

The County Connection

Advisory Committee

**County Connection Office – Board of Director Room
2477 Arnold Industrial Way, Concord, CA 94520**

Friday, July 8, 2011

9:30 AM – 12:00 PM

Agenda

1. Call to Order – Roll Call
2. Agenda Approval*
3. Approval of Minutes of May 13, 2011 meeting*
4. Public Comment
5. Approved Role and Function*
6. Community Van Program*
7. Paratransit Coordinating Council Representative*
8. Paratransit – Monthly Reports
 - a. ADA Certification and Recertification Reports*
 - b. LINK Monthly Operating Reports* – April/May
 - c. Driver Appreciation Winners – June - Debbie Walton and July – Luis Stein
 - d. Ramp Events-April/May*
9. Fixed Route - Monthly Reports
 - a. Fixed Route Ridership Report-April/May*
 - b. CCCTA Website User Information-May/June*
 - c. ADA Related Customer Service Reports
10. Committee Member Communications
11. Adjournment – Next meeting – September 9, 2011

*Enclosure

County Connection Scheduled Committee Meeting agendas are posted at www.cccta.org.

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.

Public Comment: Each person wishing to address the CCCTA Advisory Committee 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.

Shuttle Service: With 24-hour notice, a CCCTA LINK shuttle can be available at the North Concord BART station for individuals who want to attend this meeting. To arrange for the shuttle service, please call Robert Greenwood at (925) 680-2072, no later than 24 hours prior to the start of the meeting.

The County Connection

Advisory Committee

Summary Minutes

Meeting of May 13, 2011

The meeting was called to order at 10:00 AM.

Members present were, Sara Vital, Phil Reed, Jan Kunz, Maureen Murphy, Sue Littlehale, David Loyd, Eileen Vonk, Sandra Smith, and Connie Whiting.

County Connection Staff present: Anne Muzzini, and Mary Burdick

Guests: Ralph Hoffmann

Approval of Agenda

The agenda was approved.

Approval of the Minutes of April 13, 2011

Phil Reed pointed out two instances where words were missing, and asked that the last sentence in the first paragraph of the Role and Function discussion be amended for clarity as follows: "...would like to see the group be self-directed as advisors between *transit users in their respective jurisdictions* and the Board". The meeting time was also incorrectly stated as being at 3:00 PM rather than 10:00 AM.

Public Comment

Ralph Hoffman made four announcements: 1) Thursday, May 12th was Bike-To-Work Day, pointing out the CCCTA has bike racks on all fixed-route buses that hold up to two bicycles. He suggested that CCCTA allow collapsible, folding bikes on the buses when both spaces in the rack are in use. 2) The CCTA recently moved to a new office near Pleasant Hill BART, and they allow the use of their facility for public meetings. He suggested that perhaps this group could meet there. Ms. Burdick pointed out that members driving to the meeting would be responsible for the parking fee. 3) June 16th is the APTA sponsored Dump The Pump Day. 4) A story in the morning paper highlighted the growth in the senior population, and how budget cuts affect this demographic, suggesting that seniors need to get out and vote.

Revised Committee Role And Function

Staff provided the draft Role and Function document for discussion. Numerous changes and additions were discussed and approved. The Committee asked that staff make the discussed changes and coordinate with Phil Reed on the final document that will go to the A&F Committee and the Board of Directors regularly scheduled June meetings.

Advisory Committee Transition Plan

The Committee approved the transition plan presented with a few changes. It was noted that Sandra Smith is the current Vice Chair, not Phil Reed. The Committee also agreed to

schedule meetings to take place at 9:30 AM on the second Friday of every other month beginning with the July meeting. The meetings will still be held at the CCCTA offices in the Board Room until further notice.

Paratransit Reports

- A. ADA Certification and Recertification Report – The Committee asked that the number of certification denials in August of FY11 be checked as the number appears abnormally high. (The number was found to be incorrect, and has been corrected).
- B. LINK Monthly Report – The formatting of rows 9-11 was questioned. It was also pointed out that the number while the number of complaints is very low, so is the number of commendations (0 year to date). Staff will double check with LINK staff. The “driver road check” and “ambulatory lift boarding” were questioned, and LINK staff explained these numbers relate to either quarterly or bimonthly checks and are not necessarily service related. Sarah Vital asked if telephone schedulers have access to account information at the time rides are being booked, so clients can be forewarned if there account is in arrears. Link staff explained that schedulers have access, and should pass this type of information on to the client at the time the next ride is booked.
- C. ADA Related Customer Service Reports – There were no complaints filed in April within the fixed-route division.
- D. Driver Appreciation Program – Roashona Danie was named the April winner.
- E. Ramp Events – The fixed route ramp report was reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly report for March was provided, and Anne Muzzini explained how the planning and marketing departments use this report to track trends and rank routes in terms of productivity. Also included was the route description summary that lists the major destinations served by each fixed-route.
- B. CCCTA Website User Information - Staff provided user statistics for the month of April. Information includes total number of visits, number of unduplicated visits, pages per visit, total time on site, and the number of those accessing the site using a mobile device.

Community Van Program

Anne Muzzini reported that of the 43 vans being replaced, ten will be included offered to Community Based Organizations through an application process. The small number of vans available is due to the fact that these vehicles have remained in service beyond the typical life span due to lacking state funds. A more complete report will be provided at the next meeting.

Adjournment

The meeting was adjourned at 12:15 PM.

The next meeting was scheduled for Friday, July 8, 2011 at 9:30 AM.



Mary Burdick, Manager of Marketing/Public Relations

6/24/11
Date

**Central Contra Costa Transit Authority
Advisory Committee
Role and Function
Proposed May, 13, 2011**

Purpose

The primary purpose of the Central Contra Costa Transit Authority Advisory Committee will be to review, analyze and advise the County Connection Board of Directors on issues and policies relating to fixed-route and paratransit service. The Advisory Committee will be asked to consider and make recommendations on finance and planning documents that include but are not limited to the following:

- CCCTA Ten Year Short Range Transit Plan
- Annual operating and capital budget
- Annual marketing plan
- Other issues such as operations, scheduling, administration, finance, and legislation.

Composition

The Advisory Committee shall be comprised of eleven (11) members from Central Contra Costa County. Each member jurisdiction will be requested to recommend one member from that jurisdiction for appointment by the CCCTA Board of Directors. Each member jurisdiction may also recommend an alternate member from that jurisdiction for appointment by the CCCTA Board of Directors. The following criteria should be considered:

- Representative should be active in community participation and involvement
- Representative should reside in the appointed community
- Representative should be a current or former user of fixed-route and/or paratransit service, or an advocate for transit users in their communities.

