

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

Thursday, June 3, 2021

4:00 p.m.

PLEASE NOTE DAY OF THE WEEK AND TIME CHANGE

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:

Topic: Operations & Scheduling Committee

Time: Jun 3, 2021 04:00 PM Pacific Time (US and Canada)

Join Zoom Meeting

<https://us02web.zoom.us/j/86388457773?pwd=bHJkTFhEQTlxNzNGYkFsNUhVQU5nZz09>

Meeting ID: 863 8845 7773

Passcode: 476146

One tap mobile

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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 May 7, 2021*
4. Status of Studies & Initiatives for Improved Public Transit in the I680 Corridor-Information Only/Verbal Update
(The General Manager will provide a verbal update regarding the various initiatives within the I680 corridor designed to enhance public transportation.)
5. Paratransit Update: Ridership Demand and Reopening – Information Only*
(Staff will provide an update on the State’s reopening impact on paratransit demand.)
6. Monthly Reports – Information Only
 - a. Fixed Route*
 - b. Paratransit*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – July 2, 2021 (8:15am via teleconference)
10. Adjournment

General Information

Public Comment: If you wish to address the Committee, please follow the directions at the top of the agenda. If you have anything that you wish distributed to the Committee and included for the official record, please include it in your email. Comments that require a response may be deferred for staff reply.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings and provide comments at/related to public meetings. Please submit a request, including your name, phone number and/or email address, and a description of the modification, accommodation, auxiliary aid, service or alternative format requested at least two days before the meeting. Requests should be sent to the Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or hill@cccta.org. Requests made by mail must be received at least two days before the meeting. Requests will be granted whenever possible and resolved in favor of accessibility.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, June 19, 9:00 a.m., via teleconference
Administration & Finance:	Wednesday, June 2, 8:30 a.m., via teleconference
Advisory Committee:	Tuesday, July 13, 1:00 p.m., via teleconference
Marketing, Planning & Legislative:	Thursday, June 3, 8:30 a.m., via teleconference
Operations & Scheduling:	Thursday, June 3, 4:00 p.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, May 7, 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

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

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 April 2, 2021

The Committee approved the minutes.

4. Regional Ridership Trends

Ms. Reebbs provided an update on ridership trends post-COVID. She noted that ridership has been very slow to recover and is still down around 70%, which is consistent with the other transit operators in the region. Director Storer asked whether ridership is still increasing week-to-week. Ms. Reebbs responded that weekday ridership has been consistently down about 70% over the past several weeks, but that weekend ridership has grown at a more significant rate and is now down around 30%.

5. Collaboration of CCCTA/LAVTA Paratransit Programs Update #1

Ms. Kamara informed the Committee that paratransit service under the new MOU with LAVTA began on April 1st. Staff is still working through a few issues, including differences in pick-up window definitions between the two agencies. Mr. Ramacier noted that LAVTA wants to reconvene a previously-established joint board committee to review the demo and set metrics to measure the success of the program.

6. Monthly Reports

Ms. Reeb reported that in March fixed-route ridership was down about 58% compared to last year, which marks a full year since the original shelter-in-place order. However, ridership increased about 11% compared to February.

Ms. Kamara noted that staff is now including information on the one-seat pilot in the monthly performance reports. However, staff is still addressing some reporting issues, particularly in terms of how trips are allocated to each agency. She reported that there has continued to be an increase in paratransit ridership and on-time performance continues to be above 90%.

7. Committee Comments

None

8. Future Agenda Items

None

9. Next Scheduled Meeting

The next meeting was scheduled for June 3rd at 4:00 p.m. via teleconference.

