

County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

countyconnection.com

OPERATIONS & SCHEDULING COMMITTEE

AGENDA

Wednesday, November 6, 2019

8:15 a.m.

Supervisor Andersen Office

3338 Mt. Diablo Blvd, Lafayette, CA

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of August 2, 2019*
4. Route 335 Update*
(Staff will present an update on the ridership for Route 335)
5. One-seat Ride*
(Staff will present the conceptual project for a one-seat ride for paratransit services)
6. Monthly Reports - Information only
 - a. Fixed Route*
 - b. Paratransit *
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – December 6th, 2019
10. Adjournment

*Enclosure

FY2019/2020 O&S Committee

Kevin Wilk – Walnut Creek, Dave Hudson – San Ramon, Robert Storer – Danville

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

Public Comment: Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

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

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

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

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, November 21, 9:00 a.m., County Connection Board Room
Administration & Finance:	Friday, November 8, 9:00 a.m., 100 Gregory Lane, Large Committee Room
Advisory Committee:	Tuesday, November 12, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, November 7, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	Wednesday, November 6, 8:15 a.m., 3338 Mt. Diablo Blvd., Lafayette

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

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

**Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen's Office
3338 Mt. Diablo Blvd, Lafayette, CA
Friday, September 6, 2019, 8:15 a.m.**

Directors: Dave Hudson, Robert Storer, Keith Haydon
Staff: Rick Ramacier, Bill Churchill, Scott Mitchell, Ruby Horta, Rashida Kamara
Public: None

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

- 1. Approval of Agenda Items:** Agenda was approved.
- 2. Public Comment and/or Communication:**
None.
- 3. Approval of O&S Summary Minutes for August 2, 2019:** Minutes were approved.
- 4. Fiscal Year 2019 Fixed Route Performance Report**

Ms. Horta reviewed the fixed route performance report, which compares FY 2018 to FY 2019. Of note, was the significant reduction in missed trips. Although ridership continued to decline during this time period, the trend is expected to change in the next fiscal year due to the services changes in March 2019, as well as the free Monument Corridor service, which started July 2019. Since the fare changes in March 2019, Clipper adoption continues to increase. Director Storer asked how ridership is tracked and Ms. Horta indicated County Connection uses various methods including: automatic passengers counters on the vehicles, operator entries on the mobile data terminals and random video checks.

5. Fiscal Year 2019 Paratransit Performance Report

Ms. Kamara provided a summary on the paratransit data comparing FY 2018 to FY 2019. Under the former paratransit contract with First Transit, ridership decreased and costs increased due to various factors which are being addressed under the new contract with Transdev. Ms. Kamara went into detail explaining the differences between a companion and attendant as well as demand vs. subscription, in the paratransit field.

6. Choice in Aging Project Update

Ms. Kamara updated the committee on the status of the pilot project, Silver Ride, in partnership with Choice in Aging. The participants have experienced improved

overall service at a lower cost. Additional information will be provided as the project continues to grow.

7. 2016 Electric Bus Battery Replacement

Mr. Mitchell informed the Committee that the 1600 series, battery-electric buses have been experiencing issues with the battery management system. After several weeks of negotiations, staff and Gillig compromised on a shared cost approach to replace the battery systems in the 1600 series buses. It is expected to take about one month, per vehicle and once retrofitted, each will have a 3 year warranty. After this work, all eight battery-electric vehicles will have the same management system.

8. Committee Comments

None.

9. Future Agenda Items

None.

10. Next Scheduled Meeting – October 4, 2019 at 8:15am, at 3338 Mt. Diablo Blvd.

11. Adjournment – The meeting was adjourned at 9:40 a.m.

Minutes prepared and submitted by: Ruby Horta, Director of Planning & Marketing

To: Operations & Scheduling Committee

Date: 10/24/2019

From: Melody Reeb, Manager of Planning

Reviewed by:

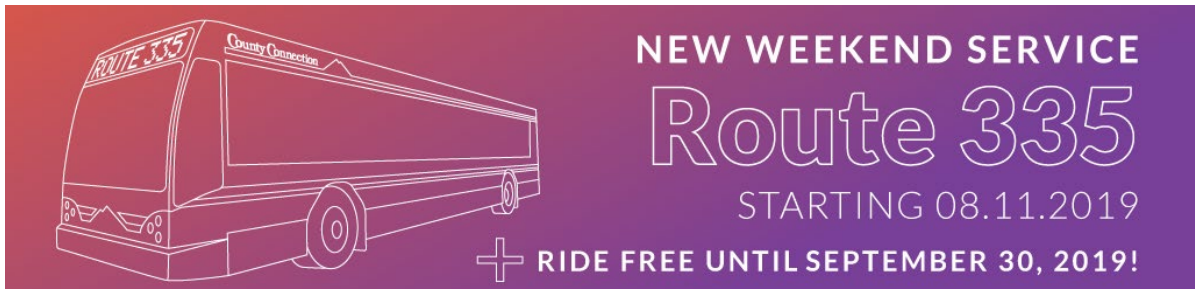
SUBJECT: Route 335 Update

Background:

Route 335 is a new weekend service that began on Sunday, August 11, 2019. The new service was initially proposed earlier this year as part of the larger Bishop Ranch service restructure, and it received a significant amount of support during the public comment process. The route follows the same primary alignment of weekday Route 35, connecting San Ramon to the Dublin/Pleasanton BART station via Bollinger Canyon Rd and Dougherty Rd. The service runs every 60 minutes from about 8:00 am to 7:00 pm.

