

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

Friday, October 2, 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 SUSPEND 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

<https://us02web.zoom.us/j/88346368700>

Meeting ID: 883 4636 8700

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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

FY2020/2021 O&S Committee

Dave Hudson – San Ramon, Robert Storer – Danville, Laura Hoffmeister – Concord

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 September 4, 2020*
4. Service Change Proposals*
(Staff will present potential service reduction scenarios in response to the anticipated financial impacts of COVID-19.)
5. Paratransit Report COVID-19 Update #5 – Information Only*
(Staff will provide an update on paratransit operations in response to COVID-19.)
6. Leased Tires and Related Services Contract*
(Staff recommends that the O&S Committee forward an approval to the Board authorizing the General Manager to enter into a contract with Goodyear Tire & Rubber Company)
7. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – November 6, 2020 (8:15am via teleconference)
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.

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, October 15, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, October 7, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, November 10, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, October 1, 8:30 a.m., via teleconference
Operations & Scheduling:	Friday, October 2, 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) 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, September 4, 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: Robert Storer, Dave Hudson, Kevin Wilk

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

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 August 7, 2020

The Committee approved the minutes.

4. Fiscal Year 2020 Fixed-Route Performance Report

Ms. Reebbs reported that total ridership for FY 2020 was down 12% compared to the prior year. Ridership had been growing during the first part of the year until the pandemic began impacting service and ridership in March. There was also a significant increase in missed trips due to reduced operator availability and protests. Ms. Reebbs also reported that Clipper usage had been increasing prior to the suspension of fare collection in late March and was used by about 78% of riders who paid a fare. Director Storer asked how County Connection's Clipper usage compares to other operators. Ms. Reebbs responded that it is relatively high compared to the rest of the region and that it grew significantly since the fare restructure in March 2019, when usage was only about 40%.

5. Fiscal Year 2020 Paratransit Performance Report

Ms. Kamara noted that FY 2020 was the first year of the new paratransit contract with Transdev. There were several changes to the structure of the paratransit program, including the implementation of new technology and use of a subcontractor, Big Star. While staff had anticipated an overall increase in cost of about 10% with the new contract, this did not materialize due to COVID-19 and reduced service demand.

6. Winter Bid Update

Ms. Reeb informed the Committee of upcoming service changes as part of the Winter bid, which will begin on October 4th. Ridership levels have remained steady over the past several weeks and capacity has not been an issue, so staff is planning to maintain most of the current service levels. The new bid will not include regularly scheduled school service, and weekend schedules will be adjusted to better coordinate with BART.

7. TDA Performance Audit

Ms. Horta presented the results of the TDA performance audit report, which is conducted every three years. The report covers the period of FY 2017 through FY 2019. This year's report included recommendations for both fixed-route and paratransit service. The paratransit-related findings have been addressed with the new contractor Transdev, and the fixed-route finding was due to a reporting error that has since been corrected.

8. Healthy Transit Plan

Mr. Churchill provided an overview of the Bay Area Healthy Transit Plan, which was developed in collaboration with all the transit operators in the Bay Area. The plan establishes a unified framework for sanitation efforts and other health and safety measures so that there is consistency across operators. He noted that County Connection's current practices and procedures already meet or exceed those in the plan. Director Storer asked how many County Connection employees are working virtually versus in the office. Mr. Ramacier responded that roughly half of administrative employees are working from home. Director Storer asked how the buildings are being disinfected. Mr. Churchill replied that all buildings are fogged twice a week and high-touch surfaces are cleaned twice a day.

9. Monthly Reports

Ms. Reeb reported that fixed-route ridership was down around 61% in July. She noted that missed trips were down to 0.20%, which is the lowest since February. On-time performance also continues to be higher than usual at 92%.

10. Committee Comments

Director Hudson asked whether there has been any discussion among operators about standardizing equipment used for paratransit services, which has come up as part of CCTA's Accessible Transportation Strategic (ATS) Plan. Mr. Ramacier responded that there have been discussions across the region, including with MTC, and that he will raise the issue with CCTA staff.

Director Wilk informed the Committee and staff that there has been interest among some city council candidates in express lanes for buses, particularly along Ygnacio Valley Rd. and Treat Blvd.

11. Future Agenda Items

None.

12. Next Scheduled Meeting

The next meeting was scheduled for October 2nd at 8:15 a.m. via teleconference.

