

County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-7500 countyconnection.com

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

**Friday, October 11, 2013
8:00 a.m.**

**Supervisor Andersen, District 2, Lamorinda Office
3338 Mt. Diablo Blvd.
Lafayette, California**

The committee may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the committee.

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of September 6, 2013 (to be mailed separately)
4. Maintenance - None
5. Paratransit and Accessible Services
 - a. Paratransit RFP – Draft Scope of Work*
 - b. Committee Discussion Regarding LINK Employee Comments at Recent Board Meetings
6. Planning and Scheduling
 - a. Alamo T-1 Proposal and Agreement*
 - b. Bishop Ranch Service Proposal*
7. Staff Reports
 - a. FY 2012-13 Year End Report*
 - b. Fixed Route Monthly Report*
 - c. LINK Monthly Report*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting
11. Adjournment

*Enclosure

FY2013/2014 O&S Committee

Dave Hudson – San Ramon, Jack Weir – Pleasant Hill, Candace Andersen – Contra Costa County

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

Public Comment: Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

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

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

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, October 17, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, November 6, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Friday, November 8, 9:30 a.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, November 7, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	November 1, Time and Location TBD

The above meeting schedules are subject to change. Please check the County Connection Website (www.countyconnection.com) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.

This agenda is posted on County Connection's Website (www.countyconnection.com) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California

To: O&S Committee

Date: October 4th 2013

From: Bill Churchill, Director of Transportation

Reviewed by:

SUBJECT: Review of Scope of Work for Paratransit RFP

Since the current ADA paratransit contract expires June 30th 2014, the O&S Committee has begun the process of examining the existing program and exploring different service delivery options. That work culminated with the Paratransit Board Workshop held on September 6th 2013. As a result of direction given to staff at the Board Workshop, a draft scope of work has been developed for committee review. Staff is not including the boiler plate legal language in this memo in order to concentrate on contractor services to be provided. Staff seeks input from committee members regarding the attached Draft Scope of Work from the perspective of how well it fits within the goals of the committee.

Additionally, staff has included below the draft timeline for the RFP and bid process timeline for committee review.

RFP/Contract Timeline for ADA Paratransit Services

1) September 2013, O&S Meeting	Board Paratransit Workshop
2) October 2013, O&S Meeting	Review of Draft RFP Scope of Work
3) November 2013, O&S Meeting	Final Review draft RFP
4) November 21, 2013 Board Meeting	Board of Directors authorizes the release Paratransit RFP
5) December 2013-February 2014	RFP on street
6) March 2014	Bid Evaluation
7) April 2014 O&S	Staff recommendation of Bid Award
8) April 2014, Board Meeting	Selection by Board of Directors
9) April 2014	Completion of Contract
10) May 2014 – June 30 th 2014	Potential Contractor Transition
11) July 1 st 2014	Winning Contractor Starts Service

Attachments: Exhibit A "Scope of work"



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Draft Exhibit A: Scope of Work

Paratransit RFP 2013

Version 1

10/4/2013

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I. Service Operation Definitions

The following terms are used throughout the Scope of Work, Exhibits and Attachments; the following terms shall have the meanings set forth below.

- A. **Advance Reservation:** LINK is an advanced reservation service. It is suggested that Riders call up to two days in advance to schedule their trips. However, in accordance with the Americans with Disabilities Act, Riders may call to make a reservation as late as the day before the trip is requested. LINK also provides same day trips as time and space allows.
- B. **Contractor:** The term “Contractor” means the individual, firm, company, corporation, partnership, or association executing the Contract as an entity providing the services specified in this RFP.
- C. **Deadhead Miles:** Miles when the vehicle is not in revenue service, i.e. Travel from the yard to first pick up and from the last drop off back to the yard.
- D. **Denial:** County Connection strictly adheres to the ADA definition of trip denials. A trip is considered a denial if the rider is offered a time more than one hour before or one hour after their requested time or if they are not offered any time. LINK has a “no denial” policy.
- E. **Curb to Curb Service:** A type of paratransit service where, on both the origin and destination ends of the trip the operator gets out of the vehicle and assists the passenger between the vehicle and a sidewalk or other waiting area no more than (15) fifteen feet from the vehicle. Drivers may NOT enter a residence and must keep the vehicle in sight at all times.
- F. **Holidays:** There are six official CCCTA holidays in which the LINK, Route 8, and Route 250 do not operate: New Year’s Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day. The contractor is required to have reservation staff on duty during regular business hours on holidays.
- G. **Manifest:** A manifest is defined as a list of passenger trips provided to the driver. The manifest includes at the minimum the following: customer name, pick up and drop off addresses and times, mobility devices used by the passenger, whether the passenger has a guest or an attendant, payment status and any other information specific to the client.
- H. **No Show:** An individual is considered a No Show if the County Connection is not notified one hour before the scheduled pick up time or if the driver waits five minutes after the pick- up time and the individual is not ready for boarding.
- I. **On-Time Performance:** On-time performance is measured by the status of pick-ups made within fifteen minutes before until fifteen minutes after the allotted pick up time.
- J. **Pick Up Window:** The Pick Up window is the span of time which determines if LINK is on time. This window is fifteen minutes before until fifteen minutes after a scheduled pick up time.

- K. **Subscription Service:** A subscription trip is a trip that is scheduled for the same time and same days each week. A rider is not required to call in advance for each trip but must call to cancel for one or more days. Subscription service may be capped at 50% if it is deemed that additional subscription trips will impair the ability of LINK to provide occasional trips, resulting in denials.
- L. **Vehicle Revenue Hour:** The hours a vehicle travels from the time it arrives at the first pick up, even if that pick up is a no show, until the last drop off or release from service by dispatch, minus time for lunch and breaks.
- M. **Vehicle Revenue Miles:** The miles a vehicle travels from the time it arrives at the first pick up until the last passenger is dropped off.
- N. **Vehicle Service Hour:** The hours a vehicle travels from the time it leaves the yard at 2477 Arnold Industrial Way, for a scheduled reservation each day until it returns to the yard, minus lunch and breaks.
- O. **Vehicle Service Miles:** The miles a vehicle travels from the time it pulls out from the yard at 2477 Arnold Industrial Way in Concord to go into revenue service to the time it pulls in to the yard on return from revenue service.

II. System Description

The service area for County Connection fixed route and LINK services encompasses over 200 square miles in central Contra Costa County and has an estimated population of 540,000 residents. Of this population, more than 7,500 residents have registered to use the County Connection LINK. In any given month, up to 1500 unduplicated individuals use the LINK service for as many as 15,000 client trips per month.

A. County Connection ADA Paratransit (LINK) Service

County Connection LINK is an ADA complementary paratransit service that currently operates within the entire service area of the fixed route system. County Connection LINK is an Americans with Disabilities Act (ADA) service. Any applicants for the County Connection LINK must be found to be ADA eligible to participate in the program.

The LINK service is provided from:

4:33 a.m. to 11:20 p.m. Monday through Friday

6:50 a.m. to 10:29 p.m. Saturday & Sunday (limited service)

LINK observes six (6) holidays: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day. Service does not operate on these days. However, reservationists are required to be on duty to reserve trips for those who wish to travel on the day following a Holiday observed by LINK. Reservations for LINK transportation are taken from 8:00 a.m. to 5:00 p.m. seven days a week, including holidays. Trips can be booked up to two days in

advance. Same day trips are provided subject to availability. About 60% of the service is currently subscription scheduled.

The fares for all passenger trips are \$4.00 each way. These fares are collected by the LINK operators and deposited into a CCCTA account. LINK riders may also pay for their trips by depositing money into a prepaid account. The fare is then automatically deducted when they ride. The contractor maintains records of riders with pre-paid accounts. The contractor also prepares invoices to and sends bills to those agencies/programs who reimburse for their client trips. In FY12, County Connection LINK operated 95,514 service hours and in FY13 operated 92,712 revenue hours. Although ridership and consequently service hours has been flat over the last three years County Connection anticipates modest growth beginning FY14 of less than 2%.

B. BART ADA Paratransit Service

County Connection provides paratransit service in central Contra Costa County for BART. This is a strict ADA paratransit service and is offered for those traveling from a location $\frac{3}{4}$ of a mile from a BART station to a location $\frac{3}{4}$ of a mile from a BART station. The hours of operation for this service are the same as BART hours. These hours are:

4:00 a.m. to 12:00 a.m. Monday through Friday

6:00 a.m. to 12:00 a.m. Saturday

6:30 a.m. to 12:00 a.m. Sunday

BART ADA service runs 365 days a year. According to the contract between BART and County Connection there must be at least one reservationist, dispatcher and mechanic on duty for all hours and days of BART ADA service.

The cost of a BART ADA trip is dependent on the length of the trip and can be anywhere from \$2.00 to \$6.00 per one-way trip. All BART ADA fares are determined by BART and based on actual BART fares.

A BART ADA trip is defined as any trip that begins and ends within $\frac{3}{4}$ mile of a BART station and is provided during hours when County Connection fixed route service (and hence LINK service) does not operate.

In FY10, the BART ADA service is scheduled for approximately 1,000 hours of service and the same for all subsequent contract years.

C. Other Non-ADA Services

In addition to ADA Paratransit services as previously listed, the County Connection requires the winning Contractor to provide several non-paratransit services to partners within the community. Currently three separate services exist; Route 250 to Saint Mary's College, Route 260 to California State East Bay, Alamo Creek flex-route. In addition to the three scheduled services, County Connection requires other short term Special Transportation services to be provided on an ad hoc basis as long as it does not interfere with the existing paratransit and non-paratransit programs. It is important to note that non-ADA services tend to be dynamic and subject to change as the needs within the community evolve. Existing services may be discontinued and new services may be required across the span of a typical contract.

1. Saint Mary's College (Route 250):

Route 250 operates during the Saint Mary's College school year only and is subject to change according to the agreement between Saint Mary's and County Connection. Service is free to St. Mary's students who must show a valid ID card, all other passengers pay the current County Connection fixed route fare. Although the St. Mary's shuttle is a fixed route with established bus stops, it does allow for flag stops along the existing route and more importantly may flex off the main route in very limited ways upon request. Please refer to Attachment I for more detailed information. Typically the St. Mary's shuttle begins during the last week of August and ends in the last week of May. The route generates 30 hours of platform and approximately 375 vehicle miles per week. Currently the shuttle is in revenue service Thursdays and Fridays from 9:20pm to 1:25am and Saturdays and Sundays from 6:20pm to 1:25am.

2. California State University East Bay (Route 260):

Route 260 is another shuttle dedicated to a University and only operates during the school year and is subject to change in accordance to the agreement between County Connection and California State East Bay. Students, faculty and staff of California State East Bay ride free with a valid ID while the general public is required to pay the current fixed route fare. The route generally begins during the last week of September and ends in the second week of June. Route 260 is a fixed route providing service from Concord BART to California State East Bay campus in Concord and operates Monday through Thursday from 7:40am to 10:30pm. Route 260 generates fifty (50) hours of platform and 608 miles per week of service. For more detailed information please refer to Attachment II.

3. Alamo Creek -Demand Responsive Flex Route:

The Alamo Creek Shuttle provides same day and advance reservations and is tailored to meet the needs of the Alamo Creek, Monterosso, and Ponderosa Colony community (the CSA). The taxi type service is flexible and can be utilized by everyone within the defined community; students, commuters, and seniors. Once outside the community the route becomes fixed and travels along the 680 corridor to the Danville Park and Ride lot and then to the Walnut Creek BART station. The shuttle is a peak period service operating from 6:00 am to 9:00 am and from 4:00 pm to 7:00 pm on weekdays for a total weekly platform of 50 hours.

4. Special Transportation Services:

In addition to the three previously defined fixed route services the winning contractor may from time to time, upon receiving specific written authorization from County Connection, provide special transportation services. This authorization may be given provided that such special services are determined by County Connection to be in the public interest, do not interfere with the operation of County Connection LINK, BART ADA or the other fixed routes as defined in this RFP and if such services are in compliance with all applicable federal and state statutes. CONTRACTOR shall be entitled to compensation for such services at the specified rate for out-of-contract service listed by CONTRACTOR in its proposal

III. County Connection Responsibilities

A. Management

Under direction of the General Manager the Director of Transportation is responsible for administering the contract including the monitoring and evaluation of service quality and approval of all invoices. Day to day communications regarding the contract performance shall be between the Contractors Project Manager and the Director of Transportation.

B. System Planning, Design and Administration

County Connection shall be responsible for system design of all services and the scheduling of all Non-Paratransit services, setting of fare levels and transfer policies, productivity analysis as well as marketing and promotion. The Contractor will be expected to provide input to assist the County Connection in making determinations on these matters as requested. This assistance shall be included in Contractors fixed rate quoted in its cost proposal, and no additional charges will be permitted.

C. Adjustment to Service

Any adjustments to service shall be a prerogative of County Connection. However, County Connection expects to work closely with the CONTRACTOR on such modification in order to provide efficient and responsive service. No operational change that affects service, scheduling, hours of operation, response times, or any other characteristics of the County Connection transit systems shall be made by the CONTRACTOR without the approval of County Connection. County Connection may modify the service area for fiscal, jurisdictional, geographic, coordination or passenger travel pattern reasons. Modifications made may affect up to twenty (20) percent of the specified vehicle service hours (based on annual vehicle service hours for all paratransit services provided under this contract) without changing the fixed monthly rate of the vehicle service hour rate set forth on the Proposal or any other term or condition of the contract. County Connection will notify the CONTRACTOR thirty (30) days in advance of any major service changes. It would be expected that agreements regarding minor service changes in a shorter time would be possible through cooperative efforts of County Connection and the CONTRACTOR. County Connection reserves the right to pursue methodologies for service redesign at its sole discretion at any time during the duration of this contract. Service redesign could include a larger or smaller role for the CONTRACTOR during the course of the contract.

D. Coordination

The Contractor will cooperate with County Connection and with various governmental agencies to ensure that effective coordination is achieved among all public transportation services provided in the County Connection service area. The Contractor shall delegate key staff as contact personnel to assure ongoing communication with neighboring operators.

E. Advertising and Promotion

County Connection shall be responsible to prepare, place, schedule and pay for all advertising and promotional materials designed to inform patrons of service operations and to promote ridership. Additionally County Connection shall provide the Contractor all schedules, passes, tickets and like materials required to effectively operate the service as defined by this RFP. Contractor shall distribute and disseminate such materials in accordance with the provisions of this RFP and any directions supplemental thereto provided by County Connection.

F. ADA Eligibility

County Connection is responsible for determining ADA certifications, disseminating certification information to the region and maintaining an ADA paratransit eligibility database. County Connection will provide regular updates of ADA eligible passengers to the contractors to ensure trips are provided to the public in an appropriate manner.

G. Facilities and Equipment

County Connection shall provide the Contractor with facilities sufficient to reasonably house dispatching, operator support, administrative support and maintenance activities. Additionally, telecommunication equipment, radio communication equipment, basic office furniture and major tools and supportive equipment will be provided for contractor use. Please refer to Attachment D for a detailed description and list of provided equipment. Contractor may also use the existing bus wash facilities in coordination with the fixed maintenance department. It is important to note the County Connection does not have fueling facilities capable of providing fuel for any vehicle dedicated to services defined by this RFP. Facilities to be provided to Contractor are located at 2477 Arnold Industrial Way., Concord CA.

H. Provision of Revenue Vehicles & Vehicle Replacement

County Connection shall provide the Contractor with sufficient vehicles in good condition to reasonably provide all transportation services as described by this RFP. Please refer to Attachment D for a complete vehicle list. Provided vehicles shall be used only for activities directly related to County Connection transportation services unless otherwise authorized.

I. Service Monitoring

County Connection reserves the right to use County Connection staff and/or third-party services to monitor service quality without notice to CONTRACTOR.

