

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

Friday, January 3, 2020

8:15 a.m.

**Supervisor Andersen Office
3338 Mt. Diablo Blvd, Lafayette, CA**

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of December 6, 2019*
4. Early Bird Express Update – Information Only*
(Staff will provide an update on Routes 712 and 715 which are operated for BART.)
5. Ridership Update – Information Only*
(Staff will provide an update on ridership trends since the Spring 2019 service restructure.)
6. Citizens' Advisory Committee (CAC) Update*
(Staff will provide an update on the CAC.)
7. Monthly Reports – Information only
 - a. Fixed Route*
 - b. Paratransit*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – February 7, 2020 (8:15am at 3338 Mt. Diablo Blvd.)
11. 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, January 16, 9:00 a.m., County Connection Board Room
Administration & Finance:	Tuesday, January 7, 9:00 a.m., 100 Gregory Lane, Large Committee Room
Advisory Committee:	Tuesday, January 14, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, February 6, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	Friday, January 3, 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

INTER OFFICE MEMO

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

Directors: Dave Hudson, Robert Storer, Kevin Wilk

Staff: Rick Ramacier, Bill Churchill, Ruby Horta, Rashida Kamara, Melody Reebbs

Public: None

Call to Order: Meeting called to order at 8:16 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None

3. Approval of Minutes of November 6, 2019

The Committee approved the minutes.

4. MTC Onboard Passenger Survey

Ms. Reebbs presented a summary of the results from the recent onboard passenger survey conducted by MTC. She noted that over 1,000 survey responses were collected, representing about 9% of weekday ridership. Director Storer asked if there were any surprises with the results. Ms. Reebbs responded that the trip origins and destinations are particularly insightful and that the number of trips starting and ending within the service area was higher than expected. Director Hudson expressed interest in knowing out how many riders receive employer subsidies for transit.

5. Paratransit Contractor Transition Update

Ms. Kamara informed the Committee of some of the changes that have occurred since the transition of paratransit operations to a new contractor, Transdev, including an increase in training and wages for drivers, call center staff, and dispatchers. These changes have resulted in an increase in service quality, including better on-time performance. Staff also recently launched a new smartphone app that allows users to monitor the status of their trips in real time and provide a rating and feedback at the end of their trip. Ms. Kamara demonstrated the dashboard that staff uses to monitor and follow up on feedback received. Director Wilk asked whether poor ratings that were made unintentionally can be corrected after the fact. Ms. Kamara responded that it currently is not possible, but staff

can explore the possibility with Transdev. Director Storer asked if the new wages began with the start of the new contract with Transdev. Ms. Kamara replied that First Transit had actually raised wages prior to the end of the previous contract in an effort to improve service performance.

6. Monthly Reports

Ms. Horta reported that ridership was up in October compared to the previous year and even when excluding the BART bus bridges, productivity was up to over 17 passengers per hour, which is the first time that County Connection's productivity standard has been met in several years. She noted that the most significant increases in productivity were on the Monument corridor routes that were made free starting in July.

7. Committee Comments

None.

8. Future Agenda Items

None.

9. Next Scheduled Meeting

The next meeting was scheduled for January 3rd at 8:15 a.m. at 3338 Mt. Diablo Blvd.

10. Adjournment – The meeting was adjourned at 9:18 a.m.

Minutes prepared and submitted by: Melody Reeb, Manager of Planning

To: Board of Directors

Date: 12/20/2019

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

Reviewed by: WC.

SUBJECT: Early Bird Express Update

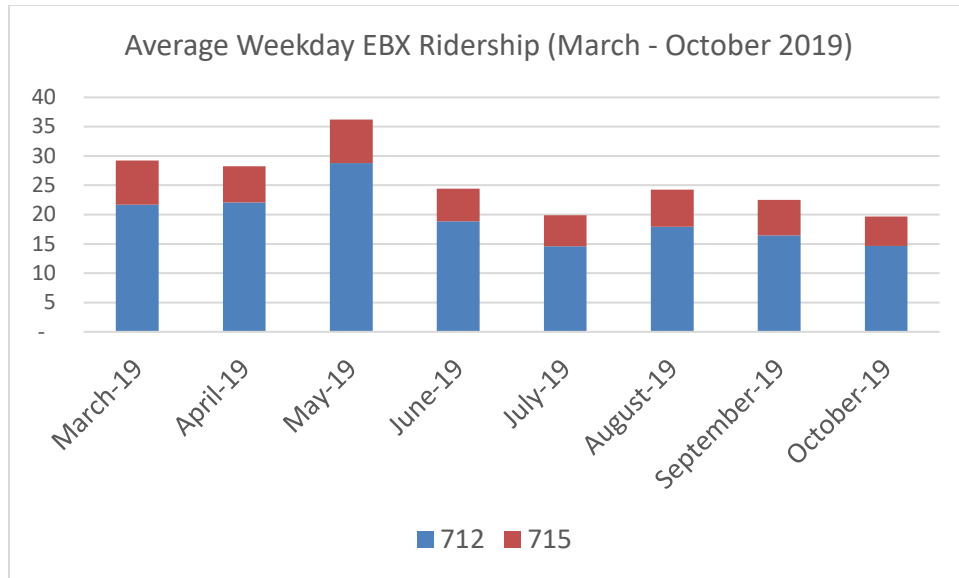
Background:

At the November 2018 Board meeting, the Board authorized the General Manager to enter into an agreement with BART to provide early morning bus service. The service started in February 2019 and is expected to last for three and a half years. BART's weekday service was cut back in order for BART to conduct needed long-term maintenance on the Transbay Tube. Many transit agencies throughout BART's service area are part of the "Early Bird Express" (EBX) service set in place to cover the transit needs of early morning BART passengers in the 4am to 5am hour.

