

# County Connection

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

## **MARKETING, PLANNING, & LEGISLATIVE MEETING AGENDA**

**Thursday, March 6, 2014  
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 February 6, 2014\*
4. Draft Short Range Transit Plan - Update\*
5. 2014 State Legislative Update\*
6. Marketing Reports:
  - a. Mid-year Customer Service Reports\*
  - b. Website User Report – Activity for February
  - c. Community Events\*
7. Next Meeting – April 3, 2014
8. Adjournment

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\*Enclosure  
FY2013/2014 MP&L Committee  
Amy Worth – Orinda, Rob Schroder – Martinez, Laura Hoffmeister – Concord

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](http://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 Assistant to the General Manager, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or [hill@countyconnection.com](mailto:hill@countyconnection.com).

**Shuttle Service:** With 24-hour notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location 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, March 20, 9:00 a.m., County Connection Board Room
Administration & Finance:	Tuesday, March 4, 4:00 p.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Friday, March 14, 9:30 a.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, March 6, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	Friday, March 7, 8:30 a.m., 100 Gregory Ln., Pleasant Hill

**The above meeting schedules are subject to change. Please check the County Connection Website ([www.countyconnection.com](http://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](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**SUMMARY MINUTES**  
**MARKETING/ PLANNING & LEGISLATIVE COMMITTEE**

Thursday, February 6, 2014

The meeting was called to order at 9:00 a.m.

Those present at the meeting were:

Members: Directors Rob Schroder and Amy Worth  
Staff: Rick Ramacier, Anne Muzzini, Laramie Bowron, Krisina Vassallo, and Mary Burdick  
Guest: None

**Approval of Agenda**

The agenda was approved.

**Public Comment**

There was no public comment.

**Approval of the Minutes of January 9, 2014**

The minutes were approved as presented.

**Draft Short Range Transit Plan**

Laramie Bowron presented the draft update for FY2013/14 – FY2022/23, reminding the committee that annual updates are required by the Metropolitan Transportation Commission (MTC) to comply with funding requirements. The plan describes the organizational structure, fixed-route and paratransit performance standards, and the operating and capital financial plans.

In review of performance standards cost control measures three of the five standards are met, with two (cost/passenger and subsidy/passenger) are very close to being met. Director Worth asked questioned the dip in the trend for on-time performance when other service quality standards are stable. Anne Muzzini reminded the Committee that this particular standard was most notably affected by the transition in sampling techniques since moving from random sampling to gathering 100% of the data.

In reviewing the operation budget, General Manager, Rick Ramacier expressed concern that the numbers presented differ from those being produced by the finance director. He asked staff to meet with her to assure that everyone is on the same page and reporting consistent information.

**Discussion of Eco Passes**

Anne Muzzini prepared a report describing methods in use for providing deeply discounted annual passes to employers, developers and neighborhood associations. Citing programs offered by AC Transit, Santa Clara VTA, Bishop Ranch, and Boulder Colorado, the ability to offer annual passes at the deep discounts is offset by the bulk purchase. Passes are purchased for all employees/residents knowing that a small percentage actually use the pass, but those that do, drive less. As cities, developers, and employers are looking for trip reduction strategies, new programs such as described are being reviewed in pilot programs.

The Committee was supportive of exploring this concept further and would like this placed on the Board agenda in February for full discussion.

**2014 Federal Legislative Program – Second Draft**

Kristina Vassallo presented the 2nd draft of the proposed County Connection Federal Legislative Program that incorporated comments from the previous meeting. The draft was in brochure format and the Committee was pleased with the layout. There were a few word changes recommended.

Staff will place the final draft on the Board agenda in February for final comments and approval.

**Marketing Reports**

- Web Statistics for January were distributed.
- School and Community Events for February were provided.

Director Schroder reported that the Community Focus ran a 2<sup>nd</sup> article about Bus Tracker that focused on the new mobile application. The publication also included the QR Code for direct access to the download.

**Next Meeting Date:** The next meeting was scheduled for Thursday, March 6, 2014 at Supervisor Anderson’s Lafayette office at 8:30 AM.

**Adjournment:** The meeting was adjourned at 10:00 a.m.



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**Mary Burdick**  
**Senior Manager of Marketing**

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2/25/14  
**Date**

To: Marketing, Planning, & Legislative Committee

Date: February 27, 2014

From: Laramie Bowron, Manager of Planning

Reviewed by:

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**SUBJECT: Draft Short Range Transit Plan - Update**

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### **Background:**

A Draft FY 2013-14 Short Range Transit Plan (SRTTP) was presented to the Committee at their February 2014 meeting and it included a service cut to retain a positive TDA balance through 2023. The Committee directed staff to do further analysis and coordinate with the Finance department to include the latest revenue and cost assumptions.

The second Draft presented this month has a revised Operating and Capital Budget that includes updated fund estimates from the Metropolitan Transportation Commission (MTC) and 2015 budget information from the Finance staff. As a result of lower projected costs and some higher revenue assumptions a service cut is not necessary to retain a balanced budget through 2023.

### **Summary of Issues:**

The SRTTP is County Connection's operations and financial planning document and is used to support the allocation of federal funds for bus replacement and other discretionary transit funds.

The plan focuses on service evaluation, future planning efforts, and projecting operating and capital cost and revenues. Service has been measured against performance standards at the route and system-level. Anticipated service and fare changes are documented as are ongoing and future planning projects. The operating budget assumes three fare increases (in FY16, FY19, FY22) that would each result in a 12% increase in fare revenue.

A detailed capital program is included that identifies revenue and non-revenue fleet replacements as well as other capital projects. The capital plan is a key component of the document as it serves to qualify County Connection for participation in the regional Transportation Capital Improvement Program and thus federal funding.

**Recommendation:** Staff recommends the Committee authorize a public hearing on the Short Range Transit Plan at the next board meeting and recommend Board adoption of the FY14 Short Range Transit Plan.

# Central Contra Costa Transit Authority's Mini Short Range Transit Plan FY 2013-14 through FY 2022-23



Date Approved by the Board of Directors: XX/XX/XXXX

Federal transportation statutes require that the Metropolitan Transportation Commission (MTC), in partnership with state and local agencies, develop and periodically update a long-range Regional Transportation Plan (RTP), and a Transportation Improvement Program (TIP) which implements the RTP by programming federal funds to transportation projects contained in the RTP. In order to effectively execute these planning and programming responsibilities, MTC requires that each transit operator in its region which receives federal funding through the TIP, prepare, adopt, and submit to MTC a Short Range Transit Plan (SRTP).

**Central Contra Costa Transit Authority**

**BOARD OF DIRECTORS**

07/01/2014

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*(Representing the City of Walnut Creek)*

**A.G. Dessayer, Vice Chair**

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Contra Costa County  
City of Lafayette  
City of Orinda  
City of Martinez  
City of Pleasant Hill  
City of San Ramon

**Rick Ramacier**  
**General Manager**

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## Chapter 1: Organizational Structure

This chapter presents the County Connection’s organizational structure, services, and the operating environment.

### Organizational Structure & Services

The County Connection was established on March 27, 1980 to coordinate, integrate, and expand transit service in the central portion of Contra Costa County. The County Connection is organized as a joint powers agency of 11 jurisdictions. Members include the cities of Clayton, Concord, Lafayette, Martinez, Orinda, Pleasant Hill, San Ramon, Walnut Creek, the towns of Danville and Moraga, and the unincorporated areas of central Contra Costa County.

The Authority operates seven days a week providing fixed-route and paratransit services throughout a 180-square mile service area.

The Authority has labor agreements with three separate unions for the drivers, mechanics, and supervisors, respectively. New contracts for all three were negotiated in FY 2012-13 and now expire in FY 2015-16. County Connection also contracts its ADA-Paratransit service to First Transit. A one-year option was picked up for FY 2013-14 and the Authority plans to go out to bid in early 2014.

### Board of Directors

The operation of the County Connection is overseen by a Board of Directors. The Board is composed of 11 representatives: one representative from each of the ten incorporated member jurisdictions and one member representing the unincorporated areas of central Contra Costa County. The Board has organized itself into three standing committees:

#### Committee

#### Purpose

#### **Administration and Finance**

To oversee the administrative, financial, and budgetary aspects of the Authority; institute appropriate methods and procedures to ensure fiscal accountability.

#### **Marketing, Planning, and Legislation**

To oversee the development and implementation of marketing programs to promote the use of the County Connection’s transportation services; identify immediate and long-range transit needs of the service area; and monitor the transportation planning process. To review provide guidance on legislative bills.

#### **Operations and Scheduling**

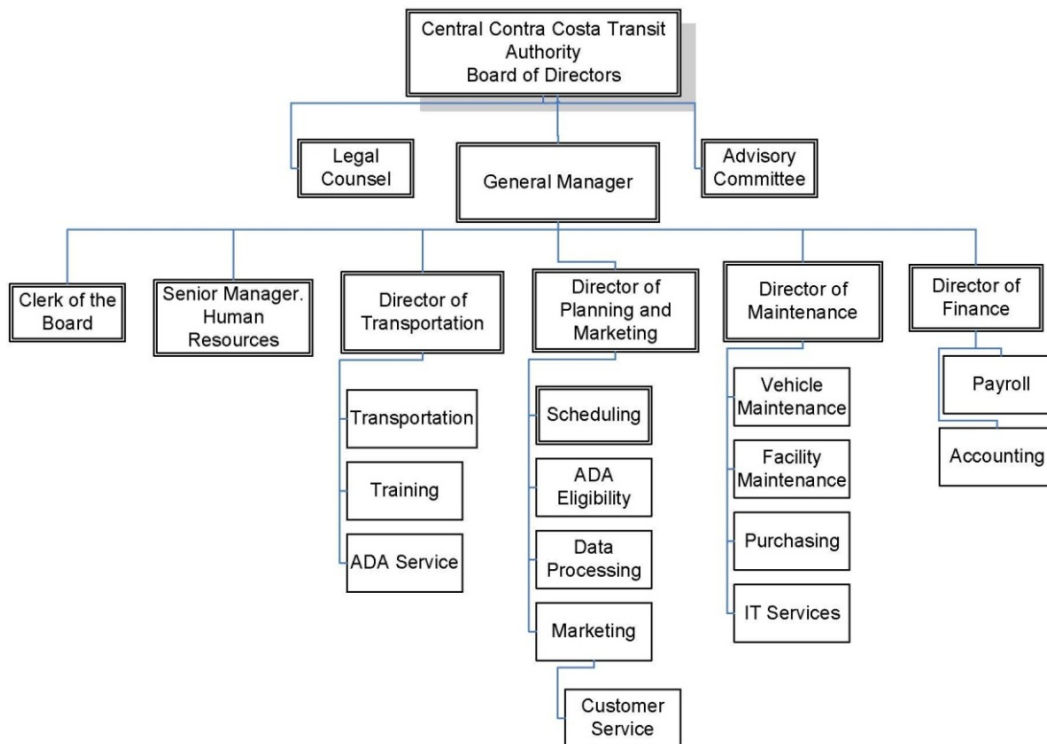
To oversee the transportation, maintenance, and facilities functions of the Authority so as to ensure efficiency and effectiveness of operations and to monitor monthly fixed-route and paratransit performance.

