County Connection

INTER OFFICE MEMO

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

Directors: Dave Hudson, Robert Storer, Keith Haydon
Staff: Bill Churchill, Rashida Kamara, Melody Reebs
Public: None

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

1. Approval of Agenda

The Committee approved the agenda.

2. Public Communication

None

3. Approval of Minutes of September 6, 2019

The Committee approved the minutes.

4. Route 335 Update

Ms. Reebs provided an update on the new weekend Route 335, which serves San Ramon and began in August. Staff partnered with 511 Contra Costa to provide free rides on the route for the first couple months of service. Ridership during the month of September averaged about 140 daily passengers, or close to 10 passengers per hour. Ms. Reebs added that many riders are getting on at the stop near City Center, in addition to the San Ramon Transit Center and Dublin/Pleasanton BART station. Director Hudson noted that with plans to develop housing within Bishop Ranch, demand for transit in the area will continue to grow.

5. Regional Transfer Trip "Rider Choice" Pilot

Ms. Kamara provided an overview of a project that staff has been working on to implement a new ADA service that will provide one-seat rides for regional trips. Currently, regional trips require transferring between paratransit providers, which involves a high level of coordination and special procedures. The proposed pilot program would give riders the option to choose a more premium service that would take them all the way to their destination without having to transfer. Ms. Kamara said that staff is currently working to obtain pricing from potential providers, including County Connection's current paratransit operator. Director Wilk asked whether the cost of providing the service would be more

than just subsidizing rides on services like Uber. Mr. Churchill responded that rideshare companies like Uber and Lyft are unable to accommodate ADA trips, as many don't have wheelchair-accessible vehicles. Director Storer asked how long the pilot period would be. Mr. Churchill responded that it would be a one-year pilot.

6. Monthly Reports

Mr. Churchill stated that ridership has started to trend upwards since July, even when excluding ridership from BART bus bridges. He added that overall passengers per revenue hour in September exceeded the agency's target for the first time in the last few years. He also noted that Clipper usage has continued to grow since the fare changes and is up to over 70%.

7. Committee Comments

Director Hudson mentioned that there will be four conferences on the west coast next year, including ITS, EVS, AWMA, and APTA.

8. Future Agenda Items

Director Storer asked staff to provide an update on ADA paratransit services, including the implementation of enhancements under the new operations contract.

9. Next Scheduled Meeting

The next meeting was scheduled for December 6th at 8:15 a.m. at 3338 Mt. Diablo Blvd.

10. Adjournment – The meeting was adjourned at 9:06 a.m.

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

County Connection

INTER OFFICE MEMO

To: Operations & Scheduling Committee **Date:** 11/25/2019

From: Melody Reebs, Manager of Planning **Reviewed by:** Rf

SUBJECT: MTC Onboard Passenger Survey

Background:

Since 2010, the Metropolitan Transportation Commission (MTC) has managed a regional transit passenger survey program for fixed-route services operating within the nine-county Bay Area. The purpose of the survey is to collect data that is used by MTC to support regional planning efforts and to fulfill Title VI requirements. Surveys are conducted by MTC for each operator roughly every five to seven years. MTC just completed its most recent survey of County Connection's passengers in October 2019.

Survey Results:

Surveyors collected a total of 1,079 responses on weekday routes, or about 9% of average weekday ridership. A sampling plan was developed in order to obtain a representative number of responses across the different routes and time periods in proportion to ridership. The survey effort did not include 600-series school routes. A smaller sample of 109 surveys was collected for weekend routes. The following results summarize weekday responses only.

Trip Characteristics

About half of passenger trips surveyed were between home and work, while about 17% of trips involved going to or coming from school. About 49% of passengers needed to make a transfer to complete their trip. This includes 35% who indicated that they transferred to or from BART, and 15% who transferred to or from another County Connection bus. A large majority (88%) indicated that they walk in order to get to and from transit.

Over two-thirds of trips (69%) started and ended within Central Contra Costa County. Almost 40% of all trips occurred within or between Concord, Walnut Creek, and Pleasant Hill. About 12% of trips started or ended in Alameda County, namely Oakland and Pleasanton, and 8% of trips started or ended in San Francisco. Another 8% of trips started or ended in Eastern Contra Costa County, including Pittsburg and Antioch.

Fare Payment

About 70% of passengers paid an Adult fare, and 25% rode for free, either on a free route or using an employer or school pass. Consistent with the increasing Clipper usage trends since

the March 2019 fare changes, about 78% of passengers who had to pay a fare indicated that they used Clipper.

