

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Friday, June 5, 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:

Join Zoom Meeting

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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 May 1, 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 Report COVID-19 Update #2 – 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 – TBD
(The next regularly scheduled date of Friday, July 3, 2020 is an Authority holiday.)
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, June 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	TBA, 100 Gregory Ln, Pleasant Hill
Advisory Committee:	TBA, County Connection Board Room
Marketing, Planning & Legislative:	Thursday, July 2, 8:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	TBA, 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

**Summary Minutes
Operations & Scheduling Committee
Friday, May 1, 8:15 a.m.**

Due to COVID-19, this meeting was conducted as a teleconference pursuant to the provisions of the Governor's Executive Orders N-25-20 and N-29-20.

Directors: Dave Hudson, Robert Storer, Kevin Wilk

Staff: Rick Ramacier, Bill Churchill, Ruby Horta, Rashida Kamara, Melody Reebbs,
Madeline Chun, Erick Chung

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 March 6, 2020

The Committee approved the minutes.

4. Fixed-Route Operations COVID-19 Update

Ms. Reebbs provided an update on fixed-route operations, including service levels and ridership, in light of COVID-19 and the shelter-at-home order. Staff began making service reductions in late March based on a hierarchy that ranks runs based on ridership and meeting essential needs. Immediately following the shelter-at-home order, ridership fell 70% and is now down 85% to about 2,000 daily passengers. Ms. Reebbs informed the Committee that staff is currently evaluating potential changes for the Fall bid. Mr. Ramacier added that as things begin to reopen, social distancing will become more difficult to accommodate, particularly with school trippers. Director Hudson suggested looking to other sectors of the transportation industry such as airlines that will be faced with similar issues. Mr. Ramacier noted that the CDC and FTA have drafted a set of guidelines that staff and legal counsel will be reviewing.

5. Paratransit Operations Report COVID-19 Update

Ms. Kamara provided an update on paratransit operations since the shelter-at-home order took effect. Ridership has since dropped 80%. As a result, staff has partnered with various community organizations to deliver meals, assist with the relocation of individuals who are homeless, and provide essential medical trips. Director Storer asked whether any media

outlets have picked up the story regarding meal delivery. Mr. Ramacier responded that he had been working with staff at MTC to develop a story that would also include similar efforts by other transit operators across the region, but that the story has not been picked up yet.

6. Monthly Reports

Ms. Reeb reported that fixed-route ridership was up in February compared to the previous year, and productivity was just under the agency's target of 17 passengers per hour. She also noted that Clipper usage continues to increase and reached 77% of passengers in February. Ms. Kamara reported that in January and February, paratransit met both its on-time performance and productivity targets for the first time in several years. She also noted that they received over 400 5-star ratings through the My Transit app.

7. Committee Comments

Director Hudson expressed concern about the availability of funding for BART bus bridges and asked that the Committee be kept informed of any developments. He also noted that the TRAFFIX program will likely be facing similar issues when schools resume in the fall and that transportation should be a driving factor in deciding how schools will reopen. Mr. Ramacier agreed and said that one of the potential models being discussed is having student attend school on alternate days of the week, which could likely be accommodated with existing resources. However, another model, in which students attend school either in the morning or afternoon, would be very difficult to accommodate as it would essentially require twice as much service.

Director Wilk said that the City of Walnut Creek expects a decline in revenues from its downtown parking fund, which helps fund Route 4, and that there has been discussion about how long the City will continue to not enforce parking meters.

8. Future Agenda Items

None.

9. Next Scheduled Meeting

The next meeting was scheduled for June 5th at 8:15 a.m. at 3338 Mt. Diablo Blvd.

10. Adjournment – The meeting was adjourned at 9:07 a.m.

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

To: Operations & Scheduling Committee

Date: 5/27/2020

From: Melody Reeb, Manager of Planning

Reviewed by: *Ref*

SUBJECT: Fixed-Route Operations COVID-19 Update

Background:

Since February, County Connection staff has been closely monitoring the developments around COVID-19, or Coronavirus. On Tuesday, March 17, a shelter-in-place 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.