IV. Contractor Duties and Responsibilities

A. General duties

Contractor shall be responsible for the operation of County Connection LINK, fixed and Special services as defined by this RFP including the maintenance of all related equipment and vehicles. Contractor shall maintain all vehicles, provide operators and all project personnel, train personnel as necessary, develop administrative procedures, keep financial records, and develop methods to improve effectiveness and maximize service efficiency. The Contractor will be expected to provide other additional service requested by County Connection, which may include service requested by member cities or County. This service shall be paid at the hourly rate of service provided in the proposal.

Contractor is responsible for scheduling and dispatching of all services under this contract. CONTRACTOR will obtain and provide all required State and local permits and ensure that all drivers are properly licensed for the service they are providing. CONTRACTOR must also have all applicable State and local business licenses or procure same, thirty (30) days prior to the start of service. County Connection will provide for vehicle licenses and registration. CONTRACTOR will be responsible for payment of smog certifications. CONTRACTOR shall manage service in accordance with the guidelines and parameters established herein and the attachments hereto. CONTRACTOR is responsible for collection of all transfers and fares and proper accounting of deposits in accordance with County Connection policies, as may be amended.

B. Personnel Requirements

The CONTRACTOR shall be solely responsible for the satisfactory work performance of all employees as described in the RFP or any reasonable performance standard established by County Connection.

The CONTRACTOR shall be solely responsible for payment of all employees and/or subcontractor's wages and benefits, in accordance with the payment schedules established for this project. CONTRACTOR'S personnel wages and work hours shall be in accord with the local, County, and State regulations affecting such personnel.

Without any expense to County Connection the CONTRACTOR shall comply with the requirements of employee liability, worker's compensation, employment insurance, and social security.

The CONTRACTOR shall hold harmless and defend County Connection from any liability, damages, claims, costs, and expenses of any nature arising from violations of personnel practices, applicable local, state and federal laws related to labor and employment, and any applicable labor agreements.

CONTRACTOR shall remove any personnel provided for County Connection services on demand, for cause, by County Connection, and CONTRACTOR shall be fully responsible for any liability or damages arising from the wrongful acts or omissions of its employees. CONTRACTOR shall screen all applicants for employment and forward pertinent personnel information on potential

new van operator and mechanic hires to County Connection for screening prior to an offer of employment. CONTRACTOR shall provide County Connection Human Resources department with all new hire information for review. Notwithstanding the foregoing, all such personnel will be employees of CONTRACTOR, and CONTRACTOR will be solely responsible for payment of their wages, benefits and all other obligations that may be owed to its employees, whether derived from statute, regulation or agreement, both during and subsequent to the term of the Contract.

CONTRACTOR shall notify County Connection of any new hire or reassignment of project management personnel. County Connection shall retain the right of refusal of any new hire or reassigned project management personnel. It is County Connection's desire to retain the Project Manager and Maintenance Manager of the current contractor to the extent that they are willing to accept employment with any new CONTRACTOR.

CONTRACTOR shall have a personnel program, which includes recruitment, hiring, training, and performance reviews.

CONTRACTOR shall use appropriate driver screening and selection criteria in order to employ drivers. These criteria will include Department of Motor Vehicles license check, criminal record checks and physical examination sufficient to meet applicable requirements for all services.

C. Required Key Management Positions

Subject to the approval of County Connection, the CONTRACTOR shall designate three key staff positions to appropriately manage all services defined by this RFP; a Project Manager, an Operations Assistant Manager and a Maintenance Manager. The three key positions shall be assigned on a full time basis and work solely on the County Connection contract unless otherwise agreed upon by County Connection. CONTRACTOR may not remove or reassign key staff without County Connection approval.

The personnel selected to fill the key positions are expected to be available for the entire contract period on a full time basis.

1. Project Manager

The Project Manager must have a minimum of five years of experience in public transportation operations or similar industry, including three years supervisory experience. The Project Manager will provide both on-line supervision and the management of the project's accounts and operating records and will report directly to and coordinate closely with the County Connection Director of Transportation. The Project Manager or designee in his/her absence shall be available by telephone or in person during all hours that services are provided to make decisions or provide coordination as necessary at the request of the County Connection. County Connection shall have the right to demand replacement, for cause, of the Project Manager upon six week's notice. Should the Project Manager leave the contract, the resume and qualifications of the proposed replacement shall be submitted to County Connection for approval as soon as possible. County Connection shall have up to ten (10) working days

following the receipt of these documents to respond to CONTRACTOR concerning acceptance of the candidate(s). The candidate(s) may receive an oral interview by County Connection staff. If an acceptable replacement is not found by the time the Project Manager had departed, CONTRACTOR shall assign a senior management member, or other supervisor approved by County Connection to serve as interim Project Manager until a suitable permanent replacement is found.

The responsibilities of the Project Manager shall include but not be limited to the following:

- Scheduling of all regularly assigned project personnel and vehicles;
- Arranging the assignment of back-up personnel and vehicles;
- Distribution and/or collection of daily operating reports, transfer trips and fares;
- Personal, unscheduled, periodic inspection of vehicles;
- Preparation of monthly reports from the daily operational data and insuring the validity of all reports;
- Maintenance of project accounts;
- Preparation of monthly invoices which will document all charges;
- Immediate responsibility for any operational problems and/or passenger complaints, and accurately reporting of these problems to the CCCTA Director of Administration in a timely manner.

The Contractor shall have at least two individuals available to fill in and “stand in the shoes” of the Project Manager on short notice when the Project Manager is not going to be available (i.e. on vacation, out sick, out on emergency, attending meeting/seminars, etc.) These individuals must be familiar with the County Connection contract and the services provided under that contract. The CONTRACTOR must submit the identity of these two individuals in writing for County Connection approval. The written submission of the fill in personnel must include complete resumes as well as descriptions of their knowledge and familiarity of the County Connection contract and the four services.

2. Operations Assistant Manager

CONTRACTOR shall designate an Operations Assistant Manager to assist the Project Manager in carrying out all activities related to operations. The Operations Assistant Manager shall be expected to directly supervise the dispatch and scheduling operations. Any new Operations Assistant Manager’s appointment is subject to County Connection approval.

3. Maintenance Manager

The Maintenance Manager is subject to County Connection approval and shall have a minimum of three years journeyman level experience including air conditioning systems and wheelchair lifts, as well as experience in directing the work of other maintenance personnel.

4. Dispatchers

Dispatch personnel shall be adequately trained to handle all incoming telephone calls and to promptly dispatch the necessary vehicles. Dispatch personnel shall be trained as to the special needs of seniors and individuals with disabilities and shall respond to requests for service with both sensitivity and efficiency. Dispatch personnel shall be computer literate and able to use state-of-the-art computerized dispatching and scheduling software programs and systems. Dispatch personnel shall be proficient in professional technique, radio protocol and in cooperative approaches with drivers and passengers. Dispatch personnel shall be proficient in maintaining radio control with all vehicles in service and for maintaining a daily dispatch log. CONTRACTOR shall designate a lead dispatcher with a minimum of two (2) years' experience. Lead dispatcher may be counted toward minimum coverage requirement of one dispatcher during all service hours. CONTRACTOR shall provide an adequate number of persons to staff the dispatching and scheduling functions in a manner that is efficient, cost effective and keeping with the overall goals and requirements of the RFP.

5. Road Supervision

CONTRACTOR shall provide road supervision as required to monitor drivers and vehicles and assist drivers in revenue service. County Connection shall request that the CONTRACTOR provide additional road supervision if County Connection determines that a given situation warrants it. County Connection shall consult with the CONTRACTOR'S Project Manager before making such a request.

6. Vehicle Operators

Vehicle operators must have a valid California Class B driver's license and medical examination certificate, as well as any other licenses and or certifications required by applicable federal, state, and local regulations. A vehicle operator who does not pass the medical examination shall not be permitted to operate a vehicle for any service described by this RFP. Additionally operators shall be provided with current maps and/or GPS technology to insure the ability to quickly and efficiently navigate the County Connection service area.

Operators shall leave their seats to assist all passengers, giving special attention to those who have difficulty negotiating the steps of the vehicle. Regularly assigned operators or trained back-up operators shall be available and on time daily to insure consistent and reliable service. Operators shall maintain in their vehicle an adequate supply of information regarding the various applicable services that County Connection provides. They may also be periodically requested to hand out notices to passengers or otherwise render assistance in County Connection required monitoring functions.

Operators shall be in uniform at all times while on duty. Uniforms shall be supplied by CONTRACTOR and be acceptable to County Connection. Uniform shall include shirt/blouse, pants and jackets. Operators shall wear nametags clearly displaying their names while performing their duties. Only County Connection approved headwear shall be worn while on duty. Each operator shall have an accurate timepiece available and in clear sight at all times during vehicle operation in order to maintain scheduling efficiency.

Each operator shall complete a Daily Vehicle Inspection Report as established by the CONTRACTOR and approved by County Connection.

Operators shall record ridership counts by passenger category and complete trips sheets and driver's logs and/or manifests according to procedures approved by County Connection. Operators performing service for Routes 250, 260 and the Alamo Creek Shuttle shall fill out passenger trip cards in accordance to County Connection procedures. All operator records described in this paragraph shall be turned in to the Project Manager immediately upon the completion of each day's service. All documents shall bear the signature or initials of the operator.

Operators shall maintain their vehicle in a clean and neat manner at all times.

Operators are required to collect the applicable fare, pass or transfer from all passengers and follow all handling procedures in accordance with County Connection policy.

7. Mechanics

CONTRACTOR shall provide the services of at least three (3) qualified Mechanics and one Maintenance Manager. The Maintenance Manager may serve as the lead mechanic. The Maintenance Manager shall report directly to the Project Manager. There must be a mechanic physically on duty at all times when there are LINK vehicles on the road.

8. Employee Retention/Replacement

In order to insure continuity of service and minimize the impact to customers, County Connection expects the CONTRACTOR to retain all existing qualified personnel. CONTRACTOR may not replace existing key management positions (Project Manager, Operations Assistant Manager and Maintenance Manager) without the express written approval of County Connection.

D. Drug & Alcohol Program

The CONTRACTOR will to establish and implement a drug and alcohol testing program that complies with 49 CFR Parts 653 and 654, produce any documentation necessary to establish its compliance with Parts 653 and 654, and permit any authorized representative of the United States Department of Transportation or its operating administrations, the State Oversight Agency of the State of California, or the County Connection to inspect the facilities and records

associated with the implementation of the drug and alcohol testing program as required under 49 CFR Parts 653 and 654 and review the testing process. The CONTRACTOR shall certify annually its compliance with Parts 653 and 654 and to submit the Management Information System reports before March 15 to the CCCTA. To certify compliance, the CONTRACTOR shall use the "Substance Abuse Certifications" in the "Annual List of Certifications and Assurances for Federal Transit Administration Grants and Cooperative Agreements", which is published annually in the Federal Register.

E. Training

1. Operator Training

Operators providing services as defined by this RFP shall be trained in all operational procedures including but not limited to the following:

- the special skills (including applicable sensitivity training) required to provide transportation to seniors and individuals with disabilities
- defensive driving and vehicle handling
- The operation of all types of vehicles, wheelchair lifts and securement systems, and other equipment, which may be expected to be used in County Connection paratransit or fixed route services
- Annual documented refresher instruction on this training

Drivers shall assist passengers who use wheelchairs and other mobility devices in boarding and shall be trained in the correct procedures to operate all securement devices.

F. Service Operations

G. Maintenance

CONTRACTOR shall use County Connection paratransit facility and major maintenance tools, see Attachment IV, that are in place on June 30, 2014, to service, maintain and repair all County Connection vehicles required in connection with the operation of LINK, BART ADA, Route 250, Route 260 and the Alamo Creek Shuttle in a safe and operable condition at all times. All maintenance services provided shall be performed in accordance with manufactures recommended maintenance procedures as well as with applicable federal and state regulations.

CONTRACTOR shall provide all labor, lubricants, solvents, repairs, parts, supplies, maintenance tools (\$200 per tool and under), equipment and services required to fulfill these maintenance responsibilities.

CONTRACTOR shall acknowledge receipt of the vehicles listed in Attachment III and all vehicles subsequently added to the fleet and that said vehicles have been received in good condition and working order. CONTRACTOR shall acknowledge and update this vehicle list as needed when County Connection exercises its right to reassign any of these vehicles to other kinds of services not operated by the CONTRACTOR.

CONTRACTOR shall acknowledge receipt of the tools and equipment listed in Exhibit IV and all tools and equipment subsequently added and that said tools and equipment have been received in good condition and working order.

CONTRACTOR shall conduct an annual audit and reconciliation of tools and equipment provided by County Connection. Upon termination of Agreement, CONTRACTOR shall return all County Connection owned vehicles, tools and equipment, with no deferred maintenance or damage, less reasonable wear and tear. CONTRACTOR shall, at its sole expense, repair or replace any County Connection vehicle, tool or equipment, which may be damaged, or lost by reason of collision, negligence, abuse, vandalism or other like cause. However, in no event shall CONTRACTOR'S liability exceed actual cash value of vehicle(s), tools and equipment so damaged.

CONTRACTOR shall perform daily vehicle servicing on all County Connection vehicles used in revenue service. Daily servicing will include, but not be limited to, fueling; engine oil, coolant, water and transmission fluid check/add; farebox vault pulling replacement; wheelchair lift check; brake check; light and flasher check; interior sweeping and dusting; exterior and interior visual inspection; and check of all vehicle performance defects, reported by drivers to identify potential safety and reliability items, requiring immediate attention. CONTRACTOR shall develop, implement and maintain a written checklist of items included in the daily servicing of each vehicle. The checklist will be utilized and kept on file for County Connection and the California Highway Patrol review.

All repairs to CCCTA vehicles shall be performed by CONTRACTOR or by other vendors and suppliers subject to prior approval by CCCTA. Repairs shall include, but not be limited to; work to correct loss or damage; adjustments due to normal wear and tear; and overhaul, rebuilding or replacement of components. Repair work shall be conducted as soon as practicable upon learning that such work is required. CONTRACTOR shall perform repair work expeditiously in response to identification of problems by drivers, other staff members or by CCCTA. CONTRACTOR shall assure CCCTA that required repairs should not be deferred beyond a reasonable time.

In the event that towing of any CCCTA vehicle is required due to mechanical failure or damage, CONTRACTOR shall be responsible to provide such towing at CONTRACTOR'S sole expense.

CONTRACTOR shall establish and maintain an ongoing spare parts inventory sufficient to minimize vehicle downtime and ensure that peak vehicle requirements are met.

CONTRACTOR shall maintain CCCTA vehicles in a clean and neat condition at all times. The interior of all vehicles shall be kept free of litter and debris to the maximum practicable extent throughout the operating day. Unless otherwise approved by CCCTA, there are to be no advertisements, posters, stickers or other unauthorized materials placed on vehicles. Vehicles shall be swept and dusted daily. Interior panels, windows and upholstery shall be cleaned of marks as necessary. The interiors of all vehicles shall be thoroughly washed at least once per week, including all windows, seats, floors, stanchions and grab rails. All foreign matter such as gum, grease, dirt and graffiti shall be removed from interior surfaces during the interior cleaning process. Any damage to seat upholstery shall be repaired immediately upon discovery. Ceilings and walls shall be thoroughly cleaned at least once per month or more often if necessary. Destination sign interior glass shall be cleaned as necessary to maintain a clean appearance and maximize visibility. Exteriors of all vehicles shall be washed as required to maintain a clean, inviting appearance and in no event less than once per week. Exterior

washing shall include van body, all windows and wheels. Rubber or vinyl exterior components such as tires, bumper fascia, fender skirts and door edge guards shall be cleaned and treated with a preservative at least once per month, or as necessary to maintain an attractive appearance.

Vehicles utilized in service shall be safe for operations on public streets and freeways and meet all requirements in the California Vehicle Code for a bus. All parts of vehicles and all equipment mounted on or in vehicles shall conform to the California Vehicle Safety Standards, the California Administrative Code, Title 13 and the Americans With Disabilities Act (ADA). Particular attention shall be directed to CHP Motor Carrier Safety Regulations.

