

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE

### MEETING AGENDA

Friday, July 10, 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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Meeting ID: 873 4527 5080

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Public comment may be submitted via email to: [hill@cccta.org](mailto: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.

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\*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 June 5, 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 #3 – Information Only\*  
(Staff will provide an update on paratransit operations in response to COVID-19.)
6. Fall Bid Update – Information Only\*  
(Staff will summarize the fall bid schedules.)
7. Monthly Reports – Information Only
  - a. Fixed Route\*
  - b. Paratransit\*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – August 7, 2020 (8:15am at 3338 Mt. Diablo Blvd.)
11. 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](http://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](mailto: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, July 16, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, August 5, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, July 14, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, August 6, 8:30 a.m., via teleconference
Operations & Scheduling:	Friday, July 10, 8:15 a.m., via teleconference

**The above meeting schedules are subject to change and may be conducted as teleconference meetings. Please check the County Connection Website ([www.countyconnection.com](http://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](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**Summary Minutes  
Operations & Scheduling Committee  
Friday, June 5, 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, Kevin Wilk

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

**Public:** None

**Call to Order:** Meeting called to order at 8:20 a.m. by Director Wilk.

**1. Approval of Agenda**

The Committee approved the agenda.

**2. Public Communication**

None

**3. Approval of Minutes of May 1, 2020**

The Committee approved the minutes.

**4. Fixed-Route Operations COVID-19 Update**

Ms. Reebbs provided an update on fixed-route operations in light of COVID-19. Staff has begun restoring service as operators have returned to work, and ridership has started to slowly climb back up as some of the shelter-in-place restrictions have been lifted. Staff continues to evaluate potential changes for the Fall bid. Mr. Ramacier added that staff has been working with the County on school coordination and reopening, as well as social distancing guidelines.

**5. Paratransit Operations Report COVID-19 Update**

Ms. Kamara provided an update on paratransit operations since the shelter-in-place order took effect. Staff has continued and grown their partnerships with community organizations to deliver meals and provide transportation. There has been a slight increase in paratransit ridership as the County has started to reopen.

**6. Monthly Reports**

Ms. Reebbs reported that fixed-route ridership was down 25% in March and 82% in April, largely due to the shelter-in-place order. She also noted that prior to going fare-free, Clipper usage in March continued to increase and reached 78% of passengers. Director

Wilk asked how staff plans to accommodate future demand as things reopen. Ms. Reeb responded that staff has been closely monitoring ridership and will be adding capacity where needed.

Ms. Kamara reported that in March, paratransit ridership was down almost 50%. Also, as staff began transporting only one passenger at a time for enhanced safety, productivity has been negatively impacted.

#### **7. Committee Comments**

Director Hudson asked staff to look at the Intermodal Facility in San Ramon to assess where electric vehicle charging could be installed.

Director Wilk asked how staff is kept informed of street closures and other potential impacts due to protests. Mr. Ramacier responded that the jurisdictions have been in communication with staff and providing assistance to operations when needed.

#### **8. Future Agenda Items**

None.

#### **9. Next Scheduled Meeting**

The next meeting was scheduled for July 10<sup>th</sup> at 8:15 a.m. at 3338 Mt. Diablo Blvd.

#### **10. Adjournment** – The meeting was adjourned at 8:55 a.m.

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

**To:** Operations & Scheduling Committee

**Date:** 6/30/2020

**From:** Melody Reeb, Manager of Planning

**Reviewed by:** *Ref*

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**SUBJECT: Fixed-Route Operations COVID-19 Update**

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**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.

