



Western Contra Costa
Transit Authority

NOTICE OF MEETING

A Regular Meeting of the WCCTA Board of Directors
will be held:

DATE: April 10, 2025 (Thursday)
TIME: 6:30 PM
PLACE: City of Pinole Council Chambers
2131 Pear Street, Pinole CA

Attend in Person in Pinole City Council Chambers or via
Zoom ID: 862 0063 0753
<https://us02web.zoom.us/j/86200630753>
Zoom Phone Number: 1-669-900-6833
Meeting Number - 862 0063 0753

Americans With Disabilities Act: In compliance with the Americans with Disabilities Act of 1990, if you need special assistance to participate in a WCCTA Board Meeting or you need a copy of the agenda or the agenda packet in an appropriate alternative format, please get in touch with the WestCAT Administrative Office at (510) 724-3331. Notifying the Authority staff at least 48 hours before the meeting or when services are needed will assist them in assuring that reasonable arrangements can be made to provide accessibility to the meeting or service.

AGENDA

- A. CALL TO ORDER, ROLL CALL, PLEDGE OF ALLEGIANCE**
- B. APPROVAL OF AGENDA**
- C. PUBLIC COMMUNICATIONS**

This is the time for members of the public to bring up with the Board of Directors matters of general interest that are not on the agenda. In accordance with the provisions of the Brown Act, the Board will automatically refer to staff any matters brought before them at this time, and the matter may be placed on a future agenda. The time limit is 3 minutes and is subject to modification by the Chair.

1.0 CONSENT CALENDAR

If a Board member would like to discuss any item listed, it may be pulled from the Consent Calendar. **Recommend Approval of all Items on the Consent Agenda as follows:**

- 1.1 Approval of Minutes of Regular Board Meeting of March 13, 2025. **[Action Requested: Approval of Minutes] ***
- 1.2 Approval of Expenditures for March 2025 **[Action Requested: Approval of Expenditures] ***
- 1.3 Receive Contractors' Monthly Management Report for December 2024 and Monthly Passenger and Auxiliary Revenue Reconciliation Report for December

601 Walter Ave.
Pinole, CA 94564

Fax (510) | 724-5551 * Phone (510) 724-3331

2024. **[Action Requested: Receive and File]** *
- 1.4 Consideration and Adoption of Resolution 2025-05 Authorizing the Execution of Transit Operations Program (LCTOP) Local Match for Zero-Emission Bus Purchase **[Formal Adoption of Resolution 2025-05]**

2.0 REGULAR ITEMS FOR BOARD ACTION / DISCUSSION

- 2.1 Approval of Amendment to Employment Agreement with General Manager Robert Thompson. **[Recommendation: Approve an Amendment to the Employment Agreement with General Manager Robert Thompson]**
- 2.2 Presentation and Discussion on WestCAT EVOLUTION Public Engagement **[Action Requested: Discussion and Direction to Staff]**

3.0 COMMITTEE REPORTS

- 3.1 General Manager's Report **[No Action: Information Only]**
- 3.2 WCCTAC Representative Report **[No Action: Information Only]**

4.0 CORRESPONDENCE

5.0 BOARD COMMUNICATION / ITEMS FOR FUTURE BOARD MEETINGS

6.0 ADJOURNMENT

* Enclosures

Next Board Meeting Thursday, May 8, 2025

Agendas for regular Board of Directors meetings are posted at least 72 hours before the meeting at the WCCTA Administrative Office and on the Authority's website:

<https://www.westcat.org/Home/InsBoard>.

Documents provided to a majority of the Board of Directors after distribution of the packet regarding any item on this agenda will be made available for public inspection at the Administration Counter at WCCTA located at 601 Walter Avenue, during regular business hours (Pursuant to SB 343 or California Government Code Section 54957.5 -effective July 1, 2008). In addition to the meeting agendas and packets, this information will also be uploaded and posted to the Authority's website:

<https://www.westcat.org/Home/InsBoard>. The posting of SB 343 information on this website is in addition to the posting of the information at the legally required locations specified above.

WCCTA Board meetings are prerecorded, and recordings are available upon request. To request a recording, please call 510-724-3331 or email info@westcat.org and provide the date of the recording(s) you are requesting.



Western Contra Costa
Transit Authority

Agenda Item 1.1

WESTERN CONTRA COSTA TRANSIT AUTHORITY

BOARD OF DIRECTORS

REGULAR MEETING MINUTES

March 13, 2025,

Regular Meeting 6:30 PM

Pinole City Council Chambers

The Board of Directors Meeting was held in person.

A. CALL TO ORDER, ROLL CALL, AND PLEDGE OF ALLEGIANCE

Chair Hansen called the meeting to order at 6:30 PM and led the Pledge of Allegiance.

DIRECTORS PRESENT

Chair Tom Hansen, Norma Martinez-Rubin, Heidi Swillinger, Camron Sasai, Chris Kelley, and Jerry Parsons

STAFF PRESENT

Rob Thompson, General Manager; Yvonne Morrow, Chief Financial Officer; Finn Wurtz, Transit Planner; Christina Lotfy, Accounting Technician; Mica Mcfadden, Executive Assistant; Tania Babcock, Grants and Compliance Manager; and Debora Harris, Finance Manager.

GUESTS PRESENT

Bob Saunders, MV Transportation General Manager

B. APPROVAL OF AGENDA

Following an inquiry to the Board, the Board reported no conflicts with any items on the agenda.

MOTION: A motion was made by Director Parsons, seconded by Director Kelley, to Approve the Agenda. The motion was carried by the following vote:

Ayes: 6– (Parsons, Hansen, Swillinger, Martinez-Rubin, Kelley, Sasai)

C. PUBLIC COMMUNICATIONS

NONE.

1) **CONSENT CALENDAR**

Following an inquiry to the Board, the Board reported no conflicts with any items on the Consent Calendar.

MOTION: A motion was made by Director Kelley, seconded by Director Martinez-Rubin, to Approve the Consent Calendar. The motion was carried by the following vote:

Ayes: 6– (Parsons, Hansen, Swillinger, Martinez-Rubin, Kelley, Sasai)

2) **CLOSED SESSION according to GOVERNMENT CODE SECTION 54957(b): PUBLIC EMPLOYEE PERFORMANCE EVALUATION of GENERAL MANAGER**

The Board went into a closed session at 6:31 pm.

3) **CLOSED SESSION PURSUANT TO GOVERNMENT CODE SECTION 54957.6: CONFERENCE WITH LABOR NEGOTIATOR**

NONE.

4) **RECONVENE TO OPEN SESSION**

The Board reconvened to open session at 7:27 pm.

5) **CONSIDERATION OF AMENDMENT TO EMPLOYMENT AGREEMENT WITH GENERAL MANGER: Robert Thompson.** [Recommendation: Consider an amendment to the employment agreement with General Manager Robert Thompson]

Chair Hansen reported that the Directors and GM Thompson agreed to a one-year extension of his employment agreement. The only change in terms is his salary increasing to \$230,000 annually on July 1st, 2025.

6) **REGULAR ITEMS FOR BOARD ACTION/ DISCUSSION**

6.1 Approval of WCCTA's 2025 Public Transportation Agency Safety Plan. [Action Requested: Formal Adoption of Resolution 2025-04 to Approve WCCTA's 2025 Public Transportation Agency Safety Plan].

Grants and Compliance Manager Tania Babcock reported that on May 13, 2024, the Federal Transit Administration published the first major update to the Public Transportation Agency Safety Plan (PTASP) regulation incorporating Bipartisan Infrastructure Law requirements to make transit safer for both transit workers and passengers.

WestCAT's Public Transportation Agency Safety Plan must be reviewed, updated as needed, and certified annually. The 2025 Public Transportation Agency Safety Plan complies with 49 CFR Part 673. The updated PTASP final rule includes new requirements for the Safety Committee, a Safety Risk Reduction Program, new safety performance targets, and de-escalation training for transit workers.

MOTION: A motion was made by Director Kelley, seconded by Director Sasai, for the Formal Adoption of Resolution 2025-04 to Approve WCCTA's Public Transportation Agency Safety Plan. The motion was carried by the following vote:

Ayes: 6– (Parsons, Hansen, Swillinger, Martinez-Rubin, Kelley, Sasai)

6.2 Discussion on Capital Funding. [Action Requested: Discussion and direction to Staff]

GM Thompson discussed the funding challenges for both Operations and Capital projects and potential delays in converting to Zero-Emission vehicles due to concerns about the availability of Federal Capital funds and the Low or No Emission Grant awarded to the agency.

GM Thompson further discussed potential fueling options for currently available vehicles and their associated costs. He added commentary on the fuel types' total carbon footprint.

He emphasized that staff were not looking for direction tonight and would return later on any specific vehicle purchases. Directors asked questions about timelines for vehicle replacements, specifics on the Low or No Emission Grant process, and fuel costs, which GM Thompson responded to.

7) COMMITTEE REPORTS

7.1 General Manager's Report. [No Action: Information Only]

GM Thompson reported that the two community workshops to promote the Comprehensive Operations Analysis, WestCAT Evolution, were successful. It was a good, healthy conversation.

7.2 WCCTAC Representative Report. [No Action: Information Only]

Director Hansen reported that WCCTAC discussed plans to make Richmond Parkway a safer route for pedestrians and bikes.

8) CORRESPONDENCE

NONE.

9) BOARD COMMUNICATION / ITEMS FOR FUTURE BOARD MEETINGS

NONE.

10) ADJOURNMENT

Chair Hanson adjourned the meeting at 8:15 PM. The next meeting is scheduled for April 10, 2025.

Chair Tom Hansen

Date

Robert Thompson, Secretary

Date

AGENDA ITEM 1.2

WCCTA - WestCAT

Purchase Journal

March 2025

Filter Criteria includes: 1) Unposted Transactions only; 2) Includes Drop Shipments. Report order is by Vendor ID. Report is printed in Detail Format.

Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
2/24/25	51200-10 Rentals & Leases, Operations 20100 Accounts Payable	ARO0002500	Jan - Mar TC bus bay rental AC Transit	25,467.75	 25,467.75
3/1/25	11105 Oper, Maint & Admin Facility 50499-41 Other Mat & Supplies,Veh Ma 50499-42 Other Mat&Suppl, Non-Veh 50499-60 Other Mat & Supplies, Admin 50903-60 Fees, Admin 20100 Accounts Payable	1YHY-13XW-6D7M	Electronic faucets control modules - TDA Maintenance supplies (desk,belts,mops) Facilities supplies Office supplies (laminator, pouches) Shipping/handling & taxes Amazon Capital Services, Inc.	354.16 182.63 7.28 190.13 34.63	 768.83
3/5/25	11102 Maintenance Equipment 20100 Accounts Payable	0090933-IN	Brake hub removal jack & air/hydraulic jack - TDA ARI Phoenix, Inc.	13,100.82	 13,100.82
3/13/25	50501-10 Telephone, Operations 50501-60 Telephone, Admin 20100 Accounts Payable	000023187111	Feb. & Mar. phone service Feb. & Mar. phone service AT&T	119.78 59.89	 179.67
3/3/25	50908-10 Marketing & Advertising, Ope 50300-43 O/S Service, Non-Veh, Compu 50908-10 Marketing & Advertising, Ope 50999-60 Miscellaneous Exp, Admin 50908-10 Marketing & Advertising, Ope 50908-10 Marketing & Advertising, Ope 50300-10 Outside Services, Operations 11107 Communication/Information S 50300-42 Outside Service, Non-Veh Mai 50499-43 OtherMat&Sup-Non-Veh, Co 50901-60 Dues & Subscriptions, Admin 50499-42 Other Mat&Suppl, Non-Veh 11102 Maintenance Equipment 50300-43 O/S Service, Non-Veh, Compu 50300-43 O/S Service, Non-Veh, Compu 50300-43 O/S Service, Non-Veh, Compu 50499-41 Other Mat & Supplies,Veh Ma 50499-42 Other Mat&Suppl, Non-Veh 50410-10 Postage, Operations 50410-60	Stmt 2/4 - 3/3/25	Upwork (social media marketing) Grammarly (grammar and spell check) Fiverr (Spanish translation: Westcat Evolution survey) Dynamite Donuts (staff appreciation) Docucopies.com (printing: Title VI program) Twilio (emergency messaging software for ridership) Language Line (interpreter service) HP.com Store (3 printers, support & supplies) - TDA Contra Costa Transfer Station (waste disposal) Walmart.com (IT supplies: cleaners) Amazon (Prime membership renewal) Motion Industries (facilities supplies: belt for compressor) Grainger (air compressor for lifts and tires) - TDA Dropbox (recurring monthly billing for 8 licenses) Zoom (recurring monthly charge) Microsoft (Office 365 monthly license fee) Microsoft (Office 365 monthly support fee) Walmart.com (vehicle parts: stock) Westlake Ace Pinole (facilities supplies: batteries) Stamps.com (February stamps) Stamps.com (February stamps)	210.00 75.00 61.60 45.14 249.41 302.46 94.80 3,684.93 86.50 122.99 152.55 51.36 1,390.66 240.00 14.68 12.50 5.00 342.12 23.01 33.33 16.67	

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Purchase Journal

For the Period From Jul 1, 2024 to Jun 30, 2025

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	Postage, Admin 50410-10		Stamps.com (recurring monthly service charge)	19.99	
	Postage, Operations 50410-60		Stamps.com (recurring monthly service charge)	10.00	
	Postage, Admin 50903-60		CTC-VIS (Cal.Air Res.Brd Clean Truck Check Prog. 2024/25 payment fee)	13.77	
	Fees, Admin 50300-41		CTC-VIS (Cal.Air Res.Brd Clean Truck Check Prog. 2024/25 compliance fee)	460.62	
	Outside Service, Vehicle Main 50902-60		CTA (2025 Spring conference: Finn Wurtz)	280.00	
	Travel Expense, Admin 20100		Bank of America Commerical CC		7,999.09
	Accounts Payable				
2/25/25	50499-41 Other Mat & Supplies,Veh Ma 20100	C65457	Vehicle parts Buchanan Auto Electric Inc.	1,493.20	1,493.20
	Accounts Payable				
3/3/25	10204 A/R Accrual - MV Liability In 20100	14-2025-February	Feb. insurance & admin fees CalTIP	12,415.73	12,415.73
	Accounts Payable				
2/26/25	50499-41 Other Mat & Supplies,Veh Ma 50401-10	143243	Maintenance supplies (gloves,wrenches,rain suit) Propane refill	471.87 50.70	
	Fuel & Lubricants 50499-41		Vehicle parts (stock)	3,972.69	
	Other Mat & Supplies,Veh Ma 20100		Chuck's Brake & Wheel		4,495.26
	Accounts Payable				
2/24/25	50499-41 Other Mat & Supplies,Veh Ma 50499-42	1763	Maintenance supplies Facilities supplies	1,851.77 131.70	
	Other Mat&Suppl, Non-Veh 20100		Cinchem LLC		1,983.47
	Accounts Payable				
2/24/25	50499-41 Other Mat & Supplies,Veh Ma 20100	4222080674	February uniforms & lost charges Cintas Corporation	2,977.62	2,977.62
	Accounts Payable				
3/3/25	50499-41 Other Mat & Supplies,Veh Ma 20100	4222801582	March uniforms Cintas Corporation	828.10	828.10
	Accounts Payable				
3/10/25	50499-41 Other Mat & Supplies,Veh Ma 20100	4223551569	March uniforms Cintas Corporation	828.10	828.10
	Accounts Payable				
3/17/25	50499-41 Other Mat & Supplies,Veh Ma 20100	4224297212	March uniforms Cintas Corporation	828.10	828.10
	Accounts Payable				
3/3/25	50501-10 Telephone, Operations 50501-60	001001947879	March fiber network (3/1 - 3/31/25) March fiber network (3/1 - 3/31/25)	1,115.90 557.95	
	Telephone, Admin 20100		Comcast Business		1,673.85
	Accounts Payable				
2/26/25	50800-10 Purchased Transportation, Ope	25129	December pilot	3,101.97	

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Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	20100 Accounts Payable		Central Contra Costa Transit Authority		3,101.97
3/13/25	50800-10 Purchased Transportation, Ope 20100 Accounts Payable	25141	January pilot	2,712.60	
			Central Contra Costa Transit Authority		2,712.60
3/5/25	50215-60 Fringe Benefits, Admin 20200 Accrued Payroll Liabilities 20100 Accounts Payable	16179	March LTD	1,037.26	
			March supplemental insurance	235.21	
			BCC		1,272.47
3/3/25	50500-10 Utilities, Operations 50500-60 Utilities, Admin 20100 Accounts Payable	529260 3/25	Water service (12/30/24 - 2/25/25)	934.52	
			Water service (12/30/24 - 2/25/25)	467.26	
			East Bay Municipal Utility District		1,401.78
3/3/25	50500-10 Utilities, Operations 50500-60 Utilities, Admin 20100 Accounts Payable	529339 3/25	Water service (12/30/24 - 2/25/25)	766.59	
			Water service (12/30/24 - 2/25/25)	383.29	
			East Bay Municipal Utility District		1,149.88
2/20/25	50300-42 Outside Service, Non-Veh Mai 20100 Accounts Payable	250715	February inspection	125.00	
			ECO-CHEK Compliance, Inc.		125.00
2/24/25	50401-10 Fuel & Lubricants 20100 Accounts Payable	25-303463	Anit-freeze	345.48	
			Flyers Energy, LLC (RCP)		345.48
2/24/25	50401-10 Fuel & Lubricants 20100 Accounts Payable	25-303464	Mobil Delvac, DEF	3,422.51	
			Flyers Energy, LLC (RCP)		3,422.51
3/10/25	50401-10 Fuel & Lubricants 20100 Accounts Payable	25-314794	Anti-freeze	208.49	
			Flyers Energy, LLC (RCP)		208.49
3/10/25	50401-10 Fuel & Lubricants 20100 Accounts Payable	25-314795	DEF	994.42	
			Flyers Energy, LLC (RCP)		994.42
3/17/25	50401-10 Fuel & Lubricants 20100 Accounts Payable	25-319992	Mobil Delvac	2,355.72	
			Flyers Energy, LLC (RCP)		2,355.72
2/21/25	50300-42 Outside Service, Non-Veh Mai 20100 Accounts Payable	INV0368	February cleaning services	2,658.00	
			GCI JANITORIAL SERVICES		2,658.00
3/17/25	50300-42 Outside Service, Non-Veh Mai 20100 Accounts Payable	INV0369	March cleaning services	2,658.00	
			GCI JANITORIAL SERVICES		2,658.00
2/26/25	11104 Facility Repairs	90207777	Data probe repair - TDA	367.88	

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	20100 Accounts Payable		GENFARE/ SPX Corporation		367.88
3/13/25	50499-41 Other Mat & Supplies,Veh Ma	90208208	Farebox & conveyor belt keys	98.90	
	20100 Accounts Payable		GENFARE/ SPX Corporation		98.90
3/1/25	50215-42 Fringe Benefits, Non-Veh Mai	363219	March dental insurance	214.21	
	50215-43 Fringe Benefits, Non-Veh, Co		March dental insurance	54.52	
	50215-60 Fringe Benefits, Admin		March dental insurance	833.21	
	20100 Accounts Payable		Health Care Dental		1,101.94
2/20/25	50499-41 Other Mat & Supplies,Veh Ma	373328FOW	Vehicle parts (DAR 37)	54.70	
	20100 Accounts Payable		Hilltop Ford		54.70
2/21/25	50499-41 Other Mat & Supplies,Veh Ma	373329FOW	Vehicle parts (DAR 36)	54.70	
	20100 Accounts Payable		Hilltop Ford		54.70
3/7/25	50499-41 Other Mat & Supplies,Veh Ma	373763-1FOW	Vehicle parts (DAR 36)	245.57	
	20100 Accounts Payable		Hilltop Ford		245.57
3/7/25	50499-41 Other Mat & Supplies,Veh Ma	373802FOW	Vehicle parts (DAR 30)	246.94	
	20100 Accounts Payable		Hilltop Ford		246.94
3/13/25	50499-42 Other Mat&Suppl, Non-Veh	Stmt 3/13/25	Facilities supplies (see receipt for description)	57.20	
	50499-42 Other Mat&Suppl, Non-Veh		Facilities supplies (drain opener,work lights)	135.55	
	50499-42 Other Mat&Suppl, Non-Veh		Facilities supplies (floor finish)	157.07	
	50499-42 Other Mat&Suppl, Non-Veh		Facilities supplies (floor repair upstairs)	203.49	
	50499-42 Other Mat&Suppl, Non-Veh		Facilities supplies (acoustic ceiling tiles)	126.66	
	11102 Maintenance Equipment		Grease gun for chassis & warranty-TDA	286.33	
	50499-42 Other Mat&Suppl, Non-Veh		Facilities supplies (hose,ext.cord)	182.47	
	50499-42 Other Mat&Suppl, Non-Veh		Facilities supplies (electrical)	108.88	
	50499-42 Other Mat&Suppl, Non-Veh		Facilities supplies (chainsaw blades,bulbs)	85.71	
	50499-42 Other Mat&Suppl, Non-Veh		Facilities supplies (rust blocker)	164.03	
	20100 Accounts Payable		Home Depot Credit Services		1,507.39
2/18/25	50402-10 Tires & Tubes	171188	Tires & flat repair (#14)	602.80	
	20100 Accounts Payable		J & O's Commercial Tire Center		602.80
3/4/25	50402-10 Tires & Tubes	171493	March tires	7,061.81	
	20100 Accounts Payable		J & O's Commercial Tire Center		7,061.81
3/6/25	50402-10	171517	March tires	1,797.40	

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	Tires & Tubes 20100 Accounts Payable		J & O's Commercial Tire Center		1,797.40
4/1/25	50215-42 Fringe Benefits, Non-Veh Mai	4/2025	April medical insurance	3,852.87	
	50215-43 Fringe Benefits, Non-Veh, Co		April medical insurance	549.69	
	50215-60 Fringe Benefits, Admin		April medical insurance	13,803.04	
	20100 Accounts Payable		Kaiser Foundation Health Plan, Inc.		18,205.60
3/3/25	50499-41 Other Mat & Supplies,Veh Ma	103122946	Vehicle parts	372.90	
	20100 Accounts Payable		Kimball Midwest		372.90
9/26/24	50300-42 Outside Service, Non-Veh Mai	12031	Drain-line maintenance cleaning	575.00	
	20100 Accounts Payable		Kurt's Plumbing & Heating		575.00
1/15/25	50300-42 Outside Service, Non-Veh Mai	12100	Drain-line maintenance cleaning	575.00	
	20100 Accounts Payable		Kurt's Plumbing & Heating		575.00
2/28/25	50499-41 Other Mat & Supplies,Veh Ma	477304	Maintenance supplies	736.95	
	50401-10 Fuel & Lubricants		(gloves,can,rain suit)	213.99	
	50499-41 Other Mat & Supplies,Veh Ma		Engine oil (cars,vans)		
	20100 Accounts Payable		Vehicle parts	3,668.82	
			Lim Automotive Supply Inc.		4,619.76
3/15/25	50499-41 Other Mat & Supplies,Veh Ma	478182	Vehicle parts	2,379.21	
	50401-10 Fuel & Lubricants		Engine oil, ATF (cars,vans)	290.00	
	20100 Accounts Payable		Lim Automotive Supply Inc.		2,669.21
2/4/25	50903-10 Clipper/Shopify/mtot fees, Op	AR038063	Oct - Dec 2024 Clipper fee	1,268.44	
	20100 Accounts Payable		Metropolitan Transportation Commission		1,268.44
3/4/25	50903-10 Clipper/Shopify/mtot fees, Op	AR038087	Annual admin fee (Clipper)	911.62	
	20100 Accounts Payable		Metropolitan Transportation Commission		911.62
2/28/25	50600-10 Insurance, Operations	2/2025	Feb. liability ins.	15,497.62	
	50800-41 Purchased Transp, Veh Maint		Feb. maintenance	97,082.17	
	50800-10 Purchased Transportation, Ope		Feb. service	631,043.19	
	50800-10 Purchased Transportation, Ope		Less: CR for Rd. sups		3,289.37
	50800-10 Purchased Transportation, Ope		Less: Feb. estimate		700,042.02
	20100 Accounts Payable		MV Transportation		40,291.59
3/5/25	50800-10 Purchased Transportation, Ope	133278	Estimated March service	768,167.89	
	20100 Accounts Payable		MV Transportation		768,167.89

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2/25/25	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	15208336	Vehicle parts (Bus 207) Pape Kenworth	1,212.20	 1,212.20
3/4/25	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	15223562	Vehicle parts (stock) Pape Kenworth	31.54	 31.54
3/6/25	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	15223574	Vehicle parts (stock) Pape Kenworth	26.52	 26.52
3/7/25	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	15230875	Vehicle parts (stock) Pape Kenworth	4,027.73	 4,027.73
3/10/25	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	15230967	Vehicle parts (stock) Pape Kenworth	118.18	 118.18
3/11/25	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	15236287	Vehicle parts (stock) Pape Kenworth	1,997.49	 1,997.49
3/11/25	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	15238356	Vehicle parts (Bus 203) Pape Kenworth	785.03	 785.03
3/13/25	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	15242270	Vehicle parts (Bus 203) Pape Kenworth	4,423.08	 4,423.08
3/12/25	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	25-24315	Towing service (Bus 413) Olivers Tow	1,126.13	 1,126.13
3/8/25	51200-60 Rentals & Leases, Admin 20100 Accounts Payable	589535095	Mar. copier (3/1 - 3/31/25) Pacific Office Automation/Lease	332.96	 332.96
3/1/25	50300-42 Outside Service, Non-Veh Mai 20100 Accounts Payable	4213294	March landscaping Pacific Site Management	591.34	 591.34
3/1/25	50499-41 Other Mat & Supplies, Veh Ma 20100 Accounts Payable	265219	Vehicle parts (Bus 204) Pankey's Radiator Shop, Inc.	5,688.98	 5,688.98
2/28/25	50501-10 Telephone, Operations 50501-60 Telephone, Admin 20100 Accounts Payable	INV-20460-22025	February phone service February phone service STREAMS	782.38 391.19	 1,173.57
2/14/25	50500-10 Utilities, Operations 50500-60	2/2025	Feb. gas & electric Feb. gas & electric	4,195.45 2,097.73	

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Filter Criteria includes: 1) Unposted Transactions only; 2) Includes Drop Shipments. Report order is by Vendor ID. Report is printed in Detail Format.

Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	Utilities, Admin 20100 Accounts Payable		PG & E		6,293.18
2/19/25	50500-10 Utilities, Operations	2/2025	Feb. gas & electric	12.52	
	50500-60 Utilities, Admin		Feb. gas & electric	6.26	
	20100 Accounts Payable		Pacific Gas & Electric		18.78
3/5/25	50300-60 Outside Services, Admin	2/2025	February consulting services	2,500.00	
	20100 Accounts Payable		Politico Group Inc.		2,500.00
3/5/25	50499-41 Other Mat & Supplies,Veh Ma	902701928	Vehicle parts (Bus 205)	208.51	
	20100 Accounts Payable		Prevost Car (US) Inc.		208.51
3/5/25	50499-41 Other Mat & Supplies,Veh Ma	902701929	Vehicle parts (Bus 205)	3,794.00	
	20100 Accounts Payable		Prevost Car (US) Inc.		3,794.00
2/28/25	50500-10 Utilities, Operations	0851-155419203	February garbage	617.75	
	50500-60 Utilities, Admin		February garbage	308.87	
	20100 Accounts Payable		Republic Services #851		926.62
3/10/25	50300-60 Outside Services, Admin	WCAT-6	COA	1,485.00	
	50908-10 Marketing & Advertising, Ope		Marketing & public outreach	17,194.36	
	20100 Accounts Payable		Ronny Kraft Consulting		18,679.36
2/21/25	50300-10 Outside Services, Operations	2/2025	February phones & DAR tablets	2,030.47	
	20100 Accounts Payable		T-MOBILE		2,030.47
1/21/25	50300-10 Outside Services, Operations	1/2025	Plan charges for 17 IOT connected devices	571.20	
	20100 Accounts Payable		T-Mobile		571.20
2/28/25	50499-41 Other Mat & Supplies,Veh Ma	83664283	Vehicle parts (Bus 207)	246.90	
	20100 Accounts Payable		The Aftermarket Parts Company, LLC		246.90
3/3/25	50499-41 Other Mat & Supplies,Veh Ma	83665607	Vehicle parts (Bus 204)	568.27	
	20100 Accounts Payable		The Aftermarket Parts Company, LLC		568.27
3/3/25	50499-41 Other Mat & Supplies,Veh Ma	83665608	Vehicle parts (Bus 200)	568.27	
	20100 Accounts Payable		The Aftermarket Parts Company, LLC		568.27
2/26/25	50300-10 Outside Services, Operations	INV0000001874	March maintenance & support	5,223.59	
	20100 Accounts Payable		TransTrack Systems, Inc.		5,223.59
2/12/25	50300-43	025-496507	Project management	3,200.00	

WCCTA - WestCAT
Purchase Journal
March 2025

Filter Criteria includes: 1) Unposted Transactions only; 2) Includes Drop Shipments. Report order is by Vendor ID. Report is printed in Detail Format.

Date	Account ID Account Description	Invoice/CM #	Line Description	Debit Amount	Credit Amount
	O/S Service, Non-Veh, Compu 20100 Accounts Payable		(implementation) Tyler Technologies, Inc		3,200.00
2/27/25	50401-10 Fuel & Lubricants 20100 Accounts Payable	858118	Diesel Western States Oil CO.	28,799.30	28,799.30
3/10/25	50401-10 Fuel & Lubricants 20100 Accounts Payable	858341	Diesel Western States Oil CO.	27,882.81	27,882.81
3/18/25	50401-10 Fuel & Lubricants 20100 Accounts Payable	858486	Diesel & gas Western States Oil CO.	30,038.38	30,038.38
3/6/25	50300-10 Outside Services, Operations 50300-60 Outside Services, Admin 20100 Accounts Payable	74759200	Mar. pest control Mar. pest control Western Exterminator Co.	144.16 72.08	216.24
2/21/25	50903-60 Fees, Admin 20100 Accounts Payable	I500-01181505	Admin fee Asbury Environmental Services	7.00	7.00
2/26/25	50300-41 Outside Service, Vehicle Main 20100 Accounts Payable	I500-01184076	Waste removal & admin fee Asbury Environmental Services	87.00	87.00
				1,804,968.97	1,804,968.97



	December FY 24/25	December FY 23/24	% Change	Year-To-Date FY 24/25	Year-To-Date FY 23/24	% Change
System Total						
Total Passengers	50,615	47,808	5.9	342,497	333,315	2.8
Revenue Passengers	46,318	42,041	10.2	320,194	294,348	8.8
Weekday Total Passengers	47,251	43,426	8.8	316,008	307,687	2.7
Saturday Total Passengers	1,830	2,558	-28.5	15,885	15,578	2.0
Sunday Total Passengers	1,534	1,824	-15.9	10,604	10,050	5.5
Weekday Average Passengers	2,148	2,171	-1.1	2,469	2,461	0.3
Saturday Average Passengers	458	512	-10.5	567	537	5.6
Sunday Average Passengers	256	304	-15.8	342	324	5.6
Vehicle Revenue Hours	6,834.83	6,838.52	-0.1	40,112.05	41,775.46	-4.0
Total Vehicle Hours	7,258.25	7,267.20	-0.1	42,870.06	44,413.86	-3.5
Revenue Vehicle Miles	116,215.2	113,322.7	2.6	701,998.1	699,279.2	0.4
Total Miles	143,458.0	135,626.0	5.8	834,253.1	845,713.0	-1.4
Dial-A-Ride Program						
Number of Weekdays	21	20	5.0	125	124	0.8
Number of Saturdays	4	5	-20.0	28	29	-3.4
Total Passengers	1,433	1,537	-6.8	9,726	9,907	-1.8
Revenue Passengers	1,343	1,484	-9.5	9,076	9,396	-3.4
Weekday Total Passengers	1,296	1,314	-1.4	8,687	8,688	0.0
Saturday Total Passengers	137	223	-38.6	1,039	1,219	-14.8
Weekday Average Passengers	62	66	-6.1	69	70	-1.4
Saturday Average Passengers	34	45	-24.4	37	42	-11.9
Vehicle Revenue Hours	859.23	906.86	-5.3	5,267.39	5,224.09	0.8
Total Vehicle Hours	895.05	945.96	-5.4	5,473.51	5,434.99	0.7
Productivity	1.67	1.69	-1.2	1.85	1.90	-2.6
Revenue Vehicle Miles	7,100.8	7,227.0	-1.7	46,204.7	46,767.2	-1.2
Total Miles	8,353.6	8,207.4	1.8	51,997.0	52,108.3	-0.2
Express Routes Program						
Number of Weekdays	22	20	10.0	127	124	2.4
Number of Saturdays	4	5	-20.0	28	29	-3.4
Number of Sundays	6	6	0.0	31	31	0.0
Total Passengers	21,994	21,403	2.8	151,386	145,081	4.3
Revenue Passengers	19,915	19,016	4.7	143,001	130,294	9.8
Weekday Total Passengers	19,074	17,745	7.5	128,624	124,091	3.7
Saturday Total Passengers	1,386	1,834	-24.4	12,158	10,940	11.1
Sunday Total Passengers	1,534	1,824	-15.9	10,604	10,050	5.5
Weekday Average Passengers	867	887	-2.3	1,013	1,001	1.2
Saturday Average Passengers	347	367	-5.4	434	377	15.1
Sunday Average Passengers	256	304	-15.8	342	324	5.6
Vehicle Revenue Hours	2,468.00	2,463.23	0.2	14,413.93	14,993.63	-3.9
Total Vehicle Hours	2,641.04	2,638.74	0.1	15,441.37	16,073.69	-3.9
Productivity	8.91	8.69	2.5	10.50	9.68	8.5
Revenue Vehicle Miles	41,645.2	40,479.0	2.9	247,669.5	245,844.4	0.7
Total Miles	45,658.0	44,733.3	2.1	273,979.6	272,037.5	0.7



Monthly Management Report Summary

December, FY 24/25

System & Program Summary

	December FY 24/25	December FY 23/24	% Change	Year-To-Date FY 24/25	Year-To-Date FY 23/24	% Change
Local Fixed Routes Program						
Number of Weekdays	21	20	5.0	125	124	0.8
Number of Saturdays	4	5	-20.0	28	29	-3.4
Total Passengers	14,729	14,935	-1.4	100,341	106,086	-5.4
Revenue Passengers	12,726	12,090	5.3	89,478	85,095	5.2
Weekday Total Passengers	14,422	14,434	-0.1	97,653	102,667	-4.9
Saturday Total Passengers	307	501	-38.7	2,688	3,419	-21.4
Weekday Average Passengers	687	722	-4.8	781	828	-5.7
Saturday Average Passengers	77	100	-23.0	96	118	-18.6
Vehicle Revenue Hours	2,290.20	2,440.38	-6.2	13,451.97	15,124.80	-11.1
Total Vehicle Hours	2,402.28	2,561.45	-6.2	14,327.89	15,890.99	-9.8
Productivity	6.43	6.12	5.1	7.46	7.01	6.4
Revenue Vehicle Miles	35,441.8	35,223.2	0.6	214,940.7	217,190.4	-1.0
Total Miles	37,667.8	37,567.5	0.3	229,448.7	231,936.1	-1.1
Transbay Lynx Program						
Number of Weekdays	21	20	5.0	127	125	1.6
Total Passengers	12,459	9,933	25.4	81,044	72,241	12.2
Revenue Passengers	12,334	9,451	30.5	78,639	69,563	13.0
Weekday Total Passengers	12,459	9,933	25.4	81,044	72,241	12.2
Weekday Average Passengers	593	497	19.3	638	578	10.4
Vehicle Revenue Hours	1,217.40	1,028.05	18.4	6,978.76	6,432.94	8.5
Total Vehicle Hours	1,319.88	1,121.05	17.7	7,627.29	7,014.19	8.7
Productivity	10.23	9.66	5.9	11.61	11.23	3.4
Revenue Vehicle Miles	32,027.4	30,393.5	5.4	193,183.2	189,477.2	2.0
Total Miles	34,103.7	32,091.5	6.3	204,263.4	200,089.7	2.1



Passenger & Productivity Statistical Report

December, FY 24/25

System

All Routes

Route by Day Type & System	Passengers						Passengers Per Revenue Hour					
	December			Fiscal Year To Date			December			Fiscal Year To Date		
	FY 23/24	FY 24/25	% Change	FY 23/24	FY 24/25	% Change	FY 23/24	FY 24/25	% Change	FY 23/24	FY 24/25	% Change
Route 10 Weekday	1,596	1,340	-16.0	10,658	7,494	-29.7	6.3	7.6	20.1	6.7	8.0	19.5
Route 11 Weekday	2,451	1,799	-26.6	17,703	13,072	-26.2	7.4	6.7	-8.8	8.5	8.3	-2.4
Route 11 Saturday	257	157	-38.9	1,730	1,331	-23.1	4.3	3.4	-20.3	4.9	3.9	-21.5
Route 11 Total	2,708	1,956	-27.8	19,433	14,403	-25.9	6.9	6.2	-9.6	8.0	7.5	-6.0
Route 12 Weekday	1,724	1,708	-0.9	10,546	10,224	-3.1	7.0	8.9	26.5	6.8	10.0	46.9
Route 15 Weekday	1,236	762	-38.3	7,184	6,789	-5.5	7.3	4.4	-40.1	6.8	7.1	3.7
Route 16 Weekday	3,281	3,883	18.3	24,103	24,874	3.2	5.8	6.5	12.3	7.0	7.0	1.2
Route 19 Saturday	244	150	-38.5	1,689	1,357	-19.7	3.8	2.9	-22.6	4.5	3.9	-12.2
Route 30Z Weekday	1,021	1,155	13.1	7,046	6,820	-3.2	4.0	4.5	12.1	4.4	4.4	-1.1
Route C3 Weekday	3,125	3,775	20.8	25,427	28,380	11.6	6.3	7.1	13.2	8.3	8.9	7.6
Route DAR Weekday	1,314	1,296	-1.4	8,688	8,687	0.0	1.6	1.6	-0.4	1.9	1.8	-2.2
Route DAR Saturday	223	137	-38.6	1,219	1,039	-14.8	2.1	2.0	-3.2	2.1	2.0	-4.6
Route DAR Total	1,537	1,433	-6.8	9,907	9,726	-1.8	1.7	1.7	-1.6	1.9	1.8	-2.6
Route J Weekday	10,462			73,290	65,363	-10.8	9.1			10.3	12.6	22.1
Route J Saturday	1,834			10,940	10,419	-4.8	10.9			11.2	11.2	-0.6
Route J Sunday	1,824			10,050	9,070	-9.8	9.0			9.7	8.9	-7.7
Route J Total	14,120			94,280	84,852	-10.0	9.3			10.3	11.9	14.9
Route JL-JR Weekday		11,192			11,192			10.1			10.1	
Route JL-JR Saturday		1,386			1,739			5.3			6.7	
Route JL-JR Sunday		1,534			1,534			9.1			9.1	
Route JL-JR Total		14,112			14,465			9.2			9.4	
Route JPX Weekday	5,765	6,026	4.5	40,044	39,586	-1.1	9.7	9.6	-1.2	10.8	10.3	-4.6
Route JX Weekday	1,518	1,856	22.3	10,757	12,483	16.0	4.3	6.1	41.6	5.0	6.6	32.9
Route LYNX Weekday	9,933	12,459	25.4	72,241	81,044	12.2	9.7	10.2	5.9	11.2	11.6	3.4
Total System-Wide	47,808	50,615	5.9	333,315	342,497	2.8	7.0	7.4	5.9	8.0	8.5	7.0

Preventable Accidents per Miles Driven in 12 Month
Period

December-24

	Miles	Accidents	Frequency 12 Month Period
FR	1,529,489	11	139,044
DAR	143,146	3	47,715

FR=Fixed Route, Martinez Link, Transbay, & Express
DAR=Dial-A-Ride

	Non-Preventable				Preventable			
	Month		FYTD		Month		FYTD	
	Current	Last Year	Current	Last Year	Current	Last Year	Current	Last Year
FR	0	0	0	0	3	1	3	1
DAR	0	0	0	0	0	0	0	0

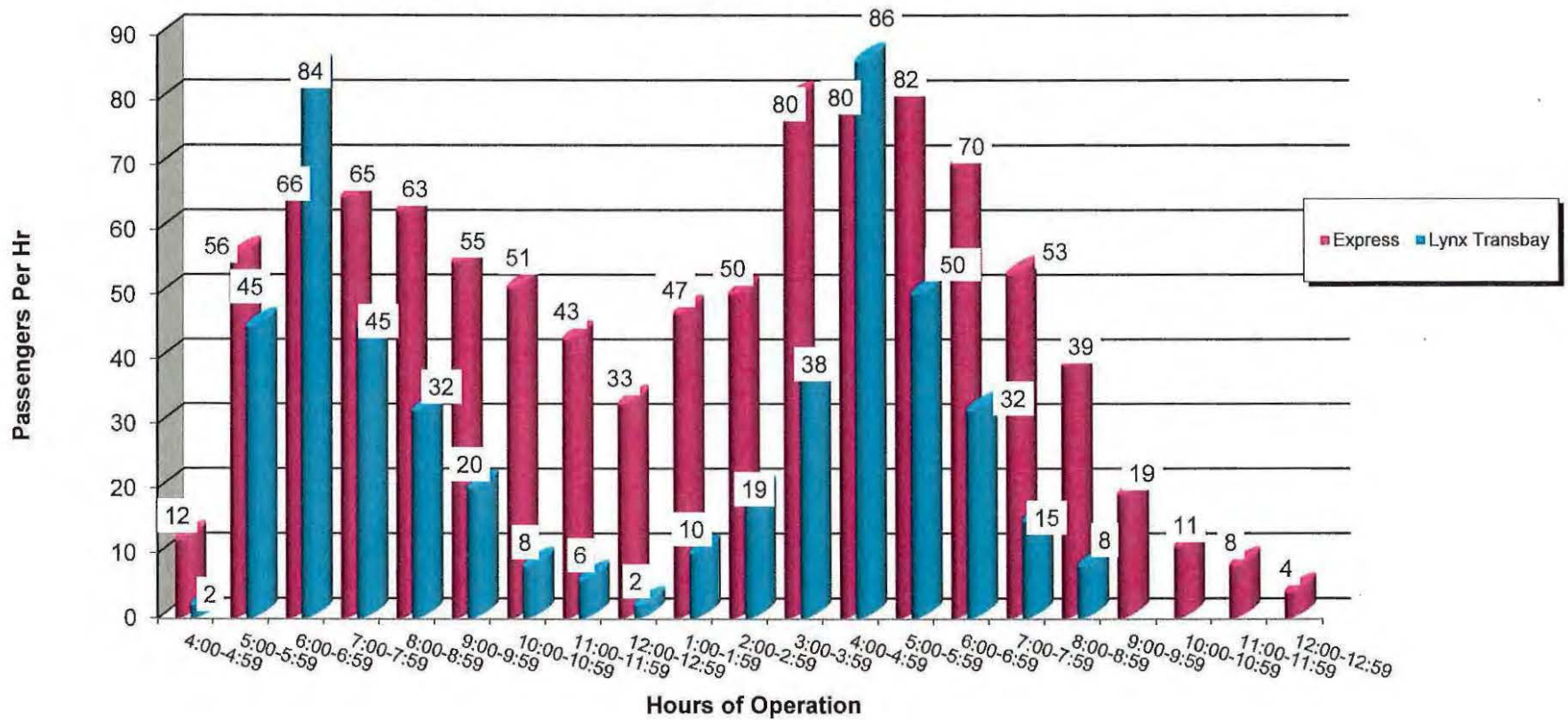
WestCAT Monthly Passenger & Auxiliary Revenue Reconciliation

