

# The County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

www.cccta.org

## MEETING NOTICE & AGENDA

### Operations & Scheduling Committee

District 2 Supervisor Gayle B. Uilkema's Lamorinda Office

3338 Mt. Diablo Boulevard, Lafayette

**Friday, June 8, 2012, 9:00 a.m.**

*The Committee may hear, discuss, deliberate, and/or take action on any item on the agenda*

1. Approval of Agenda
2. Public Comment and/or Communication
3. Approval of Summary Minutes of April 6, 2012\*
4. Administration – Future Meeting Location
5. Planning and Scheduling
  - a. Ridership Trends\*
  - b. Operations Analysis\*
6. Paratransit and Accessible Services
  - a. LINK Paratransit Contract Extension\*
7. Staff Reports – Information Only
  - a. Fixed Route Monthly Report – April 2012\*
  - b. LINK Monthly Report – April 2012\*
8. Verbal Reports
  - a. Clever Devices Update
  - b. BART Late Night Service Update
9. Committee Comments – Discussion Only
10. Future Agenda Items – Discussion Only
11. Next Scheduled Meeting
12. Adjournment

\*Enclosure

FY 2011/2012  
O&S Committee  
Erling Horn, Lafayette  
Dave Hudson, San Ramon  
Bob Simmons, Walnut Creek  
Karen Mitchoff, Contra Costa County

#### General Information

**Public Comment:** Each person wishing to address the above named committee is requested to complete a Speaker Card for submittal to the Committee Chair before the applicable agenda item is discussed. **Accessible Public Meetings:** Upon request, CCCTA will provide written agenda materials in appropriate alternative formats, or disability-related accommodations. Please send a written request and description of the requested materials so that it is received by CCCTA at least 48 hours before the meeting convenes. **Requests should be sent to:** Janet Madrigal, Clerk to the Board – CCCTA – Administrative Department, 2477 Arnold Industrial Way, Concord, CA 94520 or madrigal@cccta.org. **Shuttle Service:** With a 24-hour notice, a CCCTA LINK shuttle will be provided from the closest BART station to the meeting location. To arrange for the shuttle, please call Robert Greenwood 925/680-2072.

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

**Summary Minutes**  
**Operations & Scheduling Committee**  
3338 Mt. Diablo Boulevard, Lafayette, CA  
**Meeting of Friday, April 6, 2012, @ 9:00 a.m.**

**Director in Attendance:** Directors Earling Horn, Bob Simmons, and Dave Hudson

**Staff:** Anne Muzzini, Bill Churchill, Scott Mitchell, and Laramie Bowron

**Public and Advisory Committee:** Marci McGuire

**Call to Order:** Meeting called to order at 9:10 a.m. by Director Horn

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None
  - a. **Public Comment and/or Communication:** None
3. **Approval of O&S Summary Minutes for March 2, 2012:** Minutes were approved.
4. **Maintenance:**
  - a. Fuel Bid Contract – The Committee supported staff’s recommendation to award the Ultra-Low Sulfur Diesel Fuel Contract to Boyette Petroleum as they were determined to be the lowest responsible, responsive bidder for furnishing and delivering ultra-low sulfur diesel fuel to the Authority.
5. **Planning and Scheduling**
  - a. Boulder Colorado Free Transit – Staff presented the results of a Board recommended analysis of Boulder Colorado’s free transit service. The Committee agreed with the conclusions and recommended it go to the Full Board as the interested Board member was not in attendance.
6. **Paratransit and Accessible Services - None**
7. **Staff Reports**
  - a. Fixed Route Monthly Report – March 2012 - approved
  - b. LINK Monthly Report – March 2012 - approved
8. **Verbal Reports**
  - a. Hybrid Bus Status – Scott Mitchell reported on the status of CCCTA’s hybrid bus fleet as well as the fuel economy, price, and prospects for future purchases.
  - b. ACE Service Update – Anne Muzzini gave an update on CCCTA’s coordination with ACE trains and ACE’s prior request to add service. This never materialized but Anne mentioned continuing to plan service that coordinates arrival times.
  - c. LAVTA Paratransit PowerPoint – Anne Muzzini and Bill Churchill gave a verbal update regarding the LAVTA’s new paratransit contract and shared a powerpoint that LAVTA staff has been presenting. The Committee agreed with staff’s consensus that LAVTA’s model is still too new and there are many uncertainties as to whether CCCTA would be able to replicate their model.
9. **Committee Comments** – None
10. **Future Agenda Items** – Director Horn wanted staff to look at finding a new meeting location for those after the June 2012 meeting.
11. **Next Scheduled Meeting** – May 4, 2012 @ 9:00 a.m. at 3338 Mt. Diablo Boulevard in Lafayette.
12. **Adjournment** – meeting was adjourned at 9:50 a.m.

**To:** Operations and Scheduling Committee

**Date:** 5/31/2012

**From:** Anne Muzzini, Director of Planning & Marketing

**Reviewed by:**

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**SUBJECT: Ridership Trends**

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**Summary:** Total ridership on the fixed route system increased 2% last year compared to the year before. This year (FY11-12) ridership is down but the cause is a change in the way passengers are counted.

Total Passengers			
	FY 09-10	FY 10-11	Change
1st Q	758,491	794,771	4.8%
2nd Q	850,445	818,817	-3.7%
3rd Q	816,345	839,036	2.8%
4th Q	808,666	851,897	5.3%
	3,233,947	3,304,522	2.2%
	FY 10-11	FY 11-12	Change
1st Q	794,771	793,856	-0.1%
2nd Q	818,817	786,620	-3.9%
3rd Q	839,036	810,561	-3.4%

**Explanation:**

Since 2009 passenger counts have been done automatically using automatic passenger counters (APC's) and Ridecheck software. Ridecheck is the program that takes APC data and makes it useful for reporting and planning. At the beginning of this fiscal year the adjustment factor used by the Ridecheck software was changed from .939 to .8726 and that is why this year's passenger counts are lower than last year.

The adjustment factor is intended to calibrate ridership collected by the automatic passenger counters (APC's) to reflect activities that trigger a passenger count when there should be none. One example is when drivers get on and off the bus and another is when passengers bring strollers or grocery carts.

Prior to using Ridecheck exclusively for passenger reporting CCCTA used driver input and manually entered data from trip cards. In addition, staff rode the buses and captured passenger information necessary to compute passenger miles. The switch from manual to automated reporting had to be approved by the FTA and this required a statistician to certify that the Ridecheck method for calculating passengers was accurate and routinely calibrated. To meet the standards established for calibration, staff now rides the bus on randomly selected trips to determine how manual passenger counts compare to automatic passenger counts. This is the basis for changing the adjustment factor.

This year was the first time we changed the adjustment factor from the original setting of .939 to .8726 and as a result comparing this year to last is like comparing apples to oranges. If we compare this year with last year using the same .8726 factor we see that ridership is up from last year.

<b>Average Weekday Passengers</b>									
	July	August	September	October	November	December	January	February	March
FY 10-11	10,231	10,340	11,965	11,941	11,005	10,172	11,142	11,485	11,696
FY 11-12	10,625	10,825	12,615	12,246	11,394	10,549	11,334	11,817	11,867
	4%	5%	5%	3%	4%	4%	2%	3%	1%

## TDA Cost per Passenger

Route	Ridership (FY10-11 Passengers)	Cost (\$49.56/Total Hr + \$2.01/Total Mi)	Fares (\$1.35/Pass)	Special Revenue	TDA & General Funds	TDA Cost/ Pass
649	275	\$22,180	\$371	\$21,809	\$21,809	\$0.00
98X	90,058	\$692,508	\$121,579	\$565,906	\$5,023	\$0.06
316	26,205	\$144,098	\$35,377	\$107,045	\$1,676	\$0.06
4 (Weekend)	51,158	\$121,578	\$69,064	\$35,756	\$16,758	\$0.33
91X	10,651	\$81,248	\$14,379	\$61,481	\$5,388	\$0.51
16	185,458	\$993,431	\$250,368	\$626,137	\$116,925	\$0.63
96X	116,572	\$930,138	\$157,372	\$676,233	\$96,533	\$0.83
97X	22,755	\$396,590	\$30,720	\$345,752	\$20,118	\$0.88
92X	44,302	\$378,076	\$59,808	\$277,120	\$41,148	\$0.93
14	171,622	\$665,552	\$231,690	\$271,454	\$162,408	\$0.95
4	237,638	\$747,046	\$320,811	\$175,014	\$251,221	\$1.06
20	295,674	\$775,283	\$399,159		\$376,124	\$1.27
611	9,029	\$23,849	\$12,189		\$11,659	\$1.29
614	10,131	\$28,276	\$13,677		\$14,599	\$1.44
18	112,487	\$589,696	\$151,857	\$271,454	\$166,385	\$1.48
9	156,059	\$775,194	\$210,680	\$330,218	\$234,296	\$1.50
10	256,078	\$755,100	\$345,705		\$409,395	\$1.60
627	10,033	\$30,166	\$13,544		\$16,622	\$1.66
605	15,894	\$49,342	\$21,457		\$27,885	\$1.75
615	4,803	\$15,855	\$6,485		\$9,370	\$1.95
314	92,377	\$310,602	\$124,709		\$185,893	\$2.01
613	4,019	\$13,694	\$5,426		\$8,268	\$2.06
619	4,526	\$15,446	\$6,110		\$9,336	\$2.06
623	7,428	\$26,503	\$10,028		\$16,475	\$2.22
1	99,471	\$361,339	\$134,286		\$227,053	\$2.28
602	23,950	\$90,644	\$32,333		\$58,311	\$2.43
601	22,677	\$86,312	\$30,614		\$55,698	\$2.46
11	79,098	\$336,471	\$106,783		\$229,689	\$2.90
95X	39,463	\$362,755	\$53,275	\$193,297	\$116,184	\$2.94
15	134,195	\$583,037	\$181,163		\$401,874	\$2.99
612	5,879	\$27,278	\$7,937		\$19,341	\$3.29
17	73,293	\$344,285	\$98,945		\$245,340	\$3.35
606	56,360	\$266,792	\$76,086		\$190,707	\$3.38
320	16,977	\$84,437	\$22,919		\$61,518	\$3.62
35	93,867	\$879,818	\$126,720	\$400,163	\$352,934	\$3.76
636	14,365	\$81,092	\$19,392		\$61,700	\$4.30
625	7,800	\$44,168	\$10,530		\$33,637	\$4.31
21	161,495	\$1,006,693	\$218,018		\$788,676	\$4.88

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93X	49,440	\$524,539	\$66,743	\$212,552	\$245,243	\$4.96
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608	3,745	\$23,940	\$5,056		\$18,884	\$5.04
622	3,880	\$26,154	\$5,238		\$20,917	\$5.39
6	98,142	\$684,919	\$132,492		\$552,427	\$5.63
321	22,778	\$159,660	\$30,750		\$128,910	\$5.66
19	36,685	\$260,151	\$49,525		\$210,627	\$5.74
603	6,348	\$46,844	\$8,570		\$38,274	\$6.03
315	6,640	\$50,951	\$8,965		\$41,987	\$6.32
28	77,995	\$601,147	\$105,294		\$495,853	\$6.36
301	7,812	\$62,259	\$10,546		\$51,713	\$6.62
6 (Weekend)	10,081	\$82,718	\$13,609		\$69,108	\$6.86
626	5,844	\$56,371	\$7,889		\$48,482	\$8.30
36	65,225	\$636,884	\$88,054		\$548,830	\$8.41
5	19,043	\$196,881	\$25,708		\$171,174	\$8.99
635	2,352	\$25,771	\$3,175		\$22,596	\$9.61
616	2,143	\$23,982	\$2,893		\$21,089	\$9.84
7	57,054	\$654,365	\$77,022		\$577,342	\$10.12
609	3,920	\$46,381	\$5,292		\$41,090	\$10.48
610	2,603	\$34,015	\$3,514		\$30,501	\$11.72
607	2,492	\$39,534	\$3,364		\$36,170	\$14.51
25	12,187	\$221,512	\$16,453		\$205,060	\$16.83
2	16,054	\$328,898	\$21,673		\$307,224	\$19.14
6L	742	\$29,401	\$1,001		\$28,399	\$38.28
<b>TOTAL</b>	<b>3,296,192</b>	<b>\$18,072,988</b>	<b>\$4,449,859</b>	<b>\$4,549,582</b>	<b>\$9,073,546</b>	<b>\$2.75</b>



**To:** Operations and Scheduling Committee

**Date:** 5/31/2012

**From:** Anne Muzzini, Director of Planning & Marketing

**Reviewed by:**

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**SUBJECT: Operations Analysis**

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**Summary:** Chapters of the Short Range Transit Plan are being reviewed by the MP&L committee. Information in the most recently completed Operations Analysis chapter is relevant to the work of the O&S Committee and pertinent sections have been selected for discussion.