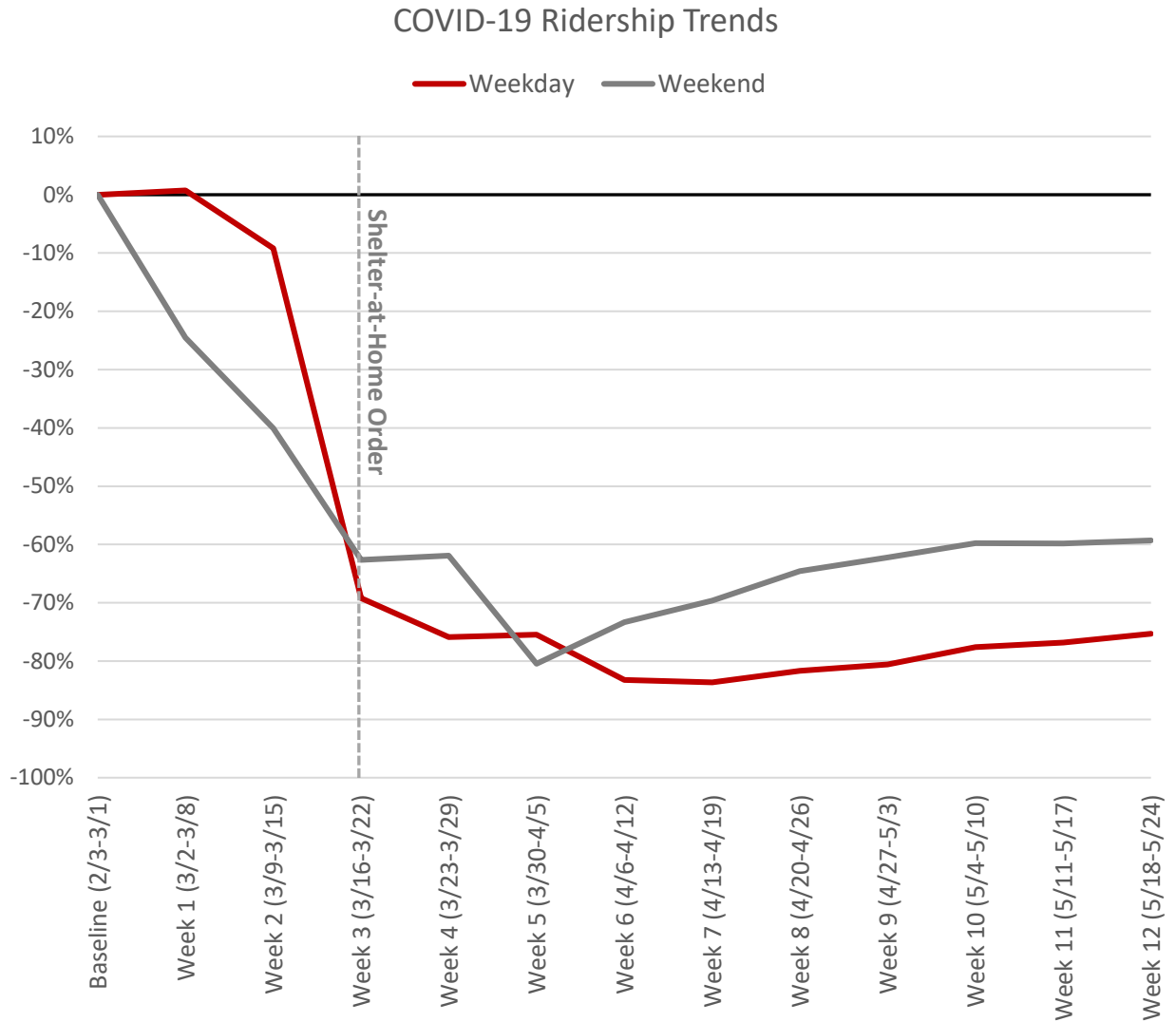
Service Updates:

Staff began making service reductions in late March due to reduced operator availability. As operators started returning to work in late April, staff began restoring service on routes with the greatest demand. Since May 11th, most local routes are now back to their usual weekday service levels. Routes 5 and 6 are the only local weekday routes still operating on modified schedules. Regular service has also resumed on express Routes 91X, 98X, and 99X.

Starting on June 1st, limited service will be restored on express routes serving Bishop Ranch, including routes 92X, 93X, 95X, 96X, and 97X. Staff hopes to continue adding service back on those routes as demand returns and workforce availability allows. Staff has been coordinating with Sunset Development staff to help disseminate information to Bishop Ranch employees on planned service levels, as well as safety guidelines regarding social distancing and face coverings.

Ridership Trends:

The chart on the next page shows the weekly change in ridership since March 2nd using the prior 4 weeks as a baseline. Weekday ridership dropped as far as 85% in early April, but since then, it has been slowly climbing back up as some restrictions were eased starting in May. Weekday ridership is now down about 75% to around 3,000 daily passengers.



Fall Bid:

Staff is continuing to evaluate service levels for the upcoming Fall bid. While the Fall bid is typically finalized in mid-May, staff is delaying final planning decisions as much as possible given current uncertainties, particularly regarding ridership demand. Staff is developing service scenarios that focus on coordination with BART and maintaining adequate service capacity on essential routes. Staff is also aiming to retain as much flexibility as possible with school tripper service for when schools reopen. Additional information will be shared with the Committee as the situation develops.

