

**Citizens Advisory Committee  
Contra Costa Transportation Authority at Hookston Square  
Pleasant Hill City Offices  
100 Gregory Lane, Pleasant Hill - Large Community Room  
Tuesday, Nov. 2, 2010 at 6:30 PM**

\*\*If you are unable to attend or need directions, please call Mary Burdick before noon on the day of the meeting at 680-2040. If this is your first meeting, please call for directions.

**Agenda**

1. Call to Order – Roll Call – Quorum Determination (5 members required to conduct business)
2. Agenda Approval\*
3. Approval of Minutes of Oct. 5, 2010\*
4. Public Comment
5. Restructuring of Advisory Committees – update
6. Community Outreach
7. CAC Phone Line
8. CCCTA Board and Committee Meetings
9. September Fixed Route Ridership\*
10. Rt. 4 Rider Survey\*
11. Old Business
12. New Business
13. Committee Member Communications
14. Adjournment – Next meeting to be determined

\*Enclosure

County Connection Scheduled Committee Meeting agendas are posted at [www.cccta.org](http://www.cccta.org).

Call 925-676-1976 to confirm date, time, and location prior to attending a meeting.

**General Information**

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at [www.CCCTA.org](http://www.CCCTA.org).

Public Comment: Each person wishing to address the CCCTA Citizens Advisory Committee (CAC) is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the staff liaison. A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

Accessible Public Meetings: Upon request, CCCTA will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by CCCTA at least 48 hours before the meeting convenes. Requests should be sent to Manager of Marketing, 2477 Arnold Industrial Way, Concord, CA 94520 or [burdick@cccta.org](mailto:burdick@cccta.org).

Shuttle Service: With 24-hour notice, a CCCTA LINK shuttle can be available at the Pleasant Hill BART station for individuals who want to attend the CAC meetings. To arrange for the shuttle service, please call Mary Walker at (925) 680-2068, no later than 24 hours prior to the start of the meeting.

## FY2011 CAC MEMBER ATTENDANCE LOG

JURISDICTION - NAME	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN
CLAYTON - Charles . Evans	X	P	P	P								
CONCORD-	X											
CC COUNTY - PJ Dhoot	X	P	E									
DANVILLE - Mike Meringer	X	P	E									
LAFAYETTE-	X											
MARTINEZ- Beverli Marshall	X	P	P									
MORAGA -	X											
ORINDA - Charles Hogle	X	P	P	P								
PLEASANT HILL - Gwen Stitzell	X	P	P	P								
SAN RAMON - Harvey Riggs	X	P	P	P								
WALNUT CREEK -	X											

If a member misses three or more consecutive meetings without cause, the CAC may request that member resign or be removed by the CCCTA Board after consultation with the affected jurisdiction.

Attendance Key

P-Present

E-Excused Absence

A-Unexcused Absence

X-Meeting Canceled

## Summary Minutes

The meeting was called to order at 6:35 PM.

Citizens Advisory Members present were, Harvey Riggs, Charles Evans, Charles Hogle, and Gwen Stitzell.

County Connection (CCCTA) Staff present: Anne Muzzini, Marie Knutson, and Mary Burdick

Guests: Ralph Hoffman, resident of Walnut Creek

### **Approval of Agenda**

The agenda was accepted, with one revision to the order. Item #6-Restructuring of Advisory Committee, was moved to follow public comment.

### **Approval of the Minutes**

The minutes were accepted.

### **Public Comment**

Ralph Hoffman relayed a conversation with Senator DeSaulnier during which, according to Mr. Hoffman, the Senator suggested that our Board of Directors should consider implementing "weighted voting" based on each jurisdiction's population ratio. Mr. Hoffmann also suggested that our board representation does not mirror the population we serve ie: low income, minority, ethnic diversity.

### **Restructuring the Advisory Committees**

Anne Muzzini reported that a recommendation was taken to the A&F Committee to restructure the CAC and the ASC. The A&F Committee approved the recommendation to combine the two groups, and that they meet every other month. Considered in the recommendation was the difficulty both groups have in filling vacant seats, the amount of staff time that involved in facilitating two citizens groups with a declining staff, and the fact CCCTA has made vast improvements to ways in which members of the public are able to participate in the public process. The Board of Directors asked that input be solicited from both committee and report back to A&F in October.

Ms. Knutson outlined concerns expressed at the ASC being 1) the emphasis of each group is completely different, 2) timing of the meetings for both member participation, and the ability to have LINK personnel at the meetings, 3) concern over the length of the meeting if both are combined. The ASC suggested as a compromise that both groups meet every other month, yet maintain their autonomy.

CAC Committee members agreed that the focus of both groups is too different to combine without a considerable impact to staff time. Additionally, if the committee meets during daytime hours, the likelihood of retaining and attracting members will be impacted – and will diminish the voice of the fixed-route riders. The CAC agreed with the idea of reducing the number of meetings, but maintaining autonomy.

