

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

**Friday, November 8, 2013
8:30 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 & October 11, 2013
4. Maintenance - None
5. Paratransit and Accessible Services
 - a. Paratransit RFP – Final Draft Scope of Work*
6. Planning and Scheduling
 - a. County Connection Response To BART Crises*
7. Staff Reports
 - a. Fixed Route Monthly Report*
 - b. 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, November 21, 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 8, 8:30 a.m., 3338 Mt. Diablo Blvd, Lafayette

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

Summary Minutes
Operations & Scheduling Committee/Special Board Of Directors Meeting
Walnut Creek City Hall
3rd Floor Conference Room
1666 North Main Street Walnut Creek, California
Friday, September 6, 2013
8:00 a.m.

Directors: Directors Bob Simmons, Candace Andersen, Jack Weir, Dave Hudson, Gregg Manning, Rob Shroder, Erling Horn

Staff: Rick Ramacier, Anne Muzzini, Kathy Casenave, Bill Churchill, Madeline Chun

Public and Advisory Committee: Ralph Hoffman, Judy Barrientos, Scott Williams

Call to Order: Meeting called to order at 8:20a.m. by Director Simmons, Chair of the Operations & Scheduling Committee

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** Mr. Hoffman commented on various public transportation activities with which he has been engaged.
3. **Approval of O&S Summary Minutes for August 2, 2013:** The minutes were approved. Director Hudson abstained.
4. **Staff Reports:** The Fixed Route Monthly Report and LINK Monthly Report were presented and reviewed.

With the arrival of Director Horn, a quorum of the full Board of Directors was achieved. The meeting of the O&S Committee was adjourned, and reconvened as a Special Board of Directors meeting at 8:35 a.m.

SPECIAL BOARD OF DIRECTORS MEETING

Chair Horn requested that Vice Chair Simmons preside over the meeting.

Paratransit Workshop:

Chair Simmons called up Item 4, Paratransit Workshop. General Manager Rick Ramacier introduced the subject, outlined in their power point presentation. He summarized the history of paratransit service in central Contra Costa County, noting that County Connection's contract with First Transit, Inc. will expire at the end of June 2014. He asked the Board to provide guidance on the following key concepts, which will be included in the next Request for Proposals for paratransit service:

- Efficiency
- Customer Service

He noted that ridership grew steadily from FY 2000-FY2009, but that in recent years LINK ridership has shrunk by an average of 2.5% per year, and that the cost per passenger continues to increase. County demographics indicate that the over 65 age group continues to grow in central Contra Costa; from 2005-2010 this population grew 13%, with growing demand for paratransit service. These dynamics indicate that without modifying the manner in which County Connection provides paratransit service, opportunities may be lost to make the service more responsive and efficient.

[Rob Schroder arrives at 8:40 a.m.]

Funding Sources for Paratransit Service:

Mr. Ramacier outlined the sources for funding paratransit service, noting the following:

- Measure J: 3%- 6% of Measure J funds are used for paratransit. Measure J funds account for 25% of paratransit funding.
- TDA 4.5, STA revenue based, and STA regional paratransit funds comprise 16%, 11% and 7%, respectively, of paratransit funding.
- Use of TDA 4.0 funds was necessitated by ADA service requirements, which originally wasn't anticipated by CCCTA. It comprises 19% of paratransit funding.
- Federal 5307 funds comprise 13% of paratransit funding. Fares comprise 10% of funding for paratransit service.

LINK Trends:

Mr. Ramacier noted the following trends in the provision of paratransit service:

- Growth in ridership until 2009; now shrinking.
- Costs continue to rise. (Serving fewer with same amount of money.) LAVTA has similar trend.
- WestCAT paratransit ridership is flat.
- East County paratransit ridership is growing.

Why the drop in LINK ridership? Possible reasons include:

- Paratransit fare increased in 2009 to \$4.00, prompting some passengers to look for alternatives.
- Robust transportation services for seniors is provided by assisted living and senior housing facilities.
- Seniors driving seniors - tailored service. This is a new cottage industry of seniors providing rides to other seniors with their own vehicles.

Mr. Ramacier noted that HUD, VA funding that are provided to these agencies for their services are not tracked, but appears to exceed FTA funding (which is at \$10B). Mr. Ramacier has advocated that nonprofits submit similar data as FTA grantees. He noted that most social programs can't carry wheelchairs. More organized ones can. 35 assisted living facilities have lift equipped vans. These facilities provide transportation as a marketing tool, since assisted living is a buyer's market. Private entities are unwilling to disclose source of funding. Director Hudson noted that CCCTA provided the vans to these facilities. Director Andersen indicated support for what private facilities do- -CCCTA should complement, not compete with them. Bill Churchill also pointed out these other service providers are important for providing needed services to the community and should be supported; typically they book specific trips throughout the week; e.g., to downtown, to the mall or other popular destinations. Individual customized rides are made available with additional payment. Gregg Manning noted that the availability of these services has not decreased County Connection's cost.

Mobility Management:

Mr. Ramacier explained the concept of mobility management programs. Coordinated paratransit service delivery through mobility management programs is a national trend that is growing. Mr. Ramacier believes that County Connection should work with the other services that exist, to avoid flooding LINK, which affects the availability of TDA 4.0 funding for fixed route service. Instead, he recommends that County Connection take advantage of the organic growth of other entities and associations that provide transportation services to seniors, persons with disabilities and low income individuals, and enter into agreements with them to better coordinate and more effectively provide needed transportation services.

It is staff's view that the development of a Consolidated Transportation Service Agency (CTSA), joint contracting among public transit agencies for paratransit services, and the centralized licensing of local taxi companies to provide paratransit services all merit consideration. Director Anderson indicated that the County is studying the licensing of taxis in unincorporated areas of the county, and that County Connection's input would be important.

While the term "Mobility Management" is used in a variety of contexts, key elements include (1) assessing the nature of services offered by entities and those who need them, and (2) supporting these services looking at costs and benefits, and coordinating the options that are available. He noted that the MP&L will consider the final recommendations of the consultant retained by County Connection, Innovative Paradigms, on the development of a Contra Costa County Mobility Management Plan. Measure J requires the Contra Costa Transit Authority to develop a Mobility Management Plan, AND County Connection staff volunteered to take the lead. As a specific example of how it might benefit the coordination of services, Mr. Ramacier recounted that when a homeless shelter was closed, there was a homeless person who required transportation but was not ADA eligible, and could have used fixed route service, if the social services personnel knew about the service. Seven years ago, County Connection had staff to handle those kinds of requests. Centralized public information on transportation programs that is readily made available to the public could help to control the growth in demand for public services.

The concept of Consolidated Transportation Service Agencies (CTSAs) is contained in state legislation known as the Social Services Transportation Improvement Act (AB 120, Statutes of 1979) to provide cost effective social service transportation to the elderly, disabled and persons of low income through centralized management of a host of transportation providers. Mr. Ramacier and Mr. Churchill reviewed examples of Consolidated Transportation Services Agencies:

- Paratransit, Inc., in Sacramento, in operation for 30 years. Paratransit, Inc. provides social services, volunteer programs, and complementary paratransit service for fixed route service throughout Sacramento County.
- Outreach Services in Santa Clara, has provided paratransit services but is not eligible for TDA 4.5 funds. VTA now will use after initially opposing.
- Access Services for Los Angeles County provides paratransit services for 47 transit agencies and non-emergency medical transportation. They are more productive than any other paratransit provider.

Comments from the Board:

Director Horn questions whether a CTSA is able to accommodate customized service, such as door to door service, and what service standards would apply. Mr. Ramacier noted that SacTRD and Paratransit, Inc. have worked this out, and that the ADA standard may become door to door service.

Director Schroder reflected on the shift from the prevailing attitude in the 1990s, when the CCCTA Board was concerned that the ADA obligations would destroy fixed route service. Now, agencies are reluctant to give up control over paratransit.

Director Hudson noted that this is an opportunity, not a threat.

Director Weir observed that one cannot effectively manage what isn't measured. There is a need for a single centralized database of paratransit services in the County to evaluate needs and patterns.

Director Simmons asked if the cost of a paratransit ride is \$40, given that fares provide 10% of the cost, and the fare is at \$4.00. Mr. Churchill indicated that is roughly the cost. Mr. Churchill noted that the centralized licensing of taxis would allow the coordination of ADA trips which may be less costly than a LINK trip. Further, Mr. Churchill noted that assisted living facilities transport within a defined geographical limit, as does CCCTA. A CTSA approach would allow more customization and probably result in a more cost effective service.

Joint Contracting:

Mr. Ramacier advised that there are no known examples of public agencies jointly contracting for paratransit services, but that theoretically this could be more economical and result in better service. Possible complications for CCCTA to pursue this with the other public transit agencies in Contra Costa are that WestCAT's current contract does not expire until June 2017 and is one contract for both fixed and paratransit service. TriDelta's current contract expires in June 2015. LAVTA's current contractor has given notice of termination, which has resulted in LAVTA issuing an RFP immediately. Mr. Ramacier noted that the AC Transit and BART formed the East Bay Consortium, which has a dual governance structure.