1. Preventive Maintenance Program

CONTRACTOR'S preventive maintenance program shall adhere to the preventive maintenance schedules and standards of the industry, and shall be sufficient so as not to invalidate or lessen warranty coverage of any County Connection vehicle or associated equipment. Preventive maintenance inspections and servicing shall occur not less than every 3,000 miles or forty-five days whichever is less.

Adherence to preventive maintenance schedules shall not be regarded as reasonable cause for deferring maintenance where CONTRACTOR'S employees observe that maintenance is needed in advance of schedule.

CONTRACTOR shall not defer maintenance for reasons of shortage of maintenance staff or operable vehicles, nor shall service be curtailed for the purpose of performing maintenance without prior written consent of County Connection. CONTRACTOR shall adjust the work schedules of its employees as necessary to meet all scheduled services and complete preventive maintenance activities according to the schedule approved by County Connection. Preventive maintenance and running repairs shall receive first priority in the use of CONTRACTOR'S maintenance resources.

2. Vehicle Washing

CONTRACTOR shall make use of the CCCTA vehicle wash system for exterior washing of vehicles. In the event that the vehicle wash system is non-operable or not available, CONTRACTOR must maintain a back-up plan for the exterior cleaning of the vehicles, which includes certification of the method and/or subcontractor captures and recycles wastewater, soaps, and contaminants. CONTRACTOR shall maintain an up to date record of all washings and major cleanings. Said records shall be made available to County Connection upon request. Vehicle may be removed from service by County Connection for unacceptable appearance.

3. Warranty Work

CONTRACTOR shall be familiar with vehicle and equipment warranties and shall comply with all warranty provisions in the conduct of its maintenance functions. At the end of the contract period, CONTRACTOR shall again warrant the vehicles to have been properly serviced, maintained and in good repair, except for normal wear and tear.

CCCTA may have an inspection of the vehicle performed by an independent party. The cost of all repairs identified in said inspection shall be deducted from the CONTRACTOR'S final payment.

4. Maintenance Audit

If CONTRACTOR receives an unsatisfactory rating from CHP, CONTRACTOR shall so notify County Connection by telephone and in writing immediately (email is acceptable) and state the steps, which will be taken to correct the deficiency(s). Should CONTRACTOR or any service vehicle be shut down by an agency in authority, including County Connection, as a result of an unsatisfactory rating by CHP, the vehicles shut down shall not operate and \$200.00 a day per vehicle in liquidated damages shall be assessed until a satisfactory inspection report is obtained. If the vehicle is shut down by CHP due to a defect, which the County Connection agrees was due to manufacture; the liquidated damages shall not apply.

County Connection reserves the right in its sole discretion to review maintenance records of, inspect and reject temporarily or permanently, by notice to CONTRACTOR, any vehicle CONTRACTOR uses which County Connection deems unacceptable. In the event any revenue vehicle is rejected temporarily by County Connection as a result of deficient vehicle condition or appearance, \$200.00 a day per vehicle in liquidated damages shall be assessed until the condition is corrected satisfactorily to County Connection.

Each vehicle is required to be inspected at least annually by CHP. Results of said inspections shall be transmitted to CCCTA and any applicable signed certification shall be displayed or carried on the vehicles.

H. Fares and Transfer Policy

Fares and transfer fares shall be determined by County Connection for all services.

Operators will be required to honor special passes, collect, cancel and/or validate passes and tickets, issue and collect transfers as determined by County Connection. CONTRACTOR shall assure each patron pays the appropriate fare prior to being provided transportation service. Operators will, when requested by County Connection, hand out notices to passengers or otherwise render assistance regarding customer relations, promotion, monitoring, and supervisory functions. All fares collected shall be the property of the County Connection. All fares and transfer slips shall be emptied from the farebox daily by the operator, recorded daily and reported to County Connection.

County Connection reserves the right to periodically audit and inspect the CONTRACTOR'S fareboxes and vaults as well as fare collection process without prior notice. CONTRACTOR shall establish a fare collection/accounting procedure including control and security measures subject to approval by County Connection. CONTRACTOR shall, in accordance with a procedure approved by CCCTA, account for revenues collected on CCCTA vehicles and deposit them into local bank accounts designated by CCCTA for that purpose. CONTRACTOR will be expected to keep separate deposit records for each of the services provided. CONTRACTOR shall faithfully deposit farebox revenues into CCCTA's accounts no later than forty-eight (48) hours following

the collection of the fare revenues. CONTRACTOR shall bill agencies for fares charged for agency sponsored trips on County Connection LINK and shall collect fares for these trips with a procedure approved by CCCTA. These fares shall be deposited in the same account designated by CCCTA for County Connection LINK fares and within forty-eight (48) hours of the CONTRACTOR receiving said fares. CCCTA has a prepaid account policy, which allows riders to pay in advance for their trips. CONTRACTOR shall follow procedures designed and provided for by CCCTA to maintain these accounts including mailing notices to riders that have fallen into arrears, and enforcement of cash only rides to those who have a history of bad checks or non-payment of accounts fallen into arrears.

I. Software and Technology

County Connection will supply the CONTRACTOR with all hardware and software necessary to use Trapeze® Version 10 currently being used for LINK trip scheduling. CONTRACTOR shall be responsible for proper use of software resulting in efficient scheduling, dispatching and reporting of all services defined by this RFP. Additionally the CONTRACTOR is responsible for any and all training required for dispatchers to effectively complete their work.

County Connection shall provide radio communication equipment, currently Nextel cell phones, for the purpose of providing communications between the dispatch center and County Connection vehicles. CONTRACTOR shall be responsible for proper maintenance and/or replacement of damaged equipment.

County Connection intends to equip all service vehicles with Mobile Data Terminals (MDTs) for the purpose of transmitting assigned trip data directly to operators. The intention is to minimize the dependence on paper manifests and provide for opportunities to continuously improve a given days schedule and improve overall efficiency and on-time performance. Additionally, County Connection anticipates the addition of the MDTs will enhance data recovery and accuracy providing a clearer picture regarding CONTRACTOR performance.

J. Emergency Management

County Connection is partner in the Bay Area region emergency management program for the purpose of providing disaster mitigation services to the region. In order to remain relevant to the regions mitigation strategies it is imperative for County Connection to participate in large scale exercises designed to improve disaster responses. The CONTRACTOR project staff will be required to participate in the program and provide their skills and abilities in mitigating the effects of disasters to ADA qualified individuals.

K. Records/Management & System Reports

CONTRACTOR shall maintain all books, records, documents, accounting ledgers and similar materials relating to work performed for County Connection under this Agreement on file for at least three (3) years following the date of final payment to CONTRACTOR by County Connection. The above records retention requirement shall include daily driver's logs, route manifests, trip tickets, as well as all other books, records and documents. Any duly authorized representatives of CCCTA, and any of its grantors, shall have access to such records for the purpose of inspection, audit and copying at reasonable times during CONTRACTOR'S usual and

customary business hours. All project records prepared by the CONTRACTOR shall be owned by CCCTA and shall be made available to the CCCTA at no additional charge. Summary reports shall be provided monthly to the CCCTA Director of Administration. Said monthly reports shall be received no later than the 15th calendar day of the following month. The format to be used for operating reports and monthly summaries shall be developed by the CONTRACTOR and approved by the Director of Transportation for County Connection. The CONTRACTOR shall certify as accurate all information given to

1. Service performance

CONTRACTOR shall collect record and report to County Connection relevant operational data in a format to be approved by County Connection on a monthly basis. Monthly reports are required within (15) calendar days after the end of the operating month in order to receive reimbursement for the prior month's service. Operational data for LINK service shall include at a minimum the following information:

- Actual count of all passengers by category (client, attendant, companion), fare category and program (LINK, Route 250, Route 260, Alamo Creek)
- Vehicle miles listed by service miles, deadhead miles and revenue miles
- Vehicles miles and revenue miles by: Weekdays, Saturday and Sunday
- Vehicle hours listed by service hour, revenue hours and non-revenue hours
- Service hours and revenue hours by; Weekdays, Saturday and Sunday
- Fares collected (listed by farebox, pre-paid accounts and agency billing)
- No Shows
- Cancellations
- Number of Denials by category
- Fuel invoice, and fuel charges for LINK service
- Maintenance summary by vehicle
- Wheelchair lift availability
- Wheelchair boardings, including quarterly sample of all lift deployments for ambulatory clients
- Road calls
- Vehicle accidents (chargeable and non-chargeable)
- Passenger incidents
- Summary of service complaints
- Unduplicated clients
- On-time performance
- Number of Transfer Trips
- Average trip distance
- Number of standing trips
- Number of demand trips
- Number of same day trips
- Number of check rides/road observations

Additionally contractor shall maintain daily driver manifests. The manifest do not have to be turned in to the County Connection be must be made available upon request at any time. Manifest shall include at a minimum the following information:

- Driver name and vehicle number
- Passenger pick-up and drop-off times and locations
- Mileage recorded for each passenger pick-up and drop-off as well as daily mileage by vehicle, including mileage leaving from and at return to base
- All pertinent passenger information in regard to same day trips

Dispatcher logs shall be maintained daily and shall include but not be limited to the following information:

- Dispatcher on Duty, time on Duty, and subsequent shift change information about who is on duty throughout the service day
- Any and all accident/incident information, which occurred during the day. Include all pertinent information, i.e. time of accident/incident, vehicle and driver information, whether or not there were injuries, whether or not the police were called, etc.
- Any and all information regarding unusual circumstances involving transfer trips, passenger behavior, communications with passenger family or program personnel, difficulties locating passengers, etc.
- Information regarding complaints from riders including name of caller and nature of complaint. Include the CSF (Customer Service Form) number as entered into the database
- Record of callers cancelling rides for the current day, including time of call
- Monthly totals of the operating data, documenting any discrepancies in the reported number of passengers carried and the amount of fares and transfer slips collected by the operator
- Daily operators and dispatcher logs as relevant back-up information to the monthly summary report
- The Project Manager shall also document operational problems or passenger complaints and describe any action taken regarding the problems
- Passenger complaints related to safety or serious operational deficiencies shall be reported to CCCTA no later than the next working day following CONTRACTOR'S receipt of complaint.

Reports for the BART ADA service shall be provided monthly include at a minimum the following information:

- Total ridership
- Passengers per revenue hour
- Total service days
- Total vehicle service miles
- Total vehicle service hours

- Fares collected
- Schedule adherence
- No shows
- Cancelations
- Wheelchair lift availability
- Wheelchair boardings
- Average trip length
- Fuel usage by gallons and cost

2. Maintenance Records

Maintenance records shall be maintained on all vehicles indicating all warranty work, preventive maintenance and repairs performed on each vehicle. All such records and reports shall be prepared and maintained in such a manner so as to fulfill any applicable state or federal requirements, as well as any needs of County Connection to enable it to accurately evaluate CONTRACTOR'S maintenance performance and operating expense associated with various County Connection vehicles and equipment.

Records of all maintenance and inspections shall be made available to County Connection, the California Highway Patrol and/or such other regulatory agencies with jurisdiction when requested.

CONTRACTOR shall prepare maintenance records and reports in a form and according to a schedule approved by County Connection. Such records and reports shall include, but not be limited to, the following:

- Daily vehicle inspection and servicing checklists.
- Work orders for all maintenance inspections, warranty repairs and other vehicle repairs including materials, parts and labor consumed.
- Roadcall reports or work orders, for each roadcall, identifying date and time, vehicle number, problem and mileage of vehicle.
- Monthly summary listing each vehicle, vehicle mileage, vehicle miles since last preventive maintenance inspection, vehicle repairs and costs, vehicle fuel and lubricants consumption and vehicle roadcalls.
- Semiannual fleet summary listing each vehicle; vehicle mileage; vehicle year-to-date total miles; vehicle year-to-date fuel consumption and miles per gallon; vehicle year-to-date maintenance cost and cost per mile; total roadcalls and miles per roadcalls; major component overhauls, rebuilds and replacements by vehicle; and CONTRACTOR'S summary of maintenance problems, particularly components with high incidences of in-service failures, and steps taken or recommendations to reduce such problems and in-service failures.

3. Financial records

CONTRACTOR shall maintain financial records in keeping within current accepted accounting standards. All financial record related to any services provided to County

Connection described by this RFP shall be made available for inspection/audit at any time.

All costs incurred in connection with this project and any relevant financial records and documents shall be recorded in accounts separate from those used for other business activities and in conformance with the guidelines of the County Connection. The Project Manager shall submit a monthly invoice to the Director of Transportation of County Connection for the services rendered during the reporting period. The invoice shall follow a format provided by the CONTRACTOR and approved by the Director of Transportation. A separate invoice shall be submitted for each of the four services and for fuel, which will include all of the services broken down by service type, LINK and BART ADA . For Route 250, 260 and Alamo Creek the invoices shall include the total hourly combined operating, administrative, and fuel cost rate. The invoices shall be prepared in such a form and supported by such copies of invoices, payrolls, and other documents as may be required by the Director of Transportation of the County connection to establish that the amounts are allowable and in accordance with the cost proposal. All invoices and related records will be available for inspection and/or independent audit at the election of County Connection.

4. National Transit Database (NTD) Records/Reporting

It shall be the responsibility of the CONTRACTOR to collect FTA Section 15 (National Transit Database) data and other pertinent ridership information. FTA Section 15 requirements entail a high level of financial and operational data sampling (approximately one per week) utilizing FTA approved sampling techniques or by collecting 100% of the data. All source documents shall be maintained for three years following final payment and may be audited by CCCTA and/or FTA at any time within this period.

V. Service/Maintenance Standards

CONTRACTOR shall strive at all times to provide service in a manner, which will maximize productivity and at the same time maximize customer service. Recognizing that the goals of productivity and customer service level may conflict, this RFP includes specific service standards that are intended to be reasonably attainable by CONTRACTOR, fair to the customer and consistent with expectations that the CONTRACTOR will always perform at its highest level.

CONTRACTOR and County Connection shall periodically meet to evaluate performance of the LINK service based upon these standards. If the standards are not fulfilling their intended purpose, they shall be adjusted based upon recommendations made by CONTRACTOR with concurrence and final decision by County Connection. Should it be found that CONTRACTOR'S performance has contributed to CONTRACTOR'S failure to achieve these standards, CONTRACTOR shall take all reasonable actions requested by County Connection to correct deficiencies in performance. Should deficiencies persist, County Connection may take whatever additional action is required, including termination of the contract.

Performance Criteria	Acceptable Monthly Minimum
Client trips/ Revenue Vehicle Hour	2.00
Schedule Adherence	90%
Chargeable Accidents/100,000 Miles	0.5
Road Calls/ 100,000 Miles	5.0
Wheelchair Lift Availability	100%
Customer Complaints/100,000 Miles	2
Service Denials/Month	0
Ratio of Revenue hours to Service Hours	83%

VI. Safety Program

CONTRACTOR shall assume full responsibility for assuring that the safety of passengers, operations personnel, and the County Connection vehicles and equipment are maintained at the highest possible level. CONTRACTOR shall comply with all applicable California Highway Patrol and OSHA requirements. CONTRACTOR shall develop, implement and maintain a formal safety program including periodic safety meetings, participation in safety organizations, safety incentives offered by CONTRACTOR to drivers and other employees, and participation in risk management activities under the auspices of CONTRACTOR'S insurance carrier or other organization. CONTRACTOR will require all drivers, dispatch and scheduling personnel, vehicle maintenance mechanics, and supervisors to participate in the safety program. CONTRACTOR shall provide an outline of said Safety Program with its proposal and include periodic updates to County Connection throughout the term of the contract.