Update on Early Bird Routes 712 and 715

For County Connection's summer bid, starting on June 9th, BART requested two changes to the existing early bird service. For Route 712 (Bay Point BART to 20th St and Telegraph Ave in Oakland via Pleasant Hill BART), BART requested to cancel the 4:20am trip, and requested a new trip earlier at 3:50am. This change altered our span of service, which required dispatch to open 15 minutes earlier at 2:45am. For Route 715 (service from North Concord BART to Lafayette stopping at all BART stations along the way) BART requested to end the route at Walnut Creek, due to low ridership to Lafayette. The goal was to provide a timed transfer from Tri-Delta's early bird express, Route 709.

The table on the next page has ridership information starting in March, the first full month of EBX 700s service. Ridership was steadily increasing until the month of June. Given that these are solely BART passengers, staff has not conducted an in-depth analysis regarding the ridership decline. Staff will continue to work with BART and adjust schedules as needed.



Financial Implications:

All costs associated with operating the service are paid for by BART.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

To: Board of Directors

Date: 12/20/2019

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

Reviewed by: WC.

SUBJECT: Ridership Update

Background:

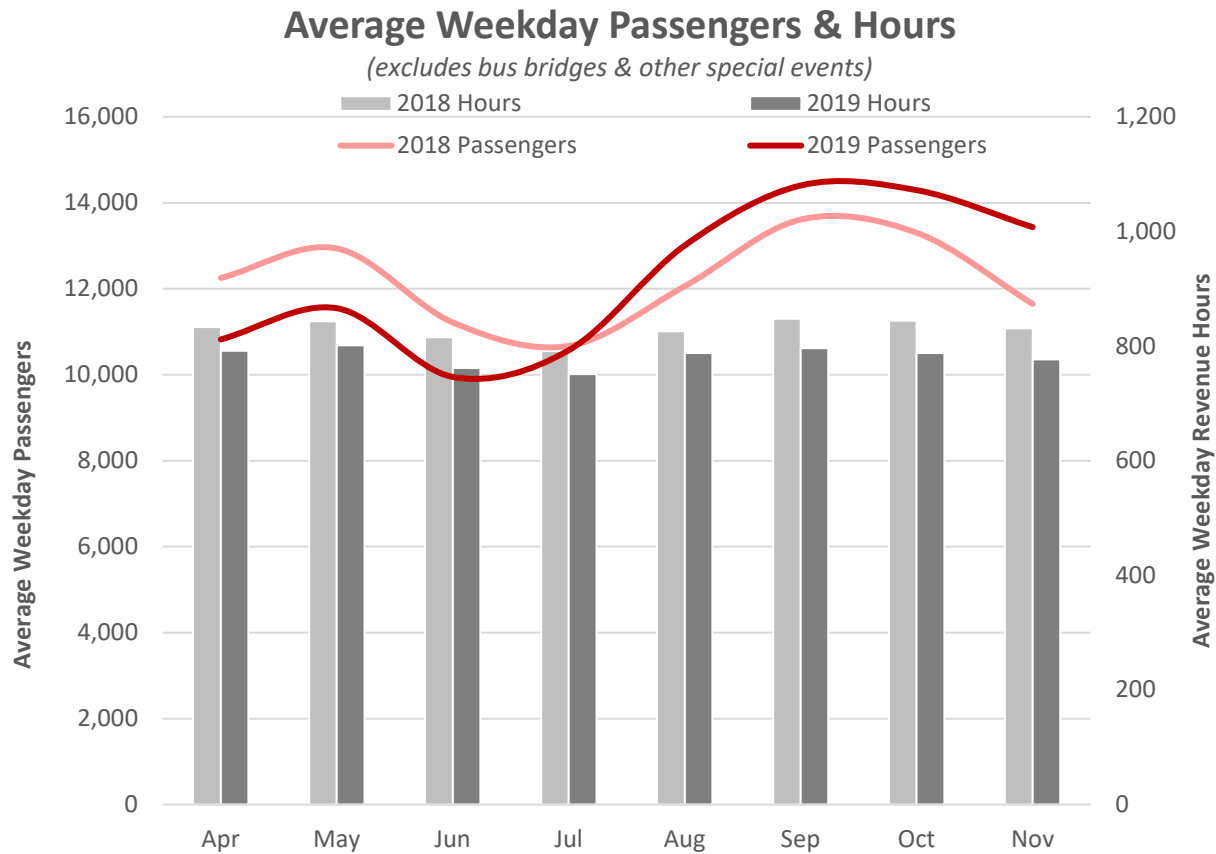
County Connection staff prepared a Comprehensive Operational Analysis (COA), which was completed in January 2018. The COA provided staff with the foundation for a data-driven planning effort to restructure County Connection's service focused on increased ridership. Since January 2018, the Board approved a major service change which was implemented in March 2019. The service change included cuts, adjustments and enhancements throughout the service area. Subsequently, a minor service change was implemented in Fall 2019, to routes serving Bishop Ranch.