Term

- Members will be appointed for a two-year term, with no limit on the number of terms served.
- If during his/her term, a representative resigns, is removed, or unable to continue to serve, the recommending jurisdiction will be requested to appoint a successor, to be approved by the CCCTA Board of Directors to serve the balance of the term.
- If a member misses three or more consecutive meetings without cause, the Advisory Committee may request that member resign or be removed by the CCCTA Board after consultation with the affected jurisdiction.

Officers

- The Advisory Committee will elect officers who will serve one-year terms. Officers will include a chair and a vice chair.

Meetings

- The Advisory Committee will meet every other month. However, if the Committee wishes to have a special meeting, any member may request that the Chair ask the staff liaison to schedule such a meeting.
- A majority of those present shall be required to adopt an action.

Charge

The Advisory Committee is charged with the responsibility of acting as ADVISORS to the CCCTA Board of Directors, and of collecting and reporting service issues and concerns received from the jurisdictions. Members may volunteer, or be appointed by the Chair to attend scheduled CCCTA Committee meetings, participate in Advisory Committee subcommittees, or undertake other duties for the Advisory Committee.

Furthermore, the Committee is charged with the responsibility of acting as DISSEMINATORS of information in their community, and of assisting in the education of their jurisdictions regarding the fixed-route and accessible services that are available.

In fulfilling these responsibilities the Committee will:

- Make formal recommendations in the form of written communications and reports to the CCCTA Board of Directors, and where appropriate, supplement with oral comments
- Appoint a member to serve as the Committee liaison to the Contra Costa County Paratransit Coordinating Council
- Act as a forum for fixed-route, accessible services, and LINK paratransit users to express concerns or ideas about the services to the Authority.

In fulfilling this charge, individual members may be expected to:

- Network with other interested citizens and groups in the community.
- Maintain a working relationship with the Board representative from his/her jurisdiction
- Assist CCCTA staff at community or business events

To: County Connection Advisory Committee **Date:** June 23, 2011

From: Mary Burdick, Manager of Marketing & Public Relations

Reviewed By:

SUBJECT: Community Van Program

SUMMARY OF ISSUES: The Community Van Program was developed in 2006 as a way to support nonprofit community agencies that provide transportation to ADA eligible riders. Used vans were given to agencies through a process that ensured that they were able to provide insurance, maintain it, and certification that they were providing trips to individuals who would be LINK riders otherwise.

Vans available: Staff has analyzed the forty two vans due for replacement and has picked the ten in the best condition. Mileage on the selected vehicles range from 198,000 to 270,000 miles.

Funding: CCCTA will fund 50% of the maintenance expenses with approved Lifeline grant funds for two years – as long as these funds remain available. The CBO must pay the 50% match.

Process:

- 1) Staff will solicit applications from Community Based Organizations. Applications will be evaluated in terms of the criteria of the program:
 - Financial capacity and ability to operate the vehicle
 - Service to ADA rider population
 - Willingness to sign certifications and assurances

- 2) Review of applications at staff, and advisory committee level.
- 3) Award and contract approval

Timeline:

- 1) June 21, 2011 - Applications released
- 2) August 18, 2011 - Applications due
- 3) September 1, 2011 - Award

RECOMMENDATIONS: Select a member of the Advisory Committee to participate in reviewing and scoring the applications which will take place between August 18 and August 24, 2011.

ATTACHMENTS:

- 1) Cover letter to CBO's
- 2) Application and process information
- 3) Community van application

The County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-7500 www.cccta.org

June 20, 2011

Community Based Organizations
Re: CCCTA's Community Connection Van Program 2011

To Whom it May Concern,

The Central Contra Costa Transit Authority (CCCTA) is pleased to announce that it will be donating ten vans to community based organizations that serve the elderly and disabled populations in Central Contra Costa County. The vans have been used in LINK paratransit service and are being replaced with new equipment.


The ten vans are wheelchair accessible, can carry up to 15 passengers, and have been used for seven years in LINK service. They have between 200,000 and 300,000 miles on them. A New Freedom grant in the amount of \$62,500 will be used to reimburse successful applicants for 50% of their van maintenance expenses until the funds are gone.

If your agency has a need for an accessible van to transport ADA eligible riders, then you may be interested in submitting an application. A description of the process, program requirements, and the application are attached and can be found online at cccta.org. Applications are due August 18th 2011.

Sincerely,

Anne Muzzini
Director of Planning and Marketing

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek



Van Application Process and Requirements

*Central Contra Costa Transit Authority
2477 Arnold Industrial Way
Concord, CA 94520*

**Important Questions about the
Community Connection Van Program**

If, after reading this page, your organization does not fit the required profile, PLEASE do not submit an application!

1. What is the purpose of the Community Connection Program?

The program is intended to provide surplus accessible vans that are no longer used in the LINK program (County Connection's Americans with Disabilities Act (ADA) dial-a-ride service) to Community Based Organizations so that they can provide transportation to their organization's clients while at the same time reducing the demand for LINK service by serving people in their organization who would otherwise use LINK for their trips.

2. What do you mean by "Community Based Organization"?

A "Community Based Organization" is a program operated by a non-profit agency, community coalition, local city, or other public organization which has as its mission services to people with disabilities or the elderly. The organization can serve other client groups, but elderly and disabled clients must be their focus in order to receive a van. The organization must be based in and serve clients in the Central Contra Costa communities of Alamo, Clayton, Concord, Danville, Lafayette, Martinez, Moraga, Orinda, Pacheco, Pleasant Hill, San Ramon, or Walnut Creek.

3. What will County Connection Provide?

The County Connection will provide one van that is in good running order, complete maintenance records, free driver training, and reimbursement for 50% of the maintenance costs in the first two years as long as the New Freedom grant funds (\$62,500) last. The maintenance costs may include repainting. CCCTA funds must be matched with CBO funds.

4. What must the Community Based Organization provide?

The Community Based Organization must paint the vehicle so that it no longer can be mistaken for a LINK van; provide insurance, drivers, fuel, maintenance, new tires when needed, and all other operating costs. It must also provide at least 50 trips each month for two years to ADA eligible clients who would otherwise be using LINK for their trips.