VII. Accident & Incident Procedures

CONTRACTOR shall develop, implement and maintain formal procedures, approved by County Connection, to respond to accidents, incidents and service interruptions. Such occurrences to be addressed include, but are not necessarily limited to, vehicle accidents, passenger injuries, passenger disturbances, in service vehicle failures, lift failures of vehicles in service, and paratransit vehicles operating more than sixty minutes behind promised schedule.

All traffic accidents involving transit system vehicles, irrespective of injury, shall be reported to local Police Department or Highway Patrol, as appropriate. CONTRACTOR will advise such agency of the accident and request a police unit to investigate the accident.

The CCCTA Director of Administration shall be notified as soon as possible, and no later than within eight (8) hours by the CONTRACTOR of any accident or incident resulting in loss or damage to CCCTA property. In cases involving injury, CONTRACTOR shall notify CCCTA Director of Administration immediately upon receipt by CONTRACTOR of such information. A complete

written report of any accident shall be delivered to the CCCTA Director of Administration within twenty-four (24) hours following the accident.

VIII. Cost Reduction/Service Improvement Plan

County Connection is seeking creative approaches to improving productivity and on-time performance of the existing system. Rather than attempt to design a methodology and force a Contractor to attempt to make the concept work, County Connection desires to draw upon the knowledge stores of Contractors having performed similar services in other areas across the country for new ideas. As such proposers are invited to analyze service requirements as provided in this RFP as well as request other service information to support cost reduction and/or service improvements. Potential areas for improvement may be transfer trips into and outside of the County Connection service area as well as the potential for sub-contracting some trips out to taxi style providers for the more enabled. Providing a solid creative plan will enhance proposers score, please refer to proposal scoring methodology.

IX. Service Transition/Start Up

Proposals shall submit a transition plan and a schedule setting forth the sequence of events and associated requirements proposed to be undertaken from the point of contract award through the first month of system operations. The timeline must demonstrate how the transition to a different provider will be accomplished with no disruption to existing County Connection service. Additionally, it is the desire of CCCTA that to the extent possible, current drivers and staff not experience a diminishment in wages, benefits or working conditions. In the event an existing employee is let go in the first six months of operation, justification will be required to County Connection for their dismissal.

X. Indemnification and Insurance Requirements

The CONTRACTOR's implementation and insurance requirements are detailed below.

(This section to be provided by Legal Counsel)

- A. Indemnification**
- B. Insurance**
- C. Comprehensive Liability**
- D. Automotive Liability Insurance**
- E. Collision and Comprehensive Insurance**
- F. Workers Compensation**
- G. General Provisions**

Attachment I

Route 250 Schedule

Late night service
Thursday-Sunday

- Saint Mary's College students ride FREE when student ID is presented.
- General Public - \$2.00
- Gael Rail shuttle operates between Lafayette BART station and Saint Mary's College.
- Runs until the last BART train from San Francisco arrives at the Lafayette station.
- Follows regular fixed route and stops at all existing bus stops along Moraga Road.

Flexible Service On Demand

Flag Stop Service

- Regular service area ———
- To be dropped off between stops, let driver know.
- To be picked up between stops, wave to the driver.
- The driver will pick up and drop off at the nearest safe location.

Flexible Off Route Service - - - - -

- Flex service area
- When boarding bus let the driver know where you want to be dropped off.
- Moraga Shopping Center
- Rheem Shopping Center
- Student housing on Ascott Drive

Reservation Service Available

- To be picked up at one of the flex service areas, call 943-1829 to schedule a pick up request.

Fixed-Route

BUS FARES

Effective March 22, 2009
(subject to change)

CASH	Regular Fare	Senior/ Disabled Fare*
Local Weekday and weekend routes	\$ 2.00	\$ 1.00
Express** 90X series routes	\$ 2.25	\$ 1.00
BART-to-Bus Transfer	\$ 1.00	\$ 0.50
CCCTA Bus Transfer	Free	Free

Monthly Pass and Punch Cards**

Monthly Pass - Express Routes	\$ 70.00
Monthly Pass - Regular Routes	\$ 60.00
12-Ride Punch Pass - Express Routes	\$ 23.00
12-Ride Punch Pass - Regular Routes	\$ 20.00
Commuter Punch Card 20 regular rides & 20 BART-to-Bus Transfers	\$ 40.00
Senior/Disabled 20-Ride Punch Card	\$ 15.00

Monthly Passes are valid for unlimited use on all County Connection fixed-route service, as well as TriDelta Transit, WestCat and Wheels services for the calendar month.

**If using a regular discounted pass on Express Routes, an additional 25¢ is needed. Senior/Disabled 20-Ride Punch Card and Express Passes excluded.

Children under 6 ride FREE, when accompanied by adult.
Children under 6 may not ride without an adult.

***Regional Transit Connection Discount Card (RTC)**

The RTC Discount ID Card is available to qualified persons with disabilities. RTC Card holders are eligible for reduced fares on fixed-route transit bus, rail, ferry systems throughout the San Francisco Bay Area.

The cost of a New or Renewal RTC Card is \$ 3.00

The cost to replace a card is \$ 5.00

ADA staff is available at the LINK building to accept applications on Tuesdays and Thursdays from 1 p.m. to 4 p.m. To receive an application through the mail, please call (925) 680-2066 or 680-2067.

Other acceptable forms of ID for reduced fares are:

- State issued photo ID as proof of age 65 or older
- Photo ID and Medicare Card
- Photo ID and DMV placard registration receipt
- Veterans Disability

County Connection 250

Route Map and Schedule

SAINT MARY'S COLLEGE GAEL RAIL SHUTTLE

EFFECTIVE:

AUG 23, 2013 - MAY 25, 2014

FLEXIBLE SERVICE ON DEMAND

Between Lafayette BART and
Saint Mary's College





Enjoy shopping, restaurants,
fitness, and recreation

THURSDAY - SUNDAY SERVICE ONLY





For information or reservation service
please call 925-943-1829



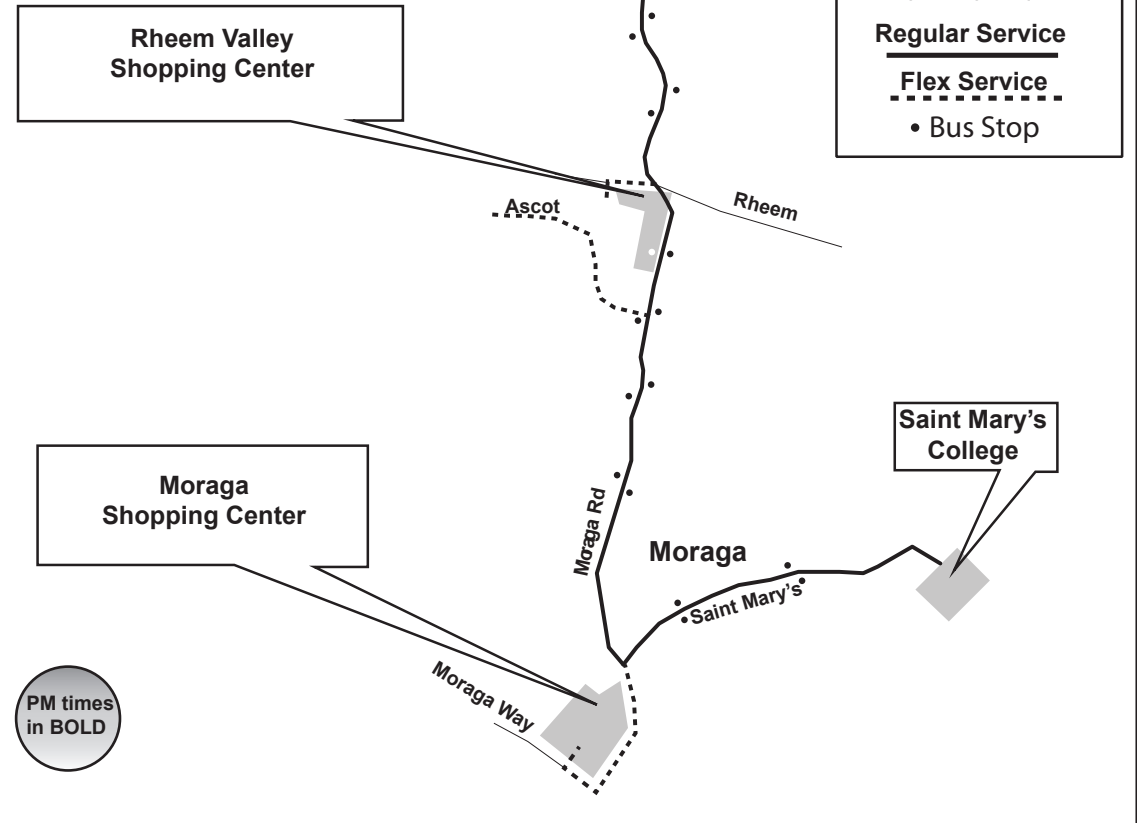
Route 250 - Thursday & Friday
Lafayette BART to Saint Mary's College
to Lafayette BART

From Pittsburg/ Bay Point	From SFO/ Milbrae	Leave BART Lafayette	Moraga Rd/ Rheem Blvd	Arrive Saint Mary's College	Leave Saint Mary's College	Moraga Rd/ Rheem Blvd	Arrive BART Lafayette
BART Times							
9:20	9:10	9:30	9:42	9:50	9:55	9:58	10:15
10:20	10:10	10:30	10:42	10:50	10:55	10:58	11:15
11:40	11:50	12:00	12:12	12:20	12:25	12:28	12:45
	12:57	1:05	1:17	1:25			

Route 250 - Saturday & Sunday
Lafayette BART to Saint Mary's College
to Lafayette BART

From Pittsburg/ Bay Point	From SFO/ Milbrae	Leave BART Lafayette	Moraga Rd/ Rheem Blvd	Arrive Saint Mary's College	Leave Saint Mary's College	Moraga Rd/ Rheem Blvd	Arrive BART Lafayette
BART Times							
6:20	6:10	6:30	6:42	6:50	6:55	6:58	7:15
7:20	7:10	7:30	7:42	7:50	7:55	7:58	8:15
8:20	8:10	8:30	8:42	8:50	8:55	8:58	9:15
9:40	9:50	10:00	10:12	10:20	10:25	10:28	10:45
10:40	10:50	11:00	11:12	11:20	11:25	11:28	11:45
11:40	11:50	12:00	12:12	12:20	12:25	12:28	12:45
	12:57	1:05	1:17	1:25			

Go Ahead!
Stay Out Late!
Gael Rail Shuttle



Attachment II

Route 260 Schedule

Notes on Timetables

The times published in County Connection timetables and brochures do not anticipate service disruptions, and are subject to change without notice.

BART-to-Bus Connections

In the event that BART trains are running off schedule, County Connection bus operators may wait for arriving trains up to three (3) minutes beyond their scheduled departure time.

Transfers

Free transfers are honored between County Connection and the following transit agencies at shared stops:

Tri Delta Transit

(East Contra Costa)

Wheels

(Dublin, Pleasanton Livermore)

WestCat

(West Contra Costa)

Benicia Breeze

(DVC and Sunvalley Mall)

Rio Vista Breeze

(Hillcrest Park 'n Ride)

Capital Corridor

(Free Bus Transfers Only)

Fixed-Route BUS FARES

Effective March 22, 2009
(subject to change)

CASH	Regular Fare	Senior/ Disabled Fare*
Local		
Weekday and weekend routes	\$ 2.00	\$ 1.00
Express**		
90X series routes	\$ 2.25	\$ 1.00
BART-to-Bus Transfer	\$ 1.00	\$ 0.50
CCCTA Bus Transfer	Free	Free

Monthly Pass and Punch Cards**

Monthly Pass - Express Routes	\$ 70.00
Monthly Pass - Regular Routes	\$ 60.00
12-Ride Punch Pass - Express Routes	\$ 23.00
12-Ride Punch Pass - Regular Routes	\$ 20.00
Commuter Punch Card	
20 regular rides & 20 BART-to-Bus Transfers	\$ 40.00
Senior/Disabled 20-Ride Punch Card	\$ 15.00

Monthly Passes are valid for unlimited use on all County Connection fixed-route service, as well as TriDelta Transit, WestCat and Wheels services for the calendar month.

**If using a regular discounted pass on Express Routes, an additional 25¢ is needed. Senior/Disabled 20-Ride Punch Card and Express Passes excluded.

Children under 6 ride FREE, when accompanied by adult.
Children under 6 may not ride without an adult.

*Regional Transit Connection Discount Card (RTC)

The RTC Discount ID Card is available to qualified persons with disabilities. RTC Card holders are eligible for reduced fares on fixed-route transit bus, rail, ferry systems throughout the San Francisco Bay Area.

The cost of a New or Renewal RTC Card is \$ 3.00

The cost to replace a card is \$ 5.00

ADA staff is available at the LINK building to accept applications on Tuesdays and Thursdays from 1 p.m. to 4 p.m. To receive an application through the mail, please call (925) 680-2066 or 680-2067.

Other acceptable forms of ID for reduced fares are:

- State issued photo ID as proof of age 65 or older
- Photo ID and Medicare Card
- Photo ID and DMV placard registration receipt
- Veterans Disability

County Connection

260

Route Map and Schedule



CALIFORNIA STATE
UNIVERSITY
EAST BAY

CONCORD CAMPUS COMMUTER
EFFECTIVE:

SEPT 25, 2013 TO JUN 12, 2014

MONDAY - THURSDAY

DIRECT SERVICE BETWEEN
CONCORD BART AND CAMPUS

For information
please call 925-676-7500



Monday - Thursday

*Cal State East Bay College students,
teachers, and staff ride **FREE**
with school ID*

General Public - \$2.00

Direct service between
Concord BART and Campus

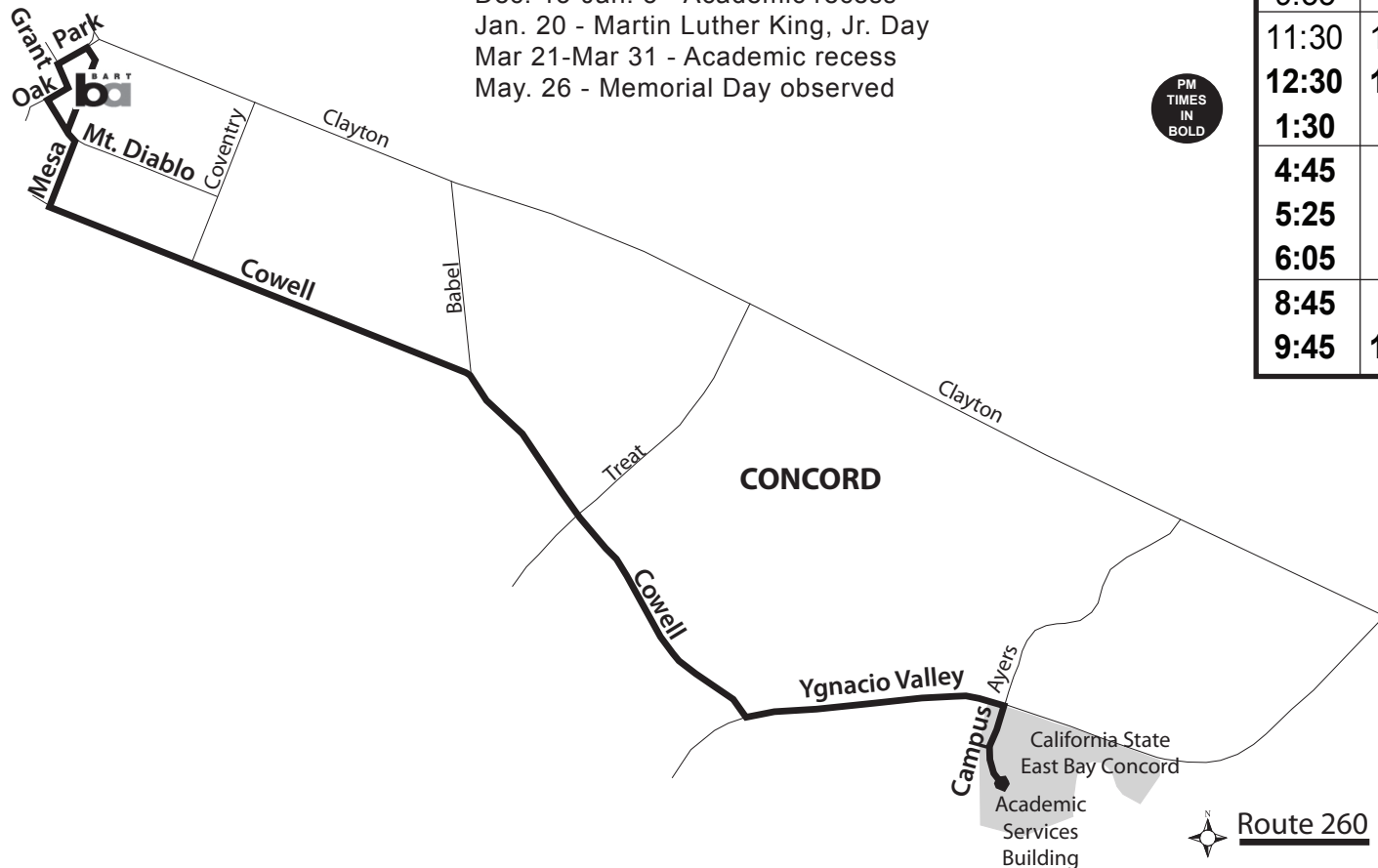


CALIFORNIA STATE
UNIVERSITY
E A S T B A Y

CONCORD CAMPUS COMMUTER
EFFECTIVE:
SEPT 25, 2013 TO JUN 12, 2014

Shuttle DOES NOT run on the following dates:

Nov. 11 - Veteran's Day observed
Nov. 28 - Thanksgiving Day
Dec. 13-Jan. 5 - Academic recess
Jan. 20 - Martin Luther King, Jr. Day
Mar 21-Mar 31 - Academic recess
May. 26 - Memorial Day observed



PM
TIMES
IN
BOLD

Route 260 Concord BART Cal State East Bay			
Leave Concord BART	Arrive Cal State East Bay	Leave Cal State East Bay	Arrive Concord BART
7:40	7:55	8:05	8:20
8:35	8:50	9:05	9:20
9:35	9:50		
11:30	11:45	12:00	12:15
12:30	12:45	1:00	1:15
1:30	1:45	2:00	2:15
4:45	5:00	5:05	5:20
5:25	5:40	5:45	6:00
6:05	6:20	6:25	6:40
8:45	9:00	9:15	9:30
9:45	10:00	10:15	10:30

Attachment III

Paratransit Vehicle Inventory

Vehicle Type	I.D. Number	Make	Vehicle #	Year	Mileage as of 10-4-2013	Replacement Year
CUT AWAY	1FDFE4FSXBDA87215	FORD	11L01	2011	55368	2019
CUT AWAY	1FDFE4FS4BDA87212	FORD	11L02	2011	53810	2019
CUT AWAY	1FDFE4FS8BDA80313	FORD	11L03	2011	65846	2019
CUT AWAY	1FDFE4FS1BDA87216	FORD	11L04	2011	57462	2019
CUT AWAY	1FDFE4FS2BDA87211	FORD	11L05	2011	62428	2019
CUT AWAY	1FDFE4FS8BDA87214	FORD	11L06	2011	62887	2019
CUT AWAY	1FDFE4FS3BDA87217	FORD	11L07	2011	58083	2019
CUT AWAY	1FDFE4FS6BDA87213	FORD	11L08	2011	62262	2019
CUT AWAY	1FDFE4FS6BDA29652	FORD	11L09	2011	51780	2019
CUT AWAY	1FDFE4FS5BDA87218	FORD	11L10	2011	60671	2019
CUT AWAY	1FDFE4FS3BDA91400	FORD	11L11	2011	61025	2019
CUT AWAY	1FDFE4FS4BDA97156	FORD	11L12	2011	66309	2019
CUT AWAY	1FDFE4FS8BDA91411	FORD	11L13	2011	58099	2019
CUT AWAY	1FDFE4FS7BDA91402	FORD	11L14	2011	56600	2019
CUT AWAY	1FDFE4FS7BDA87219	FORD	11L15	2011	54721	2019
CUT AWAY	1FDFE4FS8BDA97161	FORD	11L16	2011	69420	2019
CUT AWAY	1FDFE4FS6BDA97157	FORD	11L17	2011	62621	2019
CUT AWAY	1FDFE4FSXBDA97159	FORD	11L18	2011	57664	2019
CUT AWAY	1FDFE4FS6BDA91410	FORD	11L19	2011	65718	2019
CUT AWAY	1FDFE4FS0BDA97168	FORD	11L20	2011	62611	2019
CUT AWAY	1FDFE4FSXBDA97162	FORD	11L21	2011	64968	2019
CUT AWAY	1FDFE4FS1BDA97163	FORD	11L22	2011	60611	2019
CUT AWAY	1FDFE4FS9BDA91403	FORD	11L23	2011	61712	2019
CUT AWAY	1FDFE4FS5BDA87221	FORD	11L24	2011	67839	2019
CUT AWAY	1FDFE4FS6BDA91407	FORD	11L25	2011	57821	2019
CUT AWAY	1FDFE4FS3BDA87220	FORD	11L26	2011	57076	2019
CUT AWAY	1FDFE4FS9BDA97170	FORD	11L27	2011	62517	2019
CUT AWAY	1FDFE4FS2BDA97169	FORD	11L28	2011	63545	2019
CUT AWAY	1FDFE4FS8BDA97158	FORD	11L29	2011	51839	2019
CUT AWAY	1FDFE4FS6BDA97160	FORD	11L30	2011	64539	2019
CUT AWAY	1FDFE4FS8BDA91408	FORD	11L31	2011	53689	2019
CUT AWAY	1FDFE4FS7BDA87222	FORD	11L32	2011	59360	2019
CUT AWAY	1FDFE4FSXBDA91409	FORD	11L33	2011	61816	2019
CUT AWAY	1FDFE4FS4BDA91406	FORD	11L34	2011	53590	2019
CUT AWAY	1FDFE4FS0BDA97171	FORD	11L35	2011	54392	2019
CUT AWAY	1FDFE4FS5BDA97165	FORD	11L36	2011	59533	2019
CUT AWAY	1FDFE4FS2BDA91405	FORD	11L37	2011	50016	2019
CUT AWAY	1FDFE4FS3BDA97164	FORD	11L38	2011	53669	2019
CUT AWAY	1FDFE4FS5BDA91401	FORD	11L39	2011	64720	2019
CUT AWAY	1FDFE4FS9BDA97167	FORD	11L40	2011	63299	2019

CUT AWAY	1FD4E4FS7BDA97166	FORD	11L41	2011	55403	2019
CUT AWAY	1FD4E4FS0BDA91404	FORD	11L42	2011	52851	2019
CUT AWAY	1FDXE45S84HA96187	FORD	4L01	2004	242320	2012
CUT AWAY	1FDXE45SX4HA96188	FORD	4L02	2004	225941	2012
CUT AWAY	1FDXE45S14HA96189	FORD	4L03	2004	260675	2012
CUT AWAY	1FDXE45S84HA96190	FORD	4L04	2004	276585	2012
Econoline	1FTSS34L43HB98578	FORD	4L05	2003	147258	2011
Econoline	1FTSS34L63HB98579	FORD	4L06	2003	136439	2011
Econoline	1FTSS34L43HB98581	FORD	4L07	2003	141787	2011
Econoline	1FTSS34L23HB98580	FORD	4L08	2003	236241	2011
CUT AWAY	1FDXE45S55HA77291	FORD	5L01	2005	236241	2012
CUT AWAY	1FDXE45S75HA77292	FORD	5L02	2005	209670	2012
CUT AWAY	1FDXE45S95HA77293	FORD	5L03	2005	250625	2012
CUT AWAY	1FDXE45S05HA77294	FORD	5L04	2005	228702	2012
CUT AWAY	1FDXE45S25HA77295	FORD	5L05	2005	205101	2012
CUT AWAY	1FDXE45S45HA77296	FORD	5L06	2005	269467	2012
Micro Mini	1GBDV13157D100180	CHEVY	7L01	2007	78159	2012
Micro Mini	1GBDV13177D101671	CHEVY	7L02	2007	85285	2012
Micro Mini	1GBDV13157D101958	CHEVY	7L03	2007	108987	2012
Econoline	1FTSS34L56DA87873	FORD	7L04	2007	135026	2012
CUT AWAY	1FD4E45S78DB56640	FORD	9L01	2008	102691	2016
CUT AWAY	1FD4E45S98DB56641	FORD	9L02	2008	137825	2016
CUT AWAY	1FD4E45S08DB56642	FORD	9L03	2008	112710	2016

Attachment IV

Paratransit Shop Tools

Description	Replacement Cost	
BRAKE LATHE	\$	5,304.25
LIFT, VEHICLE	\$	11,295.00
AIR COMPRESSOR	\$	9,917.30
FREON RECYCLER	\$	4,409.83
WORKBENCH, HEAVY DUTY	\$	1,443.52
WORKBENCH, HEAVY DUTY	\$	1,443.52
WORKBENCH, HEAVY DUTY	\$	1,443.52
WORKBENCH, HEAVY DUTY	\$	1,443.52
PUMP, MOTOR OIL	\$	1,964.04
PUMP, ATF	\$	2,074.89
SHOP VAC	\$	633.26
SHOP HEATER	\$	495.41

To: Contra Costa County Public Works Dept.

Date: June 21, 2013

From: Anne Muzzini, Director of Planning & Marketing

Subject: Alamo Creek T-1 Service Proposal

The following proposal for service to the Alamo Creek T-1 is unique for County Connection and provides the maximum amount flexibility to respond to the needs of the residents. The demand for service is unknown and can be easily tested with the dial a ride service proposed. The total cost for one year of service will be \$159,000 which includes the kick off marketing.

- Service Type** Operate a service that provides same day and advance reservations and is tailored to meet the needs of the Alamo Creek, Monterosso, and Ponderosa Colony community (the CSA). The taxi type service is flexible and can be utilized by everyone; students, commuters, and seniors. To make this happen County Connection would provide a wheelchair equipped van with a driver (hopefully the same one every day) who takes reservations on the cell phone. Reservations can also be made in advance through dispatch. Over time patterns will emerge with regular riders providing the backbone of the service.
- Service Area** The van will be kept within a specified service area so it is available to respond to ride requests. We propose limiting the destinations to those near Camino Tassajara and along the 680 corridor between the Danville Park and Ride lot and the Walnut Creek BART station.
- Cost** The cost for the service would be based on the current First Transit contract rate for van service which is approximately \$60 per hour. The total cost to provide service from 6 till 10 am and from 3 till 7 pm on weekdays would be \$156,000 a year. (8 hrs revenue time; 2 hours deadhead = 10 hrs billing per wkday; 260 weekdays per year; \$60 per hour).
- Vehicle** At first we'd use an existing County Connection van but after the first year of service, when we have a better idea of the demand and passenger loads, a new vehicle would be bought. The cost of the van would be paid for by the County using T-1 fees.

Marketing

Marketing efforts would include using a specially painted van such as the ones with the Mt Diablo photo on them. See picture below. A name for the service would be developed and used in promotions (T-1 Taxi; Alamo Creek Taxi, Free Ride). A direct mail flyer describing the service would be targeted to CSA residents. An initial kick-off would include an incentive (such as a Starbucks card) for those willing to try the service. Marketing costs are expected to be \$3,000.

Eligible Riders Eligible Riders would include individuals traveling to and from the CSA and the service would be free to them. Passengers are expected to be residents traveling to the park and ride lots and BART station as well as to medical and shopping destinations in the service area. Visitors, housekeepers, and childcare workers going to the CSA would be eligible to ride.



To: Operations and Scheduling Committee

Date: September 9, 2013

From: Anne Muzzini, Director of Planning & Marketing

Reviewed by:

Subject: Alamo Creek T-1 Agreement for Service

Summary of Issues:

The Operations and Scheduling Committee discussed developing a proposal for the County to operate flexible service within the Alamo Creek T-1 area. Staff developed a proposal based on the parameters discussed and has since met with County staff to refine the terms of an agreement.

The service envisioned is demand response for individuals traveling to and from the Alamo Creek T-1. County Connection would operate as a contractor to the County and all costs would be covered by the fees collected from homeowners. The service would not have a fare as the residents are paying the fare and operating cost. We would run the service with one van and trips would be dispatched by First Transit. Hours of operation would be from 6am to 10am and from 3pm to 7pm. The term of the agreement will be one year. During this time the County will be able to determine the success of the program.

The proposal sent to the County is attached as well as the draft agreement.

Recommendation:

Staff recommends that the O&S support entering into an agreement with the County for a one van dial a ride that serves the Alamo Creek T-1 and forward a recommendation to the full Board for adoption.

TRANSPORTATION SERVICE AGREEMENT

County Service Area (CSA) T-1 Project

TRANSPORTATION SERVICE AGREEMENT

County Service Area (CSA) T-1 Project

This TRANSPORTATION SERVICE AGREEMENT (Agreement) is entered into effective this ____ day of _____, 2013, between the CENTRAL CONTRA COSTA TRANSIT AUTHORITY (“CCCTA”), a joint exercise of powers entity created, existing and in good standing under California Government Code Sections 6500, *et seq.*, and the COUNTY OF CONTRA COSTA, a political subdivision of the State of California (“County”).

RECITALS

THE PARTIES ENTER THIS AGREEMENT on the basis of the following facts, understandings and intentions:

A. The County Service Area (CSA) T-1 was formed on March 24, 2006 as a dependent special district of the County. The CSA was formed for the purpose of financing extended public transit services for the residents within the CSA T-1 boundaries (see attachment 1 for the map of CSA T-1).

B. The County wishes to implement a demand responsive, flexible “CSA T-1 Free Shuttle” in order to serve and benefit the residents of CSA T-1 properties by funding the transit fares for the shuttle service with the funds collected from the residents within the CSA T-1 boundaries.

C. CCCTA has determined that it is in the public interest and within the scope of CCCTA’s powers to provide public transit services, specifically the proposed “CSA T-1 Free Shuttle,” and is willing to operate this service as a one-year demonstration project provided that all costs will be paid by County.

D. The County desires to give CCCTA full operational and managerial discretion consistent with the terms of this Agreement and applicable law over the means of providing the public transportation services contemplated by this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants and promises of the parties, the parties agree as follows:

1. Term. The term of this Agreement shall begin January 1, 2014 and remain in effect until December 31, 2015, unless earlier terminated by either party as provided for in Section 16. No later than _____ days before expiration of the Agreement, the parties will meet to review the effectiveness of this demonstration project and to determine the future continuation of service.

2. CSA T-1 Free Shuttle. CCCTA agrees to operate public transit as follows (the "CSA T-1 Free Shuttle"):

a. The free shuttle will operate weekday from 6 a.m. to 10 a.m. and 3 p.m. to 7 p.m in the service corridors between CSA T-1 properties to the Walnut Creek BART station and the Dublin/Pleasanton BART station [Show service corridors on Attachment 1].

b. During the peak periods (from 6 a.m. to 9 a.m. and 4 p.m. to 7 p.m.), the shuttle stops are only within CSA T-1 boundaries, Walnut Creek Bay Area Rapid Transit (BART) station, Bishop Ranch, Dublin/Pleasanton BART station, and Sycamore Valley Road Park and Ride lot. It is difficult for a single shuttle to travel to and from CSA T-1 properties to Walnut Creek BART station and CSA T-1 properties to Dublin/Pleasanton BART station within a single peak period. Initially, the priority will be to provide service from the CSA T-1 properties to Walnut Creek BART station corridor. CCCTA will monitor the demand and make the necessary adjustments based on demand.

c. During the off-peak periods (from 9 a.m. to 10 a.m. and 3 p.m. and 4 p.m.) service, the shuttle may stop at other locations within a 1.5 miles corridor along Camino Tassajara and I-680. These other locations can include, but are not limited to, government buildings, medical facilities, recreation destinations, shopping centers, work, etc. To be eligible, these locations will have to be at locations that allow the shuttle driver to complete these trips within the off-peak periods.

d. The CSA T-1 Free Shuttle will be a demand responsive, flexible public transit service for travel from or to CSA T-1 properties that is open to the public. The exact routes will be determined by demand. Riders must be traveling from or to CSA T-1 properties. Riders will contact CCCTA to request and reserve service at least ____ hours in advance. Based on the demand, CCTA will determine the most efficient route.