Chair Riggs expressed disappointment that this recommendation went to the A&F Committee and the Board before it was discussed with the CAC.

## **Update on Plans for RMS Funded Services – 10X and 98X/Changes To Rt. 25**

Anne Muzzini provided a brief history of the RMS funds that currently support the Rt. 98X, and the impending loss of funds due to ridership levels not high enough to reach a 20% farebox recovery. While the route is performing reasonably well, reaching the 20% threshold would mean a doubling of the ridership. Ms. Muzzini explained that staff was looking at the possibility of creating an express route that would serve Cal State East Bay in Concord. She felt this route had a better chance of reaching the 20% farebox recovery as required by MTC. Comments express on the possible elimination of the Rt. 98 were many, and varied – and brought to light how difficult it will be for transit users trying to travel between Martinez and Walnut Creek. Ms. Muzzini will be reviewing service to determine how we can keep this route in service and meet the 20% threshold.

Changes to the Route 25 were also discussed. This route has been in the bottom tier of productivity since its inception. Staff will implement some routing changes with the December service bid.

## **Community Outreach**

*Community Outreach* was previously listed as *Goals*: Includes observations from riding and talking to bus patrons.

## **CAC Phone Line**

No messages.

## **CCCTA Board of Directors Meeting**

Mary Burdick reported that at the September Board meeting, the Board approved the dispensing of funds for the completion of the DVC Transit Hub. The Board authorized award of contract to update the facility access plan to incorporate photo ID badges that serve as keyless entry devices. The Board also awarded the bus tire contract to Goodyear Tire & Rubber.

## **A&F Meeting**

Ms. Knutson reported that the A&F Committee had not yet met.

## **O&S Meeting**

Charles Hogle said the O&S Committee primarily discussed the changes to the route 98X, 25 and 10X possibilities.

## **MP&L Meeting**

Mary Burdick reported the MP&L Committee had not yet met. All members on the MP&L will be new to the committee, so emphasis will be on informing the Committee of activities that take within the Marketing and Customer Service departments, and the staffing allocation. The Route 4 rider survey will be on the agenda, and will be provided to the Walnut Creek City Staff. Chair Riggs suggested that this survey be provided to the CAC at the next meeting.

## **Old Business**

There was no old business

## **New Business**

There was no new business

## **Committee Member Communications**

Charles Hogle questioned our reference to “school” services and if regulations had changed. Ms. Muzzini answered that FTA had relaxed definitions of what constitutes “school” service. We don’t go on to school property, so we’re in compliance.

**Community Events**

Staff presented events for October.

The meeting was adjourned at 7:20PM.

\_\_\_\_\_  
Mary Burdick, Manager of Marketing/Public Relations

\_\_\_\_\_  
Date

<b>TRANSPORTATION</b>	<b>2009 September</b>	<b>2009 October</b>	<b>2009 November</b>	<b>2009 December</b>
Number of Buses	131	131	131	131
Totals Hub Miles	272,474	283,616	253,077	270,769
<b>Work Days</b>	29	31	29	30
Revenue Hours	17,806	18,646	16,903	18,369
Operator Pay Hours	30,423	31,546	30,191	40,098
Number of Operators	171	170	168	167
FT Extra Board	41	62	20	21
<b>Unscheduled Absences</b>	<b>299</b>	<b>332</b>	<b>331</b>	<b>336</b>
Worker Comp.	87	120	117	97
Sick leave	212	212	214	239
<b>Collision Accidents</b>	6	5	9	2
Passenger Accidents	5	13	9	3
Total Chargeable Collisions	3	3	4	1
<b>Chargeable/100K Miles</b>	<b>1.10</b>	<b>1.05</b>	<b>1.58</b>	<b>0.36</b>
Number of Trips Scheduled	23,777	24,534	22,502	24,064
Number of Trips Missed	28	23	11	21
<b>Of Trips Scheduled - % Missed</b>	<b>0.12%</b>	<b>0.09%</b>	<b>0.05%</b>	<b>0.09%</b>
Of Trips Missed - Mechanical	7	16	4	15
On Time Performance %	90%	90%	93%	96%
<b>MAINTENANCE</b>				
A/C Operative - Avg. %	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%
Total Road Calls	12	17	14	13
Road Calls for Mechanical	10	13	12	9
<b>Road Calls for Other</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>4</b>
<b>Miles Between Mechanical Road Calls</b>				
Bus Numbers				
100 - 199	11,794	12,515	10,438	10,307
200 - 299	37,266	12,499	36,215	37,499
300 - 399	21,976	45,475	36,422	14,228
400 - 499	11,603	31,240	14,296	29,763
500 - 519	57,760	18,995	54,431	62,963
900 - 939				3,639
2000 - 2099	19,955	18,170	16,523	10,803
9600 - 9629	19,390	23,132	6,993	17,855
9800 - 9809	8,768	12,337	14,513	8,745
Fleet Avg.	27,247	21,817	21,090	30,085
Maintenance Pay Hours	4,108	4,358	4,345	4,395
No. Maint. Employees	25	24	26	27
<b>Maint. Emps/100K Miles</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>10</b>
Unscheduled Absences	4	5	3	1