Overall Trends

Service changes typically require a couple of years to realize the full effects, whether positive or negative. Staff anticipated a reduction in ridership given the reduction in overall service hours. Although service was increased along certain routes, potential new riders require various levels of persuasion try the new service. However, over the last several months, routes with increased service have gained additional ridership.

The following analysis compares 2018 to 2019 from April – November. It should be noted that in addition to the service changes that went into effect in March 2019, three (3) routes serving the Monument Corridor offer free fares since July 2019. The data demonstrates a significant shift in the ridership trend (starting July 2019), despite the reduction in revenue hours.

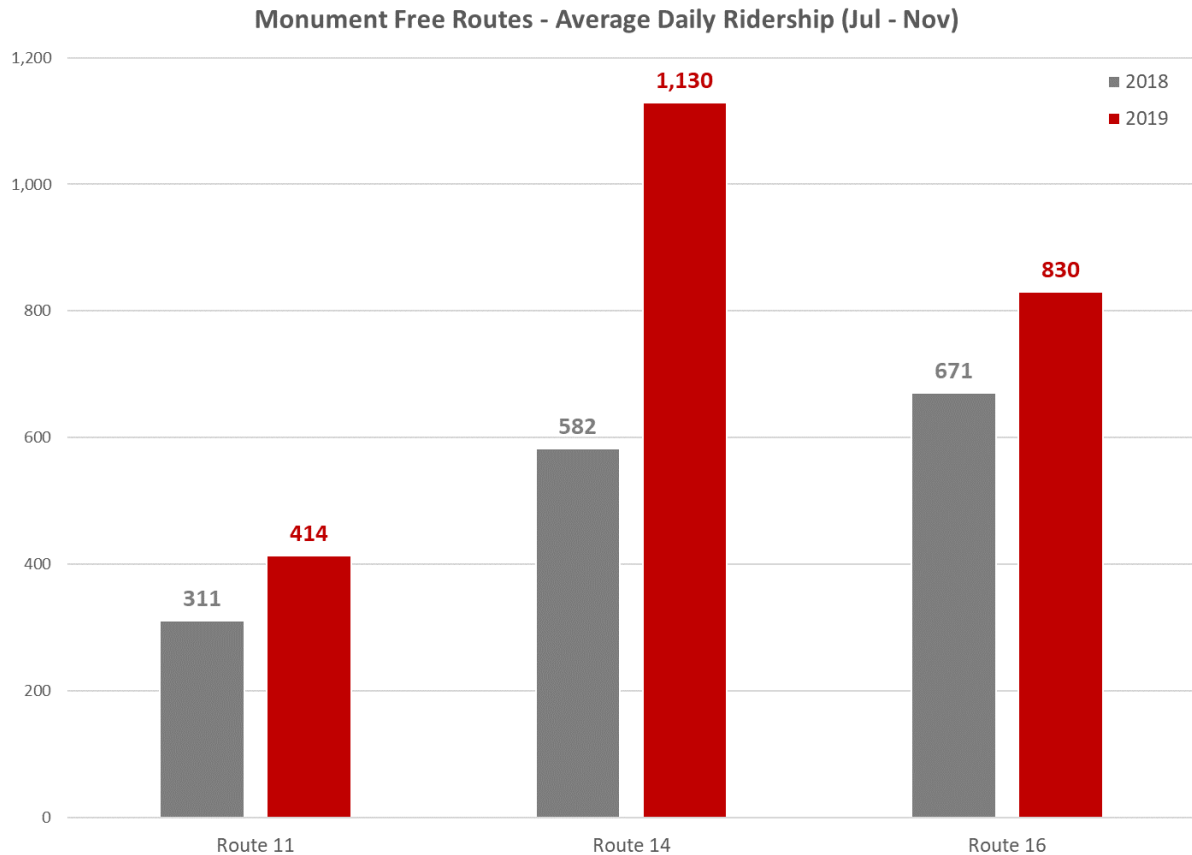
The chart on the next page compares average weekday passengers and revenue hours. Staff has excluded bus bridges and other special events to depict solely County Connection passengers. From April to June, ridership continued to decline, year over year. However, starting in July 2019, the trend has shifted and although revenue hours have not increased, ridership was about 11 percent higher in November 2019, when compared to the same month last year.



There are several positive results from the service restructure, however, the most impactful variable (within a short time frame) has been the Monument Corridor Free Fares Pilot, funded by the State's Cap and Trade grant under the Low Carbon Transit Operations Program (LCTOP). Some of those positive results, outside of the LCTOP sponsored routes include increased productivity on routes 1, 7, 9, 10, 20, 91X, 99X and 320 and increased ridership on routes 6 and 35. On the flip side, about half of the weekend routes experienced a decrease in ridership. Additionally, routes like 15 and 28 were altered to allow other routes to cover certain segments more effectively, and thus have declining ridership. Route 15 no longer serves a segment between Pleasant Hill BART and Walnut Creek BART and Route 28 no longer serves the Homeless Shelter on Arnold Industrial Way. Route 14 was extended to Walnut Creek BART to better connect passengers from the Monument Corridor and Route 27 connects the Homeless Shelter to North Concord BART. While some routes are still experiencing declines in ridership, the trend is slowing down, and in some cases has even become positive in the last few months.