Centralized Licensing of Taxis:

Mr. Ramacier noted that there is a surge in "Baby Boomer" demand for transit. There could be an opportunity in developing more effective transportation options by centralizing the licensing of local taxi companies. As an example, Monterey County is similar in population size to Contra Costa; its public transit district has a governance structure similar to CCCTA, and has taken over the responsibility of licensing local taxi operators. This is eligible for federal funds and promotes compliance with FTA and state public transit requirements by subcontractor operators, and improvement in the quality of taxi services. Mr. Ramacier recommended the centralized licensing of taxis be investigated further as a taxi system is an effective mobility management activity. Director Andersen said that this is a timely discussion, noting that State law requires the County to have taxi licensing ordinances, and that the County's internal operations committee will be reviewing a proposed taxi ordinance. Director Simmons expressed interest in this approach.

Opportunities and Challenges:

Mr. Ramacier concluded the staff presentation by noting that there are opportunities and challenges for County Connection's role in providing paratransit services in the future. All of these approaches should be considered: achieving greater coordination with non-public paratransit providers through the mobility management plan or the development of a CTSA; joint contracting of paratransit services; and a centralized County Connection managed taxi licensing program. Most immediately, the RFP for paratransit services should have flexibility for a long term agreement, with the ability for CCCTA to terminate earlier, and proposers should be encouraged to offer creative solutions for improved efficiency and convenience. The inclusion of subcontractors, such as taxi services, should be considered; and

partnership opportunities with other agencies for coordinating trips should be explored. The possibility of compensation for paratransit services by the trip, rather than by the hour, should be evaluated. Also productivity plans submitted by the proposers could be part of the evaluation. The RFP will be discussed with the O&S Committee at its next meeting.

Public Comment:

- Judy Barrientos (ATU) expressed concern with reductions in LINK service that may lead to a reduction in jobs. She appreciated the "smorgasbord" of ideas for paratransit service.
- Ralph Hoffman (Senior Mobility Action Council) invited LAVTA, WestCAT, etc., to their meetings.
- Scott Williams (Keolis) has been a transportation contractor since the 1990s. Regarding the compensation method (rates by hour vs. by trip, he noted that contractors always look at hours, as the cost driver. Keolis has provided taxi services since 1940's. In Orange County, centralized licensing focused on Pomona's ordinance, reduced uncertainty of differing regulatory requirements by cities in Orange County. He favored reciprocity among cities and a consistent regulatory scheme to reduce uncertainty, and thereby reduce costs.

Board Discussion:

- Director Andersen: To address Judy's comment, the consolidated approach will highlight the availability of LINK services. The "Silver Tsunami" will increase ridership, and consolidated management will enhance service effectiveness. With regard to the RFP development, Director Andersen supports a consolidated approach and the ideas presented. She encouraged staff to pursue cooperation with County on taxi licensing.
- Director Manning: Through the years, the fragmentation of fixed and paratransit services has been discussed, but no action taken. The CTSA approach should be managed carefully. He supports the RFP ideas presented by staff.
- Director Horn: Regarding cost on a per trip basis, this could be problematic, given the variety of types of trips that are offered, and variability with regard to duration, mileage, etc.
- Director Schroder: Great informative presentation. He agreed with the RFP ideas presented by staff and suggested that proposers give options for cost for both by the trip and by the hour. There should be flexibility, with parameters, in the RFP. Anything we can do to provide service to transit dependent individuals, especially access to public transit information would be great.
- Director Weir: He can only comment on the high level concepts in the RFP approach. The RFP should reflect the changing landscape of paratransit. It would be important to consult with all stakeholders in the provision of paratransit service. He approved the leadership role that CCCTA is taking in developing a vision for paratransit services in the County, which may take a decade to evolve.
- Director Simmons: He commended staff for its leadership and quality of the presentation. He like the RFP development options presented, and suggested that the RFP allow proposers to provide creative solutions, which will be evaluated. Staff might consider another alternative to the cost per hour approach, such as requesting a quote for trips that are 4 miles and under. Mr. Ramacier noted that in LAVTA's American Logistics experiment, the agency saved 25% in costs, but the service lost its identity and the contractor could not make it work financially.

With the departure of Directors Hudson and Horn, the Special Board of Directors adjourned. The meeting reconvened as the Operations & Scheduling Committee at 10:10 a.m.

Operations & Scheduling Committee:

Further comments from on Mobility Management concepts:

- Director Andersen -Would like a one-stop information center that also coordinates service. Worth exploring joint contracting down the road.
- Director Weir -Take the broadest view of potential stakeholders to maximize and allow the vision to evolve. There is inherent tension between the need for highly skilled professionals and the volunteers who meet people's needs in positive, respectful way.
- Director Manning - CTSA covers everything for the mobility management directive. But who will run it? Usually it's not the one who starts the revolution, but the one who comes after who succeeds. Mr. Ramacier said functions should be coordinated first and the CTSA would evolve thereafter.
- Director Schroder - Pleased with staff and Board's openness, and seeing the benefit and opportunity to increase transit usage through better coordination.
- Director Simmons- Informative presentation and encourages exploring further with City Managers organization and Mayors. He concurred with Director Weir's observation to seek the widest possible stakeholder input and vision. Possibly consider a 3-year contract and ask LAVTA to consider that its contract term end in 2017, with options, to reduce problems with joint contracting approach.

The meeting was adjourned at 10:25 a.m.

Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen, District 2, Lamorinda Office
3338 Mt. Diablo Blvd. Lafayette, California
October 11, 2013, 8:00 a.m.

Directors: Directors Jack Weir, Candace Andersen, and Dave Hudson

Staff: Rick Ramacier, Bill Churchill, Anne Muzzini, and Laramie Bowron

Public and Advisory Committee: Ralph Hoffman

Call to Order: Meeting called to order at 8:00 a.m. by Director Andersen

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** Mr. Hoffman made comments on re-routing Routes #2, #4, and #25 to increase ridership.
3. **Approval of O&S Summary Minutes:** None
4. **Maintenance:** No Items.
5. **Paratransit and Accessible Services:**
 - a. Paratransit RFP – Draft Scope of Work – Mr. Ramacier and Mr. Churchill presented the draft scope of work of the upcoming paratransit RFP. Mr. Ramacier recommended keeping the discussion at the committee level until more concrete details had been agreed upon. Mr. Churchill highlighted a portion of the draft scope of work that encouraged proposers to include recommendations for improving service quality and efficiency. Director Weir suggested issuing a Request for Information along with the Request for Proposals. The committee gave staff discretion to decide whether to issue an RFI, RFP, or both. Mr. Churchill then discussed a portion of the scope of work that pertained to fueling. He stated that County Connection has been using an offsite fueling station in Martinez in order to meet the agency's DBE requirements. The committee requested more information on the DBE program and supported the draft scope of work.
 - b. Committee Discussion Regarding LINK Employee Comments at Recent Board Meetings – Mr. Churchill presented this verbal item to the committee regarding LINK employees who, at the most recent Board of Directors meeting, had expressed negative comments about having reduced hours. He stated that he had looked into their complaints and explained that they could possibly be in response to efforts by County Connection and the contractor to improve on-time performance. Mr. Churchill also stated that he looked into the specific driver that had made these comments and found that they had lost a certification which is required to handle certain passengers and that this had resulted in fewer hours. He then stated that the other complaints he had found were not supported by evidence.
6. **Planning and Scheduling:**
 - a. Alamo T-1 Proposal and Agreement – Ms. Muzzini updated the committee on the proposed service to the Alamo T-1 district and presented an agreement to operate service. Director Andersen suggested not having door-to-door service but instead having designated stops. Director Andersen also suggested that it be available for a fare to those not paying the fee. Ms. Muzzini stated that the service will evolve over time and clarified that will be available without a fare for all trips that start and/or end in the catchment area. The committee supported the proposal.

- b. Bishop Ranch Service Proposal – Ms. Muzzini presented a service proposal made to Bishop Ranch. This was made because Bishop Ranch wished to add AT&T to the pass program and staff had recommended adding service on the routes to Bishop Ranch as some trips are reaching capacity. Ms. Muzzini stated that talks with Bishop Ranch indicated that they were not interested in increasing costs so any plans to increase service would be put on hold for now. Any possibility of increased service would be delayed until at least Spring 2014.
- 7. Staff Reports**
 - a. FY 2012-13 Year End Report – Mr. Bowron presented the FY13 year-end report and noted the 4% increase in ridership and the increasing service efficiency. Director Weir stated that he wanted this report in the October Board of Directors packet to show the increasing service quality.
 - b. Fixed Route Monthly Report – August 2013 – Ms. Muzzini presented the fixed-route report which was approved without comment.
 - c. LINK Monthly Report – August 2013 - Mr. Ramacier presented the LINK report which was approved without comment.
 - 8. Committee Comments** – None
 - 9. Future Agenda Items** – None discussed.
 - 10. Next Scheduled Meeting** –The next meeting is scheduled for November 8th at 8:30am.
 - 11. Adjournment** – meeting was adjourned at 9:00 a.m.