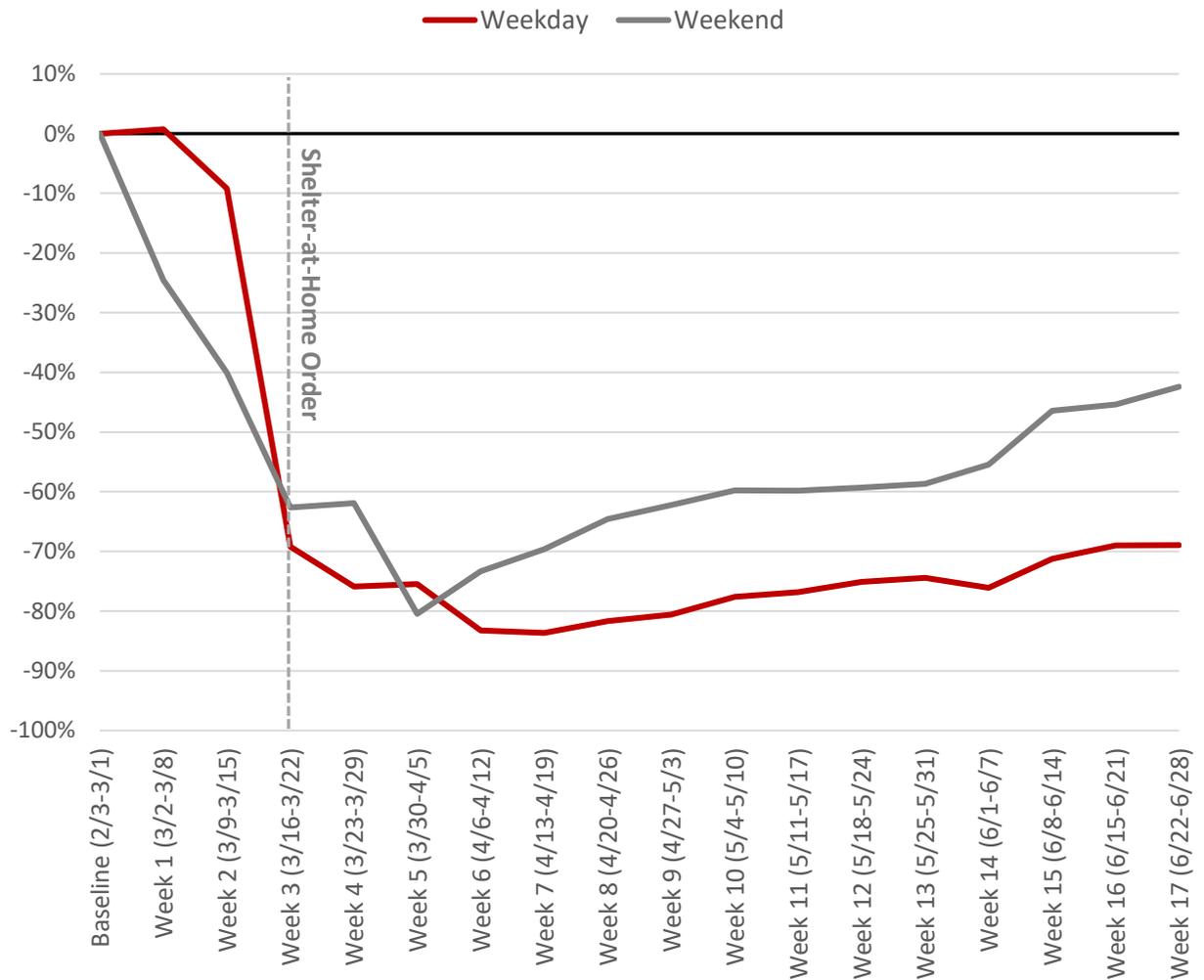
**Service Updates:**

Since mid-May, most local routes and express Routes 91X, 98X, and 99X have been back to regular service levels. Routes 5 and 6 are still operating on reduced schedules, and select evening trips on the weekends are not running. At the beginning of June, limited service was restored on express Routes 92X, 93X, 95X, 96X, and 97X serving Bishop Ranch. Staff hopes to continue adding service back on these routes as demand returns and workforce availability allows.

