

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

MEETING AGENDA

Friday, March 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

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 February 5, 2021*
4. 2021 Service Plan and Title VI Analysis*
(Staff will present the final service proposal and Title IV analysis.)
5. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
6. Committee Comments
7. Future Agenda Items
8. Next Scheduled Meeting – April 2, 2021 (8:15am via teleconference)
9. 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, March 18, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, March 10, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, March 9, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, March 4, 8:30 a.m., via teleconference
Operations & Scheduling:	Friday, March 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.

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, February 5, 8:15 a.m.**

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

Directors: Robert Storer, Dave Hudson, Laura Hoffmeister

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

Public: Toan Tran, Cristina Russell

Call to Order: Meeting called to order at 8:16 a.m. by Director Storer.

1. Approval of Agenda

The Committee approved the agenda with a revision to move up Item #6.

2. Public Communication

None

3. Approval of Minutes of December 4, 2020

The Committee approved the minutes.

4. 2021 Service Plan Draft Recommendation

Ms. Reebbs provided a summary of the public outreach that was conducted for the proposed service reduction scenarios. She also presented staff's draft recommendation, which is to implement Scenario 1. This scenario includes the least amount of service cuts, and staff further revised the proposal in response to the public comments that were received. Director Hoffmeister asked about the timeline for the Title VI analysis, Board approval, and implementation. Ms. Reebbs responded that the earliest implementation would be in Summer, and that the Title VI analysis will be brought together with a final recommendation in March. Mr. Ramacier added that the proposed plan will allow staff to move or shift resources if needed to accommodate changes in ridership demand. Director Hudson asked for further details on the proposed service reductions on the Bishop Ranch express routes. Ms. Horta responded that the proposal would continue current service levels and that there would be no further reductions in service. Mr. Ramacier noted that staff has been having ongoing discussions with Sunset Development regarding service levels and the impacts of COVID.

5. Transdev Contract Extension Request

Ms. Kamara informed the Committee that the agency's current contract with Transdev will expire in June 2021. Staff has brought a request to exercise the first of three option years to the A&F Committee for approval. However, staff is also bringing the item to the O&S Committee since it has oversight over the performance of the contractor.

6. Pilot Project-Consolidation of County Connection/LAVTA Paratransit Programs

Ms. Kamara informed the Committee that staff has been working with LAVTA to consolidate paratransit operations. Staff is proposing a one-year pilot program and believes that the program will result in cost savings for both agencies since Transdev will be leveraging some of its existing resources. The Committee forwarded the item to the Board for approval.

7. Monthly Reports

Ms. Reeb reported that in November and December fixed-route ridership was down around 72% compared to last year. There was a slight drop in December due to the regional shelter-in-place order. Fare collection resumed in November, and Clipper usage has remained relatively high.

Ms. Kamara presented the paratransit report for October. October had the highest ridership since the start of COVID, and on-time performance has stayed at 94%. Productivity remains low since only one passenger is being transported on a vehicle at a time.

8. Committee Comments

None.

9. Future Agenda Items

None.

10. Next Scheduled Meeting

The next meeting was scheduled for March 5th at 8:15 a.m. via teleconference.

11. Adjournment – The meeting was adjourned at 9:01 a.m.

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

To: Operations & Scheduling Committee

Date: 2/23/2021

From: Melody Reeb, Manager of Planning

Reviewed by 

SUBJECT: 2021 Service Plan Proposal and Title VI Equity Analysis

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 (Scenarios 1, 2, and 3). 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 conducted public outreach to gather input on the proposals. A summary of public comments and a draft recommendation to implement Scenario 1 was presented to the Board for feedback at the February meeting. The proposed service plan would include a 13% reduction in service hours and an estimated cost savings of \$3 million annually compared to pre-pandemic levels. As the proposed plan would constitute a major service change, staff has completed a Title VI Service Equity Analysis.

If approved, the proposed service reductions will largely reflect existing service. The earliest that staff could implement the proposed plan on a permanent basis 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.

Proposed Service Plan:

The proposed service plan would be very similar to what has been operating on a temporary basis since October. The development of the plan was guided by four main objectives:

- Retaining access to essential jobs and services and to transit-dependent areas
- Providing adequate capacity along high ridership routes and corridors
- Retaining weekend service and 600-series school service
- Improving coordination with BART

In the proposed plan, 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.

The original proposal also included the elimination of the Orinda Community Center loop on Route 6. However, based on public feedback, staff revised the proposal to retain service along this segment of the route. A summary of the final proposal is included as Attachment A.

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

Public Process:

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—two were held on January 5, 2021 and another two on January 8, 2021. 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 through the County Connection website.

No public comments were received during the public hearings. However, four written comments were received that were related directly related to Scenario 1, which is the service plan being proposed. As noted previously, staff revised the proposal in response to comments opposing to the elimination of the Orinda Community Center loop on Route 6.

Title VI:

Staff completed a Title VI Service Equity Analysis based on the final service proposal. The proposed service plan includes significant schedule and/or alignment changes to several routes, resulting in both beneficial and adverse impacts. Most of the route changes independently constitute a major service change requiring an equity analysis under County Connection’s Title VI policy. However, due to the interconnected nature of the changes in the plan, the analysis evaluated the entire implementation of the service plan as a single major service change.

As part of the 2013 Title VI Policy update, the Board established a threshold of 20% for determining both disparate impacts to minorities and disproportionate burdens on low-income populations. The analysis evaluates the impacts of the service plan by comparing the proportion of minority and low-income riders who would be affected by the change to the system as a whole.

The analysis did not indicate any disparate impact to minorities or disproportionate burden on low-income populations as result of the proposed service changes. While minority riders would be impacted slightly more than their proportion of ridership systemwide, the differential of +1.3% is well within the 20% threshold set forth in the disparate impact policy. Low-income riders would be impacted less than their proportion of ridership on the system as a whole by a margin of 12.0%. The complete Title VI Service Equity Analysis is included as Attachment B.

	% Minority	% Low-Income
Percent Impacted	57.3%	32.4%
Systemwide	56.1%	44.4%
Difference from Systemwide	+1.3%	-12.0%
<i>Results</i>	<i>No Disparate Impact</i>	<i>No Disproportionate Burden</i>

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 and forward the proposed service plan and Title VI Service Equity Analysis to the Board for approval. The equity analysis has been reviewed by legal counsel.

Action Requested:

Staff requests that the O&S Committee forward this item to the Board for approval. A resolution will be presented at the Board meeting for approval.