Promotion:

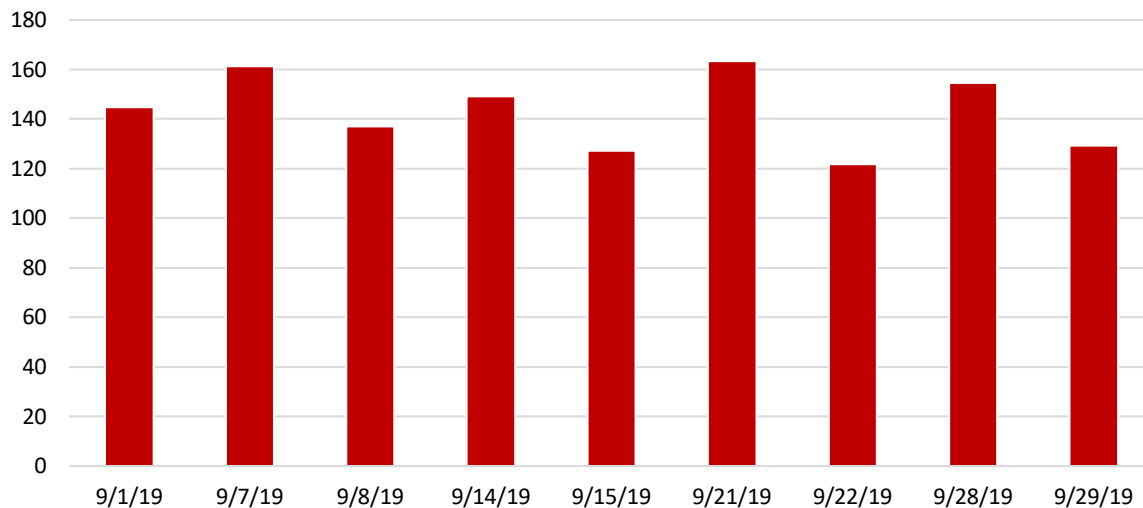
County Connection partnered with 511 Contra Costa, who sponsored free rides on the route through September to help promote the new service. Staff also developed a marketing campaign and promoted the new route on social media and through in-person outreach at the San Ramon Transit Center and Dublin/Pleasanton BART station.



Ridership:

During the month of September, Route 335 carried a total of 1,288 passengers. This is an average of 143 passengers per day, or about 9.9 passengers per hour. The following chart shows a daily breakdown of ridership. Ridership remained relatively steady throughout the month, with slightly higher ridership on Saturdays versus Sundays.

Rte 335 Ridership Per Day - September 2019



Not surprisingly, about half of the total boardings occurred at the San Ramon Transit Center or Dublin/Pleasanton BART station. Other popular stops include Sunset Dr/Bishop Dr (near City Center), Bollinger Canyon Rd/Windemere Pkwy, and Bollinger Canyon Rd/Market Pl (near the library and the Marketplace Shopping Center).

Staff will continue to monitor ridership, particularly to see if there are any significant impacts due to the free ride promotion ending.

Financial Implications:

Fares during the promotional free ride period were reimbursed by 511 Contra Costa. All costs associated with marketing are included in the Promotions budget.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

To: O&S Committee

Date: October 27, 2019

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

SUBJECT: Regional Transfer Trip “Rider Choice” Pilot

Background:

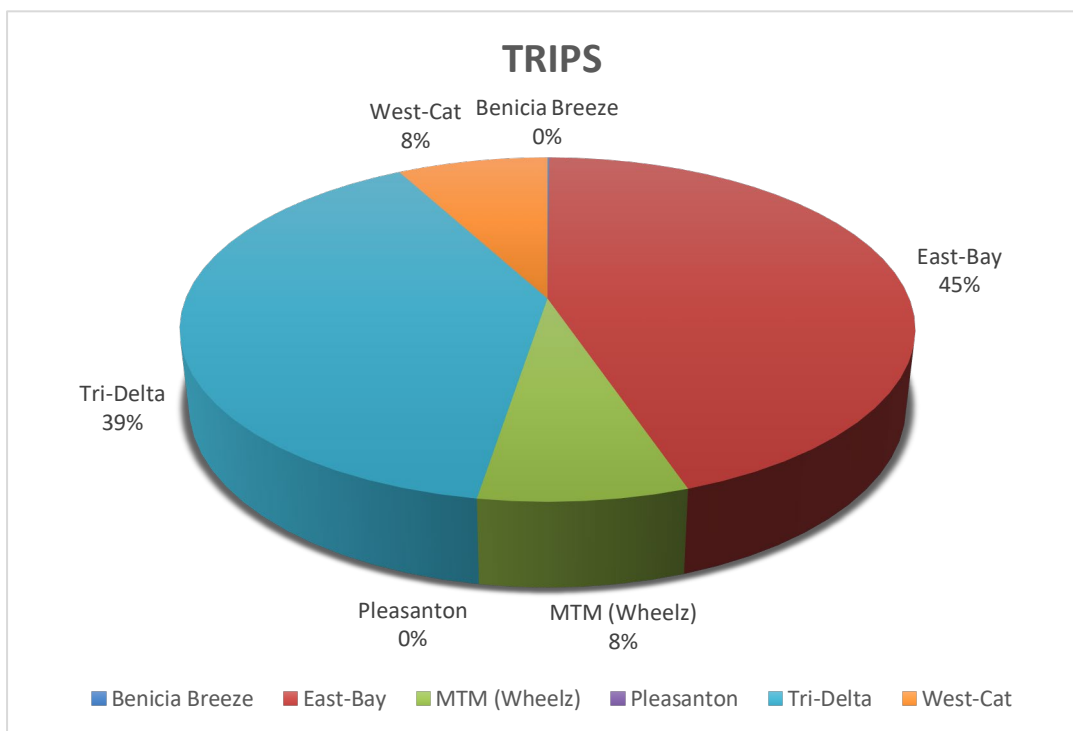
County Connection along with the other Regional Transportation partners must provide ADA service for passengers that need to be transported to destinations in other service areas. These trips are called Regional Transfer trips. The agencies that currently provide regional transfer trips in Contra Costa and Alameda County are County Connection, LAVTA, Tri-Delta, East Bay Paratransit and West Cat. Each agency provides a trip to the outskirts of their service area at designated meet locations and waits for the connecting agency to hand off a passenger.

All of these trips are coordinated in advance and require special booking procedures. These procedures include the passenger calling their home agency, requesting the trip to the final destination, plus a return ride if applicable, then the agency having a dedicated person, coordinate the trip with the partner agency. This process, can take anywhere from 2 to 7 days to complete. The passenger is then notified of the multiple pick-up times, multiple meet locations, multiple fares (especially if they have a three legged trip) and multiple policies that govern each transit agency. On the day of service, travel is especially problematic as each agency deals with driver shortage, miscommunication if the passenger misses one leg of the trip, long hold times on the phones to dispatch, and rebooking trips when the passenger is not ready for multiple agencies. The biggest issues are long wait times at the various meet points, especially when the passenger is on-board waiting for the other transit agency and the drivers wait times that range from 10 minutes to 120 minutes when the other agency is late.

For passengers waiting to go to specialized appointments, they face frustration and anxiety wondering when the next vehicle is coming. For transit providers, there is a drain on resources as drivers are held captive at the meet point and cannot move to their next pick-up. Sometimes the drivers are instructed to take passengers back home or all the way to their destination, potentially taking the driver outside of the service area. This is extremely costly by way of resources, driver/dispatcher time and passenger dissatisfaction.

Below is a chart representing regional trip volume for the month of July 2019.

AGENCY	TRIPS	% of all trips
Benicia Breeze	1	0%
East-Bay	488	4%
MTM (Wheelz)	85	1%
Pleasanton	0	0%
Tri-Delta	432	4%
West-Cat	86	1%
Total Trips:	1092	9%



Percentage Transfer trips between County Connection and other agencies

One Seat Ride Concept;

Although providing transfer trips in the current manner is ADA compliant, they are not very efficient for the agencies or the passenger. As a result, County Connection staff is working on developing a pilot project to provide a “One Seat Regional Ride”. Under the “One Seat Regional Ride” program, a rider will book a regional ride with one agency, the trip will be put into one database, passengers will pay one fare and one service provider will take the passenger from point A to B without waiting or transferring. The cost of the trip will be distributed by formula to each of the participating agencies based on where the trip originates and ends.

In an effort to build this program, staff has met with, East Bay Paratransit, LAVTA, West Cat, and Tri-Delta. Each agency has expressed an interest in this solution. County Connection will continue to collaborate with our partners to develop a Pilot program that will mitigate many of the problems we currently experience. Additionally, staff has brought this concept to CCTA, who is excited to see its development.

All the agencies involved expressed the need for this to be strictly a “Rider Choice Program”. As a Rider Choice pilot program the following will apply:

- Identify and enter into a contract with a service provider to perform the trips.
- Develop a Memorandum of Understanding between the agencies that choose to participate in the Pilot
- Participating agencies will develop a formula to share the cost of each trip
- County Connection will accept reservations, schedule and distribute trips to the service provider
- As this is considered premium service or enhanced service under the minimum ADA guidelines, special pricing will apply to each trip. (The agencies will have to agree on pricing for each trip)
- Passengers will be limited to a certain amount of One Seat rides a month.
- Fees will apply for No-Shows and Penalties for excessive cancellations
- Passenger will experience shared trips whenever possible

Once staff has completed the work to establish the One Seat Ride Model staff will bring it back to the committee for review with the goal of establishing a regional one seat ride pilot project.