Minutes prepared and submitted by: Laramie Bowron, Manager of Planning

To: O&S Committee

Date: October 31st 2013

From: Bill Churchill, Director of Transportation

Reviewed by:

SUBJECT: Review of Scope of Work for Paratransit RFP

Summary of Issues:

In October staff brought a draft scope of work for the ADA Paratransit contract to the O&S committee for review and comment. Staff has continued to update and refine the Scope of Work and believes the attached document reflects direction provided to staff by committee members. If upon review the committee agrees staff would like to forward this document to the full Board for review and authorization to publish the document in a Request For Proposal (RFP).

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 |

Recommendation: Staff requests the O&S Committee forward to the Full Board for Authorization to release the Scope of Work in a Request for Proposal (RFP)

Options:

- 1) Approve recommendation
- 2) Decline recommendation
- 3) Provide staff with direction regarding potential modifications of the Scope of Work

Attachments: Exhibit A "Scope of work"

County Connection

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

DRAFT

Exhibit A: Scope of Work

Paratransit RFP 2013

Version 4
10/31/2013

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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. **Passengers:** A fare paying ADA eligible and approved passenger
- B. **Personal Care Attendant:** A non-fare paying individual providing care and support to a Passenger while on a LINK vehicle
- C. **Guest:** A non-ADA eligible fare paying passenger riding a LINK vehicle with a registered Passenger
- D. **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.
- E. **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.
- F. **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.
- G. **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.
- H. **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.
- I. **Holidays:** There are six official County Connection holidays in which LINK, Route 250 and Alamo Creek Shuttle do not operate: New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day and Christmas Day. Route 260 does not operate on the six County Connection holidays as well as Veterans Day, and Martin Luther King day. The contractor is required to have reservation staff on duty during regular business hours on holidays.
- J. **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 passenger.
- K. **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.

- L. **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.
- M. **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.
- N. **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.
- O. **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.
- P. **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.
- Q. **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.
- R. **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 3,988 residents have registered to use the County Connection LINK. In any given month, up to 1,300 unduplicated individuals use the LINK service for as many as 13,000 passenger 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 County Connection 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 passenger 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 FY13, the BART ADA service operated for approximately 1,200 hours of service and in FY 11 operated for 1,300 service hours. Although the BART ADA service has seen a decline similar to the LINK service County Connection anticipates about a 2% growth in FY14 over FY13.

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

5. Concord Police Department Special Requests:

The City of Concord police department has contracted with County Connection for the transportation of non-ambulatory individuals under arrest. This is a rare occurrence typically resulting in one to two requests per year. The winning CONTRACTOR will be required to provide such transportation upon request.

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 designate 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 as well as major tools and supportive equipment will be provided for contractor use. Please refer to Attachment IV for a detailed description and list of provided equipment. CONTRACTOR may also use the existing on-site 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 III 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

The 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. 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.

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, State and Federal 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.

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. County Connection shall retain the right of refusal or any new hire or reassigned project management personnel. It is County Connection's desire to retain the existing Project Manager and Maintenance Manager of the current contractor to the extent that they are willing to accept employment with any new CONTRACTOR. 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 weeks 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. If contractor is unable to locate a suitable replacement within four weeks of the Project Managers departure, County Connection will deduct from the subsequent invoice the estimated prorated value for that month of the Project Managers monthly salary.

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 County Connection 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 County Connection. 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

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.

2. Maintenance

Maintenance personnel shall include ASE certification training, manufacturer provided training, maintenance safety training and relevant environmental training.

Maintenance training programs shall receive sufficient training to remain current with all new vehicle equipment parts and components as well as emissions standards and regulations.

3. Dispatch

Dispatchers shall receive appropriate training in the efficient use of the Trapeze Pass scheduling software, Microsoft Office software, dispatching techniques, phone etiquette and a knowledge of the service area.

F. Maintenance

CONTRACTOR shall use County Connection paratransit facility and major maintenance tools, see Attachment 4, 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 3 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 Attachment 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; 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 County Connection vehicles shall be performed by CONTRACTOR or by other vendors and suppliers subject to prior approval by County Connection. 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 County Connection. CONTRACTOR shall assure County Connection that required repairs should not be deferred beyond a reasonable time.

In the event that towing of any County Connection 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.

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 lesson 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. Tires

CONTRACTOR shall be responsible for the appropriate replacement of tires for all vehicles providing services defined by this RFP.

3. Body Work

CONTRACTOR shall use DBE certified Walker's Auto Body & Fleet Repair for all body work on vehicles used for services defined by this RFP. Using this maintenance contractor for such work supports County Connection in meeting FTA DBE goals as well as provides for economic savings through economies of scale.

4. Vehicle Fueling

CONTRACTOR is responsible for the purchase and fueling of all vehicles described in this RFP. All vehicles to be provided use unleaded gasoline. County Connection does not have a fueling facility capable of storing or dispensing unleaded gasoline requiring the CONTRACTOR to locate an off-site facility for fueling.

CONTRACTOR shall purchase fuel required for the operation of all County Connection vehicles using a system that accurately records purchase of all fuel by CONTRACTOR for billing purposes and that will allow County Connection to reconcile all fuel transactions by date and vehicle number. Additionally, CONTRACTOR shall detail in monthly invoices total gallons dispensed by program (i.e. LINK, Route 250, Route 260...) including miles per gallon for each vehicle.

The current contractor uses a DBE qualified vendor for the provision of fuel. It is important for the winning CONTRACTOR and County Connection work together as partners in order to meet DBE goals recommended by FTA since County Connection is a recipient of federal funds including the use of such funds for services as defined by this RFP. County Connection does not require fuel to be used as the mechanism to meet DBE goals and would seek input from the CONTRACTOR on other creative ways to meet required targets.

5. Environmental Compliance

"Applicable Environmental Laws" means any and all laws concerning the protection of human health and the environment which include, but will not be limited to, the Comprehensive Environmental Response, Compensation and Liability Act, 42 U.S.C. §§ 9601 et seq.; the Resource Conservation and Recovery Act, 42 U.S.C. §§ 6901 et seq.; the Federal Water Pollution Control Act, 33 U.S.C. §§ 1251 et seq.; the Clean Air Act, 42 U.S.C. §§ 7401 et seq.; the Hazardous Materials Transportation Act, 49 U.S.C. §§ 1471 et seq.; the Toxic Substances Control Act, 15 U.S.C. §§ 2601 through 2629; and the Safe Drinking Water Act, 42 U.S.C. §§ 300f through 300j; as they have been or will be amended from time to time, and the regulations implementing such statutes; and any similar state, county, municipal or other local laws and ordinances concerning the protection of human health and the environment and the regulations implementing such statutes.

"Hazardous Substance(s)" means any substance, material, chemical or waste that is or will be listed or defined as hazardous, toxic or dangerous under any Applicable Environmental Law, or any petroleum products, or any substance, material, chemical or waste which is or may become, directly or indirectly, by chemical reaction or otherwise, hazardous, toxic or dangerous to life, health, property or the environment by reason of toxicity, flammability, explosiveness, corrosivity or any other reasons.

In performing maintenance obligations defined by this RFP, CONTRACTOR shall be responsible for the proper storage, handling, use, transportation and disposal of all Hazardous Substances in accordance with Applicable Environmental Laws, including without limitation, all lubricants, solvents, motor oil and other petroleum products. CONTRACTOR shall only dispose of such materials at facilities which are permitted or licensed in accordance with Applicable Environmental Laws. Furthermore, in the event that CONTRACTOR engages the services of a disposal company for the transportation and disposal of any Hazardous Substances, CONTRACTOR shall ensure that such company is properly licensed and that it transports and disposes of Hazardous Substances in accordance with the terms of this Contract. CONTRACTOR shall maintain procedures for its employees and any subcontractors who handle Hazardous Substances and shall retain records regarding compliance with the responsibilities contained herein.

6. Vehicle Washing

CONTRACTOR shall make use of the County Connection 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.

CONTRACTOR shall maintain County Connection 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 County Connection, 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.

7. 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 warrant the vehicles to have been properly serviced, maintained and in good repair, except for normal wear and tear.

County Connection 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.

8. 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 County Connection and any applicable signed certification shall be displayed or carried on the vehicles.

G. Fares, Deposits 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 County Connection, account for revenues collected on County Connection vehicles and deposit them into local bank accounts designated by County Connection 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 County Connection'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 County Connection. These fares shall be deposited in the same account designated by County Connection for County Connection LINK fares and within forty-eight (48) hours of the CONTRACTOR receiving said fares. County Connection has a prepaid account policy, which allows riders to pay in advance for their trips. CONTRACTOR shall follow procedures designed and provided for by County Connection 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.

H. Software and Technology

County Connection will supply the CONTRACTOR with all hardware and software necessary to use Trapeze® Version 11 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. In addition to scheduling/dispatch software, County Connection will provide Microsoft Office, internet access and other necessary desktop software to Contract employees. County Connection will provide eleven (11) networked workstations for CONTRACTOR use. The CONTRACTOR is responsible for any and all training required for contract employees to effectively use provided computer equipment and software. CONTRACTOR shall be responsible for the annual maintenance fee associated with the Trapeze® Pass software and should be considered a component of overhead expense. 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.

I. 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. Additionally County Connection is a member jurisdiction of the National Incident Management system (NIMS) and the State Emergency Management System (SEMS). 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.