Monument Corridor – Free Fares

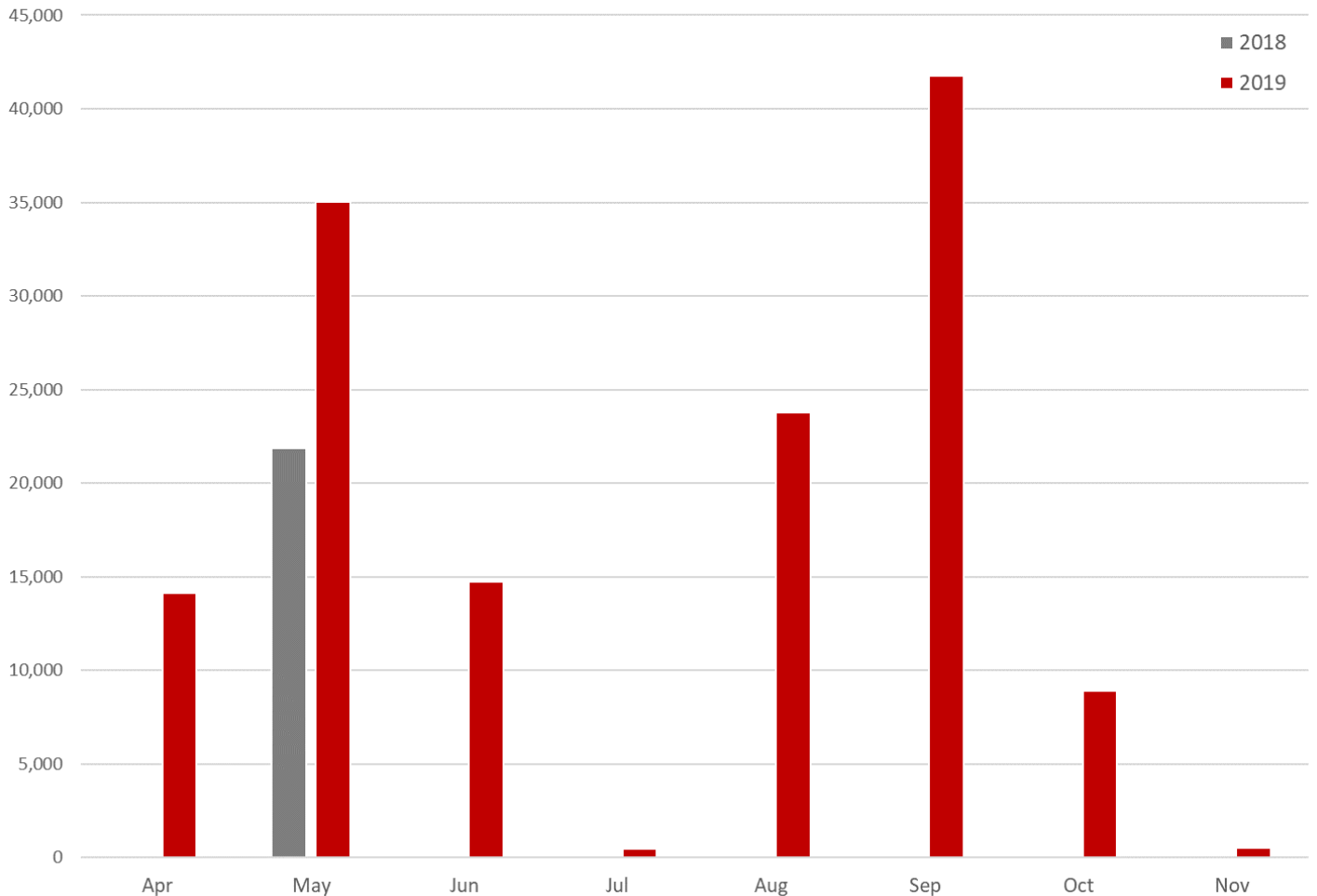
The three LCTOP-sponsored routes include routes 11, 14 and 16. They have been offering free trips since July 2019. Year-over-year, combined ridership (for the months of July through November) on these three routes has increased from approximately 1,500 in 2018 to 2,300 in 2019. That's more than 50 percent increase, over a 5-month period.



BART Bus Bridges:

County Connection has operated bus bridges on behalf of BART for many years. Traditionally, bus bridges occurred in case of emergencies when BART service was interrupted for an extended period. Starting in 2019, BART began scheduling several maintenance projects on their tracks, which required working with transit agencies to operate bus bridges. For County Connection, the bus bridges in 2019 represent a significant boost to ridership. From April to November of 2018, BART bus bridges accounted for a little over 20,000 passengers. This was for a single bus bridge in May 2018. During the same period in 2019, County Connection carried close to 140,000 passengers, with bus bridges every month, from April to November.

