

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Friday, May 1, 2020

8:15 a.m.

DUE TO COVID-19, THIS MEETING WILL BE CONDUCTED AS A TELECONFERENCE PURSUANT TO THE PROVISIONS OF THE GOVERNOR'S EXECUTIVE ORDERS N-25-20 AND N-29-20, WHICH SUSPENDS CERTAIN REQUIREMENTS OF THE RALPH M. BROWN ACT.

MEMBERS OF THE PUBLIC MAY NOT ATTEND THIS MEETING IN PERSON.

Committee Directors, staff and the public may participate remotely by calling:

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Password: 512561

Public comment may be submitted via email to: hill@cccta.org. Please indicate in your email the agenda item to which your comment applies. Comments submitted before the meeting will be provided to the committee Directors before or during the meeting. Comments submitted after the meeting is called to order will be included in correspondence that will be provided to the full Board.

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

*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

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of March 6, 2020*
4. Fixed-Route Operations COVID-19 Update – Information Only*
(Staff will provide an update on fixed-route operations in response to COVID-19.)
5. Paratransit Operations Report COVID-19 Update – Information Only*
(Staff will provide an update on paratransit operations in response to COVID-19.)
6. Monthly Reports – Information only
 - a. Fixed Route*
 - b. Paratransit*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – June 5, 2020 (8:15am at 3338 Mt. Diablo Blvd.)
10. Adjournment

General Information

Public Comment: If you wish to address the Committee, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

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: 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 and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be sent to the Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org. Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, May 21, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, May 6, 8:30 a.m., 100 Gregory Ln, Pleasant Hill
Advisory Committee:	TBA, County Connection Board Room
Marketing, Planning & Legislative:	Thursday, May 7, 8:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, June 5, 8:15 a.m., 3338 Mt. Diablo Blvd, Lafayette

The above meeting schedules are subject to change and may be conducted as teleconference meetings. 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, March 6, 2020 at 8:15 a.m.**

Directors: Robert Storer, Kevin Wilk
Staff: Bill Churchill, Ruby Horta, Rashida Kamara, Lisa Rettig
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 January 3, 2020

The Committee approved the minutes.

4. Follow Up on Increased Drug Testing Rates for 2019

Mrs. Rettig provided an update on the recent increase in federal drug testing rates. Beginning last January, drug testing rates were doubled by the Federal Transportation Administration (FTA). Despite the increase in required testing, the transportation department has not been significantly impacted and the costs associated are within the budgeted amount of \$15,000.

5. Paratransit Operations Report Quarter 2 FY19/20

Mrs. Kamara provided an update on the paratransit operations for the second quarter of fiscal year 2019-2020. Although total passengers have decreased slightly, on-time performance has increased to 92%, compared to 80% to last year. Complaints have also increased, but that is largely due to an improved method of reporting. MyTransit App was launched in November 2019 and it has been incrementally adopted.

6. Bus Stops and Amenities

The O&S Committee requested a report on bus stops and amenities at the previous committee meeting. Ms. Horta provided information about County Connection's bus stops and amenities. In general, County Connection does not have purview over the public right of way at any of our bus stop locations. We serve over 1,200 bus stops and they are all

managed by the cities, county, and public or private entities. Additionally, bus shelters are maintained by the ad agency, Outfront Media, and each jurisdiction receives the ad revenues. County Connection does not generate any ad revenue from bus shelter advertising. County Connection is responsible for the bus stop flags and information panel, except in areas where a different entity (e.g. Bishop Ranch, City of Walnut Creek) has designed their own amenities.

7. Monthly Reports

Ms. Horta highlighted routes that continue to outperform the prior years' indicators as well as routes that may need to be restructured or eliminated in the future due to ongoing negative performance.

8. Committee Comments

None.

9. Future Agenda Items

None.

10. Next Scheduled Meeting

The next meeting was scheduled for May 1st at 8:15 a.m. via teleconference.

11. Adjournment – The meeting was adjourned at 9:15 a.m.

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

To: Operations & Scheduling Committee

Date: 4/22/2020

From: Melody Reeb, Manager of Planning

Reviewed by: *Ref*

SUBJECT: Fixed-Route Operations COVID-19 Update

Background:

In February, County Connection staff began closely monitoring the developments around COVID-19, or Coronavirus. On Tuesday, March 17, a shelter-at-home order took effect in Contra Costa County, as well as in five other Bay Area counties. The order designates public transit an essential activity in support of essential business, and the County has advised County Connection to continue operating service to the extent possible.