5. How does the County Connection know that the program is carrying ADA eligible clients?

The organization receiving the van must submit monthly reports to County Connection listing the names and addresses of clients carried during the past month. These names will be compared to the regional ADA eligibility database to determine if they meet the criteria for LINK service. If an organization is unsure whether any client is in the database, they can call LINK to verify the client's eligibility. Some ADA eligible users have a record of their ADA identification numbers.

6. What if my organization carries passengers who are not ADA eligible?

If you think that any of the passengers you carry could be ADA eligible by virtue of a disability that prevents them from using the regular County Connection bus routes, you can help them apply for eligibility under the ADA.

However, not all of the clients must be ADA eligible, as long as at least 50 trips per month are provided to those who are ADA eligible.

7. What if my organization cannot meet the 50 ADA trips per month requirement?

Organizations that cannot meet this requirement are not eligible to receive a van. If an organization that has stated that it will meet the requirement receives a van and later cannot comply with this requirement, County Connection will discontinue subsidizing the maintenance of the van. We are confident that there are a sufficient number of organizations in Central Contra Costa County who can meet this requirement so that this will not become a problem.

8. How long can my organization keep the van?

The van is the organization's to keep for as long as they choose. Agreements with organizations receiving the vans will be for two consecutive one year terms, with an evaluation done on the program at the end of the first year to determine if a second year is feasible.

After two years, the community based organization is released from any reporting requirements to the County Connection and County Connection is released from paying for 50% of the maintenance.

10. How will County Connection determine who receives a van?

Applications will be screened to ensure that the applicant has met the basic criteria, such as organization type and location. Applications will then be scored according to the following criteria:

1. A description of the CBO, including: (10 points)
 - Number of years in existence
 - Program location and hours of operation
 - Mission or purpose
 - Major client group and where they live
 - Program eligibility criteria, if applicable (i.e., how you determine who is eligible for your program's services).
 - Number of clients
 - Legal status (non profit, government sponsored, etc)
 - Major funding sources
 - Governing body description and organizational chart
 - A description of how the CBO coordinates service with other agencies, if applicable.

2. A description of need for the vehicle, including: (10 points)
 - Number of vehicles owned now, how those vehicles were funded, and/or how they will be replaced
 - Whether or not your program includes the use of fixed route transportation for those clients that can use fixed route
 - How clients currently access services
 - How having the van will benefit your program clients

3. A description of how the CBO will meet the ADA rider criteria (20 points)
 - Provide information on how the CBO will meet the minimum criteria of 50 trips per month to ADA eligible clients. How many trips per month will the CBO provide with this vehicle, and how many of those trips will be provided to ADA eligible individuals
 - If CBO can exceed the 50 trips per month, please describe how many additional trips can be expected per month, and the basis for this assumption (extra points will be given for those who can exceed 50 trips per month)

4. Financial Capacity (10 points)
- Description of Funding sources, and a five year funding history
 - Most current agency/program financial audit
 - Transportation budget including:
 - Driver salaries and benefits
 - Insurance premiums
 - Fuel costs
 - Administrative support costs
 - Any other costs
5. Certifications and Assurances (pass or fail)
- CBO will repaint vans at its own cost
 - CBO will provide insurance and indemnify both CCCTA and Laidlaw
 - CBO will provide necessary reports
 - CBO understands that vans are for one year increments
 - CBO agrees to cover all costs of operation of van except as specified in the agreement with CCCTA.
 - CBO accepts all other terms and conditions of receipt of vehicle

Scoring the Applications:

1. Program description: Higher ratings will be given to established CBOs which have been active in Contra Costa County for longer periods of time. Organizations that demonstrate a high degree of coordination or innovation in service delivery will be given higher ratings. Examples of such innovation or coordination include vehicle sharing, use of volunteer drivers, partnerships with other organization or the business community, etc. ***Organizations and their clients must be located in the CCCTA service area.***

2. Need: Organizations that currently do not own vehicles will be rated higher. Organizations that rely primarily on LINK to get their clients to their program will be score higher. Organizations that do not have other funding sources to provide vehicles will be scored higher.

3. Meeting the ADA Criteria: If an organization can exceed the 50 trips per month criteria of the program, those organizations that can exceed it by up to ten additional trips per month will receive one extra point; by up to 20 trips per month 2 extra points, by up to 30 trips per month 3 extra points, by up to 49 trips per month 4 extra points, and anything over or including an additional 50 trips per month will receive 5 extra points.

4. Financial Capacity: Those organizations that show a more stable funding history over five years will be scored higher. Those organizations that present a realistic and detailed transportation operational budget will be scored higher

5. Certifications and Assurances: An organization must certify all conditions. Organizations that cannot certify one or more conditions will be ineligible.

11. Who will score the applications?

A committee consisting of a member of the County Connection's Advisory Committee, the CCCTA Director of Planning, and a member of the Contra Costa County Paratransit Coordinating Committee will score the applications. None of the committee members will have a conflict of interest or be an applicant for the program.

12. How do I submit an application?

Submit three copies of your application to:

Anne Muzzini, Director of Planning
Central Contra Costa Transit Authority
2477 Arnold Industrial Way
Concord, CA 94520
Phone: (925) 680-2043
Email: muzzini@cccta.org

**Central Contra Costa Transportation Authority 2011
Community Connection Van Application**

1. Description of your Community Based Organization, including
 - a. Number of Years in Existence
 - b. Program location and hours of operation
 - c. Mission or Purpose
 - d. Major client group and where they live
 - e. Program eligibility criteria
 - f. Number of clients
 - g. Legal status (non profit, government sponsored, etc)
 - h. Major funding Sources
 - i. Governing body description and organizational chart
 - j. Description of how the CBO coordinates service with other agencies, if applicable
2. Description of need for the vehicle, including
 - a. Number of vehicles owned now
 - b. Whether or not your program includes the use of fixed route transportation for those clients that can use fixed route
 - c. How clients currently access services
 - d. How having the van will benefit your program clients
3. Description of how the Community Based Organization (CBO) will meet the ADA rider criteria
 - a. Provide information on how the CBO will meet the minimum criteria of 50 trips per month to ADA eligible clients. How many trips per month will the CBO provide with this vehicle, and how many of those trips will be provided to ADA eligible individuals
 - b. If CBO can exceed the 50 trips per month, please describe how many additional trips can be expected per month, and the basis for this assumption (extra points will be given for those who can exceed 50 trips per month)
4. Financial Capacity
 - a. Description of funding sources, and a five year funding history
 - b. Most current agency/program financial audit
 - c. Transportation budget including: one year drivers salary, benefits, insurance premiums, fuel cost.
5. Certifications and Assurances:
 - a. CBO will: repaint vans, provide insurance, provide necessary reports, agrees to terms and conditions, cover all operating cost.