BART Bus Bridge Monthly Ridership (Apr - Nov)



Next Steps:

The analysis above, though relatively preliminary, provides staff with initial guidance on potential areas for improvement. Weekend routes and routes that offer infrequent service should be further analyzed. Additionally, the one-year LCTOP pilot expires in June 2020, and although additional funding will be available, staff must ensure federal regulations (Title VI) will not be violated if we extend the program beyond the one-year pilot.

Financial Implications:

None, for information only.

Recommendation:

None, information only.

Action Requested:

None, for information only.

To: Operations & Scheduling

Date: 12/23/2019

From: Bill Churchill – Assistant General Manager of Administration

Reviewed by:

SUBJECT: Update on Citizens' Advisory Committee (CAC)

Background:

The current County Connection Citizens' Advisory Committee (CAC) was formed in 2011 when the original Citizens' Advisory Committee and the Accessible Services Committee (ASC) were combined into one committee. This committee has struggled to be effective in part due to a number of vacant positions making it difficult to attain a quorum for scheduled meetings.

Last spring the O&S Committee requested staff to contact the clerks for each jurisdiction representing vacant CAC positions to encourage more appointments to the committee. In May of 2019 there were only four committee members but over the last six months an additional four members have been added as well as an additional alternate providing a total of nine committee members today. The additional members should have a significant impact on improving the effectiveness of the committee. Staff will continue to reach out to the remaining four jurisdictions without a representative.

At the December 2019 Board of Directors meeting staff was directed to work with the O&S committee to continue to find ways to get the CAC engaged and effective. The Board further requested staff to provide the full board as well as each member jurisdiction with a CAC attendance reports. Additionally, the Board suggested staff consider different meeting times/days that may be more conducive to attendance and requested the committee present their thoughts and ideas to the Board.

Financial Implications:

None.

Recommendation:

Staff is bringing this item to the committee to for a robust discussion on continued efforts to help make the CAC more effective and valuable for the Board and Authority.

Attachments:

2019 CAC Membership/Attendance Report

CAC MEMBERSHIP ROSTER/ATTENDANCE REPORT 2019

Member Name	Jurisdiction	Jan-19	Mar-19	May-19	Jul-19	Sep-19	Nov-19	Original Appointment	Term Expires
Vacant	Clayton								
David Loyd	Concord	P						Jan-17	Jan-19
Rich Eber	Concord					A	P	Sep-19	Sep-21
Marjorie McWee	Contra Costa County				P	A	P	Jun-19	Jun-21
James Donnelly	Danville	P		P	P	A	P	Jun-17	Jun-21
Vacant	Lafayette								
Vacant	Martinez								
Vacant	Moraga								
Mark Lewis	Orinda	A		A	A	A		Jan-18	Jan-20
David Piper - moved 3/19	Pleasant Hill	P						Jun-17	Jun-19
Jason Sommers - alternate	Pleasant Hill					P		Jun-19	Jun-21
Matthew Horne	Pleasant Hill				P	A		Jun-19	Jun-21
Wayne Mortensen	San Ramon							Dec-19	Dec-21
Jeremy Weinstein	Walnut Creek			A	A	A		Mar-18	Mar-20

P = Present

A = Absent

Vacant

Term Expires 2020

TO: O&S Committee

DATE: December 20, 2019

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for November 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	292,286	319,602	
Average Weekday	13,460	13,165	
Pass/Rev Hour	16.9	16.9	Standard Goal > 17.0
Missed Trips	0.05%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	129,702	36,897	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

Average weekday ridership was lower in November (13,460 passengers) than October (14,315 passengers) and higher than November 2018 (11,650 passengers) or (15.5%).

Passengers per hour in November was 16.9 which is lower than October at 18.2 and higher than November 2018 when passengers per hour was 14.0.

The percentage of missed trips in November was 0.05% which is the same as the prior month of (0.05%).

The number of miles between roadcalls was 129,702 miles in November, higher than the prior month in which there were 62,557 miles between roadcalls. The rolling 12 month average is 36,897 miles between roadcalls.

Of a total 292,286 passengers, 187,520 passengers had the potential to use a Clipper card aboard County Connection since 104,766 either used an employee/school sponsored programs or free routes. About 76.7% of the 292,286 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	
Nov 2019 - Fixed Route Boardings	292,286	Revenue Hours -	Nov 2019 17,333	Weekdays - Nov 19	20	Fiscal 2020 YTD	1,598,010
Special Event -			Nov 2018 18,801	Nov 18	21		
		Revenue Miles -	Nov 2019 206,521	Saturdays - Nov 19	5	Fiscal 2019 YTD	1,413,591
			Nov 2018 203,120	Nov 18	4		
				Sundays - Nov 19	4		
				Nov 18	4		
Nov 2019 Total Boardings	292,286	Passengers per Mile	1.4	Total Days - 2019	29	YTD Trend	13.0%
Nov 2018 Total Boardings	263,371	Passengers per Hour	16.9	2018	29	Monthly Trend	11.0%