**Action Required:** Information and Discussion Only

### **Bishop Ranch Service:**

The Express Routes serving Bishop Ranch (routes #96, #97, #92, and #95) have experienced significant growth in ridership over the past two years, due to the influx of service workers from businesses that moved there, including a new Bank of the West corporate office. Bishop Ranch (Sunset Develop Corporation and Chevron) purchases bus passes from CCCTA and distributes them to employees located at the Ranch as a benefit so these commuters ride free. CCCTA expects the number of Bishop Ranch riders to grow when PG&E moves there in the near future.

	FY08-09	FY09-10	FY10-11	FY 2011-12 (Projected)
Bishop Ranch Pass Passengers	105,720	114,998	171,777	190,452

### **TDA Cost per Passenger**

The TDA cost per passenger is a valuable measure of performance as it takes into consideration the subsidy for each passenger carried and it is one of the primary tools used for service adjustments. CCCTA determines the TDA Cost per Passenger by reducing the marginal operating cost for the route by the fares and special revenues for it. Routes that have dedicated private and public fund sources, such as the revenues from Bishop Ranch and the City Walnut Creek, have lower TDA and general fund subsidy. Other special revenues include the bridge toll funds (RM2) for Route #98 and Measure J funds identified for Express routes in each subregion, San Joaquin Regional Rail (ACE) support of Route #92, and Contra Costa County developer fees for Route #35.

Routes that are heavily funded with TDA and other general fund revenues (STA, Measure J Bus, and 5307 Preventative Maintenance) and have low productivity have the highest TDA cost per passenger. For the comparisons shown actual FY 2010-11 ridership was used and the marginal cost was developed based on FY11-12 budgeted operator wages and fringes, supervisor labor and fringe, maintenance labor, parts fuel and insurance.



## TDA Cost per Passenger

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<b>TOTAL</b>	<b>3,296,192</b>	<b>\$18,072,988</b>	<b>\$4,449,859</b>	<b>\$4,549,582</b>	<b>\$9,073,546</b>	<b>\$2.75</b>

## FY10-11 Route Ridership and Productivity

		Ridership					Productivity
Route		Weekday	Saturday	Sunday	Total	Weekday Average	Pass/Rev Hr
600's	Select Service	230,496			230,496	904	30.1
4	Walnut Creek Downtown Shuttle	236,531	29,150	21,653	287,333	928	26.1
20	DVC / Concord	295,674			295,674	1,160	25.6
10	Concord / Clayton Rd	256,078			256,078	1,004	25.6
314	Clayton Rd / Monument Blvd / PH		53,659	38,717	92,377		22.2
92X	Ace Shuttle Express	44,302			44,302	174	20.8
15	Treat Boulevard	134,195			134,195	526	18.3
11	Treat Blvd / Oak Grove	79,098			79,098	310	17.3
14	Monument Blvd	171,622			171,622	673	16.9
93X	Kirker Pass Express	49,440			49,440	194	15.6
95X	San Ramon / Danville Express	39,463			39,463	155	15.3
17	Olivera/Solano / Salvio / North Concord	73,293			73,293	287	15.1
1	Rossmoor / Shadelands	99,471			99,471	390	15.1
96X	Bishop Ranch Express	116,572			116,572	457	14.7
316	Alhambra / Merello / Pleasant Hill		15,574	10,632	26,205		14.7
9	DVC / Walnut Creek	156,059			156,059	612	14.6
18	Amtrak / Merello / Pleasant Hill	112,487			112,487	441	14.4
21	Walnut Creek / San Ramon Transit Center	161,495			161,495	633	13.9
16	Alhambra Ave / Monument Blvd	185,458			185,458	727	13.5
320	DVC / Concord		10,393	6,585	16,977		13.4
6	Lafayette / Moraga / Orinda	98,142	6,157	3,924	108,223	385	12.9
321	San Ramon / Walnut Creek		13,617	9,161	22,778		12.7
311	Concord / Oak Grove / Treat Blvd / WC		10,727	8,138	18,865		12.2
98X	Martinez Express	90,058			90,058	353	12.0
91X	Concord Commuter Express	10,651			10,651	42	11.4
35	Dougherty Valley	93,867			93,867	368	11.3
19	Amtrak / Pacheco Blvd / Concord	36,685			36,685	144	10.4
28	North Concord / Martinez	77,995			77,995	306	10.1
36	San Ramon / Dublin	65,225			65,225	256	9.5
315	Concord / Willow Pass / Landana		3,899	2,742	6,640		9.5
97X	Bishop Ranch Express	22,755			22,755	89	9.1
301	Rossmoor / John Muir Medical Center		4,456	3,356	7,812		8.9
5	Creekside / Walnut Creek	19,043			19,043	75	8.0
2	Rudgear / Walnut Creek	16,054			16,054	63	7.1
7	Shadelands / Pleasant Hill / Walnut Creek	57,054			57,054	224	6.9
4H **	Walnut Creek Extended Holiday Service	1,107	356		1,463	4	6.4
25	Lafayette / Walnut Creek	12,187			12,187	48	4.1
6L	Orinda / Orinda Village	742			742	3	3.1
250 *	Gael Rail Service	571	810	518	1,899	2	1.9
<b>Totals</b>		<b>3,043,868</b>	<b>148,797</b>	<b>105,425</b>	<b>3,298,091</b>	<b>11,937</b>	<b>15.8</b>

## Planning Projects – Short Term Focus

In addition to moving forward on the specific plans mentioned described above, the planning and scheduling staff will be working in the short term to:

- review community development plans
- evaluate bus stop improvements
- address specific route ontime performance
- plan for demand increases at Bishop Ranch
- evaluate service to the Pacheco park and ride
- evaluate impact of fare increase and/or fare media changes

### Fare Changes

The Board has previously adopted a plan that increased fares every three years with the next increase due in FY12-13. The implementation of Clipper also suggests revisions to our fare media options. Within the next year CCCTA will evaluate the impact of various fare increase options. Fare media changes, such as the elimination of paper tickets, will be timed to coincide with Clipper installation. Regional fare coordination will be supported and ECCTA, WCCTA, and LAVTA will meet to determine how best to achieve this goal. The on-board survey will provide valuable input relating to the demographics of riders who use each type of fare media.

### On-Time performance

CCCTA recently changed the methodology with which it measures on-time performance so that 100% of all trips at key stops are included. As new data comes in, CCCTA will gauge route level performance and make scheduling adjustments as needed. Based on initial data, the table below shows the routes that have the lowest on-time performance and may warrant service and or schedule adjustments.

Route	On Time		Late *	% On Time
Route 98	1693		934	64%
Route 93	1003		553	64%
Route 2	1245		560	69%
Route 96	2488		777	76%
Route 97	1189		327	78%
Route 91	372		99	79%

### PG&E to Bishop Ranch

In October 2012, PG&E is expected to consolidate various Bay Area offices and move nearly 800 workers to the Bishop Ranch Business Park. PG&E signed a 10-year lease for about 250,000 square feet which is likely to catalyze major service changes the Bishop Ranch. Many 96X trips are full in the peak direction so added ridership will

result in very crowded buses. This combined with already poor ontime performance due to the traffic variations on 680 is like to force a schedule change and or service addition.

### Pacheco Transit Hub

Last year CCCTA handed project management responsibilities for the Pacheco Transit hub to the Contra Costa Transportation Authority (CCTA). This facility will be a combination transit hub and park and ride facility on a Caltrans owned parcel on Blum Road in Pacheco at the I-680/SR 4 interchange. This facility will include 6 bus bays, 100+ P&R spaces, landscaping, lighting, and passenger amenities. Construction is expected to be completed within the next 24 months at which point CCCTA will have to identify the most effective service to provide this transit station. Currently the Routes 18, 19, and 28 have stops close to the proposed site but none offer the express service that will be expected out of this facility.

### **Planning Project - Long-Term**

CCCTA has identified the following developments that will likely have an impact on service in the after the next two years.

### Priority Development Areas

The One Bay Area Plan identifies priority development areas (PDA's) and employment centers, housing, and transportation will be focused here. Planning efforts will be undertaken to further define transit oriented development in in Central County. CCCTA will be faced with demand for more transit to serve the PDA's and private and local shuttles will be desired to enhance transportation options.

### Norris Canyon Ramps and San Ramon Service

The CCTA is pursuing funding to construct carpool lanes and high-occupancy vehicle (HOV) on and off ramps at the Norris Canyon Rd. intersection with I-680. This project, when completed, will dramatically change how CCCTA serves the area which includes the Bishop Ranch Business Park. Currently all service to Bishop Ranch and the San Ramon Transit Center uses the Bollinger Canyon Rd. exit, a mile south of Norris Canyon Rd. County Connection supports the project as buses currently do not have enough time to reach the I-680 HOV lanes, forcing them to remain in regular commute traffic. New on and off ramps at Norris would allow CCCTA's buses to utilize the HOV lanes without a difficult merge. A service plan for the area will need to be developed as routes that currently serve Chevron and the transit center will be affected by a new routing that utilizes Norris. The pace of development at the City of San Ramon's City Center and the North Camino Ramon Specific Plan area also will affect route plans and transit center development nearby. Planning staff will be working to stay involved to craft a service plan that reflects freeway changes and new development in San Ramon.

### Walnut Creek BART Village

The Walnut Creek BART station continues to be a regional hub for Central Contra Costa County. BART is working with the City of Walnut Creek and private developers to construct a mixed-use transit village consisting of apartments, commercial space, new bus access and parking. The project will change bus bay locations and alignment and could significantly impact demand. Service adjustments will be analyzed as necessary. The project will be phased in over time, with the bus access and parking part of the first phase. CCCTA will work with the City and BART to accommodate construction and evaluate any design changes.

CCCTA has pursued funding to create an Electric Trolley service to replace the diesel trolley service that exists now and runs between WC BART and downtown. If funding is approved, the next steps will be to purchase new vehicles and establish a charging station at the BART station.

### Walnut Creek Broadway Plaza

The City of Walnut Creek has released its Draft Environmental Impact Report (EIR) for the Broadway Plaza Long-Range Master Plan. This project proposes to increase the commercial square feet by up to 300,000 as well as demolish and reconstruct 200,000 square feet of commercial space. More importantly for CCCTA, the project purposes to close Broadway Plaza to vehicular traffic, included the Free Ride Trolley - Route #4. Planning staff will work with the City to ensure that trolley service remains a viable connection between the downtown and BART.

**To:** Operations and Scheduling Committee

**Date:** 5/31/2012

**From:** Rick Ramacier, General Manager

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**SUBJECT:** One Year Extension of the Paratransit Service Contract with First Transit

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### Summary

The current contract between County Connection and First Transit to provide LINK operation and maintenance service allows for one more one year extension. If exercised, this would be the third and final extension under the current five year contract. If an extension is not exercised, the current contract would expire at the end of this June. Based on the good performance of First Transit and the good and reasonable price to County Connection for a one year extension, staff recommends that the Board of Directors authorize the General Manager to sign a one year contract extension with First Transit for the operation and maintenance of the County Connection LINK service. This extension is based on the existing contract – attached – as well as discussion in this memo. Finally, the one year extension would be to form per County Connection Legal Counsel.

### Background

Over the life of this current contract with First Transit, their performance has been acceptable in terms of productivity, excellent in terms of customer service and safety, and excellent in terms of contractor responsiveness. And, they have worked very hard during these difficult financial times to contain costs. In fact, First Transit has forgone contract rate increases that they may have been entitled to. In short, First Transit has done a very good job of doing what we asked them to do and a great job in serving our LINK customers.

### Important Trends in Paratransit Service Delivery

For the past 30 years or so, the almost exclusive business model in paratransit service delivery has been one like the one followed by County Connection. This model entails the following main characteristics:

- Public Entity budget and plans service
- Public Entity procures capital equipment – including vehicles
- Public Entity contracts with private paratransit organization to provide operations and maintenance and pays fixed and hourly costs.

