

The County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

www.cccta.org

MEETING NOTICE & AGENDA

Operations & Scheduling Committee

Walnut Creek City Hall
City Manager's Conference Room – 3rd Floor
1666 North Main Street, Walnut Creek
Friday October 5, 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. Selection of Chair
3. Public Comment and/or Communication
4. Approval of Summary Minutes of September 7, 2012*
5. Maintenance - None
6. Planning and Scheduling
 - a. FY 2011-12 Annual Performance Statistics*
 - b. Adaptive Service Plan*
 - c. Update on Rollout of BusTracker
7. Paratransit and Accessible Services
8. Staff Reports – Information Only
 - a. Fixed Route Monthly Report – August 2012*
 - b. LINK Monthly Report – August 2012*
9. Committee Comments – Discussion Only
10. Future Agenda Items – Discussion Only
11. Next Scheduled Meeting
12. Adjournment

*Enclosure

FY 2012/2013
O&S Committee
Dave Hudson, San Ramon
Bob Simmons, Walnut Creek
Jack Weir, City of Pleasant Hill
Candace Andersen, 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
Walnut Creek City Hall
City Manager's Conference Room – 3rd Floor
1666 North Main Street, Walnut Creek
Friday September 7, 2012, 9:00 a.m.

Director in Attendance: Directors Erling Horn and Bob Simmons

Staff: Rick Ramacier, Scott Mitchell, Bill Churchill, and Laramie Bowron

Public and Advisory Committee: Marci McGuire

Call to Order: Meeting called to order at 9:00 a.m. by Director Horn

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** A member of the public had a recommendation to improve Route 25 by re-routing it off the freeway.
3. **Approval of O&S Summary Minutes for July 11, 2012:** Minutes were approved.
4. **Maintenance:**
 - a. Heavy Duty Bus Purchase – Scott Mitchell presented a memo detailing the need to replace 10 diesel buses. Scott explained that the funding has been allocated and a competitive bid has taken place. Directors Horn and Simmons requested clarification on the differences between hybrid and diesel buses and wanted to know if other methods for reducing fuel existed. Scott recommended diesel buses due to their reduced cost and maintenance requirements and will continue to explore electrifying individual components to achieve fuel savings. The committee supported the recommendation to send the item to the full Board to authorize the General Manager to enter into an agreement with Gillig to fulfill the order for 10 buses.
5. **Planning and Scheduling:** None
6. **Paratransit and Accessible Services**
 - a. LINK No-Show Policy – Rick Ramacier presented a memo recommending a minor change to the LINK No-Show Policy based on findings from the recently completed Federal Transit Administration Triennial Review. Director Simmons made two grammatical corrections and the Committee supported the change.
7. **Staff Reports**
 - a. Fixed Route Monthly Report – July 2012 - approved
 - b. LINK Monthly Report – July 2012 - approved
8. **Committee Comments** – Director Simmons commented that the Walnut Creek Transit Village project is on an accelerated schedule for approval this year and construction in June 2014. He stated that they still plan on including the same number of bus bays as previously agreed to. Director Simmons also commented that the City of Walnut Creek has begun discussions on why the Shadelands Business Park has not been as successful as other business parks. Director Simmons mentioned that the City may explore implementing a shuttle service.
9. **Future Agenda Items** – Committee expressed interest in why paratransit ridership is down.
10. **Next Scheduled Meeting** – October 5 @ 9:00 a.m. at City Manager's Conference Room – 3rd Floor
1666 North Main Street, Walnut Creek
11. **Adjournment** – meeting was adjourned at 11:10 a.m.

Basic Statistics

Fixed Route Service	FY 07-08	FY 08-09	FY 09-10	FY 10-11	FY 11-12	Change from Prior Year
Operating Cost	\$ 27,961,775	\$ 26,883,861	\$ 24,249,544	\$ 24,138,503	\$ 24,726,704	2.4%
Farebox Revenue	\$ 4,716,930	\$ 4,562,158	\$ 4,175,831	\$ 4,170,752	\$ 4,371,317	4.8%
Net Subsidy	\$ 23,244,845	\$ 22,321,703	\$ 20,073,713	\$ 19,967,751	\$ 20,355,387	1.9%
Total Passengers	4,410,438	4,071,296	3,235,722	3,304,456	3,170,879	(4.0%)
Revenue Hours	280,923	267,282	215,615	208,901	208,719	(0.1%)
Non Revenue Hours	41,648	40,002	30,432	29,462	29,385	(0.3%)
Total Hours	322,571	307,284	246,047	238,364	238,104	(0.1%)
Total Revenue Miles	3,323,982	3,109,876	2,304,500	2,302,257	2,325,896	1.0%
Non Revenue Miles	1,062,922	999,122	813,827	760,319	749,769	(1.4%)
Total Miles	4,386,904	4,108,998	3,118,328	3,062,575	3,075,665	0.4%
Paratransit	FY 07-08	FY 08-09	FY 09-10	FY 10-11	FY 11-12	Change from Prior Year
Operating Cost	\$ 4,925,000	\$ 4,930,982	\$ 5,149,277	\$ 5,177,014	\$ 5,170,146	(0.1%)
Farebox Revenue	\$ 497,538	\$ 536,966	\$ 579,981	\$ 560,826	\$ 620,590	10.7%
Net Subsidy	\$ 4,427,462	\$ 4,394,016	\$ 4,569,296	\$ 4,616,188	\$ 4,549,556	(1.4%)
Total Passengers	166,887	177,518	172,317	166,022	160,901	(3.1%)
Revenue Hours	83,450	86,614	84,151	80,999	77,221	(4.7%)
Non Revenue Hours	19,453	18,822	19,959	18,381	17,674	(3.8%)
Total Hours	102,903	105,436	104,110	99,380	94,895	(4.5%)
Total Revenue Miles	1,361,878	1,394,696	1,359,674	1,295,954	1,238,026	(4.5%)
Non Revenue Miles	286,854	304,190	286,764	271,811	264,278	(2.8%)
Total Miles	1,648,732	1,698,886	1,646,438	1,567,765	1,502,304	(4.2%)