**Ridership Trends:**

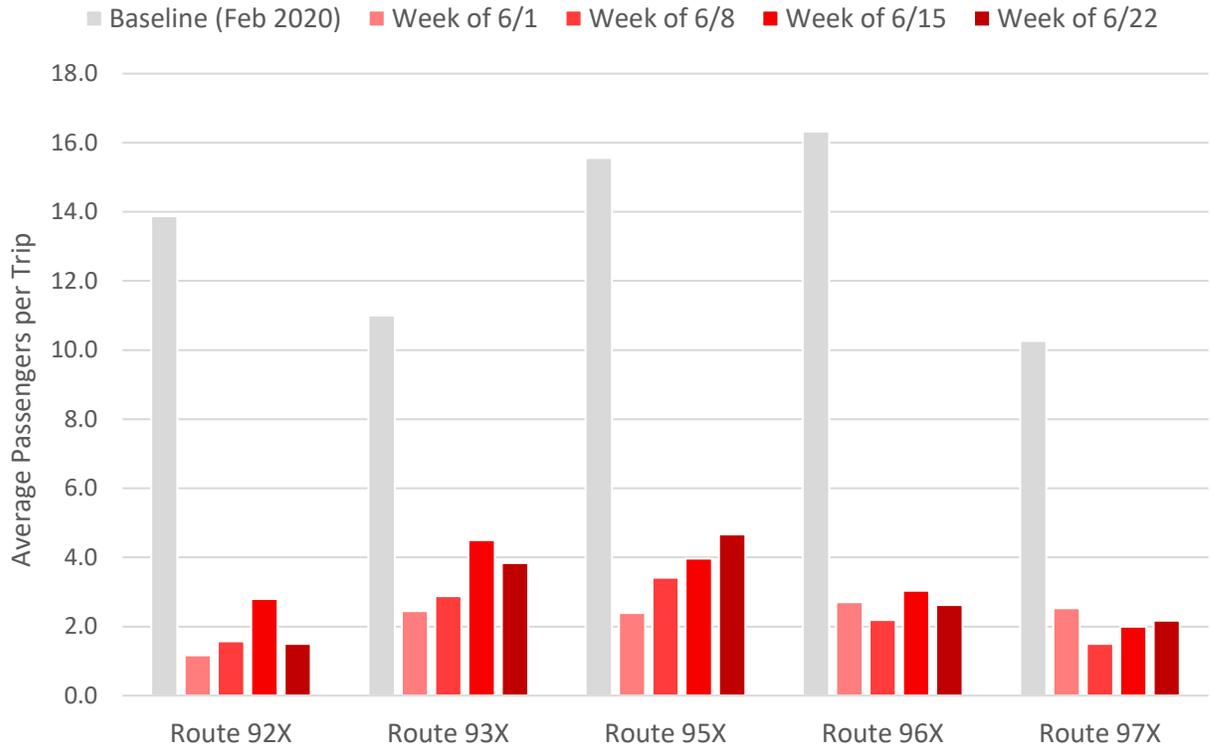
The chart on the next page shows the weekly change in ridership since March 2<sup>nd</sup> using the prior 4 weeks as a baseline. Weekday ridership has continued to slowly climb back up over the past few weeks and is now down about 70% to around 3,500 daily passengers. Weekend ridership has been climbing back up at a faster pace and is now down around 40%.

## COVID-19 Ridership Trends



As more businesses reopen and employees return to work, staff has been closely tracking ridership levels to ensure adequate capacity, particularly on the express routes to Bishop Ranch that are currently operating only a limited number of trips. Despite the limited service levels, capacity has not been an issue to date. Over the first four weeks of June, these routes have been averaging about 3 passengers per trip. The following chart shows average ridership trends by route.

## Bishop Ranch Express Ridership Trends



### Financial Implications:

None.

### Recommendation:

None, for information only.

### Action Requested:

None, for information only.



To: Operations and Scheduling Committee  
From: Rashida Kamara, Manager of Accessible Services

Date: June 29, 2020

Reviewed by: *RK*

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### **SUBJECT: Paratransit Report COVID-19 Update #3**

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#### **Background:**

California Governor issued a shelter-in place order on March 16, 2020. As a result, Paratransit service dropped by 80%, an all-time low. County Connection staff collaborated with the different programs to provide essential services to the community. This included meal and grocery deliveries. Contra Costa County Office of Emergency Services also asked all transit agencies to assist with transporting COVID-19 positive passengers to hospitals and other congregant living facilities. This request included the relocation of homeless individuals that were either positive for COVID-19 or were considered persons under investigation (PUI) for COVID-19.