Attachments:

Attachment A – Proposed Service Plan Summary

Attachment B – Title VI Service Equity Analysis

Attachment A:

Proposed Service Plan Summary

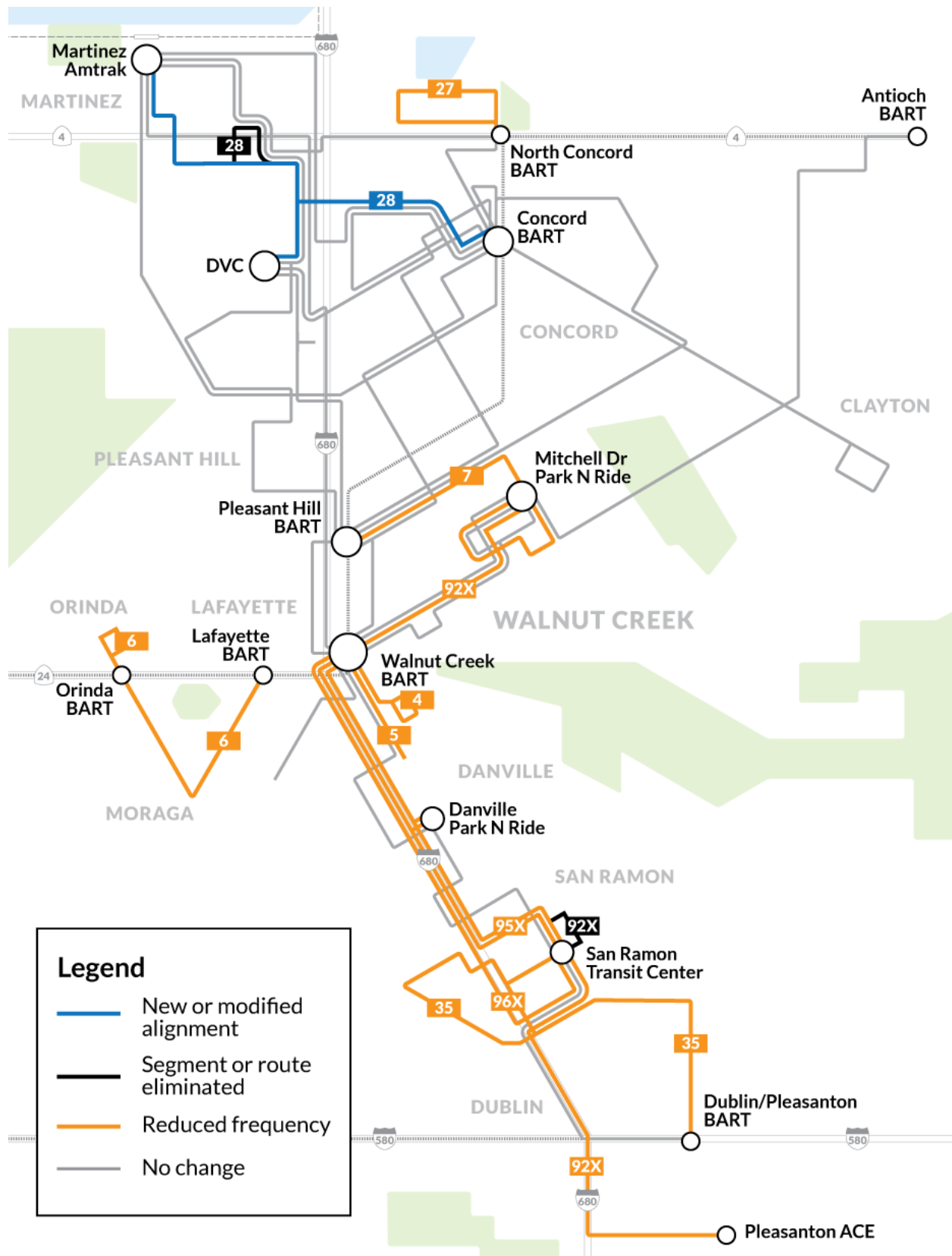
The proposed service plan would largely continue current service levels (as of October 4, 2020).

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



Legend

- New or modified alignment
- ~~—~~ Segment or route eliminated
- Reduced frequency
- No change

Attachment B

County Connection

Title VI Service Equity Analysis
2021 Service Plan

CENTRAL CONTRA COSTA TRANSIT AUTHORITY
March 2021

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1 INTRODUCTION

As a federal grant recipient, the Central Contra Costa Transit Authority (County Connection) is required to maintain and provide to the Federal Transit Administration (FTA) information on its compliance with Title VI of the Civil Rights Act of 1964 (Title VI), which prohibits discrimination by recipients of federal financial assistance. The FTA further requires that recipients of FTA financial assistance conduct an analysis on all major service changes to assess the impacts of those changes on low-income and minority populations.

In March 2020, a Shelter-in-Place Order was issued in Contra Costa County in response to the COVID-19 pandemic, which limited activity, travel, and business functions to only the most essential needs. As a result, ridership dropped around 75% and has continued to stay at that reduced level. Starting in April 2020, service had to be adjusted to meet essential needs. Subsequently in August, staff made temporary service changes in response to reduced operator availability and shifts in riders' travel patterns to only essential trips. Additional service adjustments were subsequently made in October.

The pandemic has also had significant negative impacts on several revenue sources, ranging from local and state sales tax to farebox recovery. In anticipation of reduced revenues, staff began evaluating potential service cuts in order to remain financially viable. Due to uncertainty regarding the future economic impacts of COVID-19, staff developed three service cut scenarios with estimated cost savings of \$3, \$5, and \$7 million annually (Scenarios 1, 2, and 3, respectively). In developing the proposals, staff sought to prioritize essential services and workers, as these riders have continued to rely on transit through the pandemic.

Since all three scenarios would be considered a major reduction in service, staff conducted public outreach to gather input on the proposals. Staff held an informational webinar in December 2020, followed by a series of virtual public hearings in January 2021. The public was also able to provide comments via phone, mail, email, and online through County Connection's website.

Given current financial projections, staff is proposing the implementation of Scenario 1, which would include an approximately 13% reduction in service hours and an estimated cost savings of \$3 million annually compared to pre-pandemic service levels. The proposed service plan would largely be a continuation of the service levels that are currently being operated on a temporary basis but with some revisions based on public feedback. Should the Board approve the proposed service plan, the earliest that staff could implement any of the changes would be Summer 2021. However, depending on financial needs and service requirements as the pandemic evolves, implementation could be delayed until Fall or Winter 2021.

As the proposed service plan constitutes a major service change when compared to pre-pandemic service levels, approval and implementation of the service changes requires an equity analysis under the FTA's Title VI regulations. The following equity analysis indicates that there is no disparate impact based on race, and no disproportionate burden on low-income riders from the proposed service plan.