10. Adjournment – The meeting was adjourned at 8:51 a.m.

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

INTER OFFICE MEMO

To: Operations and Scheduling Committee

Date: May 28, 2021

From: Rashida Kamara, Director Of ADA and Special Services

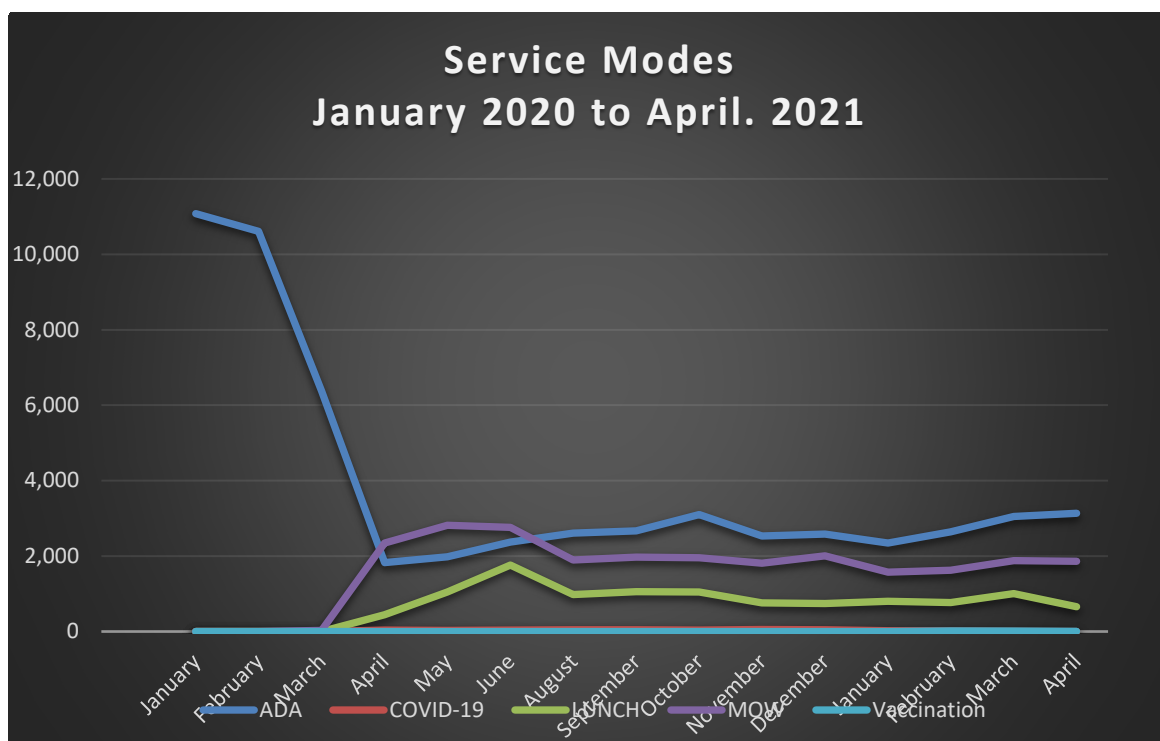
Reviewed by: WC.

SUBJECT: Paratransit Update: Ridership Demand and Reopening

Background:

In March of 2020, the Governor of California issued a shelter in place order due to the rapidly spreading COVID-19 virus. Paratransit service was dramatically reduced as a result of that order. LINK service, along with their contractor Transdev, collaborated with county and city programs to provide essential services to the community. Such services included Meals on Wheels, school lunches, grocery deliveries and the transporting of COVID-19 positive passengers for the County Health department. The chart below shows the different service modes and the volume of service provided to the community.

In February 2021, vaccines were made widely available to persons over the age of 65, health and emergency workers, which included transit drivers and staff. County Connection continued its effort with the County Health department by providing transportation services for vulnerable persons to vaccine sites. County Connection staff continues to work with Contra Costa Health Services (CCHS) to ensure our healthy transit plan is relevant and up to date enabling the Authority to provide safe transit options for riders.



	ADA	COVID-19	LUNCH	MOW	Vaccination
January	11,079	0	0	0	0
February	10,606	0	0	0	0
March	6,374	0	0	28	0
April	1,827	40	446	2,346	0
May	1,984	26	1,045	2,817	0
June	2,373	38	1,762	2,759	0
August	2,613	48	983	1,894	0
September	2,667	44	1,057	1,977	0
October	3,105	42	1,046	1,960	0
November	2,535	54	756	1,814	0
December	2,582	47	741	2,009	0
January	2,345	19	803	1,572	0
February	2,640	9	766	1,624	16
March	3,054	4	1006	1,883	12
April	3,136	0	658	1,863	2

Service Trends:

As of February 2021, we continue to see an uptick in paratransit riders. We believe that access to vaccines has played a role in this increase since according to Contra Costa Health Services (CCHS) individuals over the age of 65 have reached a 92% vaccination rate in the county. Meals on Wheels trips have gone down significantly since our June 2020 peak, but we continue to provide essential deliveries for them. As paratransit rides continue to go up, we will see Meal deliveries go down. In April we discontinued COVID positive transports for the county, but we have used some of the resources to provide trips for individuals to obtain vaccines.