Rider Profile

Of the survey responses, about 83% of riders are residents of Central Contra Costa County. The table below shows a comparison of select County Connection rider demographics to those of Central Contra Costa County overall. In particular, it includes characteristics where there are notable differences between the average County Connection rider and the average resident in the area.

	County Connection Riders	**Central Contra Costa Residents[(1)]**
Vehicles Available		
No vehicles	22%	5%
1 vehicle	44%	27%
Household Size		
3 people	28%	17%
4 or more people	38%	25%
Workers per Household		
2 workers	46%	32%
3 or more workers	26%	6%
Annual Household Income[(2)]		
Less than $25,000	25%	10%
$25,000-$50,000	39%	25%
$50,000-$75,000	20%	14%
Age		
18-24	19%	7%
25-34	25%	11%
Race		
Hispanic or Latino origin	19%	15%
Black or African American	18%	3%

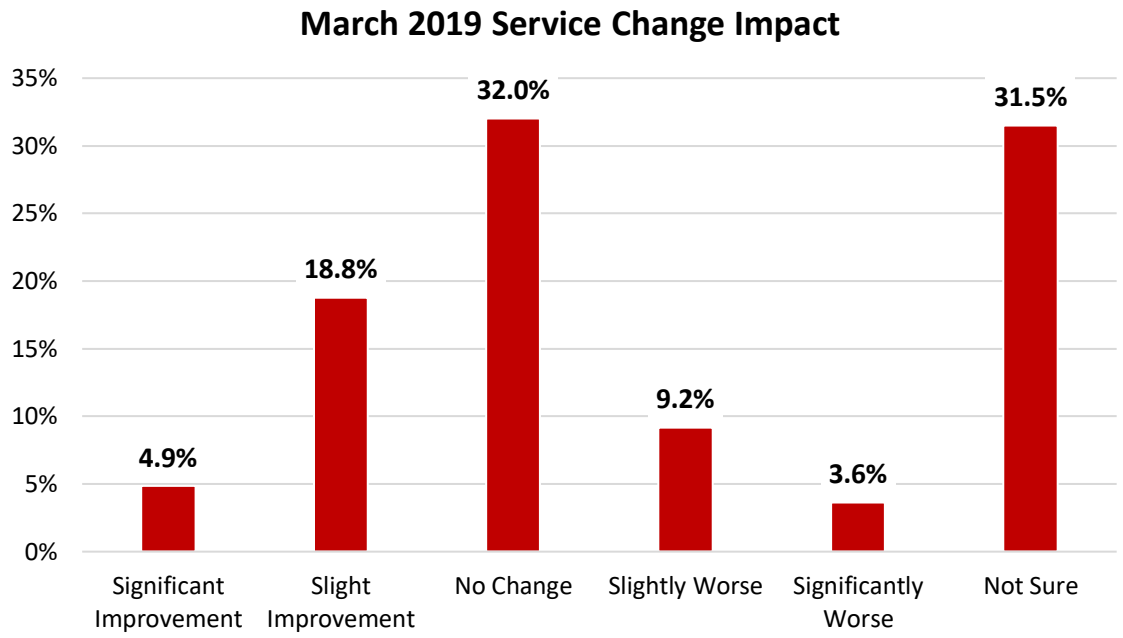
Notes:

(1) Based on 2017 American Community Survey 5-year estimates

(2) About 38% of survey respondents declined to provide income information. Percentages exclude those who did not respond to this question.

Service Changes

The survey included a question asking respondents how the recent service changes in March affected their experience using County Connection. About 24% reported an improvement, while about 13% said their experience is now worse. About one-third reported no change, and another one-third of respondents were not sure.



Overall, riders on Routes 4, 6, and 7 tended to rate the changes as an improvement. This is not surprising given that frequency was increased on two of those routes, Routes 4 and 6. Route 98X had a slightly higher percentage of respondents saying that the changes made their experience worse. Although service frequency was increased on the route, there were some later evening trips that were cut. It should also be noted that responses are not necessarily related to the route that the survey was taken on, as some riders may take multiple County Connection routes.

Financial Implications:

None. All costs associated with the survey were paid by MTC.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

County Connection

INTER OFFICE MEMO

To: Operations and Scheduling **Date:** 11/28/2019

From: Rashida Kamara, Manager of Accessible Services **Reviewed by:** WC.