Service Impacts:

Starting Monday, March 16, schools were temporarily closed, and 600-series routes were suspended. Service on Routes 250 and 260, which serve Saint Mary's College and Cal State East Bay, was also discontinued as those campuses suspended in-person classes.

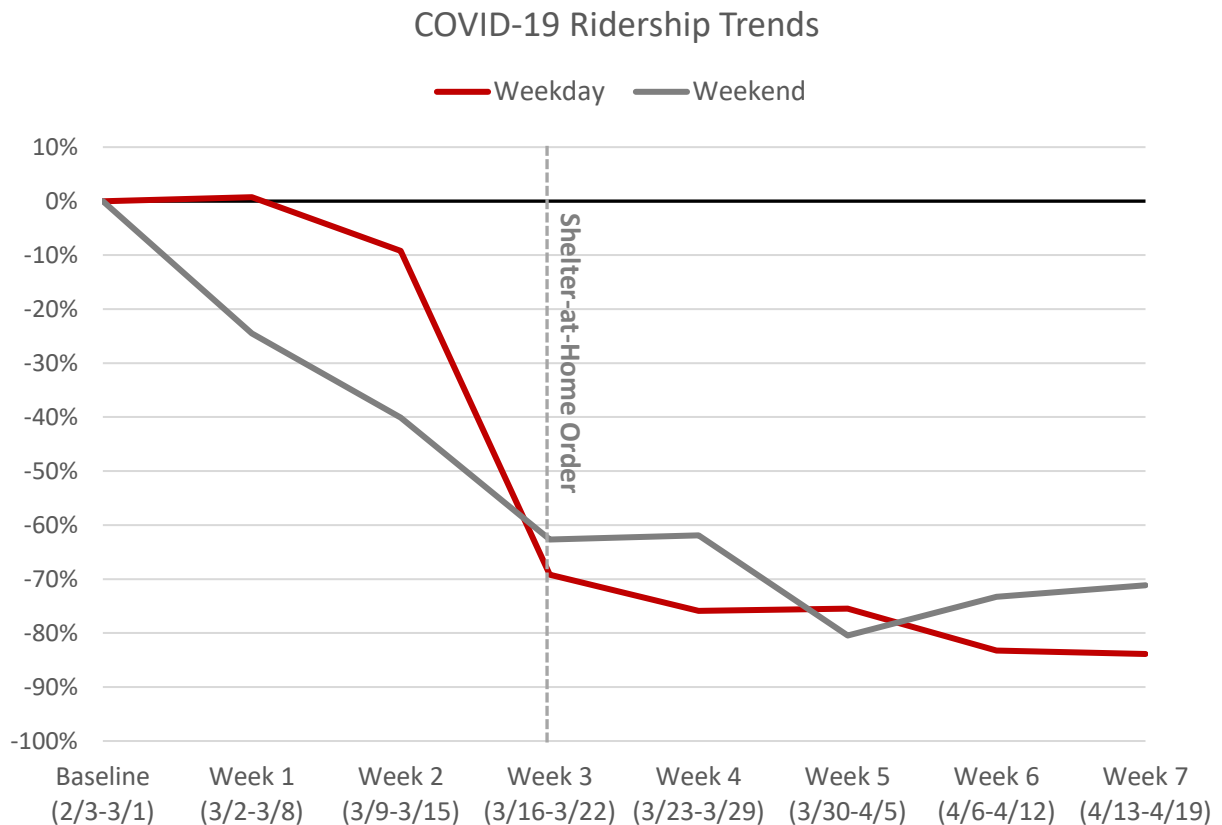
In anticipation of reduced operator availability, staff developed a service hierarchy that ranks runs based on ridership and meeting essential needs. Staff began making service reductions using this hierarchy on March 24th. Additional cuts were made starting April 8th. Staff has aimed to maintain as much local coverage as possible, with a focus on preserving service to transit-dependent populations, major medical facilities, and grocery stores. Most express routes have been eliminated due to low ridership. However, local service to those destinations has been retained and prioritized.