13. Adjournment – The meeting was adjourned at 8:43 a.m.

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

To: Operations & Scheduling Committee

Date: 09/25/2020

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

Reviewed by: *RH*

SUBJECT: Options for service reductions related to projected loss of funding

Background:

COVID-19 has had significant negative impacts on several revenue sources for transit, ranging from local and state sales tax to farebox recovery. The CARES Act funds, allocated this past summer, provided a temporary relief. However, without additional recovery funds, County Connection, along with all other transit agencies will need to make significant service reductions in the upcoming months. It is difficult to predict the severity of the reduction that will be needed; thus, staff has draft three scenarios that consider \$3, \$5, and \$7 million service reductions.

Financial Uncertainties:

At the September 2020 Board meeting, the Chief Financial Officer presented the revised FY 2021 budget. Assuming no significant service changes to expenses or revenue projections, it is estimated that County Connection's TDA reserves would be depleted in FY 2023. However, it should be noted that service adjustments have been implement since March and the most recent bids have incorporated varying levels of service reductions. However, these service adjustments have all been implemented as temporary measures in response to COVID-19, the need to support essential services, and an effort to maintain connectivity to BART.

To address the medium to long-term financial uncertainties, County Connection must proceed with a public outreach process demonstrating the intent to implement service reductions in response to financial pressures.

Three Proposals:

Staff has drafted service reduction scenarios with the goal of demonstrating three financial outcomes. The three service reduction scenarios include cuts totaling approximately \$3, \$5, and \$7 million. It should be noted, the scenarios developed prioritize essential services based on regional efforts to ensure these services are protected. In the event of an expedited

recovery, staff would reassess the service proposals and adjust as needed. The three scenarios are summarized below:

Scenario 1 (\$3M) would include service reductions to Routes 4, 6, 7, 35, 92X, 95X, and 96X.

Scenario 2 (\$5M) would include Option 1 reductions in additions to eliminating Routes 91X, 315 and service level reductions on Routes 10, 15, 17, 20, 93X, 98X, and 99X.

Scenario 3 (\$7M) includes Options 1 and 2 in addition to the elimination of most Bishop Ranch service, Routes 92X, 93X, 95X, 96X and 97X.

All options retain school service assumptions of what County Connection typically operates during a normal school year.

Given the need for a public comment process, the earliest staff could implement these service reductions would be Summer of 2021, unless a different agreement is negotiated with the union to adjust the Spring 2021 bid period.

Financial Implications:

Based on the scenarios presented above, the savings generated would be in the range of \$3 to \$7 million, depending on final recommendation.

Recommendation:

Staff recommends that the O&S committee discuss the proposed scenarios and provide feedback to staff. Additionally, the package should be forwarded to the Board for further review and direction.

Action Requested:

Staff requests that the O&S committee forward the proposed scenarios to the Board. The Board will be asked to authorize staff to proceed with the public comment process.

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

Date: September 25, 2020

Reviewed by: WC.

SUBJECT: Paratransit Report COVID-19 Update #5

Background:

Seven months ago, the Governor of California issued a shelter in place order due to the rapidly spreading COVID-19 virus. Paratransit service was dramatically reduced as a result of that order. LINK service, along with their contractor Transdev, collaborated with county and city programs to provide essential services to the community. Such services included Meals on Wheels, school lunches, grocery deliveries and the transporting of COVID-19 positive passengers for the County Health department.

In addition, for the past two months, LINK has been working with social service agencies like Regional Center of East Bay to develop safe protocols that would be implemented as part of their reopening plan.