The work of each Committee includes operating aspects of the Authority's business as well as policy issues. With the assistance of Authority staff, policy issues are investigated and discussed at regular monthly meetings. Each Committee provides recommendations to the full Board. Staff prepares written reports to the Board on policy issues, including committee recommendations. The full Board acts on recommendations at regular monthly Board meetings.

**Advisory Committee:** The Advisory Committee reviews problems, concerns, and issues of accessible service users. Members act as a forum for users to express concerns or ideas about services to the Authority. This Committee acts to provide representation for fixed-route transit passengers and the community-at-large.

**Staff Organization:** The Office of the General Manager is responsible for carrying out the policies of the Board of Directors, the overall operation of the Authority, and the Disadvantaged Business Enterprise program (DBE).

### FY 2013-14 Organizational Chart



## Chapter 2: Fixed-Route Operating Statistics and Performance

Fixed-Route performance was evaluated and compared to County Connection’s adopted performance standards. Notable changes throughout the three-year retrospective analysis of fixed-route performance include:

Operating Cost – The fixed-route operating cost increased for the second consecutive year. This illustrates the first growth trend since the FY 2008-09 service cuts.

Ridership – Ridership also increased for the first year since the FY 2008-09 service cuts. This increase coincides with a marginal increase in revenue hours and miles.

Farebox Revenue – Farebox revenue increased by over 6% in FY 2012-13. This increased County Connection’s the farebox recovery ratio to 18%, which meets the performance standard.

Cost Per Passenger – County Connection cost per passenger increased in FY 2012-13 from \$7.80 to \$7.82. Despite not meeting the standard of less than \$7.00 per passenger, this does reflect a slower increase than past years. This, however, will need to be reversed in order to meet the standard and improve cost efficiency.

Percent Missed Trips – This indicator, as well as others pertaining to fixed-route “Service Quality” continues to exceed performance standards.

<b>Fixed Route Service - Statistics</b>			
	FY 10-11	FY 11-12	FY12-13
Operating Cost	\$24,138,503	\$24,726,704	\$25,781,605
	-0.5%	2.4%	4.3%
Farebox Revenue	\$4,170,752	\$4,371,317	\$4,641,248
	-0.1%	4.8%	6.2%
Net Subsidy	\$19,967,751	\$20,355,387	\$21,140,356
	-1%	2%	4%
Total Passengers*	3,304,522	3,170,879	3,296,763
	-3.1%	-0.1%	2.3%
Revenue Hours	208,901	208,719	213,624
Non Revenue Hours	29,462	29,385	29,352
Total Hours	238,364	238,104	242,976
Total Revenue Miles	2,302,257	2,325,896	2,384,645
Non Revenue Miles	760,319	749,769	741,649
Total Miles	3,062,575	3,075,665	3,126,294
Road Calls for Mechanical Failure	111	154	150
Operator Pay Hours	374,234	400,016	381,923

Performance Standards - Fixed Route						
GOAL	Objective	Measurement	FY 10-11	FY 11-12	FY 12-13	Met Standard
<b>EFFICIENCY</b>						
	Cost Control	Cost/Revenue Hour	\$115.55	\$118.47	\$120.69	Increase < Inflation
		<i>Inflation</i>	1.7%	2.8%	2.6%	Yes
		<i>Standard</i>	\$114.34	\$118.76	\$121.55	
		Cost/Passenger	\$7.30	\$7.80	\$7.82	No
		<i>Standard</i>	< \$7.00	< \$7.00	< \$7.00	
		Farebox Recovery Ratio	17.3%	17.7%	18.0%	Yes
		<i>Standard</i>	18.0%	18.0%	18.0%	
		Net Subsidy/Passenger	\$6.04	\$6.42	\$6.41	No
	<i>Standard</i>	< \$6.00	< \$6.00	< \$6.00		
	Safety	Accidents/100,000 Miles	0.84	0.93	0.74	Yes
		<i>Standard</i>	1/100k miles	1/100k miles	1/100k miles	
<b>EFFECTIVENESS</b>						
	Market Penetration	Passengers per RVHr	15.8	15.2	15.4	No
		<i>Standard</i>	17.0	17.0	17.0	
		Passengers per RVMi	1.44	1.36	1.38	Yes
		<i>Standard</i>	1.31	1.31	1.31	
	Service Quality	Percent Missed Trips	0.12%	0.09%	0.09%	Yes
		<i>Standard</i>	0.25%	0.25%	0.25%	
		Miles between Roadcalls	28,539	33,619	25,521	Yes
		<i>Standard</i>	18,000	18,000	18,000	
		Percent of Trips On-time	94%	91%	88%	No
		<i>Standard</i>	95%	95%	95%	
		Complaints/100,000 miles	15.4	11.3	11.2	Yes
		<i>Standard</i>	30/ 100K miles	30/ 100K miles	30/ 100K miles	
		On-Board Passenger Surveys		Complete		Every 3 years/ Yes
<b>EQUITY</b>						
	Improve Transit Access	Lift Availability	100%	100%	100%	Yes
	Public Participation	Compliance with Public Hearing Policy	Yes			

### Chapter 3: Paratransit Operating Statistics and Performance

Paratransit performance was evaluated and compared to County Connection’s adopted performance standards. Notable changes throughout the three-year retrospective analysis of paratransit performance include:

Fare Revenue – Farebox revenue declined slightly but was less dramatic than the decrease in ridership. County Connection continues to meet the 10.7% farebox recovery standard.

Road Calls – County Connection experienced 26 paratransit road calls in FY 2012-13, a slight increase from FY 2011-12 but still meets the standard of 3 roadcalls/100,000 miles.

Trip Denials – County Connection has continued to perform well in this category not denying and trips in the past three years.

<b>Paratransit Statistics</b>				
	FY 10-11	FY 11-12	FY 12-13	Change from Prior Year
Operating Cost	\$ 5,177,014	\$ 5,170,146	\$ 5,125,995	(0.1%)
Farebox Revenue	\$ 560,826	\$ 648,808	\$ 614,160	15.7%
Net Subsidy	\$ 4,616,188	\$ 4,521,338	\$ 4,511,835	(2.1%)
Total Passengers*	166,022	160,901	154,945	(3.1%)
Revenue Hours	80,999	77,724	74,400	(4.0%)
Non Revenue Hours	18,381	17,739	18,000	(3.5%)
Total Hours	99,380	95,463	92,400	(3.9%)
Total Revenue Miles	1,295,954	1,238,026	1,208,228	(4.5%)
Non Revenue Miles	271,811	264,278	252,100	(2.8%)
Total Miles	1,567,765	1,502,304	1,460,328	(4.2%)
Road Calls	33	25	26	(24.2%)
Complaints	3	3	1	0.0%
Accidents	2	4	4	100.0%

\*Includes companions

<b>Performance Standards - Paratransit</b>						
<b>GOAL</b>	<b>Objective</b>	<b>Measurement</b>	<b>FY 10-11</b>	<b>FY 11-12</b>	<b>FY 12-13</b>	<b>Standard/Met?</b>
<b>EFFICIENCY</b>						
	Cost Control	Cost/Revenue Hour	\$63.91	\$66.52	\$68.90	Increase < Inflation
		<i>Inflation</i>	1.7%	2.8%	2.6%	No
		<i>Standard</i>	\$62.21	\$65.69	\$68.25	No
		Cost/Passenger	\$31.18	\$32.13	\$33.08	Increase < Inflation
		<i>Standard</i>	\$30.38	\$32.05	\$32.97	No
		Farebox Recovery Ratio	10.8%	12.5%	12.0%	Yes
	<i>Standard</i>	10.7%	10.7%	10.7%	Yes	
	Safety	Accidents/100,000 Miles	0.13	0.27	0.27	Yes
<i>Standard</i>		0.3 / 100,000 miles	0.3 / 100,000 miles	0.3 / 100,000 miles	Yes	
<b>EFFECTIVENESS</b>						
	Market Penetration	Passengers per RVHr	2.05	2.07	2.08	Yes
		<i>Standard</i>	1.9 Pass/RHr	1.9 Pass/RHr	1.9 Pass/RHr	
	Service Quality	Denials	0	0	0	Yes
		<i>Standard</i>	0	0	0	
		Roadcalls/100,000 miles	2.1	1.7	1.8	Yes
		<i>Standard</i>	3.0 / 100,000 miles	3.0 / 100,000 miles	3.0 / 100,000 miles	
		Percent of Trips On-time	95.0%	95.0%	95.0%	No
<i>Standard</i>	98.0%	98.0%	98.0%			
<b>EQUITY</b>						
	Improve Transit Access	Lift Availability	100.0%	100.0%	100.0%	Yes
		<i>Standard</i>	100%	100%	100%	

## **Chapter 4: Operating Plan**

### **Fixed-Route**

#### **Overview**

In FY 2012-13 County Connection increased its revenue miles by 2.5% and revenue hours by 2.3% from FY 2011-12. This nearly recovers service to FY 2009-2010 levels. Long-term financial sustainability has been the focus of budget projections, capital planning, and service alternatives. Though TDA revenues have begun to increase, County Connection has remained cautious about adding significant service prematurely.

#### **Service Description**

The fixed route service is divided into four categories: Weekday Local (1-36), Express (91X–98X), Weekend (300 series), and select service routes (600 series). The Express routes are designed around commuters and many of them are funded with special sources of revenue that can only be used to support this type of service. County Connection has four opportunities each year to make service or scheduling changes which coincide with the bus driver bid periods. Service changes implemented in FY 2012-13 are listed below:

Route	Change	Reason
16	Removed "Leave BART Concord" trips @ 21:48 and 22:38	Low ridership
16	Removed "Crecent Plaza & Crecent Dr" trips @ 22:12 and 23:02	Low ridership
601	Removed Arrive BART Walnut Creek & Leave BART Walnut Creek and replaced with BART Walnut Creek in middle of pattern SB2 & SB4	Scheduling clean up
601	Shifted trip times 5 minutes earlier for all AM trips	Bell time change
602	Removed Arrive BART Walnut Creek & Leave BART Walnut Creek and replaced with BART Walnut Creek in middle of pattern NB2	Bell time change
636	Removed SD Wed. trip 1406	Bell time change
600 series	School Day Exception trips have been added back to Schedules	
250	Start Date of Friday, 8/17/12. Only operates on Thursday, Friday, Saturday, and Sunday. End Date of Sunday, May 26, 2013	Reminder
260	Start Date of Wednesday, 9/26/12. Only operates on Monday, Tuesday, Wednesday, And Thursday	Reminder
1	New trip added. Leave Rossmoor Shopping Center at 1933 to BART Walnut Creek	Passenger Request
16	Leave BART Concord trip at 2028 extended to AMTRAK	Supervisor Request
16	Leave BART Concord trip at 2118 extended to AMTRAK	Supervisor Request
16	Crescent Plaza & Crescent Dr trip at 2052 Removed from schedule	Removed trip, bus was extended to AMTRAK
16	Crescent Plaza & Crescent Dr trip at 2142 Removed from schedule	Removed trip, bus was extended to AMTRAK
16	Leave AMTRAK at 0700 shifted 5 minutes earlier to 0655	Transfer Connection adjustment
16	New trip Leave AMTRAK at 2025 added	To replace Crescent Plaza & Crescent Dr trip at 2052 to BART Concord
18	Leave AMTRAK at 0555 shifted 10 minutes earlier to 0545	Adjustment to accomodate later trip adjustment
18	Leave AMTRAK at 0700 adjusted 10 minutes earlier to 0650, running times adjusted	Traffic
18	Leave BART Pleasant Hill at 0710 adjusted to 0704, running times adjusted	Traffic
18	Leave AMTRAK at 0820 shifted 10 minutes later to 0830	Adjustment to accomodate earlier trip adjustment
20	New trip added Leave BART Concord at 0830	High Passenger Loads
250	Only operates on Thursday, Friday, Saturday, and Sunday	Reminder