SUBJECT: Transdev Transition Update Part 2

Background:

Transdev assumed County Connection's paratransit contract from First Transit in July 2019. In its request for proposal, County Connection, asked for the in-coming contractor to address long standing performance issues, bring about user friendly technologies for passengers, and develop transit partnerships to increase service efficiencies.

After winning the bid Transdev spent 60 days prior to the contract's commencement, on-boarding drivers, reviewing service parameters, training staff and becoming familiar with LINK service rules. As with any transition we have faced both successes and challenges.

Challenges:

There have been a number of challenges that Transdev have had to overcome in order to effectively manage and operate the LINK service

- Lack of sufficient training for employees prior to the transition
- Lack of correctly designed Processes and Reports
- Insufficient Fare collection procedures
- Implementing a brand new service model and achieving full employee buy in.

Cost

Driver living wages were increased from $13hr to $19hr. Call center staff and dispatchers also received living wage increases from $12hr to $16HR and $13hr to $23hr based on tenure.

Productivity in the past 5 months has yet to reach the goal of 2.0. We ended the FY18/19 with a 2.02. This was mostly due to extreme driver shortage. So, although productivity was high, service quality was still very poor with complaints at an all-time high. Productivity comparisons are not necessarily accurate as a result. Productivity in July was 1.80 and has remained at 1.90.

Service improvements:

Since Transdev's assuming the contract, service quality from the rider's perspective noticeably continues to improve (see letters attached). We ended the FY18/19 fiscal year at 81% on-time. We started in July at 90% with a slight dip to 88% in September due to pulling drivers off the road to train, October was 92.5% and November is 93.3% to date.

Technology:

- On July 1, 2019, we transitioned to using tablets with a small percentage of the fleet. We continued to train drivers and added tablets each day until we were fully automated by July 11, 2019. By the end of the month we had gone paperless.
- On November 1, 2019, we launched My Transit App, a smartphone app that allows users to monitor the status of their trips in real time. It also provides the ability to see where the bus is on the map (This is especially helpful for "where are my ride" calls and has minimized those calls from the call center). It also provides notifications by way of email, text and voice alerts of when the driver arrives. It can also be configured to inform family members of the same trip status, which has minimized calls to the call center. More excitingly is the ability for the rider to rate their experience in real time and that feedback is instantly relayed back to LINK and County Connection Staff. Riders can rate their experience from 1-5 with one being the lowest or least satisfactory to 5 where their experience was exceptional. Our current rating 4.50.

A brief demonstration on the My Transit App will be presented at the O&S meeting.

Financial Implications:

Staff will continue to monitor closely the rising cost of Paratransit by paying attention to the cost of fuel and working to meet productivity standards of 2.0.

Attachments:

- Letter from Choice in Aging
- Letter from Paratransit User

CHOICE IN AGING
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94-2822559

Debbie Toth
Chief Executive Officer

Rashida Kamara
Manager of Accessible Services
County Connection
2477 Arnold Industrial Way
Concord, CA 94520

October 25, 2019

Re: New paratransit provider, Transdev

Dear Rashida:

The purpose of this letter is to provide feedback regarding County Connection's new paratransit contractor, Transdev. As you know, we had a myriad of problems through the years with First Transit, many of which were never resolved. These included extremely long wait times when calling reservations or trying to reach dispatch, issues with the manifests, mix-ups in our participants with participants from RES next door, long travel times, etc.

From our perspective, Transdev's service has been much better since July. For example, Christian Sanchez in scheduling has been excellent. He provided all of the Passenger ID numbers for us so that we could reference them when calling about a Mt. Diablo Center participant. Additionally, he communicates with me and our receptionist, Kitty Cryderman, whenever there is a question or an issue regarding a Mt. Diablo Center participant.

For the most part, the drivers have been attentive and helpful. We have had only a few complaints since July. Whereas, in the past, I was getting complaints in writing or verbally from our staff on a daily basis. It was taking an inordinate amount of time from Mt. Diablo Center staff to get to resolution.

April Lewis has helped us with problems reported by a participant and we have gotten information in a timely manner. Just last week a participant reported a fall, which in fact was not. It is important to get these reports validated as quickly as possible.

Finally, we appreciate the invoice format and resolution to an issue we had regarding the first Transdev invoice.

If you need any further information, please feel free to call or email.

Best Regards,

Lisa Hammon

Lisa Hammon, Director of Special Projects

November 18, 2019

Via email

Rashida Kamara
Manager of Accessible Services
County Connection
2477 Arnold
Concord, CA 94520

Dear Rashida:

BRAVO!