Since April 8th, BART has been running trains every half hour on weekdays, which has broken some coordinated transfers and generally resulted in longer transfer times. Staff have responded to customer complaints about missed transfers by adding holds on specific trips, which instruct the driver to wait up to 3 minutes for an incoming BART train.

Ridership Trends:

Following the shelter-at-home order, ridership initially fell about 70%. Since then it has continued to decline as County Connection and other transit operators including BART and ACE have had to reduce service. Weekday ridership is now down around 85%, or about 2,000

average daily passengers. The chart below shows the weekly change in ridership since March 2nd using the prior 4 weeks as a baseline.



Routes 14 and 16 are currently the most utilized routes, carrying an average of 8 passengers per trip. Both routes serve the Monument Corridor in Concord, which has a relatively high percentage of transit-dependent residents, as well as a number of essential businesses such as grocery stores and pharmacies. Route 16 also serves the county hospital in Martinez. Routes 1, 17, and 28 are also continuing to carry a fair amount of riders and are down only around 50-60% in ridership. These routes serve a number of medical facilities, including the John Muir Medical Centers in Walnut Creek and Concord and the VA clinic in Martinez.

Staff has been monitoring vehicle loads to ensure that passengers are able to maintain social distancing. Despite reductions in service frequency, crowding has not been an issue, and buses are carrying around 4 passengers per trip on average.

Future Service Changes:

Due to the absence of union leadership, County Connection was not able to implement the Summer bid ahead of schedule. It is expected that the Summer bid will proceed as previously scheduled, for implementation on June 7, 2020. Given the uncertainty of the country's

reopening process, the Fall bid is currently being evaluated by staff. Additional information will be shared with the committee as the situation develops.

Financial Implications:

Although service has been reduced, this does not represent a cost-savings to County Connection given the various types of COVID-19 related absences. Additionally, County Connection stopped collecting fares on March 23rd. The revenue loss is expected to be covered under the CARES Act, signed into law on March 27, 2020.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

To: O&S Committee

Date: April 24, 2020

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

SUBJECT: Paratransit Operations Report COVID-19 Update

Background:

Since the shelter in place order issued by the Governor, County Connection has experienced an 80% drop in Paratransit trips. As a result, a new need arose in the community. County Connection was quick to identify the new needs which included essential trips to medical appointments, meal delivery, and recently, in conjunction with, the County Health department COVID-19 transports. County Connection is working with the community in several areas. Below are some statistics which include the services we now offer, the volume and scope.

Service Adjustments and Community Partnerships:

Meals on wheels

- 39 Drivers registered
- 1430 meals delivered to date
- Cities include (Bay Point, Concord, Walnut Creek, San Ramon, Danville, Orinda, Pleasant Hill, Antioch, Brentwood, Discovery Bay, Oakley, Concord, Clayton, Bethel Island)
- Service provided 5 days a week

Church of the Bay in Collaboration with the Mt. Diablo School district

- Service provided 3 days a week
- Serving upward of 200 students
- 434 meals/ 77 bags of groceries, toilet rolls, paper towels and Easter baskets per family
- Cities include Bay Point, Martinez, Concord, Walnut Creek

Contra Costa County EOC Collaboration:

COVID-19 TRANSPORT- This particular collaboration was born of the Contra Costa County EOC. A call was made to all Transit Providers in the county and in Alameda county for assistance in transporting both positive and PUI passengers from hospitals to hotels or other congregant living facilities. County Connection, although willing to assist, felt ill equipped to handle the sensitive nature of the request. Upon working with the county health department, we determined we needed training, PPE and volunteer drivers. The county provided the training and we worked together with our contractor to modify the vehicle for COVID 19 transport. County Connection quickly developed protocols that have now been shared with AC Transit, BART, and the Marin County Health department.

- Service provided 7 days a week
- 45 Positive transport to date (March 30 request came, Training held April 6th, Transport, started April 11th, 2020)
- 3 dedicated drivers
- 4 Dedicated vehicles
- Vehicles cleaned after each transport
- County provided PPE, mask, and gloves.
- CCCTA provided overalls.
- Contractor provided Face shields.