Route	Change	Reason
260	Only operates on Monday, Tuesday, Wednesday, And Thursday	Reminder
260	New trips added	New trips
310	Added new trip Leave Clayton Rd & Kirker Pass Rd at 1950 on Saturday and Sunday	Supervisor Request
310	Added new trip Leave Clayton Rd & Kirker Pass Rd at 2110 on Saturday and Sunday	Supervisor Request
601	Changed Timepoints at Rossmoor Shopping Center and modified patterns, no time changes	Adjusted patterns, no time changes
602	Changed Timepoints at Trotter Way and Bridle Ln and modified patterns, no time changes	Adjusted patterns, no time changes
605	Changed Timepoints at Creekside Dr and modified patterns, no time changes	Adjusted patterns, no time changes
611	Minert & Weaver School Day trip at 1420 Changed to School Day Non Wednesday trip at 1525	Bell Time Change
611	New Trip Minert & Weaver School Day Wednesday trip at 1310	Bell Time Change
613	Minert & Weaver School Day trip at 1420 Changed to School Day Non Wednesday trip at 1525	Bell Time Change
613	New Trip Minert & Weaver School Day Wednesday trip at 1310	Bell Time Change
616	Minert & Weaver School Day trip at 1420 Changed to School Day Non Wednesday trip at 1525	Bell Time Change
616	New Trip Minert & Weaver School Day Wednesday trip at 1310	Bell Time Change
619	Minert & Weaver School Day trip at 1420 Changed to School Day Non Wednesday trip at 1525	Bell Time Change
619	New Trip Minert & Weaver School Day Wednesday trip at 1310	Bell Time Change
631	Removed from Service	Only used for Fall sign up
632	Removed from Service	Only used for Fall sign up
92X	New Trip Leave Mitchell Park & Ride at 0433	Trips started 10/1/12
92X	New Trip Leave Mitchell Park & Ride at 0658	Trips started 10/1/12
92X	New Trip Leave Pleasanton Train Station at 0540	Trips started 10/1/12
92X	New Trip Leave Pleasanton Train Station at 0825	Trips started 10/1/12
93X	All PM Trips Adjusted	Traffic
93X	New trip added called <b>LIMITED</b> . BART Walnut Creek to Hillcrest Park & Ride at 1608. First bus stop after BART is Kirker Pass Rd and Castlewood	New Limited stop trip Passenger load
96X	Schedule Rewritten and Adjusted and added new patterns	Adjusted routing All trips
97X	Schedule Rewritten and Adjusted and added new patterns	Adjusted routing All trips
98X	Rerouted both directions onto Pacheco Blvd between Highway 4 and Chilpancingo Pkwy	Operator Request
93X	Limited trip at 1608 Leave BART Walnut Creek, the Intermediate timepoints were removed	
600 Series	Removed all School Day Exception trips from Service	No School
636	Trip at 1350 Leave San Ramon Transit Center will operate	Not an Exception trip
627	Route will operate	No Exception trips
649	Route will operate	No Exception trips
All	Paddle Number Changes	Reblocking

### **Analysis of Fixed Route Service**

The most productive service continues to be in the Clayton Road and Monument Road corridors of Concord where routes #10, #20, and #14 operate. These areas have a high transit dependent population. The 600 series of routes, when combined, also ranks very high in terms of passengers per revenue hour and total passengers. Many of these trips carry dense loads and only operate a few trips a day. The Walnut Creek downtown shuttle continues to be a very successful route due to its free fare and the short travel time between popular destinations. Express Route ridership grew by nearly 7% this fiscal year. This is primarily due to the influx of commuters to the Bishop Ranch Business Park.

One of the least productive routes continues to be Route 25, which connects the Walnut Creek BART station to the Lafayette BART station by way of Mt. Diablo Blvd. and Olympic Blvd. In addition, routes #2, #5, and #7 perform at the bottom of the productivity ranking. These routes serve less transit dependent neighborhoods and may be candidates for alternative service models in the future.

The chart below sorts County Connection's routes by productivity. This is defined as passengers/per revenue hour.

<b>County Connection Fixed Route Productivity</b>			
<b>Route</b>	<b>Annual Passengers</b>	<b>Total Revenue Hours</b>	<b>Passengers/Revenue Hour</b>
627	12,048	85	142.3
605	16,534	253	65.3
613	2,682	49	54.7
611	8,661	226	38.3
612	8,130	213	38.1
602	24,639	681	36.2
614	9,008	255	35.3
609	2,175	68	32.2
631	5,157	162	31.8
601	18,124	610	29.7
619	3,569	125	28.7
310	38,331	1,443	26.6
606	56,264	2,181	25.8
20	299,250	11,861	25.2
623	6,635	264	25.2
4	228,495	9,272	24.6
622	4,756	193	24.6
4 (Weekend)	59,611	2,439	24.4
625	7,054	290	24.4
635	2,838	119	23.8
608	2,949	129	22.9
615	6,514	290	22.5
10	264,956	12,184	21.7
603	4,027	198	20.3
314	57,295	2,862	20.0
616	4,244	215	19.8
636	12,779	717	17.8
92X	45,391	2,635	17.2
95X	42,980	2,558	16.8
11	78,402	4,711	16.6
15	128,343	7,759	16.5
93X	54,753	3,357	16.3
14	160,235	10,009	16.0
96X	128,124	8,028	16.0
626	4,166	270	15.4
320	19,832	1,309	15.2
316	31,154	2,096	14.9
18	116,229	7,973	14.6
91X	12,987	904	14.4
311	22,232	1,590	14.0
98X	93,590	6,744	13.9
9	145,562	10,527	13.8
6	106,892	7,789	13.7
16	175,245	13,035	13.4
1	88,491	6,623	13.4
17	58,753	4,703	12.5
21	153,242	12,363	12.4
632	2,443	197	12.4
35	99,603	8,247	12.1
6 (Weekend)	10,640	920	11.6
321	24,098	2,096	11.5
97X	26,446	2,503	10.6
19	37,093	3,514	10.6
28	77,626	7,671	10.1
610	3,391	337	10.1
36	61,939	6,773	9.1
5	19,020	2,540	7.5
315	5,179	709	7.3
7	57,720	8,146	7.1
2	15,951	2,270	7.0
301	6,172	937	6.6
25	15,584	2,921	5.3
649	195	135	1.4

The County Connection has several routes that carry passengers that do not pay a fare. This is due to the City of Walnut Creek subsidizing a portion of the Route 4 fares and Sunset Development purchasing passes for their tenants' employees to take the express routes serving Bishop Ranch. As expected, these routes have higher average ridership which lowers the average fare per passenger. The following table shows County Connection's system-wide average fare per passenger as well as that of the Route #4 and routes service the Bishop Ranch Business Park.

<b>Service</b>	<b>Ridership</b>	<b>Farebox Revenue</b>	<b>Avg. Fare/Passenger</b>
Total System	3,296,763	\$4,641,248	\$1.41
Route 4	228,495	\$207,262	\$0.91
Bishop Ranch	201,118	\$86,664	\$0.43

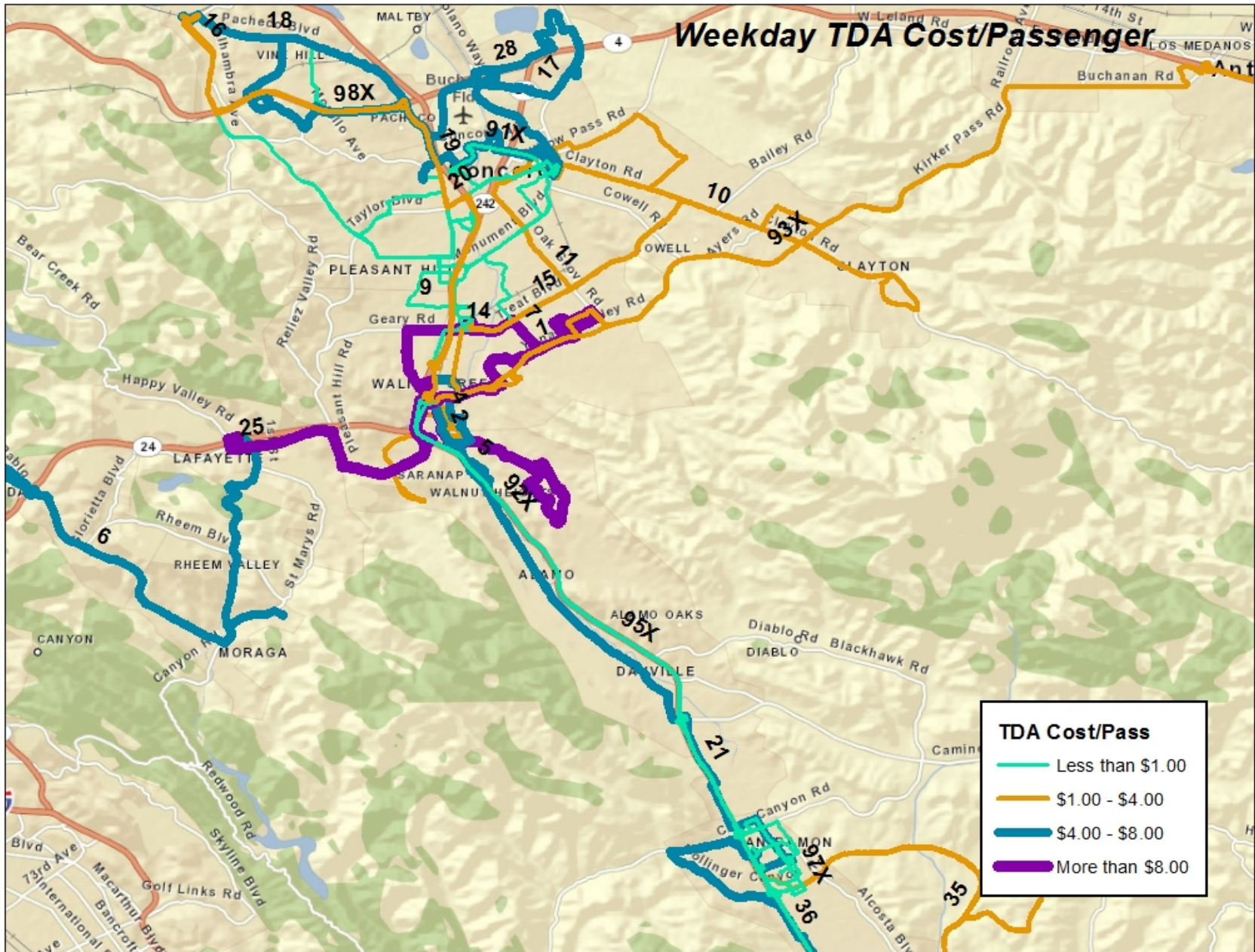
This illustrates the impact of a free fare on the route's productivity. Whether the fare is free or is perceived to be free, the lack of a transaction upon boarding a bus has shown, in these cases, to increase ridership as well as productivity.