2 TITLE VI POLICIES

In October 2012, the FTA released Circular 4702.1B (Circular), which provides guidelines for compliance with Title VI. Under the Circular, transit operators are required to study proposed fare changes and "major service changes" before the changes are adopted to ensure that such changes do not have a discriminatory effect based on race, color, national origin or low-income status of affected populations. As a first step, public transit providers must adopt their own "Major Service Change," "Disparate Impact," and "Disproportionate Burden," policies. County Connection's Board of Directors adopted these policies in June 2013. The adopted Major Service Change, Disparate Impact and Disproportionate Burden policies are described below. Resolution No. 2013-019 demonstrates the Board's consideration, awareness, and approval of these policies is included in Appendix A.

2.1 Major Service Change Policy

The Major Service Change Policy establishes a threshold for when a proposed service increase or decrease is "major," and thus must be subject to a Title VI Equity Analysis.

County Connection previously defined major service decreases in its adopted "Public Hearing Policy." The Major Service Change Policy applies this threshold to both increases and decreases and provides for changes to be measured not just individually, but on a cumulative basis over a 12-month period.

County Connection defines a major service change as:

- An increase or decrease of 25 percent or more to the number of transit route miles of a bus route.
- An increase or decrease of 25 percent or more to the number of daily transit revenue miles of a bus route for the day of the week for which the change is made.
- A change of service that affects 25 percent or more of daily passenger trips of a bus route for the day of the week for which the change is made.
- Changes shall be counted cumulatively, with service changes being "major" if the 25 percent change occurs at one time or in stages, with changes totaling 25 percent over a 12-month period.

The following service changes are exempt from this policy:

- Changes to service on a route with fewer than 10 total trips in a typical service day are not considered “major” unless service on that route is eliminated completely on any such day.
- The introduction or discontinuation of short- or limited-term service (e.g., promotional, demonstration, seasonal or emergency service, or service provided as mitigation or diversions for construction or other similar activities), as long as the service will be/has been operated for no more than twelve months.
- County Connection-operated transit service that is replaced by a different mode or operator providing a service with similar or better headways, fare, transfer options, span of service, and stops.

2.2 Disparate Impact Policy

The Disparate Impact Policy establishes a threshold for determining whether proposed fare or major service changes have a disproportionately adverse effect on minority populations relative to non-minority populations on the basis of race, ethnicity or national origin.

The threshold is the difference between the burdens borne by, or benefits experienced by, minority populations compared to non-minority populations. Exceeding the threshold means either that a fare or major service change negatively impacts minority populations more than non-minority populations, or that the change benefits non-minority populations more than minority populations. A change with disparate impacts that exceed the threshold can only be adopted (a) if there is substantial legitimate justification for the change, and (b) if no other alternatives exist that would serve the same legitimate objectives with less disproportionate effects on the basis of race, color or national origin.

County Connection establishes that a fare change, major service change or other policy has a disparate impact if minority populations will experience 20% more of the cumulative burden, or experience 20% less of the cumulative benefit, relative to non-minority populations, unless (a) there is substantial legitimate justification for the change, and (b) no other alternatives exist that would serve the same legitimate objectives with less disproportionate effects on the basis of race, color or national origin.

2.3 Disproportionate Burden Policy

The Disproportionate Burden Policy establishes a threshold for determining whether proposed fare or major service changes have a disproportionately adverse effect on low-income populations relative to non-low-income populations.

The threshold is the difference between the burdens borne by, and benefits experienced by, low-income populations compared to non-low-income populations. Exceeding the threshold means either that a fare or service change negatively impacts low-income populations more than non-low-income populations, or that the change benefits non-low-income populations more than low-income populations. If the threshold is exceeded, County Connection must avoid, minimize or mitigate impacts where practicable.

County Connection establishes that a fare change, major service change or other policy has a disproportionate burden if low-income populations will experience 20% more of the cumulative burden, or experience 20% less of the cumulative benefit, relative to non-low-income populations, unless avoiding, minimizing, or mitigating the disproportionate effects is impracticable.

2.4 Public Outreach

In developing these policies, County Connection staff conducted public outreach (detailed below), including three public meetings with language services available, to provide information and get feedback on the draft policies. Staff incorporated public input gathered through this outreach into the policies proposed for Board approval.

March 28, 2013 – Monument Corridor Transportation Action Team

Comments: Include an annual review to ensure that major service change threshold has not been crossed

April 15, 2013 – Public Meeting at the San Ramon Community Center

Comments: Consistent with prior comment to include an annual review for major service changes

May 14, 2013 - Public Meeting at the Walnut Creek Library

Comments: None

April 1st – June 1st, 2013 – Policies available for comments on County Connection Website

Comments: None

June 20, 2013 – Public Hearing and Proposed Adoption at the County Connection Board of Directors Meeting

Comments: None

3 PROPOSAL DESCRIPTION

The proposed service plan would reduce service hours by approximately 13% compared to pre-COVID service levels. This reduction is consistent with current service levels. The development of the plan was guided by four main objectives:

- Retaining access to essential jobs and services and to transit-dependent areas
- Providing adequate capacity along high ridership routes and corridors
- Retaining weekend service and 600-series school service
- Improving coordination with BART

In the proposed plan, service frequency would be reduced on Routes 4, 5, 6, 7, 27, 35, 92X, 95X, and 96X (see Table 1). These routes have sustained the greatest ridership losses due to the pandemic, as demand has shifted away from traditional 9-to-5 commuters, and more towards essential workers and those making essential trips. These essential trips also tend to be more spread out throughout the day as opposed to concentrated around traditional morning and evening peak times, which are typically 6 AM – 9 AM and 4 PM – 7 PM. Thus, the proposed reductions on most routes target peak-period service in order to preserve a base level of service all day.

Table 1: Proposed Frequency Reductions

Route	Pre-COVID (peak/off-peak)	Scenario 1 (peak/off-peak)
4 <i>(weekday only)</i>	12 min	20 min
5	20/45 min	40 min
6 <i>(weekday only)</i>	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