Homeless relocation Transport:

Tri-Delta and County Connection are collaborating with the County in this program. County Connection receives the call to transport individuals who are homeless and need to be relocated to hotels in the Richmond and or Concord areas. County Connection has been tasked specifically for individuals with access and functional needs like wheelchair assistance.

- Service provided 7 days a week
- Dedicated drivers
- Dedicated fleet
- Drivers in full PPE (as in the county has these individuals listed as PUI persons under investigation for possible COVID-19 exposure)
- Vehicle sanitized after each trip
- 30 Transport requests

Agency Collaborations:

County Connection continues to collaborate with other transit agencies, to share ideas, training materials, processes and protocols. They have since provided this for the following agencies:

- AC Transit and Bart (East Bay Paratransit)
- Marin County Health department
- West CAT

Attachments:

- Meals on Wheels Newsletter
- Mass Transit Newsletter

SHARE:

[Join Our Email List](#)

April 2020

Issue 8 | Volume 4



Dear Friends,

Over this past month, I have been incredibly inspired at the outpouring of support from our community. From groups of friends sewing masks for our volunteers and staff, to individuals donating funds to keep our doors open, Contra Costa

residents have gone above and beyond to show their support for seniors.

The seniors we serve rely on our services now more than ever as they are further isolated from friends and family. We have also seen a huge increase in the number of requests for meal delivery as seniors that were independent before this crisis are finding themselves newly homebound as a result of the stay at home order.

Our Nutrition Services team is working extra hours to respond to ensure we are increasing our services to meet the need. I am grateful to work with a dedicated group of people who answer the call to prevent hunger among older adults in our community.

INSIDE THIS ISSUE

- Our Frontline Responders Rock
- Seniors in Need Receive Free Microwaves
- Concord's Neighborhood Express Program Delivers
- Thank You to All Generous Donors
- Homemade Masks are So Fashion Forward
- We're So Happy You Want to Volunteer - We

I have also been encouraged by the innovative partnerships that have blossomed in responding to this pandemic. Read below to see how we have joined the City of Concord and Mt. Diablo Unified School District to provide meals and grocery delivery to seniors in Concord.

While this could easily be a time when everything going on in the world could get us down, I hope the stories included here lift your spirits as they do mine.

Sincerely,



Caitlin Sly
Executive Director

Need You More
Than Ever



OUR FRONTLINE RESPONDERS CREATE ORDER FROM CHAOS



When Gavin Newsom issued an executive order last month for all individuals, especially those over the age of 60, to stay home for their own safety it set in motion the need for MOW Diablo Region to rethink how we would continue providing services to the seniors who depend on us. Requests for deliveries quickly climbed and the importance of keeping our clients safe became paramount. Enter our frontline responders.

The Meals on Wheels Team Shifts Gears Seamlessly

The executive order created challenges for MOW Diablo Region's Nutrition Services Division. Many of our volunteers are over 60 and felt they needed to temporarily stop delivering meals. In addition, we have increased service by over 25%! Suddenly several routes were without drivers and more people needed meals to remain safely

at home Also, MOW Diablo Region needed to purchase masks, gloves, hand sanitizer and other equipment to make delivery safer. The Nutrition Services Team did not miss a beat and worked tirelessly to find substitutes, often making deliveries themselves when none could be found, procuring and distributing the supplies to volunteers, and creating routes to meet the increased demand for meals. One month later, they continue to sign up new clients and coordinate deliveries of meals ensuring that no homebound senior in our program goes hungry. If asked, this team would say that they're just doing their job. We say hunger doesn't stop and neither does this rock star team!



CCC Transportation Authority Link Drivers Keep the Wheels Turning

As of April 6th, we began delivering seven frozen meals rather than a daily hot meal. We understood that the volume of meals delivered in a day would create yet another challenge, but Contra Costa County Transportation Authority's County Connection bus service came to the rescue. Buses that were sitting idle are now transporting delivery volunteers across Contra Costa County and coolers filled with a week's worth of frozen meals five days a week. They are driven by 16



Bus drivers who readily volunteered for Meals on Wheels duty. On a recent ride along with bus driver Gonzalo Garcia, it was apparent that he is taking his new role seriously. He happily loaded his bus with 14 heavy coolers and made sure to stand outside of the bus at every stop and watch while the volunteer took the meals to the doors. He waited for the seniors to open their doors so that he could give a quick wave from the sidewalk. "I feel good that I am able to help these elderly people. We can't forget about them."