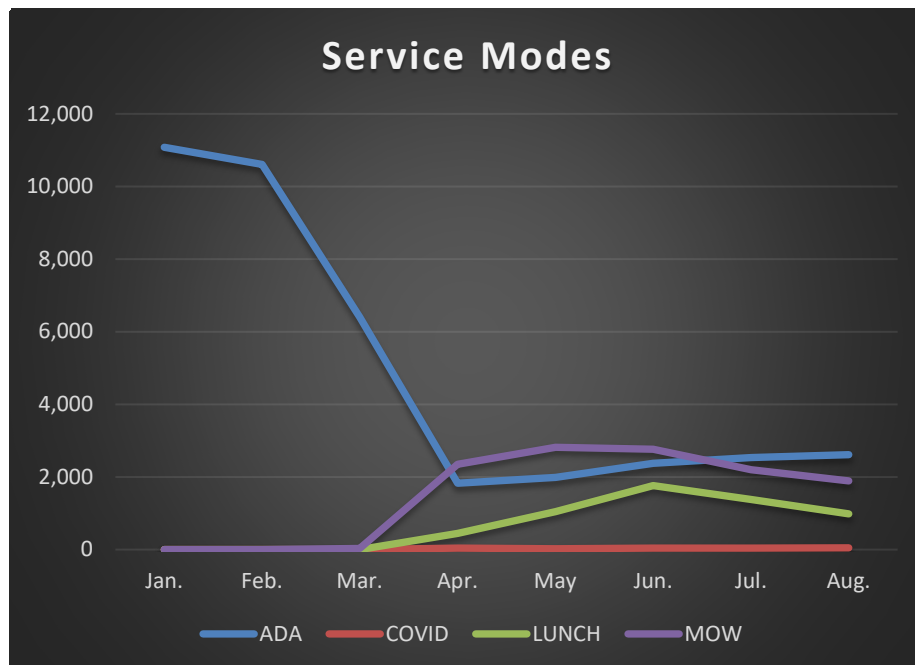
County Connection and County Health Department's, Health and Safety Training update:

LINK has been working with the County Health department to streamline Contact Tracing protocols. Last month, the County Health department provided County Connection with an initial zoom training on their new Contact Tracing protocols. They are launching a new protocol and details will be on their website. This protocol update is a direct result of how procedures continue to change in the transit industry in an effort to keep everyone safe and stop the spread. County Connection was first to receive this training and provide valuable feedback to the County Health department. The County Health department will incorporate our real-life scenarios in the training and will like to make it available via zoom for other transit agencies in the future. There were eight members from the County Health department, two from County Connection and two from Transdev that attended. Some of those contact tracing protocols include:

- Passengers or employees notifying County Connection of a positive status in a timely manner.
- Notifying County Health department of a Positive Status.
- Working with County Health department Investigation team to determine possible exposures.
- Providing on-going training for staff and passengers on how to prevent the spread of COVID-19.
- Providing on-going training for CCCTA management on the developments of the spread, how to contain it, and updated protocols.
- Training the contractor on proper N95 mask fitting. (Although Transdev provide surgical masks, if drivers choose to wear a N95 mask, they must be fitted properly.)

Maintaining this partnership with the County Health department has been extremely helpful in managing our operations in a safe manner and minimizing the spread of COVID-19 on our Transit System.

Service Trends: Each month we continue to document essential services associated with COVID-19 transports in comparison to Paratransit Service. We continue to experience an increase in ADA paratransit trips in comparison to meal trips. In addition, we are also seeing an increase in COVID-19 transport trips. This indicates to us that even though more people are using the service and the state seems to be increasing their reopening plan, the amount of COVID-19 transports indicate there is still a need to be cautious. We continue to practice social distancing, wearing and using proper PPE, and transporting only one passenger at a time.



Month	ADA	COVID-19	LUNCH	MOW
Jan.	11,079	0	0	0
Feb.	10,606	0	0	0
Mar.	6,402	0	0	28
Apr.	1,827	40	446	2,346
May	1,984	26	1,045	2,817
Jun.	2,372	38	1,762	2,759
Jul.	2,538	41	1,379	2,203
Aug.	2,613	48	983	1,894

Recommendation: None for Information only

INTER OFFICE MEMO

To: O&S Committee

From: J. Scott Mitchell
Chief Operating Officer

Date: September 25, 2020

Reviewed by: *Rich*

SUBJECT: Leased Tires and Related Services Contract

BACKGROUND:

Central Contra Costa Transit Authority leases the tires on the revenue vehicles. Every five (5) years, the maximum term allowed by the Federal Transit Administration, County Connection goes to bid for a renewal contract.

SUMMARY OF ISSUES:

An Invitation for Bids (IFB) was issued on August 26, 2020, to seek a new contract for this service. On the bid opening date of September 24, 2020, one bid was received; that bid was from Goodyear.

County Connection is in need of a contract for the continued supply of tires for the revenue buses. The advantage to having a tire company under contract for the supply of tires provides County Connection with a guarantee of tires in the event of a materials shortage for the production of bus tires. Although County Connection received a single bid, the cost analysis did show that the Goodyear bid was fair and equitable.