Financial Implications:

Staff is currently in conversations with two potential service providers and is working to calculate with potential transit partners cost implications of the pilot project.

Recommendations:

This item is for information only.

Action Requested:

None

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TO: O&S Committee

DATE: September 10, 2019

FROM: Ruby Horta
Director of Planning and Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for July 2019

1. Monthly Boardings Data

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

FY19-20

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

** Based on current standards from updated S RTP*

Analysis

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

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

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

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

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

MONTHLY BOARDINGS
Operations Data Summary

IV. Staff Reports

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

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

* Data from LINK Operators ** Seasonal Routes

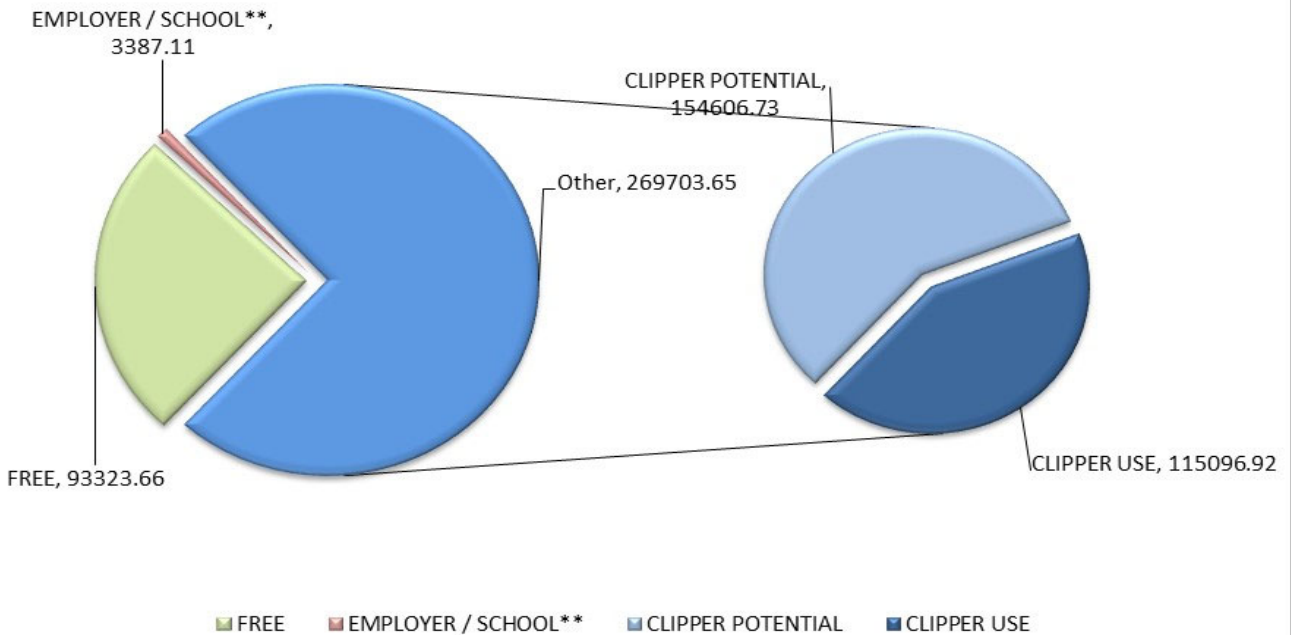
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

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

CLIPPER TREND



CLIPPER TREND*

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

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

TO: O&S Committee

DATE: September 26, 2019

FROM: Ruby Horta
Director of Planning and Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for August 2019