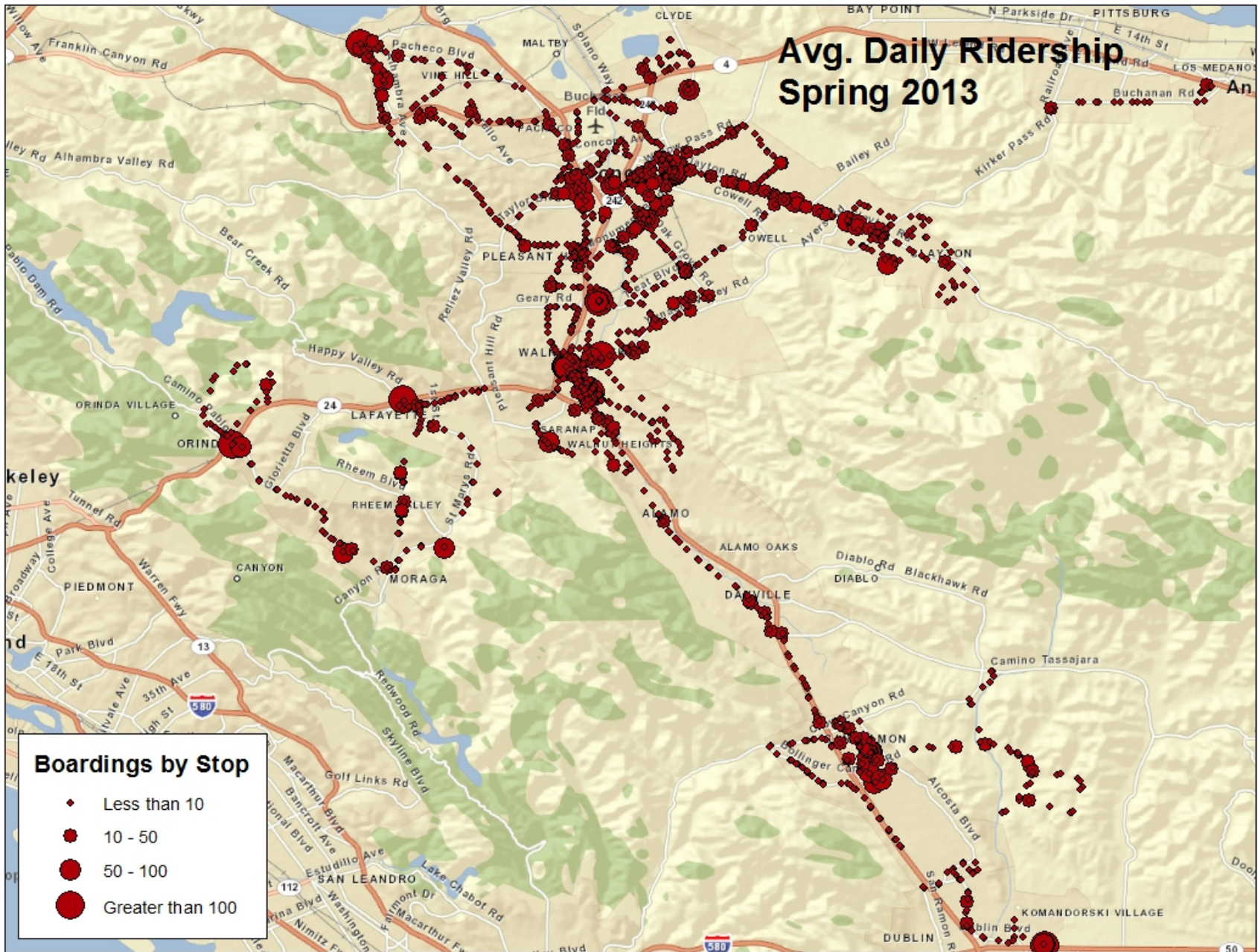
#### County Connection Cost per Passenger

The County Connection cost per passenger (labeled as TDA Cost/Pass in the following table) is determined by reducing the cost by special route funding and fare revenues. The remainder of the cost is funded from TDA and other general purpose operating revenues. Special funding includes subsidies such as Bishop Ranch and City of Walnut Creek revenues that can only be applied to specific routes. RM2 and Measure J Express bus funds are also considered "special" since they only fund specific routes. Routes that are heavily funded with TDA funding, and routes that have low productivity have the highest County Connection cost per passenger. Ridership was determined by using the actual annual passengers in FY 2012-13. The cost was determined using the FY 2012-13 actuals for operator wages and fringes, supervisor labor and fringe, maintenance labor, parts fuel and insurance. The following table sorts County Connection's routes by TDA cost per passenger. This is one of the primary tools used by staff to make route-level service changes.

## Ranking of Routes by Cost per Passenger

Route	Annual Passengers	Total Hours	Total Miles	Cost (\$49.42/Total Hr + \$2.05/Total Mi)	Fares (\$1.41/Pass)	Contract, Pass Sales, RM2, Measure J	Cost Less Fares and Contracts	TDA Cost/Pass
16	175,245	13,606	127,710	\$934,211	\$247,095	\$745,303	\$0	\$0.00
92X	45,391	4,251	61,788	\$336,748	\$28,429	\$384,839	\$0	\$0.00
96X	128,124	9,403	183,866	\$841,598	\$0	\$855,468	\$0	\$0.00
97X	26,446	3,764	48,885	\$286,208	\$0	\$400,116	\$0	\$0.00
316	31,154	2,266	22,721	\$158,543	\$43,928	\$121,328	\$0	\$0.00
627	12,048	244	1,085	\$14,283	\$16,988		\$0	\$0.00
649	195	302	1,735	\$18,488	\$0	\$26,500	\$0	\$0.00
91X	12,987	1,050	8,030	\$68,330	\$10,289	\$54,119	\$3,921	\$0.30
95X	42,980	3,404	53,626	\$278,166	\$60,602	\$203,890	\$13,674	\$0.32
14	160,235	10,315	67,941	\$649,032	\$225,931	\$353,375	\$69,726	\$0.44
18	116,229	8,473	81,390	\$585,598	\$163,883	\$353,375	\$68,340	\$0.59
9	145,562	11,229	89,519	\$738,447	\$200,968	\$428,062	\$109,417	\$0.75
605	16,534	664	1,883	\$36,681	\$23,312		\$13,368	\$0.81
631	5,157	208	908	\$12,140	\$7,271		\$4,869	\$0.94
20	299,250	13,333	64,002	\$790,137	\$421,942		\$368,195	\$1.23
612	8,130	355	2,187	\$22,039	\$11,464		\$10,575	\$1.30
615	6,514	327	748	\$17,710	\$9,185		\$8,525	\$1.31
613	2,682	126	546	\$7,330	\$3,781		\$3,549	\$1.32
614	9,008	433	1,777	\$25,049	\$12,701		\$12,348	\$1.37
611	8,661	425	1,883	\$24,874	\$12,213		\$12,662	\$1.46
35	99,603	10,116	115,951	\$737,636	\$140,440	\$450,000	\$147,196	\$1.48
310	38,331	1,541	18,157	\$113,393	\$54,046		\$59,347	\$1.55
4	228,495	9,917	35,197	\$562,268	\$0	\$207,262	\$355,007	\$1.55
602	24,639	1,245	8,274	\$78,472	\$34,741		\$43,731	\$1.77
93X	54,753	5,253	66,795	\$396,529	\$77,202	\$212,552	\$106,775	\$1.95
314	57,295	2,997	23,507	\$196,291	\$80,786		\$115,505	\$2.02
10	264,956	12,653	141,764	\$915,920	\$373,588		\$542,332	\$2.05
619	3,569	216	925	\$12,593	\$5,032		\$7,562	\$2.12
601	18,124	998	7,669	\$65,020	\$25,555		\$39,465	\$2.18
622	4,756	316	1,378	\$18,459	\$6,706		\$11,753	\$2.47
623	6,635	356	4,034	\$25,876	\$9,355		\$16,521	\$2.49
635	2,838	273	1,759	\$17,107	\$4,002		\$13,105	\$2.54
606	56,264	3,409	27,311	\$224,464	\$79,332		\$145,133	\$2.58
4 (Weekend)	59,611	2,615	14,593	\$159,127	\$0		\$159,127	\$2.67
11	78,402	5,035	41,602	\$334,107	\$110,547		\$223,561	\$2.85
320	19,832	1,354	8,648	\$84,628	\$27,963		\$56,665	\$2.86
98X	93,590	7,077	120,214	\$596,182	\$131,961	\$161,423	\$302,798	\$3.24
15	128,343	8,449	88,817	\$599,632	\$180,963		\$418,669	\$3.26
616	4,244	353	1,996	\$21,525	\$5,985		\$15,541	\$3.66
1	88,491	7,039	53,298	\$457,105	\$124,772		\$332,333	\$3.76
311	22,232	1,707	14,861	\$114,845	\$31,348		\$83,498	\$3.76
17	58,753	4,963	38,166	\$323,505	\$82,841		\$240,664	\$4.10
625	7,054	668	3,236	\$39,671	\$9,946		\$29,725	\$4.21
609	2,175	222	979	\$12,964	\$3,067		\$9,896	\$4.55
632	2,443	249	1,113	\$14,584	\$3,445		\$11,140	\$4.56
6	106,892	9,039	98,014	\$647,653	\$150,717		\$496,935	\$4.65
608	2,949	298	1,820	\$18,470	\$4,158		\$14,312	\$4.85
21	153,242	13,555	154,970	\$987,595	\$216,072		\$771,523	\$5.03
19	37,093	3,680	33,776	\$251,123	\$52,300		\$198,822	\$5.36
321	24,098	2,339	29,855	\$176,794	\$33,979		\$142,815	\$5.93
28	77,626	7,879	98,356	\$591,026	\$109,453		\$481,573	\$6.20
6 (Weekend)	10,640	1,019	15,176	\$81,465	\$15,003		\$66,462	\$6.25
610	3,391	460	4,004	\$30,961	\$4,781		\$26,180	\$7.72
603	4,027	564	4,510	\$37,096	\$5,678		\$31,418	\$7.80
5	19,020	2,666	21,689	\$176,224	\$26,818		\$149,406	\$7.86
36	61,939	7,690	95,273	\$575,350	\$87,334		\$488,016	\$7.88
626	4,166	640	3,986	\$39,810	\$5,874		\$33,936	\$8.15
7	57,720	9,000	64,774	\$577,581	\$81,385		\$496,196	\$8.60
301	6,172	1,018	5,956	\$62,527	\$8,703		\$53,824	\$8.72
315	5,179	709	8,631	\$52,734	\$7,303		\$45,431	\$8.77
2	15,951	2,624	28,122	\$187,349	\$22,490		\$164,859	\$10.34
25	15,584	3,088	33,541	\$221,352	\$21,974		\$199,378	\$12.79
636	12,779	996	6,774	\$63,126	\$18,018		\$45,109	\$18.46





## **Fixed-Route Coordination**

There are five other public bus operators that provide service in County Connection's service area. These include: Eastern Contra Costa Transit Authority (Tri Delta), Western Contra Costa Transit Authority (WestCat), Fairfield Suisun Transit (FAST), Solano County Transit (SolTrans), and Livermore Amador Valley Transit Authority (LAVTA). Most routes share bus stops at BART stations and act as express/limited stop service from their originating communities. CCCTA works to make sure duplicate service is minimized and transfers are available.