In May of 2020, the Board of Directors authorized the General Manager to amend the contract with Transdev, our paratransit provider, enabling them to modify their scope of work to accommodate meal deliveries and other necessary services during this pandemic, thus having the ability to use CARES Act funds to keep service going. In addition, this enabled Transdev to keep a ready work force in anticipation of Paratransit services returning to normal levels. The committee has asked staff to provide a monthly update on the activities of LINK service during this pandemic. Below is a summary of services provided to date.

**Meals on wheels:** Meals on wheels lost most of their drivers due to the fact they were volunteers and were either over the age of 65 or at high risk of contracting COVID-19. We contacted Meals on Wheels during the first week of the shelter in place order to offer our services. Our drivers registered for their program so they could be vetted as having the proper background checks.

- 39 Drivers registered
- 4,470 meals delivered to date
- Cities include (Bay Point, Concord, Walnut Creek, San Ramon, Danville, Orinda, Pleasant Hill, Antioch, Brentwood, Discovery Bay, Oakley, Clayton, and Bethel Island)
- Service provided 5 days a week

#### **Church of the Bay in Collaboration with the Mt. Diablo School district (Bel Air Elementary School and Riverview Middle School)**

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

#### **City of San Ramon Senior Meal Delivery Program:**

- Service provided 2 days a week
- Meals delivered to 150 participants

**Contra Costa County Food Bank program:** In collaboration with the Contra Costa County Food Bank, County Connection was asked to deliver 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. **To date we have delivered 199 boxes from week one to week five, totaling 4,378 lbs. of food.**

**Emergency Operations Center (EOC) COVID-19 TRANSPORT-** This particular collaboration was born of the Contra Costa County EOC. A call was made to all Transit Providers in Contra Costa and Alameda counties for assistance in transporting both COVID-19 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, personal protective equipment (PPE) 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
- 81 positives transported to date (March 30<sup>th</sup> request came, training held April 6<sup>th</sup>, transport started April 11<sup>th</sup>, 2020)
- 4 dedicated drivers
- 4 dedicated vehicles
- Vehicles cleaned after each transport
- County provided PPE
- CCCTA provided overalls.
- Contractor provided Face shields.

**Homeless relocation Transport:** We continue to work with the County Health department in relocating homeless individuals on an as needed basis. The same drivers that transport COVID-19 positive passengers are the same drivers dedicated to transport and relocate homeless individuals, because most of them are considered persons under investigation.

**County Opening Protocols:** Staff has reached out to County Health services to provide assistance in establishing protocols that will allow for increased service. Currently the County and CDC guidelines still require 6 ft. of social distancing. This means that only 3 persons can fit in a traditional Paratransit cutaway van. With the help of the County, we are hoping to better understand what safety measures we can take within the guidelines to ensure that we carry the appropriate number of individuals and still have the resources for sustainable services.

**Recommendation:** None for Information only

**To:** Operations & Scheduling Committee

**Date:** 06/30/2020

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

**Reviewed by:** *RH*

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**SUBJECT: Fall Bid Update**

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### **Background**

Over the last several months, staff has been providing regular fixed route and paratransit updates to the Board, as it relates to COVID-19. Although the shelter-in-place orders have been revised in the last several weeks, the reopening of the economy remains largely uncertain. Most recently, an increase in the number of COVID-19 cases have resulted in retractions and/or delays in opening certain businesses. However, County Connection must move forward with a Fall bid, recognizing we will likely be asked to remain flexible as the pandemic continues to evolve.

### **Fall Bid**

After many discussions with other operators around the Bay Area, as part of the Blue-Ribbon Transit Recovery Task Force (Task Force), the Fall bid will be implemented on August 9<sup>th</sup>. Schools are still working through the details of their reopening plans, but have established a school calendar, beginning mid-August. At this point it is impossible to know what demand for school service will look like, therefore we have proceeded with a largely traditional Fall schedule, consistent with what other transit operators around the Bay Area are doing. Certain schedules and frequencies were adjusted in response to BART's new schedule and to prioritize essential services and workers within our service area. Additionally, staff worked with our ATU's leadership to establish a shorter Fall bid period ending in early October, instead of the traditional mid-November timeframe. This will allow staff to address scheduling demands sooner rather than later.

