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

OPERATIONS & SCHEDULING COMMITTEE
MEETING AGENDA

Friday, February 5, 2021
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:

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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

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of December 4, 2020*
4. 2021 Service Plan Draft Recommendation*
   (Staff will present the recommended service proposal and a summary of public comments.)
5. Transdev Contract Extension Request*
   (Staff will present information only to extend the LINK Paratransit contract with Transdev.)
6. Pilot Project-Consolidation of County Connection/LAVTA Paratransit Programs*
   (Staff will present a Pilot Project proposal and request to enter into an agreement with LAVTA to consolidate Paratransit Programs.)
7. Monthly Reports – Information Only
   a. Fixed Route*
   b. Paratransit*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – March 5, 2021 (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, February 18, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, February 3, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, March 9, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, February 4, 8:30 a.m., via teleconference
Operations & Scheduling:	Friday, February 5, 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.

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County Connection

INTER OFFICE MEMO

Summary Minutes
Operations & Scheduling Committee
Friday, December 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, Laura Hoffmeister
Staff: Rick Ramacier, Bill Churchill, Ruby Horta, Rashida Kamara, Melody Reebs, Scott Mitchell, Kevin Finn, Erick Cheung, Julie Sherman
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 November 6, 2020**

   The Committee approved the minutes.

4. **2021 Service Plan Webinar Feedback**

   Ms. Horta provided a summary of the webinar that was held on December 1st regarding the three service reduction scenarios. There were about 22 attendees, including some Advisory Committee members and city staff. Members from the public who attended mostly asked questions about routes serving Concord and Martinez and were primarily concerned about retaining service coverage. Staff will be developing the scenarios in more detail and will host public hearings in January to receive additional feedback. Director Hudson asked if there were any comments from Bishop Ranch. Ms. Horta responded that Sunset Development staff attended the webinar but did not provide any comments.

5. **Spring Bid Update**

   Ms. Horta informed the Committee that the Spring bid date will be moved to March 22nd in order to coincide with BART's new bid date. Service levels will be the same as what is currently being operated.

6. **One Seat Ride Pilot Update**

   Ms. Kamara provided an update on the one seat ride pilot, which launched on November 1st in partnership with Tri Delta Transit, WestCAT, and LAVTA. The program initially began

as a "Rider Choice" program with premium fares. However, this deterred many passengers from using the program, particularly since some of the agencies were still not collecting fares on their regular paratransit service. Agency staff decided to simplify the fare structure so that riders would only need to pay the regular paratransit fare of the originating operator. Following that change, passengers are now choosing to use the one seat program rather than a traditional transfer. Director Hoffmeister asked when staff will have a better sense of the financial implications of the pilot. Ms. Kamara responded that staff is currently working with the other agencies to develop the reporting criteria and will likely have enough data after the first three months.

7. Security Guard Service Contract

Mr. Mitchell informed the Committee that staff released an RFP for security guard services and received two proposals, only one of which was responsive. The responsive proposal was from the current contractor. Director Hoffmeister asked how long the current contract has been in place. Mr. Mitchell responded that the contract is rebid every three years. The Committee forwarded the item to the Board for approval.

8. Monthly Reports

Ms. Reebs reported that in October fixed-route ridership was down around 70% compared to last year. However, ridership did increase about 8% from September. She noted that staff increased service on Route 314 as part of the Winter bid, and ridership on the route increased about 20% in October compared to the previous month.

Ms. Kamara presented the paratransit report for September. Ridership dropped slightly from August. On-time performance remained at 94%, and cost per hour dropped slightly from the previous month.

9. Committee Comments

Director Storer asked if drivers will be considered essential workers as it relates to vaccines. Mr. Ramacier responded that transit workers would be part of the second tier and that the current target for that tier is February.

10. Future Agenda Items

None.

11. Next Scheduled Meeting

The next meeting was scheduled for January 8th at 8:15 a.m. via teleconference.

12. Adjournment – The meeting was adjourned at 8:54 a.m.

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

County Connection

INTER OFFICE MEMO

To: Operations & Scheduling Committee **Date:** 1/20/2021

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

SUBJECT: 2021 Service Plan Draft Recommendation

Background:

At the October meeting, the Board authorized staff to proceed with the public comment process on three proposed service scenarios for implementation in mid- to late-2021. These scenarios were developed in anticipation of reduced revenues due to COVID-19 and would result in service cuts totaling approximately $3, $5, and $7 million annually. In developing the proposals, staff sought to prioritize essential services and workers, as these riders have continued to rely on transit throughout the pandemic.

Since all three scenarios would be considered a major reduction in service, per Board policy, staff has conducted public outreach to gather input on the proposals and is now presenting a draft recommendation for Board feedback. Staff will then complete a Title VI equity analysis and present a final recommendation for potential Board approval in March. The earliest that staff could implement any major service reductions would be Summer 2021. However, depending on financial needs and service requirements as the COVID-19 pandemic evolves, implementation could be delayed until Fall or Winter 2021.

Public Comment:

Staff conducted an initial webinar on December 1, 2020 to provide the public with a high-level overview of the three service scenarios and gather some preliminary feedback. This was followed by a series of four virtual public hearings, which were held on January 5th and 8th. Each public hearing focused on a different part of County Connection's service area and provided an opportunity for the public to provide formal comments on the proposals. The public was also able to provide comments via phone, mail, email, and online.

No public comments were received during the public hearings. However, a total of 12 written comments were received by email and online that were directly related to the proposal. These comments are included in Attachment A. Below is a summary of the comments:

- Opposition to the elimination of Routes 95X and/or 96X under Scenario 3 *(5 comments)*

- Concern about reducing service frequency on Route 98X under Scenarios 2 and 3, particularly regarding potential impacts on connections to Amtrak and/or BART *(2 comments)*
- Opposition to the elimination of the Orinda Community Center loop on Route 6 under all three scenarios *(2 comments)*
- Concern about reducing service frequency on Route 99X under Scenarios 2 and *3 (1 comment submitted)*
- Concern about reducing service frequency on Route 35, particularly on the Windemere loop *(1 comment)*
- Support for Scenario 1 over the other two scenarios *(1 comment)*

Proposed Service Plan:

Given current financial projections, staff is recommending the implementation of Scenario 1, which is very similar to the service levels currently being operated. However, based on public feedback, staff is proposing a revision to the initial Scenario 1 service plan to retain service on Route 6 to the Orinda Community Center.

The proposed service plan would be about a 13% reduction in service hours compared to pre-COVID service levels. Service frequency would be reduced on Routes 4, 5, 6, 7, 27, 35, 92X, 95X, and 96X. There would also be two alignment changes—extending Route 28 to Concord BART and simplifying the routing through Bishop Ranch on Route 92X to remove stops at BR 15 and Bishop/Sunset. All of these proposed changes have been in place on a temporary basis since October 2020. A summary of Scenario 1 is included as Attachment B.

All 600-series school service will be retained at the service levels that County Connection typically operates during a normal school year.

Future Service Restoration:

There is still a large degree of uncertainty as it relates to COVID-19, including its potential long-term impacts on the economy and travel patterns. In addition, circumstances that affect ridership demand can change relatively quickly, such as schools reopening or workers returning to offices, and County Connection needs to be prepared to restore and/or modify service in response to these changes in demand. If the proposed service plan is approved, staff will still be closely monitoring ridership trends and financial projections to determine whether additional service is needed.