## **Fixed-Route Fares**

No fare changes were implemented in FY 2012-13 and there are none planned until FY 2017-18.

Pass sales volume during the first half of FY 2012-13 increased by over 28% compared to the first half of FY 2011-12, with the biggest gain in the sale of the Commuter Card punch pass. The highest sales continues to be the 12-Ride punch pass, representing 65% of all pass sales.

Pass sales revenue increased by 4.5% compared to the first half of FY 2011-12. The majority of sales activity takes place at our off site outlets - 89%. Outlets receive no monetary incentive for selling County Connection bus passes. Online pass sales activity increased by 12.5% over the same period in FY 2011-12.

In FY 2013-14, County Connection is planning on restoring a previous fare policy of free mid-day service for seniors. This policy was rescinded as part of the FY 2008-09 service adjustment and fare change. However, as TDA revenues began to increase and with a regional emphasis on productivity (passengers per revenue hour), County Connection staff believes that this will increase passenger trips during a time period with historically low ridership.

Fare prices as well as the variety offered may have to be adjusted as part of the implementation of the Clipper fare medium, although implementation is not expected for several years.

The following chart shows a comparison of passengers by fare type for FY 2010-11, FY 2011-12, and FY 2012-13 as well as their percentages of total ridership for that year. Overall ridership by fare type has remained stable over the three years presented with fare share fluctuating less than 0.5% from year to year.



## Passenger by Fare Type Comparison

Fiscal Year	Adult Cash	12 Ride Punch	Commuter Cash	Youth Cash	Youth 12 Ride Punch	Senior Cash	Bus Transfer	Free	Bart Transfer	Monthly Pass	Commuter Card	Youth Monthly Pass	Senior 20 Ride Punch	Bart Plus	Senior Bart Transfer	Ace Train 92X	Bishop Ranch Pass	Chevron 91X	Galaxy 91X	Airport 91X	St Mary's Pass	JFKU Pass	Promo	TOTAL
<b>FY11</b>	<b>684,891</b>	<b>177,942</b>	<b>59,965</b>	<b>164,742</b>	<b>169,136</b>	<b>205,855</b>	<b>557,881</b>	<b>362,226</b>	<b>313,154</b>	<b>140,237</b>	<b>28,232</b>	<b>18,155</b>	<b>126,286</b>	<b>36,826</b>	<b>15,025</b>	<b>26,049</b>	<b>171,777</b>	<b>2,650</b>	<b>945</b>	<b>159</b>	<b>23,851</b>	<b>3,355</b>	<b>15,116</b>	<b>3,304,456</b>
% of Total	20.7%	5.4%	1.8%	5.0%	5.1%	6.2%	16.9%	11.0%	9.5%	4.2%	0.9%	0.5%	3.8%	1.1%	0.5%	0.8%	5.2%	0.1%	0.0%	0.0%	0.7%	0.1%	0.5%	100.0%
<b>FY12</b>	<b>656,608</b>	<b>166,955</b>	<b>58,364</b>	<b>141,229</b>	<b>159,999</b>	<b>203,681</b>	<b>527,935</b>	<b>349,229</b>	<b>295,628</b>	<b>130,208</b>	<b>29,423</b>	<b>16,086</b>	<b>120,492</b>	<b>29,573</b>	<b>15,387</b>	<b>23,424</b>	<b>190,800</b>	<b>2,815</b>	<b>649</b>	<b>124</b>	<b>32,445</b>	<b>2,846</b>	<b>16,979</b>	<b>3,170,879</b>
% of Total	20.7%	5.3%	1.8%	4.5%	5.0%	6.4%	16.6%	11.0%	9.3%	4.1%	0.9%	0.5%	3.8%	0.9%	0.5%	0.7%	6.0%	0.1%	0.0%	0.0%	1.0%	0.1%	0.5%	100.0%
<b>FY13</b>	<b>663,579</b>	<b>173,797</b>	<b>66,595</b>	<b>162,341</b>	<b>164,940</b>	<b>222,153</b>	<b>541,512</b>	<b>346,842</b>	<b>315,443</b>	<b>139,129</b>	<b>37,149</b>	<b>19,313</b>	<b>115,751</b>	<b>22,283</b>	<b>17,667</b>	<b>25,229</b>	<b>203,528</b>	<b>4,229</b>	<b>909</b>	<b>552</b>	<b>33,813</b>	<b>3,031</b>	<b>16,979</b>	<b>3,296,763</b>
% of Total	20.1%	5.3%	2.0%	4.9%	5.0%	6.7%	16.4%	10.5%	9.6%	4.2%	1.1%	0.6%	3.5%	0.7%	0.5%	0.8%	6.2%	0.1%	0.0%	0.0%	1.0%	0.1%	0.5%	100.0%

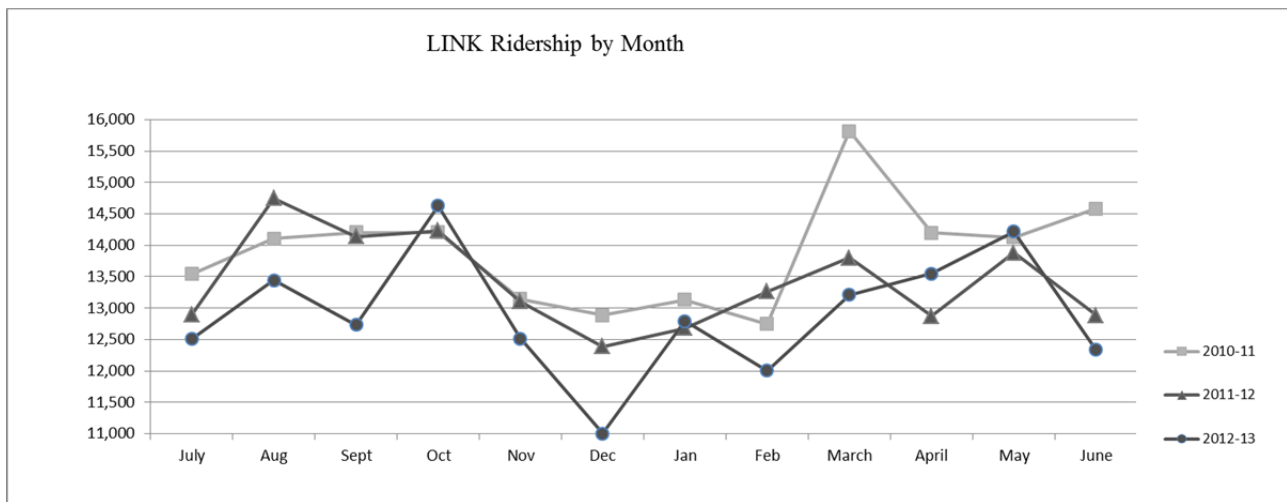
## Paratransit

### Overview

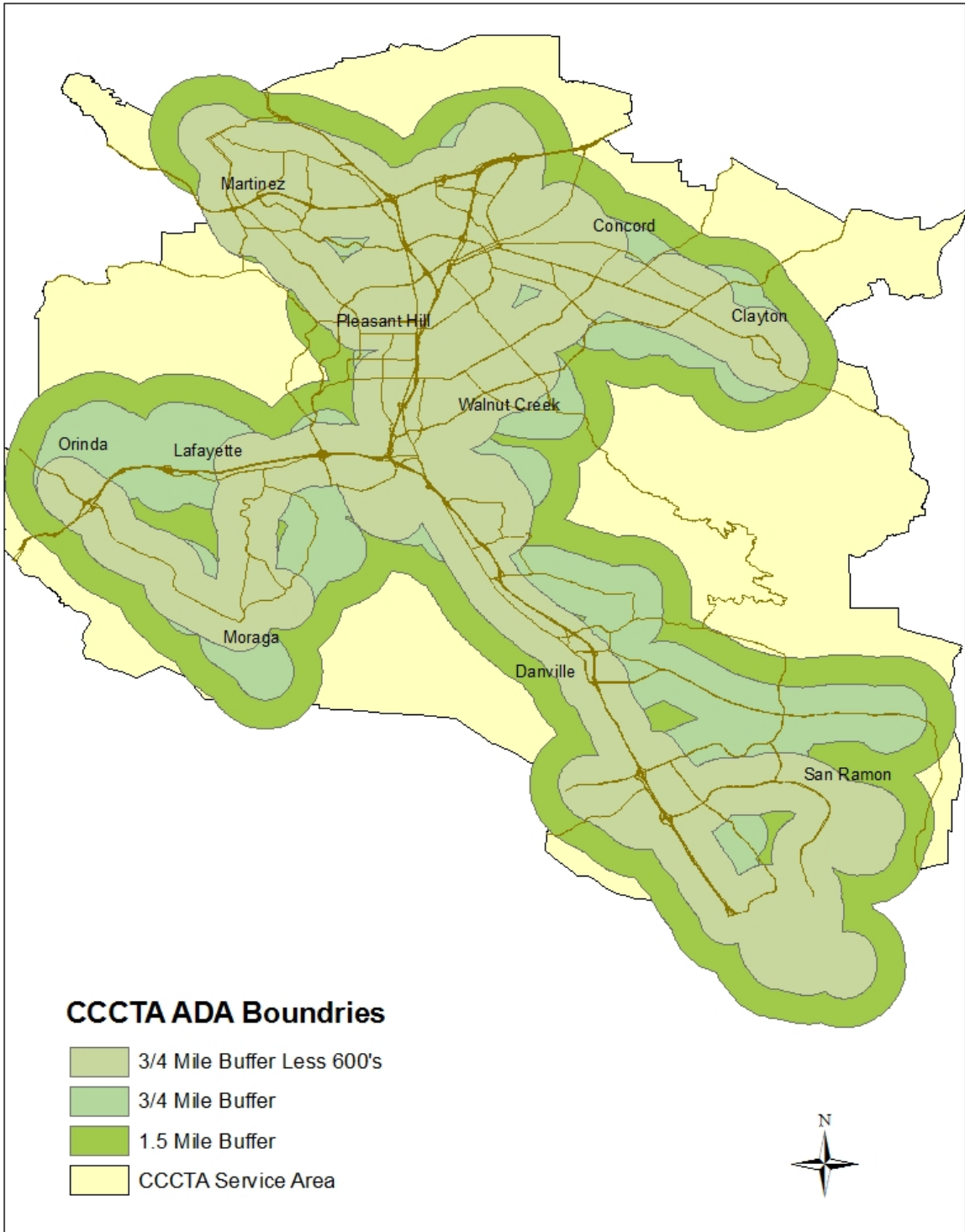
The LINK paratransit service operates door-to-door service for those unable to use the fixed route bus due to their disability.

This segment of the service is operated by First Transit. They are under contract through FY 2013-14 and the County Connection will issue a Request for Proposal in early 2014.

LINK rider eligibility is determined in accordance with the requirements of ADA paratransit service.



The service area is slightly larger than what is required by the Americans with Disability Act (ADA). It was designed to operate within 1.5 mile buffer around weekday routes and a  $\frac{3}{4}$  mile buffer around the weekend routes. The LINK service area boundary is a footprint that was created prior to the FY 2008-09 service cuts and was not reduced at the time the fixed-route service area was changed.