Staff is recommending that the Committee proceed with approving the submitted bid and requesting the Board of Directors to authorize the General Manager to enter into a contract with Goodyear for a five (5) year contract for Leased Tires and Related Services.

OPTION 1:

The O&S Committee recommends that the County Connection Board of Directors award a contract to The Goodyear Tire & Rubber Company for Leased Tires and Related Services.

OPTION 2:

The O&S Committee direct staff to re-advertise the procurement.

FINANCIAL IMPLICATIONS:

Tires: The IFB response by Goodyear contains fixed rates for each of the five years of the contract period. The rates for tires for the first year of the contract are as follows:

Tires on the 35' and 40' coaches: .0005000/mile

Tires on the 29' coaches: .006000/mile

Tires on the electric trolleys: .012000/mile

The first-year annual financial implication for tires will be a decrease of \$58,486.72
- a decrease of 36%.

Service: The rate for Service for the first year of the new contract is \$7,800/month.

The first year annual financial implication for Service will be an increase of \$1,080.00 - an increase of 1.17%.

After the first year, the bid submitted by Goodyear lists the following percentage increases:

Second Year 0% for Tires and 1.17% for Service

Third Year 0% for Tires and 3% for Service

Fourth Year 3% for Tires and 3% for Service

Fifth Year 3% for Tires and 3% for Service

RECOMMENDATIONS:

Staffs recommends that the O&S Committee recommend award of a five (5) year contract to the Goodyear Tire & Rubber Company at the guaranteed rates specified in their bid of September 23, 2020.

ACTION REQUESTED:

The O&S Committee recommend to the Board of Directors at its October 15, 2020, meeting, the award of a contract by County Connection to The Goodyear Tire & Rubber Company for a five (5) year period at the guaranteed rates specified in their bid for Leased Tires and Related Services.

INTER OFFICE MEMO

TO: O&S Committee

DATE: September 16, 2020

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for August 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.

FY20-21

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	95,826	96,767	
Average Weekday	3,823	3,878	
Pass/Rev Hour	6.2	6.0	Standard Goal > 17.0
Missed Trips	0.36%	0.28%	Standard Goal < 0.25%
Miles between Road Calls	33,300	35,024	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

Average weekday ridership was lower in August (3,823 passengers) than July 2020 (3,934 passengers) and lower than August 2019 (13,032 passengers) or -71.2%. This is the fifth full month of the shelter-in-place order that took effect on March 17th in response to Covid-19.

Passengers per hour in August was 6.2 which is higher than July 2020 at 5.9 and lower than August 2019 when passengers per hour was 15.7.

The percentage of missed trips in August was 0.36% which is higher than the prior month 0.2%.

The number of miles between roadcalls was 33,300 miles in August, lower than the prior month in which there were 36,748 miles between roadcalls. The rolling 12 month average is 44,150 miles between roadcalls.

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

MONTHLY BOARDINGS
Operations Data Summary

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
Aug 2020 - Fixed Route Boardings	95,826	Revenue Hours -	Aug 2020	15,493	Weekdays - Aug 20	21	Fiscal 2021 YTD	193,535
			Aug 2019	19,716	Aug 19	22		
		Revenue Miles -	Aug 2020	183,890	Saturdays - Aug 20	5	Fiscal 2020 YTD	584,332
			Aug 2019	227,385	Aug 19	5		
					Sundays - Aug 20	5		
			Aug 19	4				
Aug 2020 Total Boardings	95,826	Passengers per Mile	0.5	Total Days - 2020	31	YTD Trend	(66.9%	
Aug 2019 Total Boardings	333,015	Passengers per Hour	6.2	2019	31	Monthly Trend	(71.2%	