In addition to a steady increase in LINK passengers, there has been a notable increase in LAVTA's paratransit passengers. At the start of the pilot, peak ridership was 56 passengers a day, recently they experienced a 25% jump in ridership. The additional ridership represented a handful of social service centers and a good number of shopping centers and grocery stores. Staff anticipates LINK may experience a similar jump in ridership as the state gears up to a June 15th reopening.

Re-Opening Efforts:

For the past 3 months staff has engaged in dialogue with social service groups regarding their re-opening efforts. This includes getting a clear understanding of the State and local mask and social distancing mandates, exemptions to the mask mandates for certain users due to medical needs, clarifying the need for temperature checks for passengers and updating expired ADA eligibility statuses and shared ride services.

As of May 24, 2021, we received 4 requests by social service entities to provide transportation services to their recently opened facilities. One thing all the centers have in common is the reopening process in being conducted in a phased approach. Some are allowing anywhere from 2 to 5 participants at a time per day. Most centers are having two shifts a day to accommodate their participants while maintaining social distancing (9-1130a and 1230pm-330pm). Staff has heard from some centers that getting enough staff for what seems like more one-on-one care is a concern and will drive how many participants arrive at the centers at any given time. Since the onset of the pandemic and in an effort to limit the spread of the virus, paratransit has been a non-shared ride service. This was instrumental in contact tracing efforts. As ridership increases, we have started allowing up to 3 passengers at a time. This capacity increase still accounts for 6ft social distancing but gives us the ability to transport more riders safely. Additionally, looking forward to the California State re-opening "Beyond the Blueprint" on June 15th, there is an anticipation that this may create even more demand for paratransit services. As staff monitors demand growth it will become imperative to increase capacity on paratransit vehicles in order to meet the needs of our customers.

Recommendation:

None for Information only

TO: O&S Committee

DATE: April 17, 2021

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 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.

FY20-21

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	102,724	92,429	
Average Weekday	4,165	3,769	
Pass/Rev Hour	6.5	6.1	Standard Goal > 17.0
Missed Trips	0.25%	0.29%	Standard Goal < 0.25%
Miles between Road Calls	39,334	30,692	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in April (4,165 passengers) than March 2021 (3,781 passengers) and higher than April 2020 (1,922 passengers) or 116.7%. This month marks 13 months since the first shelter-in-place order took effect in response to Covid-19. Additional restrictions were lifted midmonth as Contra Costa County moved into the "Orange Tier".

Passengers per hour in April was 6.5 which is higher than March 2021 at 6.2 and higher than April 2020 when passengers per hour was 4.4.

The percentage of missed trips in April was 0.25% which is higher than the prior month 0.20%.

The number of miles between roadcalls was 39,334 miles in April, lower than the prior month in which there were 39,487 miles between roadcalls. The rolling 12-month average is 34,372 miles between roadcalls.

Of a total 102,724 passengers, 62,107 passengers had the potential to use a Clipper card aboard County Connection since 40,618 either used an employee sponsored program or free routes. About 74.9% of the 62,107 potential Clipper card users paid using Clipper during this month.

MONTHLY BOARDINGS
Operations Data Summary

IV. Staff Reports

Fixed Route Boardings	Passengers by Revenue Hrs/Miles	Service Days	Fiscal YTD Comparison Passenger Boardings
Apr 2021 - Fixed Route Boardings 102,724 Special Event - Bus Bridge	Revenue Hours - Apr 2021 15,156 Apr 2020 10,777 Revenue Miles - Apr 2021 174,706 Apr 2020 112,924	Weekdays - Apr 21 22 Apr 20 22 Saturdays - Apr 21 4 Apr 20 4 Sundays - Apr 21 4 Apr 20 4	Fiscal 2021 YTD 924,294 Fiscal 2020 YTD 2,706,976
Apr 2021 Total Boardings 102,724	Passengers per Mile 0.6	Total Days - 2021 30	YTD Trend (65.9%)
Apr 2020 Total Boardings 47,317	Passengers per Hour 6.8	2020 30	Monthly Trend 117.1%