- Service provided primarily with small to medium sized vehicles with the goal of maximizing group trips where possible.
- Service scheduled using one of a handful of well known paratransit scheduling software products.
- Service provided by private organization using their own direct employees – often unionized.

Within the last few years, a far different paratransit service delivery model has developed and is in place in a few notable areas. This model is summarized below with the key difference from the traditional model in italics:

- Public Entity budget and plans service
- *Private company provides centralized dispatch service that links individual user with necessary vehicle type and driver.*
- *Private company finds and fully certifies drivers and vehicles.*
- *Private company pays independent drivers by the trip.*
- *Private company charges public entity by the trip and not by the hour. There are no fixed costs to the public entity.*
- *Public Entity does not purchase or provide vehicles, a maintenance facility, or a dispatch office.*
- *Private company has few employees, drivers are independent sub-contractors responsible for their own vehicle maintenance.*

This paratransit service delivery model is almost exclusively being offered by one company, American Logistics (ALC). MV Transportation – one of the large traditional paratransit contractors- has begun to try this new model in Dallas. Other areas that are using the new model to provide some or all of their paratransit service include North San Diego, Orange County, San Joaquin County, and Livermore-Amador Valley Transit Authority (LAVTA) among others. All of these transit systems verbally report cost savings of up to 30% per trip. Less is known about service quality at this time. Staff is researching greater information on costs, service quality, and contract performance.

Any change in paratransit contractors can be disruptive to users and challenging for the public entity making the change. This becomes magnified when changing service delivery models. Nonetheless, any new service delivery model that appears to be saving public entities 30% in trip costs deserves examination and possible consideration.

For County Connection to properly review moving towards this new service delivery option, additional time is needed to review other implementations of it thoroughly and to determine its appropriateness for us. This would further underscore the recommendation to extend the First Transit contract for the last year of the current contract.

### **Limited Opportunity to Evaluate the Alternative Service Model in the Real World**

County Connection staff and Tri Delta staff have been in discussions about the possibility of having ALC take over the joint regional trips (hand-offs). Right now, these trips are provided by both agencies with a hand off at either the Bay Point BART Station or the North Concord/Martinez BART Station. The staffs of both agencies think it would be



significantly cheaper to have ALC handle these trips for us and bill each of us by the trip on a pro rata share basis. However, we still have to run the hard numbers before we can document the expected savings. Thus, staff recommends that the one year contract extension with First Transit accommodate a later possible transition to ALC for these joint County Connection-Tri Delta Transit trips at some point during the one year extension.

A somewhat similar opportunity exists with LAVTA involving Danville and San Ramon. Likewise, the First Transit contract extension should accommodate that possibility.

### **New Contract Rate Request**

After a fair amount of discussion with County Connection staff, First Transit has formally requested a rate increase of 2%. You may recall that there is a fixed monthly rate and an hourly rate charged for service. First Transit requests this increase to keep up with their costs of meeting our contract. This includes fuel costs increases, insurance cost increases, as well as parts and supplies. They did not receive a rate increase in FY12 over FY11. This was in recognition of our financial challenges.

First Transit further justifies their request based in their strong effort to become more productive. They would have you note that they have worked to improve their productivity by 2.7 % in FY12 over FY11 – through April of both years. This means that it has taken First Transit 79,533 in service hours in FY12 compared to 82,696 service hours in FY11 – a difference of -2,971 - to serve the same number of passengers. Using the current marginal hourly rate we pay for service today, this increased productivity has saved us roughly \$96,535 over 10 months. This exceeds the projected annual cost of just over \$82,000 to County Connection to accommodate the 2% rate increase (assuming no increases in productivity for FY13). This excludes the 2% increase in the hours supplied to BART for their ADA service and St. Mary's College. In each of those cases, the 2% increases would be picked by each respective party per out contracts with them.

In short, the increase in productivity pays for the rate increase from First Transit. Given that, and the fact that First Transit received no rate increase from FY11 to FY12, staff finds this rate increase reasonable, affordable, and within the context of the existing contract. The existing contract between County Connection and First Transit calls for annual increases in a manner consistent with CPI. First Transit maintains that the February 2011 to February 2012 Bay Area CPI is ran at 2.9%.

### **Staff Recommendation**

Staff recommends that County Connection extend the current contract with First Transit for the provision of LINK service with a 2% rate increase. Staff further recommends that all of the terms and conditions remain accept that we ensure the right for County Connection during this extension to use a another provider (i.e ALC) in conjunction with Tri-Delta Transit for joint trips as noted above or for similar trips with LAVTA.

The staff justification for this recommendation is that we find this proposed extension to be economically reasonable and prudent, and that we find the performance of First Transit over the past four years to be excellent.

## **Financial Impact**

As noted above, the 2% rate increase is offset by productivity gains. The new marginal rate will be \$31.13 per service hour compared to \$30.52 per service hour today. Overall, the draft FY13 County Connection budget contains \$5,121,000 for purchased transportation (LINK contract) to cover County Connection ADA paratransit service, BART ADA paratransit service done by LINK, and the St. Mary's Shuttle. With the First Transit productivity gains, the 2% rate increase can be accounted for within the existing draft FY13 budget. The extension will have a not to exceed clause of \$5,425,000 total. This is to allow for coverage of unanticipated increases in ADA paratransit demand that must be met per federal civil rights law.

## **Options**

1. Send the staff recommendation to the Board of Directors in the form of a Resolution.
2. Declined the staff recommendation and go out to bid.
3. Take some other action as determined.

## **Action Requested**

Staff respectfully requests that you act on option one listed above.

**FIRST AMENDMENT TO AGREEMENT FOR PROFESSIONAL SERVICES  
ADA PARATRANSIT SERVICES, BART ADA SERVICE, ROUTE 250  
AND ROUTE 8  
BETWEEN CCCTA AND FIRST TRANSIT, INC.**

THIS FIRST AMENDMENT is made as of the 1st day of July, 2011, by and between CENTRAL CONTRA COSTA TRANSIT AUTHORITY ("AUTHORITY") and FIRST TRANSIT, INCORPORATED, a division of FirstGroup America, ("CONTRACTOR").

WHEREAS, as authorized by Resolution No. 2009-027, on May 21, 2009 AUTHORITY AND CONTRACTOR entered into an Agreement for Professional Services in connection with the provision of ADA paratransit services ("County Connection LINK"), BART Complementary Paratransit Service, Route 250 ("Gael Rail Shuttle") and Route 8 ("Monument Community Shuttle") for a two-year term expiring June 30, 2011, with three possible one-year extensions to be negotiated at AUTHORITY's election ("Agreement"); and

WHEREAS, AUTHORITY staff has found the performance of CONTRACTOR to be satisfactory during the initial term of the Agreement, and has negotiated the first one-year extension of the Agreement with Contractor; and

WHEREAS, by Resolution No. 2011-013 the Board of Directors authorized execution of this First Amendment.

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

1. **Term.** Section 2 of the Agreement is modified to extend the term of the Agreement for one year, commencing July 1, 2011 and expiring June 30, 2012, subject to earlier termination as provided for in the Agreement.


2. **Compensation.** Compensation for services during the first extension of the Agreement shall be at the same fixed and hourly costs as the original term. Provided, however, that the cost of fuel is

capped at \$4.00 per gallon, an increase of \$0.50 from the fuel cap that applied in the original contract term. AUTHORITY will reimburse fuel based upon the actual cost, subject to the cap, based upon submission of CONTRACTOR's invoice accompanied by the monthly fuel bill.

3. Except as expressly modified by this First Amendment, all terms and conditions contained in the Agreement shall remain in full force and effect.

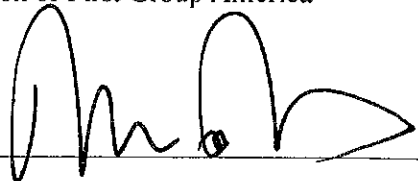
IN WITNESS WHEREOF, the parties hereto have executed this First Agreement by their duly authorized officers as of the day and year first above written.

AUTHORITY:  
CENTRAL CONTRA COSTA TRANSIT  
AUTHORITY

By: 


Title: General Manager

CONTRACTOR:  
FIRST TRANSIT, INCORPORATED  
a division of First Group America

By: 

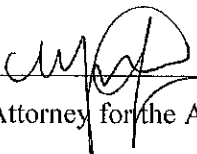
Title: SENIOR VICE PRESIDENT

ATTEST:

By:   
Secretary for the AUTHORITY

\*By: \_\_\_\_\_

APPROVED AS TO FORM:

By:   
Attorney for the AUTHORITY

Title: \_\_\_\_\_

\* If the CONTRACTOR is a Corporation, two officers of the corporations consisting of one from each of the following categories must sign the agreement: 1) the President, Vice President or Board Chair and 2) the Secretary, Assistant Secretary, Chief Financial Officer or Assistant Treasurer. If only one officer signs or an individual not specified above, the CONTRACTOR will submit satisfactory evidence that the individual is authorized to sign for and bind the corporation.

AGREEMENT FOR PROFESSIONAL SERVICES  
ADA PARATRANSIT SERVICES, BART ADA SERVICE, ROUTE 250  
AND ROUTE 8  
BETWEEN CCCTA AND FIRST TRANSIT, INC.

THIS AGREEMENT is made as of the 21<sup>st</sup> day of May, 2009, by and between CENTRAL CONTRA COSTA TRANSIT AUTHORITY ("AUTHORITY") and FIRST TRANSIT, INCORPORATED, a division of FirstGroup America, ("CONTRACTOR").

WHEREAS, the Board of Directors desires to obtain professional services in connection with the provision of ADA paratransit services ("County Connection LINK"), BART Complementary Paratransit Service, Route 250 ("Gael Rail Shuttle") and Route 8 ("Monument Community Shuttle") and has issued a Request for Proposals dated February 27, 2009, a copy of which is attached and incorporated as Exhibit A; and

WHEREAS, the CONTRACTOR desires to furnish such services and submitted a written proposal dated April 10, 2009 a copy of which is attached and incorporated as Exhibit B.

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

I. RENDITION OF SERVICES

The CONTRACTOR agrees to provide professional services to the AUTHORITY in accordance with the terms and conditions of this Agreement. Consultant represents and warrants that (1) it is experienced and qualified to perform such services; (2) it holds all licenses and certifications in good standing that may be required under applicable law or regulations to perform the work; and (3) it will retain all such licenses and certifications in active status throughout the duration of this engagement.

## 2. TERM

The CONTRACTOR shall commence the services for an initial period of 2 years under this Agreement upon the effective date of a written Notice to Proceed from the AUTHORITY. The CCCTA may exercise its option to extend the contract for three (3) additional 1-year terms pursuant to the contract document.

## 3. OWNERSHIP OF WORK

All reports, designs, drawings, plans, specifications, schedules and other materials prepared, or in the process of being prepared, for the services to be performed by CONTRACTOR shall be and are the property of the AUTHORITY. The AUTHORITY shall be entitled to access to and copies of these materials during the progress of the work. Any such materials remaining in the hands of the CONTRACTOR or in the hands of any subcontractor upon completion or termination of the work shall be immediately delivered to the AUTHORITY. If any materials are lost, damaged or destroyed before final delivery to the AUTHORITY, the CONTRACTOR shall replace them at its own expense and the CONTRACTOR assumes all risks of loss, damage or destruction of or to such materials. The CONTRACTOR may retain a copy of all material produced under this Agreement for its use in its general business activities.

## 4. CONFIDENTIALITY

Any AUTHORITY materials to which the CONTRACTOR has access or materials prepared by the CONTRACTOR during the course of this Agreement ("confidential information") shall be held in confidence by the CONTRACTOR, who shall exercise all reasonable precautions to prevent disclosure of confidential information to anyone except the officers, employees and agents of the CONTRACTOR as necessary to accomplish the rendition of services set forth in Section 2 of this Agreement.

CONTRACTOR shall not release any reports, information or promotional materials prepared in connection with this Agreement, whether deemed confidential or not, without the approval of the AUTHORITY General Manager.

5. KEY PERSONNEL

It is understood and agreed by the parties that at all times during the term of this Agreement that Mary Walker shall serve as the primary staff person of the CONTRACTOR to undertake, render, and oversee all of the services under this Agreement.