Performance Standards - Fixed Route

GOAL	Objective	Measurement	FY 07-08	FY 08-09	FY 09-10	FY 10-11	FY 11-12	Standard	Met?	
EFFICIENCY										
	Cost Control	Cost/Revenue Hour	\$99.54	\$100.58	\$112.47	\$115.55	\$118.47	Increase < inflation	Yes (1.12%)	
		Cost/Passenger	\$6.34	\$6.60	\$7.49	\$7.30	\$7.80	< \$7.00	No	
		Farebox Recovery Ratio	16.9%	17.0%	17.2%	17.3%	17.7%	18.0%	No	
		Net Subsidy/Passenger	\$5.27	\$5.48	\$6.20	\$6.04	\$6.42	< \$6.00	No	
		Accidents/100,000 Miles	0.72	0.80	0.86	0.85	0.93	1	Yes	
	Market Resource Management	Maintenance Employee/ 100,000 Miles	0.62	0.65	0.84	0.79	0.74	0.82	Yes	
		Operator OT/ Total Operator Hours	8.76%	8.62%	6.26%	5.77%	7.11%	8.0%	Yes	
		Pay to Platform (Total) Hours	1.55	1.53	1.59	1.57	1.68	1.60	No	
EFFECTIVENESS										
	Market Penetration	Passengers per RVHr	15.7	15.3	15.0	15.8	15.2	17.0	No	
		Passengers per RVMi	1.33	1.31	1.40	1.44	1.36	1.31	Yes	
	Service Quality	Percent Missed Trips	0.12%	0.14%	0.09%	0.12%	0.09%	0.25%	Yes	
		Miles between Roadcalls	25,654	26,504	25,754	28,539	33,619	18,000	Yes	
		Percent of Trips On-time	91%	92%	93%	93%	91%	95.0%	No	
		Complaints/100,000 miles		10.8	11.2	11.4	11.3	30	Yes	
		On-Board Passenger Surveys		Yes				Yes	Every 3 years	Yes
		Customer Service Phone Response	92.0%	91.0%	93.4%	91.5%	93.1%	92.0%	Yes	
EQUITY										
	Improve Transit Access	Lift Availability	99.5%		100.0%	99.9%	100.0%	100.0%	Yes	

CCCTA RIDERSHIP AND MISSED TRIPS
Fiscal Years 2011 and 2012

Ridership	FY 2011	FY 2012	% Change FY11to FY12
Weekday Passengers	3,043,868	2,907,237	(4.5%)
Saturday Passengers	148,797	154,111	3.6%
Sunday Passengers	105,425	109,346	3.7%
Sub Total Passengers	3,298,091	3,170,694	(3.9%)
Other Passengers ⁽¹⁾	6,431	185	
Grand Total Passengers	3,304,522	3,170,879	(4.0%)
Number of Weekdays ⁽²⁾	255	255 ⁽³⁾	
Number of Saturdays	52	53	
Number of Sundays	52	52	
Total Scheduled Trips	280,578	281,028	0.2%
Total Missed Trips	323	265	(18.0%)
Average Passengers per Day			
Weekday	11,937	11,401	(4.5%)
Saturday	2,861	2,908	1.6%
Sunday	2,027	2,103	3.7%

(1) Other Passengers include Bus Bridges & Special Events

(2) FY11 Operating Cost & Farebox Revenue have been updated to "post Audit" figures

(3) FY12 Operating Cost & Farebox Revenue are pre-audit figures that will be updated when audit is complete

CCCTA PASSENGERS BY FARETYPE
Fiscal Years 2011 and 2012

Fare Type	FY 2011	% of Total	FY 2012	% of Total
Adult	1,691,966	51.2%	1,638,172	51.7%
Youth/Student ⁽¹⁾	394,355	11.9%	369,584	11.7%
Senior & Disabled	347,166	10.5%	339,560	10.7%
BART-to-CCCTA Transfers	313,154	9.5%	295,628	9.3%
BUS-to-BUS Transfers	557,881	16.9%	527,935	16.6%
Totals	3,304,522	100.0%	3,170,879	100.0%

(1) Includes 'St Mary's' & 'JFKU' Passengers

To: Operations and Scheduling Committee

Date: 9.27.2012

From: Laramie Bowron, Manager of Planning

Reviewed by:

SUBJECT: Adaptive Service Planning Project

Background:

In FY12, CCCTA received a competitive grant funded by Measure J Sales Tax Revenue to conduct an "Adaptive Service Analysis Plan." Attached is the RFP that was issued in September that calls for a consultant to study communities within our service area that have not responded to fixed-route service and evaluate alternative service modes to achieve better productivity and greater cost efficiency. Alternative service modes can include: general public demand response, flexible routing or scheduling, enhanced technology, alternative vehicle types, etc.

Beyond an evaluation, this project will include step-by-step implementation plans, detailing the capital, operating, and administrative requirements needed to establish and continually operate these services. The consultant will also include a revised set of performance standard standards against which these services will be monitored.

The overall goal of this project is to take a comprehensive look at our service area, consider alternative modes, and create a plan that tailors service to the needs of individual communities.

Timeline:

Proposals are due on October 12th with an anticipated award date of November 15th (November Board of Directors Meeting). The project is scheduled to take 6 months to complete from the receipt of the Notice to Proceed.

Recommendation:

None

Financial Implications:

This project has a local match requirement of \$25,000 which will come from CCCTA's Transportation Development Act (TDA) reserves.

ADAPTIVE SERVICE ANALYSIS PLAN

CENTRAL CONTRA COSTA TRANSIT
AUTHORITY

REQUEST FOR PROPOSALS
September 2012

CCCTA
2477 Arnold Industrial Way
Concord, CA 94520

REQUEST FOR PROPOSALS

TO CONDUCT AN ADAPTIVE SERVICE ANALYSIS PLAN

1. PROPOSAL REQUEST

The Central Contra Costa Transit Authority (CCCTA) is requesting proposals from qualified firms to conduct an analysis of specific neighborhoods/communities within CCCTA's service area to determine cost-effective alternatives to traditional fixed-route service.

This project is funded with Contra Costa County Sales Tax (Measure J) revenues with funding targeted for the cities of Clayton, Concord, Martinez, Pleasant Hill, Walnut Creek and the unincorporated area of Central Contra Costa County. The budget for this project is \$115,000.

2. TENTATIVE SCHEDULE

The tentative schedule of significant events relating to this project is provided below. CCCTA reserves the right to modify this schedule and any specific time-of-day deadlines as discussed in the following section.

<u>EVENT</u>	<u>DATE</u>
1. Release RFP	September 14, 2012
2. Deadline for submitting questions and/or comments to CCCTA	September 28, 2012
3. Proposals Due	October 12, 2012
4. Marketing, Planning, and Legislative Committee Approval	November 2012
6. Award of Contract by Board of Directors	November 15, 2012

3. DESCRIPTION OF THE CENTRAL CONTRA COSTA TRANSIT AUTHORITY

CCCTA was formed in 1980 as a joint powers agency to provide coordinated transportation services within central Contra Costa County. CCCTA is governed by an 11-member Board of Directors representing the following member jurisdictions: the Cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San

Ramon, and Walnut Creek, the Towns of Danville and Moraga and unincorporated areas of central Contra Costa County.

4. PROJECT DESCRIPTION

CCCTA is seeking proposals from qualified consultants to develop an Adaptive Service Analysis Plan. The project is aimed at improving transit ridership, service quality, and cost effectiveness by developing alternative service options for communities where fixed-route performance has been low.

The Adaptive Service Analysis Plan will address the lack of productivity in select suburban neighborhoods and the high cost per passenger of providing traditional fixed route service by developing new service strategies. Strategies for providing service should include these modes: general public demand-response, flex-routes, and custom designed neighborhood shuttles. The consultant will be responsible for identifying alternatives that have produced successful results (as measured in terms of cost per passenger and customer satisfaction) in similar suburban neighborhoods.