Month & Fiscal Year- December 2024 Updated

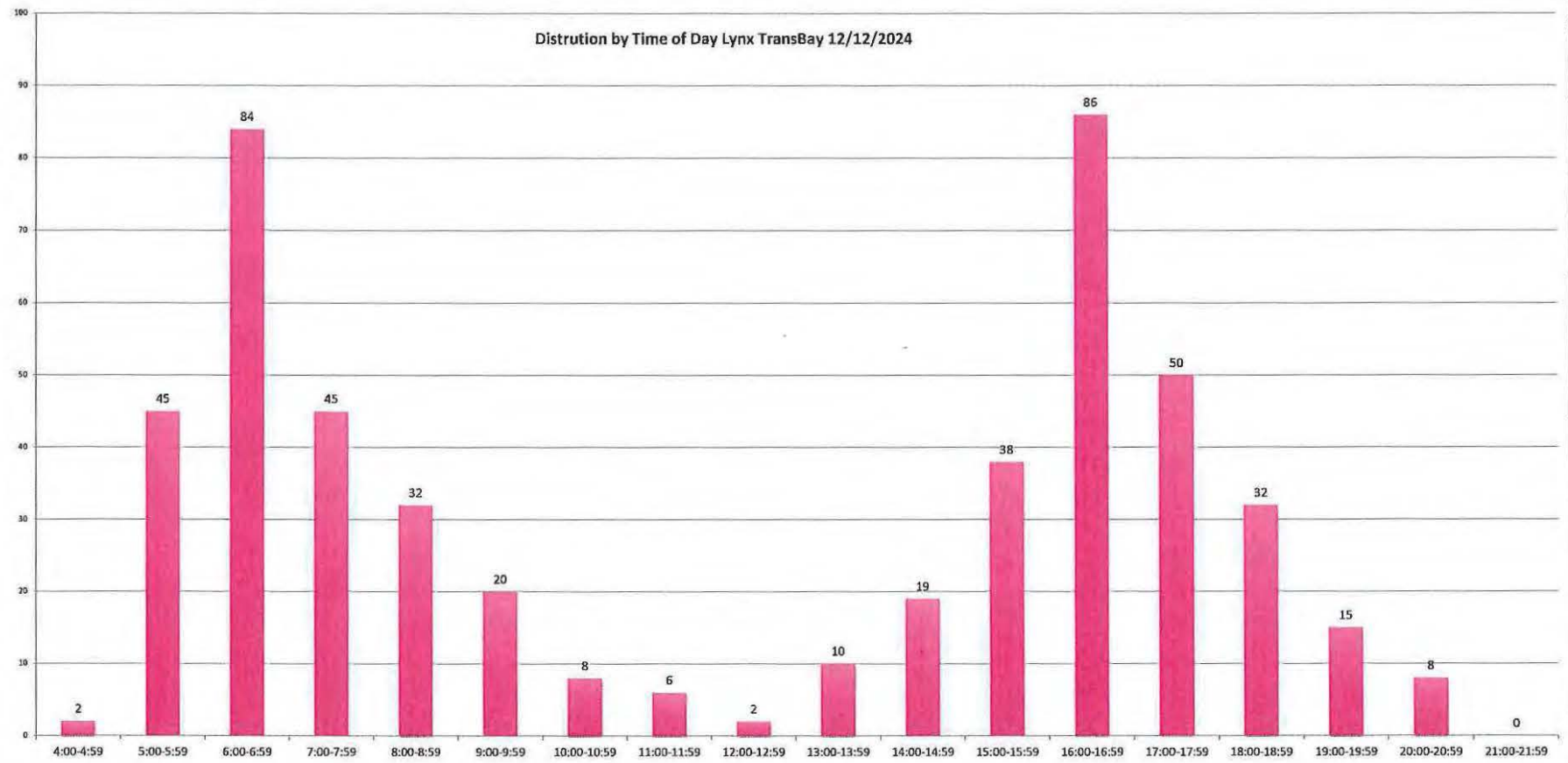
Cash Fares for Deposit	Monthly System Total	CYTD	Dial-A-Ride	Transbay-Lynx	Fixed Route
Cash Fare - General Public	\$ 10,189.80	\$ 77,177.80	\$ -	\$ 2,802.25	\$ 7,387.55
Cash Fare - Senior & Disabled	\$ 2,421.95	\$ 16,294.95	\$ 581.25	\$ 516.50	\$ 1,324.20
Cash Fare - Transfers	\$ 356.00	\$ 2,789.00	\$ 14.00	\$ 6.25	\$ 335.75
Cash Fare - Regional Paratransit	\$ 219.00	\$ 1,137.00	\$ 219.00		
Cash Fare - Local Day Pass Sales	\$ 1,615.75	\$ 11,084.75		\$ 3.00	\$ 1,612.75
Total Estimated Cash (a)	\$ 14,802.50	\$ 108,483.50	\$ 814.25	\$ 3,328.00	\$ 10,660.25
Over/(Short) Cash Count	\$ 1.30	\$ 60.77	\$ (2.14)	\$ 4.50	\$ (1.06)
Bank Deposit Corrections	\$ (30.96)	\$ (30.96)			\$ (30.96)
Subtotal Cash Fare Deposit	\$ 14,772.84	\$ 108,513.31	\$ 812.11	\$ 3,332.50	\$ 10,628.23
Prepaid Sales Deposit	Monthly System Total	CYTD	Dial-A-Ride	Transbay-Lynx	Fixed Route
Ticket Books	\$ 700.00	\$ 4,855.00	\$ 700.00		
Summer Youth Psss (SYP)	\$ -	\$ 30.00			
Clipper Sales	\$ -	\$ 1,810.00			
Lynx 31-Day Pass Sales - GP	\$ 1,980.00	\$ 6,950.00		\$ 1,980.00	
Lynx 31-Day Pass Sales - SNR/DSBLD	\$ 150.00	\$ 640.00		\$ 150.00	
Lynx Stored Ride Pass Sales	\$ 130.00	\$ 250.00		\$ 130.00	
Local 31-Day Pass Sales - GP	\$ 640.00	\$ 15,280.00			\$ 640.00
Local 31-Day Pass Sales -SNR/DSBLD	\$ 400.00	\$ 1,800.00			\$ 400.00
Local Stored Value Pass Sales	\$ -	\$ -			
Local Day Pass Sales (Prepaid)	\$ 22.50	\$ 852.00			\$ 22.50
Shopify (Shipping Fees)	\$ 32.00	\$ 188.00	\$ 7.00	\$ 18.00	\$ 7.00
Over payment	\$ -	\$ -			
Returned Checks	\$ -	\$ -			
Refunds Issued from Ticket / Pass Sales	\$ (141.00)	\$ (141.00)		\$ (141.00)	
Subtotal Prepaid Sales Deposit	\$ 3,913.50	\$ 32,514.00	\$ 707.00	\$ 2,137.00	\$ 1,069.50
Billings Issued	Monthly System Total	CYTD	Dial-A-Ride	Transbay-Lynx	Fixed Route
CCC Nutrition Tickets	\$ 57.00	\$ 458.00	\$ 57.00		
Lynx B1G1F - GP 31-Day Pass	\$ -	\$ -			
Lynx B1G1F - SNR/DSBLD 31-Day Pass	\$ -	\$ -			
Wage Works - Local GP 31-Day Pass	\$ -	\$ 80.00			
Wage Works - Local SNR/DSBLD -31-Day Pass	\$ 20.00	\$ 20.00			\$ 20.00
Wage Works - Lynx GP 31-Day Pass	\$ 840.00	\$ 4,340.00		\$ 840.00	
Wage Works - Lynx SNR/DSBLD 31-Day Pass	\$ 70.00	\$ 420.00		\$ 70.00	
Wage Works - Lynx 10 Ride Pass	\$ -	\$ 450.00			
Wage Works - Local Stored Value Pass	\$ -	\$ -			
Capital Corridor Vouchers (Annually)	\$ -	\$ -			
511 Contra Costa (BOGO LYNX)	\$ 420.00	\$ 1,960.00		\$ 420.00	
10 Ride LYNX Promo	\$ 1,400.00	\$ 2,700.00		\$ 1,400.00	
511 CC Summer Youth Pass	\$ -	\$ 1,473.90			
WCCUSD (\$37.00 SBPP)	\$ 18,500.00	\$ 72,150.00			\$ 18,500.00
BART Parking	\$ 282.15	\$ 519.75			\$ 282.15
CCTA Summer Youth Pass	\$ -	\$ 866.10			
CCTA Life Program	\$ 2,160.00	\$ 3,960.00	\$ 2,160.00		
Clipper	\$ 65,726.18	\$ 449,491.79		\$ 40,044.22	\$ 25,681.96
CCC Health Services	\$ -	\$ -			
CCC Employee & Human Services	\$ -	\$ 400.00			
Clipper Start - MTC	\$ -	\$ -			
Pass 2 Class Program	\$ -	\$ 21,520.00			
*Other	\$ -	\$ -			
Subtotal Billings	\$ 89,475.33	\$ 560,809.54	\$ 2,217.00	\$ 42,774.22	\$ 44,484.11
Total Passenger Revenue	\$ 108,161.67	\$ 701,836.85	\$ 3,736.11	\$ 48,243.72	\$ 56,181.84

	Monthly System Total	CYTD
Total Passenger Revenue Last Year	\$ 91,225.58	\$ 539,201.19

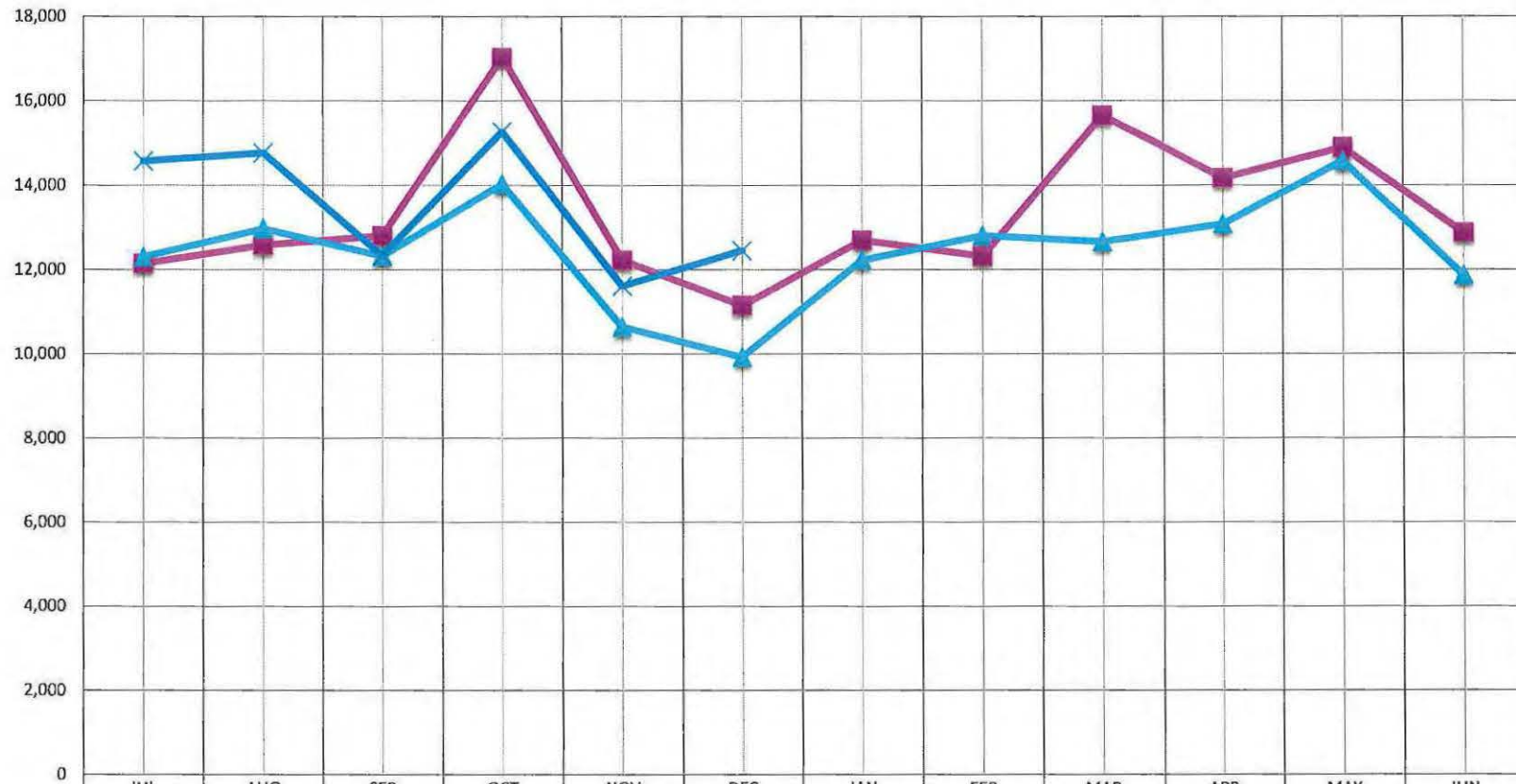
**Express Routes (J, JX, JPX), and Lynx Transbay
Ridership by Time of Day
Date:12/12/2024**



Distrution by Time of Day Lynx TransBay 12/12/2024



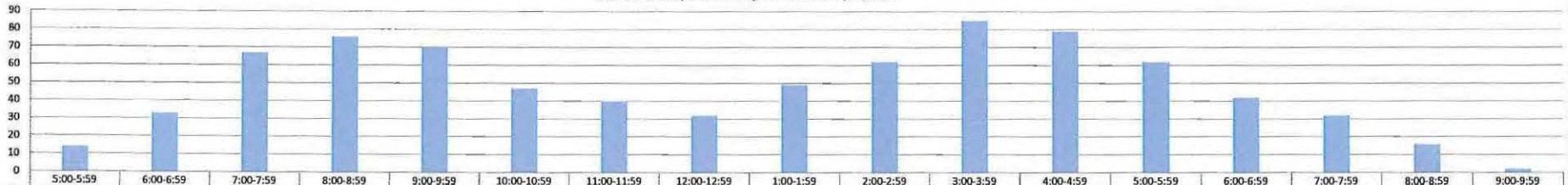
WESCAT LYNX TRANSBAY 3YR STATS



ridership 22-23	12,149	12,592	12,812	17,034	12,229	11,155	12,702	12,318	15,656	14,173	14,898	12,878
ridership 23-24	12,312	12,981	12,330	14,035	10,650	9,933	12,229	12,816	12,668	13,085	14,582	11,873
ridership 24-25	14,579	14,774	12,341	15,275	11,616	12,459						

Distrubution by Time of Day - WestCAT Express																					
Date:	12/12/2024																				
	4:00-4:59	5:00-5:59	6:00-6:59	7:00-7:59	8:00-8:59	9:00-9:59	10:00-10:59	11:00-11:59	12:00-12:59	13:00-13:59	14:00-14:59	15:00-15:59	16:00-16:59	17:00-17:59	18:00-18:59	19:00-19:59	20:00-20:59	21:00-21:59	22:00-22:59	23:00-23:59	24:00-24:59
JX		6	8	9	12							7	9	12	6	3					
JPX		19	26	28	20	21	16	14	12	16	19	30	31	29	27	19	11	0	0	0	
J	12	31	32	28	31	34	35	29	21	31	31	43	40	41	37	31	28	19	11	8	4
Total Passengers	12	66	66	65	63	55	61	43	33	47	50	80	80	82	70	53	39	19	4	8	4
	21:00-21:59	22:00-22:59	23:00-23:59	24:00-24:59																	
JX																					
JPX																					
J	8	4	2	4																	
Total Passengers	8	4	2	4																	
				JX	72																
				JPX	338																
				J	577																
				Total	987																
Distrubution by Time of Day -Lynx Transbay																					
Date:	12/12/2024																				
	4:00-4:59	5:00-5:59	6:00-6:59	7:00-7:59	8:00-8:59	9:00-9:59	10:00-10:59	11:00-11:59	12:00-12:59	13:00-13:59	14:00-14:59	15:00-15:59	16:00-16:59	17:00-17:59	18:00-18:59	19:00-19:59	20:00-20:59	21:00-21:59			
TransBay LYNX	2	45	84	45	32	20	8	6	2	10	19	38	86	50	32	15	8	0			
Total Passengers	2	45	84	45	32	20	8	6	2	10	19	38	86	50	32	15	8	0			
	21:00-21:59																				
TransBay LYNX	0																				
Total Passengers	0																				
				Total Lynx	502																
formula created from page 7																					

Distrubution By Time Of Day Fixed Route 12/12/2024



Axis Title

[illegible]

Agenda Item 1.4

Staff Report on 2025 LCTOP Local Match for Zero-Emission Bus Purchase

Background

The Low Carbon Transit Operations Program (LCTOP) is part of California Climate Investments, a statewide program that puts billions of Cap-and-Trade dollars to work reducing greenhouse gas (GHG) emissions, strengthening the economy, and improving public health and the environment, particularly in disadvantaged communities.

The Low Carbon Transit Operations Program (LCTOP) was created to provide operating and capital assistance for transit agencies to reduce greenhouse gas emissions and improve mobility. Approved projects in LCTOP will support new or expanded bus or rail services, expand intermodal transit facilities, and may include equipment acquisition, fueling, maintenance, and other costs to operate those services or facilities, with each project reducing greenhouse gas emissions. Examples of approved projects:

- Zero emissions vehicle purchases
- Infrastructure required for zero emissions vehicles
- Free or reduced fare days
- Passenger amenities to encourage new ridership and improve access
- Expanded service within a Disadvantaged Community

Discussion

For FY 24-25, WestCAT is applying for LCTOP funds to provide Local Match funding for upcoming zero-emission bus purchases to comply with the ICT requirement for all transit agencies to gradually transition their fleets to zero-emission technologies by 2040.

Because our purchase of zero-emission buses will begin in 2027, this is a planned rollover project where we plan to accumulate, or “rollover,” LCTOP funds for a period of 4 years to accumulate sufficient funds to fully fund our Local Match requirement for our first three zero emission vehicle purchases. This aligns with the requirement to begin transitioning our fleet to zero-emission vehicles per the ICT Regulation.

As WestCAT will have vehicles reaching their end of useful life and will need replacement vehicles, and we must begin to transition our fleet to zero-emission buses per The Innovative Clean Transit (ICT) regulations adopted by the California Air Resources Board, Staff recommends approval of the 2025 LCTOP Local Match for Zero-Emission Bus Purchase Project and for the General Manager to submit an LCTOP allocation request for Local Match for zero-emission bus purchases.

Requested Action

Approval of the 2025 LCTOP Local Match for Zero-Emission Bus Purchase Project and for the General Manager to submit an LCTOP allocation request for Local Match for Zero-emission bus purchases.

Resolution 2025-05

AUTHORIZATION FOR THE EXECUTION OF THE
CERTIFICATIONS AND ASSURANCES AND AUTHORIZED AGENT FORMS
FOR THE LOW CARBON TRANSIT OPERATIONS PROGRAM (LCTOP)
FOR THE FOLLOWING PROJECT(S):
Local Match Zero-Emission Bus Purchase – \$319,872

WHEREAS, the Western Contra Costa Transit Authority (WCCTA) is an eligible project sponsor and may receive state funding from the Low Carbon Transit Operations Program (LCTOP) for transit projects; and

WHEREAS, the statutes related to state-funded transit projects require a local or regional implementing agency to abide by various regulations; and

WHEREAS, Senate Bill 862 (2014) named the Department of Transportation (Department) as the administrative agency for the LCTOP; and

WHEREAS, the Department has developed guidelines for the purpose of administering and distributing LCTOP funds to eligible project sponsors (local agencies); and

WHEREAS, the WCCTA wishes to delegate authorization to execute these documents and any amendments thereto to Rob Thompson, General Manager.

WHEREAS, the WCCTA wishes to implement the following LCTOP project(s) listed above,

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the WCCTA that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances and the Authorized Agent documents and applicable statutes, regulations and guidelines for all LCTOP funded transit projects.

NOW THEREFORE, BE IT FURTHER RESOLVED that Rob Thompson, General Manager be authorized to execute all required documents of the LCTOP program and any Amendments thereto with the California Department of Transportation.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the WCCTA that it hereby authorizes the submittal of the following project nomination(s) and allocation request(s) to the Department in FY2024-2025 LCTOP funds:

Agenda Item 1.4

List project(s), including the following information:

Project Name: Local Match Zero-Emission Bus Purchase

Short description of project: Replacement of diesel engine buses at the end of their useful life with Zero-Emission replacement buses per ICT Regulations.

Amount of LCTOP funds requested: \$319,872

Benefit to a Priority Populations: The project will replace diesel fueled vehicles with zero emission vehicles for local fixed route service. This will reduce tailpipe emissions and provide a more comfortable ride for our customers with the clean vehicles. The diesel vehicles can be retired and the entire service area will benefit from improved air quality.

Amount to benefit Priority Populations: \$319,872

Contributing Sponsors (if applicable): Metropolitan Transportation Commission

Passed this 10th day of April 2025, by the following vote:

AYES:

NOES:

ABSTAIN:

AGENCY BOARD DESIGNEE:

BY: Tom Hansen, Chairperson

WCCTA Board of Directors

April 10, 2025

Date

Agenda Item 2.1

FIRST AMENDMENT TO AGREEMENT FOR GENERAL MANAGER SERVICES

THIS FIRST AMENDMENT TO AGREEMENT FOR GENERAL MANAGER SERVICES ("First Amendment") is entered into as of July 1, 2025, by and between WESTERN CONTRA COSTA TRANSIT AUTHORITY, a joint powers authority (hereinafter referred to as "WCCTA" or "Employer") and Robert Thompson (hereinafter "Employee").

RECITALS

A. Employee and WCCTA entered into an Agreement for General Manager Services dated July 1, 2022 (the "Employment Agreement") to employ Employee for a term of three years, which provides for two options for one-year extension periods, at compensation that is to be mutually agreed-upon.

B. WCCTA desires to exercise the first one-year option and the parties have agreed upon a revised amount of compensation.

NOW, THEREFORE, the parties agree to amend the Employment Agreement as follows:

1. Compensation. A new paragraph "n)" is added to Section 2, reading as follows: "For the period July 1, 2025 through June 30, 2026, Employee shall be paid \$230,000 per year, to be paid in semi-monthly installments of \$9,583.33."

2. Entire Agreement. This First Amendment and the Agreement for General Manager Services (collectively, the "Agreement") are intended by the parties to be one integrated agreement. The Agreement constitutes the entire agreement of the parties with respect to its subject matter and supersedes all other agreements or understandings, whether express or implied, oral or written, between the parties. The Agreement cannot be modified, altered, amended or changed by any oral statement or conduct but only by a written agreement signed by the Chair of the Board of Directors and Employee. Except as expressly modified by this Amendment, all terms and conditions contained in the Employment Agreement and the First Amendment to the Employment Agreement shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have executed this First Amendment to Employment Agreement on the date first written above.

WESTERN CONTRA COSTA
TRANSIT AUTHORITY

ROBERT THOMPSON

By: _____

Title: _____

Agenda Item 2.2

Staff Report on WestCAT Evolution Public Engagement Summary Report

As staff continues to work on the Comprehensive Operational Analysis, our consultant, Ronny Kraft, will present the draft results of the Public Engagement work that we have undertaken. This has included rider and non-rider surveys, public workshops, and community outreach to various stakeholders, including City staff, schools, and advocacy groups throughout the WestCAT service area.

Our consultant will present an overview of the results; attached is the Draft WestCAT Public Engagement Summary Report and a series of matrices that will help guide the discussion as we move forward with the next stages of the project.

Requested Action

Information Only – Discussion and direction to staff

WestCAT Evolution

Public Engagement Results Summary

4.3.25



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INTRODUCTION

Public engagement is a key component of the WestCAT Evolution planning process. The goal is to ensure that passengers, stakeholders, and community members have an opportunity to provide input on transit needs, priorities, and potential improvements. Outreach efforts are designed to gather input from both riders and non-riders, including residents and employees, through a variety of strategies that engage diverse communities such as seniors, people with disabilities, students, and commuters.

This summary describes all of the public engagement activities shown on the right and the key findings.

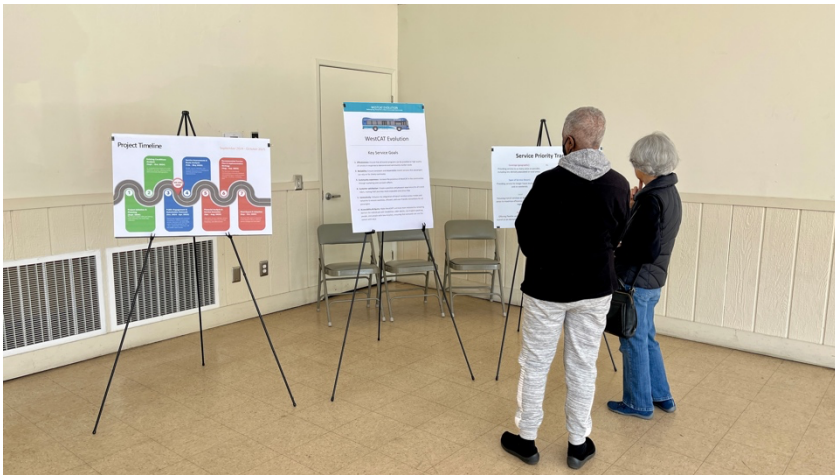


Figure 1: Image of Open House Attendees

Public Engagement Activities

- **Onboard Passenger Survey** – 640 responses; collected rider demographics and service feedback
- **Online Non-Rider Survey** – 179 responses; gathered input from residents and workers who don't regularly use WestCAT, 250 responses total
- **ADA & Senior DAR Phone Interviews** – 27 interviews; insights from Senior Dial-a-Ride and Paratransit riders
- **Open House Workshops** – 40+ attendees; 1-on-1 discussions, interactive boards, and comment cards
- **Stakeholder Interviews** – 6 interviewees; input from community-based partners
- **Special Events** – 75+ interactions; brief rider conversations at stakeholder organization events
- **Pinole Senior Center Discussion** – 8 participants; group feedback from older adults

OVERALL KEY FINDINGS

Many WestCAT riders choose transit even when other options are available. The majority of onboard survey respondents reported using WestCAT for work or school, highlighting the system's central role in weekday commuting. Notably, 54% of riders said they could have driven or gotten a ride instead of taking the bus, indicating that many are choosing WestCAT despite access to alternatives. Other survey responses—such as high rates of vehicle access and flexible travel behavior—also point toward a sizable segment of “choice riders” who value transit's affordability, convenience, or other benefits.