6. USE OF SUBCONTRACTORS

CONTRACTOR shall not subcontract any services to be performed by it under this Agreement without the prior written approval of the AUTHORITY, except for service firms engaged in drawing, reproduction, typing and printing. CONTRACTOR shall be solely responsible for reimbursing any subcontractors and the AUTHORITY shall have no obligation to them.

7. CHANGES

The AUTHORITY may, at any time, by written order, make changes within the scope of work and services described in this Agreement. If such changes cause an increase in the budgeted cost of or the time required for performance of the agreed upon work, an equitable adjustment as mutually agreed shall be made in the limit on compensation as set forth in Section 10 or in the time of required performance as set forth in the contract documents, or both. In the event that CONTRACTOR encounters any unanticipated conditions or contingencies that may affect the scope of work or services and result in an adjustment in the amount of compensation specified herein, CONTRACTOR shall so advise the AUTHORITY immediately upon notice of such condition or contingency. The written notice shall explain the circumstances giving rise to the unforeseen condition or contingency and shall set forth the proposed adjustment in compensation. This notice shall be given the AUTHORITY prior to the time that

CONTRACTOR performs work or services related to the proposed adjustment in compensation. The pertinent changes shall be expressed in a written supplement to this Agreement prior to implementation of such changes.

8. RESPONSIBILITY; INDEMNIFICATION

CONTRACTOR shall indemnify, keep and save harmless the AUTHORITY, and its directors, officers, agents and employees against any and all suits, claims or actions arising out of any injury to persons or property that may occur, or that may be alleged to have occurred, arising from the performance of this Agreement by the CONTRACTOR caused by an act or omission of the CONTRACTOR or its employees, subcontractors or agents. CONTRACTOR further agrees to defend any and all such actions, suits or claims and pay all charges of attorneys and all other incurred costs and expenses. If any judgment is rendered against the AUTHORITY or any of the other individuals enumerated above in any such action, CONTRACTOR shall, at its expense, satisfy and discharge the same. This indemnification shall survive termination of the Agreement.

9. INSURANCE

A. Workers' Compensation. If CONTRACTOR employs any person to perform work in connection with this Agreement, CONTRACTOR shall procure and maintain at all times during the performance of such work Workers' Compensation Insurance in conformance with the laws of the State of California and Federal laws where applicable. Employers' Liability Insurance shall not be less than One Million Dollars (\$1,000,000) per accident or disease. Prior to commencement of work under this Agreement by any such employee, CONTRACTOR shall deliver to AUTHORITY a Certificate of Insurance that shall stipulate that 30 days' advance written notice of cancellation, non-renewal or reduction in limits shall be given to AUTHORITY.

B. General Liability Insurance covering any loss or liability, including the cost of defense of any action, for Bodily Injury, Death, Personal Injury and Property Damage which may arise



out of operations of the CONTRACTOR in connection with the performance of this contract. The policy will include coverage for bodily injury and property damage liability subject to the standard provisions and exclusions of the Commercial General Liability Policy Form and endorsed for premises, operations, products and completed operations. The policy or policies shall provide a minimum limit of \$15 million each occurrence.

C. Automobile Liability insurance covering any loss or liability, including the cost of defense of any action, arising from the operation, maintenance or use of any vehicle, whether or not owned by CONTRACTOR, on or off AUTHORITY premises. The policy or policies shall provide a minimum limit of \$15 million each accident. Additionally, all revenue vehicles will be insured against comprehensive and collision damage satisfactory to CCCTA.

With respect to the coverages under subsections B and C of this section, the policies will name as additional insured with respect to Contractor's services under this Agreement, the AUTHORITY and its directors, officers, employees and agents. The Insurer(s) will agree that its policies are Primary Insurance and that it will be liable for the full amount of any loss up to and including the total limit of liability without right of contribution from any other insurance covering AUTHORITY.

Inclusion of AUTHORITY as an additional insured shall not in any way affect its rights as respect to any claim, demand, suit or judgment made, brought or recovered against CONTRACTOR. The policies will protect CONTRACTOR and AUTHORITY in the same manner as though a separate policy had been issued to each, but nothing in said policy shall operate to increase the Insurer's liability as set forth in the policy beyond the amount or amounts shown or to which the Insurer would have been liable if only one interest had been named as an insured.

Prior to commencement of work under this Agreement, CONTRACTOR shall deliver to AUTHORITY a Certificate of Insurance, which will indicate compliance with the insurance requirements

of this paragraph and shall stipulate that 30 days advance written notice of cancellation, non-renewal or reduction in limits shall be given to AUTHORITY.

D. Self-Insurance Self-insurance and self-insured retentions in insurance policies are subject to separate approval by CCCTA upon review or evidence of CONTRACTOR'S financial capacity. Such programs must provide at least the same coverage and protection required above.

E. Crime Insurance (Employee Theft)

Contractor will provide crime insurance, including coverage for Contractor's employee dishonesty and theft of money and securities from any inside location or outside messenger with the following limits of liability:

Employee Dishonesty:	[\$250,000]
Depositors' Forgery	[\$250,000]
Off and On Premises	[\$ 50,000]
Computer Fraud	[\$250,000]

With the permission of CCCTA, a deductible of up to \$25,000 may be permitted on any of the above coverages. Contractor covenants that it shall reimburse CCCTA for any and all losses within said deductible plus the cost to prove the loss, accountants' fees, defense costs, and attorneys' fees associated therewith. Contractor shall be responsible for and shall indemnify CCCTA from and hold it harmless against any and all such costs and expenses.

CCCTA shall be named as a joint loss payee on the policy. Prior to the commencement of work, a certificate evidencing this coverage shall be furnished to CCCTA by the Contractor. The policy shall also

provide that the Contractor's policy will not be cancelled or coverage reduced without sixty days' prior written notice to CCCTA.

F. Failure to Procure Insurance Contractor's failure to procure and maintain required insurance will be a material breach of the contract and CCCTA may immediately terminate.

#### 10. COMPENSATION

The CONTRACTOR agrees to perform all of the services included in Section 2 for fixed and hourly costs in its proposal for each service, which sum shall include all labor, materials, taxes, profit, overhead, insurance, subcontractor costs and other costs and expenses incurred by the CONTRACTOR.

#### 11. MANNER OF PAYMENT

CONTRACTOR shall submit monthly invoices, detailing the services performed during the billing period. CCCTA will endeavor to pay approved invoices within thirty (30) days of their receipt.

#### 12. ENERGY CONSERVATION

The Contractor agrees to comply with mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the federal Energy Policy and Conservation Act.

#### 13. CLEAN WATER AND AIR REQUIREMENTS

(a) The Contractor agrees to comply with all applicable standards, orders or regulations issued pursuant to the Federal Water Pollution Control Act, as amended, 33 U.S.C. §§ 1251, et. seq., and the Clear Air Act, as amended, 42 U.S.C. §§ 7401, et. seq. The Contractor agrees to report each violation to the CCCTA and understands and agrees that the CCCTA will, in turn, report each violation as required to assure notification to the FTA and the appropriate EPA regional office.

(b) The Contractor also agrees to include these requirements in each subcontract exceeding \$100,000 financed in part or in whole with federal assistance provided by the FTA.

#### 14. LOBBYING

Contractor shall file the certification required by 49 CFR part 20, "New Restrictions on Lobbying." Contractor shall certify that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 U.S.C. § 1352. Contractor shall also disclose the name of any registrant under the Lobbying Disclosure Act of 1995 who has made lobbying contacts on its behalf with non-Federal funds with respect to that Federal contract, grant or award covered by 31 U.S.C. § 1352. Such disclosures shall be forwarded to the CCCTA. Contractor shall ensure that all of its Subcontractors under this Contract shall certify the same. Prior to execution of this Agreement, Contractor shall submit the "Certification for Federal Aid Contracts," included in the contract documents. The CCCTA is responsible for keeping the certification of the Contractor, who is in turn responsible for keeping the certification forms of subcontractors.

#### 15. ACCESS TO RECORDS AND REPORTS

Contractor shall provide all authorized representatives of the CCCTA, the FTA, and the Comptroller General of the United States access to any books, documents, papers and records of the Contractor which are directly pertinent to this Contract for the purposes of making audits, copies, examinations, excerpts and transcriptions. Contractor also agrees to maintain all books, records, accounts and reports required under this Contract for a period of not less than three years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case Contractor agrees to maintain the same until the

CCCTA, the FTA, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.

#### 16. FEDERAL CHANGES

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the Agreement (Form FTA MA (15) dated October, 2008) between the CCCTA and the FTA, as they may be amended or promulgated from time to time during the term of this Contract. Contractor's failure to so comply shall constitute a material breach of this Contract.

#### 17. NO GOVERNMENT OBLIGATION TO THIRD PARTIES

(a) The CCCTA and Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to this Contract and shall not be subject to any obligations or liabilities to the CCCTA, Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.

(b) The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified, except to identify the subcontractor who will be subject to its provisions.

#### 18. PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS AND RELATED ACTS

(a) The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. §§ 3801, et seq., and U.S. DOT regulations, "Program

Fraud Civil Remedies,” 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this Contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.

(b) The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the authority of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307(n)(1) on the Contractor, to the extent the Federal Government deems appropriate.

(c) The Contractor agrees to include the above two-clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

#### 19. PRIVACY ACT

The following requirements apply to Contractor and any of its employees that may administer any system of records on behalf of the Federal Government under any contract:

(a) The Contractor agrees to comply with, and assures the compliance of its employees with, the information restrictions and other applicable requirements of the Privacy Act of 1974, U.S.C. §552a. Among other things, the Contractor agrees to obtain the express consent of the

Federal Government before the Contractor or its employees operate a system of records on behalf of the Federal Government. The Contractor understands that the requirements of the Privacy Act, including the civil and criminal penalties for violation of that Act, apply to those individuals involved, and that failure to comply with the terms of the Privacy Act may result in termination of the underlying contract.

(b) The Contractor also agrees to include these requirements in each subcontract to administer any system of records on behalf of the Federal Government financed in whole or in part with Federal assistance provided by FTA.

## 20. CIVIL RIGHTS REQUIREMENTS.

### Nondiscrimination

In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.

### Equal Employment Opportunity

The following equal employment opportunity requirements apply:

#### (a) Race, Color, Creed, National Origin, Sex

In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts

60 et seq. (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(b) Age

In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

(c) Disabilities

In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.



The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary to identify the affected parties.

#### 21. INCORPORATION OF FEDERAL TRANSIT ADMINISTRATION (FTA) TERMS

The preceding provisions include, in part, certain Standard Terms and Conditions required by U.S. DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by the U.S. DOT, as set forth in FTA Circular 4220.1F, dated November 1, 2008, are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any CCCTA requests, which would cause the CCCTA to be in violation of the FTA terms and conditions.

#### 22. CONTRACTOR'S STATUS

Neither the CONTRACTOR nor any party contracting with the CONTRACTOR shall be deemed to be an agent or employee of the AUTHORITY. The CONTRACTOR is and shall be an independent contractor, and the legal relationship of any person performing services for the CONTRACTOR shall be one solely between that person and the CONTRACTOR.

#### 23. ASSIGNMENT

CONTRACTOR shall not assign any of its rights nor transfer any of its obligations under this Agreement without the prior written consent of AUTHORITY.

#### 24. AUTHORITY WARRANTIES

The AUTHORITY makes no warranties, representations or agreements, either express or implied, beyond such as are explicitly stated in this Agreement.

#### 25. AUTHORITY REPRESENTATIVE

Except when approval or other action is required to be given or taken by the Board of Directors of the AUTHORITY, the General Manager of the AUTHORITY, or such person or persons as he shall designate in writing from time to time, shall represent and act for the AUTHORITY.

#### 26. TERMINATION

The AUTHORITY shall have the right to terminate this Agreement for convenience or default at any time by giving written notice to the CONTRACTOR. Upon receipt of such notice, the CONTRACTOR shall not commit itself to any further expenditure of time or resources.

If the Agreement is terminated for any reason other than a default by CONTRACTOR, the AUTHORITY shall pay to CONTRACTOR in accordance with the provisions of Section 10 all sums actually due and owing from AUTHORITY for all services performed and all expenses incurred up to the day written notice of termination is given, plus any costs reasonably and necessarily incurred by CONTRACTOR to effect such termination. If the Agreement is terminated for default, the AUTHORITY shall remit final payment to CONTRACTOR in an amount to cover only those services performed and expenses incurred in full accordance with the terms and conditions of this Agreement up to the effective date of termination.