CCCTA's currently only operates two modes of service: traditional fixed-route and ADA demand-response services and is interested in diversifying to provide service that is scaled to meet the needs of the community. Fixed route service is provided with large transit coaches using union employees while the ADA service is provided with 15 passenger vans through a contract with First Transit. It will be necessary for the plan to identify steps that need to be taken to implement a new mode such as same day dispatch, changes to union rules, fleet changes, etc...

The project will culminate in a report that includes: a set of performance standards for evaluating the success of suburban routes, identification of neighborhoods within the plan area that are ripe for non-traditional transit service, a description of the pros and cons of various service alternatives, and a detailed implementation plans for two selected communities.

WORK SCOPE

The following scope of work is a guide and suggestions that enhance the project are welcome.

Task 1: Kick Off Meeting

Meet with CCCTA staff to finalize project scope, timeline, milestones, and approach. Staff will provide the Consultant with available resources and current service data.

Task 2: Analyze Communities

Using fixed route ridership information, demographic, and land-use data, the consultant shall identify at least four neighborhoods with potential for non-traditional modes that currently have no fixed-route service or low-performing fixed-route service.

Deliverable: Description of Communities with Potential for Alternative Service

Task 3: Develop Standards

Using ridership data provided and information from peer suburban systems the consultant will develop productivity thresholds for a) fixed-route service in suburban neighborhoods and for b) the non-traditional modes that are candidates for neighborhoods in the plan area. The standards will address ridership and cost-effectiveness.

Task 3: Description of Alternatives

The Consultant will provide a detailed description of various service modes that are candidates for neighborhoods selected in Task 2 including where they have been successfully implemented, what the challenges and advantages will be for CCCTA, and the pros and cons from the rider perspective.

Deliverable: Suburban Transit Standards and Service Alternative Description

Task 4: Matrix of Options for Four Neighborhoods

The consultant shall create a matrix showing the pros and cons from the transit operator and rider perspective of various non-traditional modes in each of 4 selected neighborhoods where fixed route service is not achieving the threshold for performance developed in Task 3 or where CCCTA does not currently operate service. The matrix will also include projections for how the service alternatives would perform in the specified community. Based on the results of the matrix and input from staff two neighborhoods will be selected for further analysis.

Deliverable: Service Option Matrix

Task 5: Outreach

The consultant shall gather input from stakeholders, residents, and transit riders in the two neighborhoods selected to educate them and get feedback on non-traditional transit service options. The goal of this task is to gain additional input in the communities selected, desired service enhancements, and to gain support for the preferred alternatives.

Task 6: Draft/Final Implementation plan

Based on input from staff and the communities involved, the consultant shall recommend alternative service modes for two neighborhoods. A detailed implementation plan will be developed that identifies the steps required by administration, marketing, operations, and fleet management departments. For instance changes in operating procedures, driver education, dispatch methodology will be described. The implementation plan will recommended specific time schedules, frequency, anticipated ridership, and the operating and capital expenditures required to sustain the service. Expected cost savings and ridership changes will be delineated. Policies and Board actions necessary to implement the preferred alternative service should also be included.

Deliverable: Final Implementation Plan

TIMELINE:

The consultant will complete all work and submit a final report within 6 months of receipt of signed agreement.

5. PROPOSAL CONTENT

Proposals must address each item below and shall not exceed 20 pages. Proposals must be in sufficient detail to permit evaluation and demonstrate ability to meet the requirements of this RFP.

Background, Experience and Financial Stability:

Each proposer shall provide a summary statement outlining the organization's history and experience in providing the desired scope of services.

Each proposer shall provide a list of three (3) references from individuals having received services.

Key Personnel and Staffing

The proposer shall identify the Project Manager and all key personnel who will provide the services including resumes, relevant experience and references. A staffing plan will be submitted that includes hours by person for each task.

Approach to Scope of Services

Proposers should describe their plan to provide the services described in the Work Scope including deliverables/milestones and a timeline.

Cost Proposal

Proposer shall submit a Cost Proposal, which shall summarize labor rates per hour for each member of the team and distribution of hours and cost for each task as shown in Exhibit A. The Cost Proposal shall also include a firm, not-to-exceed price to complete the Project, which price shall be based on labor and materials and all other costs that will be incurred in the performance of services.

Sample PSA

The proposer shall submit as part of their application, any insurance or other requirement noted in the Sample PSA (Exhibit B) that they would not be able to meet.

6. EVALUATION CRITERIA

The proposer shall make the following components part of their proposals and shall be evaluated the content with the following percentages:

Firm Experience including examples of similar work.....	30%
Qualifications and Experience of Key Personnel.....	40%
Approach to Scope of Services.....	20%
Cost Proposal.....	10%
Total	100%

7. Submission of Proposal

One (1) original and thee (3) complete copies of the proposal with attachments and an electronic copy on a CD shall be sent to:

Central Contra Costa Transit Authority
2477 Arnold Industrial Way
Concord, CA 94520
Attention: Laramie Bowron

The proposal must be received at the above address no later than 5:00 pm on Friday, October 12, 2012. Late proposals will not be accepted.

b. Responses must be submitted in a complete proposal package with cover letter and containing all required supporting information and documents specified.

c. Pages must be securely stapled or otherwise attached together and numbered consecutively with each section identified.

Questions pertaining to this RFP, the Scope of Services, or the proposal should be directed to:

Laramie Bowron
Manager of Planning
Central Contra Costa Transit Authority
925.680.2048
bowron@cccta.org

Exhibit B -

SAMPLE AGREEMENT FOR PROFESSIONAL SERVICES

THIS AGREEMENT is made as of _____, by and between CENTRAL CONTRA COSTA TRANSIT AUTHORITY ("AUTHORITY") and _____ ("CONSULTANT").

WHEREAS, the Board of Directors desires to obtain professional services in connection with an adaptive service analysis and has issued a Request for Proposals dated _____, 2012 pertinent provisions of which are attached and incorporated as Exhibit A; and

WHEREAS, the CONSULTANT desires to furnish such services and submitted a written proposal dated _____, 2012 pertinent provisions of which are attached and incorporated as Exhibit B; and

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

1. RENDITION OF SERVICES

The CONSULTANT 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. SCOPE OF SERVICES

The scope of the Consultant's services shall consist of the services set forth in Exhibit A, as supplemented by Exhibit B, except when inconsistent with Exhibit A.

3. TERM

No Work shall begin prior to the AUTHORITY's issuance of a written Notice To Proceed. The term of this Agreement shall be _____, unless terminated sooner pursuant to Section 17.

4. COMPENSATION

The CONSULTANT agrees to perform all of the services included in Section 2 for the total sum not to exceed amount of \$_____ at the hourly costs in its proposal, which sum shall include all labor, materials, taxes, profit, overhead, insurance, subconsultant costs and all other costs and expenses incurred by the CONSULTANT.