Financial Implications:

Future financial implications are yet to be determined and will be largely based on new levels of service.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

To: O&S Committee

Date: May 29, 2020

From: Rashida Kamara, Manager of Accessible Services

Reviewed by: *WC.*

SUBJECT: Paratransit Report COVID-19 Update #2

Background:

California Governor issued a shelter-in place order on March 16, 2020. Since then Paratransit service has dropped by 80%. Although the governor has eased up on some of the restrictions, it has not dramatically increased paratransit service. In an effort to still support the community, County Connection in partnership with Transdev, identified essential needs in the community, in which we have participated in for the past three months.

In May 2020, staff updated the committees on these essential efforts. In addition, the board authorized the General Manager to amend the Paratransit contract to allow for such essential services to be provided. This has had a huge impact on the community. It has provided constant work for our drivers and allowed seniors and high-risk individuals to remain safely at home as essential meals and groceries are brought to them. Below is an update of services provided so far.

Service Adjustments and Community Partnerships:

Meals on wheels: Meals on wheels lost most of their drivers due to the fact they were volunteers, and either over the age of 65 or were at high risk of contracting the COVID-19 virus. We contacted Meals on wheel during the first week of the shelter in place order, our drivers registered for their program, this was especially important because drivers have to be vetted to volunteer to drive and our drivers already go through a thorough vetting process to qualify to drive Paratransit passengers. This made it easier for meals on wheels to continue and even increase their deliveries to seniors in need, knowing that our drivers already fit the bill.

- 39 Drivers registered
- 3700 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 (Bel Air Elementary, and Riverview Middle School)

- Service provided 3 days a week
- Serving upward of 200 students
- 577 meals
- 277 bags of groceries, toilet rolls, and paper towels
- Cities include Bay Point, Martinez, Concord, Walnut Creek

City of San Ramon Senior Meal Delivery Program:

- Service provided 2 days a week
- Meals delivered to 84 participants

Contra Costa County Food back program: In collaboration with the Contra Costa County and the food bank, County Connection was asked to assist in delivery groceries to families at risk. These grocery boxes contained food that would last between 4-7 days. The county provided volunteers to accompany the drivers to deliver the food boxes. Each food box weighed 22lbs. This program started on May 11th as a pilot and with each successful delivery week, more names have been added. To date we have delivered 2134lbs of food.

- Week 1, 19 food boxes
- Week 2, 27 food boxes
- Week 3, 51 food boxes

The feedback from the families have been a pleasure to hear:

“I received my two boxes and the process has been so simple and wonderful. The food lasts me around 4 days to a week and I am trying to limit my use of rice or macaroni and cheese as I’m trying to eat healthy, but the canned vegetables and meat has been fantastic. Tell everyone in the program, I say Thanks!”

“The boxes of food have been very helpful. I’m thankful for the food, as it allows me to cook meals for my son and I. The canned vegetables last longer than the fruit. The pastas and rice are what I eat first”

EOC 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 Persons Under Investigation (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’s and volunteer drivers. The county provided the training and we worked together with our contractor to modify several vehicles 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
- 68 Positive transport to date (March 30 request came, Training held April 6th, Transport, started April 11th, 2020)
- 4 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: As reported last month, at the start of this collaboration, we were transporting up to 30 passengers in the first week. As the COVID-19 cases stabilize in the county, transport of PUI homeless individuals has been on the decline. For the past two weeks, we have transported less than 15 in a week. The county health department will call Transdev and we would dispatch a driver to transport the individual, sometimes two individuals at a time to a hotel. The other transit agency participating at this time is

Tri-Delta. As a result, we receive calls to transport passengers also from West County to Central County or vice versa.

- 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

Lift in restriction:

As the county continues to open gradually, there has been a slight increase in paratransit riders. Staff anticipates social distancing will continue to be a part in which we operate paratransit services, making it difficult to meet our productivity goals. We are currently transporting one passenger at a time. With social distancing, Paratransit vehicles can only transport 3 passengers at a time. Consideration will have to be given for passengers traveling with attendants which will further limit actual ADA passengers on the bus. On-going enhanced vehicle sanitation will be required in order for us not to be caught up in the anticipated second wave. Passengers will continue to be required to wear face covering as directed by the CDC and the county. We will continue to look to them for guidance in enforcing transit operations for the protection of drivers and passengers alike.

Recommendation:

None for Information only

INTER OFFICE MEMO

TO: O&S Committee

DATE: April 27, 2020

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for March 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.