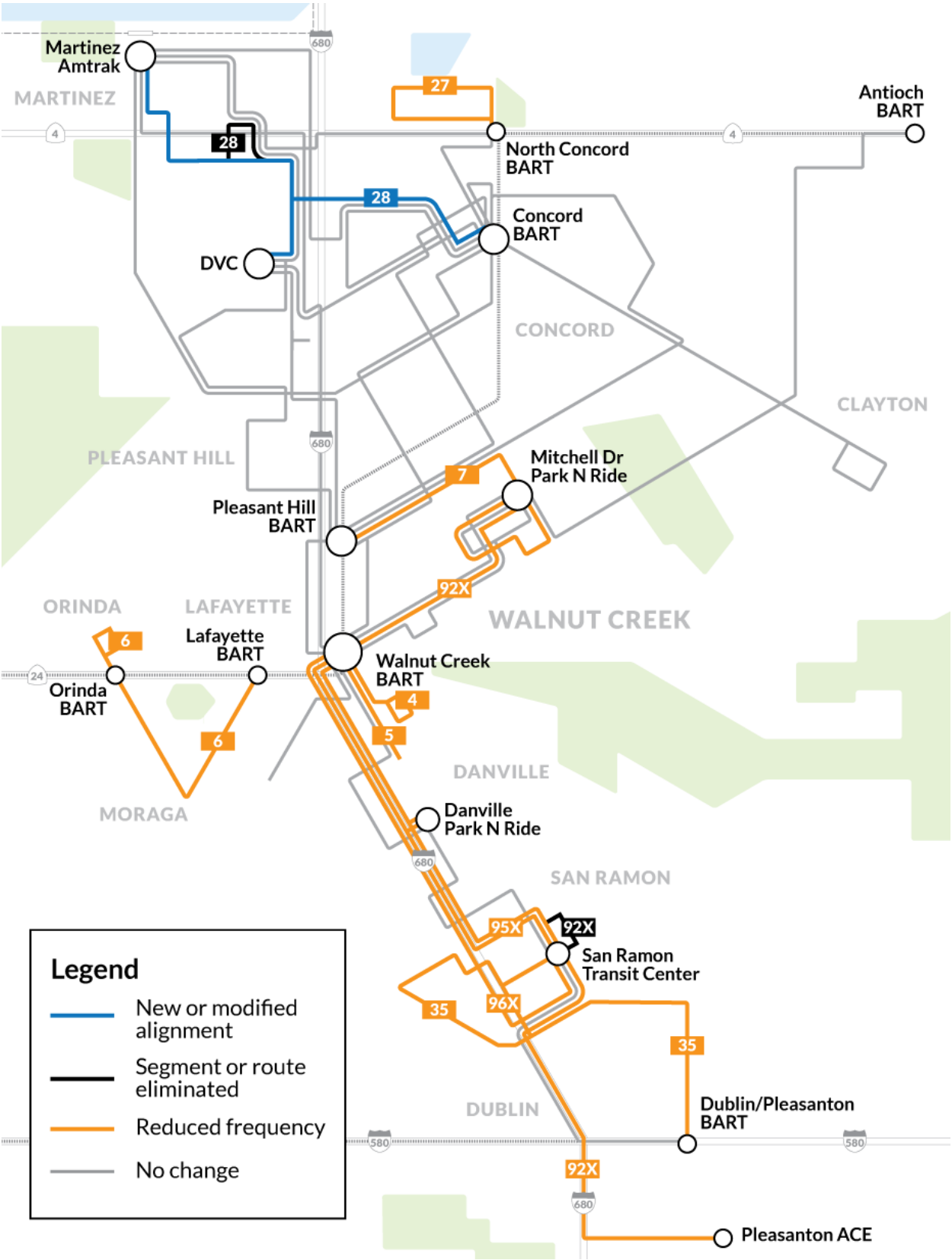
The proposed plan also includes two alignment changes. The first proposed change is to extend Route 28 to Concord BART and realign the route from Arnold Dr and Center Ave to Muir Rd. Route 28 serves several essential businesses and facilities, including the VA Clinic, Kaiser, and Contra Costa Regional Medical Center. The extension of the route to BART provides additional connection opportunities to these essential services, as well as more direct service to Diablo Valley College, while the realignment speeds up the route.

The second proposed alignment change is to simplify the routing of Route 92X through Bishop Ranch by removing stops at BR 15 and Bishop/Sunset. This change is not directly linked to the objectives defined for the overall service change, since this would have been implemented regardless to speed up the route. These stops have historically had low ridership, and alternate stops are available within ½-mile.

All of these proposed changes have been in place on a temporary basis since October 2020. Figure 1 shows the routes that would be impacted by the proposed service plan.

The original proposal also included the elimination of the Orinda Community Center loop on Route 6. However, based on public feedback, staff revised the proposal to retain service along this segment of the route, as it provides connections to important services including the Orinda Library and Community Center.

Figure 1: Map of Proposed Service Changes



4 EQUITY ANALYSIS

The proposed service plan includes significant schedule and/or alignment changes to several routes, resulting in both beneficial and adverse impacts. Most of the route changes independently constitute a major service change. However, due to the interconnected nature of the changes in the plan, this analysis evaluates the entire implementation of the service plan as a single major service change.

4.1 Data and Methodology

This analysis evaluates the impacts of the service plan by comparing the proportion of minority and low-income riders who would be affected by the change to the system as a whole. The proposed plan reduces service by shortening routes and increasing headways, which are adverse effects. This analysis measures the distribution of the adverse effects of the service plan. The most appropriate measure of the adverse effect is the reduction in boardings that will result from the service plan.

Definitions

Minority – FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.

Low-Income – FTA defines a low-income person as a person whose median household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. However, FTA encourages the use of any locally developed threshold provided that the threshold is at least as inclusive as the HHS poverty guidelines. Due to the area's higher cost of living, County Connection defines low-income as 150% of the federal poverty level.

Data Sources

Since the proposed changes only impact existing routes, staff used ridership data as opposed to Census data for the analysis. This provides a more accurate assessment of the actual riders who would be affected in recognition that the surrounding geographic area of a route is not always reflective of the ridership demographics of that route.

Onboard Passenger Survey

An onboard passenger survey was conducted on County Connection buses in October 2019 and a total of 1,188 responses were collected. The survey was conducted on both weekdays and weekends using handheld tablet personal computers on which the online survey was administered. A sampling plan was developed to ensure that the distribution of completed surveys mirrored the actual distribution of passengers using the system. The plan included completion goals that were set by route and time period based on ridership.

The survey data provides demographic information on County Connection’s riders, including race and income. Respondents who declined to answer questions about income or ethnicity are excluded from the analysis. In order to protect privacy, survey respondents were asked to report their income bracket as opposed to their specific income. Because of this, the analysis uses the midpoint of the selected income bracket to compare against the federal poverty level. Table 2 below shows how low-income status—defined in this analysis as 150% of the 2019 federal poverty guidelines—is determined based on household size and income bracket. Using these thresholds, each individual survey response was categorized as either low-income or non-low-income based on responses to the questions about household size and income.

Table 2: Low-Income Thresholds by Household Size

Household Size	Low-Income Threshold
1-2	Under \$25,000
3-4	Under \$35,000
5-7	Under \$50,000
8-10	Under \$75,000

Ridership Data

The analysis uses average daily boardings for each route to estimate the number of riders that would be impacted by the changes. Ridership data was used from February 2020, which most closely reflects service and ridership levels prior to COVID-19. While the COVID-19 pandemic has substantially altered ridership patterns, it has also made collection of data on current ridership demographics difficult. Additionally, this service change is analyzed as a permanent change. This analysis assumes that pre-COVID ridership demographics are the best available estimate for post-COVID ridership demographics.