5. MANNER OF PAYMENT

CONSULTANT shall submit deliverable/milestone based invoices, detailing the services performed during the billing period, the personnel performing those services, applicable labor rates, and costs of materials. AUTHORITY will endeavor to pay approved invoices within thirty (30) days of their receipt.

6. 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 CONSULTANT 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 CONSULTANT 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 CONSULTANT shall replace them at its own expense and the CONSULTANT assumes all risks of loss, damage or destruction of or to such materials. The CONSULTANT may retain a copy of all material produced under this Agreement for its use in its general business activities.

7. CONFIDENTIALITY

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

CONSULTANT 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.

8. KEY PERSONNEL

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

9. USE OF SUBCONTRACTORS

CONSULTANT 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. CONSULTANT shall be solely responsible for reimbursing any subcontractors and the AUTHORITY shall have no obligation to them.

10. 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 11 or in the time of required performance as set forth in the contract documents, or both. In the event that CONSULTANT 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, CONSULTANT 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 CONSULTANT 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.

11. RESPONSIBILITY; INDEMNIFICATION

CONSULTANT 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 CONSULTANT to the extent caused by an act or omission of the CONSULTANT or its employees, subcontractors or agents. Nothing herein contained in this Section or in this Agreement shall be construed to require CONSULTANT to indemnify, hold harmless or defend AUTHORITY or Indemnified Parties (Indemnitees) against any responsibility or liability in contravention of California Civil Code Section 2782.8. This indemnification shall survive termination of the Agreement.

12. INSURANCE

A. Workers' Compensation. If CONSULTANT employs any person to perform work in connection with this Agreement, CONSULTANT 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, CONSULTANT 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. CONSULTANT shall, at its own cost and expense, also procure and maintain Commercial General Liability insurance providing bodily injury and property damage coverage with a combined single limit of at least \$1 million each occurrence or claim and a general aggregate limit of at least \$1 million. This insurance shall include but not be limited to premises and operations; contractual liability; personal injury; products and completed operations, advertising injury liability, and broad form property damage.

C. Automobile Liability insurance. CONSULTANT shall, at its own cost and expense, procure and maintain Automobile Liability insurance providing bodily injury and property damage with a combined single limit of at least \$1 million per occurrence for all owned, non-owned and hired automobiles. This insurance shall provide contractual liability covering all motor vehicles and mobile equipment to the extent coverage may be excluded from general liability insurance.

With respect to the coverages under subsections B and C of this section, the policies will name as additional insured with respect to CONSULTANT'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 CONSULTANT. The policies will protect CONSULTANT 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, CONSULTANT 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. Failure to Procure or Maintain Insurance. CONSULTANT's failure to procure and maintain required insurance will be a material breach of the contract and AUTHORITY may immediately terminate.

E. Terms of Policies. All insurance specified above shall remain in force until all work to be performed is satisfactorily completed.

F. Evidence of Insurance. AUTHORITY reserves the right to request a certified duplicate original of all policies required under this section.

13. CONSULTANT'S STATUS

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

14. ASSIGNMENT

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

15. AUTHORITY WARRANTIES

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

16. 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.

17. TERMINATION

The AUTHORITY shall have the right to terminate this Agreement for convenience or default at any time by giving written notice to the CONSULTANT. Upon receipt of such notice, the CONSULTANT 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 CONSULTANT, the AUTHORITY shall pay to CONSULTANT in accordance with the provisions of Section 4 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 CONSULTANT to effect such termination. If the Agreement is terminated for default, the AUTHORITY shall remit final payment to CONSULTANT 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.

18. MAINTENANCE, AUDIT AND INSPECTION OF RECORDS

All CONSULTANT and subconsultant costs incurred in the performance of this Contract will be subject to audit. CONSULTANT and its subcontractors shall permit the AUTHORITY, or its authorized representatives to inspect, examine, make excerpts from, transcribe, and copy CONSULTANT'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 CONSULTANT pursuant to this Agreement. The CONSULTANT shall also provide such assistance as may be required in the course of such audit. CONSULTANT 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 CONSULTANT agrees to reimburse the AUTHORITY for those costs within sixty (60) days of written notification by the AUTHORITY.

19. EQUAL EMPLOYMENT OPPORTUNITY

In connection with the execution of this contract, the Consultant shall not discriminate against any employee or applicant for employment because of race, color, religious creed, ancestry, national origin, age, sex, physical disability, mental disability, marital status, or medical condition. The Consultant shall take affirmative action to ensure that applicants are employed and that employees are treated during employment without regard to their race, color, religious creed, ancestry, national origin, age, sex, physical disability, mental disability, marital status, or medical condition. Such action shall include, but not be limited to: recruitment or recruitment advertising, employment/hiring, promotion or upgrade, demotion, transfer, layoff or termination, disciplinary actions, rates of pay or other forms of compensation, and selection for training, including apprenticeship. Consultant shall comply with Executive Order 11246, titled "Equal Employment Opportunity," as amended by Executive Order 11375, and as supplemented by U.S. Department of Labor regulations (41 CFR Part 60). Consultant further agrees to include this provision in all subcontracts, except subcontracts for standard commercial supplies or raw materials.

20. NON-DISCRIMINATION ASSURANCE

The CONSULTANT shall not discriminate on the basis of race, color, national origin, or sex in the performance of this Agreement. The CONSULTANT shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of U.S. DOT-assisted contracts. Failure by the CONSULTANT 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 CONSULTANT shall obtain the same assurances from its joint venture partners, subconsultants, and subcontractors by including this assurance in all subcontracts entered into under this Agreement.

21. CONFLICT OF INTEREST

CONSULTANT 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 CONSULTANT 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, CONSULTANT may be required to publicly disclose financial interests under the Authority's Conflict of Interest Code. CONSULTANT 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, CONSULTANT 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.

22. NOTICES

All communications relating to the day-to-day activities of the project shall be exchanged between the AUTHORITY's General Manager and the CONSULTANT'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 CONSULTANT: _____
 Attn: _____

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.

23. 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.

24. APPLICABLE LAW

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

25. THIRD PARTY BENEFICIARIES

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

26. 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.

27. ENTIRE AGREEMENT

The Agreement, including the Exhibits hereto, constitutes the entire agreement between CCCTA and Consultant relating to the subject matter hereof and supersedes any previous agreements or understandings. This Agreement may be modified or amended only by written instrument signed by both Consultant and CCCTA.

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:

CONSULTANT:

CENTRAL CONTRA COSTA TRANSIT
AUTHORITY

By: _____

By: _____

Title: General Manager

Title:

ATTEST:

By: _____
Secretary for the AUTHORITY

*By: _____

APPROVED AS TO FORM:

Title: _____

By: _____
Attorney for the AUTHORITY

* If the CONSULTANT 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 CONSULTANT will submit satisfactory evidence that the individual is authorized to sign for and bind the corporation.