1. Monthly Boarding's Data

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

FY19-20

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

* Based on current standards from updated S RTP

Analysis

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

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

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

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

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

MONTHLY BOARDINGS
Operations Data Summary

IV. Staff Reports

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

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

* Data from LINK Operators ** Seasonal Routes

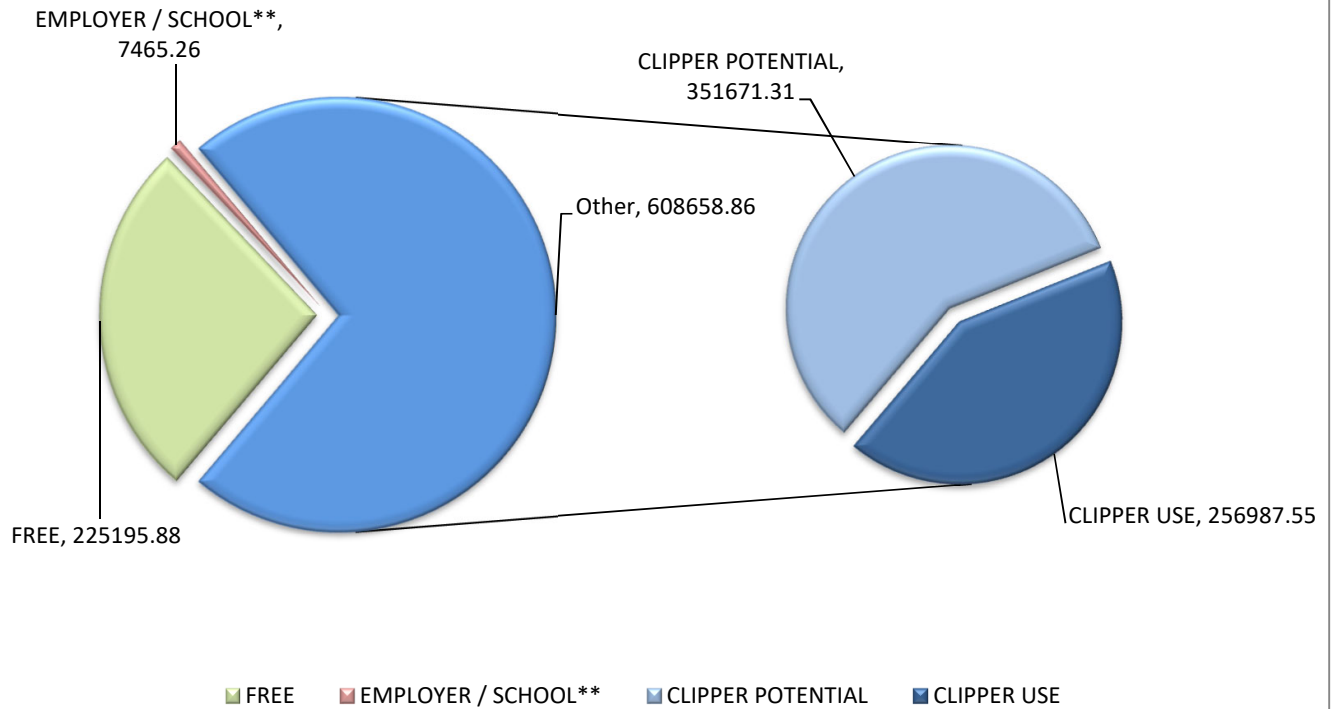
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

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

CLIPPER TREND



CLIPPER TREND*

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

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

TO: O&S Committee

DATE: October 18, 2019

FROM: Ruby Horta
Director of Planning and Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for September 2019

1. Monthly Boarding's Data

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

FY19-20

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	352,920	312,418	
Average Weekday	14,428	12,684	
Pass/Rev Hour	18.8	16.6	Standard Goal > 17.0
Missed Trips	0.30%	0.15%	Standard Goal < 0.25%
Miles between Road Calls	56,774	32,355	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

Average weekday ridership was higher in September (14,428 passengers) than August (13,032 passengers) and higher than September 2018 (13,611 passengers) or (6.0%).

Passengers per hour in September was 18.8 which is higher than August at 16.8 and also higher than September 2018 when passengers per hour was 15.9.

The percentage of missed trips in September was 0.30% which is higher than the prior month (0.08%) due to operator availability on September 9th.

The number of miles between roadcalls was 56,774 miles in September, higher than the prior month in which there were 35,872 miles between roadcalls. The rolling 12 month average is 32,355 miles between roadcalls.

Of a total 352,920 passengers, 41,244 were due to the BART bus bridges on September 1st, 2nd, 28th and 29th. There were 199,107 passengers that had the potential to use a Clipper card aboard County Connection since 153,813 either used an employee sponsored program, free routes or Bart bus bridges. About 73.9% of the potential Clipper card users, or 199,107 riders, paid using Clipper during this month.

**MONTHLY BOARDINGS
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
Sep 2019 - Fixed Route Boardings	311,676	Revenue Hours -	Sep 2019 18,735	Weekdays - Sep 19	20	Fiscal 2020 YTD	937,253
			Sep 2018 17,800	Sep 18	19		
Special Event - Bus Bridge	41,244	Revenue Miles -	Sep 2019 216,957	Saturdays - Sep 19	4	Fiscal 2019 YTD	824,423
			Sep 2018 189,997	Sep 18	5		
				Sundays - Sep 19	5		
				Sep 18	5		
Sep 2019 Total Boardings	352,920	Passengers per Mile	1.6	Total Days - 2019	29	YTD Trend	13.7%
Sep 2018 Total Boardings	283,311	Passengers per Hour	18.8	2018	29	Monthly Trend	24.6%