### **Flexibility**

Given the high level of uncertainty, staff focused on being able to remain as flexible as possible, within the constraints of our labor agreements. Depending on the pace of reopening, we may need to shift resources between school, commuter, and essential services. Additionally, BART is planning to implement new schedules mid-September.

Therefore, we believe that by having a bid change in early October we will be better positioned to respond to varying and potentially competing demands in the upcoming Winter bid.

As Winter bid planning decisions are developed, staff will request Board direction on prioritizing service based on varying levels of demand.

**Financial Implications:**

None. The current FY 2021 budget assumes service levels consistent with the Fall bid.

**Recommendation:**

None, for information only.

**Action Requested:**

Staff request the O&S Committee forward this update to the Board, as information only.

## INTER OFFICE MEMO

**TO:** O&S Committee

**DATE:** June 30, 2020

**FROM:** Melody Reeb  
Manager of Planning

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for May 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>	<b>FY19-20</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	60,858	251,621	
Average Weekday	2,464	10,614	
Pass/Rev Hour	4.6	13.9	Standard Goal > 17.0
Missed Trips	0.24%	0.85%	Standard Goal < 0.25%
Miles between Road Calls	49,503	42,351	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was higher in May (2,464 passengers) than April (1,922 passengers) and lower than May 2019 (11,584 passengers) or -78.7%. This is the second full month of the shelter-in-place order that took effect on March 17th in response to Covid-19.

Passengers per hour in May was 4.6 which is slightly higher than April at 4.4 and lower than May 2019 when passengers per hour was 14.1.

The percentage of missed trips in May was 0.24% which is lower than the prior month of 6.65%. In response to COVID-19 and reduced operator availability, temporary reduced schedules were implemented starting April 8th. Starting May 11th, regular service levels on most local routes were restored.

The number of miles between roadcalls was 49,503 miles in May, lower than the prior month in which there were 152,269 miles between roadcalls. The rolling 12 month average is 42,351 miles between roadcalls.

County Connection stopped collecting fares starting on March 23rd to allow for social distancing. Therefore, all passengers in May 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	
<b>May 2020 - Fixed Route Boardings</b>	59,511	Revenue Hours -	May 2020	13,097	Weekdays - May 20	20	Fiscal 2020 YTD	2,767,835
			May 2019	19,962	May 19	22		
Bus Bridge -	1,347	Revenue Miles -	May 2020	136,722	Saturdays - May 20	5	Fiscal 2019 YTD	3,015,890
			May 2019	223,560	May 19	4		
					Sundays - May 20	5		
					May 19	4		
<b>May 2020 Total Boardings</b>	<b>60,858</b>	<b>Passengers per Mile</b>		<b>0.4</b>	<b>Total Days - 2020</b>	<b>30</b>	<b>YTD Trend</b>	<b>(8.2%)</b>
<b>May 2019 Total Boardings</b>	<b>305,757</b>	<b>Passengers per Hour</b>		<b>4.6</b>	<b>2019</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(80.1%)</b>