<u>Title</u>	FY19-20		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	209,458	295,518	
Average Weekday	8,888	12,485	
Pass/Rev Hour	11.5	16.0	Standard Goal > 17.0
Missed Trips	1.77%	0.28%	Standard Goal < 0.25%
Miles between Road Calls	26,745	40,122	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in March (8,888 passengers) than February (13,322 passengers) and lower than March 2019 (11,920 passengers) or -25.4%. On March 17th, a stay-at-home order took effect in response to COVID-19, and as a result ridership fell over 70%.

Passengers per hour in March was 11.5 which is lower than February at 16.6 and lower than March 2019 when passengers per hour was 13.3.

The percentage of missed trips in March was 1.77% which is higher than the prior month of 0.04%. Starting on March 24th, service reductions were made in response to COVID-19 and reduced operator availability.

The number of miles between roadcalls was 26,745 miles in March, lower than the prior month in which there were 86,368 miles between roadcalls. The rolling 12 month average is 40,122 miles between roadcalls.

Of a total 209,458 passengers, 121,826 passengers had the potential to use a Clipper card aboard County Connection since 87,632 either used an employer/school sponsored program or free routes. County Connection also stopped collecting fares starting March 23rd to allow for social distancing. Prior to the suspension of fare collection, about 78.8% of 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	
March 2020 - Fixed Route Boardings	209,458	Revenue Hours -	Mar 2020	18,269	Weekdays - Mar 20	22	Fiscal 2020 YTD	2,659,659
Special Event -			Mar 2019	20,335	Mar 19	21		
		Revenue Miles -	Mar 2020	210,258	Saturdays - Mar 20	4	Fiscal 2019 YTD	2,440,990
			Mar 2019	216,292	Mar 19	5		
					Sundays - Mar 20	5		
					Mar 19	5		
March 2020 Total Boardings	209,458	Passengers per Mile		1.0	Total Days - 2020	31	YTD Trend	9.0%
March 2019 Total Boardings	271,052	Passengers per Hour		11.5	2019	31	Monthly Trend	(22.7%)

March 2020 Fixed Route Passenger Total						Average Mar 20			Pass per	Average Mar 19			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	4,997			4,997	227			8.2	307			8.8
4	Walnut Creek Downtown Shuttle	10,793	959	898	12,650	491	240	180	13.3	886	432	388	25.6
5	Creekside / Walnut Creek	5,677			5,677	258			13.7	553			29.4
6	Lafayette / Moraga / Orinda	9,650	207	186	10,043	439	52	37	9.1	541	103	91	11.5
7	Shadelands / Pleasant Hill / Walnut Creek	7,571			7,571	344			16.2	491			23.0
9	DVC / Walnut Creek	7,051			7,051	320			10.2	420			13.0
10	Concord / Clayton Rd	15,115			15,115	687			16.5	999			22.9
11	Treat Blvd / Oak Grove	7,331			7,331	333			18.2	285			15.2
14	Monument Blvd / Walnut Creek	21,597			21,597	982			16.9	671			11.7
15	Treat Boulevard	5,467			5,467	249			8.5	391			12.0
16	Alhambra Ave / Monument Blvd	15,772			15,772	717			15.9	576			12.3
17	Olivera / Solano / Salvio / North Concord	3,949			3,949	179			10.5	232			13.5
18	Amtrak / Morello / Pleasant Hill	6,434			6,434	292			9.5	358			11.1
19	Amtrak / Pacheco Blvd / Concord	2,233			2,233	101			8.6	112			8.5
20	DVC / Concord	15,299			15,299	695			14.1	1,064			20.0
21	Walnut Creek / San Ramon Transit Center	8,276			8,276	376			7.4	488			9.4
27	N Concord / Martinez / Mason Circle	974			974	44			10.7	61			12.7
28	Martinez / DVC	1,971			1,971	90			5.6	143			7.8
35	Dougherty Valley	9,741			9,741	443			9.4	634			12.9
91X	Concord Commuter Express	1,300			1,300	59			11.3	66			12.4
92X	ACE Shuttle Express	2,232			2,232	101			8.4	166			13.1
93X	Kirker Pass Express	1,975			1,975	90			7.3	148			9.4
95X	San Ramon / Danville Express	4,008			4,008	182			10.8	163			18.6
96X	Bishop Ranch Express	5,161			5,161	235			12.5	512			14.4
97X	Bishop Ranch Express	725			725	33			8.7	86			9.1
98X	Martinez Express	4,905			4,905	223			7.8	264			9.3
99X	Martinez / BART Express	1,180			1,180	54			3.7	42			2.9
250 *	Gael Rail Service	3	13	10	26	0	3	2	0.2	1	5	4	0.5
260 *	Cal State East Bay / Concord BART	81			81	7			0.8	8			1.0
310	Concord Bart / Clayton Rd / Kirker Pass		970	1,256	2,226		242	251	10.6		362	319	16.0
311	Concord / Oak Grove / Treat Blvd / WC		699	995	1,694		175	199	7.6		235	166	7.7
314	Clayton Rd / Monument Blvd / PH		1,256	1,609	2,866		314	322	12.1		424	390	15.2
315	Concord / Willow Pass / Landana		108	169	277		27	34	3.7		30	40	5.8
316	Alhambra / Morello / Pleasant Hill		870	1,000	1,870		217	200	8.7		237	199	8.7
320	DVC / Concord		363	532	894		91	106	9.5		192	133	14.2
321	San Ramon / Walnut Creek		574	720	1,294		143	144	5.9		208	157	8.7
335	BART Dublin / San Ramon		244	274	517		61	55	4.0				
Alamo Creek *	Alamo Creek / BART Walnut Creek	153	-	-	153	7			0.9	29			3.7
600's	Select Service	13,532	-	-	13,532	615			30	1,106			21.7
712	Bay Point / BART PH / Berkeley	237	-	-	237	11			3.6	22			5.6
715	North Concord / Lafayette BART	158			158	7			5.6	8			4.6
TOTALS		195,547	6,262	7,650	209,458	8,888	1,565	1,530	11.5	11,920	2,249	1,897	13.3