Nov 2019 Fixed Route Passenger Total						Average Nov 19			Pass per	Average Nov 18			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	6,867			6,867	343			12.5	339			10.7
4	Walnut Creek Downtown Shuttle	16,749	2,396	1,561	20,706	837	479	390	22.8	753	488	373	22.8
5	Creekside / Walnut Creek	9,598			9,598	480			25.5	512			27.4
6	Lafayette / Moraga / Orinda	11,447	343	231	12,021	572	69	58	11.9	431	90	66	12.1
7	Shadelands / Pleasant Hill / Walnut Creek	9,922			9,922	496			23.3	396			18.6
9	DVC / Walnut Creek	9,099			9,099	455			15.0	470			11.2
10	Concord / Clayton Rd	21,020			21,020	1,051			25.1	1,029			21.5
11	Treat Blvd / Oak Grove	8,585			8,585	429			23.4	287			14.8
14	Monument Blvd / Walnut Creek	23,953			23,953	1,198			20.4	544			13.7
15	Treat Boulevard	6,619			6,619	331			11.2	457			14.8
16	Alhambra Ave / Monument Blvd	17,151			17,151	858			19.1	620			12.0
17	Olivera / Solano / Salvio / North Concord	4,808			4,808	240			14.1	248			13.4
18	Amtrak / Morello / Pleasant Hill	7,276			7,276	364			11.6	382			12.1
19	Amtrak / Pacheco Blvd / Concord	2,688			2,688	134			10.7	141			10.2
20	DVC / Concord	24,099			24,099	1,205			24.2	947			19.2
21	Walnut Creek / San Ramon Transit Center	10,540			10,540	527			10.2	483			9.4
27	N Concord / Martinez / Mason Circle	1,600			1,600	80			19.3				
28	Martinez / DVC	2,250			2,250	113			7.4	288			9.5
35	Dougherty Valley	13,519			13,519	676			14.1	513			14.8
91X	Concord Commuter Express	1,385			1,385	69			13.0	62			11.8
92X	ACE Shuttle Express	3,439			3,439	172			13.5	163			12.8
93X	Kirker Pass Express	2,833			2,833	142			9.0	144			9.2
95X	San Ramon / Danville Express	3,485			3,485	174			16.4	169			16.8
96X	Bishop Ranch Express	13,380			13,380	669			24.6	501			14.2
97X	Bishop Ranch Express	2,208			2,208	110			15.6	88			9.0
98X	Martinez Express	6,201			6,201	310			10.9	359			13.3
99X	Martinez / BART Express	1,949			1,949	97			6.7	29			2.0
250 *	Gael Rail Service	7	14	11	32	1	3	3	0.2	4	6	7	1.0
260 *	Cal State East Bay / Concord BART	149			149	8			0.9	8			1.0
310	Concord Bart / Clayton Rd / Kirker Pass		2,207	1,508	3,715		441	377	17.7		392	415	23.6
311	Concord / Oak Grove / Treat Blvd / WC		1,379	958	2,337		276	239	10.2		242	180	13.6
314	Clayton Rd / Monument Blvd / PH		2,650	1,734	4,383		530	433	18.6		528	452	17.4
315	Concord / Willow Pass / Landana		327	217	544		65	54	7.1		52	66	8.9
316	Alhambra / Morello / Pleasant Hill		1,799	1,123	2,923		360	281	13.6		270	230	9.7
320	DVC / Concord		1,033	725	1,758		207	181	18.6		170	172	14.0
321	San Ramon / Walnut Creek		1,110	732	1,842		222	183	8.4		199	165	8.6
335	BART Dublin / San Ramon		600	432	1,033		120	108	8.1				
Alamo Creek *	Alamo Creek / BART Walnut Creek	441			441	22			2.8	24			3.0
600's	Select Service	25,422			25,422	1,271			40	967			24.5
712	Bay Point / BART PH / Berkeley	373			373	19			6.2				
715	North Concord / Lafayette BART	132			132	7			5.2				
TOTALS		269,197	13,858	9,232	292,286	13,460	2,772	2,308	16.9	11,650	2,498	2,181	14.0