As schools, businesses, recreational facilities, and other non-essential services return to normal operations, staff will need to respond quickly to augment service based on the community's needs and the agency's financial capacity. Any restoration of service will be implemented as a

temporary adjustment and made permanent once the pandemic is behind us. A similar public outreach process and Title VI analysis will be conducted once staff is comfortable making the changes permanent.

Financial Implications:

Based on initial estimates, this service plan could reduce operating costs by approximately $3 million annually. This is an initial projection and will be finalized once the schedules are complete.

Recommendation:

Staff recommends that the O&S Committee review the comments received, discuss the proposed service plan and provide feedback to staff. Additionally, the proposal should be forwarded to the Board for further review and direction. Based on feedback received, staff may adjust the proposal and return to the Committee in March for approval.

Action Requested:

Staff requests that the O&S Committee forward the proposed service plan to the Board for review and discussion. No action will be requested at this time. Formal Board action is expected at the March 2021 Board meeting.

Attachments:

Attachment A – Public Comments Received

Attachment B – Scenario 1 Summary

Attachment A:

Summary of Public Comments

As of January 22, 2021

All comments are presented as submitted; no revisions were made.

1	I take 2 buses in the morning (98X and 28). I commute from downtown Walnut Creek to Center Ave. in Martinez. I walk over a mile to the WC BART to catch the 98X. I start work at 8am. I have to take the 6:30am 98X bus and then wait 20 minutes for the 28 bus at Pacheco/Center that arrives at 7:03am. There's a 6:50am 98X bus but it doesn't connect with the 28 bus. If the 28 could be adjusted back to arriving at Pacheco/Center at 7:06am, that would be ideal. My commute home has turned into a 2 hour commute. I have to rush to catch the 28 bus after I get off work at 5pm. Once I get to Pacheco/Center, I have to wait 45 minutes to catch the 98X. So it's basically a hurry up and then wait... When I get to WC Bart, I catch the 4. So that's another 10-15 minute wait. I end up walking the mile home from the Bart station. If there are further reductions in service it will become more impossible to get to and from work. I've been relying more on Uber, which is not sustainable for me. Since I currently only commute into work 2x week now due to COVID, my input probably won't make any difference in considering service changes.
2	For Route 6, we are concerned about the proposed alignment change to eliminate the Orinda Community Center loop. That loop serves 2 senior housing complexes located near the Orinda Way/Irwin Way intersection. It also provide access to the Orinda Library and Community Center. We request County Connection not eliminate the Orinda Community Center loop.
3	If you must scenario 1 would be the best of all scenarios. I know it doesn't save as much as the others but it would have the least negative impact on the ridership

4	There are still essential workers that uses the Express buses going to San Ramon. Eliminating both the 95 and 96 buses is going to leave us stranded. Please consider keeping at least the 95x Where it will make the rounds essential workers work-Cosco area, Kaiser, Anabel,Bishop Ranch 8 which easier to walk to Bishop Ranch 6 for At&t workers We will greatly appreciate if you at least consider. *[In Response to Another Comment]* For the essential workers who still comute from walnutcreek to San Ramon Bishop Ranch when you say the Rapid transit is faster is it the 21 that goes through town and very slow and like Lisa said it takes about 50 minutes and for for those of us who have to be at work 8AM and walk from the transit center to Anable Bishop Ranch 6 and 8 in the rain is going to be very difficult. Or are there going to be other buses .Or just have to one Express bus that runs 2times in the morning peak hours and one in the afternoon between 4and 6pm
5	*[In Response to Another Comment]* I agree with Yayush, please do not eliminate all the express buses to San Ramon, the only other option is the 50mn 21 route and all those minutes add up during the week. Thank you
6	I was wondering if going bring 96 at 1:30pm from San Roman trasit center to. Walt creek Bart
7	I would like to see the Orinda Community Center loop on route 6 maintained. It appears that is only retained in scenario 2 and 3. It would be desired to maintain current service levels on route 6 as depicted in scenario 1, but if that is not possible then the Orinda loop would be a priority request and default then to scenario 2 or 3.

8	I have relied on County Connection bus service as my primary mode of local transportation since I moved to Central Contra Costa County in 2005. I currently live in Martinez on Pacheco Blvd. between Ace Truckbox Center and Morello Ave. I work at Muir Parkway Offices on Arnold Drive less than two miles from my home. The relatively short commute distance is necessary for me because I do not have a car and I deal with health conditions that make walking long distances difficult. The proposed reduction in service frequency for Route 99X under Scenarios Two and Three would affect me directly. My current work schedule is 8:30 AM to 5:00 PM. If the Route 99X service reduction is to take effect, I would respectfully request that the schedule reflect my need to take the morning run heading towards North Concord BART and arrive at Muir Parkway Offices by approximately 8:20. Likewise, I would greatly appreciate it if service heading towards Martinez Amtrak would be available for me to catch the bus at Morello and Arnold at approximately 5:15. Additionally, I periodically take Route 28 to Kaiser Permenente Martinez Medical Offices on Muir Road. The next bus stop along that route in the Concord BART direction is Muir and Glacier, which is a considerable stretch. I am requesting that a Route 28 bus stop be installed at Muir Road and Morello Ave. so that I could potentially travel between medical appointments at Kaiser and my workplace. I concede that your agency cannot be expected to specifically accommodate the needs of a single individual rider in your service planning. Even so, I figure that it is worth a shot to express my needs, and I am grateful for the opportunity to do so, as well for the service that everyone at your agency has provided me for the last 16 years. Thank you very much for your time and consideration.
9	This letter is in regards to the cancellation of services to Bishop Ranch. I myself commute from Cameron Park ,Ca to Toyota which is 111 miles from my home. Transit is essential as I drop my car in Dixon, take Blue Line to Walnut Creek and then catch Bishop Ranch 95X. Being an essential worker has allowed myself and many colleagues to continue working. Taking the 95X that goes to Bishop Ranch 8 is a huge advantage to those of us that work at Toyota and cost saving as well. Please consider keeping it at least peak hours in the morning and in the afternoon between 4:00pm – 6:30pm. At least 2 in the morning and 2 in the afternoon. Only stopping at the Transit Center with the 96X and having to be at work at 8:00am and walking in bad weather would make it a very unpleasant daily occurrence along with compromising our jobs at 8:00am in the morning. Please consider.