August 2020 Fixed Route Passenger Total						Average Aug 20			Pass per	Average Aug 19			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	2,252			2,252	107			3.9	321			11.6
4	Walnut Creek Downtown Shuttle	3,095	769	648	4,513	147	154	130	6.0	875	468	395	23.6
5	Creekside / Walnut Creek	1,836			1,836	87			6.1	546			29.1
6	Lafayette / Moraga / Orinda	1,802	180	126	2,108	86	36	25	2.9	544	59	56	11.3
7	Shadelands / Pleasant Hill / Walnut Creek	1,742			1,742	83			5.1	504			23.7
9	DVC / Walnut Creek	4,097			4,097	195			6.6	425			14.3
10	Concord / Clayton Rd	10,692			10,692	509			12.3	1,020			24.3
11	Treat Blvd / Oak Grove	3,114			3,114	148			8.1	388			21.2
14	Monument Blvd / Walnut Creek	12,240			12,240	583			9.8	1,084			18.5
15	Treat Boulevard	2,766			2,766	132			5.0	324			11.0
16	Alhambra Ave / Monument Blvd	8,025			8,025	382			8.8	807			17.9
17	Olivera / Solano / Salvio / North Concord	2,196			2,196	105			5.9	250			14.8
18	Amtrak / Morello / Pleasant Hill	2,546			2,546	121			4.2	383			12.2
19	Amtrak / Pacheco Blvd / Concord	1,485			1,485	71			5.6	122			9.7
20	DVC / Concord	7,122			7,122	339			7.9	1,028			20.6
21	Walnut Creek / San Ramon Transit Center	4,411			4,411	210			4.3	522			10.1
27	N Concord / Martinez / Masion Circle	80			80	4			1.8	82			20.1
28	Martinez / DVC	1,789			1,789	85			4.1	107			7.0
35	Dougherty Valley	3,061			3,061	146			3.4	671			14.0
91X	Concord Commuter Express	425			425	20			4.1	80			15.3
92X	ACE Shuttle Express	47			47	2			0.3	186			14.6
93X	Kirker Pass Express	801			801	38			4.1	147			9.3
95X	San Ramon / Danville Express	468			468	22			1.8	169			19.6
96X	Bishop Ranch Express	399			399	19			1.3	585			15.9
97X	Bishop Ranch Express	295			295	14			2.8	115			12.7
98X	Martinez Express	2,864			2,864	136			4.7	289			10.1
99X	Martinez / BART Express	632			632	30			2.4	80			5.5
250 *	Gael Rail Service	-			-					1	1		0.1
260 *	Cal State East Bay / Concord BART	-			-					9			0.9
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,252	1,110	2,362		250	222	11.9		437	319	16.5
311	Concord / Oak Grove / Treat Blvd / WC	-	1,228	1,060	2,288		246	212	11.5		306	243	10.5
314	Clayton Rd / Monument Blvd / PH	-	1,655	1,342	2,997		331	268	15.1		538	412	18.4
315	Concord / Willow Pass / Landana	-	171	227	398		34	45	2.0		48	50	6.1
316	Alhambra / Morello / Pleasant Hill	-	1,148	1,197	2,345		230	239	11.8		342	269	12.8
320	DVC / Concord	-	665	500	1,166		133	100	5.9		206	176	18.4
321	San Ramon / Walnut Creek	-	880	672	1,552		176	134	7.8		266	197	10.2
335	BART Dublin / San Ramon	-	417	289	706		83	58	3.6		159	119	10.1
Alamo Creek *	Alamo Creek / BART Walnut Creek	7			7	0			0.0	27			3.4
600's	Select Service	-			-				-	1,323			33.9
712	Bay Point / BART PH / Berkeley	-			-					18			6.2
715	North Concord / Lafayette BART	-			-					6			4.7
TOTALS		80,287	8,367	7,172	95,826	3,823	1,673	1,434	6.2	13,032	2,830	2,237	15.7