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

<b>2010 January</b>	<b>2010 February</b>	<b>2010 March</b>	<b>2010 April</b>	<b>2010 May</b>	<b>2010 June</b>	<b>2010 July</b>
131	131	131	131	131	131	131
260,473	257,503	296,254	273,663	263,604	269,248	239,465
30	28	31	30	30	30	30
18,023	16,967	19,739	18,386	17,969	17,987	17,233
30,930	27,886	31,854	31,135	31,854	30,591	30,549
167	167	167	169	168	168	166
17	45	68	31	63	42	31
<b>282</b>	<b>240</b>	<b>282</b>	<b>366</b>	<b>281</b>	<b>221</b>	<b>319</b>
109	94	126	152	141	125	119
173	146	156	214	140	96	200
3	5	4	5	4	8	2
15	4	7	16	9	12	8
1	2	1	0	3	4	0
<b>0.38</b>	<b>0.77</b>	<b>0.33</b>	<b>0.00</b>	<b>1.13</b>	<b>1.48</b>	<b>0.00</b>
22,904	22,420	25,514	24,519	22,964	23,648	22,317
28	23	12	40	20	13	20
<b>0.12%</b>	<b>0.10%</b>	<b>0.05%</b>	<b>0.16%</b>	<b>0.09%</b>	<b>0.05%</b>	<b>0.09%</b>
10	19	8	18	9	10	18
95%	92%	93%	95%	93%	94%	96%
100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%
100%	100%	100%	100%	100%	100%	100%
11	15	10	7	9	16	16
6	12	8	6	8	10	10
<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>6</b>

11,009	8,692	11,404	12,386	11,593	11,548	12,695
37,599	30,109	37,475	33,824	34,594	15,393	33,124
40,673	13,013	45,850	40,487	38,003	35,151	10,970
15,639	32,087	34,365	32,424	29,208	14,098	26,066
48,908	27,745	30,387	56,858	11,363	48,164	14,551
11,806	17,182	23,789	70,771	77,837	42,305	31,019
16,230	14,315	18,340	16,500	15,195	8,374	17,779
23,819	14,145					
15,539	12,081	16,680	5,207	11,721	14,048	11,198
43,412	21,459	37,032	45,611	32,951	26,925	23,947
4,788	3,908	4,489	4,381	4,381	4,212	4,343
27	27	26	26	26	26	26
<b>10</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>11</b>
2	3	3	1	6	3	1



2010 August	2010 September	FY10 FISCAL YTD
131	131	131
262,880	263,567	765,912
31	30	91
17,560	17,210	52,003
30,929	30,043	91,521
166	166	166
29	10	70
<b>352</b>	<b>321</b>	<b>992</b>
132	113	364
220	208	628
6	3	11
10	5	23
1	1	2
<b>0.38</b>	<b>0.37</b>	<b>0.26</b>
23,711	23,382	69,410
15	23	58
<b>0.06%</b>	<b>0.10%</b>	<b>0.08%</b>
7	17	42
93%	92%	94%
100%	100%	100%
100%	100%	100%
100%	100%	100%
14	14	44
8	8	26
<b>6</b>	<b>6</b>	<b>18</b>

12,687	10,056	
33,144	12,334	
39,070	18,851	
28,085	15,046	
24,755	25,710	
73,059	77,571	<i>Bus add - 12/09</i>
7,719	19,438	
11,888	12,623	<i>Series #'s Out of Service - Mar10</i>
32,860	32,946	29,458
4,614	4,090	13,047
26	26	26
<b>10</b>	<b>10</b>	<b>3</b>
1	4	2

<b>Fixed Route Boardings</b>		<b>Passengers by Revenue Hrs/Miles</b>	
September 2010 - Fixed Route Boardings	286,600	Revenue Hours - September10	17,210
Pavilion	510	September09	17,806
Bus Bridge	0	Revenue Miles - September10	191,246
Special	0	September09	192,934
<b>September 2010 Total Boardings</b>	<b>287,110</b>	<b>Passengers per Mile</b>	<b>1.50</b>
<b>September 2009 Total Boardings</b>	<b>314,550</b>	<b>Passengers per Hour</b>	<b>16.68</b>