Everyone involved in the Transdev transition deserves to hear that, from the drivers to the many working behind the scenes.

Transdev's new technology has substantially improved the paratransit rider's experience. Equally as laudable has been the effective implementation of the transition. To achieve so much change in so little time is a testament to the strong leadership and organizational management you and your team have brought to the table.

Timing is everything! I've observed the transition seated in my wheelchair in the back of Link's vehicles and have seen the progress firsthand. As I'll describe below, my first round of rides were examples of the old Link service model's worst and best. Since then, I've experienced the positive contrast brought by Transdev.

The accumulative changes the transition team and drivers have been able to achieve over the past five months makes quite a difference! Allow me to compare the old and the new systems, using my rider experiences to demonstrate the great inroads you all have achieved.

- Before the Transdev transition
  Last Spring, I received conditional paratransit privileges just as the Transdev's transition started, yet my first trip wasn't until June. I needed to get to a doctor's office in Blackhawk Plaza which was neither accessible nor near a fixed route. This first trip was as hair-raising as *Mr. Toad's Wild Ride*; however, the experience helped me understand why paratransit had such a bad rap within the disabled community.

  The driver arrived to where I was waiting 30 minutes past the pickup window. He couldn't find the paratransit bay at Walnut Creek BART. After loading me, he drove north to Contra Costa Center because his manifest was out of order. The driver announced that the next passenger would be dropped off in Clayton before we would leave for Danville. With my appointment starting in only 15 more minutes, I knew I would be very late. I called my doctor to apologize and beg that my appointment not be cancelled as a no-show.

About 20 minutes later, we arrived at the next passenger's home. The driver went to help him out the door, only to find the rider had decided to cancel. I groaned, but then had some hope that I'd be less tardy. Before continuing, the driver pulled out a paper map to augment his personal GPS as he planned his route to Blackhawk.

As the driver raced down the I680, he kept checking his map because the GPS was taking us on the longest route. Since he wasn't familiar with the design of the lanes and off-ramps, he nearly missed the exit and unsafely swerved. The breakneck speed and sudden maneuvers were hair-raising.

Finally, he asked if I could help him with directions. Luckily, I knew the route, so I suggested an easier and more direct way. Whew…we finally made it to the appointment 45 minutes late. I laughed off the anxiety with the doctor and hoped that the trip home would be better.

Afterwards, my pickup was again late. While waiting at the curb and assuring passersby that my ride really was en route, I started to doubt the reliability of using paratransit. I started analyzing what wasn't working: I asked myself, "Why isn't the system using technology to help with the scheduling and routing like Uber and Lyft do?"; "Why does the driver have to provide their own GPS?"; And, "Why can't the passenger have an Uber-like app to help see their rides?"

After more waiting, the dispatcher finally called me to say the driver was lost and could I give directions. That helped…within minutes he arrived. Immediately, I sensed his calm demeanor, sincerity, and best of all his competence. That was a positive contrast from my earlier harried ride.

My blood pressure dropped as the driver and I chatted while he drove one other passenger home before heading north towards Walnut Creek. I shared about the stress of my earlier experience and he listened with empathy. He explained Link's workings. He shared about the operations from his viewpoint. His insights into the upcoming changes with Transdev helped me further see inside the program's processes. Despite the heavy commute traffic, he safely drove me home.

- <u>After the Transdev transition</u>
  A few weeks passed before I scheduled my next set of rides. Thankfully, I had the benefit of hearing directly from you about the Transdev transition plan—and I now had a basis for comparison. The initial process improvements were immediately apparent.

  Chatting with my drivers, I learned how they experienced the changes and how it was working for other passengers. Those drivers who were tech savvy and resilient were excited by the possibilities brought by Transdev's new practices and technology. Others were wary but open to the changes, and only a few seemed to be struggling. In real time, I saw the dispatchers and drivers collaborating to learn the new systems and make them even better.

During the weeks that followed, I saw continued improvements as the drivers' leaned into the new ways. You could see the benefits as they built their trust in the new processes, procedures, and most importantly the routing technology. Their job stress levels seemed to drop so rides were increasingly more relaxed. A few of my trips were in the Big Star vans which exposed me to that part of the service model. In every case, it was clear the drivers were first concerned about my safety and had been trained in how to assure it.

By showing an interest in each driver, I learned about their typical workday, job designs, and Transdev's approach. Often, drivers shared why they were motivated to work for Link/Transdev. This was touching because it wasn't just for the money; their compassion for helping their passengers be out in society was equal. All these insights could be the makings of a sociology/ operations case study.