#### 27. MAINTENANCE, AUDIT AND INSPECTION OF RECORDS

All Contractor and subcontractors costs incurred in the performance of this Contract will be subject to audit. Contractor and its subcontractors shall permit the Authority, or its authorized representatives to inspect, examine, make excerpts from, transcribe, and copy Contractor's books, work,

documents, papers, materials, payrolls records, accounts, and any and all data relevant to the Agreement at any reasonable time, and to audit and verify statements, invoices or bills submitted by the Contractor pursuant to this Agreement. The Contractor shall also provide such assistance as may be required in the course of such audit. Contractor shall retain these records and make them available for inspection hereunder for a period of four (4) years after expiration or termination of the Agreement.

If, as a result of the audit, it is determined by the Authority's auditor or staff that reimbursement of any costs including profit or fee under this Contract was in excess of that represented and relied upon during price negotiations or represented as a basis for payment, the Contractor agrees to reimburse the Authority for those costs within sixty (60) days of written notification by the Authority.

#### 28. EQUAL EMPLOYMENT OPPORTUNITY

In connection with the performance of this Agreement the Contractor shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, disability or national origin. The Contractor shall take affirmative actions to insure that applicants are employed, and that employees are treated during their employment, without regard to their race, religion, color, sex, disability or national origin. Such actions shall include, but not be limited to, the following: employment, upgrading, demotion or transfer recruitment or recruitment advertising, layoff or termination, rates of pay or other forms of compensation; and selection for training, including apprenticeship. Contractor further agrees to insert a similar provision in all subcontracts, except subcontracts for standard commercial supplies or raw materials.

#### 29. NON-DISCRIMINATION ASSURANCE

The Contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of U.S. DOT-assisted contracts. Failure by the Contractor to carry out

these requirements is a material breach of this Agreement, which may result in the termination of this Agreement or such other remedy as the Authority deems appropriate. The Contractor shall obtain the same assurances from its joint venture partners, subcontractors, and subcontractors by including this assurance in all subcontracts entered into under this Agreement.

### 30. CONFLICT OF INTEREST

Contractor warrants and represents that it presently has no interest and agrees that it will not acquire any interest which would present a conflict of interest under California Government Code §§ 1090 et seq. or §§ 87100 et seq. during the performance of services under this Agreement. The Contractor further covenants that it will not knowingly employ any person having such an interest in the performance of this Agreement. Violation of this provision may result in this Agreement being deemed void and unenforceable.

Depending on the nature of the work performed, Contractor may be required to publicly disclose financial interests under the Authority's Conflict of Interest Code. Contractor agrees to promptly submit a Statement of Economic Interest on the form provided by Authority upon receipt.

No person previously in the position of Director, Officer, employee or agent of the Authority may act as an agent or attorney for, or otherwise represent, Contractor by making any formal or informal appearance, or any oral or written communication, before the Authority, or any Officer or employee of the Authority, for a period of 12 months after leaving office or employment with the Authority if the appearance or communication is made for the purpose of influencing any action involving the issuance, amendment, award or revocation of a permit, license, grant or contract.

### 31. NOTICES

All communications relating to the day-to-day activities of the project shall be exchanged between the AUTHORITY's General Manager and the CONTRACTOR's representative.

All other notices and communications deemed by either party to be necessary or desirable to be given to the other party shall be in writing and may be given by personal delivery to a representative of the parties or by mailing the same postage prepaid, addressed as follows:

If to the AUTHORITY:           Central Contra Costa Transit Authority,  
  Attn: General Manager  
  2477 Arnold Industrial Way  
  Concord, CA 94520-5327

If to the CONTRACTOR:       First Transit, Inc.  
  Attn: Don Swain, Regional Vice President  
  1625 SE Hogan Road  
  
  Gresham, Oregon 97080-8252

The address to which mailings may be made may be changed from time to time by notice mailed as described above. Any notice given by mail shall be deemed given on the day after that on which it is deposited in the United States Mail as provided above.

32. ATTORNEYS' FEES

If any legal proceeding should be instituted by either of the parties to enforce the terms of this Agreement or to determine the rights of the parties under this Agreement, the prevailing party in said proceeding shall recover, in addition to all court costs, reasonable attorneys' fees.

33. APPLICABLE LAW

This Agreement, its interpretation and all work performed under it shall be governed by the laws of the State of California.

34. THIRD PARTY BENEFICIARIES

This Agreement is not for the benefit of any person or entity other than the parties

35. BINDING ON SUCCESSORS

All of the terms, provisions and conditions of this Agreement shall be binding upon and inure to the benefit of the parties and their respective successors, assigns and legal representatives.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement by their duly authorized officers as of the day and year first above written.

AUTHORITY:

CONTRACTOR:

CENTRAL CONTRA COSTA TRANSIT  
AUTHORITY

By: [Signature]

By: [Signature]

Title: General Manager

Title: Secretary

ATTEST:

By: [Signature]  
Secretary for the AUTHORITY

\*By: [Signature]

APPROVED AS TO FORM:

By: [Signature]  
Attorney for the AUTHORITY

Title: President

Year-ONE 7/1/09 - 6/30/10

County Connection LINK Costs Based on 105,000 Vehicle Service Hours  
 BART ADA Costs based on 1,000 Vehicle Service Hours  
 Route 250 Costs based on 890 Vehicle Service Hours  
 Route 8 Costs based on 3,906 Vehicle Service Hours

<u>Fixed Costs</u>	<u>County Connection LINK</u>	<u>BART ADA</u>	<u>Annual Total</u>
1. Labor			
A. Management	189,225.38	24,083.23	213,308.61
B. Dispatch	347,983.44	44,288.80	392,272.24
C. Clerical/Other	33,264.15	4,233.62	37,497.76
2. Facilities			
A. Maintenance/Modification	11,869.44	1,510.66	13,380.10
B. Utilities	4,614.72	587.33	5,202.05
C. Telephone	10,560.00	1,344.00	11,904.00
D. Maintenance Tools and Equipment	6,231.29	793.07	7,024.36
3. Other Costs (Describe)			
A. Scheduling Software Maintenance	21,035.10	2,677.19	23,712.29
B. Other - Employee Training Expenses	79,927.82	10,172.63	90,100.46
C. Other - Employee Welfare	7,876.00	1,002.40	8,878.40
D. Other - Office Supplies	17,629.92	2,243.81	19,873.73
E. Other - Miscellaneous	3,326.55	423.38	3,749.93
F. Regional and Area Support	94,209.58	11,990.31	106,199.89
4. Insurance	219,202.31	27,898.48	247,100.79
Total Fixed Costs (Items 1 - 4)	1,046,956	133,249	1,180,204.60
Fixed Monthly (Total Fixed Costs/12)	87,246	11,104	98,350.38

Hourly Costs (based on annual hours of service)	County Connection			Annual Total
	LINK	BART ADA	Route 8	
1. Labor (including fringes)				
A. Operators	2,360,219.77	22,793.55	89,003.75	2,472,017.06
B. Maintenance	181,812.60	1,755.83	6,856.14	190,424.57
2. Materials and Supplies				
A. Maintenance Parts	137,985.98	1,332.58	5,203.44	144,522.00
B. Maintenance Supplies, etc.	74,849.08	722.85	2,822.55	78,394.48
3. Overhead and Profit	329,388.27	3,181.03	12,421.21	344,990.51
4. Fuel	856,946.04	8,275.86	32,315.38	897,537.28
<b>Total Hourly Costs (Items 1 - 3)</b>	<b>3,084,255.69</b>	<b>29,785.84</b>	<b>116,307.10</b>	<b>3,230,348.63</b>
<b>Total Cost Per Hour of Service (Total Hourly Costs / Total Number of Vehicle Service Hours)</b>	<b>\$ <math>\frac{105,000}{29.37}</math></b>	<b>\$ <math>\frac{1,000}{29.79}</math></b>	<b>\$ 29.78</b>	<b>\$ 109,906</b>
<b>Total Net Costs (Total Hourly Costs + Total Fixed Costs)</b>	<b>4,131,211.39</b>	<b>163,034.75</b>	<b>116,307.10</b>	<b>4,410,553.23</b>
<b>Total Cost (Total Hourly Cost + Total Fixed Cost + Fuel Cost)</b>	<b>4,988,157.42</b>	<b>171,310.60</b>	<b>148,622.48</b>	<b>5,308,090.51</b>

Route 250 Combined Hourly Rate:  $\frac{890 \text{ service hours}}{\$ 50.17}$       Route 250 Annual Cost: \$ 44,647.65

Please list below components and amounts of the Route 250 combined hourly rate:

Labor	31.29
Facilities	0.34
Materials & Supplies	2.13
Other Costs	2.29
Insurance	2.24
Overhead & Profit	3.30
Fuel	<del>8.58</del>
	<u>\$ 50.17</u>

GRAND TOTAL: \$ 5,352,738.15



All proposer shall provide a cost quote for providing vehicle revenue hours beyond the stated hours provided for each fiscal year or other out of scope requests by CCCTA. These quotes should be in the form of the cost charged per hour of vehicle service provided.

<u>Hourly Costs</u>	<u>County Connection Link</u>	<u>BART ADA</u>	<u>Out of Scope Requests</u>
Hourly Cost per additional hours of service provided	\$ 29.37	\$ 29.79	\$ 29.37

Year-TWO 7/1/10 - 6/30/11

County Connection LINK Costs Based on 107,000 Vehicle Service Hours  
BART ADA Costs based on 1,000 Vehicle Service Hours  
Route 250 Costs based on 890 Vehicle Service Hours

<u>Fixed Costs</u>	<u>County Connection LINK</u>	<u>BART ADA</u>	<u>Annual Total</u>
1. Labor			
A. Management	191,818.71	24,413.29	216,232.00
B. Dispatch	353,708.71	45,017.47	398,726.19
C. Clerical/Other	33,294.39	4,237.47	37,531.86
2. Facilities			
A. Maintenance/Modification	12,225.52	1,555.98	13,781.50
B. Utilities	4,753.16	604.95	5,358.11
C. Telephone	10,876.80	1,384.32	12,261.12
D. Maintenance Tools and Equipment	6,231.29	793.07	7,024.36
3. Other Costs (Describe)			
A. Scheduling Software Maintenance	21,666.15	2,757.51	24,423.66
B. Other - Employee Training Expenses	82,325.66	10,477.81	92,803.47
C. Other - Employee Welfare	8,112.28	1,032.47	9,144.75
D. Other - Office Supplies	18,158.82	2,311.12	20,469.94
E. Other - Miscellaneous	3,383.97	430.69	3,814.65
F. Regional and Area Support	95,430.77	12,145.73	107,576.51
4. Insurance	220,509.41	28,064.83	248,574.25
Total Fixed Costs (Items 1 - 4)	1,062,496	135,227	1,197,722.37
Fixed Monthly (Total Fixed Costs/12)	88,541	11,269	99,810.20

Hourly Costs (based on annual hours of service)	County Connection		
	LINK	BART ADA	Annual Total
1. Labor (including fringes)			
A. Operators	2,462,725.11	23,325.54	2,486,050.64
B. Maintenance	190,545.49	1,804.74	192,350.23
2. Materials and Supplies			
A. Maintenance Parts	158,117.28	1,497.60	159,614.88
B. Maintenance Supplies, etc.	81,235.01	769.41	82,004.42
3. Overhead and Profit	372,684.28	3,529.85	376,214.14
4. Fuel	873,226.18	8,270.70	881,496.88
Total Hourly Costs (Items 1 - 3)	3,265,307.17	30,927.14	3,296,234.31
Total Cost Per Hour of Service (Total Hourly Costs / Total Number of Vehicle Service Hours)	$\frac{107,000.00}{30.52}$ \$ 30.52	$\frac{1,000}{30.93}$ \$ 30.93	\$ 30.52
Total Net Costs (Total Hourly Costs + Total Fixed Costs)	4,327,802.83	166,153.86	4,493,956.68
Total Cost (Total Hourly Cost + Total Fixed Cost + Fuel Cost)	5,201,029.01	174,424.56	5,375,453.57

Route 250 Combined Hourly Rate:  $\frac{890 \text{ service hours}}{\$ 52.53}$       Route 250 Annual Cost: \$ 46,749.48

Please list below components and amounts of the Route 250 combined hourly rate:

Labor	32.63
Facilities	0.35
Materials & Supplies	2.41
Other Costs	2.34
Insurance	2.25
Overhead & Profit	3.75
Fuel	8.79
<b>\$</b>	<b>52.53</b>

GRAND TOTAL: \$ 5,422,203.05

All proposer shall provide a cost quote for providing vehicle revenue hours beyond the stated hours provided for each fiscal year or other out of scope requests by CCCTA. These quotes should be in the form of the cost charged per hour of vehicle service provided.