<b>September 2010 Fixed Route Passenger Total</b>				
<b>Route</b>	<b>Destination Information</b>	<b>Weekday</b>	<b>Saturday</b>	<b>Sunday</b>
1	Rossmoor / Shadelands	8,086		
2	Rudgear / Walnut Creek	1,343		
4	Walnut Creek Downtown Shuttle	19,207	2,161	1,827
5	Creekside / Walnut Creek	1,562		
6	Lafayette / Moraga / Orinda	9,608	668	410
6L	Orinda / Orinda Village	68		
7	Shadelands / Pleasant Hill / Walnut Creek	4,853		
9	DVC / Walnut Creek	13,690		
10	Concord / Clayton Rd	21,337		
11	Treat Blvd / Oak Grove	6,974		
14	Monument Blvd	15,091		
15	Treat Boulevard	12,465		
16	Alhambra Ave / Monument Blvd	15,304		
17	Olivera/Solano / Salvio / North Concord	7,165		
18	Amtrak / Merello / Pleasant Hill	10,122		
19	Amtrak / Pacheco Blvd / Concord	2,974		
20	DVC / Concord	26,855		
21	Walnut Creek / San Ramon Transit Center	13,600		
25	Lafayette / Walnut Creek	1,207		
28	North Concord / Martinez	6,421		
35	Dougherty Valley	8,045		

36	San Ramon / Dublin	5,375		
91X	Concord Commuter Express	848		
92X	Ace Shuttle Express	3,111		
93X	Kirker Pass Express	3,889		
95X	San Ramon / Danville Express	2,524		
96X	Bishop Ranch Express	8,267		
97X	Bishop Ranch Express	1,571		
98X	Martinez Express	8,078		
250 *	Gael Rail Service	79	142	73
301	Rossmoor / John Muir Medical Center		447	346
311	Concord / Oak Grove / Treat Blvd / WC		883	643
314	Clayton Rd / Monument Blvd / PH		4,250	2,991
315	Concord / Willow Pass / Landana		280	199
316	Alhambra / Merello / Pleasant Hill		1,198	909
320	DVC / Concord		996	490
321	San Ramon / Walnut Creek		1,136	742
600's	Select Service	26,089		
<b>TOTALS</b>		<b>265,808</b>	<b>12,161</b>	<b>8,631</b>

\* Data reported by Link

\*\* This route is seasonal

Service Days		Fiscal YTD Comparison Passenger Boardings	
Weekdays - September10	21	<b>Fiscal 2011 YTD</b>	<b>794,771</b>
September09	21		
Saturdays - September10	4	<b>Fiscal 2010 YTD</b>	<b>759,057</b>
September09	4		
Sundays - September10	4	<b>YTD Trend</b>	<b>95.3%</b>
September09	4		
<b>Total Days - 2010</b>	<b>29</b>	<b>Monthly Trend</b>	<b>108.7%</b>
<b>2009</b>	<b>29</b>		

Total	September 2010 Weekday Average	September 2010 Passengers per Revenue Hour
8,086	385	14.9
1,343	64	7.3
23,195	915	26.1
1,562	74	8.0
10,686	458	15.4
68	3	3.5
4,853	231	7.2
13,690	652	15.7
21,337	1,016	26.2
6,974	332	18.7
15,091	719	18.2
12,465	594	20.7
15,304	729	13.7
7,165	341	17.9
10,122	482	16.3
2,974	142	10.2
26,855	1,279	28.4
13,600	648	14.3
1,207	57	5.0
6,421	306	10.0
8,045	383	11.8

5,375	256	9.6
848	40	11.3
3,111	148	17.7
3,889	185	15.0
2,524	120	11.9
8,267	394	12.8
1,571	75	7.6
8,078	385	12.0
294	9	16.6
793	0	11.6
1,526	0	12.6
7,241	0	22.1
480	0	8.7
2,107	0	15.1
1,485	0	14.8
1,878	0	13.4
26,089	1,242	30.9
<b>286,600</b>	<b>12,658</b>	<b>16.7</b>

*600's (Ref formula)*

<b>Route</b>	<b>Hours</b>
601	65.1
602	67.9
603	19.6
605	30.2
606	222.4
607	17.5
608	14.0
609	22.4
610	34.9
611	19.9
612	18.5
613	5.6
614	26.0
615	25.0
616	20.3
619	8.7
622	21.0
623	25.2

625	25.5
626	29.4
627	24.5
635	12.9
636	76.7
649	11.2
	<b>844.7</b>

**MONTHLY BOARDINGS  
Operations Data Summary**

**SEPTEMBER 2010 PRODUCTIVITY**

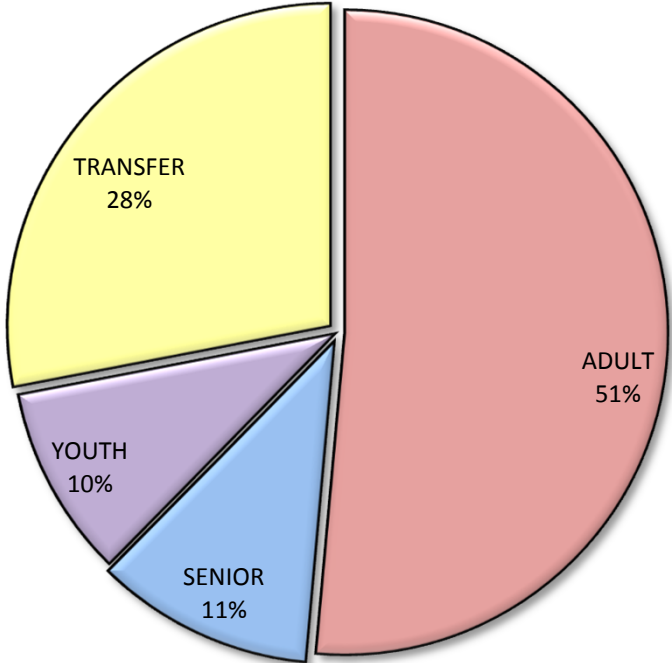
*(sorted by Pass / Rev Hr - descending order)*