May 2020 Fixed Route Passenger Total						Average May 20			Pass per	Average May 19			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	1,509			1,509	75			3.2	309			11.2
4	Walnut Creek Downtown Shuttle	1,635	327	156	2,118	82	65	31	2.7	795	424	359	24.3
5	Creekside / Walnut Creek	870			870	43			3.4	513			27.2
6	Lafayette / Moraga / Orinda	294	76	63	433	15	15	13	1.2	527	79	65	11.2
7	Shadelands / Pleasant Hill / Walnut Creek	1,034			1,034	52			3.0	479			22.5
9	DVC / Walnut Creek	3,043			3,043	152			4.9	395			13.3
10	Concord / Clayton Rd	5,965			5,965	298			8.3	996			23.8
11	Treat Blvd / Oak Grove	1,775			1,775	89			5.4	291			15.7
14	Monument Blvd / Walnut Creek	8,104			8,104	405			8.1	737			12.5
15	Treat Boulevard	1,825			1,825	91			3.1	358			12.2
16	Alhambra Ave / Monument Blvd	6,287			6,287	314			8.1	592			13.2
17	Olivera / Solano / Salvio / North Concord	1,712			1,712	86			5.3	226			13.3
18	Amtrak / Morello / Pleasant Hill	2,152			2,152	108			3.6	327			10.1
19	Amtrak / Pacheco Blvd / Concord	1,209			1,209	60			4.8	111			8.8
20	DVC / Concord	3,923			3,923	196			4.7	975			19.6
21	Walnut Creek / San Ramon Transit Center	2,589			2,589	129			2.9	525			10.1
27	N Concord / Martinez / Mason Circle	55			55	3			0.8	68			14.1
28	Martinez / DVC	1,269			1,269	63			4.0	97			5.8
35	Dougherty Valley	1,663			1,663	83			2.2	605			12.7
91X	Concord Commuter Express	212			212	11			2.9	63			12.1
92X	ACE Shuttle Express	-			-				-	155			12.2
93X	Kirker Pass Express	-			-				-	141			8.9
95X	San Ramon / Danville Express	-			-				-	153			17.6
96X	Bishop Ranch Express	-			-				-	495			13.9
97X	Bishop Ranch Express	-			-				-	72			7.8
98X	Martinez Express	1,591			1,591	80			3.3	276			9.7
99X	Martinez / BART Express	552			552	28			2.2	71			4.9
250 *	Gael Rail Service	-			-				-	3	2	3	0.5
260 *	Cal State East Bay / Concord BART	-			-				-	7			0.6
310	Concord Bart / Clayton Rd / Kirker Pass		1,065	872	1,937		213	174	9.0		392	316	15.3
311	Concord / Oak Grove / Treat Blvd / WC		642	639	1,281		128	128	5.3		221	254	8.5
314	Clayton Rd / Monument Blvd / PH		1,331	974	2,306		266	195	9.2		458	345	15.3
315	Concord / Willow Pass / Landana		120	50	169		24	10	2.1		58	46	6.2
316	Alhambra / Morello / Pleasant Hill		1,023	853	1,876		205	171	8.2		274	198	9.6
320	DVC / Concord		459	254	712		92	51	6.8		181	136	15.1
321	San Ramon / Walnut Creek		473	459	933		95	92	4.2		203	152	8.5
335	BART Dublin / San Ramon		281	120	401		56	24	2.9				-
Alamo Creek *	Alamo Creek / BART Walnut Creek	7			7	0			0.0	27			3.7
600's	Select Service				-				-	1,163			24.3
712	Bay Point / BART PH / Berkeley				-				-	29			7.4
715	North Concord / Lafayette BART				-				-	7			4.6
<b>TOTALS</b>		<b>49,275</b>	<b>5,797</b>	<b>4,440</b>	<b>59,511</b>	<b>2,464</b>	<b>1,159</b>	<b>888</b>	<b>4.5</b>	<b>11,584</b>	<b>2,293</b>	<b>1,874</b>	<b>14.1</b>