J. 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 consistent with County Connection records retention policy 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 County Connection, 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 County Connection and shall be made available to the County Connection at no additional charge. Summary reports shall be provided monthly to the County Connection Director of Transportation. 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.

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 fare category (Passengers, Personal Care Attendant, Guest), and program (LINK, Route 250, Route 260, Alamo Creek)
- Passengers per revenue hour, service hour, revenue mile and service mile
- 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 passengers
- Road calls
- Vehicle accidents (chargeable and non-chargeable)
- Passenger incidents
- Summary of service complaints
- Unduplicated passengers
- 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 COUNTY CONNECTION 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:

- Actual count of all passengers by fare category (Passengers, Personal Care Attendant, Guest)
- Passengers per revenue hour, service hour, revenue mile and service mile
- Total ridership
- 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 and properly report 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 COUNTY CONNECTION 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
Passenger 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 COUNTY CONNECTION 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 COUNTY CONNECTION property. In cases involving injury, CONTRACTOR shall notify COUNTY CONNECTION Director of Administration immediately upon receipt by CONTRACTOR of such information. A complete written report of any accident shall be delivered to the COUNTY CONNECTION Director of Administration within twenty-four (24) hours following the accident.

Damaged vehicles due to accidents shall be promptly removed from service and repaired by the CONTRACTOR. All vehicle damage resulting from an accident is the sole responsibility of the CONTRACTOR and repairs must be consistent with the manufacturers repair standards.

VIII. Customer Complaint/Commendation Procedure

County Connection Customer Service Staff shall be the primary point of contact to receive complaints and accept commendations, suggestions and recommendations regarding all services provided by the CONTRACTOR. Customer Service Forms (CSF's) entered into the CSF database by County Connection staff shall be flagged "LINK", and it is the responsibility of the CONTRACTOR to routinely check the database and provide prompt response and action. The CONTRACTOR shall investigate, respond and update the database forms as soon as possible, but no later than ten (10) working days from receipt of complaint. Should the CONTRACTOR'S personnel, in the course of their daily work, receive complaints, suggestions and recommendations regarding the services, this information shall be entered into the CSF database as a new complaint immediately and submitted to Customer Service within two (2) working days and the CONTRACTOR'S response/action sent as soon as possible, but no later than ten (10) working days to the CCCTA's Customer Service Office.

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 COUNTY CONNECTION 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

With respect to performance of work under this RFP, CONTRACTOR shall secure and maintain, and shall require all of its subcontractors to maintain, insurance as described below:

A. Indemnification

CONTRACTOR shall defend, indemnify and save harmless the County Connection, from any and all claims, demands, damages, costs, expenses, judgments, and liability, including attorney fees and other costs of defense incurred by County Connection, whether for damage to or loss of property, or injury to or death of person, including properties of County Connection, arising out of or alleging to arise out of, or resulting from or in any way connected with this Agreement or attempted performance of the provisions hereof, unless such damage, loss, injury or death is caused solely by the negligence of County Connection.

B. Comprehensive Liability

Comprehensive General Liability Insurance with a combined single limit of not less than ten million dollars (\$10,000,000) per occurrence. Such insurance shall include products/completed operations liability, owner's and contractor's protective, blanket contractual liability, broad form property damage coverage, and explosion, collapse and underground hazard coverage. Such insurance shall (1) name County Connection as insured; (2) be primary with respect to any insurance or self-insurance programs maintained by the County Connection; and (3) contain standard cross liability provisions.

C. Automotive Liability Insurance

Commercial Automobile Liability Insurance with a combined single limit of not less than \$10,000,000 (TEN MILLION DOLLARS) per occurrence. Such insurance shall (1) include coverage for owned, hired and non-owned automobiles; (2) include Uninsured Motorist and Personal injury Protection with coverage limits as required by law, (3) include Medical Payments with coverage limits of at least \$5,000 per occurrence, (4) name County Connection; (5) be primary for all purposes; and, (6) contain standard cross liability provisions.

D. Collision and Comprehensive Insurance

Automobile Collision and Comprehensive Insurance Coverage for the actual cash value of County Connection vehicles. Such insurance shall (1) contain deductibles of not more than five thousand dollars (\$5,000), and (2) shall name County Connection as loss payee. CONTRACTOR shall be responsible for all deductibles. In case of damage or destruction of any vehicle or vehicles provided by County Connection under the terms of this Agreement, County Connection agrees that liability for CONTRACTOR shall be limited to the appraised fair market value of the vehicle(s) at the time of loss. CONTRACTOR and County Connection agree that the appraised fair market value shall be that value established by an appraiser or appraisers as mutually agreed upon.

E. Workers Compensation

Workers Compensation Insurance with statutory limits, and Employers Liability Insurance with limits of not less than one million dollars (\$1,000,000) per occurrence.

CONTRACTOR certifies that it is aware of the provisions of the Labor Code of the State of California, which require every employer to be insured against Worker's Compensation or to undertake self-insurance in accordance with the provisions of that Code, and it certifies that it will comply with such provisions before commencing performance of the work of this Agreement.

F. General Provisions

All insurance shall contain the following provisions:

1. Coverage shall be on an "occurrence" basis
2. If Commercial General Liability or another form with a general aggregate is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate amount shall be twice the required occurrence limit.
3. The Liability policy must cover personal injury as well as bodily injury.
4. The Liability policy shall include a cross-liability or severability of interest endorsement.
5. Broad form property damage liability must be afforded.
6. CONTRACTOR shall include all subcontractors as insured under its policies or shall furnish separate certificates or endorsements for each subcontractor. All coverage for subcontractors shall be subject to all of the requirements stated herein.
8. Policies shall name County Connection and the policy shall stipulate that this insurance will operate as primary insurance and that no other insurance affected by insured will be called upon to contribute to a loss covered there under.

CONTRACTOR shall furnish properly executed Certificates of Insurance from insurance companies acceptable to County Connection and signed copies of the specified endorsements for each policy prior to commencement of work under this RFP. Such documentation shall clearly evidence all coverage required above, including specific evidence of separate endorsements naming the County Connection and shall provide that such insurance shall not be materially changed, terminated or allowed to expire except after 30 days written notice by certified mail, return receipt requested, has been given to County Connection.

County Connection reserves the right to require complete, certified copies of all required insurance policies, including endorsements affecting the coverage required by these specifications at any time. Such insurance shall be maintained from the time work first commences until completion of the work under this RFP. CONTRACTOR shall replace such certificates for policies expiring prior to completion of work under this RFP.

If CONTRACTOR, for any reason, fails to maintain insurance coverage that is required pursuant to this RFP, the same shall be deemed a material breach of contract. County Connection at its sole option may terminate this RFP and obtain damages from the CONTRACTOR resulting from said breach. Alternatively, County Connection may purchase such required insurance coverage, and without further notice to CONTRACTOR, County Connection may deduct from sums due to CONTRACTOR any premium costs advanced by County Connection for such insurance.

G. Performance Bond

Upon execution of a contract, the CONTRACTOR shall furnish at its own expense a Performance Bond in a form satisfactory to County Connection (refer to Attachment V) as a guarantee of good faith on behalf of the CONTRACTOR the terms of this contract shall be complied with every particular. The performance bond shall be in the amount of \$500,000 issued by an insurer authorized to transact surety business within the state of California. The performance Security shall remain in full force and effect for the entire term of the contract, including option terms if exercised. Proposer must include with its proposal a letter from a surety providing evidence that the proposer has the ability to obtain the required performance security.