Certification and Assurances for the Community Connection Van Program

1. I _____ have the authority to submit an application on behalf of _____ to the CCCTA for possible receipt of an accessible van under the CCCTA Community Connection Program.
2. If _____ receives a van under this program, the _____ will paint, or cause to be painted, the vehicle in question at their own cost to avoid confusion between the _____ program vans and LINK vans.
3. If _____ receives a van under this program, the required insurances will be provided with copies of the certificates of insurance provided to CCCTA. _____ will indemnify and hold harmless both CCCTA and First Transit both through its insurances and through the Agreement with CCCTA for the receipt of the van.
4. If _____ receives a van under this program, the _____ will provide monthly reports to CCCTA assuring that at least 50 trips per month are provided to ADA eligible individuals who would otherwise use LINK for those trips.
5. If _____ receives a van under this program, the _____ agrees to the terms and conditions of the Agreement with CCCTA.
6. If _____ receives a van under this program, the _____ will cover all costs of operating the vehicle.

To: County Connection Advisory Committee

Date: June 24, 2011

From: Mary Burdick, Sr. Manager of Marketing

Reviewed By:

SUBJECT: Paratransit Coordinating Council

SUMMARY OF ISSUES:

Sarah Vital has represented Central Contra Costa paratransit users on the Paratransit Coordinating Council (PCC). The PCC advises the Contra Costa Transportation Authority on a wide array of issues pertaining to transportation services to seniors and disabled clients. In her service on the PCC, Ms. Vital has provided periodic reports to the Advisory Committee about issues discussed and the impacts and benefits to clientele in the County Connection service area. At this time Ms. Vital would like to be replaced on this committee.

The PCC designates three representative paratransit users from each of the three sub-regions in Contra Costa County to serve on the committee. Ms. Vital's resignation will leave no user representatives from Central Contra Costa.

The PCC meetings are held on the third Monday of every other month, at 2:00 p.m. at the offices of the Contra Costa Transportation Authority, 2999 Oak Road, Suite 110 (Board Room), Walnut Creek, CA. 94597

The Contra Costa Transportation Authority has a process by which representatives are appointed to the committee, which is included with this report.

RECOMMENDATION:

Staff recommends that the Advisory Committee appoint a member to serve as a user representative to the PCC and begin the appointment process.

ATTACHMENTS:

Contra Costa Transportation Authority – PCC New Member Application Process.



2999 Oak Road, Suite 100, Walnut Creek, California 94597 (925) 256-4700 Fax (925) 256-4701

New Member Application Process

This process is specific to prospective PCC members that will represent paratransit users on the PCC.

- The prospective member must reside in western, central or eastern Contra Costa County and ride paratransit service.
- Each of the three sub-regions of the county will have three paratransit user representatives on the PCC. Each sub-region must also be represented by a senior and a disabled paratransit user. In order to meet this requirement, CCTA may request that an applicant fulfill an alternate position or deny the applicant altogether, depending on available openings.
- In order for a prospective new member to better acquaint them self with the Paratransit Coordinating Council, he or she must attend a minimum of one PCC meeting prior to appointment to the Council. This process will help the applicant to become familiar with the members and actions that the PCC considers and will hopefully help the applicant decide if being on the Council is a good fit and something he or she would like to do.
- Prior to attending their first meeting visit, the prospective applicant shall complete and submit the attached application a minimum of two weeks before the scheduled meeting.
- After the meeting visit, the PCC membership subcommittee will meet with the applicant to discuss the Council and what it does with regard to paratransit issues in Contra Costa County as well as answer any questions the prospective member may have.
- At the next regular meeting of the PCC after the subcommittee interview, the applicant will be considered by the full PCC. Once confirmed onto the PCC the new member will be able to vote on any issues before the PCC.
- PCC meetings are held at the Contra Costa Transportation Authority at 2999 Oak Road, Suite 110 (Board Room), Walnut Creek, CA, 94597 (*directly across the street from the Pleasant Hill BART station*).

- PCC meetings are the 3rd Monday every other month at 2:00 pm. A schedule of meeting dates is attached for your convenience. Meetings generally last between 1½ and 2 hours.
- CCTA staff can arrange a paratransit trip to and from the meetings at your request.
- PCC members are eligible for reimbursement of travel expenses (mileage or transit fares), contingent upon successful completion of public agency ethics training as required by AB 1234. The training will be provided by CCTA at no cost to you, and must occur during the first year following appointment and every two years thereafter.
- If you have any questions, please call Peter Engel at (925) 256-4741.

**ADA CERTIFICATION and RECERTIFICATION
FY 2011**

MONTH	FY 2011				FY 2010				FY 2011				FY 2010			
	Certified		Denied		Certified		Denied		Recertified		Denied		Recertified		Denied	
	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior
JUL	65	48	1	0	78	53	0	0	47	37	0	0	54	43	0	0
AUG	62	42	0	1	74	54	1	0	59	34	1	0	42	28	0	0
SEPT	61	46	0	0	60	37	0	0	54	34	0	0	44	31	0	0
OCT	53	38	0	0	64	47	1	1	52	31	0	0	36	28	0	0
NOV	69	39	0	0	49	33	2	0	47	28	0	0	53	32	0	0
DEC	60	34	0	0	52	38	0	0	37	28	0	0	47	31	0	0
JAN	51	36	1	1	44	25	0	0	46	34	0	0	45	31	0	0
FEB	70	49	0	0	49	36	1	0	33	17	1	0	45	28	2	1
MAR	64	51	0	0	52	37	1	1	57	40	0	0	53	38	1	0
APR	68	51	1	0	70	49	1	1	34	27	0	0	55	40	0	0
MAY	61	40	1	0	50	32	0	0	60	34	0	0	32	20	0	0
JUN					77	56	2	1					53	33	0	0
TOTAL	684	474	4	2	719	497	9	4	526	344	2	0	559	383	3	1