Sep 2019 Fixed Route Passenger Total						Average Sep 19			Pass per	Average Sep 18			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	7,568			7,568	378			13.7	370			11.6
4	Walnut Creek Downtown Shuttle	17,093	1,791	1,865	20,749	855	448	373	22.8	866	586	512	26.9
5	Creekside / Walnut Creek	11,662			11,662	583			30.8	579			31.0
6	Lafayette / Moraga / Orinda	13,421	415	400	14,236	671	104	80	14.1	539	123	91	15.1
7	Shadelands / Pleasant Hill / Walnut Creek	11,142			11,142	557			26.2	505			23.7
9	DVC / Walnut Creek	10,136			10,136	507			17.1	552			13.1
10	Concord / Clayton Rd	23,069			23,069	1,153			27.5	1,154			24.1
11	Treat Blvd / Oak Grove	9,587			9,587	479			26.1	341			17.7
14	Monument Blvd / Walnut Creek	24,194			24,194	1,210			20.6	623			15.7
15	Treat Boulevard	7,539			7,539	377			12.6	528			17.1
16	Alhambra Ave / Monument Blvd	17,673			17,673	884			19.6	738			14.2
17	Olivera / Solano / Salvio / North Concord	5,613			5,613	281			16.4	283			15.3
18	Amtrak / Morello / Pleasant Hill	8,435			8,435	422			13.4	454			14.3
19	Amtrak / Pacheco Blvd / Concord	2,570			2,570	129			10.2	159			11.5
20	DVC / Concord	26,050			26,050	1,302			26.1	1,148			23.3
21	Walnut Creek / San Ramon Transit Center	11,105			11,105	555			10.7	584			11.4
27	N Concord / Martinez / Mason Circle	1,541			1,541	77			18.6				-
28	Martinez / DVC	3,041			3,041	152			10.0	336			11.1
35	Dougherty Valley	14,573			14,573	729			15.2	625			18.1
91X	Concord Commuter Express	1,542			1,542	77			14.5	74			14.0
92X	ACE Shuttle Express	3,942			3,942	197			15.5	174			13.7
93X	Kirker Pass Express	3,520			3,520	176			11.1	170			10.9
95X	San Ramon / Danville Express	3,143			3,143	157			18.1	162			16.3
96X	Bishop Ranch Express	11,803			11,803	590			16.3	519			14.7
97X	Bishop Ranch Express	2,116			2,116	106			11.7	101			10.0
98X	Martinez Express	6,675			6,675	334			11.7	382			14.2
99X	Martinez / BART Express	1,714			1,714	86			5.9	37			2.5
250 *	Gael Rail Service	4	13	16	33	1	3	3	0.2	8	5	5	1.2
260 *	Cal State East Bay / Concord BART	163			163	8			0.9	19			0.9
310	Concord Bart / Clayton Rd / Kirker Pass		1,756	1,913	3,669		439	383	17.5		405	368	22.6
311	Concord / Oak Grove / Treat Blvd / WC		1,330	1,249	2,579		332	250	11.1		228	184	13.3
314	Clayton Rd / Monument Blvd / PH		2,183	2,119	4,302		546	424	18.3		527	476	17.8
315	Concord / Willow Pass / Landana		195	225	420		49	45	5.8		37	36	5.8
316	Alhambra / Morello / Pleasant Hill		1,335	1,302	2,637		334	260	12.4		318	232	11.1
320	DVC / Concord		831	865	1,696		208	173	18.0		175	149	12.9
321	San Ramon / Walnut Creek		1,020	996	2,015		255	199	9.3		211	160	8.7
335	BART Dublin / San Ramon		625	663	1,288		156	133	9.9				-
Alamo Creek *	Alamo Creek / BART Walnut Creek	566			566	28			3.5	31			3.8
600's	Select Service	26,878			26,878	1,344			33	1,224			29.0
712	Bay Point / BART PH / Berkeley	372			372	19			6.2				-
715	North Concord / Lafayette BART	121			121	6			4.7				-
TOTALS		288,569	11,493	11,613	311,676	14,428	2,873	2,323	16.6	13,611	2,679	2,263	15.9