April 2021 Fixed Route Passenger Total						Average Apr 21			Pass per	Average Apr 20			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	3,125	-	-	3,125	142			5.2	82			5.1
4	Walnut Creek Downtown Shuttle	4,997	626	471	6,095	227	156	118	8.3	55	6	29	2.8
5	Creekside / Walnut Creek	2,579	-	-	2,579	117			8.6	54			3.8
6	Lafayette / Moraga / Orinda	2,582	245	165	2,993	117	61	41	4.5	26	11	3	1.2
7	Shadelands / Pleasant Hill / Walnut Creek	2,082	-	-	2,082	95			5.8	44			4.2
9	DVC / Walnut Creek	3,685	-	-	3,685	168			5.6	137			4.4
10	Concord / Clayton Rd	10,385	-	-	10,385	472			10.9	222			8.2
11	Treat Blvd / Oak Grove	3,690	-	-	3,690	168			8.9	68			4.9
14	Monument Blvd / Walnut Creek	13,752	-	-	13,752	625			10.2	290			8.0
15	Treat Boulevard	3,065	-	-	3,065	139			5.4	84			2.9
16	Alhambra Ave / Monument Blvd	9,606	-	-	9,606	437			9.9	228			7.7
17	Olivera / Solano / Salvio / North Concord	2,023	-	-	2,023	92			5.1	73			5.1
18	Amtrak / Morello / Pleasant Hill	2,697	-	-	2,697	123			4.2	87			3.4
19	Amtrak / Pacheco Blvd / Concord	1,351	-	-	1,351	61			4.9	47			4.1
20	DVC / Concord	8,796	-	-	8,796	400			9.5	134			4.8
21	Walnut Creek / San Ramon Transit Center	5,225	-	-	5,225	238			4.8	90			2.8
27	N Concord / Martinez / Masion Circle	46	-	-	46	2			0.9	0			0.3
28	Martinez / DVC	1,815	-	-	1,815	82			3.5	55			3.4
35	Dougherty Valley	3,452	-	-	3,452	157			4.0	40			2.0
91X	Concord Commuter Express	545	-	-	545	25			4.9	3			2.7
92X	ACE Shuttle Express	97	-	-	97	4			0.7	2			0.7
93X	Kirker Pass Express	671	-	-	671	30			3.3				-
95X	San Ramon / Danville Express	711	-	-	711	32			2.3				-
96X	Bishop Ranch Express	559	-	-	559	25			1.9				-
97X	Bishop Ranch Express	333	-	-	333	15			2.8				-
98X	Martinez Express	3,227	-	-	3,227	147			4.8	65			3.8
99X	Martinez / BART Express	517	-	-	517	23			1.9	25			2.6
250 *	Gael Rail Service	-	-	-	-								-
260 *	Cal State East Bay / Concord BART	-	-	-	-								-
301	BART Walnut Creek / John Muir	-	56	24	80		14	6	5.2				-
310	Concord Bart / Clayton Rd / Kirker Pass	-	960	663	1,623		240	166	14.8		170	118	8.0
311	Concord / Oak Grove / Treat Blvd / WC	-	566	535	1,101		141	134	6.4		75	71	3.3
314	Clayton Rd / Monument Blvd / PH	-	1,419	1,089	2,509		355	272	11.0		131	134	6.4
315	Concord / Willow Pass / Landana	-	202	107	309		50	27	4.2		32	17	3.2
316	Alhambra / Morello / Pleasant Hill	-	788	515	1,303		197	129	7.4		110	122	5.5
320	DVC / Concord	-	589	426	1,014		147	106	10.4		58	42	5.5
321	San Ramon / Walnut Creek	-	673	512	1,185		168	128	6.1		53	41	2.4
335	BART Dublin / San Ramon	-	267	194	461		67	48	5.0		24	13	1.5
Alamo Creek *	Alamo Creek / BART Walnut Creek	20	-	-	20	1			0.1	1			0.1
600's	Select Service	-	-	-	-				-				-
712	Bay Point / BART PH / Berkeley	-	-	-	-					8			4.5
715	North Concord / Lafayette BART	-	-	-	-					3			3.8
TOTALS		91,632	6,391	4,701	102,724	4,165	1,598	1,175	6.5	1,922	670	589	4.4