3,576 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

**CCCTA LINK
MONTHLY OPERATING SUMMARY
APRIL FY10/11**

SUMMARY	APRIL FY09/10	APRIL FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	12,793	12,904	130,477	126,196
2 TOTAL ATTENDANTS	1,318	1,219	11,596	10,400
3 TOTAL COMPANIONS	55	78	1,759	718
4 TOTAL PASSENGERS	14,166	14,201	143,832	137,314
5 TOTAL SERVICE DAYS	30	30	299	301
6 VEHICLE REVENUE HOURS	7,134	6,401	70,196	67,674
7 VEHICLE SERVICE HOURS	8,626	7,946	84,912	82,696
8 VEHICLE NON REV HOURS	1,493	1,545	14,716	15,023
9 VEHICLE SERVICE MILES	134,992	128,077	1,367,496	1,296,566
10 VEHICLE REVENUE MILES	110,455	106,811	1,128,694	1,069,257
11 VEHICLE NON REV MILES	24,537	21,266	238,802	227,110
12 PASS. PER REVENUE HOUR	1.99	2.22	2.05	2.03
13 CLIENT PER REVENUE HOUR	1.79	2.02	1.86	1.86
14 PASS. PER SERVICE HOUR	1.64	1.79	1.69	1.66
15 PASS. PER SERVICE MILE	0.10	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,143	934	12,320	9,447
18 SAME DAY TRIPS	174	252	1,192	2,091
19 SUBSCRIPTION TRIPS	8,564	8,762	52,188	76,705
20 DEMAND	4,096	4,061	23,748	36,630
21 FAREBOX REVENUE	\$14,415.50	\$14,161.50	\$158,442.63	\$143,898.50
22 PREPAID CLIENTS	\$25,929.50	\$27,359.19	\$230,439.28	\$257,786.19
23 COLLECTED BILLING	\$10,392.00	\$6,672.00	\$96,266.00	\$74,988.60
24 TOTAL REVENUE COLLECTED	\$50,737.00	\$48,192.69	\$485,147.91	\$476,673.29
25 CHARGEABLE ACCIDENTS	1	0	9	2
26 SERVICE COMPLAINTS	1	1	7	1
27 SERVICE COMMENDATIONS	1	0	14	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	5	2	30	27
30 DRIVER TURNOVER	0.0	0.0	8.0	2.08
31 SCHEDULE ADHERENCE	94%	94%	94%	95%
32 WHEELCHAIR BOARDING'S	3,740	3,256	37,076	32,720
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,943	9,304	N/A	N/A
35 UNDUPLICATED CLIENTS	1,097	1,104	N/A	N/A
36 NO-SHOWS	56	46	414	664
37 CANCELS	2,289	1,856	19,558	18,599
38 AVG. TRIP LENGTH (MILES)	9.5	9.0	9.5	9.4
39 AVG. SM BUSES IN SERVICE	5	5	5	5
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	18,856	18,163	191,190	180,279
42 FLEET M.P.G.	7.2	7.1	7.2	7.2
43 DRIVER ROAD CHECK	133	22	605	408
44 RIDER SURVEY'S	8	12	34	101
45 AMB LIFT BOARDINGS	0	0	16,488	26,232

**CCCTA LINK
MONTHLY OPERATING SUMMARY
MAY FY10/11**

SUMMARY	MAY FY09/10	MAY FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	12,326	12,991	142,803	139,187
2 TOTAL ATTENDANTS	1,423	1,043	13,019	11,443
3 TOTAL COMPANIONS	91	90	1,850	808
4 TOTAL PASSENGERS	13,840	14,124	157,672	151,438
5 TOTAL SERVICE DAYS	31	31	330	332
6 VEHICLE REVENUE HOURS	6,730	6,590	76,926	74,264
7 VEHICLE SERVICE HOURS	8,077	8,127	92,989	90,823
8 VEHICLE NON REV HOURS	1,347	1,538	15,916	16,561
9 VEHICLE SERVICE MILES	130,323	138,704	1,497,819	1,435,270
10 VEHICLE REVENUE MILES	107,865	116,720	1,236,559	1,185,977
11 VEHICLE NON REV MILES	22,458	21,984	261,260	249,094
12 PASS. PER REVENUE HOUR	2.06	2.14	2.05	2.04
13 CLIENT PER REVENUE HOUR	1.83	1.97	1.86	1.87
14 PASS. PER SERVICE HOUR	1.71	1.74	1.70	1.67
15 PASS. PER SERVICE MILE	0.11	0.10	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.12	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,066	945	13,386	10,392
18 SAME DAY TRIPS	265	220	1,457	2,311
19 SUBSCRIPTION TRIPS	8,135	8,962	60,323	85,667
20 DEMAND	4,044	3,962	27,792	40,592
21 FAREBOX REVENUE	\$13,939.00	\$14,417.50	\$172,381.63	\$158,316.50
22 PREPAID CLIENTS	\$23,385.00	\$29,246.50	\$253,824.28	\$287,032.50
23 COLLECTED BILLING	\$508.00	\$502.00	\$96,774.00	\$75,491.00
24 TOTAL REVENUE COLLECTED	\$37,832.00	\$44,166.00	\$522,979.91	\$520,840.00
25 CHARGEABLE ACCIDENTS	1	0	10	2
26 SERVICE COMPLAINTS	0	1	7	2
27 SERVICE COMMENDATIONS	0	2	14	2
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	4	32	31
30 DRIVER TURNOVER	2.7	0.0	13.3	2.1
31 SCHEDULE ADHERENCE	94%	94%	96%	95%
32 WHEELCHAIR BOARDING'S	3,794	3,237	40,870	35,957
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,501	8,937	N/A	N/A
35 UNDUPLICATED CLIENTS	1,075	1,087	N/A	N/A
36 NO-SHOWS	50	50	464	714
37 CANCELS	2,025	1,833	21,583	20,432
38 AVG. TRIP LENGTH (MILES)	9.4	9.8	9.5	9.5
39 AVG. SM BUSES IN SERVICE	5	5	5	5
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	17,816	17,133	209,006	197,412
42 FLEET M.P.G.	7.5	6.8	5.9	6.0

Operations Data Summary

RAMP EVENTS BY ROUTE

(sort by YTD Total - descending order)