The most requested improvements are more frequent and more reliable service. Across all engagement activities, increased frequency—especially on key routes during peak hours and weekends—was the most common suggestion. Riders also expressed the need for improved reliability, particularly around schedule adherence and transfer connections.

Real-time arrival information is a high priority for many passengers. Many respondents indicated they would benefit from more accurate and accessible real-time information. Requests included mobile tracking apps, live signage at stops, and better communication during service disruptions.

Many non-riders are open to using WestCAT, but gaps in service or access remain a barrier. Non-rider survey respondents cited a range of issues that keep them from using the service, including limited weekend coverage, long wait times, or lack of direct connections to destinations. Several respondents indicated they would consider using transit more frequently if service was closer to home or better aligned with their schedules.

Lynx weekend service was one of the most common requests. Across surveys and public events, current and potential riders emphasized a desire for Lynx service on weekends, especially for reaching San Francisco. Many described the route as fast and convenient, and expressed interest in using it for leisure travel, family outings, or work on Saturdays and Sundays.

Later evening service is also in demand, especially for BART connections. Several respondents noted that current service hours are not late enough to support their evening commutes. Riders highlighted the need for buses to operate later, particularly for connecting to BART after 8:00 or 9:00 PM.

Long hold times when booking Dial-a-Ride trips were a common concern. ADA Paratransit and Senior DAR riders frequently reported waiting on hold for extended periods when calling to schedule rides. This was a consistent theme in interviews and was often described as stressful or frustrating, especially when return trip confirmations were unclear.

The WestCAT community values courteous drivers and clean buses. Riders consistently gave high marks to the professionalism and kindness of WestCAT operators. Cleanliness and onboard experience also received positive mentions in both surveys and interviews.

FIXED-ROUTE ONBOARD PASSENGER SURVEY

An onboard survey is one of the most important aspects of public engagement in this planning process, because information is obtained directly from current users. The purpose of an onboard survey is to gain a thorough understanding of WestCAT's current passengers, including their travel needs, priorities for potential improvements, and key demographics.

Methodology

The onboard survey aimed to gather input from current WestCAT riders about their travel habits, service preferences, and demographics. During early December 2024, paper questionnaires were handed out directly to passengers onboard WestCAT buses as well as at major transit hubs. A total of 642 completed surveys were collected, including 13 responses to the Spanish version. The survey contained 31 questions, several of which included multiple parts. To boost participation, respondents had the opportunity to enter a drawing to win a \$500 gift card.

TELL US HOW TO SERVE YOU BETTER! **COMPLETE THIS SURVEY AND HAVE THE CHANCE TO WIN \$500!**

WESTCAT What is the date today? _____, 2024

1. For how long have you been riding WestCAT?
1 ☐ Less than a year 2 ☐ 1-2 years 3 ☐ 3-4 years 4 ☐ Longer than 5 years

2. On how many days in a typical week (7 days) do you ride transit?
1 2 3 4 5 6 7 I'm not a regular transit rider

3. Which WestCAT bus routes do you use regularly? (choose up to 4)
1 ☐ 10 2 ☐ 11 3 ☐ 12 4 ☐ 15 5 ☐ 16 6 ☐ 19
7 ☐ 30Z 8 ☐ C3 9 ☐ JX 10 ☐ JPX 11 ☐ JUJR

4. For what purpose(s) do you usually ride WestCAT? (mark all that apply)
1 ☐ Work 2 ☐ Elementary 3 ☐ Middle, or High School
4 ☐ College or Vocational School 5 ☐ Shopping 6 ☐ Social Services
7 ☐ Doctor or Medical visit 8 ☐ Social or Recreation 9 ☐ Other _____

5. Do you usually transfer between WestCAT and other transit systems to get where you need to go? 1 ☐ Yes 2 ☐ No
If yes, which one(s)? (mark all that apply)
1 ☐ BART 2 ☐ County Connection 3 ☐ AC Transit 4 ☐ Muni
5 ☐ Amtrak 6 ☐ Tri-Delta 7 ☐ Other _____

6. How do you usually get to the first WestCAT bus stop?
1 ☐ Walk 2 ☐ Wheelchair/scooter 3 ☐ Bike 4 ☐ Drive a private vehicle
5 ☐ Get a ride 6 ☐ Transfer from another public transit system

7. Why do you ride WestCAT? (mark up to three)
1 ☐ It's cheaper than driving 2 ☐ It's more convenient than driving
3 ☐ I don't have access to a personal vehicle 4 ☐ I don't drive
5 ☐ It's my only form of transportation 6 ☐ It's better for the environment
7 ☐ It's safer than driving

8. Could you have driven or gotten a ride for the bus trip you are currently on? 1 ☐ Yes 2 ☐ No

9. How would you make this trip without WestCAT?
1 ☐ Walk/Wheelchair/Scooter 2 ☐ Bike 3 ☐ Carpool/Vanpool 4 ☐ Dial-a-Ride
5 ☐ Be driven by someone else 6 ☐ Uber/Lyft 7 ☐ Taxi 8 ☐ Drive alone
9 ☐ I would not make this trip 10 ☐ Other _____

10. A year from now, would you prefer to:
1 ☐ Keep using WestCAT as often as now 2 ☐ Get a car, but keep using WestCAT
3 ☐ Get a car and stop using WestCAT 4 ☐ Stop using WestCAT for another reason*

11. Which of the following describe your employment status? (check all that apply)
1 ☐ Employed full time 2 ☐ Employed part time 3 ☐ College Student
4 ☐ Middle/HS Student 5 ☐ Not currently employed 6 ☐ Retired

12. If you are employed, in a typical week, do you usually:
A. Work after 8 pm on any day? 1 ☐ Yes 2 ☐ No
C. Start before 7:00 am on any day? 1 ☐ Yes 2 ☐ No
B. Work Saturday and/or Sunday? 1 ☐ Yes 2 ☐ No

13. Are you a student? 1 ☐ No
2 ☐ Yes, K-12 3 ☐ Yes, Contra Costa College 4 ☐ Yes, other College/University _____

14. How many people are in your household?
1 2 3 4 5 6 7 8 or more

15. Do you have a valid driver's license? 1 ☐ Yes 2 ☐ No

16. How many people with valid driver's licenses are in your household, including yourself?
1 2 3 4 or more

17. How many personal vehicles are available for your household to use?
0 1 2 3 or more

18. What language do you usually speak at home?
1 ☐ English 2 ☐ Spanish 3 ☐ Mandarin 4 ☐ Cantonese
5 ☐ Tagalog 6 ☐ Vietnamese 7 ☐ Other _____

19. What year were you born? _____

20. Do you identify as...
1 ☐ Female 2 ☐ Male 3 ☐ Non-binary/non-conforming
5 ☒ Other 4 ☐ Prefer not to answer

21. Which do you consider yourself? (mark all that apply)
1 ☐ African/American 2 ☐ Asian 3 ☐ Hispanic 4 ☐ Native American
5 ☐ White 6 ☐ Other _____ 7 ☐ Prefer not to declare

22. What is your approximate household income?
1 ☐ Less than \$30,000 2 ☐ \$30,000 - \$40,999 3 ☐ \$41,000 - \$51,999
4 ☐ \$52,000 - \$62,999 5 ☐ \$63,000 - \$73,999 6 ☐ \$74,000 - \$83,999
7 ☐ \$84,000 - \$105,000 8 ☐ More than \$105,000 9 ☐ Don't know or prefer not to say

23. How often do you use social media?
1 ☐ Often 2 ☐ Occasionally 3 ☐ Rarely or Never

24. If you use social media, which of the following do you use regularly?
1 ☐ Facebook 2 ☐ Twitter/X 3 ☐ TikTok 4 ☐ LinkedIn
5 ☐ Instagram 6 ☐ YouTube 7 ☐ Other _____

25. What can WestCAT do to improve the quality of communication about its services?

TURN OVER
more questions on the back

Figure 2: Onboard Survey Questionnaire - Side 1

Systemwide Findings

This section summarizes systemwide survey results to provide an overview of who rides WestCAT, how and why they travel, how they access information, and how they rate the service. It also highlights rider priorities for improvements. Many of these findings will be explored in greater detail by individual route in the subsequent main task: Service Assessment & Opportunities.

Many of the questions in the survey allowed for multiple response selections to get at the full spectrum of riders and their travel, therefore the percentages often add up to more than 100%.

Who Rides WestCAT?

Employment & Student Status

Most passengers are employed either full (60.1%) or part time (17.4%). About 20% identified that they were a student, with 6.2% attending Contra Costa College, 7.8% attending "some other college," and about 6% in middle or high school. The combination of "Employed part time" and "College student" was the most common dual response (4.5%), indicating that some respondents have overlapping statuses.

Respondents who are employed were asked three questions about their work schedules, which yielded the following results:

- 42% work after 8pm
- 50% work before 7am
- 41% work weekends

Age Distribution

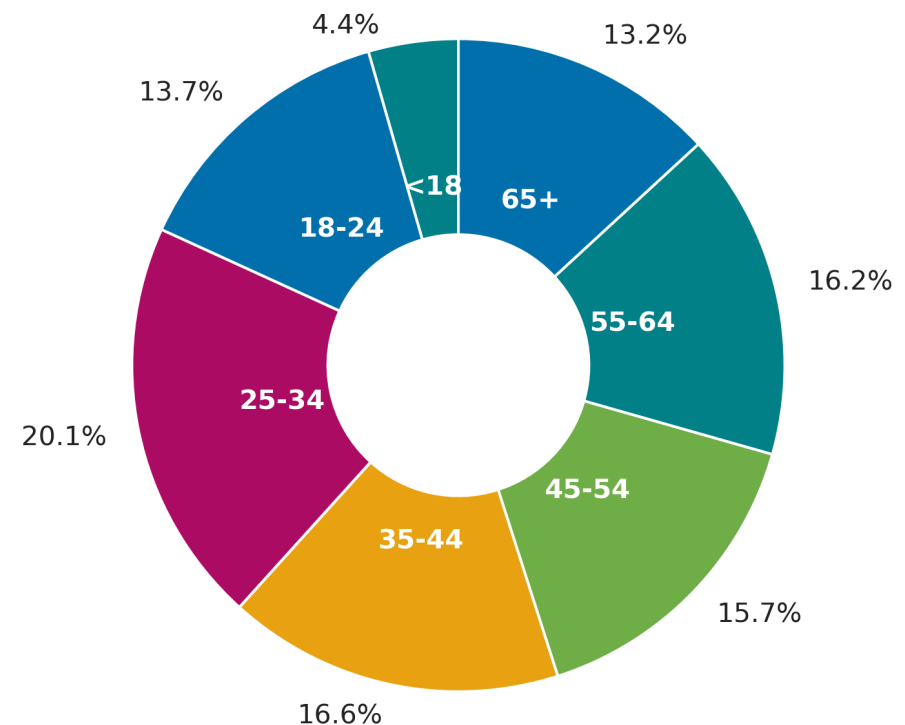


Figure 3: Onboard Survey - Age

Demographics & Socioeconomics

The distribution shows that the service is used across all age groups, with a slight peak in the young adult category (25-34). The relatively even distribution across other adult age groups suggests the service is valuable to people throughout their life.

Working-age adults (aged 18-64) represent 82.3% of respondents, but only 64% of the service area population. Older adults represent 13.2% of respondents, but account for 19% of the service area population. This suggests that older adults in area are likely using other services to get around, including WestCAT's Dial-a-Ride.

There were slightly more female (52.5%) than male (43.1%) respondents, with 2.2% of respondents identifying as "non-binary" or "other."

Spanish is the most common (15.2%) non-English language spoken at home by passengers. A little under a third of respondents did not select English as one of the languages spoken at home. Of these respondents, 44.9% indicated that they spoke Spanish, followed by 11% that speak Tagalog.

Respondents were able to select more than one ethnicity that they identify with. About a quarter of respondents selected "Hispanic/Latino," which is very similar to the proportion of residents in WestCAT's service area that are Hispanic/Latino, according to the American Community Survey. About a third of survey respondents selected "Asian," which is a bit higher than the residential proportion of 28%. The proportion of African American survey respondents (24%) is higher than the proportion of service area residents (14%).

Most of the survey respondents chose not to disclose their household income range. Among those that did answer the

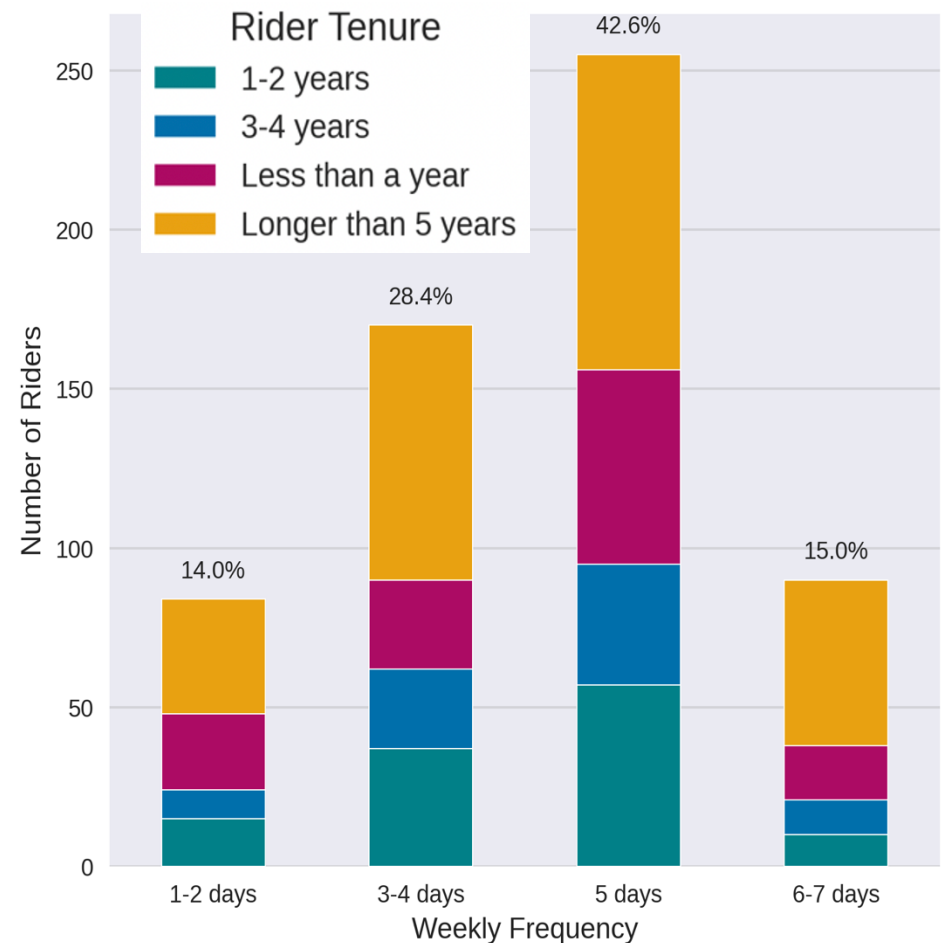


Figure 4: Onboard Survey - Tenure by Frequency

question, about 25% had a household income of less than \$30k per year. Another 25% had household incomes of more than \$105k per year.

Transit Usage

Tenure & Frequency of Use

Nearly half (44.8%) of surveyed passengers are long-term users of WestCAT with five or more years of riding (Figure 4 on the previous page). The most common riding pattern (42.5%) is 5 days per week, suggesting strong commute usage. For riders with longer than 5 years tenure (n=267), only 37.1% ride 5 days per week, yet represent a higher proportion of usage in the 6-7 days per week bracket (19.5%).

Regularly Used Routes

The survey included the question, “Which WestCAT bus routes do you use regularly?” Respondents were able to “select all that apply.” The question was structured this way to encourage respondents to describe their whole experience riding WestCAT.

Figure 5 shows the proportion of respondents by route that they “use regularly.” The J routes were the three most regularly used routes by the survey respondents, which makes sense given that several passengers presumably use the routes interchangeably. About a quarter of respondents indicated that they regularly rode Lynx.

Most of WestCAT’s passengers selected more than one route they ride regularly. About 45% of respondents selected only one route that they ride regularly, 19% selected two, 15% selected three, 14% selected four, and 6% selected five or more.

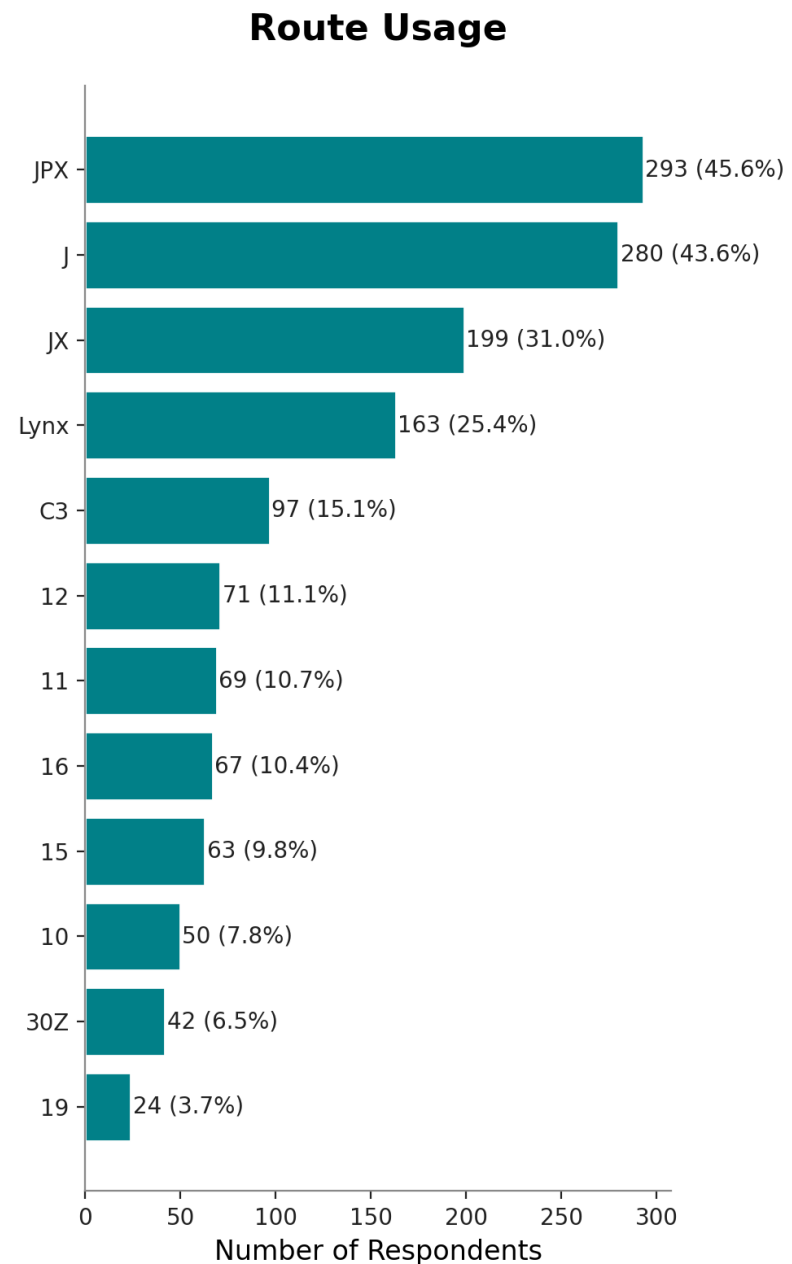


Figure 5: Onboard Survey - Routes Used Regularly

The proportions of total responses to this question (not total respondents) are fairly comparable to the actual ridership by route for October 2024 (Figure 6). The discrepancies among the J routes and Lynx are less important since the routes are already well represented.

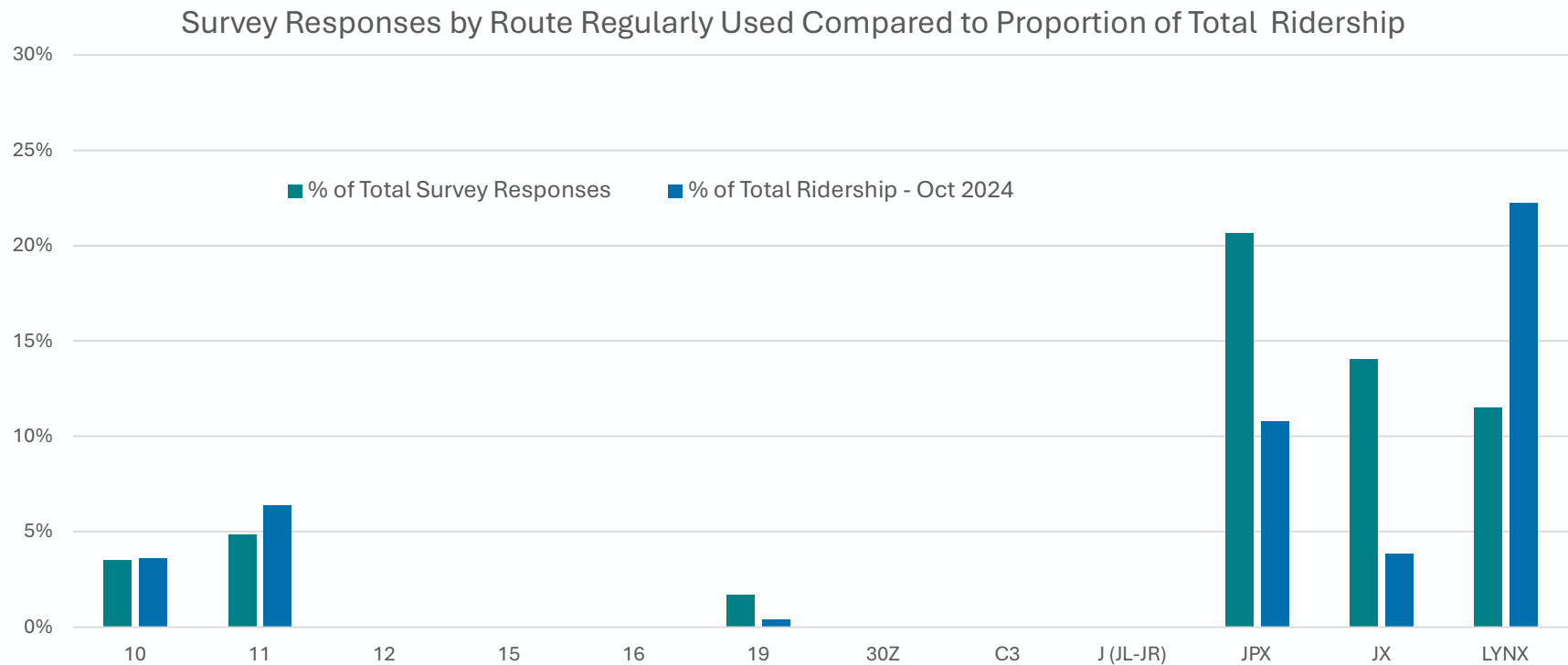


Figure 6: Survey Responses by Route Compared to Actual Ridership by Route

Trip Purpose

Passengers were asked, "For what purpose(s) do you usually ride WestCAT?" and instructed to mark all that apply. Overall, work is by far the most common trip purpose (76.5%), followed by Recreation at 17.0%.