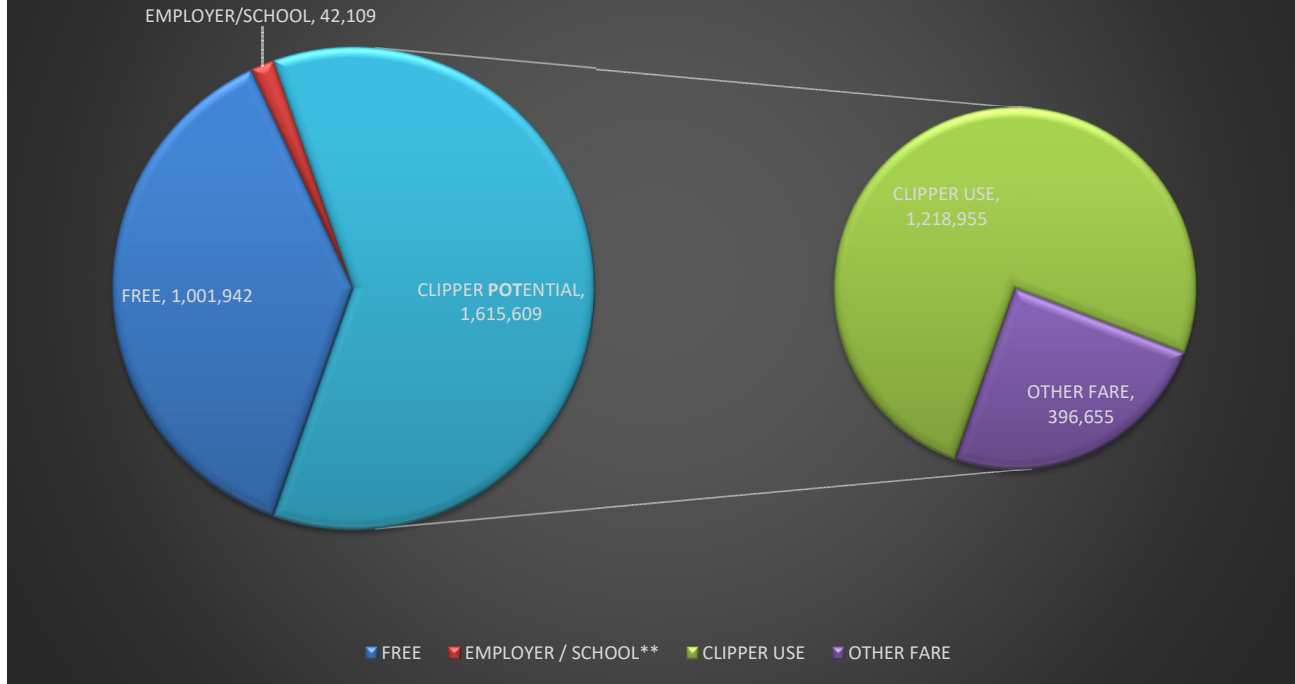
* Data from LINK Operators ** Seasonal Routes
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2019 April	2019 May	2019 June	2019 July	2019 Aug	2019 Sep	2019 Oct	2019 Nov	2019 Dec	2020 Jan	2020 February	2020 March	12 Month TOTALS
Work Days	30	30	30	30	31	29	31	29	30	30	29	31	360
Revenue Hours	19,280	19,962	17,339	17,937	19,812	18,735	20,240	17,333	17,866	18,625	17,402	18,269	222,800
Operator Pay Hours	31,329	32,865	30,009	31,208	32,722	32,797	32,898	30,801	32,209	34,954	29,413	32,290	383,493
Number of Operators	161	157	155	152	152	156	155	158	160	156	155	160	156
Total Chargeable Collisions	4	1	4	1	6	4	2	5	3	1	2	NA	33
Number of Trips Scheduled	25,420	23,782	23,830	24,582	25,585	23,859	26,848	23,149	23,520	24,429	22,716	24,809	292,529
Number of Trips Missed	11	11	10	19	20	72	13	12	19	15	8	438	648
Of Trips Scheduled - % Missed	0.04%	0.05%	0.04%	0.08%	0.08%	0.30%	0.05%	0.05%	0.08%	0.06%	0.04%	1.77%	0.22%
On Time Performance %	88%	87%	89%	89%	87%	85%	85%	85%	86%	88%	87%	92%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	14	5	8	7	20	12	7	3	16	7	9	17	125
Road Calls for Mechanical	13	2	7	5	12	6	5	2	14	4	3	10	83
Fleet Average Miles between Mechanical Road Calls	23,947	48,167	35,463	42,438	35,872	56,774	62,557	129,702	19,259	70,338	86,368	26,745	40,122
No. Maint. Employees	25	27	26	25	26	25	25	26	26	26	25	24	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	209,458	84,422	3,210	121,826	95,880	25,946	78.7%
Apr-20	-	-	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
Grand Total	2,659,660	1,001,942	42,109	1,615,609	1,218,955	396,655	75.4%