Route	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	YTD Total
20	262	219	449	500	612	494	438	347	392	282	314		4,309
10	172	238	363	305	366	401	430	341	369	365	283		3,633
28	209	175	221	463	358	349	485	368	265	294	443		3,630
16	219	315	236	292	233	192	210	231	187	252	277		2,644
15	195	187	291	164	223	128	161	78	199	186	126		1,938
14	132	188	170	168	137	111	187	118	136	166	172		1,685
9	160	165	153	206	253	104	92	79	83	66	77		1,438
11	248	128	161	185	127	124	176	58	101	68	35		1,411
4	174	161	117	89	108	108	103	89	105	173	140		1,367
21	180	132	112	74	128	92	113	67	100	70	149		1,217
98X	125	105	75	142	107	71	43	100	115	172	130		1,185
314	92	103	120	104	54	57	53	98	76	134	117		1,008
18	131	49	62	69	49	47	51	129	162	129	118		996
6	121	142	177	152	120	41	18	27	32	42	27		899
17	99	75	101	62	58	51	61	74	116	80	74		851
35	104	120	34	25	55	79	114	94	76	59	52		812
1	102	78	26	61	73	85	57	67	80	72	107		808
36	91	136	122	56	39	5	27	42	8	45	41		612
19	68	26	25	47	46	21	21	51	43	30	63		441
7	58	49	32	11	43	31	82	24	21	37	23		411
600's		24	33	39	35	68	40	7	27	21	32		326
96X	25	16	8	15	20	15	27	23	38	53	42		282
25	52	45	22	11	5		7	22	40	36	41		281
5	13	24	61	8	8	51	26	13	27	22	13		266
320	44	17	28	28	9	15		16	26	34	32		249
311	32	24	20	25	4	6	14	23	27	39	26		240
2	18	24	28	37	30	15	44	12	8	5	13		234
316	37	6	12	8	7	11	5	31	24	29	39		209
95X	14	14	3	5	5	18	31	7	25	24	8		154
93X	11	15	16	8	11	6	17	8	22	6	5		125
321	7	15	3	33	17	11		12	1	6	20		125
97X	3	3	6	13	10	8	3	7	5	16	7		81
315	8	9	2	5			8	13	3	16	14		78
301	5	2	2	2	12		5	12	1	12	4		57
91X	2		5			5		0	2	8	10		32
92X	2	3			2	8	1	1	1	0	3		21
6L		1					1	0	0	1	0		3
Total	3,215	3,032	3,296	3,412	3,364	2,828	3,150	2,689	2,943	3,049	3,077	0	34,055

÷ 2 =	1,608	1,516	1,648	1,706	1,682	1,414	1,575	1,345	1,472	1,525	1,539	0	17,028
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NOTE: * Data comes from Link Operators

** These are seasonal routes

Route Description Summary

Route #	Description
1	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
5	BART Walnut Creek, Riviera Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
6L	BART Orinda, Orinda Wy
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak
35	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, E Branch Pkwy, Windemere Pkwy, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
36	BART Dublin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Fircrest Ln, San Ramon Valley Blvd, Tareyton Ave, Bollinger Canyon Rd, Crow Canyon Rd, Executive Pkwy, San Ramon Transit Center
91X	BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Oak St
92X	Shadelands Office Park, Ygnacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Camino Ramon, ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton
93X	BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Fairview Dr, Delta Fair Blvd, Highway 4, Hillcrest Park & Ride
95X	BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center
96X	BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
97X	BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
98X	BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center

Route Description Summary

Route #	Description
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
314	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancingo Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave, Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
607	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Oak Grove Rd, Walnut Ave
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancingo Pkwy, Old Quarry Rd, DVC
609	BART Walnut Creek, Ygnacio Valley Rd, Marchbanks Dr, Walnut Ave
610	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirkwood Dr, Oakhurst Dr, Center St, Marsh Creek Rd, Mountaire Pkwy, Mountaire Cir
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin

Agenda Item 7.a

TO: O&S Committee

DATE: April 15, 2011

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 2011

1. Monthly Boarding's Data

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

<u>Title</u>	FY 2011		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	281,454		
Average Weekday	11,211	11,766	
Pass/Rev Hour	16.2	15.7	FY11 Goal > 17.0
Missed Trips	0.07%	0.11%	FY11 Goal < 0.25%
Miles between Road Calls	38,118	33,777	FY11 Goal > 18,000

* Based on Standards from updated SRTIP

Analysis

Average weekday ridership in April (11,211 passengers) is lower compared to the March ridership of 12,387 passengers, due to 2 less weekdays during the month of April, but is equal to April 2009 of 11,217 passengers. See the attached table showing weekday boardings trend. Productivity in April was equal to 16.2 passengers per hour as compared to March's 16.1 passengers per hour.

The percentage of missed trips was lower in April to (0.07%) as compared to the prior month of (0.13%) in March. The YTD average is 0.11% missed trips.

The number of miles between roadcalls was equal to 38,118 miles in April which is higher than prior month of 29,173 miles in March. The year to date average is 37,654 miles between roadcalls.

Route Description Summary

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
April 2011 - Fixed Route Boardings	281,454	Revenue Hours -	April 11	17,344	Weekdays - April 11	21	Fiscal 2011 YTD	2,734,078
Pavilion	0		April 10	18,397	April 10	22		
Bus Bridge	0	Revenue Miles -	April 11	189,870	Saturdays - April 11	5	Fiscal 2010 YTD	2,691,839
Special Event	0		April 10	202,560	April 10	4		
					Sundays - April 11	4		
					April 10	4		
April 2011 Total Boardings	281,454	Passengers per Mile		1.48	Total Days - 2011	30	YTD Trend	98.4%
April 2010 Total Boardings	265,121	Passengers per Hour		16.23	2010	30	Monthly Trend	93.8%