* Data from LINK Operators ** Seasonal Routes

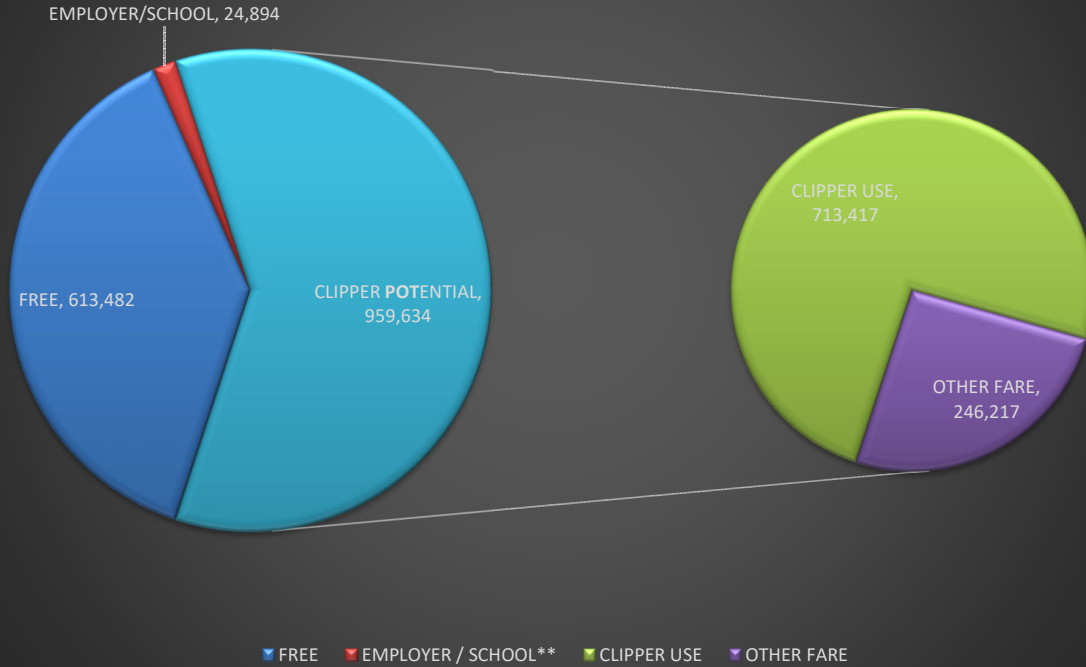
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2018 December	2019 January	2019 February	2019 March	2019 April	2019 May	2019 June	2019 July	2019 Aug	2019 Sep	2019 Oct	2019 Nov	12 Month TOTALS
Work Days	30	30	28	31	30	30	30	30	31	29	31	29	359
Revenue Hours	18,288	19,694	18,307	20,335	19,280	19,962	17,339	17,937	19,812	18,735	20,240	17,333	227,262
Operator Pay Hours	34,356	35,928	30,724	32,730	31,329	32,865	30,009	31,208	32,722	32,797	32,898	30,801	388,366
Number of Operators	168	168	164	164	161	157	155	152	152	156	155	158	159
Total Chargeable Collisions	3	3	2	1	4	1	4	1	6	4	2	5	36
Number of Trips Scheduled	22,707	24,360	22,384	22,384	25,420	23,782	23,830	24,582	25,585	23,859	26,848	23,149	288,890
Number of Trips Missed	14	13	22	10	11	11	10	19	20	72	13	12	227
Of Trips Scheduled - % Missed	0.06%	0.05%	0.10%	0.04%	0.04%	0.05%	0.04%	0.08%	0.08%	0.30%	0.05%	0.05%	0.08%
On Time Performance %	85%	87%	86%	86%	88%	87%	89%	89%	87%	85%	85%	85%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	11	11	19	8	14	5	8	7	20	12	7	3	125
Road Calls for Mechanical	7	8	18	6	13	2	7	5	12	6	5	2	91
Fleet Average Miles between Mechanical Road Calls	28,673	35,117	25,342	37,671	23,947	48,167	35,463	42,438	35,872	56,774	62,557	129,702	36,897
No. Maint. Employees	26	25	24	26	25	27	26	25	26	25	25	26	26

CLIPPER TREND



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	OTHER FARE	% OF POTENTIAL
Jul-19	251,318	93,324	3,387	154,607	115,097	39,510	74.4%
Aug-19	333,015	131,872	4,078	197,065	141,891	55,174	72.0%
Sep-19	352,920	147,674	6,139	199,107	147,198	51,909	73.9%
Oct-19	368,471	140,953	6,183	221,335	165,437	55,898	74.7%
Nov-19	292,286	99,659	5,107	187,520	143,794	43,726	76.7%
Dec-19	-	-	-	-	-	-	-
Jan-20	-	-	-	-	-	-	-
Feb-20	-	-	-	-	-	-	-
Mar-20	-	-	-	-	-	-	-
Apr-20	-	-	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
Grand Total	1,598,010	613,482	24,894	959,634	713,417	246,217	74.3%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude Summer Youth Pass

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

Route Description Summary

Route #	Description
1	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
5	BART Walnut Creek, Riviera Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
27	North Concord /Martinez Bart, Mason Circle
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, 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, 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: 10/01 to 10/31/19

LINK and BART Statistics

FY 19/20
OctoberVariance
from goalFY 18/19
OctoberFY 19/20
YTD**Ridership Statistics**

1	ADA Passengers	12,217		12,945	46,270
2	Companions	56		63	251
3	*Personal Care Assistants	830		1043	4,529
4	SilverRide Pilot	445			1,717
5	Total Passengers	13,548		14,051	52,767

Scheduling Statistics

6	Total Number of No Shows & Late Cancels	1,361			4,859
7	SilverRide Pilot No Shows & Late Cancels	131			395
8	Total number of Cancellations	860			2,675
9	Same Day Trips	164			760
10	Denial Trips	-			-
11	Go Backs/ Re-scheduled	52			169

Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%

12	Revenue Hours	6,678.00		7,385.00	26,059.60
13	ADA Passengers per RVHr.	1.83	-0.17	1.90	1.77
14	Average Trip Length (miles)	11.67		9.5	9.06
15	Average Ride Duration (minutes)	30.58		31.8	30.69
16	Total Cost per ADA Passenger	\$ 47.88			\$ 49.94
17	*Service Miles	111,265		134,150	432,323
18	Billable Service Hours	8,147.00		9,320.42	31,680.20
19	SilverRide Pilot Cost	\$ 15,130.00			\$ 58,378.00
20	LINK & BART Fuel Cost	\$69,769.25			\$252,101.57
21	Total Cost	\$606,312.89		\$ 522,037.77	\$1,746,443.34