XI. 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.

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



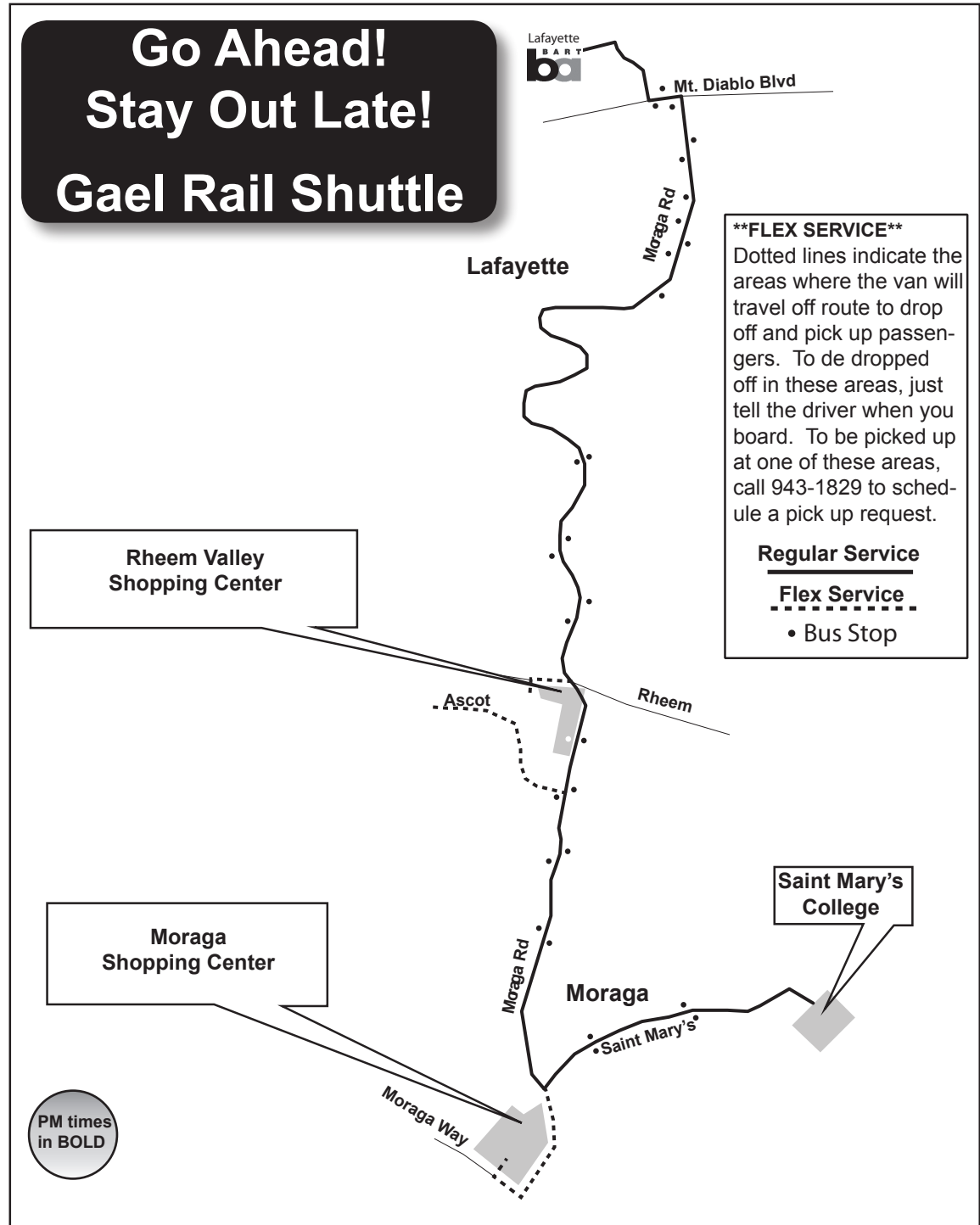
Route 250 - Thursday & Friday
Lafayette BART to Saint Mary's College
to Lafayette BART

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				Saint Mary's	Saint Mary's		
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				Saint Mary's	Saint Mary's		
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	\$ 2.00	\$ 1.00
Weekday and weekend routes		
Express**	\$ 2.25	\$ 1.00
90X series routes		
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.

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Children under 6 may not ride without an adult.

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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

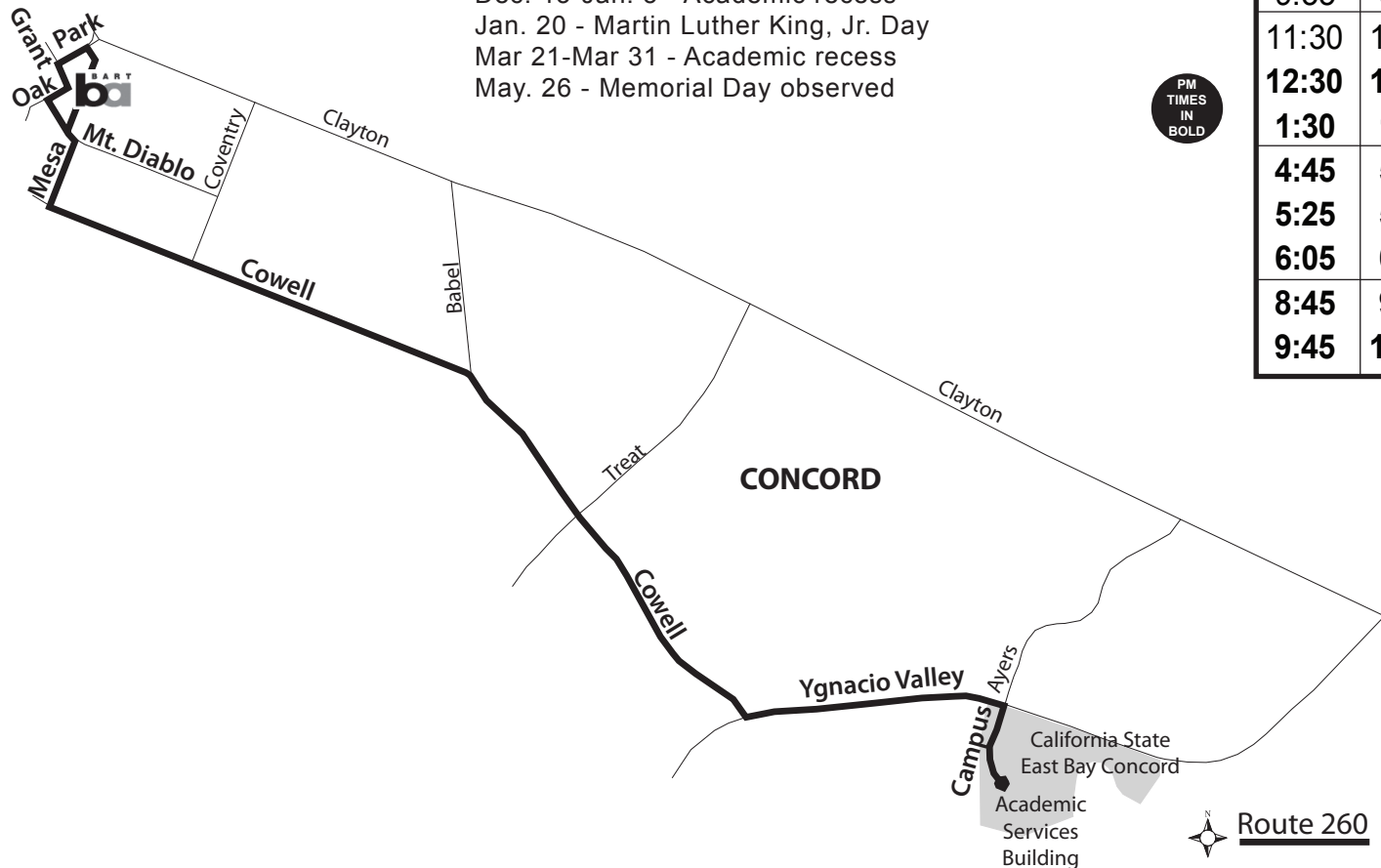


CALIFORNIA STATE UNIVERSITY
EAST BAY

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



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

PM
TIMES
IN
BOLD



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	1FDFE4FS7BDA97166	FORD	11L41	2011	55403	2019
CUT AWAY	1FDFE4FS0BDA91404	FORD	11L42	2011	52851	2019

Vehicle Type	I.D. Number	Make	Vehicle #	Year	Mileage as of 10-4-2013	Replacement Year
CUT AWAY	1FDXE45S84HA96187	FORD	4L01	2004	242320	2012
CUT AWAY	1FDXE45S4HA96188	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: Operations and Scheduling Committee

Date: October 30, 2013

From: Anne Muzzini, Director of Planning & Marketing

Reviewed by:

Subject: County Connection Response to BART Crises

Summary:

During October BART had three events that required County Connection to operate special service; the strike, the National Transportation Safety Board Investigation, and a fire at the Orinda station. All special service was free to the passengers and the cost will be reimbursed by MTC in the case of the strike or BART in the case of the bus bridges.

BART Strike:

On Friday October 18, 2013 BART announced that two unions were going on strike. County Connection was prepared and offered Express bus service from the Concord BART station to Broadway and 20th street in Oakland and back to Walnut Creek BART. At the start we provided three trips in the morning and three in the evening but on Monday October 21 service was expanded to include off-peak trips. Service was also the day after the strike settled as it was so late in the night when finally announced. 1.

National Transportation Safety Board (NTSB) Investigation:

On October 22, we were notified by BART that they were going to close the track between Pleasant Hill and Lafayette for the NTSB investigation regarding the death of two maintenance workers that occurred on Saturday October 19th.

County Connection operated 13 buses from 12:00pm to 3:00pm bridging the track closure and carrying BART riders. At 1:30pm BART added three charter buses so handle the passenger loads.

Orinda Station Fire:

On October 23, BART requested assistance in providing a bus bridge between Orinda and Lafayette due to a fire at the Orinda station. We operated 8 buses from 5:30pm to 7:30pm.

	Date	Passengers		Date	Passengers
Strike	10/18	90	NTSB	10/23	2,970
	10/21	356	Orinda Fire	10/23	208
	10/22	17			

Agenda Item 7.a

TO: O&S Committee

DATE: October 24, 2013

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for September 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.