April 2011 Fixed Route Passenger Total							April 2011 Weekday Average	April 2011 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total			
1	Rossmoor / Shadelands	8,858			8,858	422	16.4	
2	Rudgear / Walnut Creek	1,397			1,397	67	7.5	
4	Walnut Creek Downtown Shuttle	19,321	2,998	1,366	23,685	920	26.2	
5	Creekside / Walnut Creek	1,606			1,606	76	8.3	
6	Lafayette / Moraga / Orinda	7,827	725	350	8,901	373	12.6	
6L	Orinda / Orinda Village	40			40	2	2.1	
7	Shadelands / Pleasant Hill / Walnut Creek	4,626			4,626	220	6.8	
9	DVC / Walnut Creek	12,413			12,413	591	14.3	
10	Concord / Clayton Rd	21,956			21,956	1,046	27.0	
11	Treat Blvd / Oak Grove	6,899			6,899	329	18.5	
14	Monument Blvd	13,533			13,533	644	16.3	
15	Treat Boulevard	11,693			11,693	557	19.5	
16	Alhambra Ave / Monument Blvd	15,507			15,507	738	14.2	
17	Olivera/Solano / Salvio / North Concord	5,782			5,782	275	14.5	
18	Amtrak / Merello / Pleasant Hill	9,445			9,445	450	14.4	
19	Amtrak / Pacheco Blvd / Concord	3,177			3,177	151	10.9	
20	DVC / Concord	23,841			23,841	1,135	25.2	
21	Walnut Creek / San Ramon Transit Center	13,204			13,204	629	13.9	
25	Lafayette / Walnut Creek	1,023			1,023	49	4.2	
28	North Concord / Martinez	6,017			6,017	287	9.5	
35	Dougherty Valley	8,056			8,056	384	11.8	
36	San Ramon / Dublin	5,507			5,507	262	9.8	
91X	Concord Commuter Express	909			909	43	12.1	
92X	Ace Shuttle Express	3,864			3,864	184	22.2	
93X	Kirker Pass Express	4,690			4,690	223	18.0	
95X	San Ramon / Danville Express	3,821			3,821	182	18.0	
96X	Bishop Ranch Express	10,403			10,403	495	16.0	
97X	Bishop Ranch Express	2,146			2,146	102	10.5	
98X	Martinez Express	7,394			7,394	352	13.3	
250 *	Gael Rail Service	74	69	30	173	8	1.8	
301	Rossmoor / John Muir Medical Center		483	230	713	0	9.5	
311	Concord / Oak Grove / Treat Blvd / WC		1,089	523	1,612	0	11.8	
314	Clayton Rd / Monument Blvd / PH		5,708	3,053	8,760	0	24.1	
315	Concord / Willow Pass / Landana		466	269	736	0	12.2	
316	Alhambra / Merello / Pleasant Hill		1,662	790	2,452	0	15.5	
320	DVC / Concord		1,121	567	1,688	0	14.7	
321	San Ramon / Walnut Creek		1,390	706	2,096	0	13.3	
600's	Select Service	22,831			22,831	1,087	25.8	
TOTALS		257,859	15,712	7,883	281,454	12,279	16.2	

* Data from Link

** Seasonal Route

Route Description Summary

APRIL 2011 PRODUCTIVITY

(sorted by 'Pass / Rev Hr' - decending)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
10	Concord / Clayton Rd	21,956	1,046	27
4	Walnut Creek Downtown Shuttle	23,685	920	26
600's	Select Service	22,831	1,087	26
20	DVC / Concord	23,841	1,135	25
314	Clayton Rd / Monument Blvd / Pleasant Hill	8,760		24
92X	Ace Shuttle Express	3,864	184	22
15	Treat Boulevard	11,693	557	20
11	Treat Blvd / Oak Grove	6,899	329	18
93X	Kirker Pass Express	4,690	223	18
95X	San Ramon / Danville Express	3,821	182	18
1	Rossmoor / Shadelands	8,858	422	16
14	Monument Blvd	13,533	644	16
96X	Bishop Ranch Express	10,403	495	16
316	Alhambra / Merello / Pleasant Hill	2,452		15
320	DVC / Concord	1,688		15
17	Olivera/Solano / Salvio / North Concord	5,782	275	14
18	Amtrak / Merello / Pleasant Hill	9,445	450	14
9	DVC / Walnut Creek	12,413	591	14
16	Alhambra Ave / Monument Blvd	15,507	738	14
21	Walnut Creek / San Ramon Transit Center	13,204	629	14
98X	Martinez Express	7,394	352	13
321	San Ramon / Walnut Creek	2,096		13
6	Lafayette / Moraga / Orinda	8,901	373	13
315	Concord / Willow Pass / Landana	736		12
91X	Concord Commuter Express	909	43	12
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,612		12
35	Dougherty Valley	8,056	384	12
19	Amtrak / Pacheco Blvd / Concord	3,177	151	11
97X	Bishop Ranch Express	2,146	102	11
36	San Ramon / Dublin	5,507	262	10
301	Rossmoor / John Muir Medical Center	713		9
28	North Concord / Martinez	6,017	287	9
5	Creekside / Walnut Creek	1,606	76	8
2	Rudgear / Walnut Creek	1,397	67	8
7	Shadelands / Pleasant Hill / Walnut Creek	4,626	220	7
25	Lafayette / Walnut Creek	1,023	49	4
6L	Orinda / Orinda Village	40	2	2
250 *	Gael Rail Service	173	8	2
4H **	Walnut Creek Extended Holiday Service	0	0	0

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

TO: O&S Committee

DATE: June 9, 2011

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for May 2011

1. Monthly Boarding's Data

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

<u>Title</u>	FY 2011		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	298,529		
Average Weekday	13,095	11,886	
Pass/Rev Hour	17.1	15.8	FY11 Goal > 17.0
Missed Trips	0.14%	0.12%	FY11 Goal < 0.25%
Miles between Road Calls	18,064	31,243	FY11 Goal > 18,000

* Based on Standards from updated S RTP

Analysis

Average weekday ridership in May (13,095 passengers) is higher compared to the April ridership of 11,211 passengers, and higher than May 2009 of 11,673 passengers. See the attached table showing weekday boardings trend. Productivity in May was equal to 17.1 passengers per hour as compared to April's 16.2 passengers per hour.

The percentage of missed trips was higher in May to (0.14%) as compared to the prior month of (0.07%) in April. The YTD average is 0.12% missed trips.

The number of miles between roadcalls was equal to 18,064 miles in May which is lower than prior month of 38,118 miles in April. The year to date average is 31,243 miles between roadcalls.

Route Description Summary

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings		
May 2011 - Fixed Route Boardings	298,529	Revenue Hours -	May 11	17,485	Weekdays -	May 11	21	Fiscal 2011 YTD	3,032,607
Pavilion	0		May 10	17,969		May 10	20		
Bus Bridge	0	Revenue Miles -	May 11	186,497	Saturdays -	May 11	4	Fiscal 2010 YTD	2,977,705
Special Event	0		May 10	197,369		May 10	5		
					Sundays -	May 11	5		
						May 10	5		
May 2011 Total Boardings	298,529	Passengers per Mile		1.60	Total Days - 2011	30		YTD Trend	98.2%
May 2010 Total Boardings	285,866	Passengers per Hour		17.07	2010	30		Monthly Trend	95.6%