\* Data from LINK Operators      \*\* Seasonal Routes

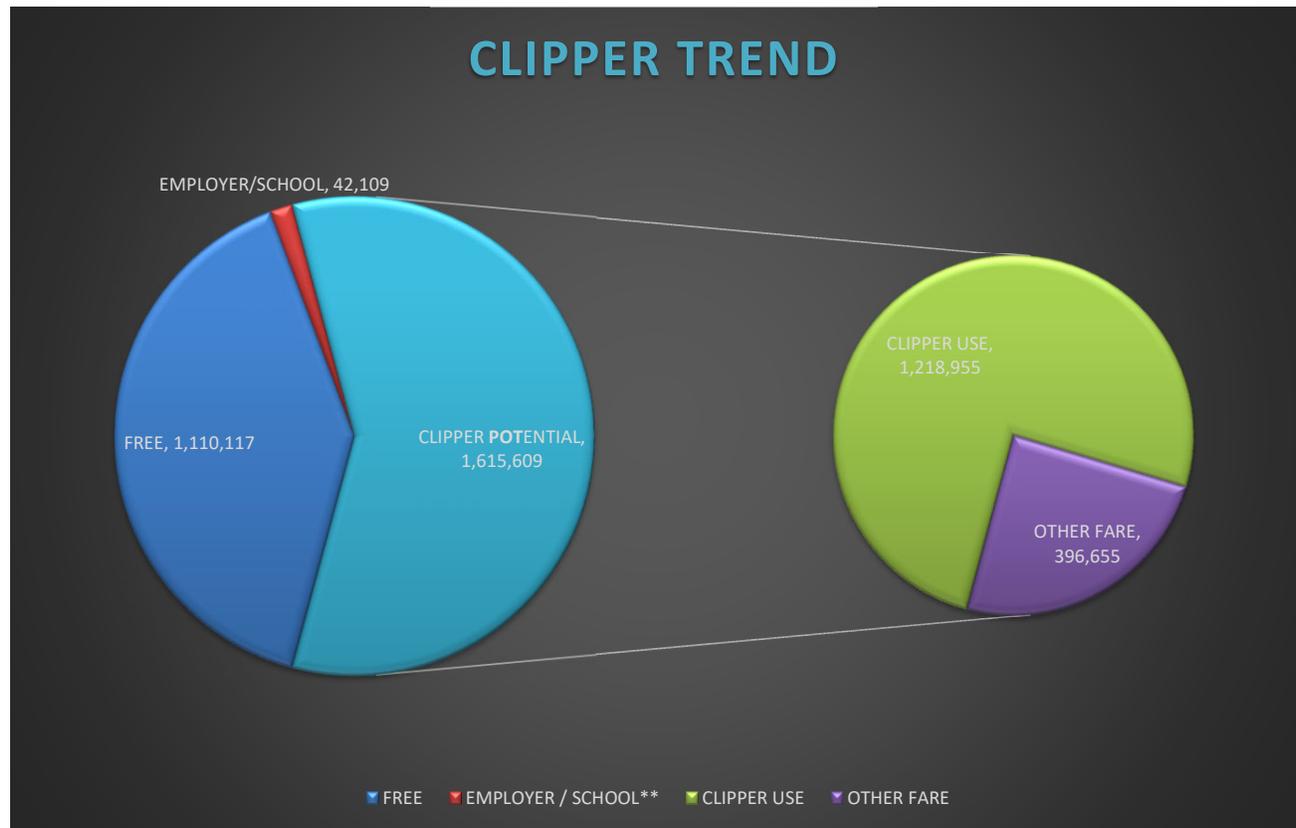
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2019</b>	<b>2019</b>	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>2020</b>	<b>12 Month</b>						
	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>TOTALS</b>
<b>Work Days</b>	30	30	30	31	29	31	29	30	30	29	31	30	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	13,097	207,433
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	31,237	380,161
Number of Operators	157	155	152	152	156	155	158	160	156	155	160	160	159	157
Total Chargeable Collisions	1	4	1	6	4	2	5	3	1	2	NA	NA	0	28
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	17,156	274,481
Number of Trips Missed	11	10	19	20	72	13	12	19	15	8	438	930	42	1,598
<b>Of Trips Scheduled - % Missed</b>	<b>0.05%</b>	<b>0.04%</b>	<b>0.08%</b>	<b>0.08%</b>	<b>0.30%</b>	<b>0.05%</b>	<b>0.05%</b>	<b>0.08%</b>	<b>0.06%</b>	<b>0.04%</b>	<b>1.77%</b>	<b>6.65%</b>	<b>0.24%</b>	<b>0.57%</b>
On Time Performance %	87%	89%	89%	87%	85%	85%	85%	86%	88%	87%	92%	93%	91%	88%
Lifts Operative - Ave %	100%	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	6	114
Road Calls for Mechanical	2	7	5	12	6	5	2	14	4	3	10	1	4	73
<b>Fleet Average Miles between Mechanical Road Calls</b>	<b>48,167</b>	<b>35,463</b>	<b>42,438</b>	<b>35,872</b>	<b>56,774</b>	<b>62,557</b>	<b>129,702</b>	<b>19,259</b>	<b>70,338</b>	<b>86,368</b>	<b>26,745</b>	<b>152,269</b>	<b>49,503</b>	<b>42,351</b>
No. Maint. Employees	27	26	25	26	25	25	26	26	26	25	24	14	17	24