On Time Performance**Standard Goal = 90%; Incentive Goal = 92%**

22	Percent on-time	92.5%	0.0%	77%	88.5%
23	SilverRide Pilot OTP	100.0%			98.3%
24	Arrived 15-29 minutes past window	243			1302
25	Arrived 30-59 minutes past window	77			574
26	Arrived 60 minutes past window	8			76
27	Total Missed Trips	21			144
28	Transfer Trips	1300		1,155	4680

Customer Service**Complaint Standard Goal = 2/1,000 passengers**

29	Total Complaints	4	0	12	16
30	Timeliness	2	0		3
31	Driver Complaints	2	0		3
32	Equipment / Vehicle	0	0		0
33	Scheduling/Staff Skill	0	0		2
34	Commendations	3		2	7
35	Ave. wait time in Queue for reservation	1.14			1.15
36	Ave. wait time in Queue for customer service	1.02			0.96

Safety & Maintenance**Accident Standard Goal = .5/100,000 miles; Roadcall**

37	Total accidents per 100,000 miles	0.00005	0	0	0
38	Roadcalls per 100,000 miles	0	0	0	0

Eligibility Statistics

40	*Total ADA Riders in Data Base	2,475			2,612
41	*Total Certification Determinations	137			465
42	*Initial Denials	1			5
43	*Denials Reversed	-			0

* Eligibility Statistics audited

* Service Miles are currently being audited.

* Number of PCA is currently being audited.

* Farebox information included in Fare Recon Report.

* YTD ADA Passenger Cost is not based on the Total Cost

* Total Passenger Cost includes SilverRide Pilot

Not included in previous MOP

Transdev G.M.:

Date: 12/24/19

CCCTA PARATRANSIT

Performance Report: 11/01 to 11/30/19

LINK and BART Statistics

FY 19/20
NovemberVariance
from goalFY 18/19
NovemberFY 19/20
YTD**Ridership Statistics**

1	ADA Passengers	10,246		10,665	56,516
2	Companions	72		70	323
3	*Personal Care Assistants	550		1,194	5,079
4	SilverRide Pilot	398			2,115
5	Total Passengers	11,266		11,929	64,033

Scheduling Statistics

6	Total Number of No Shows & Late Cancels	1,137			5,996
7	SilverRide Pilot No Shows & Late Cancels	56			451
8	Total number of Cancellations	868			3,543
9	Same Day Trips	200			960
10	Denial Trips	-			-
11	Go Backs/ Re-scheduled	24			193

Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%

12	Revenue Hours	5,701.20		6,612.00	31,760.80
13	ADA Passengers per RVHr.	1.80	-0.20	1.80	1.78
14	Average Trip Length (miles)	11.67		11.5	11.44
15	Average Ride Duration (minutes)	31.49		33.5	30.85
16	Total Cost per ADA Passenger	\$ 52.92			\$ 50.53
17	*Service Miles	92,793.87		136,955	525,117
18	Billable Service Hours	6,933.00		8,488.94	38,612.10
19	SilverRide Pilot Cost	\$ 13,532.00			\$ 56,780.00
20	LINK & BART Fuel Cost	\$53,867.95			\$305,969.52
21	Total Cost	\$563,260.35		\$ 483,382.26	\$2,083,071.20

On Time Performance**Standard Goal = 90%; Incentive Goal = 92%**

22	Percent on-time	93.3%	0.0%	81%	89.4%
23	SilverRide Pilot OTP	99.3%			98.1%
24	Arrived 15-29 minutes past window	179			955
25	Arrived 30-59 minutes past window	63			634
26	Arrived 60 minutes past window	6			80
27	Total Missed Trips	12			152
28	Transfer Trips	1014		1,096	5694

Customer Service**Complaint Standard Goal = 2/1,000 passengers**

29	Total Complaints	3	0	14	19
30	Timeliness	1	0		4
31	Driver Complaints	2	0		3
32	Equipment / Vehicle	0	0		0
33	Scheduling/Staff Skill	0	0		2
34	Commendations	1		0	8
35	Ave. wait time in Queue for reservation	1.23			1.16
36	Ave. wait time in Queue for customer service	1.06			0.98

Safety & Maintenance**Accident Standard Goal = .5/100,000 miles; Roadcall**

37	Total accidents per 100,000 miles	0	0	0	10
38	Roadcalls per 100,000 miles	0	0	0	0

Eligibility Statistics

40	*Total ADA Riders in Data Base	2,482			2,587
41	*Total Certification Determinations	105			570
42	*Initial Denials	0			5
43	*Denials Reversed	1			1

* Eligibility Statistics audited.

* Service Miles are currently being audited.

* Number of PCA is currently being audited.

* Farebox information included in Fare Recon Report.

* YTD ADA Passenger Cost is not based on the Total Cost

Not included in previous MOP

Transdev G.M.:

Date: 12/24/19