*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, 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
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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'

INTER OFFICE MEMO

TO: O&S Committee

DATE: May 28, 2020

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 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.

<u>Title</u>	FY19-20		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	47,317	270,698	
Average Weekday	1,922	11,429	
Pass/Rev Hour	4.4	14.8	Standard Goal > 17.0
Missed Trips	6.65%	0.92%	Standard Goal < 0.25%
Miles between Road Calls	152,269	44,905	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in April (1,922 passengers) than March (8,888 passengers) and lower than April 2019 (10,852 passengers) or -82.3%. This is the first full month of the shelter-in-place order that took effect on March 17th in response to COVID-19.

Passengers per hour in April was 4.4 which is lower than March at 11.5 and lower than April 2019 when passengers per hour was 14.0.

The percentage of missed trips in April was 6.65% which is higher than the prior month of 1.77%. In response to COVID-19 and reduced operator availability, temporary reduced schedules were implemented starting April 8th.

The number of miles between roadcalls was 152,269 miles in April, higher than the prior month in which there were 26,745 miles between roadcalls. The rolling 12 month average is 44,905 miles between roadcalls.

County Connection stopped collecting fares starting on March 23rd to allow for social distancing. Therefore, all passengers in April were counted as free rides

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
April 2020 - Fixed Route Boardings	47,317	Revenue Hours -	Apr 2020	10,777	Weekdays - Apr 20	22	Fiscal 2020 YTD	2,706,976
Special Event -			Apr 2019	19,280	Apr 19	22		
		Revenue Miles -	Apr 2020	112,924	Saturdays - Apr 20	4	Fiscal 2019 YTD	2,710,132
			Apr 2019	217,988	Apr 19	4		
					Sundays - Apr 20	4		
					Apr 19	4		
April 2020 Total Boardings	47,317	Passengers per Mile		0.4	Total Days - 2020	30	YTD Trend	(0.1%)
April 2019 Total Boardings	269,142	Passengers per Hour		4.4	2019	30	Monthly Trend	(82.4%)