CCCTA
2477 Arnold Industrial Way
Concord, CA 94520

TO: O&S Committee

DATE: September 17, 2012

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for August 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 2013		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	267,952		
Average Weekday	10,776	10,292	
Pass/Rev Hour	14.5	14.0	Standard Goal > 17.0
Missed Trips	0.12%	0.09%	Standard Goal < 0.25%
Miles between Road Calls	21,419	34,319	Standard Goal > 18,000

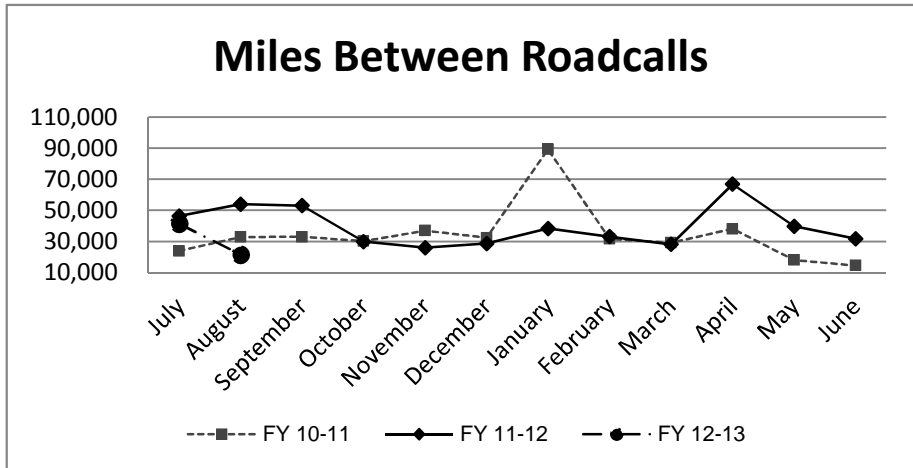
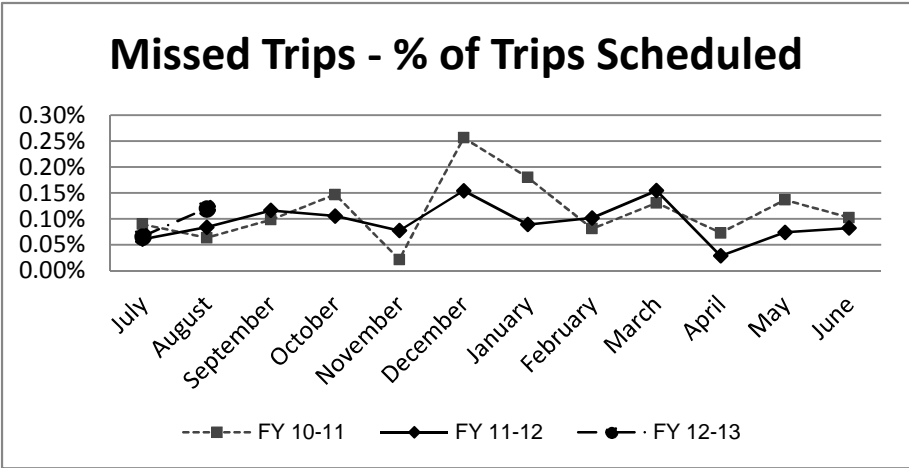
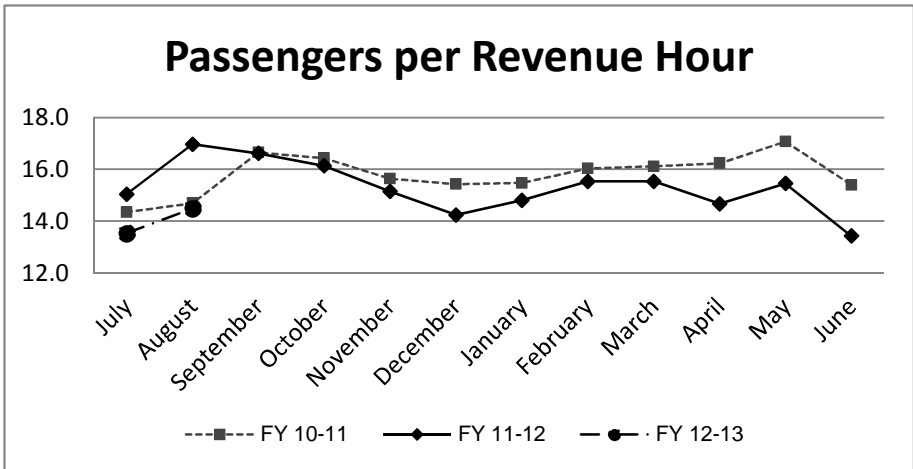
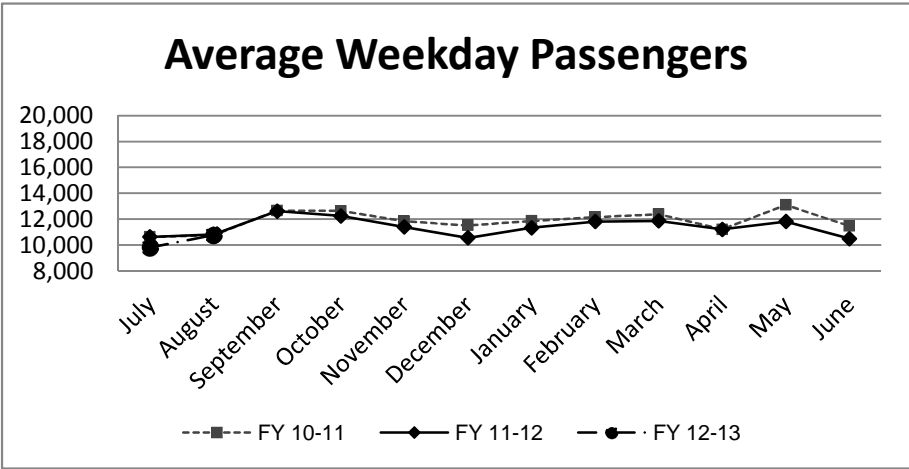
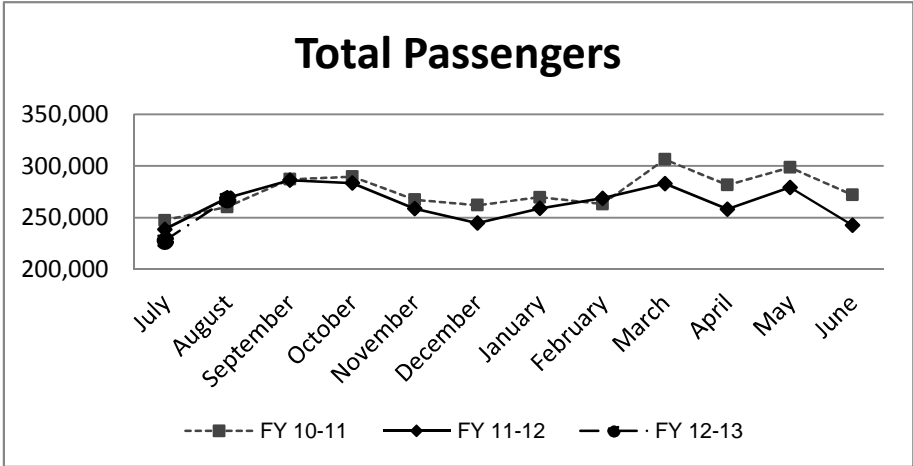
* Based on current standards from updated S RTP

Analysis

Average weekday ridership was higher in August (10,776 passengers) than July (9,809 passengers) but lower than August of last year (10,825 passengers). Productivity was also up in August with 14.5 passengers per hour compared to the July level of 13.5 passengers per hour.