About 70% of all survey respondents (450 out of 642) selected only one trip purpose from among the options. Among these:

- Work is by far the most common trip purpose (79.3%)
- School-related trips (Middle/High School and College/Vocational combined) account for about 11.4%
- All other purposes combined make up less than 10% of responses

For those respondents who selected two or three trip purposes (148 out of 642):

- Work remains the most common purpose (75% vs 79.3% for single-purpose)
- Recreation jumps significantly to second place (50% vs 2.7% for single-purpose)
- Medical appears much more frequently (38.5% vs 1.6% for single-purpose)
- College/Vocational also shows a notable increase (24.3% vs 5.6% for single-purpose)

Comparing trip purpose by the frequency per week of passenger use shows that:

- Work trips dominate across most frequency groups, especially among those who ride 3-5 days per week

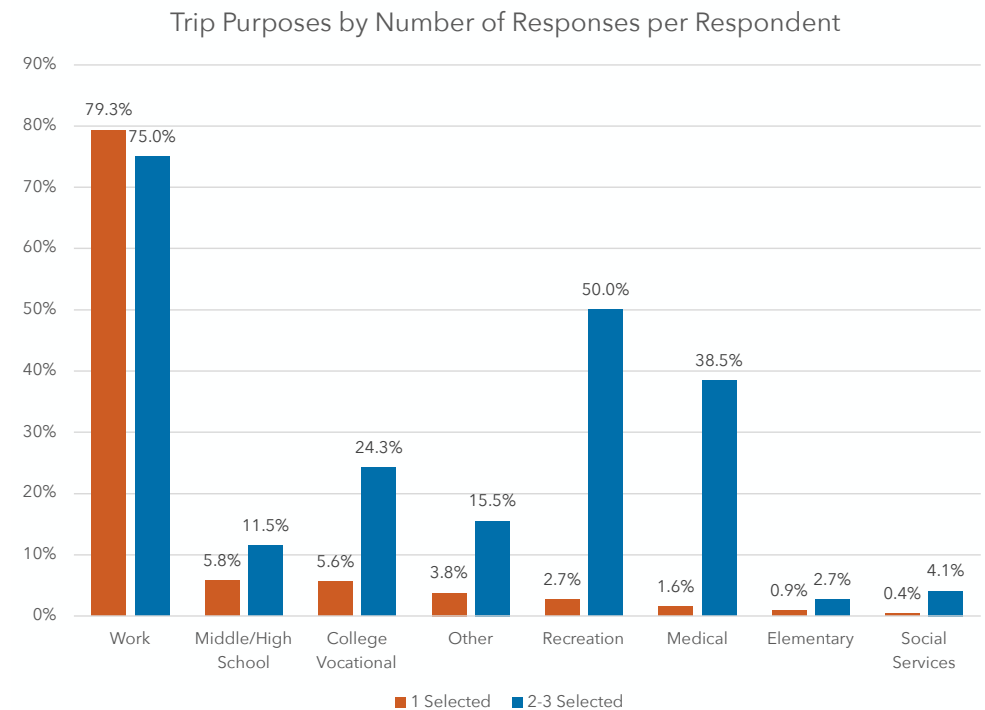


Figure 7: Onboard Survey - Trip Purposes by Responses per Respondent

- Recreation is the second most common purpose, with particularly strong representation among frequent riders
- Medical trips show up consistently across all frequency groups
- Social Services and Elementary school trips are less common but still present, particularly among higher frequency groups

Transfers/Connections to Other Systems

The survey asked passengers about whether they usually transfer to other transit systems to get where they need to go and if yes, which ones. Only 27.7% of respondents indicated that they do not usually transfer to/from another transit system. Key findings related to transfer between systems include:

- BART Is the Most Common Transfer System Across All Routes
 - Every WestCAT route has riders who usually transfer to/from BART
 - Over half of respondents (56.5%) transfer to/from BART
 - JPX has the highest percentage of BART transfers with 35.8% of all respondents
 - Even the local routes show moderate transfers to BART
- AC Transit is the second most popular option at 26.0%.
 - JL/JR (19.0%) and JPX (15.0%) have the highest overlap with AC Transit, reinforcing their role in regional travel

ROUTE	TRANSFER SYSTEM						
	BART	AC Transit	Muni	Amtrak	County Connection	Other	Tri Delta
JPX	230	96	50	16	17	11	9
JL_JR	208	122	30	16	15	13	5
JX	161	61	41	16	11	10	3
C3	58	55	10	9	9	4	5
11	50	29	18	9	7	3	5
16	45	36	7	5	7	4	3
12	44	25	11	5	6	5	3
15	43	19	17	8	3	1	3
Lynx	29	6	41	4	1	10	0
10	36	18	9	5	5	5	2
30Z	30	26	4	5	10	1	3
19	16	15	4	3	4	1	2
	10th Percentile		50th Percentile		90th Percentile		

Figure 8: Onboard Survey - Transfer Systems by Route Counts

- Routes C3, 16, and 11 also show some integration with AC Transit (4.5%–8.6%), likely at transfer points in San Pablo or Richmond
- Muni was used by 15.4% of respondents overall, including 6.4% of respondents that ride Lynx, indicating that passengers continue their trips into San Francisco
- Amtrak attracted 4.7%, primarily with JPX, J, and JX, yet not Route 30Z, which connects to Amtrak in Martinez

Getting to WestCAT Stops (First/Last Mile)

Passengers were asked how they “usually get to the first WestCAT bus stop.” Most WestCAT riders walk or use a wheelchair/scooter to get to their first WestCAT bus stop, particularly on local routes like 10, 11, and JL/JR. Driving in a private vehicle (21.5%) was the second most common mode. Routes JX, JPX, and Lynx have the most respondents that drive to their first WestCAT stop. There is a very low count (12) of passengers that bike to WestCAT.

Alternatives and Reasons for Riding WestCAT

The survey included a few questions aimed at understanding passengers’ usage of WestCAT in the context of their travel alternatives. The first asked respondents if they could have driven or gotten a ride for the trip they were currently on when taking the survey. A bit over half (54%) of respondents said that they could have driven or gotten a ride for the trip they were currently on, indicating a high proportion of passengers that use WestCAT by choice.

Access Mode Distribution by Route

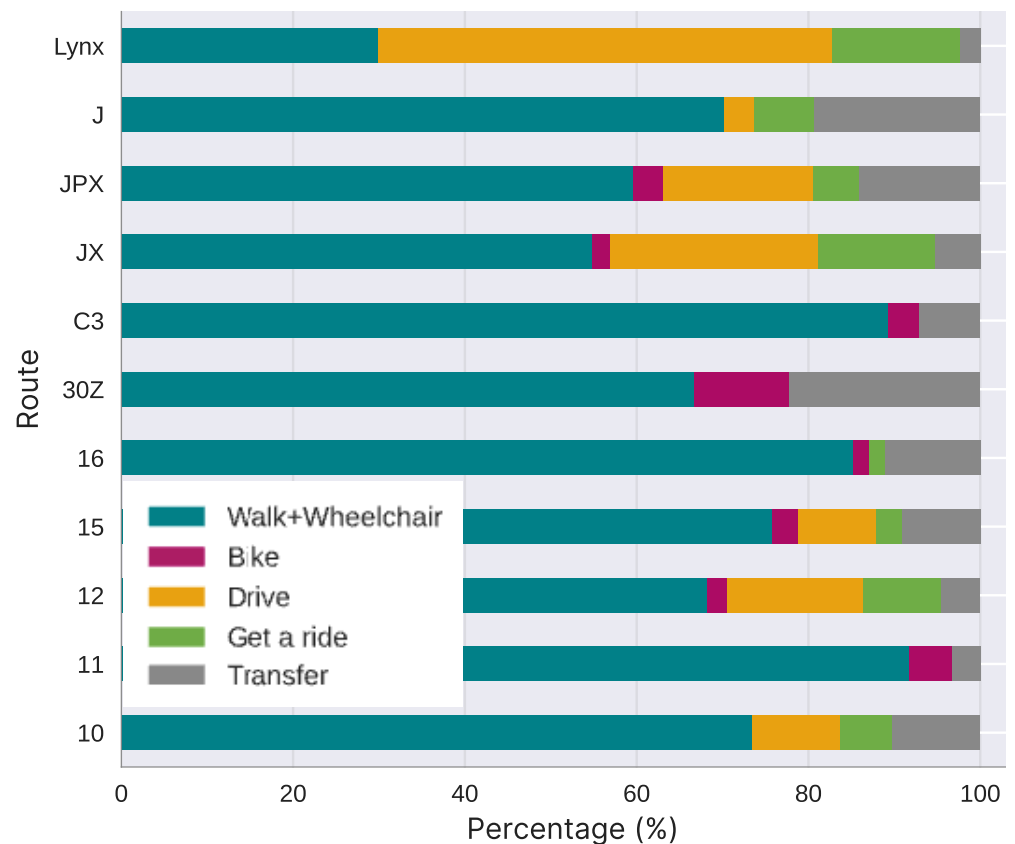


Figure 9: Onboard Survey - Mode of First/Last Mile by Route

54% of passengers could have driven or gotten a ride for the trip they were currently on

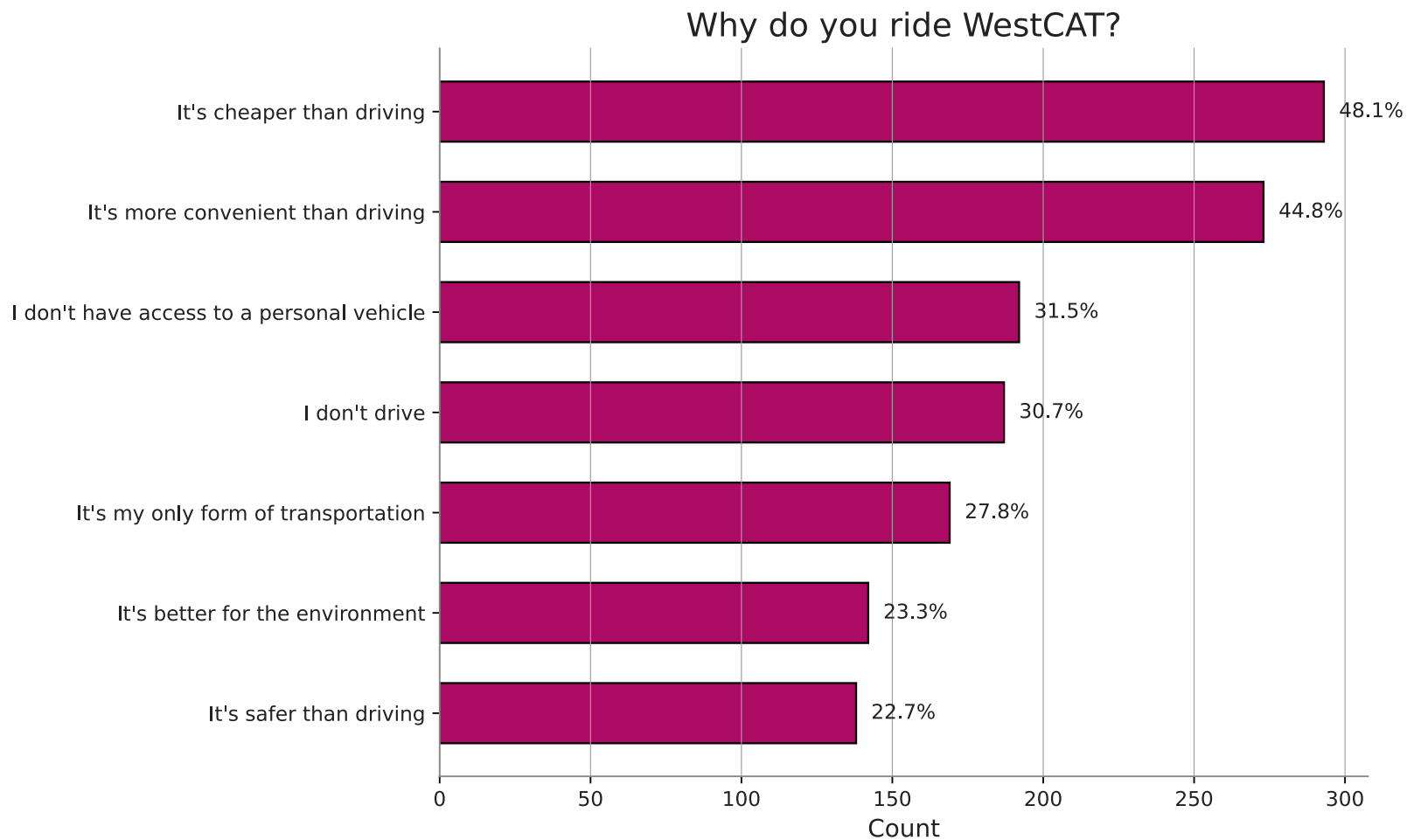


Figure 10: Onboard Survey - Reasons for Riding WestCAT

The most common reason for riding WestCAT is that it's cheaper than driving (48.1% of respondents), followed by being more convenient than driving (44.8%). The proportion of respondents who chose these two responses was higher among those same respondents that could have driven or gotten a ride for the trip they were on. Among those that could not have driven or gotten a ride, the reasons for riding WestCAT were spread fairly evenly for all the reasons, except

that it is safer than driving, which is the reason chose least overall.

Among respondents, 65% have a valid driver's license and 57% have both a license and access to a vehicle. In the reverse, 34% of passengers do not have a valid driver's license and 22% live in households where there are no licensed drivers at all. About 15% live in households where there are no vehicles available and an additional 8% live in households where there are less vehicles than there are licensed drivers.

When asked, "How would you make this trip without WestCAT?," one-third (32.5%) said that they would use Uber or Lyft (Figure 11). More than a quarter (27.5%) would drive alone and another (22.8%) would get a ride from someone else. Only 16% would not make the trip at all, suggesting WestCAT provides essential mobility.

The survey asked passengers to consider their usage of WestCAT a year from now. The vast majority of respondents (74%) plan to continue using WestCAT, with an additional 21% indicating they would continue even if they get a car. Only about 12% of respondents indicated they would stop using the service (combining those who would stop after getting a car and those who would stop for other reasons).

How would you make this trip without WestCAT?

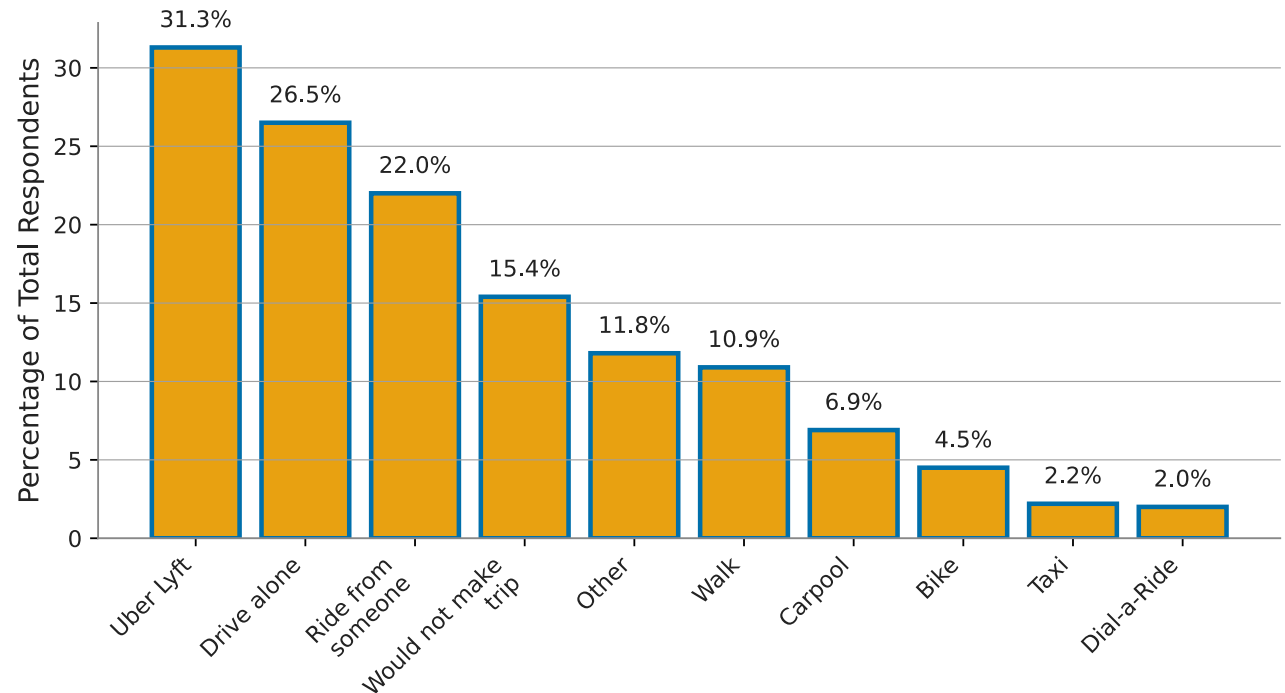


Figure 11: Onboard Survey - Trip Mode Alternatives

Information & Communications

The survey included three questions aimed at determining the best methods for communication with current passengers. Here are the findings from the first two question, which asked about social media usage:

- Most passengers use social media. About half (49.4%) of passengers said that they use social media “often,” and an additional third (32.8%) use it “occasionally.”
- Instagram is the most used platform (50.3% of respondents)
- YouTube and Facebook follow as the next most popular platforms (45.6% and 42.2% respectively)
- TikTok is used by about a quarter of respondents (26.8%)
- Twitter X and LinkedIn have similar usage rates (11.5% and 10.9% respectively)

The first open-ended long response question in the survey asked, “What can WestCAT do to improve the quality of communication about its services?” The following is a distillation of the written answers, accompanied by sample quotes directly from the responses.

1. **Real-Time Updates & Alerts:** Riders want real-time bus tracking and text alerts with estimated arrival times, not just delay notifications. Many suggested real-time displays at major stops like Salesforce Transit Center and the BART station.

Social Media Platform Usage

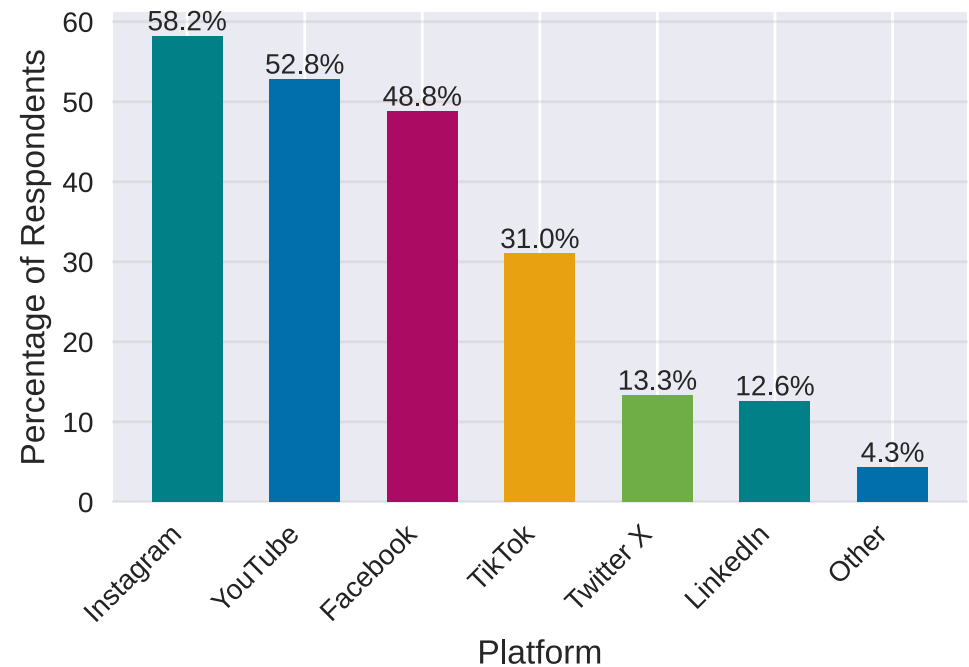


Figure 12: Onboard Survey - Social Media Platforms Used

2. **Mobile App & Digital Tools:** A WestCAT app with live tracking, schedules, and delay notifications was a frequent request. Many find existing tools unreliable or not well-promoted. Website updates should include real-time service alerts and integration with Google Maps for accurate ETAs.
3. **Social Media & Advertising:** More Instagram, Twitter, and Facebook updates on service changes would help riders stay informed. Several suggested daily service notices on social media and more transit awareness campaigns.
4. **On-Site Information & Signage:** Riders want printed schedules in buses, clearer signage at stops, and LED displays with live arrival times and service alerts.
5. **Customer Service & Rider Support:** Faster responses to phone inquiries and a customer service number posted at stops were frequently requested.

Overall, the most common request was for real-time tracking and alerts via text, app, or digital displays. Many riders already rely on digital tools but find them inconsistent or inaccurate. A mobile app and social media engagement would improve communication and accessibility. On-site signage and printed materials remain important, particularly for riders who may not use smartphones or social media. Customer service accessibility could be improved through better phone support.

"Send out alerts (texts) more frequently when there is an accident/heavy traffic."

"Real-time updates if there is a delay."

"Make use of social media platforms to stress the importance of transit."

Current Service Ratings

Figure 13 on the following page shows the proportions of ratings that passengers gave to 14 different service aspects, as well as their average rating. The seven-point scale ranges from 1-Extremely Poor to 7-Excellent. These are the relevant findings for planning service improvements:

Riders are especially satisfied with WestCAT drivers and overall service quality.

- Courtesy and helpfulness of drivers received the highest average score (6.4), with 60% of riders giving it a 7.
- Overall satisfaction averaged 5.9, with 65% rating WestCAT a 6 or 7.

Evening, weekend, and frequency-related service elements are rated lower and may require improvement.

- Availability of weekend service had the lowest average rating (4.8), with relatively few high scores and 16% saying it didn't apply.
- Evening service (how late buses run on weekdays) and frequency also had lower average scores (5.4 and 5.5).

Routing and bus stop placement are working well but should still be monitored as the system evolves.

- Directness of routes, distance to bus stops, and proximity to destinations all scored between 5.7 and 5.8 on average.
- These attributes received a large share of 6 and 7 ratings, reflecting general satisfaction.