10	Please keep the time of the 1st 98x bus and possibly the 2nd out of Martinez Amtrak. People transferring at Walnut Creek to the Bart train and to other buses need to ride the 1st 98x bus because many are commuting to cities to the south and the west and start work at 8:00 or before. In addition, people who commute by riding the 1st Capitol Corridor Amtrak out of Sacramento, transfer to the 1st 98x at the Martinez Amtrak station as a part of their daily commute to work in a variety of locations In the Bay Area. Please also keep the run of the last 98x bus out Walnut Creek Bart to Martinez Amtrak, for those who are returning from a commute that takes them some time to reach Walnut Creek at the end of the day. When the 1st run of line 16 out of Martinez Amtrak was eliminated, it left only the 98x operating at an early enough time out of Martinez. Bart trains are now not operating as frequently as they did precovid. So it is important for those riding the 98x to get to Walnut Creek as early as they can.
11	Firstly, thank you all for your service to our community and continuing to keep public transportation available during this challenging time. I am perhaps 10% of your current ridership on the 95x. I don't drive and commute to Berkeley (via WC BART) on the 95x every day. To be honest, most of the time I am the only person on the bus, so I totally understand if you need to cut it to cover (projected) budget deficits. It is unfortunate that ridership is unlikely to increase without the Covid situation comfortably behind us. Just in case the 95x gets axed, I beg that the 21's schedule be adjusted to better match the BART schedule during commuting hours. As far as I'm concerned the morning is okay, but in the evening if I catch a BART at MacArthur at 5:20-something, I'll arrive at WC BART at 5:42, then have to wait nearly 30 min for the next bus in the Danville/San Ramon direction. Thus, if the schedule could be pushed back by 5 minutes (so 5:45 departure from WC), it would be much appreciated. In case the 95x isn't cut entirely, it would also be nice if the 95x WC departures could be staggered with the 21. Right now they both leave at the same time which can be frustrating when you've missed them both by 2 minutes. I really am thankful for the CCCTA and hope your ridership increases in 2021!
12	I'm a regular rider of the bus 35 via Windermere route. Considering there are only a few schedules looping through this area, it'd be greatly appreciated if you do not cut any services in the upcoming planning. Thank you so much for your service to take care of people like me who depends on public transportation.

Attachment B:

Scenario 1 Summary

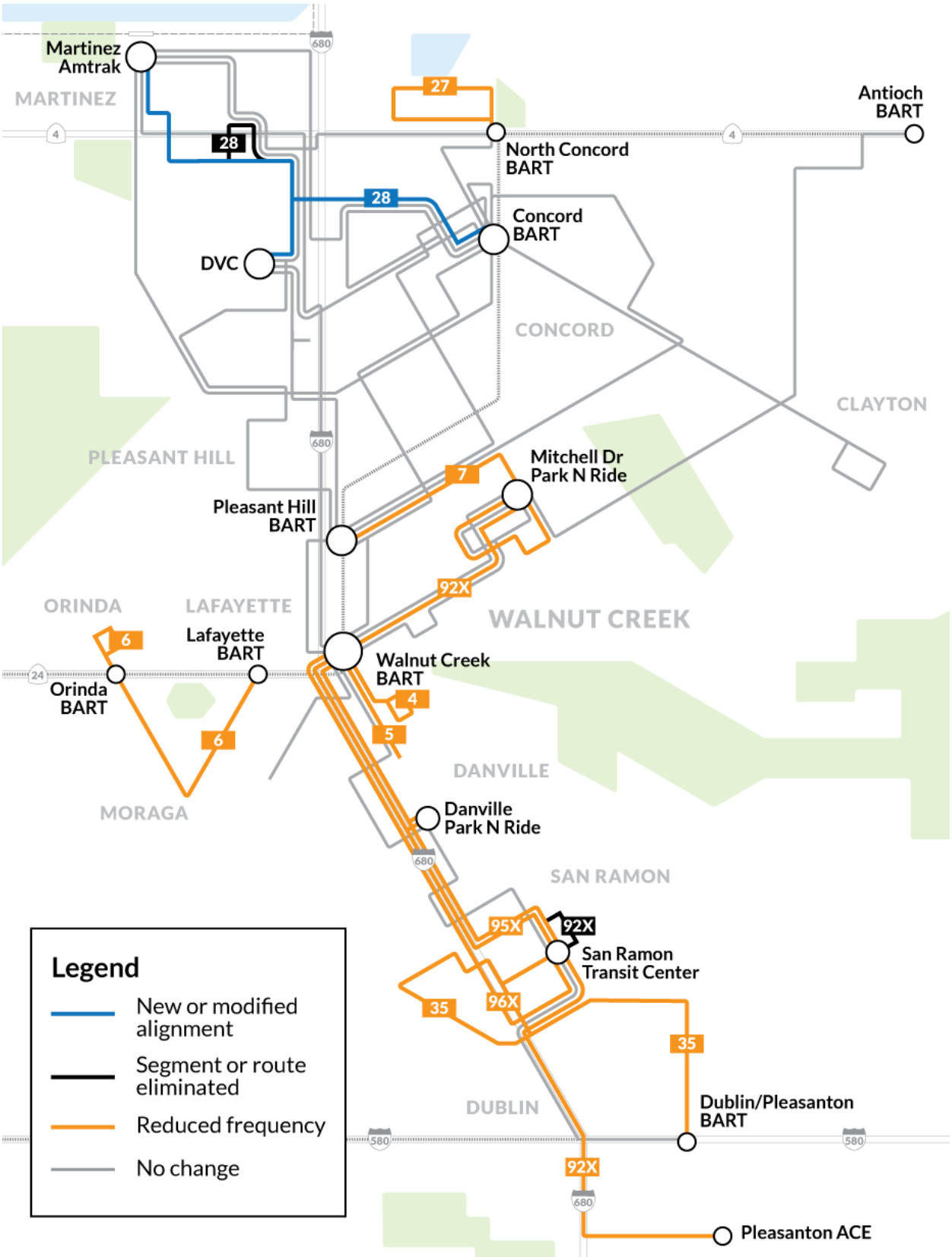
Scenario 1 would largely continue current service levels (as of October 4, 2020).

Frequency Reductions:

Route	**Pre-COVID** (peak/off-peak)	**Scenario 1** (peak/off-peak)
4	12 min	20 min
5	20/45 min	40 min
6	20/60 min	30/60 min
7	15/- min	20/- min
27	40/60 min	3 trips
35	15-20/30-60 min	30/60 min
92X	8 trips	4 trips
95X	20/- min	30/- min
96X	20/60 min	30/- min

Alignment Changes:

- ~~Route 6 – eliminate Community Center loop~~ *(Service to be retained based on public feedback)*
- Route 28 – extend to Concord BART, reroute from Arnold/Center to Muir Rd
- Route 92X – simplify routing through Bishop Ranch to remove stops at BR15 and Sunset/Bishop


Martinez Amtrak
MARTINEZ
28
27
North Concord BART
Antioch BART
28
Concord BART
DVC
CONCORD
CLAYTON
PLEASANT HILL
Mitchell Dr Park N Ride
7
Pleasant Hill BART
92X
ORINDA
LAFAYETTE
WALNUT CREEK
6
Lafayette BART
Walnut Creek BART
Orinda BART
4
5
6
DANVILLE
MORAGA
Danville Park N Ride
SAN RAMON
95X
92X
San Ramon Transit Center
35
96X
35
DUBLIN
Dublin/Pleasanton BART
92X
Pleasanton ACE
Legend
New or modified alignment
Segment or route eliminated
Reduced frequency
No change

The County Connection

Inter Office Memo

To: Operations and Scheduling Committee **Date:** 1/29/2021

From: Rashida Kamara, Director of ADA & Special Services **Reviewed By**: WC.

SUBJECT: Paratransit Contract Extension Information Only

Background

The current contract with Transdev to provide ADA Paratransit services and maintenance will expire June 30th, 2021. This contract was for only two years but fortunately, it allows for three one-year extensions. Staff brought the request to exercise the first of three options to extend the contract to the A&F Committee for approval since it's a contract (please see attached document). However, the O&S Committee has oversite regarding the contractors' performance and as such may provide the full board with a perspective of how well they have executed the contract prior to approving a contract extension.