Methodology

The following methodology was used to analyze the impact of the proposed changes:

1. Using onboard passenger survey data, quantify the percentage of minority and low-income riders for each affected route and systemwide.
2. Estimate the total number of passengers who would be impacted by the proposed changes by route. This is calculated by multiplying the proposed change in daily revenue miles by the average number of passengers per revenue mile on each individual route. Evaluating daily

revenue miles captures both the effects of a reduction in the length of a route and the increase in headways.

3. Estimate the number of minority and low-income passengers who would be impacted by the proposed changes by route. This is calculated by multiplying the number of all impacted passengers by the percentages of minority and low-income passengers on each individual route, and accounts for route usage.
4. Calculate the percentages of minority and low-income passengers who would be impacted by the proposed changes across all adjusted routes. These are calculated by dividing the total number of impacted minority and low-income passengers for all affected routes by the total number of impacted passengers.
5. Compare the percentages of minority and low-income passengers who would be impacted to the percentages of those riders systemwide to see if the difference exceeds the disparate impact threshold or disproportionate burden threshold of 20%.

4.2 Impact Assessment

Table 3 below shows the base route metrics used for the impact assessment according to the methodology outlined above. This includes revenue miles based on service prior to COVID-19 (schedules effective February 23, 2020), estimated revenue miles based on the proposed service plan, average daily passengers prior to COVID-19 (February 2020), and percentages of minority and low-income riders from the onboard passenger survey.

Table 3: Calculation Metrics by Route

Route	Current Daily Revenue Miles	Proposed Daily Revenue Miles	Average Daily Passengers	% Minority	% Low-Income
4	197.3	127.5	741.6	57.0%	58.0%
5	138.3	99.3	513.4	55.0%	33.3%
6	614.4	496.8	582.4	60.0%	47.8%
7	232.7	186.1	523.8	62.9%	33.3%
27	50.7	19.0	72.3	65.2%	35.0%
28	174.0	275.8	131.3	53.8%	60.9%
35	715.0	538.6	724.4	66.0%	17.9%
92X	259.8	173.2	172.6	22.2%	0.0%
95X	462.3	322.6	295.6	57.9%	17.6%
96X	625.8	368.6	373.2	53.2%	26.8%

Table 4 shows the estimated number of passengers who would be impacted by the proposed changes. A negative number indicates an adverse effect due to a reduction in service, whereas a positive number indicates a benefit due to an increase in service.

Table 4: Impacted Boardings by Route

Route	Impacted Boardings	Impacted Minority Boardings	Impacted Low-Income Boardings
4	-262.5	-149.6	-152.2
5	-144.9	-79.7	-48.3
6	-111.4	-66.9	-53.3
7	-104.7	-65.8	-34.9
27	-45.2	-29.5	-15.8
28	76.8	41.4	46.8
35	-178.7	-117.9	-32.1
92X	-57.5	-12.8	0.0
95X	-89.4	-51.7	-15.8
96X	-153.4	-81.6	-41.2
All Adjusted Routes	-1,071.0	-614.1	-346.8

Finally, Table 5 summarizes the results of the analysis. Based on the onboard survey data, 56.1% of all County Connection riders identify as minority, and 44.4% are considered low-income. Based on the estimates of impacted riders, 57.3% are minority, and 32.4% are low-income.

Table 5: Impact Analysis Results

	% Minority	% Low-Income
Percent Impacted	57.3%	32.4%
Systemwide	56.1%	44.4%
Difference from Systemwide	+1.3%	-12.0%
<i>Results</i>	<i>No Disparate Impact</i>	<i>No Disproportionate Burden</i>

There is no disparate impact on minority riders from the proposed service changes. While minority riders would be impacted slightly more than their proportion of ridership systemwide, the differential of +1.3% is well below the 20% threshold set forth in the disparate impact policy.

There is also no disproportionate burden on low-income riders from the proposed service plan. Based on the analysis, low-income riders would be impacted less than their proportion of ridership on the system as a whole by a margin of 12.0%.

Even if there were a disparate impact, there is substantial legitimate justification for implementation of the service plan. County Connection is faced with a severe loss of revenue due to the COVID-19 pandemic, and reducing service is necessary to compensate. Additionally, the proposed plan adjusts County Connection's service to account for changes in system usage due to the increase in riders working from home and altering their commute patterns.

However, there is still a large degree of uncertainty as it relates to COVID-19 and its potential long-term impacts on the economy and ridership demand. 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 initially be implemented as a temporary adjustment, and once there is more certainty, staff will conduct a similar public outreach process and Title VI equity analysis before making any additional changes permanent.

5 PUBLIC OUTREACH

In December 2020, staff began conducting outreach to solicit feedback from the public on the three proposed service scenarios. Due to the ongoing COVID-19 pandemic, in-person outreach was not feasible. Instead, staff conducted all public meetings via teleconference, which allows the public to participate using a computer or by phone.

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—two were held on January 5, 2021 and another two on January 8, 2021. Each public hearing focused on a different part of County Connection's service area (North, South, Core, and Lamorinda) 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 through the County Connection website.

Notices for the webinar and public hearings were placed on all buses, as well as in the East Bay Times. Information about the proposed service plan scenarios was available on County Connection's website and announced through several social media posts on Twitter, Facebook, Instagram, and NextDoor. Staff

also reached out to various community partners who helped to further disseminate information to their constituents.

5.1 Public Comment

No public comments were received during the public hearings. However, a total of twelve (12) written comments were received by email and online that were directly related to one or more of the proposed scenarios (see Appendix B). Four (4) comments were related specifically to Scenario 1, which is the service plan currently being proposed. These comments are addressed in more detail below.

Two (2) comments were submitted opposing the elimination of the Orinda Community Center loop on Route 6. Based on this feedback, staff revised the proposed plan to retain service along this segment of the route.

One (1) comment was submitted by a rider who was concerned about reduced frequency on Route 35, particularly on the Windemere loop, which is only served by a limited number of trips (nine in each direction). Staff has confirmed that there will be minimal impact to service on the Windemere loop, and the proposed service plan would only eliminate one trip in each direction.

Finally, one (1) comment was submitted expressing general support for Scenario 1 over the more extensive cuts in the other two scenarios.