## **Current/Upcoming Planning Projects**

This section summarizes projects that County Connection planning staff has been involved during all or part of FY 2012-13. The projects, their goals, latest updates, and funding sources are summarized below:

Mobility Management – This project is funded with FTA New Freedom funds from FY 2007-08 and FY 2008-09. It involves conducting an inventory of existing transportation services in Contra Costa County for seniors and those with disabilities and recommends a plan for improving coordination for these groups. This plan was adopted by the County Connection Board of Directors in October 2013 and has been forwarded to the Contra Costa Transportation Authority for adoption as the County-wide plan. This is expected in early 2014.

Access Improvement Project – This project is funded with an FY 2010-11 Caltrans Planning Grant and seeks to identify projects that improve access and safety at County Connection bus stops. The project also includes the formation of a database that can track changes and amenities at bus stops. The final product will be a list of all County Connection bus stops ranked by their need for improvement and will include preliminary engineering and costs for projects to improve the top 50 stops. The final product will be used to support future capital grants.

Adaptive Service Analysis Plan – Funded with Measure J, this project identifies up to 4 sub-regions of County Connection's service area that have not responded to traditional fixed-route service. The goal is to then identify, through outreach, alternative service that would serve the specific needs of the sub-regions selected. The project will result in plan that includes specific implementation steps for each of the sub-regions to have the service type that was deemed to have the highest ridership potential. This project was adopted by County Connection's Board of Directors in November 2013.

Alamo Creek T-1 - In 2005 Contra Costa County approved an assessment fee for Alamo Creek property owners to pay for a transit benefit. The County Service Area (CSA) includes 1,074 parcels. The total fee amount generated is equal to \$349,986 per year. Because no service has been implemented, the balance in the account has accumulated and will be equal to \$1.5 million at the end of FY 2012-13. In January 2014, the County Connection is expecting to implement a demand response service for individuals traveling to and from the Alamo Creek T-1. County Connection would operate this fare-free service with all costs covered by the fees collected from homeowners.

## Chapter 5 Operating/Capital Budget

### Operations Budget Summary

- Annual Cost Growth: 3% after FY 2013-14
- Annual Revenue Growth: STA, TDA, BART Express Bus, and Measure J increase at 3% annually, other revenue remains at FY 2013-14 levels
- Fare Increases: 12% in FY 2015-16, 12% in FY 2018-19, and 12% in FY 2021-22
- FY 2013-14 TDA Balance: \$10,370,091
- FY 2022-23 TDA Balance: \$4,029,377

### Operations Budget Detail

Based on the assumptions above, County Connection will not have a negative TDA balance during this SRTP period. TDA revenues are rising and reflect a recovering economy; however, County Connection is cautious about this and is not committing to increasing service levels in any significant way during this SRTP period. This budget assumes a 3% annual growth rate after FY 2013-14 and in order to keep a positive TDA reserve, fare increase of 12% in FY 2015-16, FY 2018-19, and FY 2021-22 are proposed.

The tables below illustrate County Connection's Fixed-Route and Paratransit Operating Budget for FY 2013-14 through FY 2022-23. The fare increases in FY 2015-16, FY 2018-19, and FY 2021-22 are highlighted in orange.

The tables below also show County Connection's TDA balance for this SRTP period including and TDA funds used for the capital program.

<b>Operations Budget</b>										
<b>FY 2013-14 to 2022-23</b>										
	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>	<b>FY 17</b>	<b>FY 18</b>	<b>FY 19</b>	<b>FY 20</b>	<b>FY 21</b>	<b>FY 22</b>	<b>FY 23</b>
	projected									
<b>Fixed Route</b>										
Revenue Hours	213,624	213,624	213,624	213,624	213,624	213,624	213,624	213,624	213,624	213,624
Total Hours	242,976	242,976	242,976	242,976	242,976	242,976	242,976	242,976	242,976	242,976
Cost/Total Hour	114.38	\$117.81	\$121.34	\$124.98	\$128.73	\$132.60	\$136.57	\$140.67	\$144.89	\$149.24
Total Cost	\$27,791,000	\$28,624,730	\$29,483,472	\$30,367,976	\$31,279,015	\$32,217,386	\$33,183,907	\$34,179,425	\$35,204,807	\$36,260,952
Passengers/RHr	16	16	16	16	16	16	16	16	16	16
Passengers	3,379,226	3,379,226	3,379,226	3,379,226	3,379,226	3,379,226	3,379,226	3,379,226	3,379,226	3,379,226
Fare Revenue (incl Special)	\$4,609,352	\$4,757,341	\$5,328,222	\$5,328,222	\$5,328,222	\$5,967,609	\$5,967,609	\$5,967,609	\$6,683,722	\$6,683,722
Average Fare/Passenger	\$1.41	\$1.41	\$1.58	\$1.58	\$1.58	\$1.77	\$1.77	\$1.77	\$1.98	\$1.98
Net Operating Cost	\$23,181,648	\$23,867,389	\$24,155,250	\$25,039,754	\$25,950,793	\$26,249,777	\$27,216,299	\$28,211,816	\$28,521,085	\$29,577,230
Advertising	\$572,096	\$584,000	\$595,000	\$595,000	\$595,000	\$595,000	\$595,000	\$595,000	\$595,000	\$595,000
Investment Income	\$120,000	\$120,000	\$120,000	\$120,000	\$120,000	\$120,000	\$120,000	\$120,000	\$120,000	\$120,000
FTA Planning	\$0	\$30,000	\$0	\$30,000	\$0	\$30,000	\$0	\$30,000	\$0	\$30,000
TDA 4.0 Needed	\$15,460,347	\$15,901,175	\$15,898,938	\$16,488,070	\$17,207,277	\$17,247,773	\$18,008,952	\$18,742,550	\$18,971,661	\$19,740,641
STA (All)	\$2,149,883	\$2,214,379	\$2,280,811	\$2,349,235	\$2,419,712	\$2,492,304	\$2,567,073	\$2,644,085	\$2,723,407	\$2,805,110
Measure J	\$3,965,868	\$4,084,844	\$4,207,389	\$4,333,611	\$4,463,619	\$4,597,528	\$4,735,454	\$4,877,517	\$5,023,843	\$5,174,558
BART Express Bus	\$651,196	\$670,732	\$690,854	\$711,579	\$732,927	\$754,915	\$777,562	\$800,889	\$824,916	\$849,663
Dougherty Valley	\$0	\$0	\$100,000	\$150,000	\$150,000	\$150,000	\$150,000	\$139,517	\$0	\$0
TSGP	\$116,919	\$116,919	\$116,919	\$116,919	\$116,919	\$116,919	\$116,919	\$116,919	\$116,919	\$116,919
RM2/Express Bus	\$145,339	\$145,339	\$145,339	\$145,339	\$145,339	\$145,339	\$145,339	\$145,339	\$145,339	\$145,339
<b>Fixed-Route Revenue</b>	<b>\$27,791,000</b>	<b>\$28,624,730</b>	<b>\$29,483,472</b>	<b>\$30,367,976</b>	<b>\$31,279,015</b>	<b>\$32,217,386</b>	<b>\$33,183,907</b>	<b>\$34,179,425</b>	<b>\$35,204,807</b>	<b>\$36,260,952</b>

<b>Operations Budget</b>										
<b>FY 2013-14 to 2022-23</b>										
	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>	<b>FY 17</b>	<b>FY 18</b>	<b>FY 19</b>	<b>FY 20</b>	<b>FY 21</b>	<b>FY 22</b>	<b>FY 23</b>
	projected									
<b>Paratransit</b>										
Revenue Hours	74,400	74,400	74,400	74,400	74,400	74,400	74,400	74,400	74,400	74,400
Total Hours	92,400	92,400	92,400	92,400	92,400	92,400	92,400	92,400	92,400	92,400
Cost/Total Hour	\$58.03	\$59.78	\$61.57	\$63.42	\$65.32	\$67.28	\$69.30	\$71.37	\$73.52	\$75.72
Total Cost	\$5,256,000	\$5,523,234	\$5,688,931	\$5,859,599	\$6,035,387	\$6,216,449	\$6,402,942	\$6,595,030	\$6,792,881	\$6,996,668
Passengers/RHr	2.08	2.08	2.08	2.08	2.08	2.08	2.08	2.08	2.08	2.08
Passengers	154,752	154,752	154,752	154,752	154,752	154,752	154,752	154,752	154,752	154,752
Fare Revenue	\$583,000	\$613,395	\$687,002	\$687,002	\$687,002	\$769,443	\$769,443	\$769,443	\$861,776	\$861,776
Average Fare/Passenger	\$3.96	\$3.96	\$4.44	\$4.44	\$4.44	\$4.97	\$4.97	\$4.97	\$5.57	\$5.57
Net Operating Cost	\$4,673,000	\$4,909,839	\$5,001,929	\$5,172,597	\$5,348,385	\$5,447,006	\$5,633,499	\$5,825,588	\$5,931,105	\$6,134,892
Advertising + Interest	\$0	\$16,000	\$16,000	\$16,000	\$16,000	\$16,000	\$16,000	\$16,000	\$16,000	\$16,000
5307 ADA Set-Aside	\$1,416,000	\$951,000	\$704,000	\$725,120	\$746,874	\$769,280	\$792,358	\$816,129	\$840,613	\$865,831
TDA 4.5	\$858,430	\$766,000	\$788,980	\$812,649	\$837,029	\$862,140	\$888,004	\$914,644	\$942,083	\$970,346
TDA 4.0	\$0	\$535,876	\$772,757	\$817,030	\$862,631	\$827,160	\$875,538	\$925,367	\$884,358	\$937,222
STA (All)	\$916,000	\$1,114,000	\$1,147,420	\$1,181,843	\$1,217,298	\$1,253,817	\$1,291,431	\$1,330,174	\$1,370,079	\$1,411,182
Measure J	\$1,308,488	\$1,347,743	\$1,388,175	\$1,429,820	\$1,472,715	\$1,516,896	\$1,562,403	\$1,609,275	\$1,657,553	\$1,707,280
BART ADA (3% growth)	\$174,000	\$179,220	\$184,597	\$190,134	\$195,839	\$201,714	\$207,765	\$213,998	\$220,418	\$227,031
<b>Paratransit Revenue</b>	<b>\$5,255,918</b>	<b>\$5,523,234</b>	<b>\$5,688,931</b>	<b>\$5,859,599</b>	<b>\$6,035,387</b>	<b>\$6,216,449</b>	<b>\$6,402,942</b>	<b>\$6,595,030</b>	<b>\$6,792,881</b>	<b>\$6,996,668</b>

<b>Operations Budget with Capital - TDA Reserve</b>										
	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>	<b>FY 17</b>	<b>FY 18</b>	<b>FY 19</b>	<b>FY 20</b>	<b>FY 21</b>	<b>FY 22</b>	<b>FY 23</b>
Beginning Balance	\$12,421,000	\$10,370,091	\$9,478,089	\$6,797,053	\$6,693,222	\$6,431,068	\$6,681,600	\$6,505,367	\$6,383,415	\$4,381,921
TDA 4.0 Allocation	\$15,368,645	\$16,440,852	\$17,145,072	\$17,659,424	\$18,189,207	\$18,734,883	\$19,296,930	\$19,875,838	\$20,472,113	\$21,086,276
<b>TDA 4.0 Needed</b>										
Fixed Route Operations	\$15,460,347	\$15,901,175	\$15,898,938	\$16,488,070	\$17,207,277	\$17,247,773	\$18,008,952	\$18,742,550	\$18,971,661	\$19,740,641
Paratransit Operations	\$0	\$535,876	\$772,757	\$817,030	\$862,631	\$827,160	\$875,538	\$925,367	\$884,358	\$937,222
TDA for Capital	\$1,959,207	\$895,802	\$3,154,413	\$458,156	\$381,454	\$409,419	\$588,674	\$329,873	\$2,617,588	\$760,957
<b>Ending Operating Balance</b>	<b>\$10,370,091</b>	<b>\$9,478,089</b>	<b>\$6,797,053</b>	<b>\$6,693,222</b>	<b>\$6,431,068</b>	<b>\$6,681,600</b>	<b>\$6,505,367</b>	<b>\$6,383,415</b>	<b>\$4,381,921</b>	<b>\$4,029,377</b>

## Capital Plan

This Capital Improvement Plan identifies projects necessary to maintain and improve County Connection's fleet and facilities to ensure that the Authority can provide quality transit service.