April 2020 Fixed Route Passenger Total						Average Mar 20			Pass per	Average Mar 19			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	1,797			1,797	82			5.1	276			10.0
4	Walnut Creek Downtown Shuttle	1,208	24	118	1,350	55	6	29	2.8	627	404	323	19.7
5	Creekside / Walnut Creek	1,197			1,197	54			3.8	506			26.9
6	Lafayette / Moraga / Orinda	563	45	11	619	26	11	3	1.2	500	108	75	10.8
7	Shadelands / Pleasant Hill / Walnut Creek	969			969	44			4.2	473			22.2
9	DVC / Walnut Creek	3,010			3,010	137			4.4	400			13.5
10	Concord / Clayton Rd	4,886			4,886	222			8.2	957			22.8
11	Treat Blvd / Oak Grove	1,487			1,487	68			4.9	271			14.6
14	Monument Blvd / Walnut Creek	6,388			6,388	290			8.0	717			12.1
15	Treat Boulevard	1,850			1,850	84			2.9	295			10.0
16	Alhambra Ave / Monument Blvd	5,010			5,010	228			7.7	585			13.0
17	Olivera / Solano / Salvio / North Concord	1,597			1,597	73			5.1	221			12.9
18	Amtrak / Morello / Pleasant Hill	1,917			1,917	87			3.4	326			10.0
19	Amtrak / Pacheco Blvd / Concord	1,034			1,034	47			4.1	117			9.3
20	DVC / Concord	2,940			2,940	134			4.8	933			18.7
21	Walnut Creek / San Ramon Transit Center	1,982			1,982	90			2.8	493			9.5
27	N Concord / Martinez / Mason Circle	10			10	0			0.3	72			14.9
28	Martinez / DVC	1,217			1,217	55			3.4	89			5.3
35	Dougherty Valley	891			891	40			2.0	595			12.5
91X	Concord Commuter Express	70			70	3			2.7	57			10.9
92X	ACE Shuttle Express	36			36	2			0.7	163			12.8
93X	Kirker Pass Express	-			-	-			-	148			9.4
95X	San Ramon / Danville Express	-			-	-			-	158			18.2
96X	Bishop Ranch Express	-			-	-			-	487			13.7
97X	Bishop Ranch Express	-			-	-			-	83			8.9
98X	Martinez Express	1,421			1,421	65			3.8	277			9.7
99X	Martinez / BART Express	544			544	25			2.6	47			3.2
250 *	Gael Rail Service	-			-	-			-	15	9	7	1.7
260 *	Cal State East Bay / Concord BART	-			-	-			-	8			0.9
310	Concord Bart / Clayton Rd / Kirker Pass		678	470	1,148		170	118	8.0		374	338	15.3
311	Concord / Oak Grove / Treat Blvd / WC		300	282	582		75	71	3.3		273	220	8.9
314	Clayton Rd / Monument Blvd / PH		523	535	1,058		131	134	6.4		444	356	15.3
315	Concord / Willow Pass / Landana		130	67	197		32	17	3.2		71	36	6.4
316	Alhambra / Morello / Pleasant Hill		438	489	927		110	122	5.5		291	205	10.0
320	DVC / Concord		232	168	400		58	42	5.5		188	138	15.6
321	San Ramon / Walnut Creek		213	166	379		53	41	2.4		217	155	8.9
335	BART Dublin / San Ramon		98	51	148		24	13	1.5				
Alamo Creek *	Alamo Creek / BART Walnut Creek	12			12	1			0.1	30			4.0
600's	Select Service				-				-	910			24.5
712	Bay Point / BART PH / Berkeley	177			177	8			4.5	24			6.1
715	North Concord / Lafayette BART	64			64	3			3.8	6			3.8
TOTALS		42,279	2,682	2,356	47,317	1,922	670	589	4.4	10,852	2,379	1,852	13.3

* Data from LINK Operators ** Seasonal Routes

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

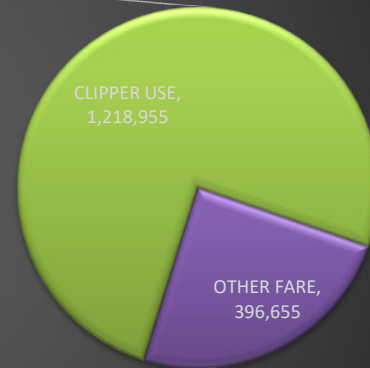
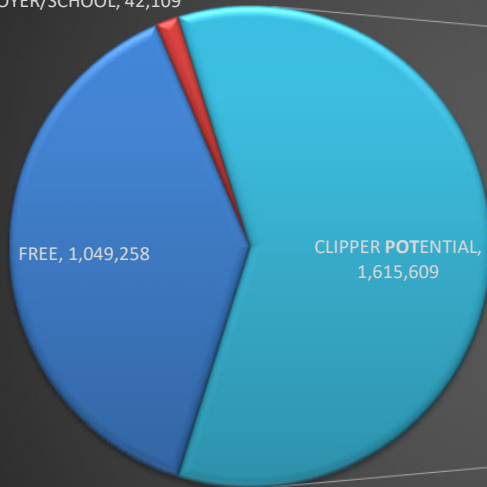
TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2019 May	2019 June	2019 July	2019 Aug	2019 Sep	2019 Oct	2019 Nov	2019 Dec	2020 Jan	2020 February	2020 March	2020 April	12 Month TOTALS
Work Days	30	30	30	31	29	31	29	30	30	29	31	30	360
Revenue Hours	19,962	17,339	17,937	19,812	18,735	20,240	17,333	17,866	18,625	17,402	18,269	10,777	214,298
Operator Pay Hours	32,865	30,009	31,208	32,722	32,797	32,898	30,801	32,209	34,954	29,413	32,290	29,624	381,789
Number of Operators	157	155	152	152	156	155	158	160	156	155	160	160	156
Total Chargeable Collisions	1	4	1	6	4	2	5	3	1	2	NA	NA	29
Number of Trips Scheduled	23,782	23,830	24,582	25,585	23,859	26,848	23,149	23,520	24,429	22,716	24,809	13,998	281,107
Number of Trips Missed	11	10	19	20	72	13	12	19	15	8	438	930	1,567
Of Trips Scheduled - % Missed	0.05%	0.04%	0.08%	0.08%	0.30%	0.05%	0.05%	0.08%	0.06%	0.04%	1.77%	6.65%	0.56%
On Time Performance %	87%	89%	89%	87%	85%	85%	85%	86%	88%	87%	92%	93%	88%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	5	8	7	20	12	7	3	16	7	9	17	2	113
Road Calls for Mechanical	2	7	5	12	6	5	2	14	4	3	10	1	71
Fleet Average Miles between Mechanical Road Calls	48,167	35,463	42,438	35,872	56,774	62,557	129,702	19,259	70,338	86,368	26,745	152,269	44,905
No. Maint. Employees	27	26	25	26	25	25	26	26	26	25	24	14	25