<b>Route</b>	<b>Destination Information</b>	<b>Total</b>	<b>Wkday Avg</b>	<b>Passenger / Rev Hr</b>
600's	Select Service	26,089	1,242	31
20	DVC / Concord	26,855	1,279	28
10	Concord / Clayton Rd	21,337	1,016	26
4	Walnut Creek Downtown Shuttle	23,195	915	26
314	Clayton Rd / Monument Blvd / Pleasant Hill	7,241	0	22
15	Treat Boulevard	12,465	594	21
11	Treat Blvd / Oak Grove	6,974	332	19
14	Monument Blvd	15,091	719	18
17	Olivera/Solano / Salvio / North Concord	7,165	341	18
92X	Ace Shuttle Express	3,111	148	18
250 *	Gael Rail Service	294	9	17
18	Amtrak / Merello / Pleasant Hill	10,122	482	16
9	DVC / Walnut Creek	13,690	652	16
6	Lafayette / Moraga / Orinda	10,686	458	15
316	Alhambra / Merello / Pleasant Hill	2,107	0	15
93X	Kirker Pass Express	3,889	185	15
1	Rossmoor / Shadelands	8,086	385	15
320	DVC / Concord	1,485	0	15
21	Walnut Creek / San Ramon Transit Center	13,600	648	14
16	Alhambra Ave / Monument Blvd	15,304	729	14
321	San Ramon / Walnut Creek	1,878	0	13
96X	Bishop Ranch Express	8,267	394	13
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,526	0	13
98X	Martinez Express	8,078	385	12
95X	San Ramon / Danville Express	2,524	120	12
35	Dougherty Valley	8,045	383	12
301	Rossmoor / John Muir Medical Center	793	0	12
91X	Concord Commuter Express	848	40	11
19	Amtrak / Pacheco Blvd / Concord	2,974	142	10
28	North Concord / Martinez	6,421	306	10
36	San Ramon / Dublin	5,375	256	10
315	Concord / Willow Pass / Landana	480	0	9
5	Creekside / Walnut Creek	1,562	74	8
97X	Bishop Ranch Express	1,571	75	8
2	Rudgear / Walnut Creek	1,343	64	7
7	Shadelands / Pleasant Hill / Walnut Creek	4,853	231	7
25	Lafayette / Walnut Creek	1,207	57	5
6L	Orinda / Orinda Village	68	3	3

**NOTE:** \* Data comes from Link Operators      \*\* These are seasonal routes

**MONTHLY BOARDINGS  
Operations Data Summary**

**FY 2011 - YTD Demographic Trend**



■ ADULT ■ SENIOR ■ YOUTH ■ TRANSFER








<b>ADULT =</b>	Adult Cash / 12 Ride Punch / Commuter Cash / Monthly Pass / Commuter Card / Bart Plus / Ace Train 92X / Bishop Ranch Pass / Chevron 91X / Galaxy 91X / Airport 91X / Free
<b>SENIOR =</b>	Senior Cash / Senior 20 Ride Punch / Senior Bart Transfer
<b>YOUTH =</b>	Youth Cash / Youth 12 Ride Punch / Youth Monthly Pass / St Mary's Pass / JFKU Pass / Promo
<b>TRANSFER =</b>	Bart Transfer / Bus Transfer

YTD TREND












WALNUT CREEK TROLLEY (Route 4) Revision

**1. During the past seven days, which days have you ridden the bus?  
(select all that apply)**

		Response Percent	Response Count
Monday		44.4%	144
Tuesday		48.8%	158
Wednesday		56.2%	182
Thursday		50.9%	165
<b>Friday</b>		<b>59.6%</b>	<b>193</b>
Saturday		39.8%	129
Sunday		33.3%	108
<b><i>answered question</i></b>			<b>324</b>
<b><i>skipped question</i></b>			<b>23</b>

## 2. Where are you coming from? (Select all that apply)

	Response Percent	Response Count
Home 	62.6%	213
Work 	18.5%	63
Shopping 	9.1%	31
Doctor/Dentist 	2.9%	10
Recreational/Entertainment 	5.9%	20
Personal Business/Errands 	7.1%	24
School/College 	9.4%	32
Visiting Family or Friends 	3.5%	12
Other 	1.5%	5
<b><i>answered question</i></b>		<b>340</b>
<b><i>skipped question</i></b>		<b>7</b>