APPENDIX A: RESOLUTION NO. 2013-019

RESOLUTION NO. 2013-019

Central Contra Costa Transit Authority

Board of Directors

Adoption of Major Service Change, Disparate Impact, and Disproportionate Burden policies required for compliance with Title VI of the Civil Rights Act of 1964

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 et seq., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions; and

WHEREAS, Title VI of the Civil Rights Act of 1964 requires recipients of Federal grants and other federal financial assistance to operate their programs and services in a nondiscriminatory manner without regard to, race, color or national origin; and

WHEREAS, the Federal Transit Administration (FTA) issued Circular FTA C 4702.1B, effective October 1, 2012, setting forth requirements and guidelines for Title VI compliance; and

WHEREAS, as set forth in the above-referenced Circular, the Board of Directors is required to adopt policies to guide the equitable distribution of County Connection services; and

WHEREAS, the County Connection is also required to adopt policies to define when a service change is sufficiently broad or large to necessitate a review of its potential impacts on minority and low-income populations, and to define when a fare change or major service change will have a disparate impact on minority populations or impose a disproportionate burden on low-income populations, all of which policies and definitions are required to be subject to public input; and

WHEREAS, over the past three months, staff has presented draft policies to the Marketing, Planning, and Legislative Committee and the public through public meetings, and accepted public comment on the policies; and

WHEREAS, the General Manager recommends the Board approve the attached definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies, which comply with FTA requirements and which will guide future decisions regarding and monitoring of County Connection programs and services to ensure they are provided equitably, without discrimination based on race, color or national origin.

NOW, THEREFORE, BE IT RESOLVED the Board of Directors of the Central Contra Costa Transit Authority hereby approves the attached definition of "Major Service Change," and Disparate Impact and Disproportionate Burden policies.

Regularly passed and adopted this 20th day of June, 2013 by the following vote:

AYES: Directors Andersen, Haskew, Horn, Hoffmeister, Manning, Schroder and Worth

NOES: Directors Dessayer and Weir

ABSTENTIONS: None

ABSENT: Directors Hudson and Storer



Erling Horn, Chair, Board of Directors

ATTEST:



Lathina Hill, Clerk to the Board

APPENDIX B: PUBLIC COMMENTS

All comments are presented as submitted; no revisions (such as to correct misspellings) were made.

1	<p>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.</p> <p>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.</p> <p>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.</p>
2	<p>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.</p>
3	<p>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</p>
4	<p>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</p> <p>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</p> <p>We will greatly appreciate if you at least consider.</p> <p><i>[In Response to Another Comment]</i></p> <p>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</p> <p>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</p>

5	<p><i>[In Response to Another Comment]</i></p> <p>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</p>
6	<p>I was wondering if going bring 96 at 1:30pm from San Roman trasit center to. Walt creek Bart</p>
7	<p>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.</p> <p>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.</p>
8	<p>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.</p>
9	<p>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.</p>

<p>10</p>	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p>
<p>11</p>	<p>Firstly, thank you all for your service to our community and continuing to keep public transportation available during this challenging time.</p> <p>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.</p> <p>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.</p> <p>I really am thankful for the CCCTA and hope your ridership increases in 2021!</p>
<p>12</p>	<p>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.</p> <p>Thank you so much for your service to take care of people like me who depends on public transportation.</p>

TO: O&S Committee

DATE: February 17, 2021

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for January 2021

1. Monthly Boarding's Data

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system.

<u>Title</u>	FY20-21		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	72,695	92,171	
Average Weekday	3,075	3,763	
Pass/Rev Hour	5.1	6.1	Standard Goal > 17.0
Missed Trips	0.24%	0.33%	Standard Goal < 0.25%
Miles between Road Calls	36,268	30,211	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in January (3,075 passengers) than December 2020 (3,266 passengers) and lower than January 2020 (12,446 passengers) or -75.29%. This is the eleventh full month following the first shelter-in-place order that took effect on March 17th, 2020 in response to Covid-19. A new shelter-in-place order went into effect on December 6th, 2020.

Passengers per hour in January was 5.1 which is lower than December 2020 at 5.3 and lower than January 2020 when passengers per hour was 15.8.

The percentage of missed trips in January was 0.24% which is lower than the prior month 0.97%.

The number of miles between roadcalls was 36,268 miles in January, higher than the prior month in which there were 26,733 miles between roadcalls. The rolling 12-month average is 36,639 miles between roadcalls.

County Connection resumed collecting fares starting on November 1st, 2020. Of a total 72,695 passengers, 43,903 passengers had the potential to use a Clipper card aboard County Connection since 28,792 either used an employee sponsored program or free routes. About 73.8% of the 43,903 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	
Jan 2021 - Fixed Route Boardings	72,695	Revenue Hours -	Jan 2021	14,229	Weekdays - Jan 21	20	Fiscal 2021 YTD	645,196
			Jan 2020	18,625	Jan 20	22		
Special Event - Bus Bridge		Revenue Miles -	Jan 2021	163,050	Saturdays - Jan 21	5	Fiscal 2020 YTD	2,161,609
			Jan 2020	216,046	Jan 20	4		
					Sundays - Jan 21	5		
					Jan 20	4		
Jan 2021 Total Boardings	72,695	Passengers per Mile		0.4	Total Days - 2021	30	YTD Trend	(70.2%)
Jan 2020 Total Boardings	293,455	Passengers per Hour		5.1	2020	30	Monthly Trend	(75.2%)