CLIPPER TREND

EMPLOYER/SCHOOL, 42,109



▼ FREE
 ▼ EMPLOYER / SCHOOL**
 ▼ CLIPPER USE
 ▼ OTHER FARE

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	209,458	84,422	3,210	121,826	95,880	25,946	78.7%
Apr-20	47,317	47,317	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
Grand Total	2,706,977	1,049,258	42,109	1,615,609	1,218,955	396,655	75.4%

*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

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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
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99X	Martinez Amtrak, North Concord / Martinez BART via Pacheco Transit Hub
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310	Concord Bart, Clayton Rd, Kirker Pass
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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: 3/01 through 3/31/2020

LINK and BART Statistics

	FY 19/20 March	Variance From Goal	FY 18/19 March	19/20 YTD
Ridership Statistics				
1 ADA Passengers	6,402		12,001	95,048
2 Companions	14		51	492
3 *Personal Care Assistants	421		1047	7,244
4 SilverRide Pilot	329			3,742
5 Total Passengers	7,166		13,099	106,526
Scheduling Statistics				
6 Total Number of No Shows & Late Cancels	1,145		2,707	9,533
7 SilverRide Pilot No Shows & Late Cancels	151			598
8 Total number of Cancellations	906		2,630	6,293
9 Same Day Trips	164		166	1,544
10 Denial Trips	-		0	-
11 Go Backs/ Re-scheduled	14			275
Standard Goals, Productivity Standard Goal = 2.8, Incentive Goal 2.8 + 52% OTP, Ratio of Revenue Hours to Service Hours 82%				
12 Revenue Hours	3,615.00		7,000.00	48,156.20
13 ADA Passengers per RVHr.	1.77		1.87	1.84
14 Average Trip Length (miles)	10.72		9.80	11.39
15 Average Ride Duration (minutes)	31.74		32.48	30.56
16 Total Cost per ADA Passenger	\$ 67.31			\$ 50.06
17 *Service Miles	67,794.00		127,857.00	865,965.26
18 Billable Service Hours	6,076.11		8,966.00	63,425.90
19 SilverRide Pilot Cost	\$ 11,188.00			\$ 127,228.00
20 LINK & BART Fuel Cost	\$ 32,629.57			\$487,838.00
21 Total Cost	\$482,355.43		\$506,492.90	\$3,238,841.57
On Time Performance				
Standard Goal = 90%, Incentive Goal = 82%				
22 Percent on-time	91.88%		79.0%	90.50%
23 SilverRide Pilot OTP	99%			99%
24 Arrived 15-29 minutes past window	114			1641
25 Arrived 30-59 minutes past window	25			790
26 Arrived 60 minutes past window	3			98
27 Total Missed Trips	1			170
28 Transfer Trips	718		1091	9703
Customer Service				
Complaint Standard Goal = 21,000 passengers				
29 Total Complaints	3		20	43
30 Timeliness	2			20
31 Driver Complaints	1			19
32 Equipment / Vehicle	0			0
33 Scheduling/Staff Skill	0			2
34 Commendations	0			12
35 Ave. wait time in Queue for reservation	0.20			0.84
36 Ave. wait time in Queue for customer service	0.14			0.75
Safety & Reliability				
Accident Standard Goal = 5,000,000 miles, Roadcall				
37 Total accidents per 100,000 miles	0		1	0.00
38 Roadcalls per 100,000 miles	1		1	0.00
Eligibility Statistics				
40 *Total ADA Riders in Data Base	2,513			2,859
41 *Total Certification Determinations	79			933
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
- * Service Hours are Pre and Post Covid-19 Billable Definition

Transdev G.M. 
 Date: 4/28/2020