255,671	10,852	2,379	1,852	13.3

* Data from LINK Operators

** Seasonal Routes

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

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2018 May	2018 June	2018 July	2018 August	2018 September	2018 October	2018 November	2018 December	2019 January	2019 February	2019 March	2019 April	12 Month TOTALS
Work Days	30	30	30	31	29	31	29	30	30	28	31	30	359
Revenue Hours	20,345	18,811	18,029	20,300	17,800	20,772	18,801	18,288	19,694	18,307	20,335	19,280	230,762
Operator Pay Hours	33,630	30,289	31,187	33,655	32,862	34,145	31,956	34,356	35,928	30,724	32,730	31,329	392,792
Number of Operators	167	165	164	162	168	164	164	168	168	164	164	161	165
Total Chargeable Collisions	3	0	5	1	4	1	1	3	3	2	1	4	25
Number of Trips Scheduled	26,298	23,436	22,614	25,113	21,860	25,522	23,260	22,707	24,360	22,384	22,384	25,420	285,358
Number of Trips Missed	31	16	24	13	5	20	22	14	13	22	10	11	201
Of Trips Scheduled - % Missed	0.12%	0.07%	0.11%	0.05%	0.02%	0.08%	0.09%	0.06%	0.05%	0.10%	0.04%	0.04%	0.07%
On Time Performance %	86%	86%	88%	85%	84%	84%	85%	85%	87%	86%	86%	88%	86%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	16	12	12	14	7	14	16	11	11	19	8	14	154
Road Calls for Mechanical	8	10	9	10	5	8	12	7	8	18	6	13	114
Fleet Average Miles between Mechanical Road Calls	36,703	25,868	28,045	28,889	51,128	37,851	23,058	38,149	35,825	14,722	47,719	22,629	29,192
No. Maint. Employees	22	24	24	25	26	27	26	26	25	24	26	25	25

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

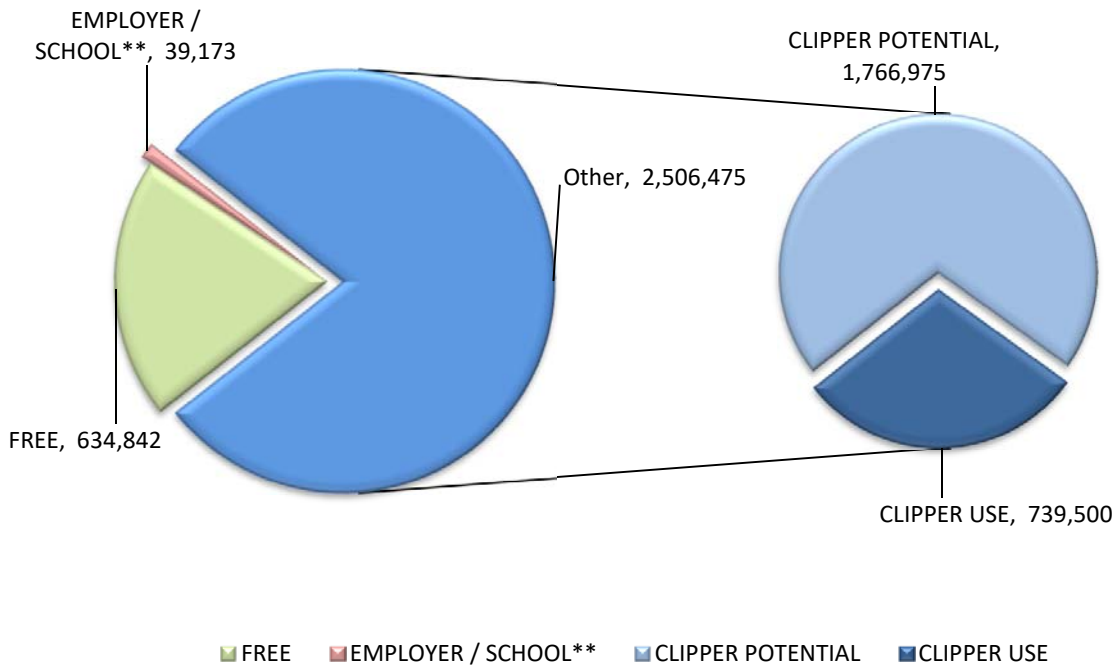
Route Description Summary

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, Chilpancingo 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, Chilpancino 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, Chilpancino 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*

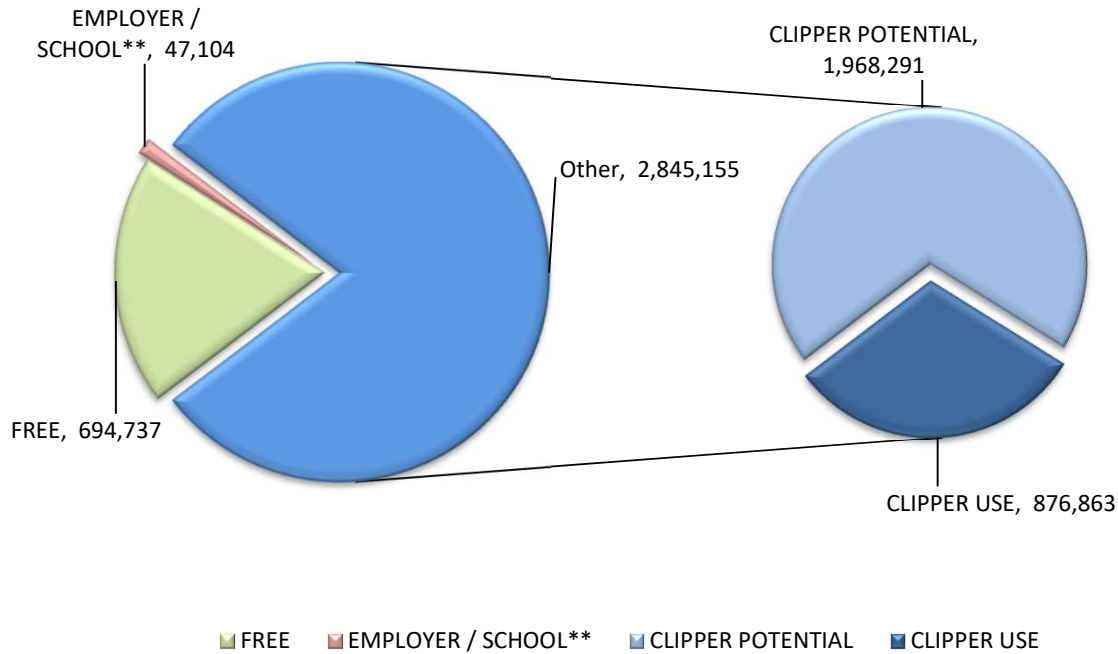
Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-18	245,031	71,111	3,760	170,159	67,402	39.6%
Aug-18	296,081	80,181	4,458	211,442	80,507	38.1%
Sep-18	283,311	73,393	4,883	205,035	79,380	38.7%
Oct-18	325,797	82,639	6,035	237,123	93,825	39.6%
Nov-18	263,371	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	-	-	-	-	-	-
May-19	-	-	-	-	-	-
Jun-19	-	-	-	-	-	-
Grand Total	2,440,990	634,842	39,173	1,766,975	739,500	41.9%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude Summer Youth Pass

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

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	59,895	7,931	201,316	137,364	68.2%
May-19	-	-	-	-	-	
Jun-19	-	-	-	-	-	
Grand Total	2,710,132	694,737	47,104	1,968,291	876,863	44.5%

*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)