The percentage of missed trips in August was 0.12% and slightly higher than in July (0.07%). The YTD average is 0.09% missed trips.

The number of miles between roadcalls dropped to 21,419 miles in August from 31,304 miles the prior month. The 12 month average is 34,319 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2011 September	2011 October	2011 November	2011 December	2012 January	2012 February	2012 March	2012 April	2012 May	2012 June	2012 July	2012 August	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	264,940	269,092	260,169	258,233	267,933	264,761	281,156	267,150	278,303	253,651	247,826	278,449	3,191,663
Work Days	29	31	29	30	30	29	31	30	30	30	30	31	360
Revenue Hours	17,221	17,566	17,081	17,178	17,455	17,293	18,220	17,602	18,067	17,046	16,832	18,496	210,057
Operator Pay Hours	30,692	29,729	29,324	34,775	32,316	29,839	31,195	30,306	31,155	30,023	29,970	31,358	370,681
Number of Operators	162	162	162	165	165	160	164	162	161	161	165	165	163
Unscheduled Absences	337	197	303	354	461	402	420	412	307	365	337	369	4,264
FT Protection	42	34	53	48	85	45	53	50	45	59	29	68	611
Worker Comp.	82	109	115	98	123	144	109	113	87	96	112	94	1,282
Sick leave	213	54	135	208	253	213	258	249	175	210	196	207	2,371
Collision Accidents	7	5	6	6	3	4	4	2	10	6	5	6	64
Passenger Accidents	9	17	12	7	9	11	13	11	10	12	8	12	131
Total Chargeable Collisions	3	1	4	3	1	4	1	2	2	1	2	5	29
Chargeable/100K Miles	1.13	0.37	1.53	1.16	0.37	1.51	0.35	0.74	0.71	0.39	0.80	1.79	0.90
Number of Trips Scheduled	23,255	23,739	23,256	22,740	23,581	23,581	24,600	23,581	24,359	23,124	22,782	25,003	283,601
Number of Trips Missed	27	25	18	35	21	24	38	7	18	19	15	30	277
Of Trips Scheduled - % Missed	0.12%	0.11%	0.08%	0.15%	0.09%	0.10%	0.15%	0.03%	0.07%	0.08%	0.07%	0.12%	0.10%
Of Trips Missed - Mechanical	16	14	13	7	7	13	20	3	7	15	10	14	139
On Time Performance %	91%	90%	95%	94%	94%	96%	90%	90%	88%	88%	90%	89%	91%
MAINTENANCE													
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	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%
Total Road Calls	12	9	14	15	9	13	15	6	8	12	6	16	135
Road Calls for Mechanical	5	6	10	9	7	8	10	4	7	8	6	13	93
Road Calls for Other	7	3	4	6	2	5	5	2	1	4	0	3	42
Miles Between Mechanical Road Calls													
Bus Numbers													
100 - 199	11,933	11,714	10,034	7,925	9,375	11,781	11,930	11,249	12,214	9,647	12,445	8,999	
200 - 299	33,165	11,770	28,653	31,222	34,037	30,338	33,067	32,494	16,426	35,164	27,631	34,306	
300 - 399	34,484	18,219	20,226	13,142	22,031	11,844	6,224	40,903	39,175	35,450	34,557	20,859	
400 - 499	8,414	31,903	30,953	17,596	15,892	30,471	36,198	31,581	34,388	23,555	29,747	15,132	
500 - 519	49,334	49,376	23,634	15,928	50,808	26,619	52,607	52,074	27,108	48,677	44,991	27,014	
900 - 939	87,870	90,495	23,475	90,839	86,996	45,332	48,365	8,643	93,324	29,483	41,234	31,128	
2000 - 2099	14,499	13,855	8,910	5,846	10,873	12,736	13,282	11,936	12,134	12,708	15,987	7,876	
Fleet Avg.	52,988	29,899	26,017	28,693	38,276	33,095	28,116	66,788	39,758	31,706	41,304	21,419	34,319
Maintenance Pay Hours	3,744	4,086	4,160	4,418	4,762	4,457	4,581	4,311	4,437	4,093	4,395	4,522	51,964
No. Maint. Employees	24	22	26	27	27	27	26	26	25	27	26	27	26
Maint. Emps/100K Miles	9	8	10	10	10	10	9	10	9	11	10	10	1
Unscheduled Absences	3	1	3	1	2	1	7	1	2	4	3	0	2

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

MONTHLY BOARDINGS

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
August 2012 - Fixed Route Boardings	267,952	Revenue Hours - August 12	18,496	Weekdays - August 12	23	Fiscal 2013 YTD	495,638
		August 11	18,119	August 11	23		
Bus Bridge		Revenue Miles - August 12	207,973	Saturdays - August 12	4	Fiscal 2012YTD	507,739
Special Event		August 11	201,212	August 11	4		
				Sundays - August 12	4		
				August 11	4		
August 2012 Total Boardings	267,952	Passengers per Mile	1.3	Total Days - 2012	31	YTD Trend	(2.4%)
August 2011 Total Boardings	269,149	Passengers per Hour	14.49	2011	31	Monthly Trend	(0.4%)