As a reminder to the O&S committee, Transdev brought in new technology, innovation, improved service and most importantly invaluable partnerships during the COVID-19 pandemic which has devasted the country. Transdev consistently improved on-time performance, reduced complaints, and improved productivity. In addition, when called upon by the County Emergency Office, Transdev allowed County Connection to be an invaluable participant in transporting COVID positive passengers, and homeless persons. They also provided valuable services for vulnerable seniors who were unable to leave their homes through meals on wheels programs and desperately needed nutritional meals to students who were unable to go to school.

As a result of the aforementioned performance and partnership, staff believes Transdev has performed beyond expectations and has significantly enhanced and improved the quality of life for many individuals in the communities we serve.

Recommendation

This item is for information only, but the committee may wish to speak to the full board in acknowledgement of the services that Transdev has provided thus supporting this recommendation.

Attachment

Attachment 1: Memo to A&F: One Year Extension of the Paratransit Service Contract with Transdev

The County Connection

Inter Office Memo

Attachment 1: Memo to A&F

To: Administration and Finance Committee **Date:** 01/27/2021

From: Rashida Kamara, Director of ADA Reviewed By: WC.

SUBJECT: One Year Extension of the Paratransit Service Contract with Transdev

Background

The current contract with Transdev to provide ADA Paratransit services and maintenance will expire June 30th 2021. This contract was for only two years but fortunately allows for three one-year extensions. If exercised, this would be the first of three potential extensions allowed under the existing contract.

Transdev brought in new technology, innovation, improved service and most importantly an invaluable partnership during the COVID-19 pandemic which has devasted the country. Transdev consistently improved on-time performance, reduced complaints and improved productivity. In addition, when Contra Costa County's Emergency Operations Center (EOC) requested support from County Connection, Transdev stepped up providing transportation to COVID positive passengers and homeless individuals. They also provided valuable services for vulnerable seniors who were unable to leave their homes by delivering the food for the meals on wheels program and desperately needed nutritional meals to students who were unable to go to school.

As a result of the aforementioned performance and partnership, staff believes Transdev has performed beyond expectations and has significantly enhanced and improved the quality of life for many individuals in the communities we serve.

New Contract Rate Request

Transdev has formally requested a rate increase to the hourly and fixed contract rates resulting in an increase to the cost of the contract of 2.65%. Following several meetings with Transdev, staff felt the rate increase was justified and well within budgetary expectations. Transdev's rate increase includes an additional Road Supervisor to monitor services and an increase in operator wages. It is important to note that Transdev is in negotiations with the ATU Local 1605 and the incremental increase that will go towards better health care coverages that have been asked for by the ATU are included. Since Transdev has managed to keep a working driver force, pivot on different service modes and ramp up safety and training protocols associated with COVID-19, staff believes the cost increase is reasonable.

Financial Impact

If the rate increase is approved the new hourly rate would be $50.56 per service hour compared to $49.53 per service hour today and the new fixed rate will be $153,094.65 as compared to $146,515.00 today. Based on a pre-COVID service hour projections of 111,297 the contract extension will not exceed $7,464,089. As a reminder, fuel is a pass-through expense not included in the Transdev fixed or variable rates. Staff estimates next years fuel expense to be approximately $780,000 using pre-COVID service levels. However, since County Connection continues to operate significantly diminished service due to COVID-19, staff does not anticipate that we will meet these cost projections. The requested rate increase will be within budgetary expectations.

Staff Recommendation

Staff recommends that County Connection extend the current contract with Transdev for the provision of LINK service with a 2.65% increase in total expenses not to exceed $7,464,089. Staff further recommends that all of the terms and conditions remain the same, except for where the contract is amended due to COVID-19 Pandemic conditions.

Options

1. Send staff recommendation to the Board of Directors in the form of a Resolution.
2. Decline staff recommendation and go out to bid.
3. Take other action as determined.

Action Requested

Staff respectfully requests the Committee to act on option 1 listed above.

County Connection

INTER OFFICE MEMO

To: Operations and Scheduling Committee Date: 01/29/2021

From: Rashida Kamara, Director of ADA & Special services Reviewed by: WC.

SUBJECT: Pilot Project-Consolidation of CCCTA/LAVTA Paratransit Programs

Background:

In an effort to further the MTC goal of public transit agency collaboration to more efficiently spend transportation funding dollars, County Connection and LAVTA (Livermore Amador Valley Transit Authority) staff have collaborated on developing a pilot program to share resources to deliver paratransit services in both agency's service areas. By leveraging resources between the two paratransit services through County Connection's existing paratransit operations contract, both agencies will see savings over the one-year pilot. If successful, this service design could be part of a future procurement for a long-term contract to deliver a similar model. The addition of this service will not negatively impact the budget for the County Connection, and will provide savings to LAVTA over what they would have to pay for their paratransit services being delivered as a stand alone contract.

If approved an interagency agreement would be written and signed by both parties that would outline proper compensation to CCCTA for delivering these services through it's paratransit agreement with Transdev.

Shared Resouces:

If both agency Board's approve the pilot, County Connection will ask it's current paratransit contractor to leverage some existing resources (management, dispatch and customer service) from the County Connection contract.Transdev would perform the LAVTA trips using their subcontract with BigStar with signage that specifically identifies the vehicles as "Wheels DAR". Other shared resources will include Dispatching, scheduling, and scheduling softwares and road supervision. Leveraging such resources eliminates a redundency of efforts.

Additionally, LAVTA will pay County Connection for the additional services thorugh a monthly fixed fee of $29,436.19 to cover additional staff (1 added operations/safety manager, 1 added customer service representative, and 2 added dispatchers). Both agencies would pay for the variable revenue hours at a rate of $50.42, which is only a 1.7% increase over today's variable rate and in line with projections for the increase that is expected for the first option year of the paratransit contract beginning on July 1, 2021. More detail on the First Option Year is detailed in the memo specific to this topic. LAVTA would be invoiced for and compensate CCCTA for all of the variable hours delivered for their passengers.

Financial Implication:

Staff has determined that by adding the LAVTA paratransit program to it's contract with Transdev, and leveraging the County Connection resources that are already in place, CCCTA will see a reduction in it's FY 22 proposed monthly fixed cost of $153,094.65 to $148,292.28, as well as it's FY 22 variable rate of $50.56 to $50.42.

Attachment:

None

Action Requested

Staff respectfully request the committee to approve a pilot project and request the committee forward to the full board a resolution authorizing the general manager to enter into an agreement with for a Pilot Project with LAVTA for the provision of paratransit services through their contractor Transdev.

County Connection

INTER OFFICE MEMO

TO: O&S Committee **DATE:** December 23, 2020

FROM: Melody Reebs
Manager of Planning

SUBJ: **Fixed Route Reports**

Fixed Route Operating Reports for November 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

Title	Current Month	YTD Avg	Annual Goal
Total Passengers	86,237	98,348	
Average Weekday	3,709	4,000	
Pass/Rev Hour	6.1	6.4	Standard Goal > 17.0
Missed Trips	0.25%	0.23%	Standard Goal < 0.25%
Miles between Road Calls	24,292	29,696	Standard Goal > 18,000

* *Based on current standards from updated SRTP*

Analysis

Average weekday ridership was lower in November (3,709 passengers) than October 2020 (4,435 passengers) and lower than November 2019 (13,460 passengers) or -72.44%. This is the ninth full month following the first shelter-in-place order that took effect on March 17th in response to COVID-19.