Capital projects included involve replacement of rolling stock and support vehicles, facility improvements, security projects, and bus stop improvements. The tables include shows the breakdown and replacement plan of County Connection's fixed-route, paratransit, and non-revenue fleet, and a summary of the costs and revenues for this 10-year capital program.

<b>Capital Program</b>							
<b>Revenue Fleet - Fixed Route</b>							
#	Description	Series	Year in Service	MTC's Useful Life	Replacement Year	Next Replacement	
19	Heavy Duty bus - 40'	500-518	2002	12	2014	2026	
14	Heavy Duty bus - 40'	200-213	2002	12	2014	2026	
13	Heavy Duty bus - 35'	400-412	2002	12	2015	2027	
18	Heavy Duty bus - 30'	300-317	2002	12	2015	2027	
40	Heavy Duty bus - 40'	900-940	2010	12	2022	2034	
10	Heavy Duty bus - 40'	2000-2009	2012	12	2024	2036	
7	Heavy Duty bus - 30'	100-106	2013	12	2025	2037	
121							
<b>Revenue Fleet - Paratransit</b>							
#	Description	Series	Year in Service	MTC's Useful Life	Replacement Year	Next Replacement	
3	Ford Cutaways - 22'	9L01-03	2008	7	2015	2022	
38	Ford Cutaways - 22'	11L01-38	2012	5	2017	2022	
4	Ford Cutaways - 24'	11L39-42	2012	5	2017	2022	
4	Ford Minivan	4L05-8	2012	6	2018	2024	
6	Ford Cutaways - 22'	5L01-6	2013	5	2018	2023	
3	Chevy Microvan	7L01-03	2013	6	2019	2025	
1	Ford Minivan	7L04	2013	6	2019	2025	
4	Ford Cutaways - 22'	4L01-4	2012	7	2019	2026	
63							



<b>Fixed Route Fleet</b>											
#	Description	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
19	Heavy Duty bus - 40'	19									
14	Heavy Duty bus - 40'	14									
9	Heavy Duty bus - 35'		9								
4	Electric Trolley - 35'		4								
18	Heavy Duty bus - 30'		18								
40	Heavy Duty bus - 40'									40	
10	Heavy Duty bus - 40'										
7	Heavy Duty bus - 30'										
	Sub Total 40' Foot	33								40	
	Sub Total 35'		9								
	Sub Total Electric Trolley 35'		4								
	Sub Total 30'		18								
	<b>Grand Total</b>	<b>33</b>	<b>31</b>							<b>40</b>	
<b>Paratransit Fleet</b>											
		<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>	<b>FY 17</b>	<b>FY 18</b>	<b>FY 19</b>	<b>FY 20</b>	<b>FY 21</b>	<b>FY 22</b>	<b>FY 23</b>
3	Ford Cutaways - 22'		3								3
38	Ford Cutaways - 22'				38						38
4	Ford Cutaways - 24'				4						4
4	Ford Minivan					4					
6	Ford Cutaways - 22'					6					6
3	Chevy Microvan						3				
1	Ford Minivan						1				
4	Ford Cutaways - 22'						4				
	Total under 26'		3		42	6	4			45	6
	Total under 22'					4	4				
	<b>Grand Total</b>		<b>3</b>		<b>42</b>	<b>10</b>	<b>8</b>			<b>45</b>	<b>6</b>

	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
<b>MTC's Price 13-14</b>										
Transit Bus 40' Diesel	\$544,000	\$554,880	\$565,978	\$577,297	\$588,843	\$600,620	\$612,632	\$624,885	\$637,383	\$650,130
Federal	\$438,584	\$447,344	\$456,291	\$465,417	\$474,725	\$484,220	\$493,904	\$503,782	\$513,858	\$524,135
Local	\$105,416	\$107,536	\$109,686	\$111,880	\$114,118	\$116,400	\$118,728	\$121,103	\$123,525	\$125,995
Transit Bus 35' Diesel	\$527,000	\$537,540	\$548,291	\$559,257	\$570,442	\$581,851	\$593,488	\$605,357	\$617,464	\$629,814
Federal	\$424,960	\$433,472	\$442,142	\$450,985	\$460,004	\$469,204	\$478,588	\$488,160	\$497,923	\$507,882
Local	\$102,040	\$104,068	\$106,149	\$108,272	\$110,438	\$112,646	\$114,899	\$117,197	\$119,541	\$121,932
Transit Bus 30' Diesel	\$513,000	\$523,260	\$533,725	\$544,400	\$555,288	\$566,393	\$577,721	\$589,276	\$601,061	\$613,082
Federal	\$413,763	\$422,062	\$430,503	\$439,113	\$447,895	\$456,853	\$465,990	\$475,310	\$484,816	\$494,512
Local	\$99,237	\$101,198	\$103,222	\$105,287	\$107,393	\$109,540	\$111,731	\$113,966	\$116,245	\$118,570
Electric Trolley Bus 35'	\$1,350,000	\$1,377,000	\$1,404,540	\$1,432,631	\$1,461,283	\$1,490,509	\$1,520,319	\$1,550,726	\$1,581,740	\$1,613,375
Federal	\$1,080,000	\$1,101,600	\$1,123,632	\$1,146,105	\$1,169,027	\$1,192,407	\$1,216,255	\$1,240,581	\$1,265,392	\$1,290,700
Local	\$270,000	\$275,400	\$280,908	\$286,526	\$292,257	\$298,102	\$304,064	\$310,145	\$316,348	\$322,675
Cut-Away/Van Under 26', 5-Year, Gas	\$83,640	\$85,313	\$87,019	\$88,759	\$90,535	\$92,345	\$94,192	\$96,076	\$97,998	\$99,958
Federal	\$68,267	\$69,632	\$71,025	\$72,445	\$73,894	\$75,372	\$76,880	\$78,417	\$79,986	\$81,585
Local	\$15,373	\$15,680	\$15,994	\$16,314	\$16,640	\$16,973	\$17,313	\$17,659	\$18,012	\$18,372
Cut-Away under 26', 7 year, Gas	\$117,300	\$119,646	\$122,039	\$124,480	\$126,969	\$129,509	\$132,099	\$134,741	\$137,436	\$140,184
Federal	\$97,359	\$99,306	\$101,292	\$103,318	\$105,385	\$107,492	\$109,642	\$111,835	\$114,072	\$116,353
Local	\$19,941	\$20,340	\$20,747	\$21,162	\$21,585	\$22,016	\$22,457	\$22,906	\$23,364	\$23,831
Minivan Under 22'	\$55,080	\$56,182	\$57,305	\$58,451	\$59,620	\$60,813	\$62,029	\$63,270	\$64,535	\$65,826
Federal	\$45,959	\$46,878	\$47,815	\$48,772	\$49,747	\$50,742	\$51,757	\$52,792	\$53,848	\$54,925
Local	\$9,121	\$9,304	\$9,490	\$9,680	\$9,873	\$10,071	\$10,272	\$10,477	\$10,687	\$10,901
<b>Revenue Fleet</b>										
	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
Fixed Route	\$17,952,000	\$19,764,540							\$25,495,308	
Federal	\$14,480,083	\$15,904,758							\$20,564,516	
Local	\$3,471,917	\$3,859,782							\$4,930,793	
	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
Paratransit		\$358,938		\$3,727,896	\$781,689	\$761,286			\$4,528,206	\$599,745
Federal		\$297,919		\$3,094,154	\$648,802	\$631,867			\$3,758,411	\$497,789
Local		\$61,019		\$633,742	\$132,887	\$129,419			\$769,795	\$101,957
	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
Total Replacement Capital	\$17,952,000	\$20,123,478		\$3,727,896	\$781,689	\$761,286			\$30,023,514	\$599,745
Federal	\$14,480,083	\$16,202,676		\$3,094,154	\$648,802	\$631,867			\$24,322,926	\$497,789
Local	\$3,471,917	\$3,920,802		\$633,742	\$132,887	\$129,419			\$5,700,588	\$101,957

Non Revenue Fleet		Year in Service	Useful Life	Replacement Year	Next Replacement
<b>Cars and Supervisor Vans</b>					
1	Ford Truck	1995	7	2016	2023
3	Ford Escape Hybrid	2010	7	2017	2024
1	Ford Station Wagon	2000	7	2016	2023
2	Ford Fusion Hybrid	2013	7	2020	2027
1	Pontiac Sedan	2006	7	2013	2020
1	Ford 1/2 ton gas Van	2003	7	2010	2017
2	Chevy uplander Van	2006	7	2014	2021
<b>Shop Trucks</b>					
1	Ford F-350 Flat Bed	2011	7	2018	2025
2	Ford F-250	2006	7	2013	2020
1	Ford cargo van gas	2006	7	2013	2020
15					

Non Revenue Fleet		FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	Total
	Cars			2	3			3			2	10
	Vans	2			1				2			5
	Trucks					1		3				4
Price	Car	\$31,300	\$32,239	\$33,207	\$34,203	\$35,229	\$36,286	\$37,374	\$38,496	\$39,650	\$40,840	\$358,824
	Van	\$55,645	\$57,315	\$59,034	\$60,805	\$62,629	\$64,508	\$66,443	\$68,437	\$70,490	\$72,604	\$637,909
	Truck	\$63,814	\$67,005	\$70,355	\$73,873	\$77,566	\$81,445	\$85,517	\$89,793	\$94,282	\$98,997	\$802,647
Total Cost	Cars			\$66,413	\$102,608			\$112,123			\$81,679.85	\$362,824
	Vans	\$111,290			\$60,805				\$136,873			\$308,968
	Trucks					\$77,566		\$256,551				\$334,117
	Total	\$111,290		\$66,413	\$163,413	\$77,566		\$368,674	\$136,873			\$924,230