<u>Title</u>	FY 2014		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	294,594		
Average Weekday	13,514	11,523	
Pass/Rev Hour	16.8	15.1	Standard Goal > 17.0
Missed Trips	0.16%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	21,863	24,880	Standard Goal > 18,000

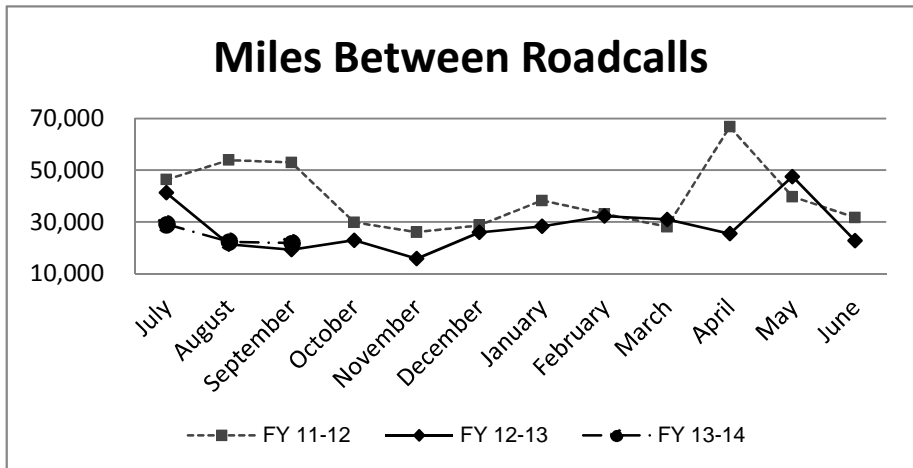
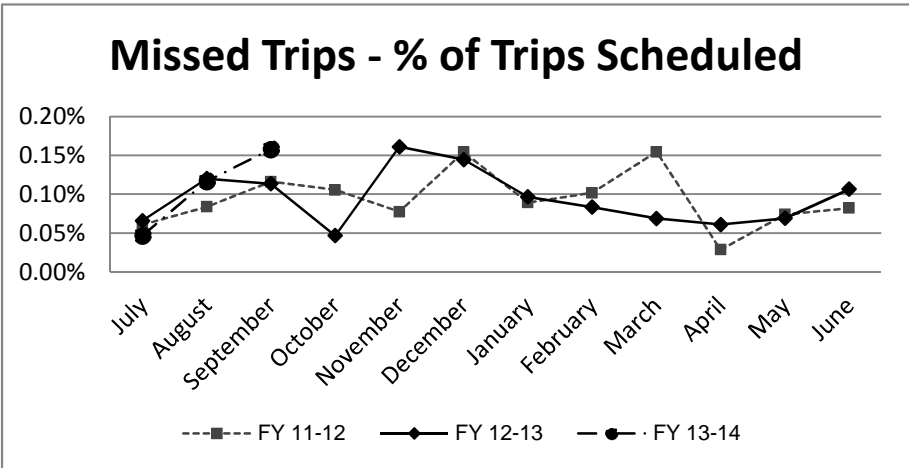
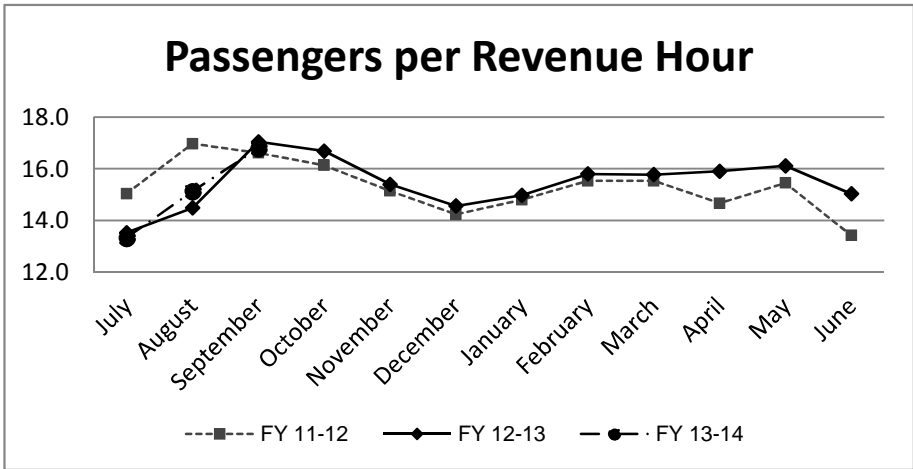
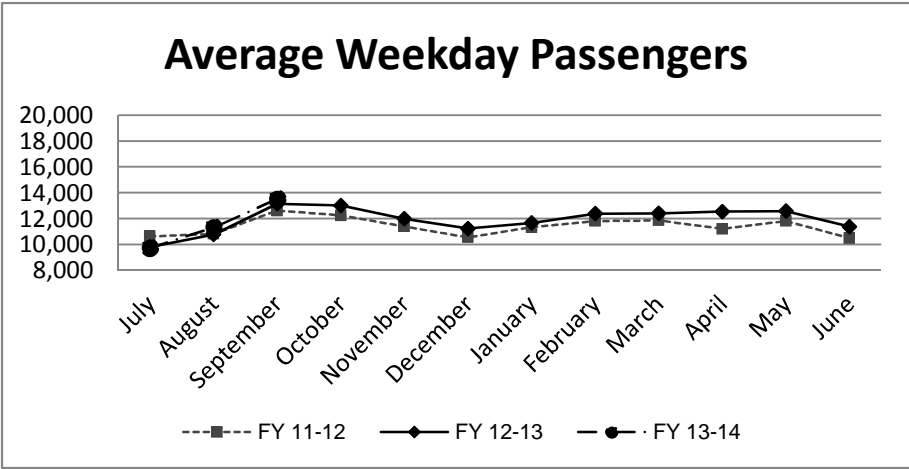
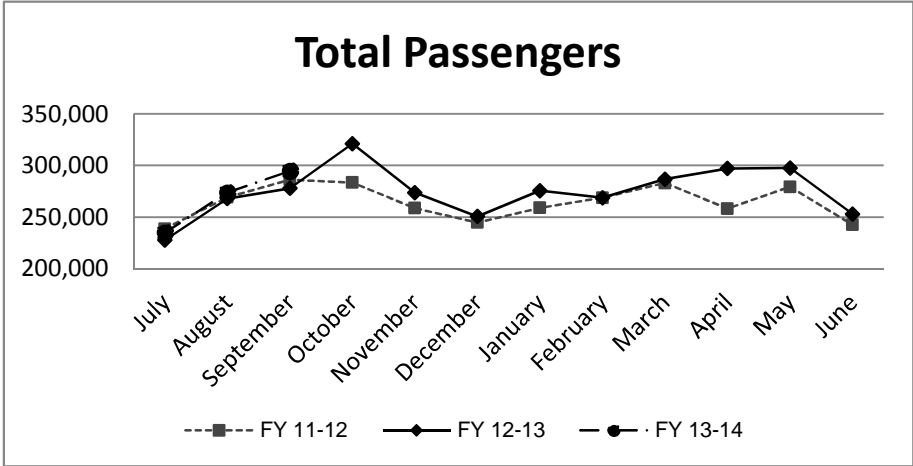
* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in September (13,514 passengers) than August (11,315 passengers) and higher than the same month last year (13,151 passengers). Passengers per hour in September was 16.8, an increase from 15.1 in August but less than September 2012 when passengers per hour was 17.0.