By August, I could see that the continuous improvements were helping make my itineraries more predictable. There seemed to be fewer and fewer bugs in the technology used for creating the manifest, routing, and scheduling. That changed the game by increasing Link's reliability for me. The drivers were generally on time. They stayed focused and knew their way.

Mis-ordered trips no longer have seemed to be a problem. When drivers have problems, the dispatchers usually communicate with me, explaining status or helping the driver find me at the venue. Those extra steps prevent frustration and keep us on-time. (Even when other riders throw curve balls, the drivers handle the situation with equanimity and grace. That reflects well on the hiring process, labor management, and training.)

Another improvement is that my rides generally arrive within the promised 30-minute pickup windows. I have made it a point to get to the curb by the start point, but to do so though means I have had to "hurry up and wait." With the old program, waiting at the curb was unpredictable. With the new system, the driver usually arrives at the beginning of the pickup window. These improvements have meant that I'm not sitting late at night in unsafe places until my ride arrives.

Since I have retired from driving, I've spent a lot of valuable time waiting for fixed- and paratransit. Appointments that used to be a 10-minute car trip from home, now take me several hours. What an opportunity cost!

While waiting for paratransit, I use to wonder: "Where is my ride? Will it be on time? If not, do I need to call ahead to let my appointment know so I'm not charged a cancellation fee or then have to wait months for another appointment? How far off schedule will we be?"

Regardless, I would ask: "What else could I be doing with my time--if I wasn't sitting at the curb?" The long hours traveling around the county have absorbed much of my time and have been physically exhausting. The lost productivity felt like my human potential no longer mattered to society just because I couldn't drive myself anymore. It also felt like the loss of a basic right: getting door-to-door.

I have replaced my frustration by being grateful about the blessing of having paratransit services at all. It would be even worse if the ADA hadn't provided for paratransit. Instead, I also shift to thinking about how I'd solve the problem: "What if I could tell how far off the driver was? Then, I could plan, manage my time, do one more thing, and then regain the ability to actually seize the day."

So, imagine my excitement when the Transdev phone app was rolled out. What a game changer! The app's real-time status has eliminated my forgone time. As a passenger having info means I once again can live more of my life.

My new ability to see what's happening makes all the difference. I can verify from the time of booking that my trip is correctly set-up and stay updated throughout each ride's life cycle. With the reminders and count-down alerts in real-time, I won't miss a ride.

Added features on the app like watching the driver's progress on the app's map helps me gauge the driver's arrival timing. Predictability is a good thing! No more pestering the dispatcher to verify I was still on the manifest, and fewer calls to ask, "Where's my ride?" That reduces stress! The extra time was a true gift, what a difference it makes to do one more thing or make one more call before the bus arrives. Best of all: no more sitting idly at the curb.

Rashida, all these improvements have given me back my life! Link's new collaboration with Transdev sends a powerful message to stakeholders that our time indeed is respected. Paratransit is there to help us live fuller lives. The new model also conveys that our lives are as valued as much as a more able person. I am grateful for the sincere care that everyone has put into making this a success from the passenger's perspective.

Thank you for asking for my perspective, being curious, and letting me share my experiences with you. Most importantly, please share this with your team and the drivers. I hope they are all encouraged to see that their hard work, patience, and commitment to continuously improve has increased the quality of their passengers' lives.

Respectfully yours,
Marjorie "Marji" McWee
415/350-3659
m.mcwee@att.net

County Connection

INTER OFFICE MEMO

TO: O&S Committee **DATE:** November 26, 2019

FROM: Melody Reebs, Manager of Planning **SUBJ:** **Fixed Route Reports**

Fixed Route Operating Reports for October 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

Title	Current Month	YTD Avg	Annual Goal
Total Passengers	368,471	326,431	
Average Weekday	14,315	13,091	
Pass/Rev Hour	18.2	17.0	Standard Goal > 17.0
Missed Trips	0.05%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	62,557	33,415	Standard Goal > 18,000

* *Based on current standards from updated SRTP*

Analysis

Average weekday ridership was slightly lower in October (14,315 passengers) than September (14,428 passengers) and higher than October 2018 (13,303 passengers) or (7.6%).

Passengers per hour in October was 18.2 which is lower than September at 18.8 but higher than October 2018 when passengers per hour was 15.7.

The percentage of missed trips in October was 0.05% which is lower than the prior month (0.30%). The higher percentage during the previous month was mainly due to operator availability on September 9th.