* Data from LINK Operators ** Seasonal Routes

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

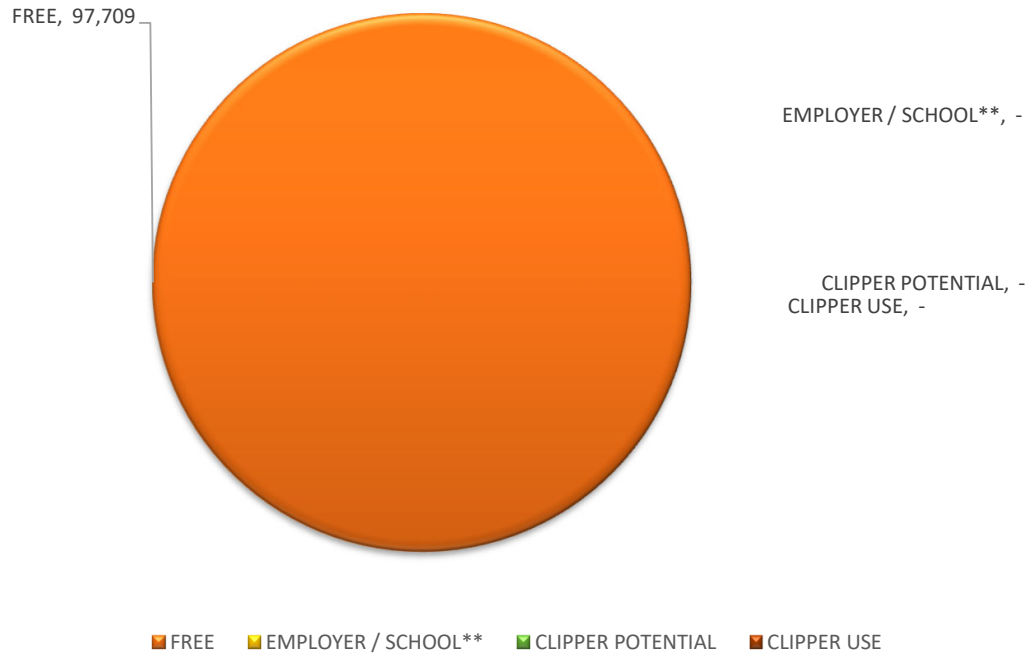
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TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2019	2019	2019	2019	2020	2020	2020	2020	2020	2020	2020	2020	12 Month TOTALS
	September	October	November	December	January	February	March	April	May	June	July	August	
Work Days	29	31	29	30	30	29	31	30	30	30	30	31	360
Revenue Hours	18,735	20,240	17,333	17,866	18,625	17,402	18,269	10,777	13,097	16,671	16,572	15,437	201,025
Operator Pay Hours	32,797	32,898	30,801	32,209	34,954	29,413	32,290	29,624	31,237	29,168	27,869	28,957	372,216
Number of Operators	156	155	158	160	156	155	160	160	159	157	155	153	157
Total Chargeable Collisions	4	2	5	3	1	2	NA	NA	0	0	2	0	19
Number of Trips Scheduled	23,859	26,848	23,149	23,520	24,429	22,716	24,809	13,998	17,156	21,240	22,428	23,533	267,013
Number of Trips Missed	72	13	12	19	15	8	438	930	42	123	45	84	1,801
Of Trips Scheduled - % Missed	0.30%	0.05%	0.05%	0.08%	0.06%	0.04%	1.77%	6.64%	0.24%	0.58%	0.20%	0.36%	0.67%
On Time Performance %	85%	85%	85%	86%	88%	87%	92%	93%	91%	91%	92%	93%	89%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	12	7	3	16	7	9	17	2	6	12	5	12	108
Road Calls for Mechanical	6	5	2	14	4	3	10	1	4	9	3	7	68
Fleet Average Miles between Mechanical Road Calls	56,774	47,210	42,816	34,220	47,240	42,100	37,548	30,454	37,194	26,680	36,748	33,300	44,150
No. Maint. Employees	25	25	26	26	26	25	24	14	17	21	21	20	23

Clipper Trend



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-20	97,709	97,709	-	-	-	0.0%
Aug-20	95,826	95,826	-	-	-	0.0%
Sep-20	-	-	-	-	-	0.0%
Oct-20	-	-	-	-	-	0.0%
Nov-20	-	-	-	-	-	0.0%
Dec-20	-	-	-	-	-	0.0%
Jan-21	-	-	-	-	-	0.0%
Feb-21	-	-	-	-	-	0.0%
Mar-21	-	-	-	-	-	0.0%
Apr-21	-	-	-	-	-	0.0%
May-21	-	-	-	-	-	0.0%
Jun-21	-	-	-	-	-	0.0%
Grand Total	193,535	193,535	-	-	-	0.0%