### 3. How did you get to the stop where you boarded THIS BUS? (Select all that apply)

	Response Percent	Response Count
Walked	46.4%	156
Bicycled	0.6%	2
Drove & Parked	3.3%	11
Carpooled & Parked	0.9%	3
Driven & dropped off	4.2%	14
Transferred from another Bus	19.9%	67
Transferred from BART	38.4%	129
Other	0.9%	3
<b>answered question</b>		<b>336</b>
<b>skipped question</b>		<b>11</b>







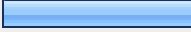

### 4. If you transferred, what bus route did you transfer from?

1st Route	1	2	5	9	15	17	21	25
From Route(s):	27.9% (19)	2.9% (2)	1.5% (1)	11.8% (8)	11.8% (8)	0.0% (0)	7.4% (5)	1.5%

### 5. Where are you going to on this trip? (Select all that apply)

	Response Percent	Response Count
Home 	20.1%	67
<b>Work</b> 	<b>33.2%</b>	<b>111</b>
Shopping 	25.4%	85
Doctor/Dentist 	8.1%	27
Recreational/Entertainment 	10.2%	34
Personal Business/Errands 	9.3%	31
School/College 	3.6%	12
Visiting Family or Friends 	8.7%	29
Other 	3.6%	12
<b>answered question</b>		<b>334</b>
<b>skipped question</b>		<b>13</b>




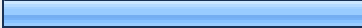



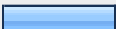

### 6. How will you get from this bus to your destination? (Select all that apply)

	Response Percent	Response Count
<b>Walk</b> 	<b>60.2%</b>	<b>197</b>
Bicycle 	0.9%	3
Drive & Park 	3.7%	12
Carpool & Park 	0.9%	3
Be picked up 	0.3%	1
Transferred to another Bus 	12.5%	41
Transferred to BART 	28.4%	93
Other 	1.2%	4
<b>answered question</b>		<b>327</b>
<b>skipped question</b>		<b>20</b>

## 7. If you transfer to another bus route, which one? (Select all that apply)

1st Route								
	1	2	5	9	15	17	21	25
To Route(s):	30.4% (14)	4.3% (2)	4.3% (2)	17.4% (8)	8.7% (4)	0.0% (0)	10.9% (5)	0.0% (0)

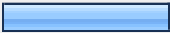

## 8. How would you have made this trip today, if this bus were not available? (Select all that apply)

	Response Percent	Response Count
Drive Alone 	10.7%	30
Carpool 	3.6%	10
Get a Ride 	12.1%	34
<b>Walk</b> 	<b>54.6%</b>	<b>153</b>
Taxi 	10.4%	29
Bicycle 	3.9%	11
Link	0.0%	0
Bart 	0.4%	1
Would not have made this trip 	16.8%	47
Taken another bus route 	7.5%	21
<b>answered question</b>		<b>280</b>
<b>skipped question</b>		<b>67</b>





## 9. How do you rate County Connection's service?

	Excellent				Very poor	Rating Average	Response Count
Frequency - How often the bus runs	<b>78.0%</b> <b>(251)</b>	17.1% (55)	4.0% (13)	0.9% (3)	0.0% (0)	4.72	322
On-Time Performance	<b>75.2%</b> <b>(240)</b>	16.6% (53)	6.9% (22)	0.9% (3)	0.3% (1)	4.66	319
Time bus starts running in the morning	<b>73.7%</b> <b>(221)</b>	14.7% (44)	9.7% (29)	1.7% (5)	0.3% (1)	4.60	300
Time bus stops running in the evening	<b>64.1%</b> <b>(193)</b>	14.6% (44)	12.0% (36)	6.6% (20)	2.7% (8)	4.31	301
Driver Courtesy	<b>84.4%</b> <b>(271)</b>	9.7% (31)	4.7% (15)	1.2% (4)	0.0% (0)	4.77	321
Cleanliness of the buses	<b>86.3%</b> <b>(278)</b>	10.6% (34)	2.5% (8)	0.6% (2)	0.0% (0)	4.83	322
<i>answered question</i>							<b>327</b>
<i>skipped question</i>							<b>20</b>

## 10. Have you visited County Connection's website in the past 30 days?

		Response Percent	Response Count
Yes		24.6%	65
No		75.4%	199
<i>answered question</i>			<b>264</b>
<i>skipped question</i>			<b>83</b>

## 11. How old are you?

		Response Percent	Response Count
20 years old or less		12.2%	36
21 - 31 years old		29.3%	86
32 - 48 years old		26.5%	78
<b>49 + years old</b>		<b>32.0%</b>	<b>94</b>
		<i>answered question</i>	<b>294</b>
		<i>skipped question</i>	<b>53</b>