* Data from LINK Operators ** Seasonal Routes

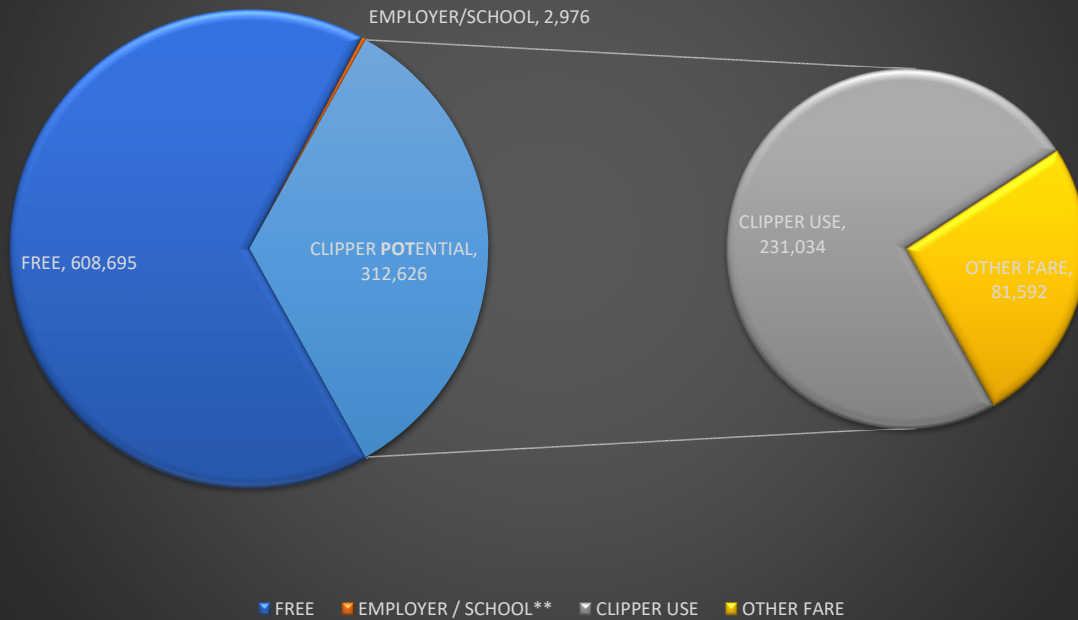
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2020	2020	2020	2020	2020	2020	2020	2021	2021	2021	2021	2021	12 Month TOTALS
	May	June	July	August	September	October	November	December	January	February	March	April	
Work Days	30	30	30	31	29	31	29	30	30	28	31	30	359
Revenue Hours	16,671	16,363	15,270	14,879	15,287	15,132	14,062	15,132	14,229	13,821	15,779	15,156	181,781
Operator Pay Hours	31,237	29,168	29,737	28,918	27,740	26,715	24,989	28,659	30,513	23,480	26,097	29,624	336,877
Number of Operators	159	157	155	153	153	153	152	150	150	149	149	148	152
Total Chargeable Collisions	0	0	2	0	1	0	2	0	2	0	0	0	7
Number of Trips Scheduled	17,156	21,240	22,428	23,533	21,396	21,634	19,709	21,184	19,970	19,448	22,050	21,178	250,926
Number of Trips Missed	42	123	45	84	30	38	50	205	48	26	45	52	788
Of Trips Scheduled - % Missed	0.24%	0.58%	0.20%	0.36%	0.14%	0.18%	0.25%	0.97%	0.24%	0.13%	0.20%	0.25%	0.31%
On Time Performance %	91%	91%	92%	93%	93%	93%	93%	94%	95%	94%	94%	93%	93%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	6	12	5	12	16	10	14	11	6	15	7	7	121
Road Calls for Mechanical	4	9	3	7	12	8	8	7	3	12	4	4	81
Fleet Average Miles between Mechanical Road Calls	37,194	26,680	36,748	33,300	20,575	33,563	24,292	26,733	36,268	16,623	39,487	39,334	34,372
No. Maint. Employees	17	21	21	20	25	24	23	20	22	22	22	21	22