* Data from LINK Operators ** Seasonal Routes

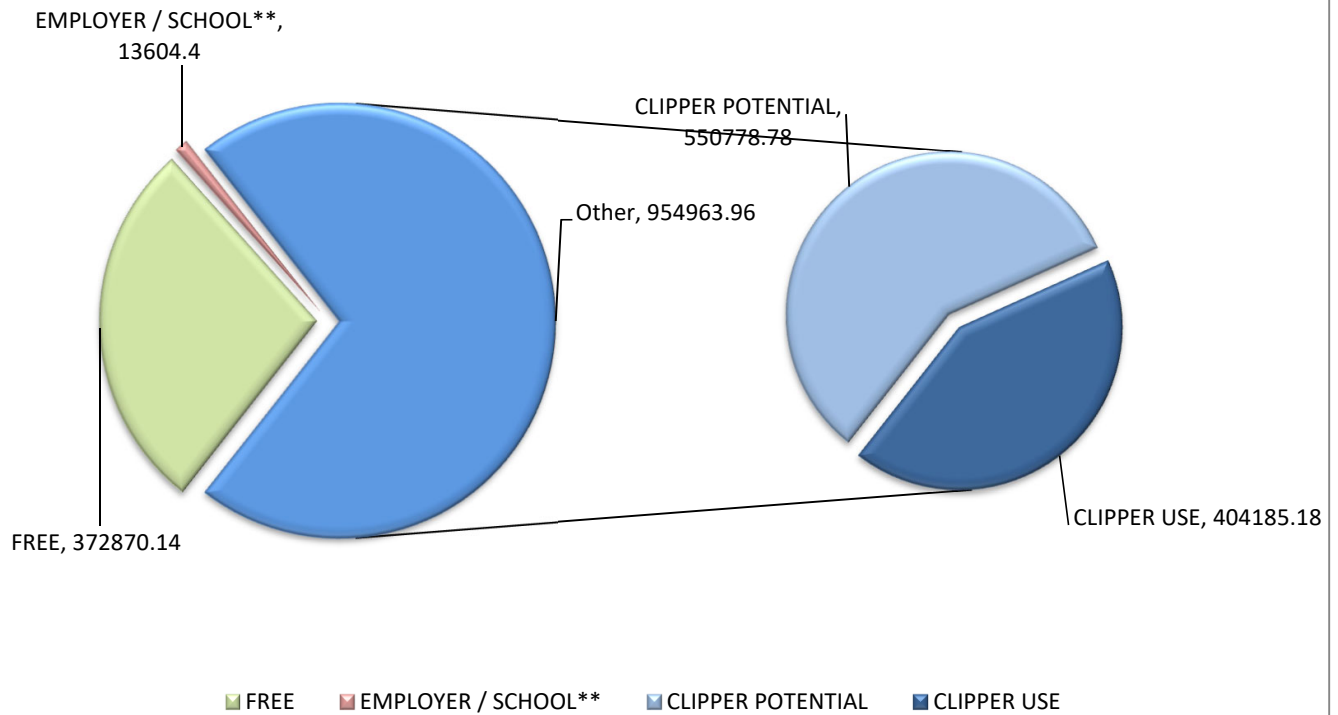
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2018 October	2018 November	2018 December	2019 January	2019 February	2019 March	2019 April	2019 May	2019 June	2019 July	2019 Aug	2019 Sep	12 Month TOTALS
Work Days	31	29	30	30	28	31	30	30	30	30	31	29	359
Revenue Hours	20,772	18,801	18,288	19,694	18,307	20,335	19,280	19,962	17,339	17,937	19,812	18,735	229,262
Operator Pay Hours	34,145	31,956	34,356	35,928	30,724	32,730	31,329	32,865	30,009	31,208	32,722	32,797	390,769
Number of Operators	164	164	168	168	164	164	161	157	155	152	152	156	160
Total Chargeable Collisions	1	1	3	3	2	1	4	1	4	1	6	4	31
Number of Trips Scheduled	25,522	23,260	22,707	24,360	22,384	22,384	25,420	23,782	23,830	24,582	25,585	23,859	287,675
Number of Trips Missed	20	22	14	13	22	10	11	11	10	19	20	72	172
Of Trips Scheduled - % Missed	0.08%	0.09%	0.06%	0.05%	0.10%	0.04%	0.04%	0.05%	0.04%	0.08%	0.08%	0.30%	0.08%
On Time Performance %	84%	85%	85%	87%	86%	86%	88%	87%	89%	89%	87%	85%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	14	16	11	11	19	8	14	5	8	7	20	12	145
Road Calls for Mechanical	8	12	7	8	18	6	13	2	7	5	12	6	104
Fleet Average miles between Mechanical Road Calls	38,548	36,957	28,673	35,117	25,342	37,671	23,947	48,167	35,463	42,438	35,872	56,774	32,355
No. Maint. Employees	27	26	26	25	24	26	25	27	26	25	26	25	26

CLIPPER TREND



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-19	251,318	93,324	3,387	154,607	115,097	74.4%
Aug-19	333,015	131,872	4,078	197,065	141,891	72.0%
Sep-19	352,920	147,674	6,139	199,107	147,198	73.9%
Oct-19	-	-	-	-	-	
Nov-19	-	-	-	-	-	
Dec-19	-	-	-	-	-	
Jan-20	-	-	-	-	-	
Feb-20	-	-	-	-	-	
Mar-20	-	-	-	-	-	
Apr-20	-	-	-	-	-	
May-20	-	-	-	-	-	
Jun-20	-	-	-	-	-	
Grand Total	584,332	225,196	7,465	351,671	256,988	73.1%

FREE	Free / Mid-Day Free
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EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)
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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.
335	Dublin BART, San Ramon Transit Via Bollinger Canyon
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave,, Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek
712	Bay Point BART, Pleasant Hill BART, T L Berkeley Wy (20th St) + Telegraph Ave
715	Noth Concord, Concord Bart, PleasamyHill BART, Walnut Creek BART, Lafayette BART'