The number of miles between roadcalls was 62,557 miles in October, higher than the prior month in which there were 56,774 miles between roadcalls. The rolling 12 month average is 33,415 miles between roadcalls.

Of a total 368,471 passengers, 221,335 passengers had the potential to use a Clipper card aboard County Connection since 147,136 either used an employee sponsored program, free routes or Bart bus bridges. About 74.7% of the 221,335 potential Clipper card users paid using Clipper during this month.

MONTHLY BOARDINGS
Operations Data Summary

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
Oct 2019 - Fixed Route Boardings	349,563	Revenue Hours -	Oct 2019	20,240	Weekdays - Oct 19	23		
			Oct 2018	20,772	Oct 18	23	Fiscal 2020 YTD	1,305,724
Special Event - Bus Bridge	18,908	Revenue Miles -	Oct 2019	235,721	Saturdays - Oct 19	4		
			Oct 2018	223,484	Oct 18	4	Fiscal 2019 YTD	1,150,220
					Sundays - Oct 19	4		
					Oct 18	4		
Oct 2019 Total Boardings	**368,471**	**Passengers per Mile**		**1.6**	**Total Days - 2019**	**31**	**YTD Trend**	**13.5%**
Oct 2018 Total Boardings	**325,797**	**Passengers per Hour**		**18.2**	**2018**	**31**	**Monthly Trend**	**13.1%**

Oct 2019 Fixed Route Passenger Total

Route	Destination Information	Weekday	Saturday	Sunday	Total	Average Oct 19 Wkdy	Sat	Sun	Pass per Rev Hour	Average Oct 18 Wkdy	Sat	Sun	Pass per Rev Hour
1	Rossmoor / Shadelands	8,545			**8,545**	372			**14.0**	387			**12.2**
4	Walnut Creek Downtown Shuttle	19,281	1,920	1,422	**22,624**	838	480	356	**23.0**	831	608	422	**26.4**
5	Creekside / Walnut Creek	13,031			**13,031**	567			**31.6**	542			**29.0**
6	Lafayette / Moraga / Orinda	14,449	342	267	**15,057**	628	86	67	**13.7**	530	118	84	**14.9**
7	Shadelands / Pleasant Hill / Walnut Creek	13,287			**13,287**	578			**28.4**	472			**22.2**
9	DVC / Walnut Creek	11,247			**11,247**	489			**17.2**	530			**12.6**
10	Concord / Clayton Rd	26,409			**26,409**	1,148			**28.7**	1,160			**24.2**
11	Treat Blvd / Oak Grove	10,317			**10,317**	449			**25.6**	319			**16.5**
14	Monument Blvd / Walnut Creek	29,336			**29,336**	1,275			**22.7**	629			**15.9**
15	Treat Boulevard	8,069			**8,069**	351			**12.5**	496			**16.1**
16	Alhambra Ave / Monument Blvd	20,979			**20,979**	912			**21.2**	697			**13.4**
17	Olivera / Solano / Salvio / North Concord	5,868			**5,868**	255			**15.7**	277			**14.9**
18	Amtrak / Morello / Pleasant Hill	9,610			**9,610**	418			**13.9**	429			**13.6**
19	Amtrak / Pacheco Blvd / Concord	3,195			**3,195**	139			**11.5**	151			**10.9**
20	DVC / Concord	30,044			**30,044**	1,306			**27.4**	1,176			**23.9**
21	Walnut Creek / San Ramon Transit Center	12,458			**12,458**	542			**10.9**	563			**11.0**
27	N Concord / Martinez / Masion Circle	1,918			**1,918**	83			**21.5**	-			**-**
28	Martinez / DVC	3,109			**3,109**	135			**9.3**	338			**11.2**
35	Dougherty Valley	17,050			**17,050**	741			**16.2**	602			**17.4**
91X	Concord Commuter Express	1,809			**1,809**	79			**15.7**	74			**14.2**
92X	ACE Shuttle Express	4,344			**4,344**	189			**15.5**	194			**15.3**
93X	Kirker Pass Express	3,494			**3,494**	152			**10.0**	158			**10.1**
95X	San Ramon / Danville Express	3,684			**3,684**	160			**19.3**	169			**17.0**
96X	Bishop Ranch Express	12,207			**12,207**	531			**15.1**	533			**15.0**
97X	Bishop Ranch Express	2,346			**2,346**	102			**11.8**	102			**10.3**
98X	Martinez Express	7,661			**7,661**	333			**12.2**	358			**13.3**
99X	Martinez / BART Express	2,068			**2,068**	90			**6.5**	33			**2.3**
250 *	Gael Rail Service	16	9	8	**33**	2	2	2	**0.3**	6	12	9	**1.5**
260 *	Cal State East Bay / Concord BART	221			**221**	10			**2.0**	9			**1.0**
310	Concord Bart / Clayton Rd / Kirker Pass		1,752	1,482	**3,234**		438	370	**15.4**		440	366	**23.6**
311	Concord / Oak Grove / Treat Blvd / WC		1,248	906	**2,154**		312	227	**9.1**		199	212	**13.2**
314	Clayton Rd / Monument Blvd / PH		2,232	1,763	**3,995**		558	441	**16.9**		542	427	**17.3**
315	Concord / Willow Pass / Landana		231	167	**398**		58	42	**5.5**		58	35	**7.0**
316	Alhambra / Morello / Pleasant Hill		1,333	1,025	**2,358**		333	256	**10.9**		280	256	**10.8**
320	DVC / Concord		857	603	**1,460**		214	151	**15.5**		204	133	**12.9**
321	San Ramon / Walnut Creek		931	781	**1,713**		233	195	**8.2**		222	176	**9.4**
335	BART Dublin / San Ramon		577	472	**1,049**		144	118	**6.0**				
Alamo Creek *	Alamo Creek / BART Walnut Creek	574			**574**	25			**3.3**	30			**3.7**
600's	Select Service	32,133			**32,133**	1,397			**37**	1,172			**23.5**
712	Bay Point / BART PH / Berkeley	360			**360**	16			**5.6**				
715	North Concord / Lafayette BART	116			**116**	5			**4.1**				
	TOTALS	**329,234**	**11,433**	**8,897**	**349,563**	**14,315**	**2,858**	**2,224**	**17.7**	**13,303**	**2,756**	**2,200**	**15.7**