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	78,109	30,702	453	46,955	34,689	12,265	73.9%
Mar-21	98,265	38,324	732	59,209	43,775	15,435	73.9%
Apr-21	102,724	39,875	743	62,107	46,543	15,564	74.9%
May-21	-	-	-	-	-	-	
Jun-21	-	-	-	-	-	-	
Grand Total	924,296	608,695	2,976	312,626	231,034	81,592	73.9%

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)

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
301	BART Walnut Creek, John Muir Medical Center
310	BART Concord, Clayton Rd, Center St, Marsh Creek Rd

Route Description Summary

Route #	Description
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
314	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
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: 4/01 through 4/30/2021

LINK and BART Statistics

FY 21/22
AprilVariance
from GoalFY 19/20
April

YTD 20/21

Ridership Statistics				
1	ADA Passengers	3,136	1,827	27,238
2	Companions	50	12	311
3	*Personal Care Assistants	409	263	2683
4	SilverRide Pilot	-	-	-
5	Total Passengers	3,595	2,102	30,011
Scheduling Statistics				
6	Total Number of No Shows & Late Cancels	440	458	4,230
7	SilverRide Pilot No Shows & Late Cancels	-	0	-
8	Total number of Cancellations	254	360	2,841
9	Same Day Trips	153	83	1,122
10	Denial Trips	-	-	-
11	Go Backs/ Re-scheduled	13	0	141
Standard Goals, Productivity Standard Goal = 2.0; Incentive Goal 2.0 + 92% OTP; Ratio of Revenue Hours to Service Hours 83%				
12	Revenue Hours	2,973.70	1,722.19	22,308.19
13	ADA Passengers per RVHr.	1.06	1.06	1.17
14	Average Trip Length (miles)		10.41	12.25
15	Average Ride Duration (minutes)		49.04	9.20
16	Total Cost per ADA Passenger	\$ 136.68	\$ 216.02	\$ 144.42
17	*Service Miles	47,924	28,501.00	396,361
18	Billable Service Hours	6,291.70	4,486.87	51,020.41
19	SilverRide Pilot Cost	\$ -	\$ -	\$ -
20	LINK & BART Fuel Cost	\$ 23,991.11	\$ 19,817.71	\$ 218,139.41
21	Total Cost	\$ 491,357.02	\$ 384,283.09	\$ 4,620,733.21
On Time Performance				
Standard Goal = 90%; Incentive Goal = 92%				
22	Percent on-time	97.7%	98.30%	96%
23	SilverRide Pilot OTP	-	0%	0%
24	Arrived 15-29 minutes past window	30	12	282
25	Arrived 30-59 minutes past window	7	6	92
26	Arrived 60 minutes past window	1	3	14
27	Total Missed Trips	0	0	6
28	Transfer Trips	188	231	2,300
One Seat Pilot Data				
23	*Total Trips			
24	*Non-CCCTA Cost (Cost for Agencies)			
25	*Non-CCCTA Miles (Agency Miles)			
26	*Non-CCCTA Revenue Hours			
27	*Total Revenue Hours			
28	*Total Fare Collected			
29	*Non-CCCTA Fare Collected			
Customer Service				
Complaint Standard Goal = 2/1,000 passengers				
30	Total Complaints	2	0	12
31	Timeliness	1	0	2
32	Driver Complaints	1	0	8
33	Equipment / Vehicle	0	0	2
34	Scheduling/Staff Skill	0	0	0
35	Commendations	0	0	1
36	Ave. wait time in Queue for reservation	0.28	0.42	0.38
37	Ave. wait time in Queue for customer service	0.23	0.15	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	0	1	4
Eligibility Statistics				
41	*Total ADA Riders in Data Base	1,934	2,502	3,316
42	*Total Certification Determinations	105	76	1,091
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

*One Seat Data is currently missing, as it is being audited

Transdev G.M.:
Date: 5/17/2021