The percentage of missed trips in September was 0.16%. An increase from the prior month (0.12%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 21,863 miles in September, lower than the prior month in which there were 22,397 miles between roadcalls. The 12 month average is 24,880 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2012 September	2012 October	2012 November	2012 December	2013 January	2013 February	2013 March	2013 April	2013 May	2013 June	2013 July	2013 August	2013 September	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	250,982	298,277	269,325	259,994	283,381	258,396	278,078	280,325	285,350	250,775	262,014	268,767	262,361	3,508,025
Work Days	29	31	29	30	30	28	31	30	30	30	30	31	29	388
Revenue Hours	16,305	19,242	17,777	17,194	18,390	17,003	18,167	18,675	18,466	16,821	17,615	18,080	17,542	231,278
Operator Pay Hours	31,780	38,149	32,217	30,111	33,540	28,965	30,787	31,056	33,072	30,920	32,893	34,577	30,523	418,589
Number of Operators	169	168	168	172	172	170	170	170	168	167	177	175	174	171
Unscheduled Absences	308	357	289	266	343	457	307	366	421	355	500	472	327	4,768
FT Protection	88	35	41	30	61	33	54	80	90	68	87	73	51	791
Worker Comp.	40	69	48	54	53	98	56	84	86	90	179	167	126	1,150
Sick leave	180	253	200	182	229	326	197	202	245	197	234	232	150	2,827
Collision Accidents	2	3	2	5	4	5	4	3	5	4	2	8	8	55
Passenger Accidents	11	11	12	8	8	14	21	7	14	14	11	16	9	156
Total Chargeable Collisions	1	2	2	2	1	1	3	2	2	1	1	4	4	26
Chargeable/100K Miles	0.39	0.67	0.74	0.76	0.35	0.38	1.07	0.71	0.70	0.39	0.38	1.48	1.52	0.74
Number of Trips Scheduled	22,040	25,666	23,606	22,831	20,706	20,388	20,388	24,630	24,630	22,542	23,574	24,001	22,781	297,783
Number of Trips Missed	25	12	38	33	20	17	14	15	17	24	11	28	36	290
Of Trips Scheduled - % Missed	0.11%	0.05%	0.16%	0.14%	0.10%	0.08%	0.07%	0.06%	0.07%	0.11%	0.05%	0.12%	0.16%	0.10%
Of Trips Missed - Mechanical	16	7	26	26	14	10	10	13	12	17	9	14	19	193
On Time Performance %	86%	86%	87%	86%	91%	88%	89%	90%	88%	89%	88%	87%	81%	87%
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	14	14	19	11	11	10	12	12	10	15	13	14	12	167
Road Calls for Mechanical	13	13	17	10	10	8	9	9	6	13	9	12	12	141
Road Calls for Other	1	1	2	1	1	2	3	3	4	2	4	2	0	26
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	9,238	13,330	9,447	9,200	10,698	8,884	10,458	86,623	11,624	8,063	7,629	10,343	11,137	
200 - 299	16,941	39,167	15,017	34,419	37,985	37,364	38,776	16,411	30,854	8,759	28,818	33,816	29,326	
300 - 399	9,144	8,639	5,298	41,218	19,091	17,682	19,419	12,809	36,707	11,555	931	9,038	35,160	
400 - 499	28,970	32,330	17,607	14,648	19,015	14,159	18,047	34,649	16,995	26,148	26,857	28,227	10,192	
500 - 519	45,353	12,182	53,070	8,355	26,561	47,194	16,093	51,847	55,492	24,414	53,173	26,923	16,944	
900 - 939	28,642	105,079	18,513	31,039	31,214	44,687	46,750	26,312	33,030	43,530	43,003	28,937	20,583	
1300-1309									12,721	19,734	23,009	19,574	22,999	
2000 - 2099	5,519	16,448	11,914	10,969	11,723	11,898	12,135	8,709	4,872	NA	NA	NA	NA	
Fleet Avg.	19,306	22,944	15,843	25,999	28,338	32,300	30,989	25,484	47,558	22,798	29,113	22,397	21,863	24,880
Maintenance Pay Hours	4,520	4,656	4,162	4,523	4,705	4,142	4,283	3,992	4,151	4,201	4,074	4,239	4,165	55,814
No. Maint. Employees	27	27	26	27	27	27	25	24	24	26	25	25	25	26
Maint. Emps/100K Miles	11	9	10	10	10	10	9	9	8	10	10	9	10	1
Unscheduled Absences	3	2	4	1	3	4	3	4	1	1	1	4	2	3

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

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
September 2013 - Fixed Route Boardings	294,594	Revenue Hours - September 2013	17,542	Weekdays - September 13	20	Fiscal 2014 YTD	803,030
		September 2012	16,305	September 12	19		
Bus Bridge		Revenue Miles - September 2013	190,622	Saturdays - September 13	4	Fiscal 2013YTD	773,468
Special Event(s)		September 2012	180,703	September 12	5		
				Sundays - September 13	5		
		September 12	5				
September 2013 Total Boardings	294,594	Passengers per Mile	1.5	Total Days - 2013	29	YTD Trend	3.8%
September 2012 Total Boardings	277,831	Passengers per Hour	16.79	2012	29	Monthly Trend	6.0%

September 2013 Fixed Route Passenger Total						September 2013	September 2013
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	6,395			6,395	320	12.1
2	Rudgear / Walnut Creek	1,297			1,297	65	7.3
4	Walnut Creek Downtown Shuttle	18,456	2,279	2,232	22,967	923	26.1
4H **	Walnut Creek Extended Holiday Service	0			0	0	
5	Creekside / Walnut Creek	1,581			1,581	79	7.9
6	Lafayette / Moraga / Orinda	10,563	684	558	11,805	528	17.1
7	Shadelands / Pleasant Hill / Walnut Creek	4,618			4,618	231	6.9
9	DVC / Walnut Creek	12,525			12,525	626	14.9
10	Concord / Clayton Rd	23,079			23,079	1,154	24.1
11	Treat Blvd / Oak Grove	6,580			6,580	329	17.0
14	Monument Blvd	13,026			13,026	651	16.5
15	Treat Boulevard	11,307			11,307	565	18.4
16	Alhambra Ave / Monument Blvd	14,887			14,887	744	14.4
17	Olivera/Solano / Salvio / North Concord	5,736			5,736	287	15.2
18	Amtrak / Merello / Pleasant Hill	10,881			10,881	544	16.9
19	Amtrak / Pacheco Blvd / Concord	2,974			2,974	149	10.8
20	DVC / Concord	27,731			27,731	1,387	28.3
21	Walnut Creek / San Ramon Transit Center	12,881			12,881	644	12.6
25	Lafayette / Walnut Creek	1,581			1,581	79	6.9
28	North Concord / Martinez	7,154			7,154	358	11.8
35	Dougherty Valley	9,591			9,591	480	14.8
36	San Ramon / Dublin	5,127			5,127	256	9.2
91X	Concord Commuter Express	832			832	42	9.5
92X	Ace Shuttle Express	4,598			4,598	230	19.4
93X	Kirker Pass Express	4,766			4,766	238	16.8
95X	San Ramon / Danville Express	3,416			3,416	171	17.0
96X	Bishop Ranch Express	11,872			11,872	594	18.1
97X	Bishop Ranch Express	2,578			2,578	129	11.9
98X	Martinez Express	9,175			9,175	459	17.3
250 *	Gael Rail Service	271	252	222	745	34	8.0
260 *	Cal State East Bay / Concord Bart	106			106	35	4.1
301	Rossmoor / John Muir Medical Center		265	337	601	0	7.6
310	Concord Bart / Clayton Rd / Kirker Pass		1,717	1,931	3,648	0	28.9
311	Concord / Oak Grove / Treat Blvd / WC		958	1,022	1,980	0	14.6
314	Clayton Rd / Monument Blvd / PH		2,477	2,495	4,972	0	20.3
315	Concord / Willow Pass / Landana		218	205	422	0	7.0
316	Alhambra / Merello / Pleasant Hill		1,423	1,391	2,814	0	15.2
320	DVC / Concord		836	815	1,651	0	14.7
321	San Ramon / Walnut Creek		1,084	915	1,999	0	10.5
600's	Select Service	24,697			24,697	1,235	25.8
TOTALS		270,278	12,193	12,123	294,594	13,514	16.8

* Data from Link ** Seasonal Route

Operations Data Summary
SEPTEMBER 2013 PRODUCTIVITY
(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
310	Concord Bart / Clayton Rd / Kirker Pass	3,648	0	28.9
20	DVC / Concord	27,731	1,387	28.3
4	Walnut Creek Downtown Shuttle	22,967	923	26.1
600's	Select Service	24,697	1,235	25.8
10	Concord / Clayton Rd	23,079	1,154	24.1
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,972	0	20.3
92X	Ace Shuttle Express	4,598	230	19.4
15	Treat Boulevard	11,307	565	18.4
96X	Bishop Ranch Express	11,872	594	18.1
98X	Martinez Express	9,175	459	17.3
6	Lafayette / Moraga / Orinda / Orinda Village	11,805	528	17.1
11	Treat Blvd / Oak Grove	6,580	329	17.0
95X	San Ramon / Danville Express	3,416	171	17.0
18	Amtrak / Merello / Pleasant Hill	10,881	544	16.9
93X	Kirker Pass Express	4,766	238	16.8
14	Monument Blvd	13,026	651	16.5
316	Alhambra / Merello / Pleasant Hill	2,814	0	15.2
17	Olivera/Solano / Salvio / North Concord	5,736	287	15.2
9	DVC / Walnut Creek	12,525	626	14.9
35	Dougherty Valley	9,591	480	14.8
320	DVC / Concord	1,651	0	14.7
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,980	0	14.6
16	Alhambra Ave / Monument Blvd	14,887	744	14.4
21	Walnut Creek / San Ramon Transit Center	12,881	644	12.6
1	Rossmoor / Shadelands	6,395	320	12.1
97X	Bishop Ranch Express	2,578	129	11.9
28	North Concord / Martinez	7,154	358	11.8
19	Amtrak / Pacheco Blvd / Concord	2,974	149	10.8
321	San Ramon / Walnut Creek	1,999	0	10.5
91X	Concord Commuter Express	832	42	9.5
36	San Ramon / Dublin	5,127	256	9.2
250 *	Gael Rail Service	745	34	8.0
5	Creekside / Walnut Creek	1,581	79	7.9
301	Rossmoor / John Muir Medical Center	601	0	7.6
2	Rudgear / Walnut Creek	1,297	65	7.3
315	Concord / Willow Pass / Landana	422	0	7.0
7	Shadelands / Pleasant Hill / Walnut Creek	4,618	231	6.9
25	Lafayette / Walnut Creek	1,581	79	6.9
260 *	Cal State East Bay / Concord Bart	106	35	4.1