3. Marketing. CCCTA will develop a marketing plan for the CSA T-1 Free Shuttle Service. CCCTA will create a direct mail flyer to CSA T-1 residents describing the CSA T-1 Free Shuttle. Prior to finalizing and mailing the direct mail flyer, CCCTA will submit a draft to the County for approval. County will respond back with any comments within 30 days. An initial kick-off may include incentives, such as gift cards, for those willing to try the services. CCCTA will also market this service on their website.

4. Compensation. In consideration for providing the CSA T-1 Free Shuttle, County agrees to pay CCCTA \$159,000 a year, consisting of \$156,000 for shuttle services and \$3,000 for marketing. The \$156,000 for shuttle services is based on 10 hours per weekday for 260 weekdays at \$60 per hour. The 10 hours per weekday is based on 8 hours of service time plus 2 hours of deadhead. The deadhead is for bus travel to or from the CCCTA garage and a terminus point where the CSA T-1 Free Shuttle begins or ends.

5. Holidays. Service will not operate on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day or Christmas Day.

6. Buses

a. *Maintenance*. CCCTA shall provide, or cause to be provided, at its sole discretion, buses in good condition and repair for the performance of the services contemplated by this Agreement. CCCTA shall service and perform preventative maintenance on the buses pursuant to its standard operating policies. Buses shall be neat and clean.

b. *Accessibility*. All vehicles provided for service under this Agreement shall be fully accessible to persons with disabilities as required under the Americans With Disabilities Act (ADA) of 1990.

7. Drivers. CCCTA shall provide the number of drivers necessary to perform the services required under this Agreement. CCCTA shall require that the drivers have training consistent with, and experience similar to, drivers of similar CCCTA routes. Drivers shall hold valid California Class B motor vehicle licenses.

8. Manner of Payment. The County agrees to compensate CCCTA for the CSA T-1 Free Shuttle as outlined in Section 2 on a monthly basis in twelve equal installments. CCCTA shall invoice County on a monthly basis for amounts due. County shall pay the amounts due within 45 days of receipt of CCCTA's invoice.

9. Fare Structure. This will be a free shuttle service that is open to the public for travel to and from the CSA T-1 properties.

10. Monitoring Performance. CCCTA will monitor the performance of the CSA T-1 Free Shuttle monthly and meet with the County as needed to review and consider possible modifications to the CSA T-1 Free Shuttle, if appropriate. On the 15th of each month, CCCTA will submit the following data from the prior month:

- a. Total passengers per run per day
- b. Ridership by destination
- c. Available seats
- d. Operation cost
- e. Vehicle service hours (VSH)
- f. Vehicle service miles (VSM)

11. Compliance with Laws. CCCTA shall comply with all laws, regulations and orders of any federal, state, county, regional or municipal authority applicable to the service.

12. Indemnification and Hold Harmless. CCCTA shall indemnify and hold harmless the County, its officers, agents or employees against any and all liability, losses, damages or expenses for injury to or death of any person, or damage to or loss of property, including but not limited to the County's property, to the extent caused by the negligent acts or omissions or willful misconduct of CCCTA or its agents or employees in providing the transportation services described in this Agreement. This provision shall not apply to the extent that such losses, liabilities, damages, expenses or claims are caused by the negligence or willful misconduct of the County or its officers, agents or employees. This provision shall survive termination of this Agreement.

13. Independent Contractor. In performing under this Agreement, CCCTA shall act at all times as an independent contractor. Nothing contained herein shall be construed or applied so as to create the relationship of principal and agent, or of employer and employee, between the County and CCCTA or its agents or employees.

14. Notices. All required or permitted payments, reports, demands and notices may be sent by ordinary mail. Notices that are mailed shall be deemed delivered two (2) business

days after deposited in the mail. Notices may be personally delivered and shall be deemed delivered at the time delivered to the appropriate address set forth below. Until notified otherwise in writing, CCCTA shall send or deliver all such communications relating to this Agreement to the following address:

Contra Costa County Public Works Department
255 Glacier Drive
Martinez, CA 94553
Attention: Jason Chen, Associate Civil Engineer

And, the County shall send all such communications to the following address:

Central Contra Costa Transit Authority
2477 Arnold Industrial Way
Concord, CA 94520
Attention: Anne Muzzini, Director of Planning and Technical Services

15. Records and Audit of Financial Records. CCCTA shall maintain true and complete records in connection with the service and all transactions related thereto, and shall retain all such records for at least thirty-six (36) months after the end of the calendar year in which the service is performed. The County may from time to time and at any time during the foregoing period of record retention make an audit of all records of CCCTA relating to the service; but only for the purpose of assessing the accuracy of reports or information received from CCCTA.

16. Termination of Agreement. Either party may terminate this Agreement by giving written notice of termination to the other, which shall specify the effective date of termination. The notice of termination shall be given at least 30 days before its effective date. Upon termination, CCCTA shall submit a written closing statement to the County for all amounts due from the County for services provided up to the effective date of termination. County shall pay said account within 45 days of receipt of the closing statement. As of the effective date of termination, CCCTA shall be released from any obligations under this Agreement to provide the CSA T-1 Free Shuttles.

17. No Third Party Beneficiaries. This Agreement is not for the benefit of any person or entity other than the parties, and shall not be construed to confer any rights to third parties.

18. No Assignment. Neither party may assign any rights or transfer any obligations under this Agreement without the prior written consent of the other party.

19. Entire Agreement. This Agreement is the entire agreement of this matter between the parties and supersedes all prior negotiations and understandings with respect thereto, including the 2006 Agreement. CCCTA and the County each acknowledges that it has not relied upon any promise, representation or warranty not expressly set forth in this Agreement in executing this Agreement. If any provision of this Agreement is void or otherwise unenforceable, the remainder of the Agreement shall continue in full force and effect. Changes affecting the obligations of the parties set forth in this Agreement shall be by written amendment signed by both parties.

20. Severability. Should any part of this Agreement be declared unconstitutional, invalid, or beyond the authority of either party to enter into or carry out, such decision shall not affect the validity of the remainder of this Agreement, which shall continue in full force and effect; provided that, the remainder of this Agreement can, absent the excised portion, be reasonably interpreted to give effect to the intentions of the parties.

21. Headings. The descriptive headings used in this Agreement are for convenience only and shall not control or affect the meaning or construction of any of its provisions.

22. Time of Essence. Time is of the essence in this Agreement.

23. Waiver. No waiver by either party of any default or breach of any covenant by the other hereunder shall be implied from any omission to take action on account of such default if such default persists or is repeated, and no express waiver shall affect any default other than the default specified in the waiver and then said waiver shall be operative only for the time and to the extent therein stated. Waivers of any covenant, term or condition contained herein shall not be construed as a waiver of any subsequent breach of the same covenant, term or condition. No waiver of any provision under this Agreement shall be effective unless in writing and signed by the waiving party.

24. Attorneys' Fees. In the event either of the parties brings an action or legal proceeding due to an alleged breach of this agreement, the prevailing party shall be entitled to recover reasonable attorneys' fees and costs as determined by a court of competent jurisdiction.

25. Controlling Law. This Agreement and all matters relating to it shall be governed by the laws of the State of California.

26. Authority. All parties executing this Agreement represent and warrant that they are authorized to do so.

IN WITNESS WHEREOF, the parties have hereunto set their hands the date and year first above written.

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

By: Rick Ramacier, General Manager

Date: _____

APPROVED AS TO FORM:

By: Madeline Chun, Legal Counsel
Central Contra Costa Transit Authority

CONTRA COSTA COUNTY PUBLIC WORKS DEPARTMENT

By: Julia R. Bueren, Public Works Director

Date: _____

APPROVED AS TO FORM:

To: Operations and Scheduling Committee

Date: September 9, 2013

From: Anne Muzzini, Director of Planning & Marketing

Reviewed by:

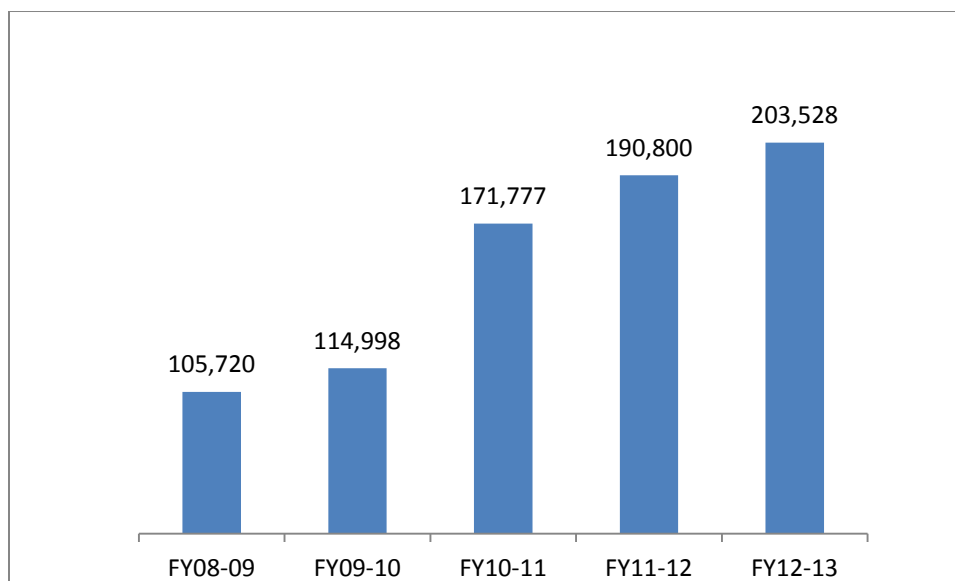
Subject: Bishop Ranch Service Agreement

Background:

County Connection has an agreement for service to Bishop Ranch with Sunset Development and Chevron that covers the 96X and 97X Express Bus routes from Walnut Creek and Dublin BART. The current agreement signed in 2009 established a method for calculating our marginal cost (\$106.44/hour in 2012-13) and charges 25% of this cost based on actual hours and days. In addition to the service cost there is a charge for fare reimbursement (\$86,664 per year in 2012-13).

When Bank of the West moved to Bishop Ranch we saw a significant increase in ridership and there was a need to add a 96X trip to accommodate the loads. We executed a letter agreement whereby Sunset agreed to pay \$81.21 per hour for the additional trip.

Ridership Growth



Because ridership has grown and the annual fare reimbursement rate has stayed the same, the amount per passenger has dropped from \$0.75 to \$0.43 per passenger.

Changes at Bishop Ranch and Impact on Contract

In recent months PG&E has been moving employees into Bishop Ranch and we are seeing an increase in ridership as a result. Sunset Development is negotiating with AT&T to bring them into the transit pass program. The addition of AT&T employees to the program will add enough demand to justify more service on the 96X which is near capacity on some trips.

It is in the interest of County Connection and Sunset Development to negotiate a new contract so that the additional trips added in the past and proposed in the future are rolled into one cost per hour. It is also important for County Connection to recover the full cost for expanded service and to increase the fare reimbursement amount to account for increased ridership.

Sunset Development is interested in adding service and bringing ATT into the program at the start of the year which requires Board approval of a new deal at the October meeting. We have developed a proposal that would increase the annual contract amount by \$183,492. A summary of our proposal is attached. Because negotiations are ongoing an update and recommendation will be presented to the Committee at the meeting.

Recommendation:

Staff recommends that the O&S support a new contract with Sunset Development and Chevron that increases the price for service and fare reimbursement to account for ridership growth and service expansion. The details of the negotiated price will be presented at the Committee.

To: Chris Weeks, Transportation Manager Bishop Ranch
 From: Anne Muzzini, Director of Planning County Connection
 August 29, 2013 Transmitted via email

Chris,

Here's my estimate for a new contract price that:

- Includes the cost of two additional trips at \$90/hr marginal cost (we charged \$81.91/hr in 2011 for the one additional trip). The two new trips will depart WC BART at 7:47am and depart Transit Center at 4:19pm (total hours per day = 3.5)
- Increases the fare reimbursement rate from \$0.43 per passenger to \$0.75 per passenger. Other passengers pay average fare of \$1.52. The Bishop Ranch 2009 fare reimbursement amount was set based upon \$0.75 per passenger however this has been degraded with rapid growth in ridership from Bank of the West employees)
- Assumes that ATT and PGE will generate additional 50,000 trips a year (Bank of the West bumped ridership by 60,000 trips a year)
- Rolls all the cost into one hourly rate

New Contract Estimate

	Current	Plus 2 Trips; 50K pass; \$0.75/pass	Difference
Total 96X & 97X invoice	\$415,575	\$495,585	\$80,010
Total Hours	13,486	14,375	
Invoiced per Hour	\$30.82	\$34.48	
Fare Revenue	\$86,664	\$190,146	\$103,482
Total Passengers	203,528	253,528	
Fare Revenue/Passenger	\$0.43	\$0.75	
Total Cost	\$502,239	\$685,731	\$183,492
Cost per Total Hour	\$37.24	\$47.70	
Ave Fare per Pass FY11-12	\$1.52		
Additional (2) 96X trips (3.5 hrs/day x \$90 hr x 254 days)	\$80,010		

County Connection - System Summary Data

Fixed Route Service	FY 10-11	FY 11-12	FY 12-13	Change from Prior
Operating Cost	\$ 24,138,503	\$ 24,726,704	\$ 25,781,605	4.3%
Farebox Revenue	\$ 4,170,752	\$ 4,371,317	\$ 4,641,248	6.2%
Net Subsidy	\$ 19,967,751	\$ 20,355,387	\$ 21,140,356	3.9%
 Total Passengers	 3,304,456	 3,170,879	 3,296,763	 4.0%
 Revenue Hours	 208,901	 208,719	 213,624	 2.3%
Non Revenue Hours	29,462	29,385	29,352	(0.1%)
Total Hours	238,364	238,104	242,976	2.0%
 Total Revenue Miles	 2,302,257	 2,325,896	 2,384,645	 2.5%
Non Revenue Miles	760,319	749,769	741,649	(1.1%)
Total Miles	3,062,575	3,075,665	3,126,294	1.6%
 Road Calls	 111	 154	 150	 (2.6%)
Pay Hours	374,234	400,016	381,923	(4.5%)
Paratransit	FY 10-11	FY 11-12	FY 12-13	Change from Prior
Operating Cost	\$ 5,177,014	\$ 5,170,149	\$ 5,125,995	(0.9%)
Farebox Revenue	\$ 560,826	\$ 648,808	\$ 614,160	(5.3%)
Net Subsidy	\$ 4,616,188	\$ 4,521,341	\$ 4,511,835	(0.2%)
 Total Passengers	 166,022	 160,901	 154,945	 (3.7%)
 Revenue Hours	 80,999	 77,724	 74,400	 (4.3%)
Non Revenue Hours	18,381	17,739	18,000	1.5%
Total Hours	99,380	95,463	92,400	(3.2%)
 Total Revenue Miles	 1,295,954	 1,238,026	 1,208,228	 (2.4%)
Non Revenue Miles	271,811	264,278	252,100	(4.6%)
Total Miles	1,567,765	1,502,304	1,460,328	(2.8%)
 Road Calls	 33	 25	 26	 4.0%
Complaints	3	4	1	(75.0%)
Accidents	2	4	4	0.0%