January 2021 Fixed Route Passenger Total						Average Jan 21			Pass per Rev Hour	Average Jan 20			Pass per Rev Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		Wkdy	Sat	Sun	
1	Rossmoor / Shadelands	2,133			2,133	107			4.1	318		11.5	
4	Walnut Creek Downtown Shuttle	3,062	822	788	4,671	153	164	158	6.7	752	465	333	20.4
5	Creekside / Walnut Creek	1,367			1,367	68			5.3	477			25.3
6	Lafayette / Moraga / Orinda	1,390	231	118	1,738	69	46	24	2.8	538	94	73	11.5
7	Shadelands / Pleasant Hill / Walnut Creek	1,438			1,438	72			4.6	474			22.3
9	DVC / Walnut Creek	2,350			2,350	118			4.1	407			13.0
10	Concord / Clayton Rd	7,461			7,461	373			9.0	948			22.6
11	Treat Blvd / Oak Grove	2,595			2,595	130			7.2	390			21.3
14	Monument Blvd / Walnut Creek	9,225			9,225	461			7.9	1,209			20.6
15	Treat Boulevard	1,741			1,741	87			3.5	314			10.7
16	Alhambra Ave / Monument Blvd	7,230			7,230	362			8.6	826			18.4
17	Olivera / Solano / Salvio / North Concord	1,499			1,499	75			4.2	224			13.1
18	Amtrak / Morello / Pleasant Hill	1,565			1,565	78			2.8	353			11.3
19	Amtrak / Pacheco Blvd / Concord	1,103			1,103	55			4.6	118			9.3
20	DVC / Concord	5,491			5,491	275			6.9	914			18.3
21	Walnut Creek / San Ramon Transit Center	3,547			3,547	177			3.7	503			9.7
27	N Concord / Martinez / Mason Circle	12			12	1			0.4	87			22.0
28	Martinez / DVC	1,309			1,309	65			2.9	117			7.7
35	Dougherty Valley	2,288			2,288	114			3.0	677			14.2
91X	Concord Commuter Express	399			399	20			4.3	76			14.3
92X	ACE Shuttle Express	153			153	8			1.2	179			14.1
93X	Kirker Pass Express	403			403	20			2.3	117			7.4
95X	San Ramon / Danville Express	432			432	22			1.6	287			16.7
96X	Bishop Ranch Express	552			552	28			2.2	356			16.9
97X	Bishop Ranch Express	210			210	10			2.1	60			12.5
98X	Martinez Express	2,245			2,245	112			3.9	297			10.4
99X	Martinez / BART Express	298			298	15			1.2	75			5.2
250 *	Gael Rail Service				-					2	5	3	0.3
260 *	Cal State East Bay / Concord BART				-					11			1.1
310	Concord Bart / Clayton Rd / Kirker Pass		966	724	1,691		193	145	12.4		431	345	16.6
311	Concord / Oak Grove / Treat Blvd / WC		642	581	1,224		128	116	5.7		268	231	9.7
314	Clayton Rd / Monument Blvd / PH		1,374	1,039	2,413		275	208	8.6		518	406	17.7
315	Concord / Willow Pass / Landana		152	86	238		30	17	2.5		33	62	5.6
316	Alhambra / Morello / Pleasant Hill		842	647	1,489		168	129	6.8		320	302	12.9
320	DVC / Concord		425	305	731		85	61	6.0		175	167	16.3
321	San Ramon / Walnut Creek		590	287	877		118	57	3.5		243	186	8.8
335	BART Dublin / San Ramon		286	287	573		57	57	4.9		136	118	8.9
Alamo Creek *	Alamo Creek / BART Walnut Creek	3			3	0			0.0		18		2.3
600's	Select Service				-				-	1,309			38.5
712	Bay Point / BART PH / Berkeley				-					15			4.9
715	North Concord / Lafayette BART				-					5			4.1
TOTALS		61,502	6,330	4,863	72,695	3,075	1,266	973	5.1	12,446	2,688	2,226	15.8

* Data from LINK Operators ** Seasonal Routes

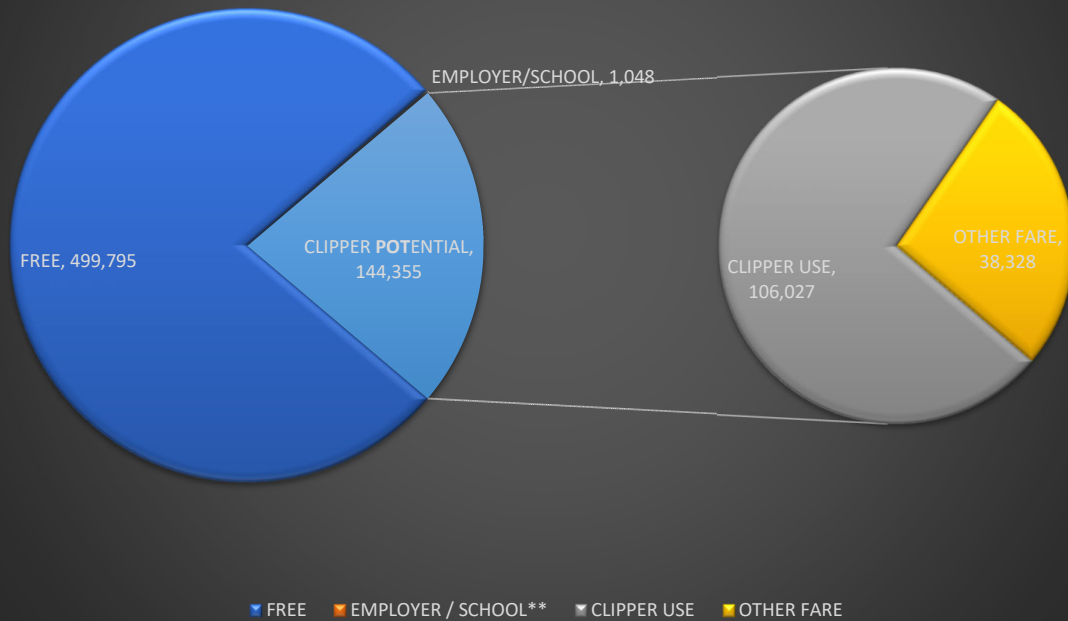
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2020	2020	2020	2020	2020	2020	2020	2020	2020	2020	2020	2021	12 Month TOTALS
	February	March	April	May	June	July	August	September	October	November	December	January	
Work Days	29	31	30	30	30	30	31	29	31	29	30	30	360
Revenue Hours	18,269	10,777	13,097	16,671	16,363	15,270	14,879	15,287	15,132	14,062	15,132	14,229	179,168
Operator Pay Hours	29,413	32,290	29,624	31,237	29,168	29,737	28,918	27,740	26,715	24,989	28,659	30,513	349,003
Number of Operators	155	160	160	159	157	155	153	153	153	152	150	150	155
Total Chargeable Collisions	2	NA	NA	0	0	2	0	1	0	2	0	2	9
Number of Trips Scheduled	22,716	24,809	13,998	17,156	21,240	22,428	23,533	21,396	21,634	19,709	21,184	19,970	249,773
Number of Trips Missed	8	438	930	42	123	45	84	30	38	50	205	48	2,041
Of Trips Scheduled - % Missed	0.04%	1.77%	6.64%	0.24%	0.58%	0.20%	0.36%	0.14%	0.18%	0.25%	0.97%	0.24%	0.82%
On Time Performance %	87%	92%	93%	91%	91%	92%	93%	93%	93%	93%	94%	95%	92%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	9	17	2	6	12	5	12	16	10	14	11	6	120
Road Calls for Mechanical	3	10	1	4	9	3	7	12	8	8	7	3	75
Fleet Average Miles between Mechanical Road Calls	42,100	37,548	30,454	37,194	26,680	36,748	33,300	20,575	33,563	24,292	26,733	36,268	36,639
No. Maint. Employees	25	24	14	17	21	21	20	25	24	23	20	22	21

CLIPPER TREND



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	72,695	28,219	573	43,903	32,387	11,516	73.8%
Feb-21	-	-	-	-	-	-	
Mar-21	-	-	-	-	-	-	
Apr-21	-	-	-	-	-	-	
May-21	-	-	-	-	-	-	
Jun-21	-	-	-	-	-	-	
Grand Total	645,198	499,795	1,048	144,355	106,027	38,328	73.4%

FREE	Free / Mid-Day Free
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EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)
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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: 11/01 through 11/30/2020