August 2012 Fixed Route Passenger Total						August 2012	August 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,732			7,732	336	13.0
2	Rudgear / Walnut Creek	1,323			1,323	58	6.5
4	Walnut Creek Downtown Shuttle	20,246	2,096	1,623	23,966	880	24.7
5	Creekside / Walnut Creek	1,480			1,480	64	6.4
6	Lafayette / Moraga / Orinda	7,306	338	349	7,993	318	10.3
7	Shadelands / Pleasant Hill / Walnut Creek	5,390			5,390	234	7.3
9	DVC / Walnut Creek	12,938			12,938	563	13.6
10	Concord / Clayton Rd	22,519			22,519	979	20.4
11	Treat Blvd / Oak Grove	6,533			6,533	284	15.3
14	Monument Blvd	14,010			14,010	609	15.5
15	Treat Boulevard	9,830			9,830	427	13.9
16	Alhambra Ave / Monument Blvd	14,990			14,990	652	12.9
17	Olivera/Solano / Salvio / North Concord	4,667			4,667	203	11.0
18	Amtrak / Merello / Pleasant Hill	10,078			10,078	438	14.0
19	Amtrak / Pacheco Blvd / Concord	3,452			3,452	150	10.9
20	DVC / Concord	25,689			25,689	1,117	24.0
21	Walnut Creek / San Ramon Transit Center	13,115			13,115	570	11.7
25	Lafayette / Walnut Creek	1,378			1,378	60	5.2
28	North Concord / Martinez	6,687			6,687	291	9.6
35	Dougherty Valley	7,683			7,683	334	10.3
36	San Ramon / Dublin	5,282			5,282	230	8.6
91X	Concord Commuter Express	1,276			1,276	55	15.3
92X	Ace Shuttle Express	3,632			3,632	158	19.0
93X	Kirker Pass Express	4,930			4,930	214	17.6
95X	San Ramon / Danville Express	3,773			3,773	164	16.3
96X	Bishop Ranch Express	10,663			10,663	464	14.7
97X	Bishop Ranch Express	2,367			2,367	103	10.4
98X	Martinez Express	8,062			8,062	351	13.2
250 *	Gael Rail Service	29	14	10	53	7	1.8
301	Rossmoor / John Muir Medical Center		265	264	529	0	7.3
310	Concord Bart / Clayton Rd / Kirker Pass		1,665	1,263	2,927	0	27.2
311	Concord / Oak Grove / Treat Blvd / WC		851	704	1,555	0	12.9
314	Clayton Rd / Monument Blvd / PH		2,567	1,771	4,338	0	19.8
315	Concord / Willow Pass / Landana		257	139	396	0	7.4
316	Alhambra / Merello / Pleasant Hill		1,412	965	2,377	0	14.9
320	DVC / Concord		987	644	1,632	0	15.8
321	San Ramon / Walnut Creek		1,161	765	1,926	0	11.9
600's	Select Service	10,785			10,785	469	27.8
TOTALS		247,842	11,613	8,497	267,952	10,776	14.5

* Data from Link ** Seasonal Route

AUGUST 2012 PRODUCTIVITY
(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	10,785	469	27.8
310	Concord Bart / Clayton Rd / Kirker Pass	2,927	0	27.2
4	Walnut Creek Downtown Shuttle	23,966	880	24.7
20	DVC / Concord	25,689	1,117	24.0
10	Concord / Clayton Rd	22,519	979	20.4
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,338	0	19.8
92X	Ace Shuttle Express	3,632	158	19.0
93X	Kirker Pass Express	4,930	214	17.6
95X	San Ramon / Danville Express	3,773	164	16.3
320	DVC / Concord	1,632	0	15.8
14	Monument Blvd	14,010	609	15.5
91X	Concord Commuter Express	1,276	55	15.3
11	Treat Blvd / Oak Grove	6,533	284	15.3
316	Alhambra / Merello / Pleasant Hill	2,377	0	14.9
96X	Bishop Ranch Express	10,663	464	14.7
18	Amtrak / Merello / Pleasant Hill	10,078	438	14.0
15	Treat Boulevard	9,830	427	13.9
9	DVC / Walnut Creek	12,938	563	13.6
98X	Martinez Express	8,062	351	13.2
1	Rossmoor / Shadelands	7,732	336	13.0
16	Alhambra Ave / Monument Blvd	14,990	652	12.9
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,555	0	12.9
321	San Ramon / Walnut Creek	1,926	0	11.9
21	Walnut Creek / San Ramon Transit Center	13,115	570	11.7
17	Olivera/Solano / Salvio / North Concord	4,667	203	11.0
19	Amtrak / Pacheco Blvd / Concord	3,452	150	10.9
97X	Bishop Ranch Express	2,367	103	10.4
6	Lafayette / Moraga / Orinda / Orinda Village	7,993	318	10.3
35	Dougherty Valley	7,683	334	10.3
28	North Concord / Martinez	6,687	291	9.6
36	San Ramon / Dublin	5,282	230	8.6
315	Concord / Willow Pass / Landana	396	0	7.4
301	Rossmoor / John Muir Medical Center	529	0	7.3
7	Shadelands / Pleasant Hill / Walnut Creek	5,390	234	7.3
2	Rudgear / Walnut Creek	1,323	58	6.5
5	Creekside / Walnut Creek	1,480	64	6.4
25	Lafayette / Walnut Creek	1,378	60	5.2
250 *	Gael Rail Service	53	7	1.8

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

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12
1	Rossmoor / Shadelands	365	368	361	355	330	354	359	381	376	365	349	357	336
2	Rudgear / Walnut Creek	61	64	70	60	50	56	65	60	59	60	50	50	58
4	Walnut Creek Downtown Shuttle	949	960	905	904	919	869	895	919	851	851	848	836	880
4H **	Walnut Creek Extended Holiday Shuttle				4	32								
5	Creekside / Walnut Creek	65	70	73	63	69	46	67	63	48	51	53	65	64
6	Lafayette / Moraga / Orinda	325	513	498	467	364	455	462	466	415	416	319	284	318
7	Shadelands / Pleasant Hill / Walnut Creek	224	217	210	205	193	231	218	232	230	251	234	231	234
9	DVC / Walnut Creek	610	602	602	563	490	519	554	554	522	550	531	558	563
10	Concord / Clayton Rd	941	1,079	1,046	978	973	928	985	984	955	1,016	927	894	979
11	Treat Blvd / Oak Grove	272	330	307	309	284	297	316	317	291	303	265	271	284
14	Monument Blvd	586	639	635	595	567	596	598	599	600	619	591	581	609
15	Treat Boulevard	420	519	502	471	433	466	473	471	449	492	456	404	427
16	Alhambra Ave / Monument Blvd	678	745	711	645	634	661	684	689	685	728	691	660	652
17	Olivera/Solano / Salvio / North Concord	228	247	228	203	199	197	207	210	205	234	208	215	203
18	Amtrak / Merello / Pleasant Hill	428	490	469	430	376	399	447	437	411	454	408	387	438
19	Amtrak / Pacheco Blvd / Concord	148	153	147	131	119	136	137	120	133	137	145	141	150
20	DVC / Concord	1,155	1,242	1,205	1,154	1,040	952	1,204	1,165	1,078	1,096	955	972	1,117
21	Walnut Creek / San Ramon Transit Center	571	633	626	588	556	625	588	594	572	613	576	584	570
25	Lafayette / Walnut Creek	47	54	56	56	52	57	50	58	58	65	61	64	60
28	North Concord / Martinez	294	323	287	298	274	296	312	297	199	250	244	265	291
35	Dougherty Valley	313	377	350	334	322	353	363	362	302	362	317	312	334
36	San Ramon / Dublin	227	261	274	228	224	237	251	239	234	245	213	224	230
91X	Concord Commuter Express	41	40	34	33	34	30	39	27	34	41	30	36	55
92X	Ace Shuttle Express	188	189	177	186	150	183	160	158	149	142	138	149	158
93X	Kirker Pass Express	196	198	207	198	178	203	203	210	210	222	221	206	214
95X	San Ramon / Danville Express	163	177	176	163	163	169	182	179	182	190	174	163	164
96X	Bishop Ranch Express	462	477	483	451	436	498	495	529	481	480	465	457	464
97X	Bishop Ranch Express	103	107	98	82	83	85	87	95	99	93	81	76	103
98X	Martinez Express	322	338	340	320	316	327	360	336	338	347	322	324	351
250 *	St Mary's College Gael Rail Shuttle	3	15	14	16	9	12	14	16	12	10			7
260 *	Cal State East Bay / Concord Bart			5	4	2	7	4	2	6	9	4		
600's	Select Service	443	1,194	1,161	910	684	1,075	1,049	1,108	1,036	1,129	622	43	469
TOTALS		10,825	12,615	12,246	11,394	10,549	11,311	11,817	11,867	11,210	11,812	10,494	9,809	10,776