FREE	Free / Mid-Day Free
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, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Oak Grove Rd, Shadelands Office Park, Mitchell Dr
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, 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, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
15	BART Concord, John Muir Medical Center, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill
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, Oak Park Blvd, Patterson Blvd, Boyd Rd, Cleaveland Rd, W Hookston Rd, 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 Ave, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, 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	BART North Concord/Martinez, Port Chicago Hwy, Bates Ave, Arnold Industrial Way, Mason Circle
28	BART Concord, Galindo St, Concord Ave, DVC, Contra Costa Blvd, Muir Rd, Arnold Dr, Center Ave, VA Clinic, Howe Rd, Old Orchard Rd, Arnold Dr, Pine St, Vista Way, Estudillo St, D St, Alhambra Ave, Berrellesa St, Escobar St, Court St, 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, Camino Ramon, San Ramon Transit Center, BR 2600, BR 1, 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, BART Antioch
95X	BART Walnut Creek, Highway 680, Crow Canyon Rd, Camino Ramon, Norris Canyon Rd, Annabel Ln, Bishop Ranch 8, Executive Pkwy, San Ramon Transit Center, Bishop Ranch 15
96X	BART Walnut Creek, Highway 680, Bishop Ranch 1, San Ramon Transit Center, Bishop Ranch 2600, Bishop Dr, Sunset Dr
97X	BART Dublin, Highway 680, Bishop Ranch 1, San Ramon Transit Center, Bishop Ranch 2600, 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	BART North Concord/Martinez, Arnold Industrial Way, Pacheco Transit Center, Muri Rd, Arnold Dr, Morello Ave, Pacheco Blvd, Martinez Amtrak
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State East Bay, BART Concord
310	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
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, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
314	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC

Route Description Summary

Route #	Description
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, Ygnacio Valley Rd, John Muir Medical Center, 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
335	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
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, 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
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	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
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	BART Pittsburg/Bay Point, BART Pleasant Hill, BART 19th St/Oakland
715	BART North Concord/Martinez, BART Concord, BART Pleasant Hill

CCCTA PARATRANSIT

Performance Report: 7/01 through 7/31 /2020

LINK and BART Statistics

July-FY 20/21

Variance
from Goal

July-FY 19/20

YTD 20/21

Ridership Statistics					
1	ADA Passengers	2,538		11,506	2,538
2	Companions	29		57	29
3	*Personal Care Assistants	241		1,329	241
4	SilverRide Pilot	0		456	0
5	Total Passengers	2,808		12,892	2,808
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	388		1,323	388
7	SilverRide Pilot No Shows & Late Cancels	0		72	0
8	Total number of Cancellations	243		293	243
9	Same Day Trips	79		193	79
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	16		31	16
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
12	Revenue Hours	1,995.20		6,449.50	1,995.20
13	ADA Passengers per RVHr.	1.27		1.77	1.27
14	Average Trip Length (miles)	11.23		11.14	11.23
15	Average Ride Duration (minutes)	8.48		30.29	8.48
16	Total Cost per ADA Passenger	\$ 157.34		\$ 50.94	\$ 157.34
17	*Service Miles	39,607		109,319	39,607
18	Billable Service Hours	5,541.51		7,998.4	5,541.51
19	SilverRide Pilot Cost	\$ -		15,504.00	\$ -
20	LINK & BART Fuel Cost	\$ 28,184.19		\$ 65,688.70	\$ 28,184.19
21	Total Cost	\$ 441,806.34		\$ 609,330.49	\$ 441,806.34
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	97%		82.7%	97%
23	SilverRide Pilot OTP	0%		98.9%	0%
24	Arrived 15-29 minutes past window	18		-	18
25	Arrived 30-59 minutes past window	8		249	8
26	Arrived 60 minutes past window	0		38	0
27	Total Missed Trips	0		38	0
28	Transfer Trips	354		1,062	354
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
29	Total Complaints	2		5	2
30	Timeliness	0		0	0
31	Driver Complaints	2		3	2
32	Equipment / Vehicle	0		0	0
33	Scheduling/Staff Skill	0		2	0
34	Commendations	0		2	0
35	Ave. wait time in Queue for reservation	0.19		1.0	0.19
36	Ave. wait time in Queue for customer service	0.29		0.53	0.29
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
37	Total accidents per 100,000 miles	1		0	0
38	Roadcalls per 100,000 miles	1		0	0
Eligibility Statistics					
40	*Total ADA Riders in Data Base	2,457		2,437	2,457
41	*Total Certification Determinations	91		108	91
42	*Initial Denials	0		0	0
43	*Denials Reversed	0		0	0

* Total Preventable accidents YTD is 1

* 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

* Since taking over the contract the OTP has been improved by 14.3%

* Productivity was at 2.00 as of January 2020; however due to Covid-19 and social distancing, the number is low.

* We have three (3) less complaints in July 2020 from July 2019.

Transdev G.M.:

Date: 8/15/2020