## 12. In what city are you employed?



	Response Percent	Response Count
Alamo	1.9%	4
Antioch	0.5%	1
Bay Point	0.5%	1
Berkeley	0.9%	2
Concord	3.8%	8
Lafayette	0.5%	1
Martinez	0.9%	2
Moraga	0.5%	1
Oakland	2.8%	6
Orinda	1.4%	3
Pittsburg	1.4%	3
Pleasant Hill	2.8%	6
Richmond	0.5%	1
San Francisco	15.5%	33
San Ramon	1.4%	3
Vallejo	0.9%	2
<b>Walnut Creek</b>	<b>53.5%</b>	<b>114</b>
Other	10.3%	22
<b>answered question</b>		<b>213</b>
<b>skipped question</b>		<b>134</b>




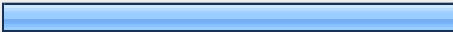
### 13. In what city do you live?

	Response Percent	Response Count
Alamo	0.3%	1
Antioch	2.2%	7
Bay Point	1.5%	5
Berkeley	3.7%	12
Concord	15.4%	50
Lafayette	2.5%	8
Martinez	2.2%	7
Moraga	0.9%	3
Oakland	5.2%	17
Orinda	0.3%	1
Pittsburg	4.3%	14
Pleasant Hill	4.3%	14
Richmond	1.2%	4
San Francisco	3.7%	12
San Ramon	0.9%	3
Vallejo	0.9%	3
<b>Walnut Creek</b>	<b>42.2%</b>	<b>137</b>
Other	8.3%	27
<b>answered question</b>		<b>325</b>
<b>skipped question</b>		<b>22</b>

### 14. Do you have a driver's license?

	Response Percent	Response Count
Yes 	50.8%	164
No 	49.2%	159
<i>answered question</i>		323
<i>skipped question</i>		24

### 15. Was there a vehicle available for your use today?

	Response Percent	Response Count
Yes 	31.5%	98
No 	68.5%	213
<i>answered question</i>		311
<i>skipped question</i>		36

### 16. Additional Comments:

	Response Count
	116
<i>answered question</i>	116
<i>skipped question</i>	231

## Additional Comments:

Answer Options	Response Count
<i>answered question:</i>	116
<i>skipped question:</i>	231

Number	Response Text
1	I wish all cities had a free connection to BART! I love the trolley concept.
2	Eve needs more schedule Sunday needs more schedule Please do not rename service.
3	Great service!
4	It is a wonderful service
5	Thanks
6	I like the service Its nice!!
7	Very good Free bus rid
8	The service is great and I know I'm not the only one who appreciates it. Thank you, Michael Flores
9	Would like riviera ave bus stop to come back.
10	This trolley is a great help for people have no other alternative transportation. Hopefully it will stay and good for Walnut Creek communities.
11	This is a great service provided to the public.
12	I use this service to go shopping and to the movies, coffee houses, Nordstroms.
13	This bus is a terrific service. Please keep it up!
14	Bolts on emergency ext door unsafe
15	Need buses that run later in the evening
16	I am happy county connection you are very committed to your work
17	The bus should run past 8 pm to run with mall hours.
18	The trolley is effecient & well run. Very glad the route was shortened about a year ago. The original route include stops within walking of BART and made no sens
19	Living Gree - thank you
20	My friends & I love the #4. It allows us to use many resources in Walnut Creek. Keep up the excellent work.
21	run the last #4 bus a little later like 8pm
22	I wish there were more complimentary services like this in other cities.
23	This is the best thing to happen to people who work, live, visted Walnut Creek it helps a lot Do Not stop what your doing.
24	Stan is the best bus driver he is very kind to the people who board the trolley.
25	Don't even think about cutting the free shuttle. Try to get the merchants from Broadway Plaza to contribute.
26	This bus is important because for people no have money.
27	Only complaint is the bus is never on time always 7-10 min late. I miss bart all the time.

Number	Response Text
28	Very good idea then rants.
29	Thank you for this service! Great idea!
30	Sometimes I take this bus because the parking lot at BART is too full.
31	The free shuttle and its drivers are wonderful. Making WC a better place.
32	Do not take the free bus of because its awesome and its such a agreat help!!!
33	The free buss is awesome its been a great help please don't take it off
34	I love yall
35	Great service. Would have walked instead if charged fare.
36	Please do not discontinue this service we really need it for holiday and weekend to bring people of the area to shop/go to restaraunts and Farmers Market. So many people depend on this service as the only means of
37	Please don't stop service.
38	Plz - Don't stop/Change
39	Please don't stop this bus. Poor people need to live.
40	Love this bus! Don't get rid of it!! Don't charge for it!
41	If this bus is taken away it will be a total disaster! If I have to walk to Montego I'll be dead and I cannot afford taxi, they're crooks!
42	Don't take this bus route out.Please.
43	Don't get rid of this bus.
44	I ride this bus often, and its availability is part of the reason I moved from SF to Walnut Creek
45	The blond bus driver is my favorite driver
46	Please, save route no. 4 for us, people who really need this. I'm disabled, need a knee surgery w/out bus no. 4 we will be locked out. Thank you in advance for your cooperation.
47	It would be nice to have a stop for the 4 bus by the library or close to
48	Later at nite.
49	Don't start charging for this bus.
50	The black lady Sujie
51	Keep good work up. Thanks
52	I only shop in WC when the trolley is running parking and drive makes it less fun.
53	I hope you don't take this bus away cuz this is really important and necessary to get to my job and school.
54	Keep the bus!
55	Excellent service/Helps cut down on pollution/Helps retail business
56	I think is great to have a bus that free for Walnut Creek residents. It helps me get to work and take my son places since I don't have a car or can't afford a fare regularly.
57	We love this service!