Passengers per hour in November was 6.1 which is lower than October 2020 at 7.3 and lower than November 2019 when passengers per hour was 16.9.

The percentage of missed trips in November was 0.25% which is higher than the prior month 0.18%.

The number of miles between roadcalls was 24,292 miles in November, lower than the prior month in which there were 33,563 miles between roadcalls. The rolling 12 month average is 34,231 miles between roadcalls.

County Connection resumed collecting fares starting on November 1st 2020. Of a total 86,237 passengers, 51,525 passengers had the potential to use a Clipper card aboard County Connection since 34,712 either used an employee sponsored program or free routes. About 71.9% of the 51,525 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	
Nov 2020 - Fixed Route Boardings	86,237	Revenue Hours -	Nov 2020	14,062	Weekdays - Nov 20	20		
			Nov 2019	17,333	Nov 19	20	Fiscal 2021 YTD	491,739
Special Event - Bus Bridge		Revenue Miles -	Nov 2020	160,286	Saturdays - Nov 20	4		
			Nov 2019	206,521	Nov 19	5	Fiscal 2020 YTD	1,598,010
					Sundays - Nov 20	5		
					Nov 19	4		
Nov 2020 Total Boardings	**86,237**	**Passengers per Mile**		**0.5**	**Total Days - 2020**	**29**	**YTD Trend**	**(69.2%)**
Nov 2019 Total Boardings	**292,286**	**Passengers per Hour**		**6.1**	**2019**	**29**	**Monthly Trend**	**(70.5%)**

November 2020 Fixed Route Passenger Total

Route	Destination Information	Weekday	Saturday	Sunday	Total	Average Nov 20 Wkdy	Sat	Sun	Pass per Rev Hour	Average Nov 19 Wkdy	Sat	Sun	Pass per Rev Hour
1	Rossmoor / Shadelands	2,419	-	-	**2,419**	121			**4.6**	343			**12.5**
4	Walnut Creek Downtown Shuttle	4,029	821	829	**5,679**	201	205	166	**8.5**	837	479	390	**22.8**
5	Creekside / Walnut Creek	1,779	-	-	**1,779**	89			**6.8**	480			**25.5**
6	Lafayette / Moraga / Orinda	1,783	185	84	**2,052**	89	46	17	**3.4**	572	69	58	**11.9**
7	Shadelands / Pleasant Hill / Walnut Creek	1,767	-	-	**1,767**	88			**5.7**	496			**23.3**
9	DVC / Walnut Creek	3,033	-	-	**3,033**	152			**5.3**	455			**15.0**
10	Concord / Clayton Rd	8,646	-	-	**8,646**	432			**10.5**	1,051			**25.1**
11	Treat Blvd / Oak Grove	2,801	-	-	**2,801**	140			**7.8**	429			**23.4**
14	Monument Blvd / Walnut Creek	10,829	-	-	**10,829**	541			**9.3**	1,198			**20.4**
15	Treat Boulevard	2,184	-	-	**2,184**	109			**4.4**	331			**11.2**
16	Alhambra Ave / Monument Blvd	7,981	-	-	**7,981**	399			**9.5**	858			**19.1**
17	Olivera / Solano / Salvio / North Concord	1,837	-	-	**1,837**	92			**5.2**	240			**14.1**
18	Amtrak / Morello / Pleasant Hill	1,880	-	-	**1,880**	94			**3.3**	364			**11.6**
19	Amtrak / Pacheco Blvd / Concord	1,145	-	-	**1,145**	57			**4.8**	134			**10.7**
20	DVC / Concord	6,884	-	-	**6,884**	344			**8.6**	1,205			**24.2**
21	Walnut Creek / San Ramon Transit Center	4,256	-	-	**4,256**	213			**4.5**	527			**10.2**
27	N Concord / Martinez / Masion Circle	89	-	-	**89**	4			**2.6**	80			**19.3**
28	Martinez / DVC	1,585	-	-	**1,585**	79			**3.5**	113			**7.4**
35	Dougherty Valley	2,687	-	-	**2,687**	134			**3.6**	676			**14.1**
91X	Concord Commuter Express	567	-	-	**567**	28			**5.9**	69			**13.0**
92X	ACE Shuttle Express	201	-	-	**201**	10			**1.5**	172			**13.5**
93X	Kirker Pass Express	533	-	-	**533**	27			**3.0**	142			**9.0**
95X	San Ramon / Danville Express	799	-	-	**799**	40			**2.9**	174			**16.4**
96X	Bishop Ranch Express	520	-	-	**520**	26			**2.1**	669			**24.6**
97X	Bishop Ranch Express	379	-	-	**379**	19			**3.7**	110			**15.6**
98X	Martinez Express	3,018	-	-	**3,018**	151			**5.3**	310			**10.9**
99X	Martinez / BART Express	504	-	-	**504**	25			**2.1**	97			**6.7**
250 *	Gael Rail Service	-	-	-	-					1	3	3	**0.2**
260 *	Cal State East Bay / Concord BART	-	-	-	-					8			**0.9**
310	Concord Bart / Clayton Rd / Kirker Pass	-	751	925	**1,676**		188	185	**13.6**		441	377	**17.7**
311	Concord / Oak Grove / Treat Blvd / WC	-	618	811	**1,428**		154	162	**7.4**		276	239	**10.2**
314	Clayton Rd / Monument Blvd / PH	-	1,325	1,477	**2,802**		331	295	**11.1**		530	433	**18.6**
315	Concord / Willow Pass / Landana	-	116	108	**224**		29	22	**2.6**		65	54	**7.1**
316	Alhambra / Morello / Pleasant Hill	-	643	750	**1,392**		161	150	**7.1**		360	281	**13.6**
320	DVC / Concord	-	448	474	**922**		112	95	**8.5**		207	181	**18.6**
321	San Ramon / Walnut Creek	-	650	574	**1,224**		163	115	**5.2**		222	183	**8.4**
335	BART Dublin / San Ramon	-	258	202	**460**		64	40	**4.4**		120	108	**8.1**
Alamo Creek *	Alamo Creek / BART Walnut Creek	51	-	-	**51**	3			**0.3**	22			**2.8**
600's	Select Service	-	-	-	-				-	1,271			**39.9**
712	Bay Point / BART PH / Berkeley	-	-	-	-					19			**6.2**
715	North Concord / Lafayette BART	-	-	-	-					7			**5.2**
	TOTALS	**74,190**	**5,815**	**6,232**	**86,237**	**3,709**	**1,454**	**1,246**	**6.1**	**13,460**	**2,772**	**2,308**	**16.9**