CCCTA PARATRANSIT

Performance Report: 7/01 to 7/31/19
LINK and BART Statistics

FY 19/20 July Variance from goal FY 18/19 July FY 19/20 YTD

Ridership Statistics				
1	ADA Passengers	11,506		11,303
2	Companions	57		45
3	*Personal Care Assistants	1,329		997
4	Total Passengers	12,892		12,345

Scheduling Statistics				
5	Total Number of No Shows & Late Cancels	1,323		1,323
6	Total number of Cancellations	293		293
7	Same Day Trips	193		193
8	Denial Trips	-		-
9	Go Backs/ Re-scheduled	31		31

Standard Goals				
Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP;				
Ratio of Revenue Hours to Service Hours 83%				
10	Revenue Hours	6,449.50		5,912.50
11	ADA Passengers per RVHr.	1.8	-0.2	2.1
12	Average Trip Length (miles)	7.22		8.3
13	Average Ride Duration (minutes)	30.21		29
14	Total Cost per ADA Passenger	\$ 51.61		\$ 41.62
15	*Service Miles	109,319		102,133
16	Billable Service Hours	7,998.4		7,461
17	LINK & BART Fuel Cost	\$ 65,688.70		\$ 65,688.70
18	Total Cost	\$593,826.49		\$ 436,777.01

On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
19	Percent on-time	82.7%	-7%	80.0%
20	Arrived 15-29 minutes past window	526		526
21	Arrived 30-59 minutes past window	249		249
22	Arrived 60 minutes past window	38		38
23	Total Missed Trips	38		38
24	Transfer Trips	1062		940

Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
25	Total Complaints	5	0	3
26	Timeliness	0	0	0
27	Driver Complaints	3	0	3
28	Equipment / Vehicle	0	0	0
29	Scheduling/Staff Skill	2	0	2
30	Commendations	2		0
31	Ave. wait time in Queue for reservation	1.0		1.0
32	Ave. wait time in Queue for customer service	0.53		0.53

Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles				
33	Total accidents per 100,000 miles	0	0	2
34	Roadcalls per 100,000 miles	0	0	3

Eligibility Statistics				
35	*Total ADA Riders on Data Base	4,934		4,934
36	Total Certification Determinations	108		108
37	Initial Denials	0		0
38	Denials Reversed	0		0

* Total numbers taken from RED Database

* Service Miles are currently being audited.

* Number of PCA is currently being audited.

Not included in previous MOP

Transdev G.M.:

Date: 9/17/19

CCCTA PARATRANSIT

Performance Report: 8/01 TO 08/31/19

LINK and BART Statistics

FY 19/20
AugustVariance
from goal

FY 18/19 August

FY 19/20
YTD

Ridership Statistics					
1	ADA Passengers	11,663		12,786	23,169
2	Companions	71		113	128
3	*Personal Care Assistants	1,273		1234	2,602
4	Total Passengers	13,007		14,133	25,899
Scheduling Statistics					
5	Total Number of No Shows & Late Cancels	1,018			2,341
6	Total number of Cancellations	687			980
7	Same Day Trips	225			418
8	Denial Trips	-			-
9	Go Backs/ Re-scheduled	39			70
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
10	Revenue Hours	6,834.00		6,676.00	13,282.80
11	ADA Passengers per RVHr.	1.9	0.1	1.9	1.8
12	Average Trip Length (miles)	7.31		8.7	7.26
13	Average Ride Duration (minutes)	31.52		29	30.87
14	Total Cost per ADA Passenger	\$ 51.23			\$ 51.42
15	*Service Miles	111,225		98,477	110,272
16	Billable Service Hours	8187.07		8,346	16,186.3
17	LINK & BART Fuel Cost	\$60,524.77			\$126,213.47
18	Total Cost	\$597,456.47		\$ 490,570.81	\$975,464.51
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
19	Percent on-time	90.0%	0%	80.0%	86.5%
20	Arrived 15-29 minutes past window	237			763
21	Arrived 30-59 minutes past window	99			348
22	Arrived 60 minutes past window	13			51
23	Total Missed Trips	20			58
24	Transfer Trips	1176		940	2238
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
25	Total Complaints	4	0	7	9
26	Timeliness	0	0		0
27	Driver Complaints	3	0		3
28	Equipment / Vehicle	0	0		0
29	Scheduling/Staff Skill	2	0		2
30	Commendations	2		2	2
31	Ave. wait time in Queue for reservation	1.01			1.01
32	Ave. wait time in Queue for customer service	1.00			0.77
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles; Roadcall					
33	Total accidents per 100,000 miles	0.00001	0	1	0
34	Roadcalls per 100,000 miles	0.00001	0	1	0
Eligibility Statistics					
35	*Total ADA Riders in Data Base	RED database system is being upgraded			4,934
36	*Total Certification Determinations	-			108
37	*Initial Denials	-			0
38	*Denials Reversed	-			

* Eligibility Statistics are still under review.

* Service Miles are currently being audited.

* Number of PCA is currently being audited.

* Farebox information included in Fare Recon Report.

Not included in previous MOP

Transdev G.M.:

Date: 10/24/19