Number	Response Text
58	Please don't get rid of the free ride! It saves my life and a lot of people that I work with take it!
59	The driver must announce that the bus route is taking a break at Broadway Plaza. It is so rud and not customer friendly to simply stop and the driver walk off the bus.
60	I like this bus very much cause it has an 70's look it gets to its destination on time but the seat make you slide a little.
61	Very grateful for the free trolley/downtown service.
62	Love the BART Shuttle!
63	I use this bus approx 1 to 2 days most weeks to get to my Walnut Creek work location.
64	This bus is the only way to work. I would loose my job if not for this bus.
65	comments written in Spanish
66	Don't take this bus away/Nno shop Oakland
67	Please consider earlier times for commuters.
68	Please continue a good service.
69	Please keep this route going
70	Good service starts a whole lot later so students don't have to run to the bus
71	Be Blessed!
72	Please make another time schedule for the bus route in trolley - Bus generally in the morning, we prefer the 7:30 time instead of the 7:24 because we come from Pittsburg - riding the 93x and we need the later one
73	Very happy this service is available in the wonderful city of Walnut Creek
74	Sat and Sun 9:45 is late, first bus Rossmoor to BART. Only early run from Rossmoor and out of there - big help.
75	Some driver talk on their cell phone while driving. they also search for them while driving. This is dangerous, accidents can occur from distraction.
76	Need it earlier on the weekends! Other than that it is amazing and free!
77	I really enjoy taking this trolley. Not only is it free but it takes a very convenient route.
78	Good Service!
79	Keep up the good work!
80	I don't drive, I only take the bus. Thank you for servicing me.
81	We are staying in Walnut Creek as we are on holiday.
82	Please don't stop service. Ditto - #25 in Lafayette is deeply appreciated.
83	I like traveling on bus, very good service, very clean bus.
84	We love to visit Walnut Creek and using the free bus
85	We find this service a must for Downtown Walnut Creek
86	I comute this ride every day to get to my work, it's really helpful and fast and on time. I would really recommend this but to ride. Thank you.
87	The more often the better. San Ramon transportation needs help. Sometimes the bus stops running and I can't get home (21, 36)

Number	Response Text
88	Run later trams in the evening
89	First time on the bus
90	I rarely use this bus service. I cannot rate it completely because I never use it.
91	The trolley is great. It's my only way of getting out of the house. The drivers are so courteous.
92	I like riding the buses
93	I love this route, makes my day easy
94	Setting up another bus stop for the 104 up at Jack In The Box would be great
95	Keep the Trolley running
96	Excellent Service and Shuttle
97	Stanley is the best. More drivers should be like him, thanks
98	The driver in this trolley today (this time) is a nice man.
99	I like this service very much
100	Good drivers, especially Stan and Gerry
101	I hope the free bus could extend hours late in the evening for all the Broadway Plaza employees who commute.
102	Trolley is great - Drivers are A-1, especially Stan & Gerry
103	This trolley is an asset to the city of Walnut Creek, it encourages people from outside the city to visit and enjoy what WC has to offer.
104	I live right by the Pleasant Hill BART station & work in Broadway Plaza, so this bus makes my life much easier.
105	this trolley is an amazing asset to the city of Walnut Creek and community members and visitors
106	Great service, I use it all the time
107	I love the shuttle. I can get to Kaiser, shopping, BART, restaurant, etc.
108	Using the #4 is very important to me. I take it to work at least twice a week. I'm a student so having to pay or get rid of it would be difficult for me.
109	this route is very important to me. I'm old, do not drive and need often to go to visit doctors, shopping and / or see my friends.
110	With the #4 it is easy for me to go shopping at Macy's etc. If not here I will go to other places.
111	Please keep route 4 running, the seniors and shoppers need it.
112	Love taking public transit
113	I think the 104 route is a good route however route needs more service. Start earlier, run later
114	The only real complaint I have is twice between this week and last tow busses never showed up and the next driver only knew from passengers that there was no bus before him.
115	This Driver is the nicest guy in Walnut Creek and should be applauded for his professionalism.
116	Paying or free, I need this bus to go to my work. A lot of passengers need this bus for work.