C.C. Cafe Doors are Shuttered for Now But Meals Haven't Gone Away

Our C.C. Cafés are a social lifeline for many seniors throughout the County and often provide the only hot meal that they will eat in a day. Social distancing has temporarily suspended sit-down meals at all six cafés. C.C. Café Specialist, Bonnie Paulson and her team of café managers went into action to fill the gap. While the cafés are temporarily shuttered, café guests and new participants can now receive a seven-day meal pack that includes a loaf of bread and milk.



Orders are taken via phone and coordinated carefully for each site - a monumental task to say the least. For those that are mobile, drive-up sites for pick-up are conveniently located in the café parking lots and where volunteer drivers can also pick them up for delivery to homebound seniors. The social aspect that seniors enjoy might be

Transdev and County Connection partner with local community to offer essential ride and delivery services

Services currently offered include meal and grocery delivery, essential supplies delivery and relocation services for homeless individuals, among others.

[Transdev North America](#)

Apr 17th, 2020



Transdev

The Contra Costa County Transit Authority (CCTA-County Connection) has partnered with Transdev North America (Transdev) to provide shuttles for essential employees, services, food and supplies to address an emerging community need during COVID-19 crisis.

The service has incorporated a weekday reservation system to ensure timely and efficient response and currently includes:

- Meal and grocery delivery programs in partnership with Mt. Diablo School district and local churches for up to 200 students, while students are sheltering in place.
- Rides for life sustaining services as approved by CCCTA staff (grocery store, pharmacy and medical appointments).
- Delivery of food in partnership with the Meals on Wheels organization
- Delivery of essential supplies to any location in Contra Costa County and to approved destinations in adjacent counties as needed.
- Relocation services for homeless individuals from shelters to hotels and other congregant living spaces.
- Transportation for potentially COVID-19 positive patients that need to get to medical appointments and testing (extra training and protective measures are being taken to provide this service safely).

“We are excited about the support we are receiving in the community from local senior centers, charitable organizations such as Meals on Wheels, along with the ongoing communications we are having with the County Emergency Operations Center and our client agency partners,” said Johanna Duran, Transdev general manager for County Connection.

Transdev is continuing to implement social distancing practices, in addition to an increased frequency of its cleaning and disinfecting processes to ensure a safe environment for employees and passengers.

“Since we started these services, our operators are returning from the workday with smiles on their faces and a sense of gratitude for the ability to give back to the community in which they live,” continued Duran.

County Connection, Transdev’s client partner, also has positive feedback about the initiative.

“We are very happy to be able to help our community in this time of need. Transdev, and all of our community partners, are really stepping up to make things happen. We are able to offer a variety of support throughout the region. Everyone’s creativity and energy to help those in need has been amazing,” said Rashida Kamara, manager of Accessible Services for County Connection.

“In this moment, we are in the thick of it and working together to find ways to make this work for all of our stakeholders. The Transdev team and our community partners are going well above and beyond!” said Rick Ramacier, general manager of County Connection. “I am really happy with the partnership we have to work together through this crisis to implement solutions that directly help the community we serve.”

INTER OFFICE MEMO

TO: O&S Committee

DATE: March 24, 2020

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for February 2020

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	288,592	306,275	
Average Weekday	13,322	12,934	
Pass/Rev Hour	16.6	16.5	Standard Goal > 17.0
Missed Trips	0.04%	0.09%	Standard Goal < 0.25%
Miles between Road Calls	86,368	42,393	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

Average weekday ridership was higher in February (13,322 passengers) than January (12,446 passengers) and higher than February 2019 (11,646 passengers) or (14.4%).

Passengers per hour in February was 16.6 which is higher than January at 15.8 and higher than February 2019 when passengers per hour was 13.7.

The percentage of missed trips in February was 0.04% which is slightly lower than the prior month of (0.06%).

The number of miles between roadcalls was 86,368 miles in February, higher than the prior month in which there were 70,338 miles between roadcalls. The rolling 12 month average is 42,393 miles between roadcalls.