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

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12
SATURDAY		<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>	<i>4 Days</i>	<i>5 Days</i>	<i>5 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	607	582	536	541	501	556	620	538	577	343	465	397	524
4H **	Walnut Creek Extended Holiday Shuttle				16	69								
6	Lafayette / Moraga / Orinda	60	168	149	124	115	148	122	116	97	98	76	59	85
250 *	St Mary's College Gael Rail Shuttle	3	61	42	30	21	33	30	35	28	18			4
301	Rossmoor / John Muir Medical Center	79	79	95	72	74	80	80	67	57	55	78	51	66
310	Concord Bart / Clayton Rd / Kirker Pass	415	421	435	407	389	395	418	362	299	330	403	319	416
311	Concord / Oak Grove / Treat Blvd / WC	229	208	217	200	216	230	258	206	188	190	217	166	213
314	Clayton Rd / Monument Blvd / PH	601	644	659	611	636	561	648	573	521	508	721	427	642
315	Concord / Willow Pass / Landana	74	65	66	82	77	63	77	68	46	62	66	47	64
316	Alhambra / Merello / Pleasant Hill	297	334	307	300	290	259	329	316	259	281	290	272	353
320	DVC / Concord	263	239	216	193	224	209	233	196	192	170	259	181	247
321	San Ramon / Walnut Creek	270	263	282	223	228	231	249	217	192	197	239	209	290
TOTALS		2,899	3,062	3,004	2,798	2,839	2,764	3,064	2,694	2,457	2,251	2,814	2,131	2,903

Route	Destination Information	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12
SUNDAY		<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>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	424	459	423	414	431	401	425	488	640	313	359	447	406
6	Lafayette / Moraga / Orinda	91	122	143	127	82	91	95	90	99	98	55	72	87
250 *	St Mary's College Gael Rail Shuttle	2	29	22	20	14	21	25	26	21	12			3
301	Rossmoor / John Muir Medical Center	63	67	68	38	43	55	50	47	60	55	63	59	66
310	Concord Bart / Clayton Rd / Kirker Pass	339	329	324	298	309	287	312	311	351	327	340	469	316
311	Concord / Oak Grove / Treat Blvd / WC	170	188	179	156	167	149	167	193	216	165	165	232	176
314	Clayton Rd / Monument Blvd / PH	424	447	469	437	531	412	410	423	558	435	480	682	443
315	Concord / Willow Pass / Landana	54	46	48	53	58	31	57	44	49	45	40	54	35
316	Alhambra / Merello / Pleasant Hill	256	245	222	188	240	208	229	200	259	199	188	296	241
320	DVC / Concord	149	135	147	136	137	138	149	125	175	152	137	213	161
321	San Ramon / Walnut Creek	167	170	188	179	173	162	160	167	198	199	194	239	191
TOTALS		2,139	2,237	2,235	2,045	2,183	1,956	2,078	2,115	2,627	2,000	2,021	2,763	2,124

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, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, 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
96X	BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
97X	BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
98X	BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart

Route Description Summary

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

**CCCTA LINK
MONTHLY OPERATING SUMMARY
AUGUST FY 12/13**

SUMMARY	AUGUST FY 11/12	AUGUST FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	13,610	12,454	25,463	24,088
2 TOTAL ATTENDANTS	1,033	921	2,009	1,706
3 TOTAL COMPANIONS	104	68	169	157
4 TOTAL PASSENGERS	14,747	13,443	27,641	25,951
5 TOTAL SERVICE DAYS	31	31	61	61
6 VEHICLE REVENUE HOURS	7,079	7,001	13,337	13,523
7 VEHICLE SERVICE HOURS	8,653	8,631	16,272	16,604
8 VEHICLE NON REV HOURS	1,574	1,630	2,935	3,081
9 VEHICLE SERVICE MILES	136,447	123,719	254,646	243,431
10 VEHICLE REVENUE MILES	112,852	100,851	209,824	198,472
11 VEHICLE NON REV MILES	23,595	22,868	44,822	44,959
12 PASS. PER REVENUE HOUR	2	2	2	2
13 CLIENT PER REVENUE HOUR	2	2	2	2
14 PASS. PER SERVICE HOUR	2	2	2	2
15 PASS. PER SERVICE MILE	0	0	0	0
16 PASS. PER REVENUE MILE	0	0	0	0
17 TOTAL TRANSFER TRIPS	1,198	946	2,035	1,918
18 SAME DAY TRIPS	288	165	507	348
19 SUBSCRIPTION TRIPS	8,838	7,100	16,658	13,747
20 DEMAND	4,697	5,446	8,654	10,452
21 FAREBOX REVENUE	\$15,441.00	\$13,323.29	\$28,757.00	\$26,286.31
22 PREPAID CLIENTS	\$13,465.00	\$10,434.00	\$25,706.75	\$22,180.00
23 COLLECTED BILLING	\$23,220.00	\$5,664.00	\$68,036.00	\$47,006.00
24 TOTAL REVENUE COLLECTED	\$52,126.00	\$29,421.29	\$122,499.75	\$95,472.31
25 CHARGEABLE ACCIDENTS	1	0	1	0
26 SERVICE COMPLAINTS	0	0	2	0
27 SERVICE COMMENDATIONS	0	0	1	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	2	4	3
30 DRIVER TURNOVER	1	5	0	5
31 SCHEDULE ADHERENCE	94%	76%	96%	76%
32 WHEELCHAIR BOARDING'S	3,624	3,598	6,802	6,842
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	10,032	6,710	NA	NA
35 UNDUPLICATED CLIENTS	1,077	1,399	NA	NA
36 NO-SHOWS	69	47	121	87
37 CANCELS	2,158	3,386	4,254	5,255
38 AVG. TRIP LENGTH (MILES)	9	9	9	9
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	48	55
41 TOTAL FUEL/GALLONS	19,465	20,090	37,509	36,421