Performance Standards - Fixed Route

GOAL	Objective	Measurement	FY 10-11	FY 11-12	FY 12-13	Standard	Met?
EFFICIENCY							
	Cost Control	Cost/Revenue Hour	\$115.55	\$118.47	\$120.69	Increase < 2.6% - inflation	Yes
		Cost/Passenger	\$7.30	\$7.80	\$7.82	< \$7.00/Pass	No
		Farebox Recovery Ratio	17.3%	17.7%	18.0%	18.0%	Yes
		Net Subsidy/Passenger	\$6.04	\$6.42	\$6.41	< \$6.00/Pass	No
		Accidents/100,000 Miles	0.85	0.93	0.74	1/100K miles	Yes
Market Resource	Maintenance Employee / 100,000 Miles	0.79	0.74	0.80	0.82/100K miles	Yes	
	Operator OT/ Total Operator Hours	5.77%	7.11%	6.91%	8.00%	Yes	
	Pay to Platform (Total) Hours	1.57	1.68	1.57	1.60	No	
EFFECTIVENESS							
Market Penetration	Passengers per RVHr	15.8	15.2	15.4	17.0	No	
	Passengers per RVMi	1.44	1.36	1.38	1.31	Yes	
Service Quality	Percent Missed Trips	0.12%	0.09%	0.09%	0.25%	Yes	
	Miles between Roadcalls	28,539	33,619	25,521	18,000	Yes	
	Percent of Trips On-time	93%	91%	88%	95.0%	No	
	Complaints/100,000 miles	11.4	11.3	11.2	30/ 100K miles	Yes	
	On-Board Passenger Surveys	Yes			Every 3 years	Yes	
	Customer Service Phone Response	91.5%	93.1%	93.7%	92.0%	Yes	
EQUITY							
Improve Transit Access	Lift Availability	99.9%	100.0%	100.0%	100.0%	Yes	

Performance Standards - Paratransit

GOAL	Objective	Measurement	FY 10-11	FY 11-12	FY 12-13	Standard	Met?
EFFICIENCY							
	Cost Control	Cost/Revenue Hour	\$ 63.91	\$ 66.52	\$ 68.90	Increase < inflation	2.6% No
		Cost/Passenger	\$ 31.18	\$ 32.13	\$ 33.08	Increase < inflation	2.6% No
		Farebox Recovery Ratio	10.8%	12.5%	12.0%	10.7%	Yes
	Safety	Accidents/100,000 Miles	0.13	0.27	0.27	0.3 / 100,000	Yes
EFFECTIVENESS							
	Market Penetration	Passengers per RVHr	2.0	2.1	2.1	1.9 Pass/RHr	Yes
	Service Quality	Denials	0	0	0	None	Yes
		Miles between Roadcalls	2.1	1.7	1.8	3.0 / 100,000	Yes
		Percent of Trips On-time	95.0%	95.0%	87.0%	98% on time	No
		Complaints/100,000 miles	0.4	0.5	0.5	2.0 / 100,000	Yes
		Employee Turnover	2.1%	4.9%	11.0%	5.0%	No
EQUITY							
	Improve Transit Access	Lift Availability	100%	100%	100%	100%	Yes

COUNTY CONNECTION PERFORMANCE MEASUREMENT

Fiscal Years 2012 and 2013

PERFORMANCE MEASURE	FY 2012	FY 2013	% Change FY12to FY13
Weekday Passenger Boardings	2,907,237	3,024,794	4.0%
Saturday Passenger Boardings	154,111	155,855	1.1%
Sunday Passenger Boardings	109,346	115,951	6.0%
Fixed Route Total Passengers	3,170,694	3,296,600	4.0%
Other Passengers	⁽¹⁾ 185	163	(11.9%)
Grand Total Passenger Boardings	3,170,879	3,296,763	4.0%
Number of Weekdays	⁽²⁾ 255 ⁽³⁾	254	(0.4%)
Number of Saturdays	53	52	(1.9%)
Number of Sundays	52	53	1.9%
Total Scheduled Trips	281,028	281,107	0.0%
Total Missed Trips	265	260	(1.9%)
<u>Passenger Boardings per Day</u>			
Weekday	11,401	11,909	4.5%
Saturday	2,908	2,997	3.1%
Sunday	2,103	2,188	4.0%

(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

COUNTY CONNECTION BOARDINGS BY FARETYPE
Fiscal Years 2012 and 2013

Fare Type	FY 2012	% of Total	FY 2013	% of Total	% Change FY12to FY13
Adult	1,638,172	51.7%	1,683,820	51.1%	2.8%
Youth/Student ⁽¹⁾	369,584	11.7%	400,417	12.1%	8.3%
Senior & Disabled	339,560	10.7%	355,571	10.8%	4.7%
BART-to-CCCTA Transfers	295,628	9.3%	315,443	9.6%	6.7%
BUS-to-BUS Transfers	527,935	16.6%	541,512	16.4%	2.6%
Totals	3,170,879	100.0%	3,296,763	100.0%	4.0%

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

Agenda Item 7.b

TO: O&S Committee

DATE: September 12, 2013

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for August 2013

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 2014

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	273,605		
Average Weekday	11,315	10,527	
Pass/Rev Hour	15.1	14.2	Standard Goal > 17.0
Missed Trips	0.12%	0.08%	Standard Goal < 0.25%
Miles between Road Calls	22,397	24,818	Standard Goal > 18,000

* Based on current standards from updated SRTP

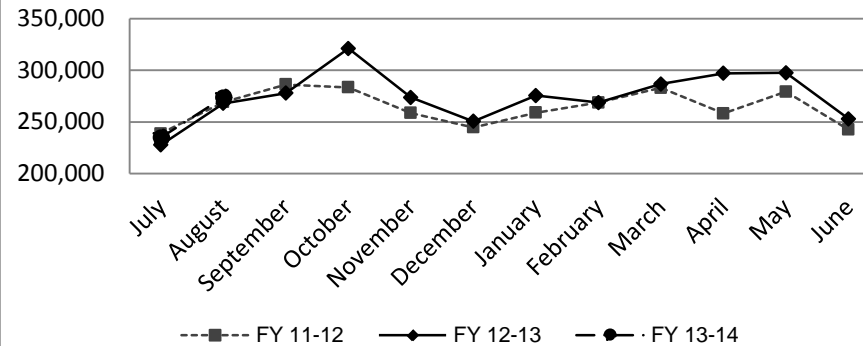
Analysis

Average weekday ridership was higher in August (11,315 passengers) than July (9,740 passengers). Average weekday ridership was higher compared to August of last year (10,776 passengers). Passengers per hour in August was 15.1, an increase from 13.3 in July and August last year when passengers per hour was 14.5.

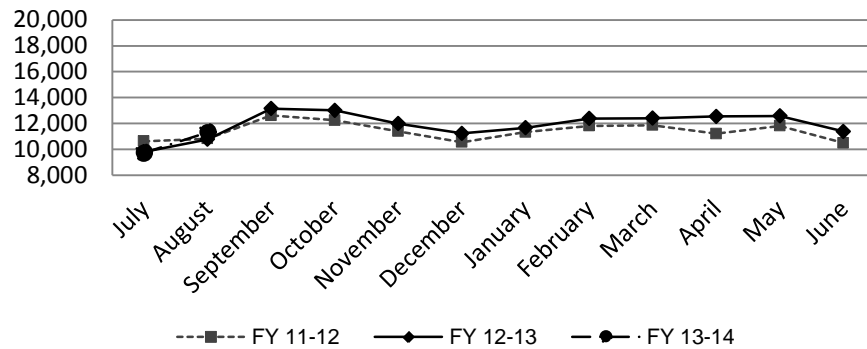
The percentage of missed trips in August was 0.12%. An increase from the prior month (0.05%). The YTD average is 0.08% missed trips.

The number of miles between roadcalls was 22,397 miles in August, lower than the prior month in which there were 29,113 miles between roadcalls. The 12 month average is 24,818 miles between roadcalls.

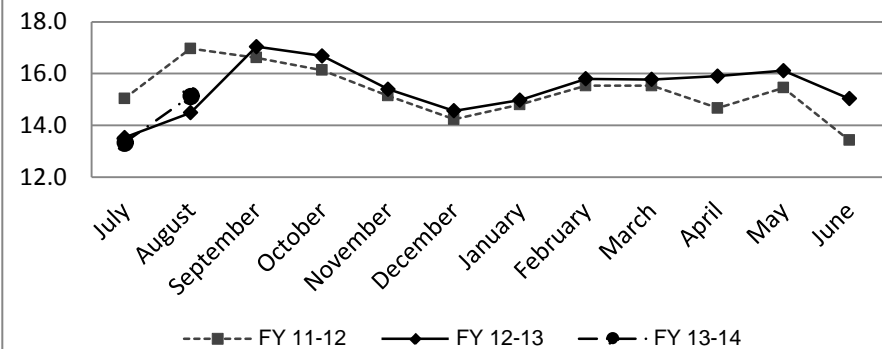
Total Passengers



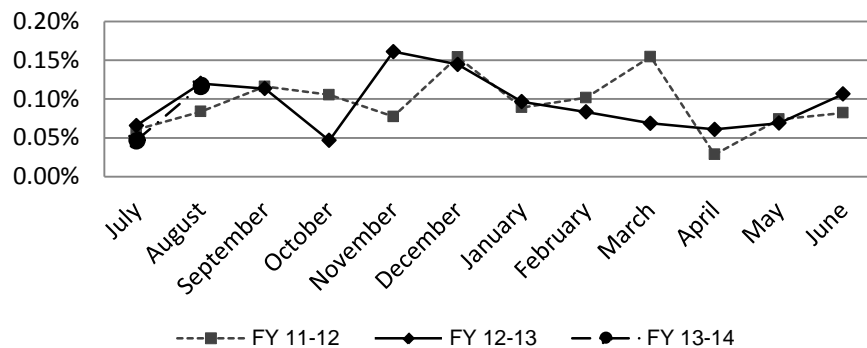
Average Weekday Passengers



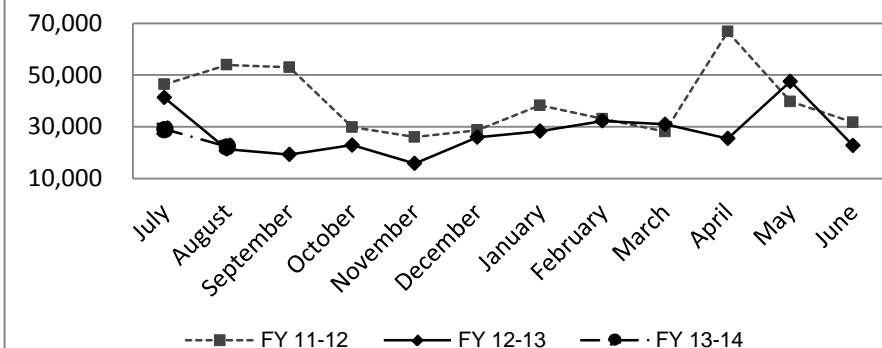
Passengers per Revenue Hour



Missed Trips - % of Trips Scheduled



Miles Between Roadcalls



TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2012 August	2012 September	2012 October	2012 November	2012 December	2013 January	2013 February	2013 March	2013 April	2013 May	2013 June	2013 July	2013 August	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	278,449	250,982	298,277	269,325	259,994	283,381	258,396	278,078	280,325	285,350	250,775	262,014	268,767	3,524,113
Work Days	31	29	31	29	30	30	28	31	30	30	30	30	31	390
Revenue Hours	18,496	16,305	19,242	17,777	17,194	18,390	17,003	18,167	18,675	18,466	16,821	17,615	18,080	232,232
Operator Pay Hours	31,358	31,780	38,149	32,217	30,111	33,540	28,965	30,787	31,056	33,072	30,920	32,893	34,577	419,424
Number of Operators	165	169	168	168	172	172	170	170	170	168	167	177	175	170
Unscheduled Absences	369	308	357	289	266	343	457	307	366	421	355	500	472	4,810
FT Protection	68	88	35	41	30	61	33	54	80	90	68	87	73	808
Worker Comp.	94	40	69	48	54	53	98	56	84	86	90	179	167	1,118
Sick leave	207	180	253	200	182	229	326	197	202	245	197	234	232	2,884
Collision Accidents	6	2	3	2	5	4	5	4	3	5	4	2	8	53
Passenger Accidents	12	11	11	12	8	8	14	21	7	14	14	11	16	159
Total Chargeable Collisions	5	1	2	2	2	1	1	3	2	2	1	1	4	27
Chargeable/100K Miles	1.79	0.39	0.67	0.74	0.76	0.35	0.38	1.07	0.71	0.70	0.39	0.38	1.48	0.76
Number of Trips Scheduled	25,003	22,040	25,666	23,606	22,831	20,706	20,388	20,388	24,630	24,630	22,542	23,574	24,001	300,005
Number of Trips Missed	30	25	12	38	33	20	17	14	15	17	24	11	28	284
Of Trips Scheduled - % Missed	0.12%	0.11%	0.05%	0.16%	0.14%	0.10%	0.08%	0.07%	0.06%	0.07%	0.11%	0.05%	0.12%	0.09%
Of Trips Missed - Mechanical	14	16	7	26	26	14	10	10	13	12	17	9	14	188
On Time Performance %	89%	86%	86%	87%	86%	91%	88%	89%	90%	88%	89%	88%	87%	88%
MAINTENANCE														
A/C Operative - Avg. %	100%	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%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	16	14	14	19	11	11	10	12	12	10	15	13	14	171
Road Calls for Mechanical	13	13	13	17	10	10	8	9	9	6	13	9	12	142
Road Calls for Other	3	1	1	2	1	1	2	3	3	4	2	4	2	29
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	8,999	9,238	13,330	9,447	9,200	10,698	8,884	10,458	86,623	11,624	8,063	7,629	10,343	
200 - 299	34,306	16,941	39,167	15,017	34,419	37,985	37,364	38,776	16,411	30,854	8,759	28,818	33,816	
300 - 399	20,859	9,144	8,639	5,298	41,218	19,091	17,682	19,419	12,809	36,707	11,555	931	9,038	
400 - 499	15,132	28,970	32,330	17,607	14,648	19,015	14,159	18,047	34,649	16,995	26,148	26,857	28,227	
500 - 519	27,014	45,353	12,182	53,070	8,355	26,561	47,194	16,093	51,847	55,492	24,414	53,173	26,923	
900 - 939	31,128	28,642	105,079	18,513	31,039	31,214	44,687	46,750	26,312	33,030	43,530	43,003	28,937	
1300-1309										12,721	19,734	23,009	19,574	
2000 - 2099	7,876	5,519	16,448	11,914	10,969	11,723	11,898	12,135	8,709	4,872	NA	NA	NA	
Fleet Avg.	21,419	19,306	22,944	15,843	25,999	28,338	32,300	30,989	25,484	47,558	22,798	29,113	22,397	24,818
Maintenance Pay Hours	4,522	4,520	4,656	4,162	4,523	4,705	4,142	4,283	3,992	4,151	4,201	4,074	4,239	56,171
No. Maint. Employees	27	27	27	26	27	27	27	25	24	24	26	25	25	26
Maint. Emps/100K Miles	10	11	9	10	10	10	10	9	9	8	10	10	9	1
Unscheduled Absences	0	3	2	4	1	3	4	3	4	1	1	1	4	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

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings		
August 2013 - Fixed Route Boardings	273,605	Revenue Hours -	August 2013	18,080	Weekdays -	August 13	22	Fiscal 2014 YTD	508,436
Bus Bridge Special Event(s)			August 2012	18,496		August 12	23		
		Revenue Miles -	August 2013	200,092	Saturdays -	August 13	5	Fiscal 2013YTD	495,638
			August 2012	207,973		August 12	4		
					Sundays -	August 13	4		
						August 12	4		
August 2013 Total Boardings	273,605	Passengers per Mile		1.4	Total Days - 2013	31	YTD Trend	2.6%	
August 2012 Total Boardings	267,952	Passengers per Hour		15.13	2012	31	Monthly Trend	2.1%	