<u>Hourly Costs</u>	<u>County Connection Link</u>	<u>BART ADA</u>	<u>Out of Scope Requests</u>
Hourly Cost per additional hours of service provided	\$ 30.52	\$ 30.93	\$ 30.52

RESOLUTION NO. 2011-013

CENTRAL CONTRA COSTA TRANSIT AUTHORITY  
BOARD OF DIRECTORS

\* \* \*

AUTHORIZING EXTENSION OF PROFESSIONAL SERVICES AGREEMENT  
FOR ADA PARATRANSIT SERVICES, BART ADA SERVICE AND GAEL RAILSHUTTLE  
WITH FIRST TRANSIT, INC.

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

WHEREAS, by Resolution No. 2009-027 the Central Contra Costa Transit Authority Board of Directors awarded a contract to First Transit, Inc. for the operation and maintenance of County Connection LINK, BART ADA and Gael Rail Shuttle for fiscal years 2010 and 2011, commencing July 1, 2009 and expiring June 30, 2011, with three possible one-year extensions to be negotiated at CCCTA's election ("Agreement"); and

WHEREAS, staff has found the performance of First Transit, Inc. to have been satisfactory over the past two years with continual improvements in the quality of service; and

WHEREAS, staff has negotiated for the first extension of the Agreement with no increase to the hourly or fixed rate in the cost of service for FY2012, and has further negotiated an increase to the contracted cap in fuel cost from \$3.50 per gallon to \$4.00 per gallon to reflect current fuel costs; and

WHEREAS, staff recommends that it would be in the best interests of CCCTA to continue to engage First Transit, Inc. to provide ADA paratransit services and finds their cost proposal to be fair and reasonable; and

WHEREAS, the Operations and Scheduling Committee has recommended exercising the first extension to renew the Agreement with First Transit, Inc. for fiscal year 2012.

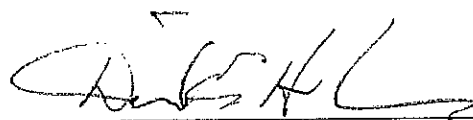
NOW, THEREFORE, BE IT RESOLVED that the Central Contra Costa Transit Authority Board of Directors authorizes a one-year extension of the Agreement with First Transit, Inc. for the operation and maintenance of County Connection LINK, BART ADA and Gael Rail Shuttle; commencing July 1, 2011, all costs not to exceed \$5,314,092, inclusive of all taxes and other costs and expenses: and

BE IT FURTHER RESOLVED that the General Manager is authorized to execute up to two additional one-year extensions to the Agreement with First Transit, Inc., provided that exercise of such options is in the best interest of CCCTA; and

BE IT FURTHER RESOLVED that the General Manager is authorized to execute an amendment to the Agreement on behalf of CCCTA, subject to approval as to form by Legal Counsel.

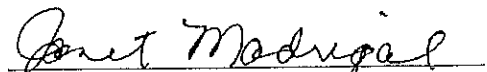
Regularly passed and adopted this 21st day of April 2011 by the following vote.

AYES: Directors Andersen, Hoffmeister, Horn, Hudson, Manning,  
Schroder, and Uilkema  
NOES: None  
ABSTAIN: None  
ABSENT: Directors Dessayer, Simmons, Weir and Worth



David E. Hudson, Chair, CCCTA Board of Directors

ATTEST:

  
Janet Madrigal, Clerk to the Board

## Agenda Item 7.a

**TO:** O&S Committee

**DATE:** May 17, 2012

**FROM:** Anne Muzzini  
Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for April 2012

#### 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.

	FY 2012		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	258,198		
Average Weekday	11,210	11,448	
Pass/Rev Hour	14.7	15.5	FY11 Goal > 17.0
Missed Trips	0.03%	0.10%	FY11 Goal < 0.25%
Miles between Road Calls	66,788	31,514	FY11 Goal > 18,000

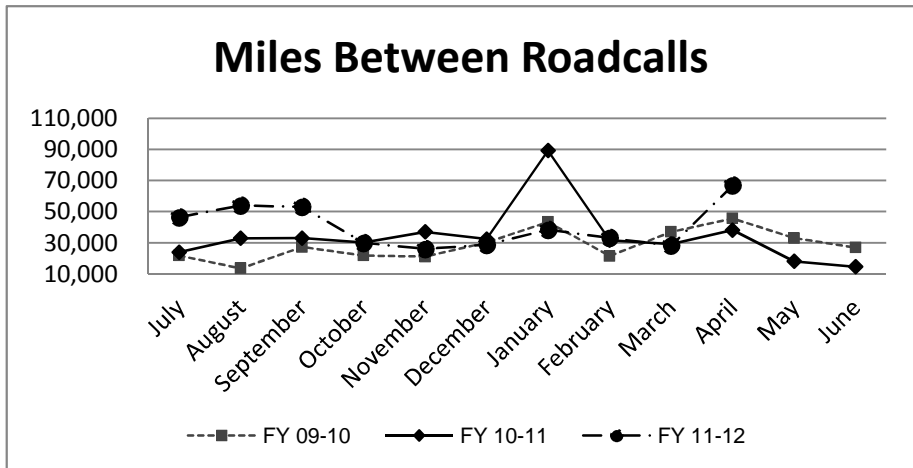
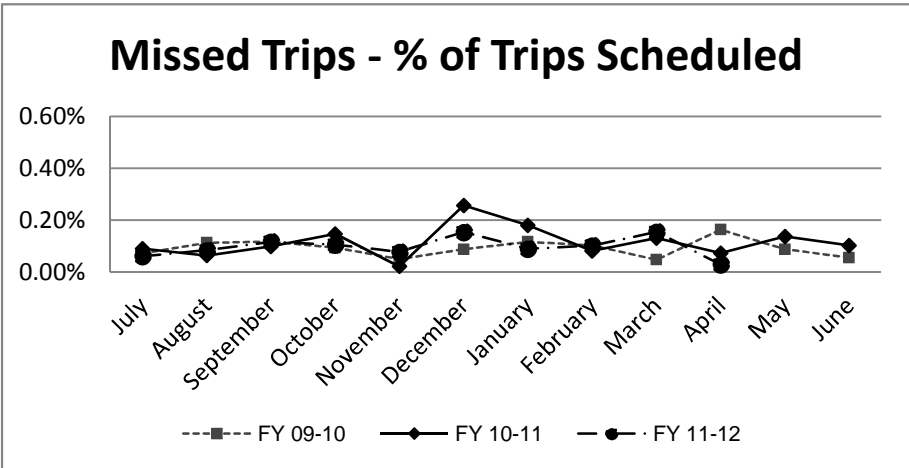
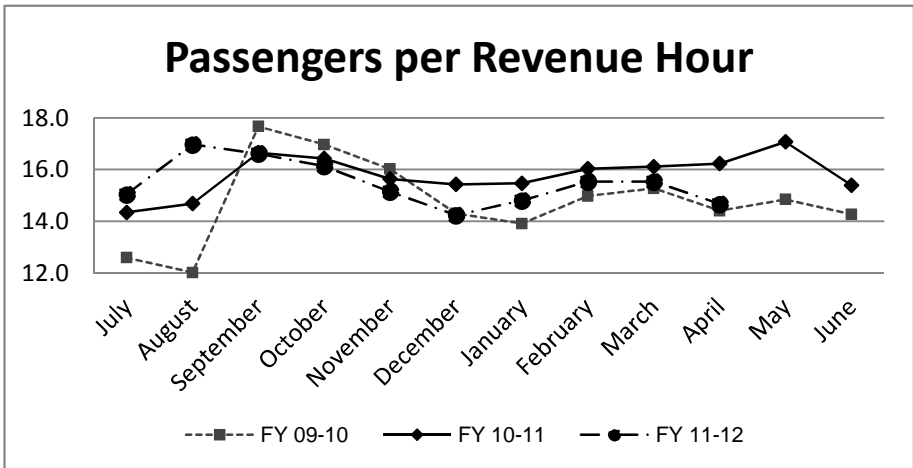
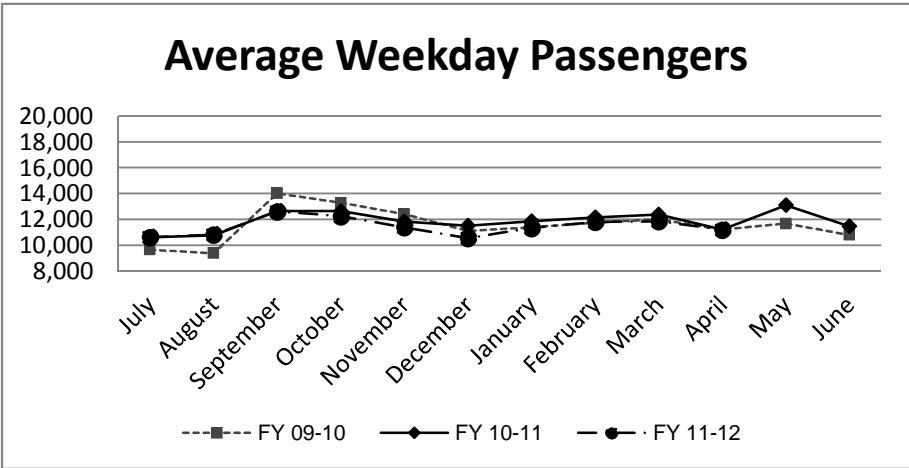
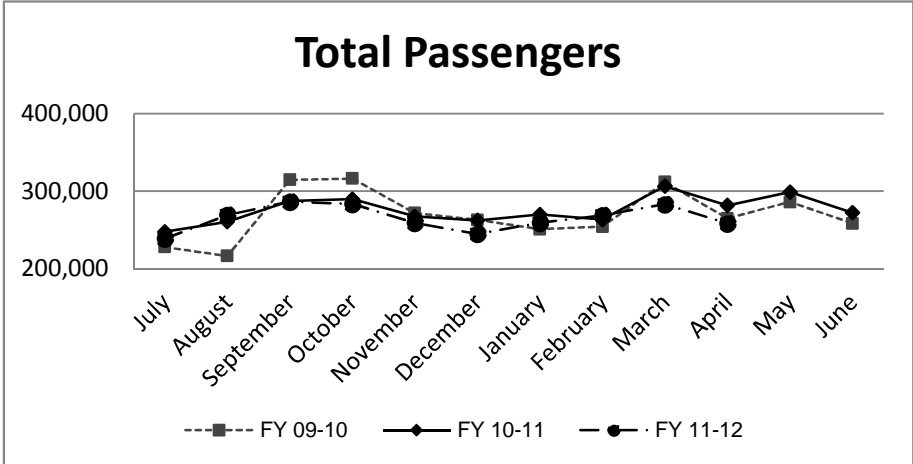
\* Based on Standards from updated SRTP

#### Analysis

Average weekday ridership is lower in April (11,210 passengers) from March (11,867 passengers). Productivity in April is slightly lower at 14.7 passengers per hour from the March's 15.5 passengers per hour.

The percentage of missed trips in April is (0.03%) as compared to the prior month (March = 0.15%). The YTD average is 0.10% missed trips.

The number of miles between roadcalls was equal to 66,788 miles in April which is higher than the prior month when we experienced 28,116 miles between roadcalls. The year to date average is 31,514 miles between roadcalls.