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
1	Rossmoor / Shadelands	356	380	326	325	342	349	360	359	351	338	287	310	320
2	Rudgear / Walnut Creek	76	64	62	60	65	60	68	66	67	60	44	55	65
4	Walnut Creek Downtown Shuttle	951	874	878	918	859	840	933	897	909	1,002	803	998	923
4H **	Walnut Creek Extended Holiday Shuttle			25	28									0
5	Creekside / Walnut Creek	84	74	71	66	78	82	81	81	81	73	68	78	79
6	Lafayette / Moraga / Orinda	540	510	467	359	422	458	462	466	458	309	248	316	528
7	Shadelands / Pleasant Hill / Walnut Creek	239	228	213	195	216	213	231	229	251	246	219	239	231
9	DVC / Walnut Creek	642	605	576	523	551	575	554	598	593	539	499	556	626
10	Concord / Clayton Rd	1,151	1,133	1,038	979	1,016	1,093	1,077	1,079	1,085	997	878	1,045	1,154
11	Treat Blvd / Oak Grove	352	349	304	263	288	309	323	324	332	302	241	277	329
14	Monument Blvd	670	664	634	596	627	638	634	632	642	644	558	621	651
15	Treat Boulevard	542	548	513	487	498	551	568	509	534	488	468	459	565
16	Alhambra Ave / Monument Blvd	720	715	674	658	645	727	698	713	729	694	639	680	744
17	Olivera/Solano / Salvio / North Concord	239	251	215	205	233	226	241	247	256	244	232	250	287
18	Amtrak / Merello / Pleasant Hill	505	506	463	432	447	484	477	461	474	417	353	426	544
19	Amtrak / Pacheco Blvd / Concord	154	149	144	121	140	146	153	148	160	145	119	137	149
20	DVC / Concord	1,358	1,346	1,224	1,075	1,177	1,311	1,160	1,231	1,148	1,019	956	1,218	1,387
21	Walnut Creek / San Ramon Transit Center	638	659	610	561	573	584	608	627	617	606	561	595	644
25	Lafayette / Walnut Creek	71	63	57	56	57	58	64	66	65	56	80	70	79
28	North Concord / Martinez	332	329	316	286	295	319	301	320	320	294	263	313	358
35	Dougherty Valley	410	431	390	360	374	409	395	428	441	422	357	408	480
36	San Ramon / Dublin	257	251	245	233	249	244	253	248	262	229	197	229	256
91X	Concord Commuter Express	85	90	54	35	39	41	43	41	48	44	41	45	42
92X	Ace Shuttle Express	179	203	197	154	191	176	171	185	178	203	205	220	230
93X	Kirker Pass Express	227	227	192	149	213	220	231	234	233	236	245	229	238
95X	San Ramon / Danville Express	173	181	170	135	173	188	168	168	174	173	151	163	171
96X	Bishop Ranch Express	528	524	505	467	493	502	528	526	520	543	489	578	594
97X	Bishop Ranch Express	84	108	108	84	110	105	106	111	118	134	116	120	129
98X	Martinez Express	380	372	361	336	348	392	393	384	399	384	379	411	459
250 *	St Mary's College Gael Rail Shuttle	12	12	19	4	8	17	10	17	10			17	34
260 *	Cal State East Bay / Concord Bart	8	6	7	3	19	20	13	23	21	14			35
600's	Select Service	1,202	1,169	961	1,446	923	1,068	1,115	1,147	1,118	539	46	266	1,235
TOTALS		13,151	13,015	11,988	11,229	11,660	12,388	12,410	12,549	12,581	11,384	9,740	11,315	13,514

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
SATURDAY		<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4Days</i>
4	Walnut Creek Downtown Shuttle	656	569	641	788	534	581	601	595	556	611	698	604	570
4H **	Walnut Creek Extended Holiday Shuttle			23	145									
6	Lafayette / Moraga / Orinda	179	143	141	116	95	120	122	150	136	62	64	81	171
250 *	St Mary's College Gael Rail Shuttle	33	30	31	14	26	31	33	48	21			5	63
301	Rossmoor / John Muir Medical Center	76	72	67	73	72	43	76	71	63	59	59	79	66
310	Concord Bart / Clayton Rd / Kirker Pass	399	418	415	474	361	443	432	394	453	427	396	428	429
311	Concord / Oak Grove / Treat Blvd / WC	241	246	256	269	211	261	231	264	243	234	233	260	240
314	Clayton Rd / Monument Blvd / PH	680	691	645	797	595	628	665	612	641	621	594	679	619
315	Concord / Willow Pass / Landana	65	73	75	79	55	59	61	56	55	52	52	59	54
316	Alhambra / Merello / Pleasant Hill	353	367	379	451	345	359	361	346	353	342	330	334	356
320	DVC / Concord	232	250	233	249	205	231	229	219	212	230	235	237	209
321	San Ramon / Walnut Creek	290	299	274	314	263	282	255	270	272	258	262	276	271
TOTALS		3,203	3,159	3,181	3,769	2,762	3,040	3,066	3,024	3,006	2,896	2,922	3,043	3,048

Route	Destination Information	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
SUNDAY		<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	573	421	439	619	381	429	530	436	440	458	486	468	446
6	Lafayette / Moraga / Orinda	115	118	96	70	76	97	94	118	83	53	65	70	112
250 *	St Mary's College Gael Rail Shuttle	23	20	13	10	22	23	20	18	14			6	44
301	Rossmoor / John Muir Medical Center	63	57	49	71	51	39	34	61	47	52	51	46	67
310	Concord Bart / Clayton Rd / Kirker Pass	298	303	332	352	305	330	285	345	338	334	349	379	386
311	Concord / Oak Grove / Treat Blvd / WC	204	221	217	230	168	188	171	185	192	182	207	187	204
314	Clayton Rd / Monument Blvd / PH	477	497	523	553	426	447	420	429	432	422	454	534	499
315	Concord / Willow Pass / Landana	38	48	41	45	38	33	39	38	32	28	32	25	41
316	Alhambra / Merello / Pleasant Hill	252	242	240	308	210	245	223	243	256	242	233	249	278
320	DVC / Concord	148	143	177	177	126	164	142	140	151	163	140	187	163
321	San Ramon / Walnut Creek	198	196	180	234	171	191	173	198	189	195	198	216	183
TOTALS		2,389	2,267	2,307	2,670	1,973	2,187	2,130	2,211	2,176	2,130	2,215	2,367	2,425

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

Route Description Summary

Route #	Description
1	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
5	BART Walnut Creek, Rivieria Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak
35	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, E Branch Pkwy, Windemere Pkwy, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
36	BART Dublin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Fircrest Ln, San Ramon Valley Blvd, Tareyton Ave, Bollinger Canyon Rd, Crow Canyon Rd, Executive Pkwy, San Ramon Transit Center
91X	BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Oak St
92X	Shadelands Office Park, Ygnacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Camino Ramon, ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton
93X	BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Fairview Dr, Delta Fair Blvd, Highway 4, Hillcrest Park & Ride
95X	BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center
96X	BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
97X	BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
98X	BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
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 Pisgah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
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
SEPTEMBER FY 13/14**

SUMMARY	SEPTEMBER FY 12/13	SEPTEMBER FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	11,762	12,211	35,850	37,456
2 TOTAL ATTENDANTS	907	832	2,613	2,498
3 TOTAL COMPANIONS	65	58	222	194
4 TOTAL PASSENGERS	12,734	13,101	38,685	40,148
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	6,375	5,976	19,898	18,774
7 VEHICLE SERVICE HOURS	7,856	7,462	24,460	23,754
8 VEHICLE NON REV HOURS	1,481	1,486	4,562	4,979
9 VEHICLE SERVICE MILES	116,002	122,980	359,433	376,324
10 VEHICLE REVENUE MILES	95,101	101,619	293,573	308,258
11 VEHICLE NON REV MILES	20,901	21,361	65,860	68,066
12 PASS. PER REVENUE HOUR	2.00	2.19	1.94	2.14
13 CLIENT PER REVENUE HOUR	1.85	2.04	1.80	2.00
14 PASS. PER SERVICE HOUR	1.62	1.76	1.58	1.69
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	915	1,203	2,833	3,405
18 SAME DAY TRIPS	113	233	461	604
19 SUBSCRIPTION TRIPS	6,278	5,712	20,025	18,248
20 DEMAND	5,496	6,502	15,948	19,212
21 FAREBOX REVENUE	\$12,524.96	\$5,955.93	\$38,811.27	\$31,500.11
22 PREPAID CLIENTS	\$9,787.50	\$6,634.00	\$31,967.50	\$26,142.50
23 COLLECTED BILLING	\$59,976.00	\$23,704.00	\$106,982.00	\$70,074.00
24 TOTAL REVENUE COLLECTED	\$82,288.46	\$36,293.93	\$177,760.77	\$127,716.61
25 CHARGEABLE ACCIDENTS	0	1	0	3
26 SERVICE COMPLAINTS	0	1	0	4
27 SERVICE COMMENDATIONS	0	2	0	10
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	5	4	9
30 DRIVER TURNOVER	0%	0%	5%	0%
31 SCHEDULE ADHERENCE	67%	86%	78%	87%
32 WHEELCHAIR BOARDING'S	2,376	3,205	9,218	11,294
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,399	6,614	NA	NA
35 UNDUPLICATED CLIENTS	1,270	1,086	NA	NA
36 NO-SHOWS	56	74	143	210
37 CANCELS	1,392	2,662	6,647	6,242
38 AVG. TRIP LENGTH (MILES)	9.1	9.4	9.3	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	16,651	16,660	53,072	53,812
42 FLEET M.P.G.	7.0	7.4	6.8	7.0