Highest Customer Ratings:

#1 – "Courtesy and helpfulness of the bus drivers"

#2 – "How do you rate WestCAT OVERALL"

Current Service Ratings

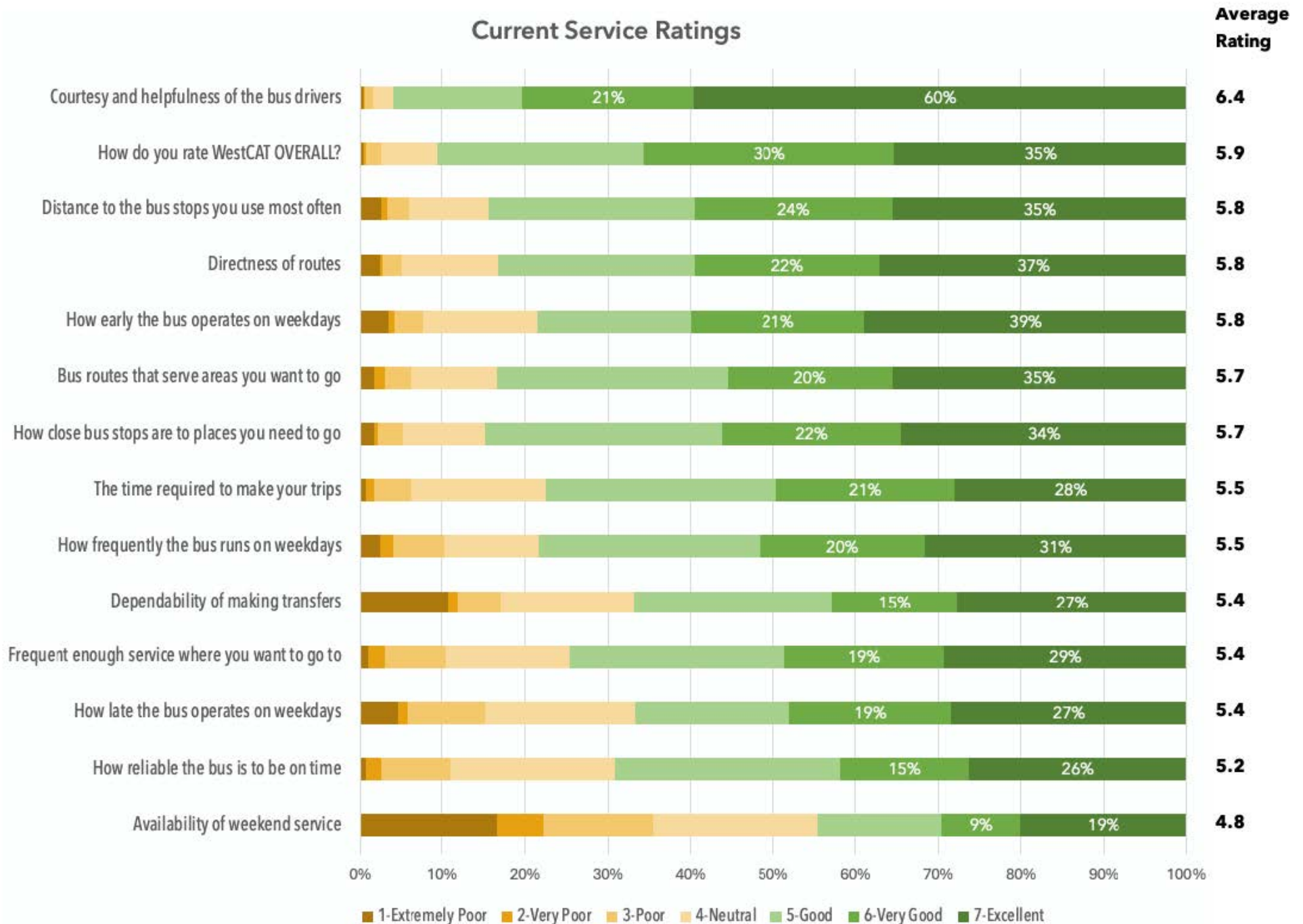


Figure 13: Onboard Survey - Current Service Ratings

Potential Improvements & Opportunities

Service Priorities & Tradeoffs

Passengers were asked to select an option from each of five pairs of service improvements that illustrate the various tradeoffs (Figure 15) that must be considered when planning transit service. The results of these questions will inform the development of improvements to the WestCAT system. The following are the high-level findings for the five tradeoff questions.

Frequency vs. Proximity to Stop

(68% prefer 15-minute frequency, 1/2 mile away)

Riders clearly favor more frequent service even if it requires a longer walk, suggesting that reliability and wait time are more important than walking distance for most users.

Frequency vs. Geographic Coverage

(61% prefer 15-minute service in current area)

A majority of respondents prefer more frequent service within the existing geographic coverage area rather than extending service to new neighborhoods with lower frequency.

Peak-Frequency vs. All-Day Frequency on J (JL/JR)

(64% prefer 20-minute all-day)

Most riders value consistent all-day service over more intensive peak-period frequency, possibly due to varied trip times or non-traditional schedules.

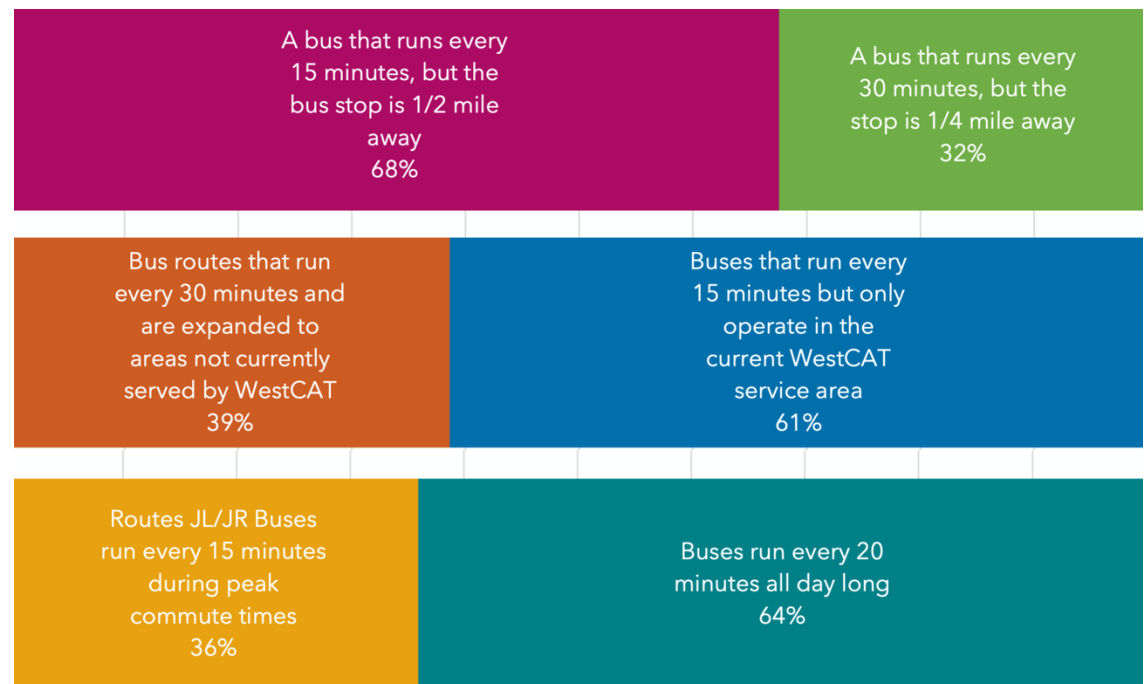


Figure 14: Onboard Survey - Service Priority Tradeoffs Results 1 to 3

Weekend BART Service: Frequency vs. Span

(55% prefer more frequent service during current hours)

Slightly more riders prefer increasing frequency to BART during the current weekend service hours over extending service later into the evening.

Regional vs. Local Destination Priorities

(68% prefer more regional service)

A strong majority of respondents prioritize service to major regional hubs like BART, San Francisco, and Oakland over enhanced local service.



Figure 15: Onboard Survey - Service Priority Tradeoffs Results 4 to 5

Potential Improvement Importance

This section of the survey asked respondents to give a rating of importance to 10 different potential improvements to WestCAT, with 1=not important to 7=very important (Figure 16). In addition, respondents were asked, "If WestCAT could make only one of the improvements above, which would be the most important to you personally?" (Figure 17). The findings to each of these questions are on the following pages.

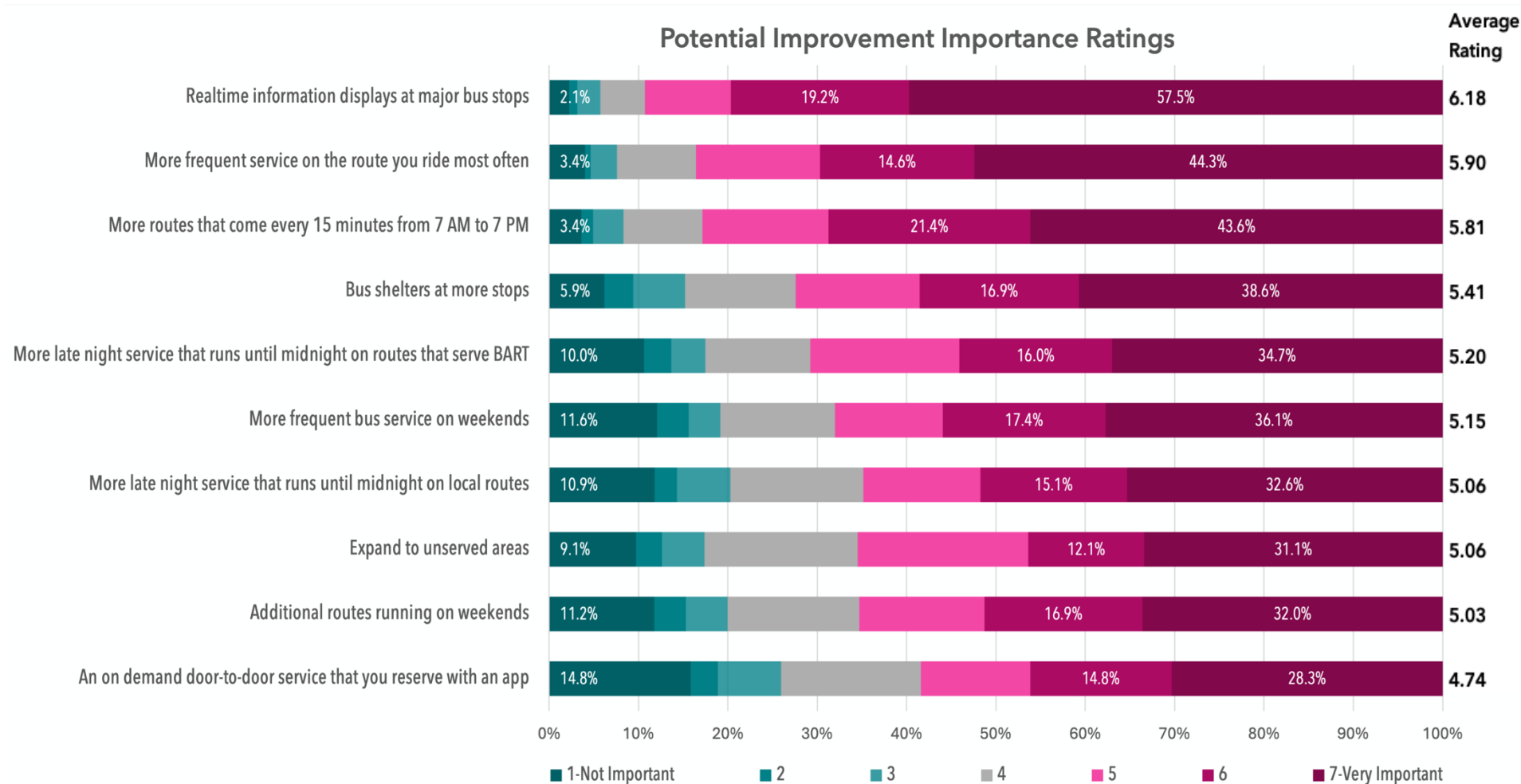


Figure 16: Onboard Survey - Potential Improvement Importance Ratings

Riders strongly support the addition of real-time information displays at major bus stops.

This improvement had the highest average rating overall (6.2 out of 7) and was selected as the most important by 16.6% of respondents, which is the highest proportion. The desire for real-time arrival information aligns with other feedback about improving reliability and confidence in trip planning.

Improving frequency on existing routes is more popular than adding new routes or new service models.

More frequent service on the rider's main route (5.90) and more routes with 15-minute frequency during the day (5.81) received the next-highest scores after real-time information. These were rated significantly higher than options like on-demand service or expansion to new areas. The number of responses to the "route they ride most often," are shown in Table 1.

The J (JL/JR) routes received the highest number of requests (186), making up nearly one-third of all comments. This reflects the high ridership and demand for frequency improvements on this important route. The JPX (71) and JX (52) also received a notable volume of requests, reinforcing the demand for more frequent express service connecting local areas to BART.

LYNX received 122 mentions, suggesting strong interest in enhanced service on the transbay route. There were fairly even low levels of interest for increased frequency on the local routes 10, 11, 12, 15, and C3. Only Route 19, which only runs on Saturdays, did not receive a mention for this question.

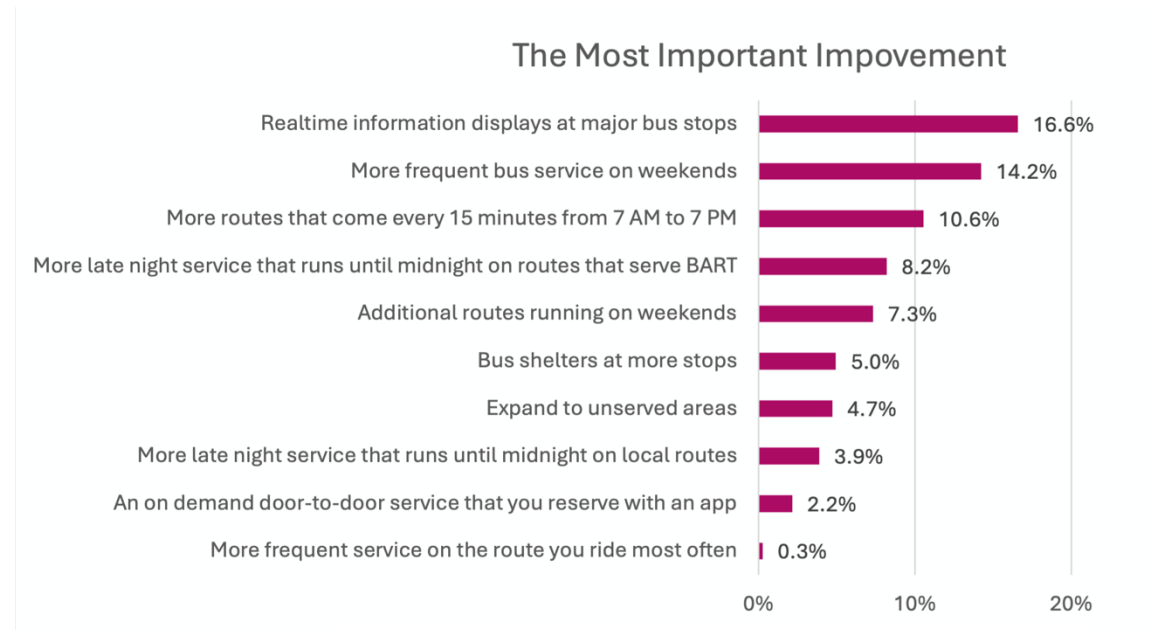


Figure 17: Onboard Survey - Most Important Improvement

Table 1: Onboard Survey - Routes Identified for the Potential Improvement, "More frequent service on the route your fried most"

Route	Count
J/JL/JR	186
LYNX	122
JPX	71
JX	52
12	23
C3	22
15	22
11	21
10	19
16	16
30Z	4

Weekend service improvements are especially important to a sizable segment of riders.

More frequent weekend service was selected as the most important by 14.2% of respondents—the second most common top priority—and received a solid average rating (5.1). Additional routes running on weekends was chosen by 7.3%, indicating latent demand in areas currently underserved on weekends.

Later service—especially to BART—matters to many riders.

More late night service to BART had a moderate average rating (5.2) and was selected as the top priority by 8.2% of respondents. However, later local service had lower average importance (5.1) and was selected by 3.9% as most important.

Open-Ended Questions about Improvements

The last two questions on the survey were open-ended, long answer format about potential improvements.

Where do you want/need the WestCAT buses to go the most?

Table 2 shows a summary table of counts by generalized destinations that were mentioned in response to this question. Below are the key findings from analysis of the full responses.

- **High Demand for BART Connections** - Many respondents named BART stations, particularly Del Norte, El Cerrito Plaza, and Richmond BART, for commuting. Some suggested more frequent service and better coordination with BART schedules.
- **Strong Interest in San Francisco Service** - Many riders depend on Lynx for travel to San Francisco and would like expanded weekend service. Several also requested better evening service for return trips.

Table 2: Onboard Survey - Summary of Most Important Destinations for WestCAT

Destination	Count
BART Stations	129
San Francisco	116
Hercules	57
Pinole	38
Richmond	34
Martinez	22
Contra Costa College	21
Berkeley	18
Oakland	11
Vallejo	10
Rodeo	8
El Cerrito	8
Walnut Creek	7
Concord	6
Crockett	5
El Sobrante	4
Tara Hills	2

- **Expanded Coverage in East Bay Cities** - Riders frequently mentioned Richmond, Berkeley, Oakland, Walnut Creek, Concord, and Martinez as important destinations. Some suggested new connections to Amtrak and ferry services.
- **More Service within the WestCAT Area** - Requests included better coverage in Hercules, Pinole, Rodeo, and Tara Hills. Some riders want additional stops, especially near residential areas and key shopping centers.
- **Increased Access to Shopping & Commercial Areas** - Many passengers requested routes to Hilltop Mall, Pinole Plaza, and large shopping centers like Target and Nordstrom Rack.
- **Greater Access to Colleges & Universities** - Contra Costa College, Diablo Valley College, and UC Berkeley were among the most requested educational destinations. Some students requested direct service or better transit connections.
- **Interest in New Transit Connections** - Some respondents suggested better links to Vallejo, Fairfield, and Sacramento, as well as improved connections to ferries and Amtrak.

"Lynx for weekends would be wonderful for events like Warriors/Giants."

"Buses should connect to other transit modes to provide options to riders"

What one change would you most like WestCAT to make?

Table 3 and Figure 18 shows a summary table of counts of categorized responses to this question. Below are the key findings from analysis of the full responses.

More Frequent Service: Riders want shorter wait times and more frequent buses, particularly on key routes like JL, JR, JPX, 302, 10, and 12. Many requested buses every 15 minutes during peak hours.

Extended Service Hours: Weekend service expansion was a top request, especially for Lynx and local routes. Many riders need later evening service for work commutes and social activities, with several asking for buses past midnight.

Real-Time Information & Apps: Strong demand for real-time tracking of buses via an app or digital displays at bus stops. Many riders want accurate ETAs, particularly in the Clipper app and other transit apps.

Reliability & On-Time Performance: Riders emphasized the need for on-time arrivals, particularly for connections to BART and other transit services.

Infrastructure & Comfort: Requests for bus shelters, benches, and better lighting at stops. Many suggested charging outlets and double-decker buses for comfort, especially on Lynx and long-distance routes.

Table 3: Onboard Survey - Categorized Responses to "What one change would you most like WestCAT to make?"

Category	Subcategory	Count
Reliability & On-Time Performance	Improve Punctuality	42
Extended Service Hours	Weekend Service	42
	Late-Night Service	15
Positive Feedback / No Change Requested	General Satisfaction	38
More Frequent Service	General Increase in Frequency	36
	Specific Routes Mentioned	25
Real-Time Information & Apps	Real-Time Information	27
Infrastructure & Comfort	Bus Interior & Ride Comfort	27
	Bus Stop Improvements	22
Service Coverage Expansion	New or Expanded Routes	18

Current WestCAT riders that took the companion survey (Non-rider Online Survey) were asked the same question - What one change would most like WestCAT to make? Many respondents emphasized the need for more frequent service, particularly for the Lynx and JR/JL routes, as well as better alignment with BART schedules. Several riders expressed a desire for expanded service hours—especially later evening and weekend trips—to support those with non-traditional work hours or attending events. A number of riders also called for real-time information via an app, bus stop displays, or improved communication about delays. Comfort and safety improvements were also noted, including cleaner buses, more seating shelters, and better climate control, particularly on longer Lynx trips. While many comments offered constructive criticism, a few respondents expressed strong appreciation for the existing service and operators.

What one change would you most like WestCAT to make? - Counts



Figure 18: Onboard Survey - One Change Category Counts

NON-RIDER ONLINE SURVEY

Methodology

The primary purpose of the online survey was to complement the onboard passenger survey by gathering input from non-riders of WestCAT who live and work in the service area.

The survey was available online from January to March 2025. A total of 250 responses were collected, including four in Spanish. The survey was set up so that the first questions determined whether the respondent was a regular WestCAT rider or not. If the respondents were regular riders, they were directed to an open ended question about needed improvements to WestCAT. If the respondents indicated that they were not regular riders, they were asked questions about barriers to using transit, awareness of WestCAT, and service improvement priorities.

The survey was advertised on the same direct mailing postcard to all residents and businesses in the service area as the Open Houses. The online survey QR code was also advertised through several mailing lists and fliers posted at public locations. The QR code took people to the project's webpage, where users could click on "Take the Survey" buttons in both English and Spanish.

Key Findings

Travel Behavior

The first question of the survey was aimed at determining the respondents' use of WestCAT. Most (69%) were not regular

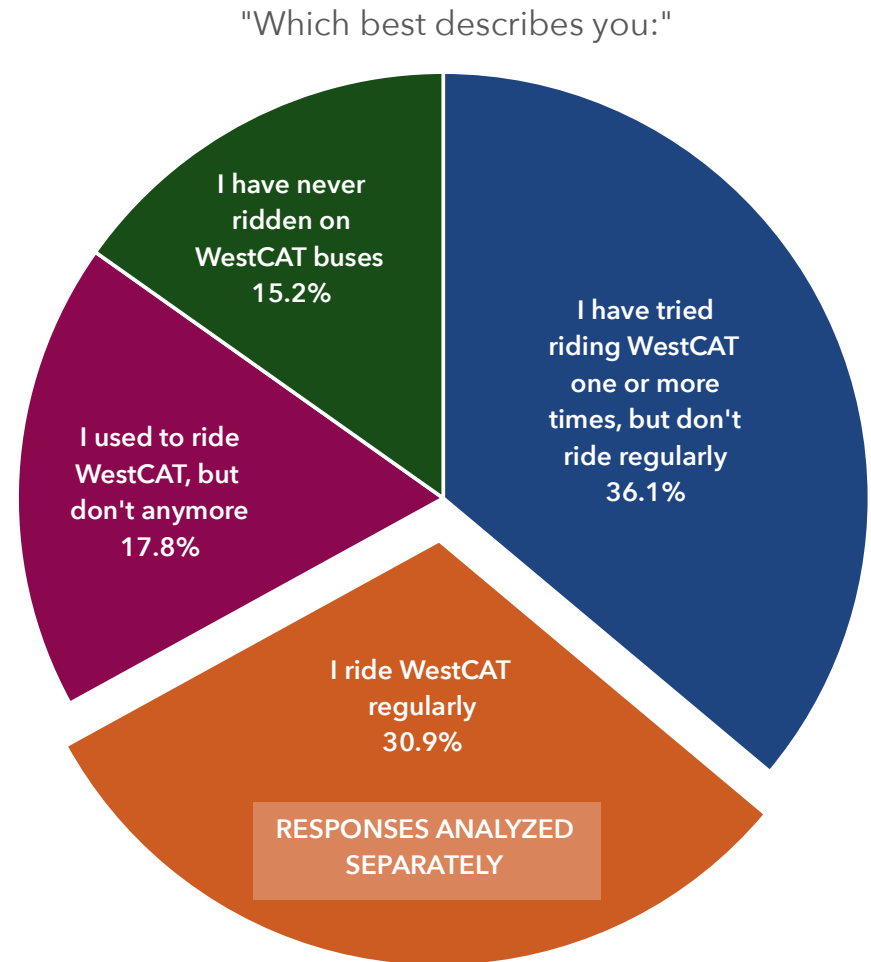


Figure 19: Non-Rider Survey - Use of WestCAT

WestCAT passengers, but 17.8% used to ride and 36.1% had tried riding once or twice (Figure 19).

A third (33%) of respondents drive alone to work and the question was not relevant for another 25%, due to not needing to travel for work (Figure 20). WestCAT commuters accounted for 25% of all respondents, with 6% for BART and 13% using other modes.