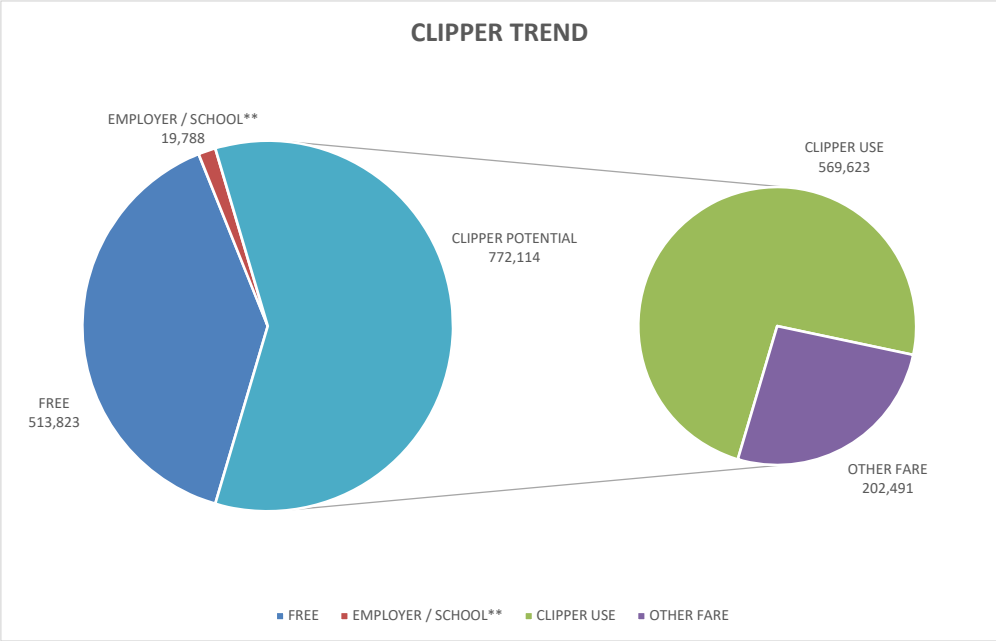
* Data from LINK Operators ** Seasonal Routes