Of a total 288,592 passengers, 182,303 passengers had the potential to use a Clipper card aboard County Connection since 106,289 either used an employer/school sponsored program or free routes. About 77.4% of 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	
February 2020 - Fixed Route Boardings	288,592	Revenue Hours -	Feb 2020	17,402	Weekdays - Feb 20	20	Fiscal 2020 YTD	2,450,201
			Feb 2019	18,307	Feb 19	20		
		Revenue Miles -	Feb 2020	202,344	Saturdays - Feb 20	5	Fiscal 2019 YTD	2,169,938
			Feb 2019	197,961	Feb 19	4		
						Sundays - Feb 20		
						Feb 19	4	
Feb 2020 Total Boardings		288,592		Passengers per Mile		1.4	Total Days - 2020 29	
Feb 2019 Total Boardings		250,278		Passengers per Hour		16.6	2019 28	
							YTD Trend 12.9%	
							Monthly Trend 15.3%	

February 2020 Fixed Route Passenger Total						Average Feb 20			Pass per	Average Feb 19			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	6,672			6,672	334			12.0	324			10.2
4	Walnut Creek Downtown Shuttle	14,833	2,151	1,345	18,329	742	430	336	20.2	698	485	402	21.7
5	Creekside / Walnut Creek	10,267			10,267	513			27.4	512			27.4
6	Lafayette / Moraga / Orinda	11,648	423	246	12,317	582	85	62	12.2	453	95	61	12.7
7	Shadelands / Pleasant Hill / Walnut Creek	10,477			10,477	524			24.6	436			20.5
9	DVC / Walnut Creek	9,188			9,188	459			14.6	487			11.6
10	Concord / Clayton Rd	20,352			20,352	1,018			24.3	1,022			21.1
11	Treat Blvd / Oak Grove	8,471			8,471	424			23.2	291			15.0
14	Monument Blvd / Walnut Creek	26,451			26,451	1,323			22.5	510			12.9
15	Treat Boulevard	6,534			6,534	327			11.1	408			13.2
16	Alhambra Ave / Monument Blvd	17,689			17,689	884			19.7	598			11.5
17	Olivera / Solano / Salvio / North Concord	4,570			4,570	228			13.4	249			13.7
18	Amtrak / Morello / Pleasant Hill	7,823			7,823	391			12.5	360			11.4
19	Amtrak / Pacheco Blvd / Concord	2,776			2,776	139			11.0	144			10.5
20	DVC / Concord	23,489			23,489	1,174			23.6	981			19.8
21	Walnut Creek / San Ramon Transit Center	10,457			10,457	523			10.1	520			9.8
27	N Concord / Martinez / Masion Circle	1,446			1,446	72			17.4				
28	Martinez / DVC	2,627			2,627	131			8.6	247			8.2
35	Dougherty Valley	14,488			14,488	724			15.2	477			13.8
91X	Concord Commuter Express	1,595			1,595	80			15.1	61			11.5
92X	ACE Shuttle Express	3,453			3,453	173			13.6	165			12.9
93X	Kirker Pass Express	2,719			2,719	136			8.7	146			9.3
95X	San Ramon / Danville Express	5,912			5,912	296			16.2	164			16.3
96X	Bishop Ranch Express	7,465			7,465	373			17.4	501			14.1
97X	Bishop Ranch Express	1,219			1,219	61			12.7	89			8.9
98X	Martinez Express	6,512			6,512	326			11.4	340			12.6
99X	Martinez / BART Express	1,458			1,458	73			5.0	37			2.6
250 *	Gael Rail Service	3	14	15	32	0	4	4	0.2	1	4	6	0.5
260 *	Cal State East Bay / Concord BART	230			230	12			1.2	9			1.0
310	Concord Bart / Clayton Rd / Kirker Pass		2,104	1,183	3,287		421	296	15.7		374	343	21.0
311	Concord / Oak Grove / Treat Blvd / WC		1,401	846	2,248		280	212	10.1		200	164	11.9
314	Clayton Rd / Monument Blvd / PH		2,874	1,566	4,440		575	392	18.8		484	412	16.2
315	Concord / Willow Pass / Landana		277	149	426		55	37	6.1		42	42	6.5
316	Alhambra / Morello / Pleasant Hill		1,694	1,102	2,796		339	276	12.8		248	231	9.7
320	DVC / Concord		1,065	646	1,711		213	162	18.1		155	121	10.7
321	San Ramon / Walnut Creek		1,157	684	1,841		231	171	8.4		208	171	9.0
335	BART Dublin / San Ramon		769	434	1,202		154	108	9.5				
Alamo Creek *	Alamo Creek / BART Walnut Creek	377	-	-	377	19			2.4	27			3.4
600's	Select Service	24,788	-	-	24,788	1,239			36	1,099			22.7
712	Bay Point / BART PH / Berkeley	326	-	-	326	16			5.2	14			3.4
715	North Concord / Lafayette BART	132	-	-	132	7			5.1	4			2
TOTALS		266,446	13,930	8,216	288,592	13,322	2,786	2,054	16.6	11,646	2,344	1,997	13.7