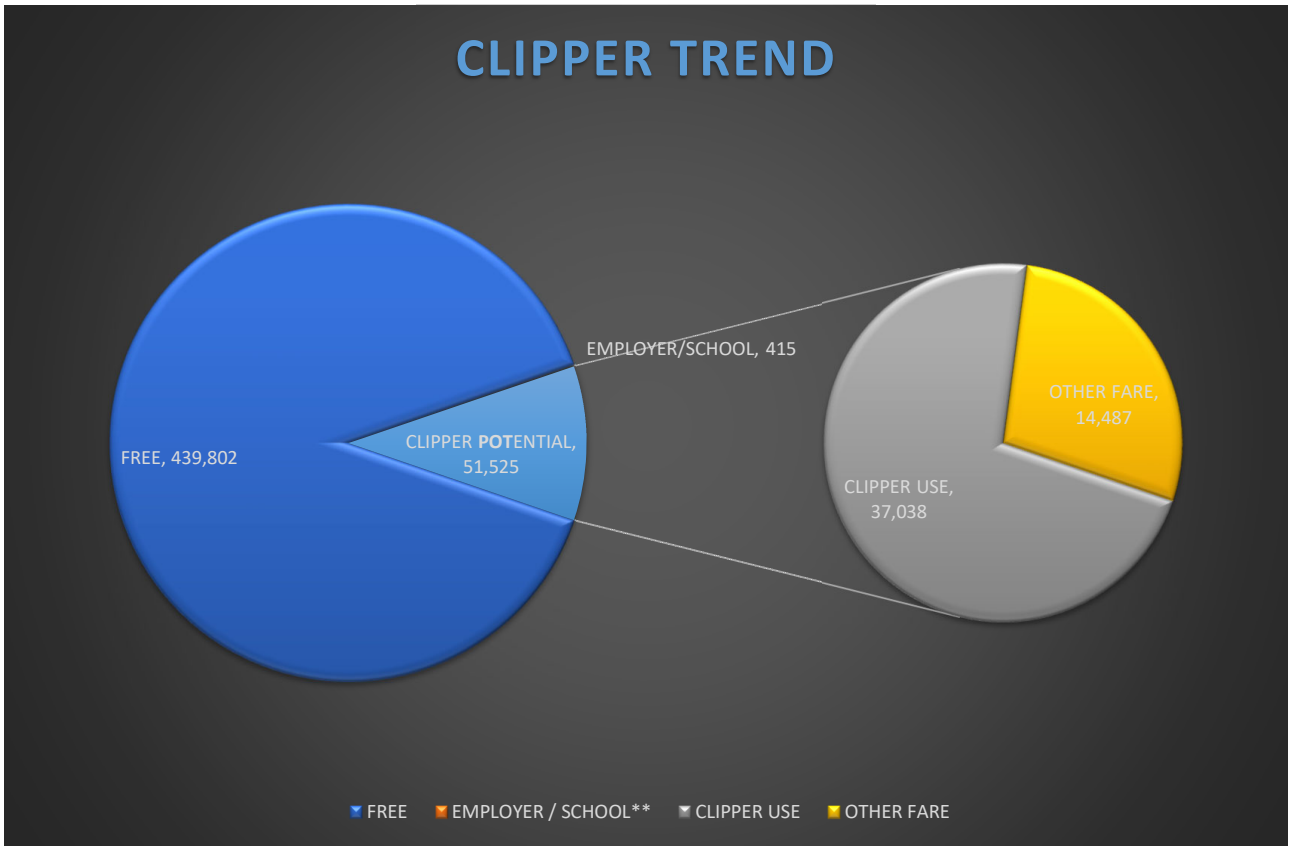
* Data from LINK Operators ** Seasonal Routes

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 December	2020 January	2020 February	2020 March	2020 April	2020 May	2020 June	2020 July	2020 August	2020 September	2020 October	2020 November	12 Month TOTALS
Work Days	30	30	29	31	30	30	30	30	31	29	31	29	360
Revenue Hours	17,866	18,625	17,402	18,269	10,777	13,097	16,671	16,363	15,270	14,879	15,287	14,689	189,197
Operator Pay Hours	32,209	34,954	29,413	32,290	29,624	31,237	29,168	27,869	28,957	27,759	26,769	25,066	355,314
Number of Operators	160	156	155	160	160	159	157	155	153	153	153	152	156
Total Chargeable Collisions	3	1	2	NA	NA	0	0	2	0	1	0	2	11
Number of Trips Scheduled	23,520	24,429	22,716	24,809	13,998	17,156	21,240	22,428	23,533	21,396	21,634	19,709	256,568
Number of Trips Missed	19	15	8	438	930	42	123	45	84	30	38	50	1,822
Of Trips Scheduled - % Missed	**0.08%**	**0.06%**	**0.04%**	**1.77%**	**6.64%**	**0.24%**	**0.58%**	**0.20%**	**0.36%**	**0.14%**	**0.18%**	**0.25%**	**0.71%**
On Time Performance %	86%	88%	87%	92%	93%	91%	91%	92%	93%	93%	93%	93%	91%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	16	7	9	17	2	6	12	5	12	16	10	14	126
Road Calls for Mechanical	14	4	3	10	1	4	9	3	7	12	8	8	83
Fleet Average Miles between Mechanical Road Calls	**34,220**	**47,240**	**42,100**	**37,548**	**30,454**	**37,194**	**26,680**	**36,748**	**33,300**	**20,575**	**33,563**	**24,292**	**34,231**
No. Maint. Employees	26	26	25	24	14	17	21	21	20	25	24	23	22



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	OTHER FARE	% OF POTENTIAL
Jul-20	97,709	97,709	-	-	-	-	
Aug-20	95,826	95,826	-	-	-	-	
Sep-20	98,642	98,642	-	-	-	-	
Oct-20	113,327	113,327	-	-	-	-	
Nov-20	86,237	34,297	415	51,525	37,038	14,487	71.9%
Dec-20	-	-	-	-	-	-	
Jan-21	-	-	-	-	-	-	
Feb-21	-	-	-	-	-	-	
Mar-21	-	-	-	-	-	-	
Apr-21	-	-	-	-	-	-	
May-21	-	-	-	-	-	-	
Jun-21	-	-	-	-	-	-	
Grand Total	**491,741**	**439,802**	**415**	**51,525**	**37,038**	**14,487**	**71.9%**

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)

County Connection

INTER OFFICE MEMO

TO: O&S Committee **DATE:** January 21, 2021

FROM: Melody Reebs
Manager of Planning

SUBJ: **Fixed Route Reports**

Fixed Route Operating Reports for December 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

Title	Current Month	YTD Avg	Annual Goal
Total Passengers	80,762	95,417	
Average Weekday	3,266	3,878	
Pass/Rev Hour	5.3	6.2	Standard Goal > 17.0
Missed Trips	0.97%	0.35%	Standard Goal < 0.25%
Miles between Road Calls	26,733	29,202	Standard Goal > 18,000

* *Based on current standards from updated SRTP*

Analysis

Average weekday ridership was lower in December (3,266 passengers) than November 2020 (3,709 passengers) and lower than December 2019 (11,882 passengers) or -72.5%. This is the tenth full month following the first shelter-in-place order that took effect on March 17th in response to Covid-19. A new shelter-in-place order went into effect on December 6th.

Passengers per hour in December was 5.3 which is lower than November 2020 at 6.1 and lower than December 2019 when passengers per hour was 15.1.

The percentage of missed trips in December was 0.97% which is higher than the prior month 0.25%.

The number of miles between roadcalls was 26,733 miles in December, higher than the prior month in which there were 24,292 miles between roadcalls. The rolling 12 month average is 29,202 miles between roadcalls.