May 2011 Fixed Route Passenger Total						May 2011 Weekday Average	May 2011 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	8,388			8,388	399	15.5
2	Rudgear / Walnut Creek	1,421			1,421	68	7.7
4	Walnut Creek Downtown Shuttle	19,082	2,161	2,111	23,354	909	25.8
5	Creekside / Walnut Creek	1,603			1,603	76	8.2
6	Lafayette / Moraga / Orinda	8,514	545	480	9,538	405	13.4
6L	Orinda / Orinda Village	19			19	1	0.9
7	Shadelands / Pleasant Hill / Walnut Creek	4,746			4,746	226	7.0
9	DVC / Walnut Creek	14,253			14,253	679	16.1
10	Concord / Clayton Rd	23,362			23,362	1,112	27.5
11	Treat Blvd / Oak Grove	7,240			7,240	345	19.4
14	Monument Blvd	14,987			14,987	714	17.8
15	Treat Boulevard	12,369			12,369	589	20.7
16	Alhambra Ave / Monument Blvd	18,161			18,161	865	15.0
17	Olivera/Solano / Salvio / North Concord	5,988			5,988	285	15.0
18	Amtrak / Merello / Pleasant Hill	9,944			9,944	474	15.0
19	Amtrak / Pacheco Blvd / Concord	3,383			3,383	161	11.6
20	DVC / Concord	26,660			26,660	1,270	28.6
21	Walnut Creek / San Ramon Transit Center	14,597			14,597	695	15.2
25	Lafayette / Walnut Creek	1,099			1,099	52	4.6
28	North Concord / Martinez	6,802			6,802	324	10.6
35	Dougherty Valley	8,431			8,431	401	12.4
36	San Ramon / Dublin	5,531			5,531	263	9.8
91X	Concord Commuter Express	904			904	43	12.1
92X	Ace Shuttle Express	3,907			3,907	186	22.4
93X	Kirker Pass Express	4,562			4,562	217	17.5
95X	San Ramon / Danville Express	3,878			3,878	185	18.4
96X	Bishop Ranch Express	10,402			10,402	495	16.0
97X	Bishop Ranch Express	2,387			2,387	114	11.8
98X	Martinez Express	7,558			7,558	360	13.6
250 *	Gael Rail Service	51	51	34	136	9	1.9
301	Rossmoor / John Muir Medical Center		316	315	631	0	8.0
311	Concord / Oak Grove / Treat Blvd / WC		944	844	1,788	0	13.0
314	Clayton Rd / Monument Blvd / PH		4,581	4,035	8,617	0	23.3
315	Concord / Willow Pass / Landana		316	277	592	0	9.7
316	Alhambra / Merello / Pleasant Hill		1,397	1,324	2,721	0	17.2
320	DVC / Concord		949	740	1,688	0	15.1
321	San Ramon / Walnut Creek		1,090	1,025	2,115	0	13.3
600's	Select Service	24,770			24,770	1,180	29.2
TOTALS		274,996	12,348	11,185	298,529	13,095	17.1

* Data from Link

** Seasonal Route

Route Description Summary

MAY 2011 PRODUCTIVITY

(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	24,770	1,180	29
20	DVC / Concord	26,660	1,270	29
10	Concord / Clayton Rd	23,362	1,112	27
4	Walnut Creek Downtown Shuttle	23,354	909	26
314	Clayton Rd / Monument Blvd / Pleasant Hill	8,617		23
92X	Ace Shuttle Express	3,907	186	22
15	Treat Boulevard	12,369	589	21
11	Treat Blvd / Oak Grove	7,240	345	19
95X	San Ramon / Danville Express	3,878	185	18
14	Monument Blvd	14,987	714	18
93X	Kirker Pass Express	4,562	217	18
316	Alhambra / Merello / Pleasant Hill	2,721		17
9	DVC / Walnut Creek	14,253	679	16
96X	Bishop Ranch Express	10,402	495	16
1	Rossmoor / Shadelands	8,388	399	16
21	Walnut Creek / San Ramon Transit Center	14,597	695	15
320	DVC / Concord	1,688		15
18	Amtrak / Merello / Pleasant Hill	9,944	474	15
17	Olivera/Solano / Salvio / North Concord	5,988	285	15
16	Alhambra Ave / Monument Blvd	18,161	865	15
98X	Martinez Express	7,558	360	14
6	Lafayette / Moraga / Orinda	9,538	405	13
321	San Ramon / Walnut Creek	2,115		13
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,788		13
35	Dougherty Valley	8,431	401	12
91X	Concord Commuter Express	904	43	12
97X	Bishop Ranch Express	2,387	114	12
19	Amtrak / Pacheco Blvd / Concord	3,383	161	12
28	North Concord / Martinez	6,802	324	11
36	San Ramon / Dublin	5,531	263	10
315	Concord / Willow Pass / Landana	592		10
5	Creekside / Walnut Creek	1,603	76	8
301	Rossmoor / John Muir Medical Center	631		8
2	Rudgear / Walnut Creek	1,421	68	8
7	Shadelands / Pleasant Hill / Walnut Creek	4,746	226	7
25	Lafayette / Walnut Creek	1,099	52	5
250 *	Gael Rail Service	136	9	2
6L	Orinda / Orinda Village	19	1	1

NOTE: * Data comes from Link Operators

** These are seasonal routes

The County Connection

Inter Office Memo

To: Marketing, Planning & Legislative Committee
Board of Directors
County Connection Advisory Committee

Date: June 29, 2011

From: Mary Burdick, Sr. Manager of Marketing

Reviewed By:

SUBJECT: June 2011 Website Use

SUMMARY OF ISSUES: The attached report presents CCCTA website user information for the month of June.

FINANCIAL IMPLICATIONS: None

RECOMMENDATION: For information and review

ATTACHMENTS: Use overview and content over report.

	6/11	5/11	4/11	3/11	2/11	1/11	12/10	11/10	10/10
Visitors	30,898	30,417	27,952	29,519	23,344	29,181	25,499	24,448	26,931
New Visits	42.29%	39.65%	41.04%	40.33%	40.59%	41.26%	41.75%	43.91%	45.72%
Unique Visitors	17,147	16,167	15,033	15,790	13,093	15,275	13,576	13,758	14,950
Pages Per Visit	3.23	3.05	3.15	3.15	3.32	3.56	3.57	3.59	3.77
Avg. Time On Site	3:21	2:58	3:28	3:17	3:17	3:27	3:17	3:59	3:31
Bounce Rate*	34.82%	36.73%	34.42	34.51	32.27	29.76	28.22	29.75	27.33
Mobile Devices	7,713	7,656	6,802	7,112	6,109	6,075	5,094	4,598	4,601

TERMS

Visitors - Total number of visitors to the site during time period

New Visits – Percentage of people who had never visited the site before during the time period.

Unique Visitors – Total number of unduplicated visitors during time period.

Bounce Rate - The number of single page visits, or visits where the person left the site from the "entrance" page.

Mobile Devices – Total number of visitors accessing the website using a mobile device.