LINK and BART Statistics

FY 20/21 Variance FY 19/20 YTD 20/21
November from Goal November

Ridership Statistics					
1	ADA Passengers	2,453		10,246	13,457
2	Companions	16		72	127
3	*Personal Care Assistants	280		550	1299
4	SilverRide Pilot	-		398	-
5	Total Passengers	2,749		11,266	14,937
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	438		1,137	2,060
7	SilverRide Pilot No Shows & Late Cancels	-		56	0
8	Total number of Cancellations	303		868	1,491
9	Same Day Trips	98		200	554
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	20		24	80
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
12	Revenue Hours	1,994.40		5,701.20	10,490.89
13	ADA Passengers per RVHr.	1.23		1.80	1.25
14	Average Trip Length (miles)			11.67	12.25
15	Average Ride Duration (minutes)			31.49	9.20
16	Total Cost per ADA Passenger	\$ 158.18		\$ 48.45	\$ 134.53
17	*Service Miles	32,796		92,793.87	191,745
18	Billable Service Hours	5,258.48		6,933.00	28,058.47
19	SilverRide Pilot Cost	\$ -		\$ 13,532.00	\$ -
20	LINK & BART Fuel Cost	\$ 18,650.36		\$ 53,867.95	\$ 113,992.34
21	Total Cost	\$ 434,840.88		\$ 545,879.45	\$ 2,438,156.42
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	95%		93.3%	95%
23	SilverRide Pilot OTP	-		99.3%	0%
24	Arrived 15-29 minutes past window	41		179	183
25	Arrived 30-59 minutes past window	11		63	46
26	Arrived 60 minutes past window	1		6	8
27	Total Missed Trips	1		12	5
28	Transfer Trips	332		1014	1,745
One Seat Pilot Data					
23	*Total Trips	79			79
24	*Non-CCCTA Cost (Cost for Agencies)	\$ 1,362.96			\$ 1,362.96
25	*Non-CCCTA Miles (Agency Miles)	909.00			909.00
26	*Non-CCCTA Revenue Hours	2,389.00			2,389.00
27	*Total Revenue Hours	4,690.00			4,690.00
28	*Total Fare Collected	\$ 45.50			\$ 45.50
29	*Non-CCCTA Fare Collected	\$ 45.50			\$ 45.50
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
30	Total Complaints	0		3	2
31	Timeliness	0		1	0
32	Driver Complaints	0		2	2
33	Equipment / Vehicle	0		0	0
34	Scheduling/Staff Skill	0		0	0
35	Commendations	0		1	0
36	Ave. wait time in Queue for reservation	0.37		1.23	0.31
37	Ave. wait time in Queue for customer service	0.19		1.06	0.25
Safety & Maintenance					
Accident Standard Goal = .5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
38	Total accidents per 100,000 miles	1		0	4
39	Roadcalls per 100,000 miles	0		0	3
Eligibility Statistics					
41	*Total ADA Riders in Data Base	2,148		2,482	2,793
42	*Total Certification Determinations	92		105	568
43	*Initial Denials	1		0	3
44	*Denials Reversed	-		1	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot
*One Seat Revenue Hours are total combined hours for all of the Agencies

Transdev G.M.:
Date: 2/25/21 

CCCTA PARATRANSIT

Performance Report: 12/01 through 12/31/2020

LINK and BART Statistics

FY 20/21 Variance FY 19/20 YTD 20/21
 December from Goal December

Ridership Statistics					
1	ADA Passengers	2,321		10,445	13,457
2	Companions	12		36	139
3	*Personal Care Assistants	216		580	1515
4	SilverRide Pilot			464	-
5	Total Passengers	2,549		11,525	17,698
Scheduling Statistics					
6	Total Number of No Shows & Late Cancels	440		1,254	2,497
7	SilverRide Pilot No Shows & Late Cancels	-		40	-
8	Total number of Cancellations	297		1,007	1,742
9	Same Day Trips	108		208	662
10	Denial Trips	-		-	-
11	Go Backs/ Re-scheduled	18		21	98
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%					
12	Revenue Hours	1,459.50		5,623.00	12,418.99
13	ADA Passengers per RVHr.	1.06		1.86	1.22
14	Average Trip Length (miles)			11.45	12.25
15	Average Ride Duration (minutes)			30.50	9.20
16	Total Cost per ADA Passenger	\$ 187.32		\$ 47.06	\$ 140.93
17	*Service Miles	33,998		92,805.00	191,745
18	Billable Service Hours	6,086.48		6,886.00	34,144.95
19	SilverRide Pilot Cost	\$ -		\$ 15,776.00	\$ -
20	LINK & BART Fuel Cost	\$ 20,275.19		\$ 50,337.31	\$ 134,267.53
21	Total Cost	\$ 477,476.55		\$ 542,402.14	\$ 2,915,632.97
On Time Performance					
Standard Goal = 90%; Incentive Goal = 92%					
22	Percent on-time	95.7%		91.7%	95%
23	SilverRide Pilot OTP	-		100%	0%
24	Arrived 15-29 minutes past window	29		206	212
25	Arrived 30-59 minutes past window	15		65	61
26	Arrived 60 minutes past window	1		10	9
27	Total Missed Trips	0		9	5
28	Transfer Trips	106		1053	1,851
One Seat Pilot Data					
23	*Total Trips	257			336
24	*Non-CCCTA Cost (Cost for Agencies)	\$ 3,875.16			\$ 5,238.12
25	*Non-CCCTA Miles (Agency Miles)	909.00			1,281.90
26	*Non-CCCTA Revenue Hours	7,419.00			9,808.00
27	*Total Revenue Hours	15,081.00			19,771.00
28	*Total Fare Collected	\$ 323.00			\$ 368.50
29	*Non-CCCTA Fare Collected	\$ 276.00			\$ 321.50
Customer Service					
Complaint Standard Goal = 2/1,000 passengers					
30	Total Complaints	2		6	4
31	Timeliness	0		0	0
32	Driver Complaints	1		6	3
33	Equipment / Vehicle	1		0	1
34	Scheduling/Staff Skill	0		1	0
35	Commendations	0		0	0
36	Ave. wait time in Queue for reservation	0.33		0.30	0.31
37	Ave. wait time in Queue for customer service	0.18		0.50	0.24
Safety & Maintenance					
Accident Standard Goal = 5/100,000 miles; Roadcall Standard Goal = 4/100,000 miles					
38	Total accidents per 100,000 miles	0		0	4
39	Roadcalls per 100,000 miles	1		0	4
Eligibility Statistics					
41	*Total ADA Riders in Data Base	2,111		2,496	2,872
42	*Total Certification Determinations	79		101	647
43	*Initial Denials	0		0	3
44	*Denials Reversed	0		0	0

*Total Cost per ADA Passenger excludes cost of the One Seat Pilot
 *One Seat Revenue Hours are total combined hours for all of the Agencies

Transdev G.M.:
 Date: 2/25/21