When asked about their primary mode for *non-work* trips, a much higher proportion (65%) of total respondents indicated that they primarily drive alone (Figure 21). Other vehicle based responses combined - getting a ride from family/friends (8%), Uber/Lyft (5%), and carpool (4%) - accounted for another 18% of respondents. There were very few respondents that walked (3%) or biked (1%).

The results of these two questions indicated that many respondents have access to personal vehicles but choose WestCAT or other transit for commuting.

Note: After the first three questions, those respondents that said that they ride WestCAT regularly were directed to an open ended question, “What is one thing WestCAT could do to improve your experience using transit?” These responses are folded in with the other open-ended responses from the Onboard Passenger Survey.

*The rest of the findings in this analysis describe only the respondents who indicated that they are currently **not** regular WestCAT riders.*

What is your primary mode of transportation for getting to/from work?

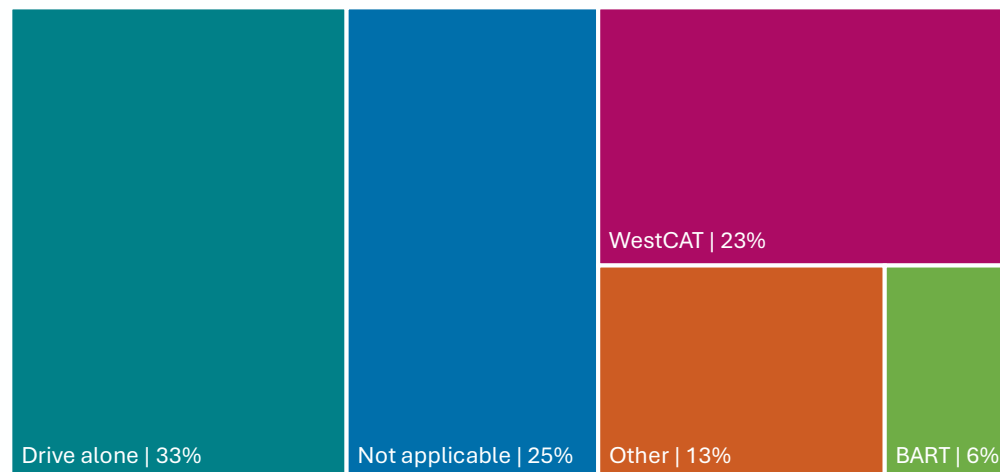


Figure 20: Non-Rider Survey - Primary Work Mode

What is your primary mode of transportation for all non-work trips?

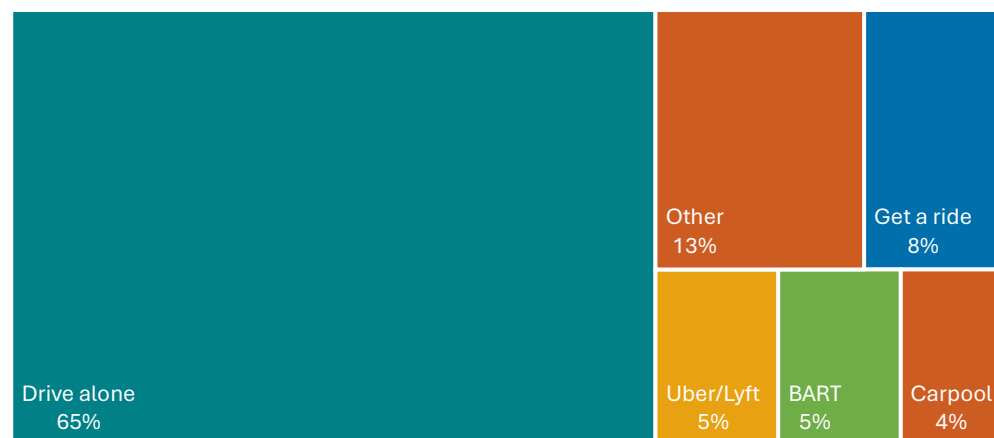


Figure 21: Non-Rider Survey - Primary Non-Work Mode

Reasons for Not Using WestCAT

Table 4 shows the responses to a question asking respondents why they do not use WestCAT. The 99 responses to the open-ended “other” option were especially valuable:

- **Service Frequency and Reliability** (20+ responses) - Several respondents expressed a desire for more frequent and predictable service, particularly during key travel times. Some shared past experiences of long waits or uncertainty around scheduled departures.
- **Route Coverage and Access** (15+ responses) - Many participants noted that current routes do not always serve the destinations they need or stop close enough to their homes. They expressed appreciation for existing services and interest in expanded coverage.
- **Personal Vehicle Use / Convenience** (25+ responses) - A number of individuals mentioned relying on personal vehicles for the flexibility they offer, especially when combining errands or managing multiple destinations in one trip.
- **Retired or Work-from-Home Status** (20+ responses) Many respondents said they no longer have regular commute needs due to retirement or working from home. However, some mentioned they would consider using transit for occasional trips.

Table 4: Non-Rider Survey - Reasons for Not Riding WestCAT

Reason	% of Respondents
I have access to a car and would rather drive/get a ride	49%
It takes too long compared to driving/getting a ride	45%
There's a lack of bus routes near me	27%
The service hours don't meet my needs	25%
I'm unaware of the routes and/or schedules	14%
I have concerns about the safety and/or comfort of riding the bus	12%

“I’ve had to wait 30 minutes or more, which can make it hard to plan ahead.”

“A stop closer to my neighborhood would make it much easier to use.”

- **Lack of Awareness or Understanding** (5-10 responses) - Some respondents shared that they were not familiar with WestCAT services or were unsure how to access schedules and fare information.
- **Accessibility Concerns** (5-10 responses) - A few riders expressed uncertainty about how accessible the system is for people with mobility needs. These responses highlight an opportunity for increased outreach.
- **Desire for Weekend or Extended Hours** (5+ responses) - A number of respondents said they would be more likely to ride if service was available later in the evening or on weekends.
- **First/Last Mile Challenges** (5+ responses) - Respondents highlighted some challenges with getting to and from bus stops or syncing with BART schedules, suggesting opportunities to improve coordination or stop placement.

Familiarity & Impression

When asked, “How familiar are you with WestCAT transit services?” about half said they are “Very familiar” – they know where WestCAT goes and what it does, and another 45% said that they were somewhat familiar – they’ve heard of WestCAT but don’t know much about it). Only a handful of respondents said they were not familiar with WestCAT at all, which makes sense given the contexts in which the survey was advertised.

Respondents were invited to select only one option in response to the question shown in Figure 22. The largest portion of respondents who were not regular riders of WestCAT felt that the biggest benefit of having public transit available is to provide transportation for those who can’t drive (43%),

“I work from home and don’t commute much anymore.”

“I’m disabled & walking with cane. I don’t know if I could get on & off easily & safely.”

What do you think is the biggest benefit of having a public transit system in your community?

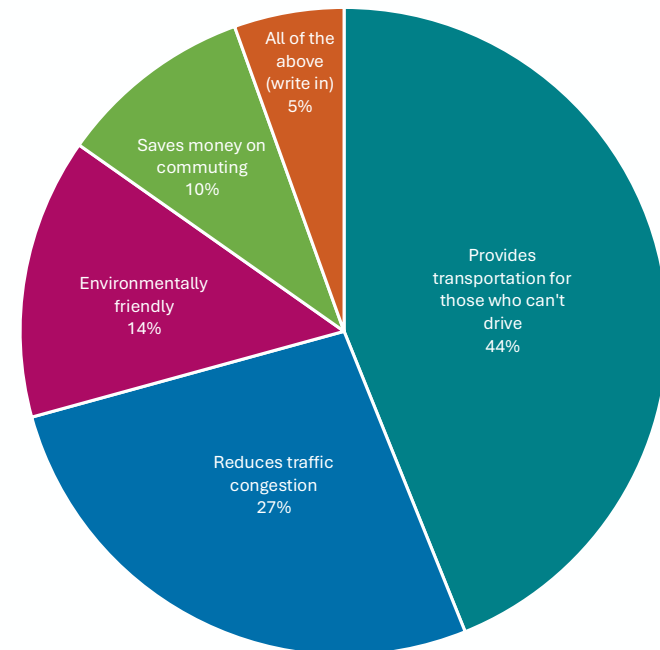


Figure 22: Non-Rider Survey - Biggest Benefit of Transit

followed by reducing traffic congestion (26%). This is an interesting finding when combined with the passenger survey, which revealed that the majority of passengers are using transit by choice. Nine respondents (5%) wrote in the “other” option some form of “all of the above.”

Respondents were asked the open-ended question, “What is your overall impression of WestCAT transit services, and why do you feel that way?”

- **Positive Impressions** (15+ responses) - Many respondents shared highly favorable views of WestCAT, highlighting good experiences with service reliability, cleanliness, and the convenience of the Lynx route in particular. Several riders noted that WestCAT is one of the better systems they’ve used.
- **Mixed Impressions** (10–15 responses) - Some respondents expressed generally positive views but pointed out areas for improvement—most commonly around communication, frequency, or timeliness.
- **Limited Awareness or Experience** (5–10 responses) - A number of individuals stated they did not know enough about the service to form a clear opinion, or noted that they hadn’t used it recently or at all.
- **Constructive Concerns** (5–10 responses) - A few respondents raised concerns related to outdated facilities, schedule inconsistencies, or long wait times. Even among critical responses, many included suggestions for improvement and expressed interest in future use.

*“WestCAT is very good.
Lynx is the best in the Bay Area.”*

*“Clean, safe, efficient.
A reliable means of transportation.”*

*“It’s great. Drivers are professional.
Buses are clean and timely.”*

*“Overall very satisfied with the service.
It’s been very dependable.”*

*“Generally good but could be
more frequent and reliable.”*

*“I appreciate the service but sometimes
buses are late or don’t show.”*

*“Useful, but there’s room for improvement in
scheduling and notifications.”*

Information & Communication

Survey takers were asked about their preferred methods for obtaining information about WestCAT, with multiple selections allowed. This question also included an open-ended “other” option, which many respondents used as an opportunity to expand on or reiterate on their selections. These are the findings:

- Most respondents expressed a strong preference for receiving transit information through digital platforms—especially WestCAT’s website, real-time apps, and email. Convenience, accessibility, and clarity were common themes. (25+ responses)
- A significant number of participants still value physical information sources, particularly for planning trips ahead of time or while riding. (10–15 responses)
- Some respondents suggested using social platforms or integrating with local community centers and newsletters for broader reach. (5–10 responses)
- A few respondents indicated they would like to speak directly with someone or appreciated the option to call for help, especially older adults or infrequent riders. (5–10 responses)

Table 5: If you wanted information about WestCAT transit, what would be the best way for us to provide it?

Communication Channel	% of Respondents
Website with route and schedule details	90%
Real-time transit app	64%
Flyers or posters at key locations	21%
Email newsletters	18%
Social media updates	15%
Call the customer service telephone line	13%

Desired Improvements

Respondents were asked, “What improvements would make you consider using WestCAT transit?” and had the option to answer two open-ended questions pertaining to specific destinations and better connections. Multiple selections were allowed.

More Frequent Service (63%) – This was the most common improvement requested. Many respondents indicated that long gaps between buses or limited midday and evening schedules discouraged them from riding.

Real-Time Arrival Information (56%) – Over half of respondents wanted live tracking and real-time arrival updates. This was often mentioned alongside frustrations about past uncertainties or missed connections.

Faster Travel Times (42%) – Many people noted that WestCAT trips take significantly longer than driving, especially due to transfers or indirect routes.

Routes Closer to Home or Work (37%) – Respondents pointed out that existing bus stops are often too far from their homes or destinations—particularly in more residential areas or at the waterfront.

Service to Specific Destinations (35%) – Participants mentioned needing access to places like Kaiser, grocery stores, and regional destinations such as DVC, UC Berkeley, or San Francisco.

Better Connections to Other Transit (31%) – A significant number of respondents indicated that they would be more

Table 6: What improvements would make you consider using WestCAT transit?

Potential Improvement	% of Respondents
More frequent service	63%
Real-time arrival information	56%
Faster travel times	42%
Routes closer to home or work	37%
Service to where I need to go (please specify below)	35%
Better connections to other transit systems (please specify below)	31%
Improved reliability of transfers	25%
Improved safety and cleanliness	17%

likely to use WestCAT if it offered improved coordination or integration with other transit providers. Table 7 shows that several responses emphasized the need for better timing and connections to BART, particularly at El Cerrito del Norte and Richmond stations, to reduce long waits when transferring. Others highlighted the value of connections to regional systems such as SolTrans, Amtrak, and SMART, as well as direct access to major destinations like UC Berkeley and ferry terminals. Some respondents suggested improved links to AC Transit services, especially routes that serve areas of Oakland and San Pablo Avenue, to make regional travel more seamless. Together, these comments reflect a strong desire for WestCAT to function more effectively as part of an integrated regional transit network.

Improved Reliability of Transfers (25%) - Related to the above, many wanted better guarantees or coordination when switching between lines or systems.

Improved Safety and Cleanliness (17%) - Fewer respondents mentioned safety or cleanliness, but those who did emphasized lighting, bus stop conditions, and a sense of general upkeep.

Table 7: Top Desired Connections to Other Transit Systems

Connection System	Count	Example Comments
BART (general or unspecified station)	40+	"Direct to Bart and Rail stations"
Richmond BART/El Cerrito Del Norte	12	"Rodeo needs to more connected to Bart/SF" "Pinole to the closest east-bay BART stations"
Amtrak	9	"Connect to County Connection at DVC. Connect to Amtrak in Emeryville"
Ferry Connections (Richmond, Vallejo)	8	"Richmond Ferry connection" "Get to the ferry in Vallejo"
AC Transit	6	"AC Transit, BART/Amtrak, Golden Gate Transit"
Solano County / SolTrans	4	"Solano County connections" "SolTrans"
DVC / College Connections	3	"Connections to DVC/UCB would be nice"

CUSTOMER “REQUESTS” PORTAL

Methodology

WestCAT maintains a system for receiving tracking telephone and online requests from passengers, which can include both negative and positive comments, as well as questions. All of the open ended submittals in text form were downloaded from the requests from January 1st, 2024 to February 28th, 2025. There were 337 relevant requests, which included a topic, date, and a description in long text format. The requests were analyzed to confirm or recategorize the content and to extract the specific routes, if mentioned.

Key Findings

Table 8 shows the most common main topics of the requests. Given the context of the WestCAT Evolution planning process, this analysis and key findings focus on the “Administrative” topics, which include customer comments that are relevant to developing future improvements.

Opportunities to Enhance Communication with Riders

A number of riders expressed challenges with getting timely updates – particularly during service disruptions, like canceled trips or schedule changes. Comments suggest that simple enhancements like posted signage or broader communication of changes (e.g., at Salesforce Transit Center or on the website) could help prevent confusion.

Strong Demand for Improved Real-Time Information

Riders are expecting tools that show accurate real-time bus arrivals, especially for infrequent and/or high-ridership services

Table 8: Customer Request Topic Counts

Topic	Count
Administration	44
Service Improvement Request	26
Real-Time Information & Apps	8
Information	3
Communication	7
Passenger Experience	80
Bus Operator Behavior	37
Commendation	15
Temperature	14
Bus Maintenance	7
Passenger Etiquette	4
Bus Stop Maintenance	3
Operations	195
Late Bus	61
Bus Never Showed	52
Bus Passed Customer	23
Early Bus	21
Reckless Driving/Speeding	18
Refusal to Stop/Board Passenger:	10
Bus Overloading	5
Improper Stop	5

like Lynx, JL/JR, and JPX. Several riders requested improvements to existing tools, such as the Transit App or WestCAT's website, and mentioned a desire for more consistent digital alerts or text notifications.

Paratransit Users Highlight the Importance of Booking Reliability

Multiple comments from Dial-a-Ride users (or caregivers) note difficulty reaching dispatch, long hold times, and the need for multiple callbacks to book a ride. Some comparisons were made to other paratransit booking systems, suggesting an opportunity to explore technology solutions that could improve efficiency and customer experience.

Signage, Schedules, and Stop Information Need Continued Attention

Riders identified occasional inconsistencies in route signs (e.g., JL vs. JR labeling), as well as stop-level confusion, such as unclear or missing map information. These issues create uncertainty for both new and long-time riders.

Support for Service Expansion – Especially on Lynx and School-Serving Routes

Multiple comments encouraged later evening and weekend service, especially for Lynx. Several community members tied this to safety, family access to cultural events, and shifting commute patterns. Similarly, requests related to school schedules (e.g., timing the 30 or JPX to align better with high school or BART arrivals) highlight opportunities to fine-tune service windows for time-sensitive trips.

"More people are commuting now to SF and it would be extremely helpful... if there was an earlier Lynx route. Thank you in advance for your help and assistance."

"We are looking for a bus route for our new school site... Not sure if you can help with this, but can you link me to someone in charge?"

COMMUNITY OPEN HOUSES

Methodology

Two public open houses were held to encourage a wide swath of community participation and gather feedback on transit services. The events featured interactive stations, allowing attendees to share their input through stickers, maps, and written feedback.

Both Open Houses were held in central locations accessible by transit and offered snacks and beverages. The Open House in Pinole took place on Wednesday evening from 6 to 8 PM on March 5, 2025, at the Pinole Library. The Open House in Hercules took place on Saturday midday from 11 AM to 1 PM on March 8, 2025, at the Ohlone Community Center. Both events attracted approximately 20-25 members of the public each.

Each event had drop-in participation where members of the community could come in to chat or participate for however long they wished. The primary method for advertising the events was a postcard that was mailed to all 27,000+ residents and businesses in the WestCAT service area. The postcard contained information in Spanish, Chinese, and Tagalog about the availability of language services. The Open Houses were also advertised through social media, posted flyers at key locations, stakeholder distributions via email, and the WestCAT website.



WestCAT is redesigning its transit services, and we want your input! Drop by an **OPEN HOUSE** or take our quick **SURVEY** to share your thoughts.

HELP SHAPE THE FUTURE OF TRANSIT!

OPEN HOUSE Wednesday 3/5/25 6:00-8:00 PM Pinole Library 2935 Pinole Valley Rd Pinole, CA 94564	OPEN HOUSE Saturday, 3/8/25 11:00 AM-1:00 PM Ohlone Community Center 190 Turquoise Dr Hercules, CA 94547	ONLINE SURVEY Even if you don't ride WestCAT, your input is vital – take 5 minutes to help us improve!
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RSVPs appreciated, but not required | Light refreshments provided

DETAILS ON REVERSE

Scan the barcode below or visit westcateverolution.com to find out more, RSVP to an **OPEN HOUSE**, and take the **SURVEY**



Encuesta disponible en Español

For information in another language, call:
Si necesita información en Español, llame:
如果需要中文信息, 请致电。
Kung kailangan ng impormasyon sa Tagalog, tumawag:
510-724-3331

Figure 23: Postcard Direct Mailer - Front & Back

Key Findings

The results from the Open Houses included responses to the service priority tradeoffs, which included diagrams, as well as open-ended comments made on sticky notes and maps of the service areas (Figure 27).

Given the relatively small number of responses (not everyone who attended provided written feedback), the findings from the service priority tradeoff questions (Figure 25) and open ended responses will be incorporated into the responses from the onboard survey.

One of the interactive posters, unique to the Open Houses, invited community members to rank their 1st, 2nd, and 3rd preferences for potential improvements, based on priority (Figure 24). The chart below (Figure 26) shows the response counts weighted by the priority they were assigned by the Open House guests. More frequent bus service on weekends emerged as the highest-priority improvement, receiving 26 weighted points—substantially more than any other option. Other commonly selected improvements included more late-night service on both local and BART-serving routes (17 and 15 points, respectively), and additional weekend routes (17 points). Realtime information displays and on-demand app-based service also ranked in the mid-range, indicating broad but slightly lower levels of interest.

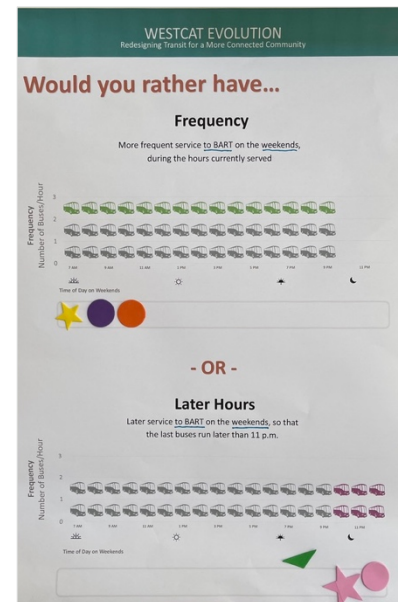
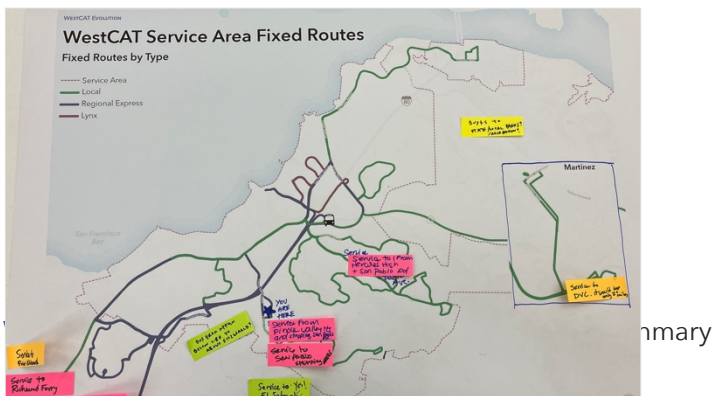


Figure 25: Open Houses - Service Priority Tradeoff Interactive Poster

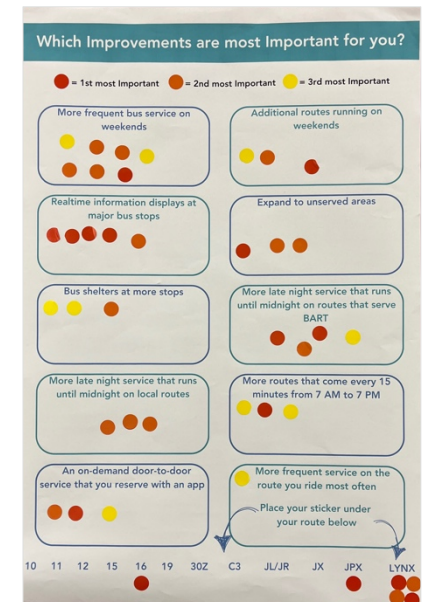
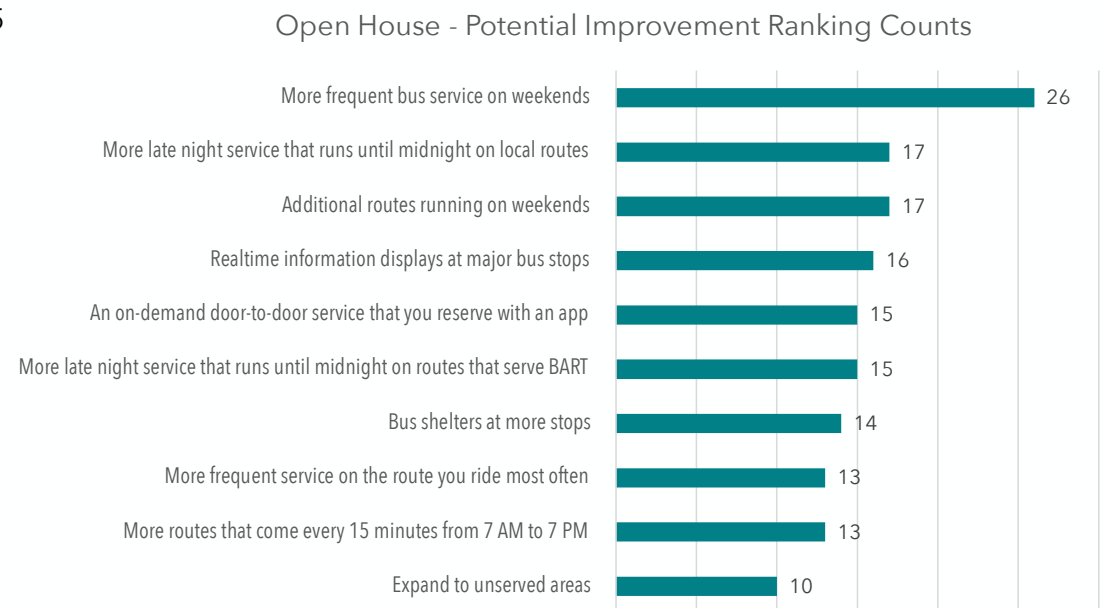


Figure 24: Open Houses - Potential Improvements Priorities Poster



STAKEHOLDER OUTREACH

Methodology

WestCAT directly contacted stakeholder organizations, including senior centers and advocacy groups, to gather feedback from older adults, low-income residents, and other community members likely to be affected by transit service changes. The aim was to involve diverse and transit-dependent populations in the planning process through people and organizations with which they already have contact.