**TRANSPORTATION and MAINTANCE  
Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2011 April</b>	<b>2011 May</b>	<b>2011 June</b>	<b>2011 July</b>	<b>2011 August</b>	<b>2011 September</b>	<b>2011 October</b>	<b>2011 November</b>	<b>2011 December</b>	<b>2012 January</b>	<b>2012 February</b>	<b>2012 March</b>	<b>2012 April</b>	<b>13 Month TOTALS</b>	
Number of Buses	131	131	131	121	121	121	121	121	121	121	121	121	121	123	
Totals Hub Miles	266,823	270,960	262,262	231,807	269,721	264,940	269,092	260,169	258,233	267,933	264,761	281,156	267,150	3,435,007	
<b>Work Days</b>	30	30	30	30	31	29	31	29	30	30	29	31	30	390	
Revenue Hours	17,344	17,485	17,635	15,865	18,119	17,221	17,566	17,081	17,178	17,455	17,293	18,220	17,602	226,064	
Operator Pay Hours	30,644	31,483	29,272	30,344	31,047	30,692	29,729	29,324	34,775	32,316	29,839	31,195	30,306	370,660	
Number of Operators	162	166	165	165	162	162	162	162	165	165	160	164	162	163	
<b>Unscheduled Absences</b>	<b>296</b>	<b>314</b>	<b>295</b>	<b>428</b>	<b>286</b>	<b>337</b>	<b>197</b>	<b>303</b>	<b>354</b>	<b>461</b>	<b>402</b>	<b>420</b>	<b>412</b>	<b>4,505</b>	
FT Protection	20	53	42	60	67	42	34	53	48	85	45	53	50	652	
Worker Comp.	84	88	90	61	74	82	109	115	98	123	144	109	113	1,290	
Sick leave	192	173	163	307	145	213	54	135	208	253	213	258	249	2,563	
<b>Collision Accidents</b>	6	7	5	6	6	7	5	6	6	3	4	4	2	67	
Passenger Accidents	10	13	6	15	5	9	17	12	7	9	11	13	11	138	
Total Chargeable Collisions	1	1	4	2	4	3	1	4	3	1	4	1	2	31	
<b>Chargeable/100K Miles</b>	<b>0.37</b>	<b>0.36</b>	<b>1.52</b>	<b>0.86</b>	<b>1.48</b>	<b>1.13</b>	<b>0.37</b>	<b>1.53</b>	<b>1.16</b>	<b>0.37</b>	<b>1.51</b>	<b>0.35</b>	<b>0.74</b>	<b>0.90</b>	
Number of Trips Scheduled	23,455	23,455	23,503	21,500	23,878	23,255	23,739	23,256	22,740	23,581	23,581	24,600	23,581	304,124	
Number of Trips Missed	17	32	24	13	20	27	25	18	35	21	24	38	7	301	
<b>Of Trips Scheduled - % Missed</b>	<b>0.07%</b>	<b>0.14%</b>	<b>0.10%</b>	<b>0.06%</b>	<b>0.08%</b>	<b>0.12%</b>	<b>0.11%</b>	<b>0.08%</b>	<b>0.15%</b>	<b>0.09%</b>	<b>0.10%</b>	<b>0.15%</b>	<b>0.03%</b>	<b>0.10%</b>	
Of Trips Missed - Mechanical	5	15	22	8	6	16	14	13	7	7	13	20	3	149	
On Time Performance %	95%	93%	94%	93%	93%	91%	90%	95%	94%	94%	96%	90%	90%	93%	
<b>MAINTENANCE</b>															
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Lifts Operative - Ave %	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Road Calls	10	19	26	7	8	12	9	14	15	9	13	15	6	163	
Road Calls for Mechanical	7	15	18	5	5	5	6	10	9	7	8	10	4	109	
<b>Road Calls for Other</b>	<b>3</b>	<b>4</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>54</b>	
<b>Miles Between Mechanical Road Calls</b>															
Bus Numbers															
100 - 199	11,024	12,606	13,156	10,504	10,451	11,933	11,714	10,034	7,925	9,375	11,781	11,930	11,249	Bus add - 12/09  Out of Service July 2011	
200 - 299	27,689	29,211	17,089	30,673	32,912	33,165	11,770	28,653	31,222	34,037	30,338	33,067	32,494		
300 - 399	37,475	16,592	5,601	31,636	12,167	34,484	18,219	20,226	13,142	22,031	11,844	6,224	40,903		
400 - 499	33,259	35,114	12,787	25,113	31,447	8,414	31,903	30,953	17,596	15,892	30,471	36,198	31,581		
500 - 519	47,902	7,117	16,015	42,248	51,277	49,334	49,376	23,634	15,928	50,808	26,619	52,607	52,074		
900 - 939	43,507	45,641	87,974	77,156	90,065	87,870	90,495	23,475	90,839	86,996	45,332	48,365	8,643		
2000 - 2099	13,806	11,722	3,881	14,477	17,068	14,499	13,855	8,910	5,846	10,873	12,736	13,282	11,936		
9800 - 9809	8,654	7,994	9,806												
Fleet Avg.	38,118	18,064	14,570	46,361	53,944	52,988	29,899	26,017	28,693	38,276	33,095	28,116	66,788		31,514
Maintenance Pay Hours	4,154	4,067	3,897	3,976	4,093	3,744	4,086	4,160	4,418	4,762	4,457	4,581	4,311		54,705
No. Maint. Employees	26	25	24	25	23	24	22	26	27	27	27	26	26	25	
<b>Maint. Emps/100K Miles</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>1</b>	
Unscheduled Absences	5	1	0	1	2	3	1	3	1	2	1	7	1	2	

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

**MONTHLY BOARDINGS**  
**Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>April 2012 - Fixed Route Boardings</b>	<b>258,198</b>	Revenue Hours - April 12	17,602	Weekdays - April 12	21	Fiscal 2012 YTD	2,648,761
Bus Bridge		April 11	17,344	April 11	21		
Special Event		Revenue Miles - April 12	195,428	Saturdays - April 12	4	Fiscal 2011 YTD	2,734,078
		April 11	189,870	April 11	5		
				Sundays - April 12	5		
				April 11	4		
<b>April 2012 Total Boardings</b>	<b>258,198</b>	<b>Passengers per Mile</b>	<b>1.3</b>	<b>Total Days - 2012</b>	<b>30</b>	<b>YTD Trend</b>	<b>(3.1%)</b>
<b>April 2011 Total Boardings</b>	<b>281,454</b>	<b>Passengers per Hour</b>	<b>14.67</b>	<b>2011</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(8.3%)</b>

April 2012 Fixed Route Passenger Total						April 2012	April 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,906			<b>7,906</b>	376	<b>14.6</b>
2	Rudgear / Walnut Creek	1,239			<b>1,239</b>	59	<b>6.6</b>
4	Walnut Creek Downtown Shuttle	17,879	2,884	2,562	<b>23,324</b>	851	<b>25.4</b>
5	Creekside / Walnut Creek	1,000			<b>1,000</b>	48	<b>4.8</b>
6	Lafayette / Moraga / Orinda	8,714	485	396	<b>9,595</b>	415	<b>13.3</b>
7	Shadelands / Pleasant Hill / Walnut Creek	4,833			<b>4,833</b>	230	<b>7.2</b>
9	DVC / Walnut Creek	10,954			<b>10,954</b>	522	<b>12.6</b>
10	Concord / Clayton Rd	20,054			<b>20,054</b>	955	<b>24.7</b>
11	Treat Blvd / Oak Grove	6,101			<b>6,101</b>	291	<b>16.3</b>
14	Monument Blvd	12,599			<b>12,599</b>	600	<b>15.2</b>
15	Treat Boulevard	9,428			<b>9,428</b>	449	<b>15.7</b>
16	Alhambra Ave / Monument Blvd	14,384			<b>14,384</b>	685	<b>13.2</b>
17	Olivera/Solano / Salvio / North Concord	4,315			<b>4,315</b>	205	<b>11.1</b>
18	Amtrak / Merello / Pleasant Hill	8,627			<b>8,627</b>	411	<b>13.2</b>
19	Amtrak / Pacheco Blvd / Concord	2,789			<b>2,789</b>	133	<b>9.6</b>
20	DVC / Concord	22,639			<b>22,639</b>	1,078	<b>23.2</b>
21	Walnut Creek / San Ramon Transit Center	12,003			<b>12,003</b>	572	<b>11.7</b>
25	Lafayette / Walnut Creek	1,213			<b>1,213</b>	58	<b>5.0</b>
28	North Concord / Martinez	4,187			<b>4,187</b>	199	<b>6.6</b>
35	Dougherty Valley	6,336			<b>6,336</b>	302	<b>9.3</b>
36	San Ramon / Dublin	4,906			<b>4,906</b>	234	<b>8.8</b>
91X	Concord Commuter Express	713			<b>713</b>	34	<b>9.5</b>
92X	Ace Shuttle Express	3,120			<b>3,120</b>	149	<b>17.9</b>
93X	Kirker Pass Express	4,403			<b>4,403</b>	210	<b>17.3</b>
95X	San Ramon / Danville Express	3,817			<b>3,817</b>	182	<b>18.1</b>
96X	Bishop Ranch Express	10,105			<b>10,105</b>	481	<b>15.4</b>
97X	Bishop Ranch Express	2,087			<b>2,087</b>	99	<b>10.1</b>
98X	Martinez Express	7,097			<b>7,097</b>	338	<b>12.7</b>
250 *	Gael Rail Service	117	141	83	<b>341</b>	12	<b>2.2</b>
260 *	Cal State East Bay / Concord Bart	82			<b>82</b>	6	<b>1.3</b>
301	Rossmoor / John Muir Medical Center		284	241	<b>524</b>	0	<b>6.5</b>
310	Concord Bart / Clayton Rd / Kirker Pass		1,493	1,404	<b>2,897</b>	0	<b>23.8</b>
311	Concord / Oak Grove / Treat Blvd / WC		940	865	<b>1,806</b>	0	<b>13.2</b>
314	Clayton Rd / Monument Blvd / PH		2,607	2,231	<b>4,838</b>	0	<b>19.7</b>
315	Concord / Willow Pass / Landana		232	196	<b>428</b>	0	<b>7.1</b>
316	Alhambra / Merello / Pleasant Hill		1,296	1,037	<b>2,333</b>	0	<b>14.9</b>
320	DVC / Concord		961	701	<b>1,661</b>	0	<b>14.2</b>
321	San Ramon / Walnut Creek		962	790	<b>1,753</b>	0	<b>11.1</b>
600's	Select Service	21,758			<b>21,758</b>	1,036	<b>24.4</b>
<b>TOTALS</b>		<b>235,407</b>	<b>12,285</b>	<b>10,506</b>	<b>258,198</b>	<b>11,210</b>	<b>14.7</b>

\* Data from Link    \*\* Seasonal Route

## Operations Data Summary

### APRIL 2012 PRODUCTIVITY

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

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
4	Walnut Creek Downtown Shuttle	23,324	851	25.4
10	Concord / Clayton Rd	20,054	955	24.7
600's	Select Service	21,758	1,036	24.4
310	Concord Bart / Clayton Rd / Kirker Pass	2,897		23.8
20	DVC / Concord	22,639	1,078	23.2
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,838		19.7
95X	San Ramon / Danville Express	3,817	182	18.1
92X	Ace Shuttle Express	3,120	149	17.9
93X	Kirker Pass Express	4,403	210	17.3
11	Treat Blvd / Oak Grove	6,101	291	16.3
15	Treat Boulevard	9,428	449	15.7
96X	Bishop Ranch Express	10,105	481	15.4
14	Monument Blvd	12,599	600	15.2
316	Alhambra / Merello / Pleasant Hill	2,333		14.9
1	Rossmoor / Shadelands	7,906	376	14.6
320	DVC / Concord	1,661		14.2
6	Lafayette / Moraga / Orinda / Orinda Village	9,595	415	13.3
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,806		13.2
18	Amtrak / Merello / Pleasant Hill	8,627	411	13.2
16	Alhambra Ave / Monument Blvd	14,384	685	13.2
98X	Martinez Express	7,097	338	12.7
9	DVC / Walnut Creek	10,954	522	12.6
21	Walnut Creek / San Ramon Transit Center	12,003	572	11.7
321	San Ramon / Walnut Creek	1,753		11.1
17	Olivera/Solano / Salvio / North Concord	4,315	205	11.1
97X	Bishop Ranch Express	2,087	99	10.1
19	Amtrak / Pacheco Blvd / Concord	2,789	133	9.6
91X	Concord Commuter Express	713	34	9.5
35	Dougherty Valley	6,336	302	9.3
36	San Ramon / Dublin	4,906	234	8.8
7	Shadelands / Pleasant Hill / Walnut Creek	4,833	230	7.2
315	Concord / Willow Pass / Landana	428		7.1
2	Rudgear / Walnut Creek	1,239	59	6.6
28	North Concord / Martinez	4,187	199	6.6
301	Rossmoor / John Muir Medical Center	524		6.5
25	Lafayette / Walnut Creek	1,213	58	5.0
5	Creekside / Walnut Creek	1,000	48	4.8
250 *	Gael Rail Service	341	12	2.2
260 *	Cal State East Bay / Concord Bart	82	6	1.3