August 2013 Fixed Route Passenger Total						August 2013 Weekday Average	August 2013 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	6,822			6,822	310	11.8
2	Rudgear / Walnut Creek	1,209			1,209	55	6.2
4	Walnut Creek Downtown Shuttle	21,954	3,022	1,873	26,849	998	28.2
5	Creekside / Walnut Creek	1,708			1,708	78	7.8
6	Lafayette / Moraga / Orinda	6,959	406	280	7,645	316	10.1
7	Shadelands / Pleasant Hill / Walnut Creek	5,264			5,264	239	7.3
9	DVC / Walnut Creek	12,239			12,239	556	13.3
10	Concord / Clayton Rd	22,992			22,992	1,045	21.8
11	Treat Blvd / Oak Grove	6,098			6,098	277	14.6
14	Monument Blvd	13,670			13,670	621	15.7
15	Treat Boulevard	10,098			10,098	459	14.9
16	Alhambra Ave / Monument Blvd	14,960			14,960	680	13.1
17	Olivera/Solano / Salvio / North Concord	5,508			5,508	250	13.4
18	Amtrak / Merello / Pleasant Hill	9,382			9,382	426	13.4
19	Amtrak / Pacheco Blvd / Concord	3,019			3,019	137	9.9
20	DVC / Concord	26,792			26,792	1,218	25.5
21	Walnut Creek / San Ramon Transit Center	13,086			13,086	595	12.0
25	Lafayette / Walnut Creek	1,534			1,534	70	6.1
28	North Concord / Martinez	6,876			6,876	313	10.3
35	Dougherty Valley	8,980			8,980	408	12.6
36	San Ramon / Dublin	5,049			5,049	229	8.4
91X	Concord Commuter Express	980			980	45	11.1
92X	Ace Shuttle Express	4,833			4,833	220	18.6
93X	Kirker Pass Express	5,029			5,029	229	16.1
95X	San Ramon / Danville Express	3,593			3,593	163	16.2
96X	Bishop Ranch Express	12,710			12,710	578	17.5
97X	Bishop Ranch Express	2,650			2,650	120	11.6
98X	Martinez Express	9,034			9,034	411	15.5
250 *	Gael Rail Service	33	25	25	83	17	3.8
301	Rossmoor / John Muir Medical Center		395	185	580	0	7.2
310	Concord Bart / Clayton Rd / Kirker Pass		2,140	1,516	3,656	0	28.9
311	Concord / Oak Grove / Treat Blvd / WC		1,301	747	2,048	0	15.1
314	Clayton Rd / Monument Blvd / PH		3,395	2,137	5,532	0	22.5
315	Concord / Willow Pass / Landana		295	98	393	0	6.5
316	Alhambra / Merello / Pleasant Hill		1,668	995	2,664	0	14.6
320	DVC / Concord		1,187	747	1,934	0	17.1
321	San Ramon / Walnut Creek		1,380	866	2,246	0	12.2
600's	Select Service	5,859			5,859	266	26.9
TOTALS		248,922	15,214	9,468	273,605	11,315	15.1

* Data from Link

** Seasonal Route

Operations Data Summary

AUGUST 2013 PRODUCTIVITY

(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
310	Concord Bart / Clayton Rd / Kirker Pass	3,656	0	28.9
4	Walnut Creek Downtown Shuttle	26,849	998	28.2
600's	Select Service	5,859	266	26.9
20	DVC / Concord	26,792	1,218	25.5
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,532	0	22.5
10	Concord / Clayton Rd	22,992	1,045	21.8
92X	Ace Shuttle Express	4,833	220	18.6
96X	Bishop Ranch Express	12,710	578	17.5
320	DVC / Concord	1,934	0	17.1
95X	San Ramon / Danville Express	3,593	163	16.2
93X	Kirker Pass Express	5,029	229	16.1
14	Monument Blvd	13,670	621	15.7
98X	Martinez Express	9,034	411	15.5
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	2,048	0	15.1
15	Treat Boulevard	10,098	459	14.9
316	Alhambra / Merello / Pleasant Hill	2,664	0	14.6
11	Treat Blvd / Oak Grove	6,098	277	14.6
17	Olivera/Solano / Salvio / North Concord	5,508	250	13.4
18	Amtrak / Merello / Pleasant Hill	9,382	426	13.4
9	DVC / Walnut Creek	12,239	556	13.3
16	Alhambra Ave / Monument Blvd	14,960	680	13.1
35	Dougherty Valley	8,980	408	12.6
321	San Ramon / Walnut Creek	2,246	0	12.2
21	Walnut Creek / San Ramon Transit Center	13,086	595	12.0
1	Rossmoor / Shadelands	6,822	310	11.8
97X	Bishop Ranch Express	2,650	120	11.6
91X	Concord Commuter Express	980	45	11.1
28	North Concord / Martinez	6,876	313	10.3
6	Lafayette / Moraga / Orinda / Orinda Village	7,645	316	10.1
19	Amtrak / Pacheco Blvd / Concord	3,019	137	9.9
36	San Ramon / Dublin	5,049	229	8.4
5	Creekside / Walnut Creek	1,708	78	7.8
7	Shadelands / Pleasant Hill / Walnut Creek	5,264	239	7.3
301	Rossmoor / John Muir Medical Center	580	0	7.2
315	Concord / Willow Pass / Landana	393	0	6.5
2	Rudgear / Walnut Creek	1,209	55	6.2
25	Lafayette / Walnut Creek	1,534	70	6.1
250 *	Gael Rail Service	83	17	3.8

NOTE: * Data comes from Link Operators

** These are seasonal routes

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
1	Rossmoor / Shadelands	336	356	380	326	325	342	349	360	359	351	338	287	310
2	Rudgear / Walnut Creek	58	76	64	62	60	65	60	68	66	67	60	44	55
4	Walnut Creek Downtown Shuttle	880	951	874	878	918	859	840	933	897	909	1,002	803	998
4H **	Walnut Creek Extended Holiday Shuttle				25	28								
5	Creekside / Walnut Creek	64	84	74	71	66	78	82	81	81	81	73	68	78
6	Lafayette / Moraga / Orinda	318	540	510	467	359	422	458	462	466	458	309	248	316
7	Shadelands / Pleasant Hill / Walnut Creek	234	239	228	213	195	216	213	231	229	251	246	219	239
9	DVC / Walnut Creek	563	642	605	576	523	551	575	554	598	593	539	499	556
10	Concord / Clayton Rd	979	1,151	1,133	1,038	979	1,016	1,093	1,077	1,079	1,085	997	878	1,045
11	Treat Blvd / Oak Grove	284	352	349	304	263	288	309	323	324	332	302	241	277
14	Monument Blvd	609	670	664	634	596	627	638	634	632	642	644	558	621
15	Treat Boulevard	427	542	548	513	487	498	551	568	509	534	488	468	459
16	Alhambra Ave / Monument Blvd	652	720	715	674	658	645	727	698	713	729	694	639	680
17	Olivera/Solano / Salvio / North Concord	203	239	251	215	205	233	226	241	247	256	244	232	250
18	Amtrak / Merello / Pleasant Hill	438	505	506	463	432	447	484	477	461	474	417	353	426
19	Amtrak / Pacheco Blvd / Concord	150	154	149	144	121	140	146	153	148	160	145	119	137
20	DVC / Concord	1,117	1,358	1,346	1,224	1,075	1,177	1,311	1,160	1,231	1,148	1,019	956	1,218
21	Walnut Creek / San Ramon Transit Center	570	638	659	610	561	573	584	608	627	617	606	561	595
25	Lafayette / Walnut Creek	60	71	63	57	56	57	58	64	66	65	56	80	70
28	North Concord / Martinez	291	332	329	316	286	295	319	301	320	320	294	263	313
35	Dougherty Valley	334	410	431	390	360	374	409	395	428	441	422	357	408
36	San Ramon / Dublin	230	257	251	245	233	249	244	253	248	262	229	197	229
91X	Concord Commuter Express	55	85	90	54	35	39	41	43	41	48	44	41	45
92X	Ace Shuttle Express	158	179	203	197	154	191	176	171	185	178	203	205	220
93X	Kirker Pass Express	214	227	227	192	149	213	220	231	234	233	236	245	229
95X	San Ramon / Danville Express	164	173	181	170	135	173	188	168	168	174	173	151	163
96X	Bishop Ranch Express	464	528	524	505	467	493	502	528	526	520	543	489	578
97X	Bishop Ranch Express	103	84	108	108	84	110	105	106	111	118	134	116	120
98X	Martinez Express	351	380	372	361	336	348	392	393	384	399	384	379	411
250 *	St Mary's College Gael Rail Shuttle	7	12	12	19	4	8	17	10	17	10			17
260 *	Cal State East Bay / Concord Bart		8	6	7	3	19	20	13	23	21	14		
600's	Select Service	469	1,202	1,169	961	1,446	923	1,068	1,115	1,147	1,118	539	46	266
TOTALS		10,776	13,151	13,015	11,988	11,229	11,660	12,388	12,410	12,549	12,581	11,384	9,740	11,315

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
SATURDAY		4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	5 Days
4	Walnut Creek Downtown Shuttle	524	656	569	641	788	534	581	601	595	556	611	698	604
4H **	Walnut Creek Extended Holiday Shuttle				23	145								
6	Lafayette / Moraga / Orinda	85	179	143	141	116	95	120	122	150	136	62	64	81
250 *	St Mary's College Gael Rail Shuttle	4	33	30	31	14	26	31	33	48	21			5
301	Rossmoor / John Muir Medical Center	66	76	72	67	73	72	43	76	71	63	59	59	79
310	Concord Bart / Clayton Rd / Kirker Pass	416	399	418	415	474	361	443	432	394	453	427	396	428
311	Concord / Oak Grove / Treat Blvd / WC	213	241	246	256	269	211	261	231	264	243	234	233	260
314	Clayton Rd / Monument Blvd / PH	642	680	691	645	797	595	628	665	612	641	621	594	679
315	Concord / Willow Pass / Landana	64	65	73	75	79	55	59	61	56	55	52	52	59
316	Alhambra / Merello / Pleasant Hill	353	353	367	379	451	345	359	361	346	353	342	330	334
320	DVC / Concord	247	232	250	233	249	205	231	229	219	212	230	235	237
321	San Ramon / Walnut Creek	290	290	299	274	314	263	282	255	270	272	258	262	276
TOTALS		2,903	3,203	3,159	3,181	3,769	2,762	3,040	3,066	3,024	3,006	2,896	2,922	3,043

Route	Destination Information	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13
SUNDAY		4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days
4	Walnut Creek Downtown Shuttle	406	573	421	439	619	381	429	530	436	440	458	486	468
6	Lafayette / Moraga / Orinda	87	115	118	96	70	76	97	94	118	83	53	65	70
250 *	St Mary's College Gael Rail Shuttle	3	23	20	13	10	22	23	20	18	14			6
301	Rossmoor / John Muir Medical Center	66	63	57	49	71	51	39	34	61	47	52	51	46
310	Concord Bart / Clayton Rd / Kirker Pass	316	298	303	332	352	305	330	285	345	338	334	349	379
311	Concord / Oak Grove / Treat Blvd / WC	176	204	221	217	230	168	188	171	185	192	182	207	187
314	Clayton Rd / Monument Blvd / PH	443	477	497	523	553	426	447	420	429	432	422	454	534
315	Concord / Willow Pass / Landana	35	38	48	41	45	38	33	39	38	32	28	32	25
316	Alhambra / Merello / Pleasant Hill	241	252	242	240	308	210	245	223	243	256	242	233	249
320	DVC / Concord	161	148	143	177	177	126	164	142	140	151	163	140	187
321	San Ramon / Walnut Creek	191	198	196	180	234	171	191	173	198	189	195	198	216
TOTALS		2,124	2,389	2,267	2,307	2,670	1,973	2,187	2,130	2,211	2,176	2,130	2,215	2,367

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

Route Description Summary

Route #	Description
1	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
5	BART Walnut Creek, Riviera Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, 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, Chilpancino 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 Pisch 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, Chilpancino Pkwy, Old Quarry Rd, DVC
609	BART Walnut Creek, Ygnacio Valley Rd, Marchbanks Dr, Walnut Ave
610	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirkwood Dr, Oakhurst Dr, Center St, Marsh Creek Rd, Mountaire Pkwy, Mountaire Cir
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin
649	DVC, Galaxy Way / Meridian Park Blvd ,Concord BART

CCCTA LINK
MONTHLY OPERATING SUMMARY
AUGUST FY 13/14

	SUMMARY	AUGUST FY 12/13	AUGUST FY 13/14	YTD FY 12/13	YTD FY 13/14
1	TOTAL CLIENTS	12,454	12,491	24,088	25,245
2	TOTAL ATTENDANTS	921	834	1,706	1,666
3	TOTAL COMPANIONS	68	53	157	136
4	TOTAL PASSENGERS	13,443	13,378	25,951	27,047
5	TOTAL SERVICE DAYS	31	31	61	61
6	VEHICLE REVENUE HOURS	7,001	6,394	13,523	12,798
7	VEHICLE SERVICE HOURS	8,631	8,125	16,604	16,291
8	VEHICLE NON REV HOURS	1,630	1,731	3,081	3,493
9	VEHICLE SERVICE MILES	123,719	126,190	243,431	253,344
10	VEHICLE REVENUE MILES	100,851	102,629	198,472	206,639
11	VEHICLE NON REV MILES	22,868	23,561	44,959	46,705
12	PASS. PER REVENUE HOUR	1.92	2.09	1.92	2.11
13	CLIENT PER REVENUE HOUR	1.78	1.95	1.78	1.97
14	PASS. PER SERVICE HOUR	1.56	1.65	1.56	1.66
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	946	1,008	1,918	2,202
18	SAME DAY TRIPS	165	185	348	371
19	SUBSCRIPTION TRIPS	7,100	6,150	13,747	12,536
20	DEMAND	5,446	6,344	10,452	12,710
21	FAREBOX REVENUE	\$13,323.29	\$12,881.14	\$26,286.31	\$25,544.18
22	PREPAID CLIENTS	\$10,434.00	\$9,252.00	\$22,180.00	\$19,508.50
23	COLLECTED BILLING	\$5,664.00	\$40,334.00	\$47,006.00	\$46,370.00
24	TOTAL REVENUE COLLECTED	\$29,421.29	\$62,467.14	\$95,472.31	\$91,422.68
25	CHARGEABLE ACCIDENTS	0	0	0	2
26	SERVICE COMPLAINTS	0	1	0	3
27	SERVICE COMMENDATIONS	0	5	0	8
28	SERVICE DENIALS	0	0	0	0
29	ROAD CALLS	2	3	3	4
30	DRIVER TURNOVER	4.9	0%	4.9	0%
31	SCHEDULE ADHERENCE	76%	85%	86%	98%
32	WHEELCHAIR BOARDING'S	3,598	4,570	6,842	8,089
33	W/C LIFT AVAILABILITY	100%	100%	100%	100%
34	REGISTERED CLIENTS	6,710	6,724	NA	NA
35	UNDUPLICATED CLIENTS	1,399	1,283	NA	NA
36	NO-SHOWS	47	62	87	136
37	CANCELS	3,386	1,890	5,255	3,580
38	AVG. TRIP LENGTH (MILES)	9.2	9.4	9.4	9.4
39	AVG. SM BUSES IN SERVICE	8	8	8	8
40	AVG. BUSES IN SERVICE	55	55	55	55
41	TOTAL FUEL/GALLONS	20,090	19,241	36,421	37,151
42	FLEET M.P.G.	6.2	6.6	6.7	6.8