* Data from LINK Operators ** Seasonal Routes

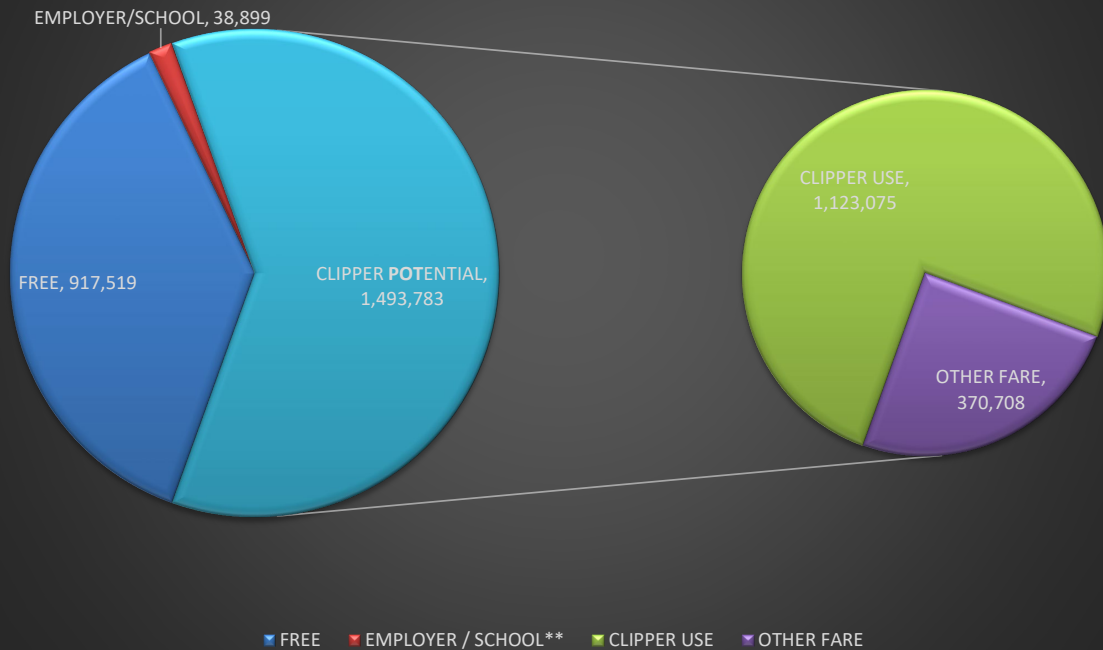
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2019 March	2019 April	2019 May	2019 June	2019 July	2019 Aug	2019 Sep	2019 Oct	2019 Nov	2019 Dec	2020 Jan	2020 February	12 Month TOTALS
Work Days	31	30	30	30	30	31	29	31	29	30	30	29	360
Revenue Hours	20,335	19,280	19,962	17,339	17,937	19,812	18,735	20,240	17,333	17,866	18,625	17,402	224,866
Operator Pay Hours	32,730	31,329	32,865	30,009	31,208	32,722	32,797	32,898	30,801	32,209	34,954	29,413	383,933
Number of Operators	164	161	157	155	152	152	156	155	158	160	156	155	157
Total Chargeable Collisions	1	4	1	4	1	6	4	2	5	3	1	2	34
Number of Trips Scheduled	22,384	25,420	23,782	23,830	24,582	25,585	23,859	26,848	23,149	23,520	24,429	22,716	290,104
Number of Trips Missed	10	11	11	10	19	20	72	13	12	19	15	8	220
Of Trips Scheduled - % Missed	0.04%	0.04%	0.05%	0.04%	0.08%	0.08%	0.30%	0.05%	0.05%	0.08%	0.06%	0.04%	0.08%
On Time Performance %	86%	88%	87%	89%	89%	87%	85%	85%	85%	86%	88%	87%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	8	14	5	8	7	20	12	7	3	16	7	9	116
Road Calls for Mechanical	6	13	2	7	5	12	6	5	2	14	4	3	79
Fleet Average Miles between Mechanical Road Calls	37,671	23,947	48,167	35,463	42,438	35,872	56,774	62,557	129,702	19,259	70,338	86,368	42,393
No. Maint. Employees	26	25	27	26	25	26	25	25	26	26	26	25	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	99,665	5,107	187,515	143,794	43,720	76.7%
Dec-19	270,145	97,389	3,871	168,885	128,438	40,447	76.1%
Jan-20	293,455	105,085	5,403	182,967	140,127	42,840	76.6%
Feb-20	288,592	101,558	4,731	182,303	141,093	41,210	77.4%
Mar-20	-	-	-	-	-	-	-
Apr-20	-	-	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
Grand Total	2,450,202	917,519	38,899	1,493,783	1,123,075	370,708	75.2%