County Connection resumed collecting fares starting on November 1st 2020. Of a total 80,762 passengers, 48,927 passengers had the potential to use a Clipper card aboard County Connection since 31,834 either used an employee sponsored program or free routes. About 74.8% of the 48,927 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	
Dec 2020 - Fixed Route Boardings	80,762	Revenue Hours -	Dec 2020	15,132	Weekdays - Dec 20	22		
			Dec 2019	17,866	Dec 19	21	Fiscal 2021 YTD	572,501
Special Event - Bus Bridge		Revenue Miles -	Dec 2020	173,553	Saturdays - Dec 20	4		
			Dec 2019	207,337	Dec 19	4	Fiscal 2020 YTD	1,868,155
					Sundays - Dec 20	4		
					Dec 19	5		
Dec 2020 Total Boardings	**80,762**	**Passengers per Mile**		**0.5**	**Total Days - 2020**	**30**	**YTD Trend**	**(69.4%)**
Dec 2019 Total Boardings	**270,145**	**Passengers per Hour**		**5.3**	**2019**	**30**	**Monthly Trend**	**(70.1%)**

December 2020 Fixed Route Passenger Total

Route	Destination Information	Weekday	Saturday	Sunday	Total	Average Dec 20 Wkdy	Average Dec 20 Sat	Average Dec 20 Sun	Pass per Rev Hour	Average Dec 19 Wkdy	Average Dec 19 Sat	Average Dec 19 Sun	Pass per Rev Hour
1	Rossmoor / Shadelands	2,486			**2,486**	113			**4.3**	305			**11.0**
4	Walnut Creek Downtown Shuttle	3,565	732	340	**4,637**	162	183	85	**6.7**	815	493	364	**22.1**
5	Creekside / Walnut Creek	1,535			**1,535**	70			**5.4**	430			**22.8**
6	Lafayette / Moraga / Orinda	1,501	97	53	**1,651**	68	24	13	**2.6**	472	73	53	**9.9**
7	Shadelands / Pleasant Hill / Walnut Creek	1,642			**1,642**	75			**4.8**	432			**20.3**
9	DVC / Walnut Creek	2,761			**2,761**	125			**4.3**	363			**11.5**
10	Concord / Clayton Rd	8,748			**8,748**	398			**9.6**	965			**23.0**
11	Treat Blvd / Oak Grove	2,854			**2,854**	130			**7.2**	388			**21.2**
14	Monument Blvd / Walnut Creek	10,711			**10,711**	487			**8.4**	1,156			**19.7**
15	Treat Boulevard	2,176			**2,176**	99			**4.0**	293			**9.9**
16	Alhambra Ave / Monument Blvd	8,185			**8,185**	372			**8.8**	814			**18.1**
17	Olivera / Solano / Salvio / North Concord	1,600			**1,600**	73			**4.1**	222			**13.0**
18	Amtrak / Morello / Pleasant Hill	2,038			**2,038**	93			**3.3**	339			**10.8**
19	Amtrak / Pacheco Blvd / Concord	1,032			**1,032**	47			**3.9**	125			**9.9**
20	DVC / Concord	6,938			**6,938**	315			**7.9**	998			**20.0**
21	Walnut Creek / San Ramon Transit Center	4,209			**4,209**	191			**4.1**	496			**9.6**
27	N Concord / Martinez / Masion Circle	12			**12**	1			**0.3**	69			**16.6**
28	Martinez / DVC	1,530			**1,530**	70			**3.1**	105			**6.9**
35	Dougherty Valley	2,510			**2,510**	114			**3.0**	603			**12.6**
91X	Concord Commuter Express	452			**452**	21			**4.3**	78			**14.9**
92X	ACE Shuttle Express	228			**228**	10			**1.7**	152			**12.0**
93X	Kirker Pass Express	503			**503**	23			**2.6**	125			**8.0**
95X	San Ramon / Danville Express	541			**541**	25			**1.8**	253			**14.8**
96X	Bishop Ranch Express	486			**486**	22			**1.7**	336			**16.0**
97X	Bishop Ranch Express	332			**332**	15			**2.8**	54			**11.4**
98X	Martinez Express	2,833			**2,833**	129			**4.5**	315			**11.0**
99X	Martinez / BART Express	415			**415**	19			**1.6**	79			**5.4**
250 *	Gael Rail Service				-					1		2	**0.0**
260 *	Cal State East Bay / Concord BART				-					6			**0.6**
310	Concord Bart / Clayton Rd / Kirker Pass		653	565	**1,218**		163	141	**11.2**		404	305	**15.0**
311	Concord / Oak Grove / Treat Blvd / WC		471	444	**915**		118	111	**5.4**		245	211	**9.0**
314	Clayton Rd / Monument Blvd / PH		1,219	1,008	**2,227**		305	252	**10.0**		555	369	**17.2**
315	Concord / Willow Pass / Landana		150	107	**258**		38	27	**3.3**		50	48	**6.0**
316	Alhambra / Morello / Pleasant Hill		678	476	**1,154**		170	119	**6.6**		321	237	**11.4**
320	DVC / Concord		411	285	**696**		103	71	**7.2**		196	143	**15.9**
321	San Ramon / Walnut Creek		512	334	**846**		128	83	**4.1**		204	168	**7.7**
335	BART Dublin / San Ramon		190	177	**367**		47	44	**3.9**		121	88	**7.2**
Alamo Creek *	Alamo Creek / BART Walnut Creek	35			**35**	2			**0.2**	15			**1.9**
600's	Select Service				-				**-**	1,062			**38.2**
712	Bay Point / BART PH / Berkeley				-					16			**5.2**
715	North Concord / Lafayette BART				-					4			**3.3**
	TOTALS	**71,859**	**5,114**	**3,790**	**80,762**	**3,266**	**1,278**	**947**	**5.3**	**11,882**	**2,661**	**1,987**	**15.1**

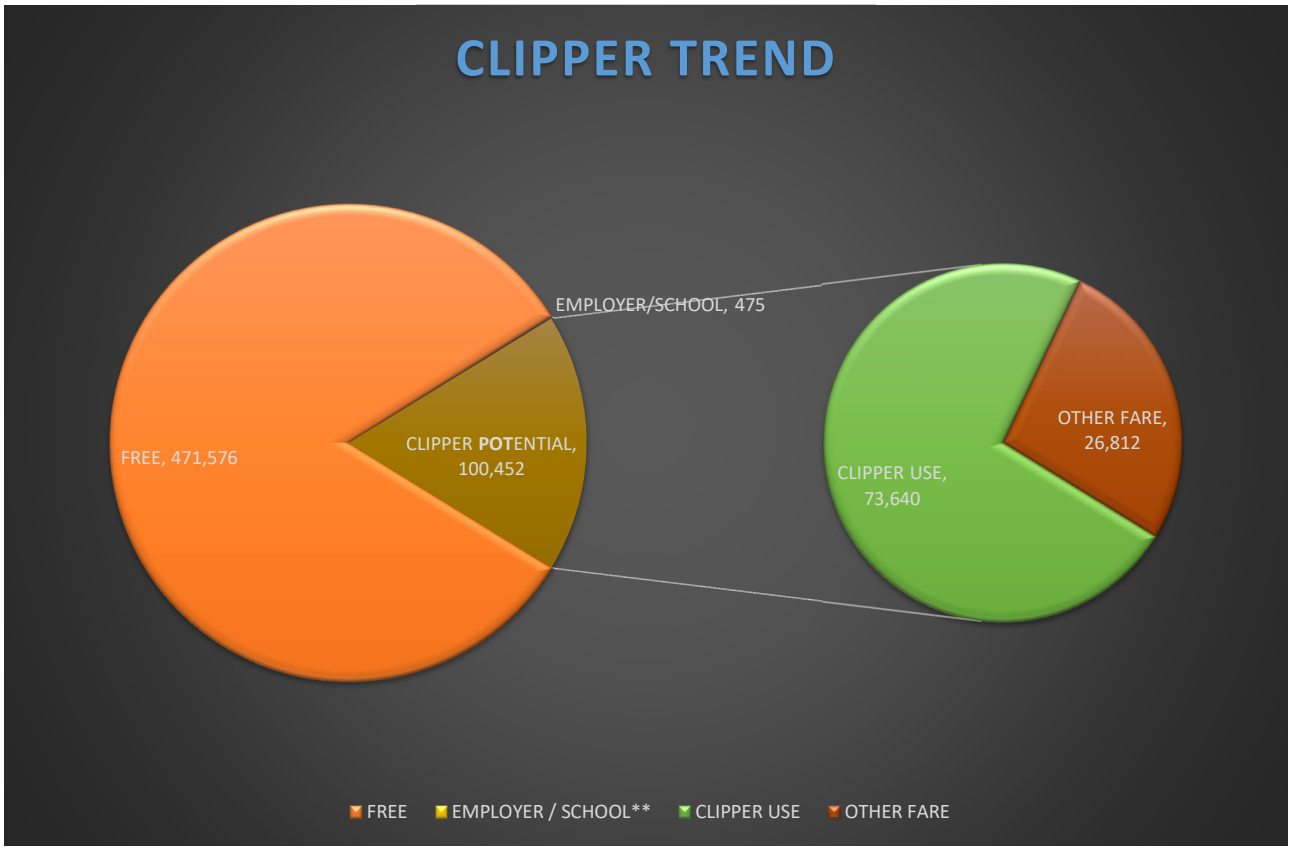
* Data from LINK Operators ** Seasonal Routes