Through coordination with other local organizations, a contact list of stakeholders was compiled, and relevant stakeholder organizations were contacted via email and phone.

Engagement activities with stakeholders included telephone interviews with key staff, participation in their events, and a presentation at a Senior Center. Feedback received was varied and will be folded into the overall outreach findings.

Project staff attended each of the following events to engage with transit stakeholders in the community.

- Hercules Senior Spring into Wellness Fair (3.19.25)
- Pinole Senior Center Presentation – engaged with older adults about their mobility needs (3.12.25)
- Salesforce Transit Fair (10.2.24) – Spoke with commuters and potential transit users about WestCAT services
- San Francisco Downtown Transit Center Outreach (9.24.24) – Provided WestCAT information and engaged with attendees



Figure 28: Image - Hercules Spring Into Wellness Fair

Methodology

To better understand the experiences and needs of ADA Paratransit and Senior Dial-a-Ride users (herein, in combination: "DAR"), structured telephone interviews were conducted with a sample of riders, that had taken at least one trip in December of 2024. The interviews took place from January to March 2025. A total of 27 interviews were completed with 16 ADA paratransit riders (or caretakers) and 10 Senior Dial-a-Ride passengers. The key findings also include input from two older adults that attended the Pinole Senior Center presentation/discussion for the project.

Most of the questions were open-ended and topics included service accessibility, reliability, and potential improvements.

Key Findings

Participants ranged in age and mobility levels, with most respondents using the service for medical appointments, grocery trips, and errands (Table 9).

One of the most commonly reported challenges was the process of booking rides by phone. While most participants were familiar with how to schedule trips, many expressed frustration with long hold times when calling to reserve a ride. Several described spending 20 minutes or more on hold, sometimes without a call-back option or confirmation that their request had been received. This led to uncertainty and, in some cases, the need to call repeatedly to secure a ride. Riders indicated that these delays were stressful, especially for those

Table 9: DAR Trip Purpose & Frequency

Frequency	Medical	Shopping	Work/ School	Social/ Recreation/ Religious
Less than once per month	6	2	0	1
1-2 days per week	3	6	2	3
1-3 times per month	5	4	1	2
3 or more days per week	3	0	0	3

with time-sensitive medical appointments. A few participants also noted that it was difficult to reach someone for follow-up questions or to confirm a ride's status, adding to the sense of unpredictability.

Several riders reported challenges specifically related to booking return trips after appointments. In some cases, they were unsure whether their return ride had been scheduled, or they felt anxious about whether the vehicle would arrive on time. This uncertainty made it difficult for riders to relax or feel confident about their travel plans—particularly important when returning from medical appointments or errands.

- One rider said they often “weren’t sure if the return was confirmed” and would end up calling again to double-check.
- Another noted that it would be helpful to receive clearer communication or confirmation about both legs of the trip at the time of booking.

Although less frequent, a few riders mentioned they weren’t always sure how the system worked—particularly newer users or those helping a family member book trips. They expressed interest in receiving clearer written or verbal explanations about policies, eligibility, and how to schedule rides most effectively.

Overall, participants expressed strong appreciation for the drivers. Many described the drivers as patient, respectful, and attentive to their needs, particularly when assisting with mobility devices or helping passengers enter and exit the vehicle safely. Several riders noted that drivers often went “above and beyond,” helping make the experience feel safe and welcoming even when other aspects of the service were less consistent.



SUPPLEMENTARY OUTREACH ACTIVITIES

WestCAT Evolution Website

A dedicated project webpage was created to provide information, updates, and opportunities for feedback. Information about the Open Houses and the online survey for residents and workers in the service area were both detailed on the site. The page also displays the overall project purpose, service goals, and project roadmap. Project updates will continue to be posted throughout the process.


The page went live in early January and since then there have been 993 views by 627 unique users.

Email Update List

A form is available at all events and on the website for people to sign up for an email list to receive updates about the project. The list has grown to about 75 people who will be informed about key project updates and milestones.

Telephone Hotline

A dedicated phone line was set up and is currently available, which allows community members to leave recorded feedback about the project. The phone number is advertised on the website. The voicemails are checked regularly and thus far, no one has used this feature to provide feedback. The outreach materials all contained a different phone number that would allow callers to reach a live person at WestCAT, so that they could receive immediate information about the public engagement activities.



WESTCAT
Evolution

Redesigning Transit for a More Connected Community

PUBLIC ENGAGEMENT ACTIVITIES

Your Voice, Your Transit: Help Shape the Future of WestCAT

We're redesigning WestCAT's transit network, and your input is essential! Join us in these engagement activities to share your ideas and help us create a system that works for everyone.

Online Survey

Even if you don't ride WestCAT, your input is vital — take 5 minutes to help us improve!

[Take the online survey](#)

[Encuesta - Español](#)

Community Open Houses

Join WestCAT for a public open house to help shape the future of transit. Drop in anytime to explore the project, share feedback through interactive stations, and enjoy light refreshments. Whether you ride transit or not, your input matters!

Open House - Pinole

Wednesday, March 5th, 2025
6:00–8:00 PM
Pinole Library - Meeting Room
2935 Pinole Valley Road, Pinole, CA 94564

[RSVP to the Open House Pinole](#)

Open House - Hercules

Saturday, March 8, 2025
11:00 AM–1:00 PM
Ohlone Community Center
190 Turquoise Drive Hercules, CA 94547

[RSVP to the Open House Hercules](#)

Project Purpose

The "WestCAT Evolution" project is a comprehensive redesign of the transit system to make it more efficient, reliable, and better suited to our community's needs. This study will evaluate current routes and services to identify opportunities for improvement, ensuring that the system meets the needs of today's riders while attracting new users. Our goal is to create a clear plan for making WestCAT an effective, convenient option for everyone, so it can continue to serve the community well and adapt to future changes.


Goals

At WestCAT, we're committed to providing reliable, efficient, and equitable transit services that meet the needs of our riders. As part of this study, we've outlined clear goals to guide both our service delivery and the redesign process, ensuring we build a transit network that works for everyone.

- 1. Effectiveness**
Ensure that all transit programs can be provided at high quality of service in response to demonstrated community market needs
- 2. Reliability**
Ensure consistent and dependable transit services that passengers can rely on for timely commutes
- 3. Community awareness**
Increase the presence of WestCAT in the communities through marketing and outreach efforts
- 4. Customer satisfaction**
Create a positive and pleasant experience for all transit riders, making their journeys more enjoyable and stress-free
- 5. Connectivity**
Enhance the integration of transit services across modes and networks to ensure seamless, efficient, and user-friendly connections for all passengers
- 6. Accessibility & Equity**
Make WestCAT's services more inclusive by removing barriers for individuals with

Language Translation

Main outreach materials, including the flier for the Open Houses and online survey contained text in English, Spanish, Chinese, and Tagalog stating the availability of language services. The Onboard Survey for passengers was available in Spanish, as was the online Non-Rider Survey (Figure 29). In both surveys, about 2% of responses were in Spanish.



Encuesta para WestCAT Evolution

Esta encuesta es para todos los residentes y trabajadores de Pinole, Hércules, y las comunidades circundantes.

Incluso si no viaja en WestCAT, su opinión es vital: ¡tome 5 minutos para ayudarnos a mejorar!

¿Qué es lo que mejor le describe?

- ☐ Nunca he viajado en autobuses WestCAT
- ☐ He intentado viajar en WestCAT una o más veces, pero no viajo con regularidad
- ☐ Solía viajar en WestCAT, pero ya no lo hago
- ☐ Viajo en WestCAT regularmente

Figure 29: Spanish Non-Rider Online Survey

October 2024

WestCAT Usage Frequency & Purpose

On how many days in a typical week do you ride transit?

Route	1-2 days	3-4 days	5 days	6+ days
10	9%	20%	49%	22%
11	7%	30%	43%	21%
12	5%	13%	60%	23%
15	9%	24%	52%	16%
16	10%	22%	42%	27%
19	0%	30%	15%	55%
30Z	8%	30%	30%	32%
C3	6%	30%	36%	28%
J	6%	26%	40%	28%
JPX	12%	26%	42%	20%
JX	10%	29%	44%	17%
Lynx	14%	37%	42%	6%
All	9%	27%	42%	21%

For what purpose(s) do you usually ride WestCAT?
(check all that apply)

Work	Elem.	Mid/HS	Coll/ Voc.	Social Svcs	Med.	Rec.	Other
77%	0%	13%	19%	6%	26%	17%	6%
70%	1%	12%	19%	10%	33%	31%	10%
70%	1%	18%	13%	3%	21%	13%	6%
75%	7%	3%	17%	12%	27%	20%	12%
67%	3%	16%	16%	3%	31%	31%	14%
81%	0%	5%	14%	10%	62%	33%	14%
67%	0%	0%	18%	13%	46%	36%	21%
69%	4%	6%	31%	8%	35%	31%	12%
77%	3%	9%	13%	6%	24%	25%	12%
78%	2%	7%	14%	5%	21%	25%	9%
82%	3%	7%	14%	5%	16%	21%	8%
91%	0%	0%	6%	1%	5%	11%	3%
78%	2%	7%	15%	6%	23%	23%	9%

Notes: Percentages are based the total count of respondents who both indicated they use the route and provided at least one trip purpose response

The "Work" column is formatted separately to show values above average

First/Last Mile Mode & Transfer System

How do you usually get to the first WestCAT bus stop?

Route	Walk/WC	Bike	Drive	Ride	Transfer
10	73%	0%	10%	13%	19%
11	91%	6%	5%	6%	9%
12	74%	1%	13%	12%	15%
15	79%	11%	10%	8%	20%
16	85%	6%	6%	11%	20%
19	91%	4%	0%	13%	17%
30Z	83%	15%	0%	13%	25%
C3	89%	8%	2%	9%	10%
J	81%	5%	4%	10%	22%
JPX	70%	7%	15%	13%	18%
JX	68%	7%	19%	17%	15%
Lynx	35%	1%	55%	15%	3%
All	72%	6%	15%	12%	16%

Do you usually transfer between WestCAT and other transit systems to get where you need to go? If yes, which one(s)?

BART	CCCTA	ACTransit	Muni	Amtrak	Tri Delta	Other
92%	11%	45%	21%	11%	3%	11%
88%	11%	50%	30%	14%	7%	4%
81%	9%	45%	19%	8%	4%	8%
81%	4%	35%	31%	13%	4%	0%
79%	11%	63%	11%	7%	4%	5%
75%	15%	70%	15%	10%	5%	0%
85%	26%	74%	9%	12%	6%	0%
75%	11%	71%	12%	11%	5%	4%
85%	6%	50%	12%	6%	2%	5%
89%	6%	37%	19%	6%	3%	4%
90%	6%	34%	22%	8%	1%	5%
46%	2%	10%	65%	6%	0%	14%
83%	7%	44%	21%	8%	3%	5%

Notes: Data points are colored according to the high and low values in each column

Both questions allowed multiple selections

Transfer system table shows the 72.3% of respondents who indicated that they transfer to another transit system

Passenger Survey - Route Pairs Selected

Regardless of how many routes were selected

	10	11	12	15	16	19	30Z	C3	JX	JPX	J	Lynx
10		6	20	9	4	4	8	10	22	30	22	3
11	6		9	23	7	6	9	23	30	43	37	8
12	20	9		5	5	3	6	12	31	37	32	3
15	9	23	5		3	3	10	21	28	33	31	9
16	4	7	5	3		12	8	23	10	44	44	0
19	4	6	3	3	12		8	9	7	18	20	0
30Z	8	9	6	10	8	8		19	14	28	30	0
C3	10	23	12	21	23	9	19		21	43	64	3
JX	22	30	31	28	10	7	14	21		155	104	16
JPX	30	43	37	33	44	18	28	43	155		170	15
J	22	37	32	31	44	20	30	64	104	170		4
Lynx	3	8	3	9	0	0	0	3	16	15	4	

Key	Lowest	50th Percentile	Highest
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Current Service Ratings













	10	11	12	15	16	19	30Z	C3	JX	JPX	J	Lynx	All
Courtesy and helpfulness of the bus drivers	6.16	6.14	6.33	6.18	6.39	6.35	6.16	6.27	6.33	6.36	6.33	6.33	6.28
How frequently the bus runs on weekdays	5.41	5.09	5.41	5.32	5.67	5.58	5.59	5.32	5.46	5.47	5.43	5.63	5.45
How early the bus operates on weekdays	5.44	5.46	5.44	5.45	5.62	5.42	5.97	5.57	5.75	5.71	5.62	5.88	5.61
How late the bus operates on weekdays	5.02	4.49	5.18	4.97	5.35	5.74	5.53	5.24	5.27	5.15	5.23	5.22	5.2
Availability of weekend service	4.38	4.53	4.88	4.62	4.85	5	4.97	4.5	4.74	4.66	4.76	3.94	4.65
How reliable the bus is to be on time	4.98	4.62	5.05	4.9	5.6	5.79	5.89	5.16	5.2	5.16	5.25	4.89	5.21
How close bus stops are to places you need to go	5.49	5.35	5.44	5.43	5.78	5.78	5.92	5.67	5.52	5.57	5.7	5.65	5.61
Bus routes that serve areas you want to go	5.39	5.26	5.37	5.34	5.85	5.72	5.83	5.55	5.56	5.6	5.68	5.63	5.56
Frequent enough service where you want to go to	4.88	4.95	4.94	5.1	5.5	5.63	5.35	5.33	5.21	5.28	5.3	5.41	5.24
The time required to make your trips	5.07	5.11	5.03	5.19	5.76	5.83	5.75	5.3	5.31	5.43	5.45	5.43	5.39
Dependability of making transfers	5.21	5.03	5.09	5.28	5.67	5.67	5.5	5.25	5.32	5.35	5.41	5.34	5.34
Directness of routes	5.43	5.21	5.38	5.36	5.87	5.95	5.89	5.61	5.59	5.65	5.68	5.99	5.63
Distance to the bus stops you use most often	5.26	5.32	5.44	5.55	5.79	5.63	5.56	5.57	5.57	5.63	5.73	5.86	5.58
How do you rate WestCAT OVERALL?	5.7	5.41	5.69	5.64	6.12	6.26	6.05	5.69	5.81	5.79	5.88	5.91	5.83
Total Responses	45	65	60	61	59	20	38	92	186	269	258	148	
Key:	Lowest	50th Percentile	Highest										

Note: 55% of respondents selected more than one route. The isolated ratings for respondents that only chose one route showed negligible difference to the ratings above.

Choice Ridership Indicators













Passenger Survey Questions 7, 8, 15, 17

Could you have driven or gotten a ride for the bus trip you are currently on?

Route	Yes	No	Yes/No
10	36%	64%	
11	34%	66%	
12	40%	60%	
15	46%	55%	
16	49%	51%	
19	40%	60%	
30Z	43%	57%	
C3	51%	49%	
J	42%	58%	
JPX	54%	47%	
JX	56%	44%	
Lynx	68%	32%	













Q8

Have DL & 1+ Vehicles Avail.

	35%
	25%
	39%
	29%
	35%
	22%
	24%
	36%
	35%
	47%
	53%
	81%

Q15 & Q17

No veh OR No drive OR Only transp.

	63%
	81%
	67%
	73%
	79%
	91%
	73%
	72%
	72%
	65%
	60%
	35%

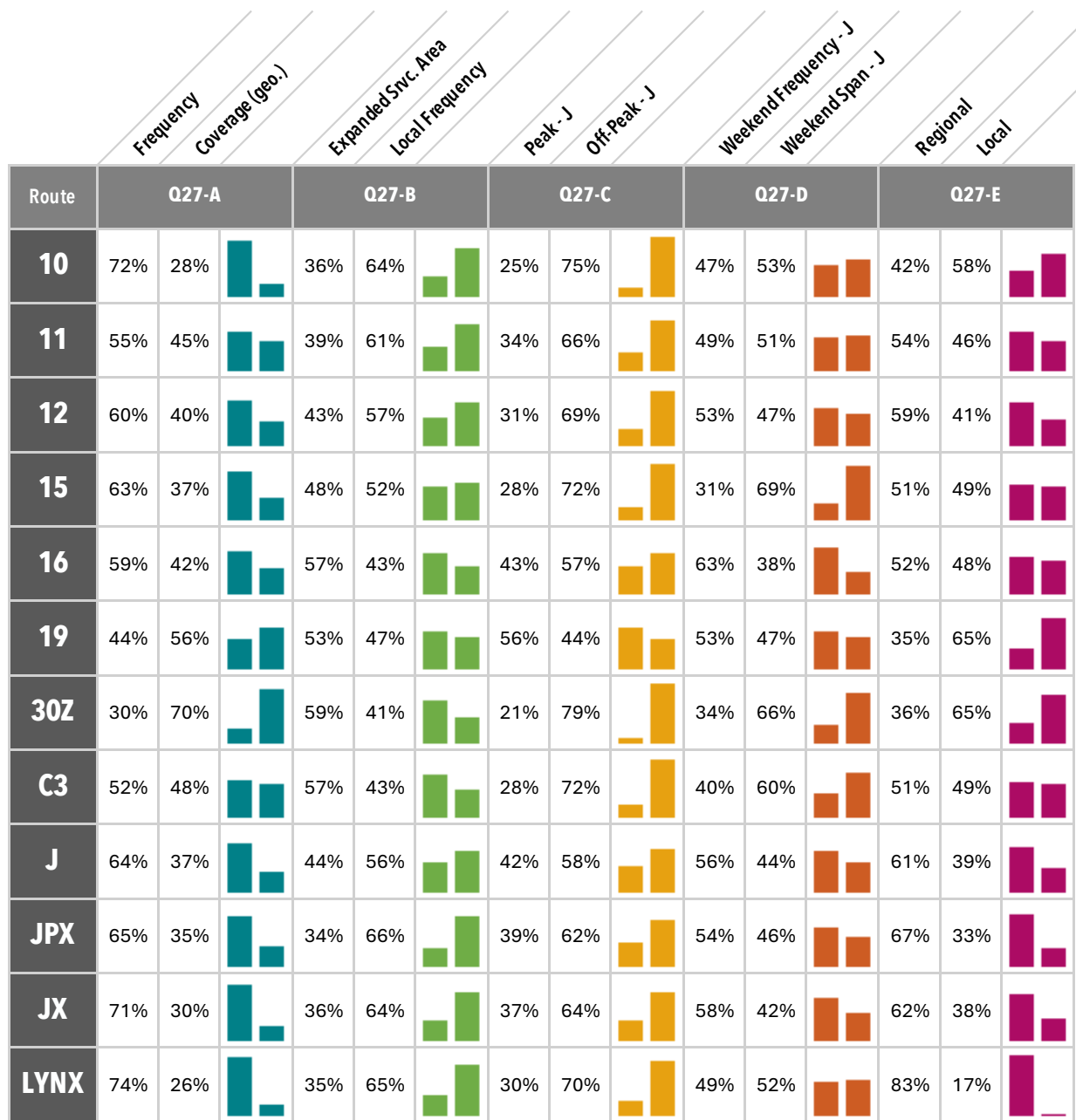
Q7

Potential Improvement Importance Ratings

	10	11	12	15	16	19	30Z	C3	JX	JPX	J	Lynx	All
More frequent bus service on weekends	5.28	5.87	5.51	5.17	6.04	6.11	5.7	5.74	5.13	5.4	5.78	4.17	5.15
Additional routes running on weekends	5.24	5.75	5.36	5.26	5.91	6.06	5.6	5.53	5.27	5.37	5.63	4.12	5.03
Realtime information displays at major bus stops	6.23	5.95	6.26	5.89	6.23	6.26	6.09	6.01	6.15	6.19	6.28	6.35	6.18
Expand to unserved areas	5.18	5.24	5.35	5.04	5.6	6	5.52	5.41	5.26	5.19	5.39	4.48	5.06
Bus shelters at more stops	5.37	5.5	5.4	5.42	5.72	6	5.56	5.74	5.49	5.43	5.79	4.92	5.41
More late night service that runs until midnight on routes that serve BART	5.49	5.78	5.16	5.3	5.28	5.31	5.32	5.6	5.5	5.48	5.57	4.44	5.20
More late night service that runs until midnight on local routes	5.21	5.71	5.38	5.02	5.48	5.2	5.17	5.65	5.11	5.23	5.47	4.22	5.06
More routes that come every 15 minutes from 7 AM to 7 PM	5.95	5.66	5.75	5.26	5.98	5.81	5.55	5.67	5.88	5.82	5.95	5.69	5.81
An on demand door-to-door service that you reserve with an app	5.08	5.38	5.32	5	5.12	5.12	5.19	4.98	4.94	4.82	5	4.33	4.74
More frequent service on the route you ride most often	5.75	6.08	6.04	5.67	5.64	5.64	5.71	5.83	5.94	6.05	6.11	5.72	5.90
Response Count	49	68	70	62	66	23	41	96	198	292	279	162	
Key:	Lowest	50th Percentile	Highest										

Note: 55% of respondents selected more than one route. The isolated ratings for respondents that only chose one route showed negligible difference to the ratings above.

Service Priority Tradeoffs - Summary by Route



27. Tell us which types of service you would prefer. WestCAT has limited resources and must choose between service improvements. Following are some tradeoffs they might have to make. Check the box in front of the option you would prefer from each pair.

- A** 1 ☐ A bus that runs every 15 minutes, but the bus stop is 1/2 mile away **OR** 2 ☐ A bus that runs every 30 minutes, but the stop is 1/4 mile away
- B** 1 ☐ Bus routes that run every 30 minutes and are expanded to areas not currently served by WestCAT **OR** 2 ☐ Buses that run every 15 minutes but only operate in the current WestCAT service area
- C** 1 ☐ Routes JL/JR Buses run every 15 minutes during peak commute time **OR** 2 ☐ Buses run every 20 minutes all day long
- D** 1 ☐ More frequent service to BART on the weekends, during the hours currently served **OR** 2 ☐ Later service to BART on the weekends, so that the last buses run later than 11 p.m.
- E** 1 ☐ Additional service to regional destinations such as BART, San Francisco, & Oakland/Berkeley **OR** 2 ☐ Additional service to local destinations within Western Contra Costa County