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 November	2018 December	2019 January	2019 February	2019 March	2019 April	2019 May	2019 June	2019 July	2019 Aug	2019 Sep	2019 Oct	12 Month TOTALS
Work Days	29	30	30	28	31	30	30	30	30	31	29	31	359
Revenue Hours	18,801	18,288	19,694	18,307	20,335	19,280	19,962	17,339	17,937	19,812	18,735	20,240	228,730
Operator Pay Hours	31,956	34,356	35,928	30,724	32,730	31,329	32,865	30,009	31,208	32,722	32,797	32,898	389,521
Number of Operators	164	168	168	164	164	161	157	155	152	152	156	155	160
Total Chargeable Collisions	1	3	3	2	1	4	1	4	1	6	4	2	32
Number of Trips Scheduled	23,260	22,707	24,360	22,384	22,384	25,420	23,782	23,830	24,582	25,585	23,859	26,848	289,001
Number of Trips Missed	22	14	13	22	10	11	11	10	19	20	72	13	237
Of Trips Scheduled - % Missed	**0.09%**	**0.06%**	**0.05%**	**0.10%**	**0.04%**	**0.04%**	**0.05%**	**0.04%**	**0.08%**	**0.08%**	**0.30%**	**0.05%**	**0.08%**
On Time Performance %	85%	85%	87%	86%	86%	88%	87%	89%	89%	87%	85%	85%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	16	11	11	19	8	14	5	8	7	20	12	7	138
Road Calls for Mechanical	12	7	8	18	6	13	2	7	5	12	6	5	101
Fleet Average Miles between Mechanical Road Calls	**36,957**	**28,673**	**35,117**	**25,342**	**37,671**	**23,947**	**48,167**	**35,463**	**42,438**	**35,872**	**56,774**	**62,557**	**33,415**
No. Maint. Employees	26	26	25	24	26	25	27	26	25	26	25	25	26



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	-	-	-	-	-	-	
Dec-19	-	-	-	-	-	-	
Jan-20	-	-	-	-	-	-	
Feb-20	-	-	-	-	-	-	
Mar-20	-	-	-	-	-	-	
Apr-20	-	-	-	-	-	-	
May-20	-	-	-	-	-	-	
Jun-20	-	-	-	-	-	-	
Grand Total	**1,305,724**	**513,823**	**19,788**	**772,114**	**569,623**	**202,491**	**73.8%**

*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)

147,136

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, Rivieria 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, Chilpancinco 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, Villag 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: 9/1 to 9/30/19

	LINK and BART Statistics	FY 19/20 September	Variance from goal	FY 18/19 September	FY 19/20 YTD
	Ridership Statistics				
1	ADA Passengers	10,884		10,960	34,053
2	Companions	67		56	195
3	*Personal Care Assistants	1,097		880	3,699
4	Total Passengers	12,048		11,896	37,947
	Scheduling Statistics				
5	Total Number of No Shows & Late Cancels	1,151			3,508
6	Total number of Cancellations	704			1,684
7	Same Day Trips	178			596
8	Denial Trips	-			-
9	Go Backs/ Re-scheduled	47			117
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
10	Revenue Hours	6,098.10		6,154.00	19,381.00
11	ADA Passengers per RVHr.	1.9	0.1	1.8	1.8
12	Average Trip Length (miles)	7.24		9.2	7.25
13	Average Ride Duration (minutes)	30.37		31.3	30.70
14	Total Cost per ADA Passenger	$ 50.89			$ 51.24
15	*Service Miles	101,467		110,017	321,058
16	Billable Service Hours	7,346.90		7,632.27	23,533.20
17	LINK & BART Fuel Cost	**$56,118.85**			**$182,332.32**
18	Total Cost	**$553,890.23**		**$ 444,736.56**	**$1,308,333.67**
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
19	Percent on-time	88.4%	1.6%	73%	87.1%
20	Arrived 15-29 minutes past window	296			763
21	Arrived 30-59 minutes past window	146			494
22	Arrived 60 minutes past window	15			66
23	Total Missed Trips	61			58
24	Transfer Trips	1142		1,001	2238
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
25	Total Complaints	3	0	16	9
26	Timeliness	1	0		0
27	Driver Complaints	2	0		3
28	Equipment / Vehicle	0	0		0
29	Scheduling/Staff Skill	0	0		2
30	Commendations	2		2	4
31	Ave. wait time in Queue for reservation	1.34			1.11
32	Ave. wait time in Queue for customer service	1.27			0.93
	Safety & Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall				
33	Total accidents per 100,000 miles	0.00001	0	0	0
34	Roadcalls per 100,000 miles	0.00001	0	2	0
	Eligibility Statistics				
35	*Total ADA Riders in Data Base	2,439			2,555
36	*Total Certification Determinations	116			328
37	*Initial Denials	-			2
38	*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

Not included in previous MOP

Transdev G.M.: _____

Date: 11/19/19