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	2020 January	2020 February	2020 March	2020 April	2020 May	2020 June	2020 July	2020 August	2020 September	2020 October	2020 November	2020 December	12 Month TOTALS
Work Days	30	29	31	30	30	30	30	31	29	31	29	30	360
Revenue Hours	18,625	17,402	18,269	10,777	13,097	16,671	16,363	15,270	14,879	15,287	15,132	15,132	186,904
Operator Pay Hours	34,954	29,413	32,290	29,624	31,237	29,168	29,737	28,918	27,740	26,715	24,989	28,659	353,444
Number of Operators	156	155	160	160	159	157	155	153	153	153	152	150	155
Total Chargeable Collisions	1	2	NA	NA	0	0	2	0	1	0	2	0	8
Number of Trips Scheduled	24,429	22,716	24,809	13,998	17,156	21,240	22,428	23,533	21,396	21,634	19,709	21,184	254,232
Number of Trips Missed	15	8	438	930	42	123	45	84	30	38	50	205	2,008
Of Trips Scheduled - % Missed	**0.06%**	**0.04%**	**1.77%**	**6.64%**	**0.24%**	**0.58%**	**0.20%**	**0.36%**	**0.14%**	**0.18%**	**0.25%**	**0.97%**	**0.79%**
On Time Performance %	88%	87%	92%	93%	91%	91%	92%	93%	93%	93%	93%	94%	92%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	7	9	17	2	6	12	5	12	16	10	14	11	121
Road Calls for Mechanical	4	3	10	1	4	9	3	7	12	8	8	7	76
Fleet Average Miles between Mechanical Road Calls	**47,240**	**42,100**	**37,548**	**30,454**	**37,194**	**26,680**	**36,748**	**33,300**	**20,575**	**33,563**	**24,292**	**26,733**	**36,951**
No. Maint. Employees	26	25	24	14	17	21	21	20	25	24	23	20	22



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	OTHER FARE	% OF POTENTIAL
Jul-20	97,709	97,709	-	-	-	-	
Aug-20	95,826	95,826	-	-	-	-	
Sep-20	98,642	98,642	-	-	-	-	
Oct-20	113,327	113,327	-	-	-	-	
Nov-20	86,237	34,297	415	51,525	37,038	14,487	71.9%
Dec-20	80,762	31,775	60	48,927	36,602	12,325	74.8%
Jan-21	-	-	-	-	-	-	
Feb-21	-	-	-	-	-	-	
Mar-21	-	-	-	-	-	-	
Apr-21	-	-	-	-	-	-	
May-21	-	-	-	-	-	-	
Jun-21	-	-	-	-	-	-	
Grand Total	**572,503**	**471,576**	**475**	**100,452**	**73,640**	**26,812**	**73.3%**

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

Route Description Summary

Route #	Description
314	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancinco Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, 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, 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, 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: 10/01 through 10/31/2020

	LINK and BART Statistics	FY 20/21 October	Variance from Goal	FY 19/20 October	YTD 20/21
	Ridership Statistics				
1	ADA Passengers	3,106		12,217	10,923
2	Companions	39		56	107
3	*Personal Care Assistants	333		830	1006
4	SilverRide Pilot	-		445	-
5	Total Passengers	3,478		13,548	12,090
	Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	458		1,361	1,164
7	SilverRide Pilot No Shows & Late Cancels	-		131	0
8	Total number of Cancellations	357		860	831
9	Same Day Trips	128		164	328
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	16		52	44
	Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	2,372.00		6,678.00	8,424.69
13	ADA Passengers per RVHr.	1.30		1.83	1.29
14	Average Trip Length (miles)	10.19		11.67	13.33
15	Average Ride Duration (minutes)	12.23		30.58	9.46
16	Total Cost per ADA Passenger	$ 138.22		$ 48.96	$ 127.23
17	*Service Miles	37,984		111,265	151,725
18	Billable Service Hours	6,128.30		8,147.00	22,799.99
19	SilverRide Pilot Cost	$ -		$ 15,130.00	$ -
20	LINK & BART Fuel Cost	**$ 21,444.24**		**$69,769.25**	**$ 95,341.98**
21	Total Cost	**$ 480,716.95**		**$619,963.29**	**$ 1,847,577.53**
	On Time Performance Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	94%		92.5%	95%
23	SilverRide Pilot OTP	-		100.0%	0%
24	Arrived 15-29 minutes past window	44		243	98
25	Arrived 30-59 minutes past window	7		77	28
26	Arrived 60 minutes past window	1		8	6
27	Total Missed Trips	3		21	1
28	Transfer Trips	409		1300	1,004
	Customer Service Complaint Standard Goal = 2/1,000 passengers				
29	Total Complaints	0		4	2
30	Timeliness	0		2	0
31	Driver Complaints	0		2	2
32	Equipment / Vehicle	0		0	0
33	Scheduling/Staff Skill	0		0	0
34	Commendations	0		3	0
35	Ave. wait time in Queue for reservation	0.36		1.14	0.30
36	Ave. wait time in Queue for customer service	0.23		1.02	0.26
	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	3
38	Roadcalls per 100,000 miles	0		0	3
39	**Eligibility Statistics**				
40	*Total ADA Riders in Data Base	2,208		2,475	2,701
41	*Total Certification Determinations	124		137	476
42	*Initial Denials	-		1	2
43	*Denials Reversed	-		0	0

* 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

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

* We have Zero complaints in October 2020 compared to the four (4) in October 2019.

* The OTP for October 2020 is at 94% compared to the 92.5% in October 2019.

Transdev G.M.: _____

Date: 12/17/2020