*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, 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, Chilpancingo 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, Chilpancingo 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: 2/01 through 2/29/2020

LINK and BART Statistics

	FY 19/20 February	Variance from Goal	FY 18/19 February	19/20 YTD
Ridership Statistics				
1 ADA Passengers	10,606		10,957	88,646
2 Companions	55		45	478
3 *Personal Care Assistants	578		1035	6,823
4 SilverRide Pilot	402			3,413
5 Total Passengers	11,641		12,037	99,360
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	1,179		3,005	9,633
7 SilverRide Pilot No Shows & Late Cancels	35			598
8 Total number of Cancellations	802		2,925	5,491
9 Same Day Trips	163		0	1,544
10 Denial Trips	-			-
11 Go Backs/ Re-scheduled	46			275
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12 Revenue Hours	5,223.80		6,781.00	48,156.20
13 ADA Passengers per RVHr.	2.03		1.78	1.85
14 Average Trip Length (miles)	11.46		10.60	11.39
15 Average Ride Duration (minutes)	27.89		31.92	30.95
16 Total Cost per ADA Passenger	\$ 44.77			\$ 47.91
17 *Service Miles	90,870.00		101,673.00	804,345.26
18 Billable Service Hours	6,514.20		8,781.00	58,881.20
19 SilverRide Pilot Cost	\$ 13,668.00			\$ 116,042.00
20 LINK & BART Fuel Cost	\$ 48,555.36			\$ 455,208.43
21 Total Cost	\$521,182.59		\$496,953.16	\$3,043,589.95
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22 Percent on-time	91.4%		78.0%	90.4%
23 SilverRide Pilot OTP	100%			99%
24 Arrived 15-29 minutes past window	212			1527
25 Arrived 30-59 minutes past window	46			765
26 Arrived 60 minutes past window	4			95
27 Total Missed Trips	5			169
28 Transfer Trips	1086		981	7932
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
29 Total Complaints	8		13	40
30 Timeliness	6			18
31 Driver Complaints	2			18
32 Equipment / Vehicle	0			0
33 Scheduling/Staff Skill	0			2
34 Commendations	2			12
35 Ave. wait time in Queue for reservation				0.93
36 Ave. wait time in Queue for customer service				0.83
Safety & Maintenance				
Accident Standard Goal = .5/100,000 miles; Roadcall				
37 Total accidents per 100,000 miles	0		2	0.00
38 Roadcalls per 100,000 miles	3		2	0
Eligibility Statistics				
40 *Total ADA Riders in Data Base	2,516		-	2,780
41 *Total Certification Determinations	92		-	854
42 *Initial Denials	0		-	7
43 *Denials Reversed	0		-	1

* Total Preventable accidents YTD is 6

* 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

Phone Report is down

Transdev G.M.:

Date: 3/25/2020

Jaluran