NOTE: \* Data comes from Link Operators

\*\* These are seasonal routes

**Operations Data Summary**

**AVERAGE WEEKDAY BOARDINGS TREND**

<b>Route</b>	<b>Destination Information</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Oct-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>Jan-12</b>	<b>Feb-12</b>	<b>Mar-12</b>	<b>Apr-12</b>
1	Rossmoor / Shadelands	422	399	393	393	365	368	361	355	330	354	359	381	376
2	Rudgear / Walnut Creek	67	68	56	62	61	64	70	60	50	56	65	60	59
4	Walnut Creek Downtown Shuttle	920	909	948	993	949	960	905	904	919	869	895	919	851
4H **	Walnut Creek Extended Holiday Shuttle								4	32	0	0	0	0
5	Creekside / Walnut Creek	76	76	76	73	65	70	73	63	69	46	67	63	48
6	Lafayette / Moraga / Orinda	375	406	307	308	325	513	498	467	364	455	462	466	415
7	Shadelands / Pleasant Hill / Walnut Creek	220	226	231	233	224	217	210	205	193	231	218	232	230
9	DVC / Walnut Creek	591	679	658	589	610	602	602	563	490	519	554	554	522
10	Concord / Clayton Rd	1,046	1,112	1,034	948	941	1,079	1,046	978	973	928	985	984	955
11	Treat Blvd / Oak Grove	329	345	273	254	272	330	307	309	284	297	316	317	291
14	Monument Blvd	644	714	661	661	586	639	635	595	567	596	598	599	600
15	Treat Boulevard	557	589	488	462	420	519	502	471	433	466	473	471	449
16	Alhambra Ave / Monument Blvd	738	865	842	745	678	745	711	645	634	661	684	689	685
17	Olivera/Solano / Salvio / North Concord	275	285	243	248	228	247	228	203	199	197	207	210	205
18	Amtrak / Merello / Pleasant Hill	450	474	418	402	428	490	469	430	376	399	447	437	411
19	Amtrak / Pacheco Blvd / Concord	151	161	146	153	148	153	147	131	119	136	137	120	133
20	DVC / Concord	1,135	1,270	1,108	1,037	1,155	1,242	1,205	1,154	1,040	952	1,204	1,165	1,078
21	Walnut Creek / San Ramon Transit Center	629	695	656	598	571	633	626	588	556	625	588	594	572
25	Lafayette / Walnut Creek	49	52	53	54	47	54	56	56	52	57	50	58	58
28	North Concord / Martinez	287	324	302	271	294	323	287	298	274	296	312	297	199
35	Dougherty Valley	384	401	356	341	313	377	350	334	322	353	363	362	302
36	San Ramon / Dublin	262	263	249	244	227	261	274	228	224	237	251	239	234
91X	Concord Commuter Express	43	43	44	43	41	40	34	33	34	30	39	27	34
92X	Ace Shuttle Express	184	186	204	181	188	189	177	186	150	183	160	158	149
93X	Kirker Pass Express	223	217	202	178	196	198	207	198	178	203	203	210	210
95X	San Ramon / Danville Express	182	185	177	169	163	177	176	163	163	169	182	179	182
96X	Bishop Ranch Express	495	495	514	502	462	477	483	451	436	498	495	529	481
97X	Bishop Ranch Express	102	114	95	110	103	107	98	82	83	85	87	95	99
98X	Martinez Express	352	360	338	329	322	338	340	320	316	327	360	336	338
250 *	St Mary's College Gael Rail Shuttle	8	9			3	15	14	16	9	12	14	16	12
260 *	Cal State East Bay / Concord Bart							5	4	2	7	4	2	6
600's	Select Service	1,087	1,180	400	41	443	1,194	1,161	910	684	1,075	1,049	1,108	1,036
<b>TOTALS</b>		<b>12,279</b>	<b>13,095</b>	<b>11,469</b>	<b>10,625</b>	<b>10,825</b>	<b>12,615</b>	<b>12,246</b>	<b>11,394</b>	<b>10,549</b>	<b>11,311</b>	<b>11,817</b>	<b>11,867</b>	<b>11,210</b>

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

**Operations Data Summary**

**AVERAGE WEEKEND BOARDINGS TREND**

<b>Route</b>	<b>Destination Information</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Oct-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>Jan-12</b>	<b>Feb-12</b>	<b>Mar-12</b>	<b>Apr-12</b>
<b>SATURDAY</b>		<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	600	540	513	568	607	582	536	541	501	556	620	538	577
4H **	Walnut Creek Extended Holiday Shuttle								16	69				
6	Lafayette / Moraga / Orinda	145	136	101	93	60	168	149	124	115	148	122	116	97
250 *	St Mary's College Gael Rail Shuttle	14	13			3	61	42	30	21	33	30	35	28
301	Rossmoor / John Muir Medical Center	97	79	82	112	79	79	95	72	74	80	80	67	57
310	Concord Bart / Clayton Rd / Kirker Pass				0	415	421	435	407	389	395	418	362	299
311	Concord / Oak Grove / Treat Blvd / WC	218	236	218	229	229	208	217	200	216	230	258	206	188
314	Clayton Rd / Monument Blvd / PH	1,142	1,145	1,078	1,139	601	644	659	611	636	561	648	573	521
315	Concord / Willow Pass / Landana	93	79	57	78	74	65	66	82	77	63	77	68	46
316	Alhambra / Merello / Pleasant Hill	332	349	287	331	297	334	307	300	290	259	329	316	259
320	DVC / Concord	224	237	221	277	263	239	216	193	224	209	233	196	192
321	San Ramon / Walnut Creek	278	272	238	267	270	263	282	223	228	231	249	217	192
<b>TOTALS</b>		<b>3,142</b>	<b>3,087</b>	<b>2,796</b>	<b>3,094</b>	<b>2,899</b>	<b>3,062</b>	<b>3,004</b>	<b>2,798</b>	<b>2,839</b>	<b>2,764</b>	<b>3,064</b>	<b>2,694</b>	<b>2,457</b>

<b>Route</b>	<b>Destination Information</b>	<b>Apr-11</b>	<b>May-11</b>	<b>Jun-11</b>	<b>Jul-11</b>	<b>Aug-11</b>	<b>Sep-11</b>	<b>Oct-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>Jan-12</b>	<b>Feb-12</b>	<b>Mar-12</b>	<b>Apr-12</b>
<b>SUNDAY</b>		<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	341	422	402	416	424	459	423	414	431	401	425	488	640
6	Lafayette / Moraga / Orinda	87	96	49	63	91	122	143	127	82	91	95	90	99
250 *	St Mary's College Gael Rail Shuttle	8	7			2	29	22	20	14	21	25	26	21
301	Rossmoor / John Muir Medical Center	58	63	62	59	63	67	68	38	43	55	50	47	60
310	Concord Bart / Clayton Rd / Kirker Pass					339	329	324	298	309	287	312	311	351
311	Concord / Oak Grove / Treat Blvd / WC	131	169	163	181	170	188	179	156	167	149	167	193	216
314	Clayton Rd / Monument Blvd / PH	763	807	767	770	424	447	469	437	531	412	410	423	558
315	Concord / Willow Pass / Landana	67	55	44	80	54	46	48	53	58	31	57	44	49
316	Alhambra / Merello / Pleasant Hill	197	265	215	227	256	245	222	188	240	208	229	200	259
320	DVC / Concord	142	148	138	141	149	135	147	136	137	138	149	125	175
321	San Ramon / Walnut Creek	176	205	178	187	167	170	188	179	173	162	160	167	198
<b>TOTALS</b>		<b>1,971</b>	<b>2,237</b>	<b>2,017</b>	<b>2,123</b>	<b>2,139</b>	<b>2,237</b>	<b>2,235</b>	<b>2,045</b>	<b>2,183</b>	<b>1,956</b>	<b>2,078</b>	<b>2,115</b>	<b>2,627</b>

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, Rivieria Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
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, Clayton 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, Chilpancingo 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

## Route Description Summary

Route #	Description
<b>96X</b>	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
<b>97X</b>	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
<b>98X</b>	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
<b>250</b>	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
<b>260</b>	Cal State, East Bay, Concord Bart
<b>301</b>	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
<b>310</b>	Concord Bart, Clayton Rd, Kirker Pass
<b>311</b>	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
<b>314</b>	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Cresce Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
<b>315</b>	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
<b>316</b>	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
<b>320</b>	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancinco Pkwy, Old Quarry DVC
<b>321</b>	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.
<b>601</b>	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
<b>602</b>	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
<b>603</b>	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
<b>605</b>	N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
<b>606</b>	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
<b>608</b>	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC
<b>609</b>	BART Walnut Creek, Ygnacio Valley Rd, Marchbanks Dr, Walnut Ave
<b>610</b>	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirkwood Dr, Oakhurst Dr, Center St, Marsh Creek Rd, Mountaire Pkwy, Mountaire Cir
<b>611</b>	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
<b>612</b>	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
<b>613</b>	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
<b>614</b>	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
<b>615</b>	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
<b>616</b>	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord

## Route Description Summary

Route #	Description
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 Village Pkwy, Dublin Blvd, BART Dublin



**CCCTA LINK**  
**MONTHLY OPERATING SUMMARY**  
**APRIL FY11/12**

SUMMARY	APRIL FY 10/11	APRIL FY 11/12	YTD FY 10/11	YTD FY 11/12
1 TOTAL CLIENTS	12,904	12,008	126,196	123,306
2 TOTAL ATTENDANTS	1,219	788	10,400	9,128
3 TOTAL COMPANIONS	78	80	718	773
4 TOTAL PASSENGERS	14,201	12,876	137,314	133,207
5 TOTAL SERVICE DAYS	30	30	301	298
6 VEHICLE REVENUE HOURS	6,401	6,111	67,674	64,703
7 VEHICLE SERVICE HOURS	7,946	7,623	82,696	79,533
8 VEHICLE NON REV HOURS	1,545	1,512	15,023	14,779
9 VEHICLE SERVICE MILES	128,077	117,874	1,296,566	1,232,979
10 VEHICLE REVENUE MILES	106,811	98,866	1,069,257	1,034,988
11 VEHICLE NON REV MILES	21,266	22,390	227,110	219,688
12 PASS. PER REVENUE HOUR	2.22	2.11	2.03	2.06
13 CLIENT PER REVENUE HOUR	2.02	1.96	1.86	1.91
14 PASS. PER SERVICE HOUR	1.79	1.69	1.66	1.67
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	934	966	9,447	9,558
18 SAME DAY TRIPS	252	153	2,091	2,198
19 SUBSCRIPTION TRIPS	8,762	7,864	76,705	79,960
20 DEMAND	4,061	4,026	36,630	42,315
21 FAREBOX REVENUE	\$14,161.50	\$12,372.19	\$143,898.50	\$133,229.38
22 PREPAID CLIENTS	\$27,359.19	\$10,727.00	\$257,786.19	\$110,862.00
23 COLLECTED BILLING	\$6,672.00	\$17,330.00	\$74,988.60	\$252,510.30
24 TOTAL REVENUE COLLECTED	\$48,192.69	\$40,429.19	\$476,673.29	\$496,601.68
25 CHARGEABLE ACCIDENTS	0	0	2	4
26 SERVICE COMPLAINTS	1	0	1	3
27 SERVICE COMMENDATIONS	0	0	0	13
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	3	27	22
30 DRIVER TURNOVER	0.0	0.0	2.08	4.9
31 SCHEDULE ADHERENCE	94%	95%	95%	94%
32 WHEELCHAIR BOARDING'S	3,256	3,123	32,720	32,649
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	9,304	13,772	N/A	N/A
35 UNDUPLICATED CLIENTS	1,104	1,132	N/A	N/A
36 NO-SHOWS	46	52	664	581
37 CANCELS	1,856	3,207	18,599	25,119
38 AVG. TRIP LENGTH (MILES)	9.0	9.2	9.4	9.3
39 AVG. SM BUSES IN SERVICE	5	3	5	NA
40 AVG. BUSES IN SERVICE	48	48	48	NA
41 TOTAL FUEL/GALLONS	18,163	16,021	180,279	173,120
42 FLEET M.P.G.	7.1	7.4	7.2	7.1