# 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	47,317	47,317	-	-	-	-	-
May-20	60,858	60,858	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
<b>Grand Total</b>	<b>2,767,835</b>	<b>1,110,117</b>	<b>42,109</b>	<b>1,615,609</b>	<b>1,218,955</b>	<b>396,655</b>	<b>75.4%</b>

\*Clipper implemented 11/01/2015

\*\* Revise in Summer months to exclude Summer Youth Pass

<b>FREE</b>	Free / Mid-Day Free/ BART Mutual Aid
<b>EMPLOYER / SCHOOL</b>	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
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, Chilpancincio 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, Chilpancincio 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
<b>Alamo Creek Shuttle</b>	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

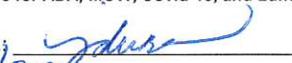
Performance Report: 4/01 through 4/30/2020

LINK and BART Statistics

FY 19/20 April      Variance from Goal      FY 18/19 April      19/20 YTD

<b>Ridership Statistics</b>				
1	ADA Passengers	1,827	12,090	95,048
2	Companions	12	46	492
3	*Personal Care Assistants	263	1178	7,244
4	SilverRide Pilot	0		3,742
5	Total Passengers	2,102	13,314	106,526
<b>Scheduling Statistics</b>				
6	Total Number of No Shows & Late Cancels	458	5,260	10,778
7	SilverRide Pilot No Shows & Late Cancels	0		749
8	Total number of Cancellations	360	2,716	7,199
9	Same Day Trips	83		1,708
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	0		289
<b>Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%</b>				
12	Revenue Hours	1,722.19	6,835.00	53,487.80
13	ADA Passengers per RVHr.	1.06	1.95	1.76
14	Average Trip Length (miles)	10.41	8.50	11.22
15	Average Ride Duration (minutes)	49.04	31.05	30.69
16	Total Cost per ADA Passenger	\$ 216.02		\$ 66.66
17	*Service Miles	28,501.00	112,505.00	933,759.26
18	Billable Service Hours	4,486.87	8,681.00	69,502.01
19	SilverRide Pilot Cost	\$ -		\$ 127,228.00
20	LINK & BART Fuel Cost	\$ 19,817.71		\$ 487,838.00
21	Total Cost	\$384,283.09	\$ 492,296.25	\$3,522,049.06
<b>On Time Performance Standard Goal = 90%; Incentive Goal = 92%</b>				
22	Percent on-time	98.30%	81.0%	90.50%
23	SilverRide Pilot OTP	0%		99%
24	Arrived 15-29 minutes past window	12		1641
25	Arrived 30-59 minutes past window	6		790
26	Arrived 60 minutes past window	3		98
27	Total Missed Trips	0		170
28	Transfer Trips	231	1138	9703
<b>Customer Service Complaint Standard Goal = 2/1,000 passengers</b>				
29	Total Complaints	0	19	43
30	Timeliness	0		20
31	Driver Complaints	0		19
32	Equipment / Vehicle	0		0
33	Scheduling/Staff Skill	0		2
34	Commendations	0		12
35	Ave. wait time in Queue for reservation	0.42		0.79
36	Ave. wait time in Queue for customer service	0.15		0.68
<b>Safety &amp; Maintenance Accident Standard Goal = .5/100,000 miles; Roadcall</b>				
37	Total accidents per 100,000 miles	0	0	0.00
38	Roadcalls per 100,000 miles	0.5	1	0.00
<b>Eligibility Statistics</b>				
40	*Total ADA Riders in Data Base	2,502		2,935
41	*Total Certification Determinations	76		1,009
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
- \*Service Miles are for ADA, MOW, Covid-19, and Lunches

Transdev G.M.;   
 Date: 4/11/2020