<b>CAPITAL PROGRAM - COST SUMMARY</b>											
<b>Non Vehicle Capital Projects</b>	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>	<b>FY 17</b>	<b>FY 18</b>	<b>FY 19</b>	<b>FY 20</b>	<b>FY 21</b>	<b>FY 22</b>	<b>FY 23</b>	<b>Total</b>
Facility Equipment (furniture, office equip., IT projects)	\$365,000	\$378,000	\$366,000	\$130,000	\$203,000	\$135,000	\$155,000	\$135,000	\$165,000	\$155,000	\$2,187,000
Maintenance Tools and Equipment	\$120,000	\$220,000	\$257,000	\$165,000	\$100,000	\$275,000	\$65,000	\$50,000	\$50,000	\$50,000	\$1,352,000
Facility Maintenance	\$855,000	\$1,115,000	\$2,465,000					\$8,000		\$500,000	\$4,943,000
Signage and Street Amenities		\$500,000				\$500,000				\$500,000	\$1,500,000
<b>Non Vehicle Project Total</b>	<b>\$1,340,000</b>	<b>\$2,213,000</b>	<b>\$3,088,000</b>	<b>\$295,000</b>	<b>\$303,000</b>	<b>\$910,000</b>	<b>\$220,000</b>	<b>\$193,000</b>	<b>\$215,000</b>	<b>\$1,205,000</b>	<b>\$9,982,000</b>
<b>Non Revenue Fleet</b>	\$111,290		\$66,413	\$163,413	\$77,566		\$368,674	\$136,873			\$924,230
<b>Revenue Fleet</b>	\$17,952,000	\$20,123,478		\$3,727,896	\$781,689	\$761,286			\$30,023,514	\$599,745	\$73,969,608
<b>Grand Total Capital</b>	<b>\$19,403,290</b>	<b>\$22,336,478</b>	<b>\$3,154,413</b>	<b>\$4,186,310</b>	<b>\$1,162,256</b>	<b>\$1,671,286</b>	<b>\$588,674</b>	<b>\$329,873</b>	<b>\$30,238,514</b>	<b>\$1,804,745</b>	<b>\$84,875,839</b>

<b>CAPITAL PROGRAM - REVENUE SUMMARY</b>											
	<b>FY 14</b>	<b>FY 15</b>	<b>FY 16</b>	<b>FY 17</b>	<b>FY 18</b>	<b>FY 19</b>	<b>FY 20</b>	<b>FY 21</b>	<b>FY 22</b>	<b>FY 23</b>	<b>Total</b>
<b>Total Capital Program Cost</b>	<b>\$19,403,290</b>	<b>\$22,336,478</b>	<b>\$3,154,413</b>	<b>\$4,186,310</b>	<b>\$1,162,256</b>	<b>\$1,671,286</b>	<b>\$588,674</b>	<b>\$329,873</b>	<b>\$30,238,514</b>	<b>\$1,804,745</b>	<b>\$84,875,839</b>
<b>Capital Funding</b>											
Federal 5307 - Replacement Vehicle	\$14,480,083	\$16,202,676		\$3,094,154	\$648,802	\$631,867			\$24,322,926	\$497,789	\$59,878,297
TDA - Capital	\$1,959,207	\$895,802	\$3,154,413	\$458,156	\$381,454	\$409,419	\$588,674	\$329,873	\$2,617,588	\$760,957	\$11,555,541
Prop 1B - PTMISEA	\$1,576,000	\$3,182,000		\$346,000	\$72,000	\$71,000			\$977,000		\$6,224,000
Bridge Toll	\$1,388,000	\$1,556,000		\$288,000	\$60,000	\$59,000			\$2,321,000	\$46,000	\$5,718,000
Access Improvement Grants		\$500,000				\$500,000				\$500,000	\$1,500,000
<b>Capital Funding Estimate</b>	<b>\$19,403,290</b>	<b>\$22,336,478</b>	<b>\$3,154,413</b>	<b>\$4,186,310</b>	<b>\$1,162,256</b>	<b>\$1,671,286</b>	<b>\$588,674</b>	<b>\$329,873</b>	<b>\$30,238,514</b>	<b>\$1,804,745</b>	<b>\$84,875,839</b>

Capital Vision List:

As part of the FY 2013-14 SRTP Capital Plan, staff has included the following unfunded “vision projects” as a commitment to ensure that County Connection remains in a state of good repair while maneuvering itself to meet the growing needs of a diversifying population. These projects remain largely unfunded but with the current economic uncertainty staff believes it is important to have bold yet necessary projects on hand should funding become available.

Project Title	Project Description	Project Status
Solar Project	Install solar panels at CCCTA headquarters to offset energy usage and reduce greenhouse gas emissions	Initial Study Complete; Construction unfunded
Bus Stop Improvement	Implement the recommendations from CCCTA's Access Improvement Project	Study Underway
Parking Lot Expansion	Expand CCCTA's existing visitor/parking lot capacity	Unfunded
On-Site Gas Fueling Station	Purchase and install a gas fueling station for use by LINK vans that currently have to be fueled offsite	Unfunded
Replace High Mast Lighting	Replace the high mast lighting and towers above CCCTA's bus yard with high efficiency LED lighting	Unfunded
Facility Upgrade	Purchase and install an additional bus wash and upgrade water reclamation treatment systems	Unfunded

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

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

To: MP&L Committee

Date: February 26, 2014

From: Kristina Vassallo, Civil Rights Administrator

Reviewed by:

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**SUBJECT:** 2014 State Legislative Update

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### **Background:**

The development of legislative proposals has begun and is being considered for new Legislature. While additional positions may be considered as updates become available, below is a summary of those that County Connection intends to take interest in.

#### AB 1720

In 2011, several transit agencies were found in violation of the State's bus axle weight limit, which is currently set at a gross weight of 20,500 lbs./axle. Debate and discussion have risen since the law on weight limit is outdated and doesn't account for much of the equipment and accessibility features many buses include in present day. In 2013, a temporary exemption was put into place that provided relief to agencies who procured buses through 2014. Beginning January 1, 2015, the 20,500 lbs./axle weight limit would be reinstated.

The California Transit Association (CTA) is the Sponsor of AB 1720 and predicts that transit buses procured in 2015 will nevertheless, exceed the current bus weight limit. In order to provide an in depth study, allow an ample time for response, and to offer a long term solution, AB 1720 proposes to extend the exemption period until January 1, 2016.

#### AB 2445

Current law states that a district, in relation to community colleges, is prohibited from entering into a contract for transportation services by a transit system and funded by a fee for transportation services, unless approved by a majority of students within that district. AB 2445 intends to amend current law by allowing students to vote by campus. Therefore, entrance into a contract (as approved by the students in an electoral vote) will be authorized based upon the campus and not the district in its entirety.

### **Action Requested:**

Staff respectfully wishes the MP&L Committee to support and recommend to the full Board the following:

- AB 1720
- AB 2445, in concept, and seek amendments which allow Community College parking fees to subsidize transit fares on behalf of their students and faculty.



To: Marketing, Planning, & Legislative Committee

Date: February 26, 2014

From: Mary Burdick, Sr. Manager of Marketing

Reviewed by:

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### **SUBJECT: Mid Year Customer Service Reports**

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#### **Summary of Issues:**

The Senior Manager of Marketing monitors monthly pass sales and customer service telephone statistics to measure the effectiveness and quality of service.

- Pass sales *volume* during the first half of FY2014 decreased slightly (.03%) compared to the first half of FY2013. The highest selling fare instrument continues to be the 12-Ride punch pass, which represents 63% of all pass sales. Pass sales *revenue* decreases slightly (.01%) compared to the first half of FY2013.
- The majority of sales activity takes place at our off site outlets - 86%. Outlets receive no monetary incentive for selling CCCTA bus passes, so making sure the outlets are well served and recognized for their community service is important. On line pass sales activity increased by 16% and purchases through mail increased by 23% over the same period in FY2013.
- Telephone call volume has remained fairly stable and call standards are being met.

#### **Recommendation:**

This is presented for information and review only.

**Pass Sales by Fare Instrument FY 2014 Mid Year**

FY13	Multiple Ride Fare Media and Revenue								Multiple Ride Passes	Total Revenue Multi Ride
	Monthly Monthly	Monthly Express	12-Ride Punch	12-Ride Express	Senior Disabled 20 Ride	Commuter Card	Summer Youth			
July	310	21	1,295	10	821	107	245	2,809	\$66,465	
August	241	19	977	15	590	120	600	2,562	\$58,340	
Sept.	221	29	4,668	20	666	126	346	6,076	\$130,055	
Oct.	321	17	2,664	14	895	155	327	4,393	\$97,516	
Nov.	201	30	3,585	13	387	161	6	4,383	\$98,444	
Dec.	370	17	2,365	11	763	88	0	3,614	\$85,913	
<b>Total</b>	<b>1,664</b>	<b>133</b>	<b>15,554</b>	<b>83</b>	<b>4,122</b>	<b>757</b>	<b>1,524</b>	<b>23,837</b>	<b>\$536,733</b>	

Other Media and Total Deposit			
Single Ride Tickets*	Single Ride Revenue	RTC Cash	Monthly Deposit
1,302	\$2,604	\$113	\$69,182
400	\$800	\$79	\$59,219
3,130	\$6,260	\$245	\$136,560
500	\$1,000	\$88	\$98,604
1,100	\$2,200	\$199	\$100,843
2,740	\$5,480	\$46	\$91,439
<b>9,172</b>	<b>\$18,344</b>	<b>\$770</b>	<b>\$555,847</b>

## Pass Sales Revenue By Source Location

<b>FY2013</b>	<b>Offsite*</b>	<b>Mail</b>	<b>On Line</b>	<b>Total</b>	<b>ID Cards</b>
July	\$60,771	\$3,799	\$4,612	\$69,182	35
August	\$50,179	\$1,220	\$7,820	\$59,219	25
September	\$122,123	\$6,200	\$8,237	\$136,560	69
October	\$86,687	\$2,140	\$9,777	\$98,604	28
November	\$90,819	\$2,860	\$7,164	\$100,843	63
December	\$81,396	\$4,430	\$5,613	\$91,439	14
<b>Total</b>	<b>\$491,975</b>	<b>\$20,649</b>	<b>\$43,223</b>	<b>\$555,847</b>	<b>234</b>

\*Inc RTC & Ret. Check Deposits

<b>FY2014</b>	<b>Offsite*</b>	<b>Mail</b>	<b>On Line</b>	<b>Total</b>	<b>ID Cards</b>
July	\$50,595	\$4,130	\$5,124	\$59,849	46
August	\$30,519	\$6,805	\$10,538	\$47,862	41
September	\$96,614	\$4,891	\$9,831	\$111,336	81
October	\$116,386	\$5,880	\$9,889	\$132,155	42
November	\$91,006	\$1,010	\$7,753	\$99,769	26
December	\$92,225	\$2,755	\$7,019	\$101,999	28
<b>Total</b>	<b>\$477,345</b>	<b>\$25,471</b>	<b>\$50,154</b>	<b>\$552,970</b>	<b>264</b>

\*Inc RTC & Ret. Check Deposits

**Customer Service Telephone Statistics**

Goal: 92% answered, and 75% ans. w/l :30

<b>FY2013</b>		
<b>July Calls 6292</b>		
Answered	5,922	94.1%
Ans. W/l :30	5,419	86.1%
Ans after :30	503	8.0%
Dropped	370	5.9%
<hr/>		
<b>August 7,891</b>		
Answered	7,259	92.0%
Ans. W/l :30	6,461	81.9%
Ans after :30	798	10.1%
Dropped	632	8.0%
<hr/>		
<b>September 6,769</b>		
Answered	6,201	91.6%
Ans. W/l :30	5,459	80.6%
Ans after :30	742	11.0%
Dropped	568	8.4%
<hr/>		
<b>October 7,088</b>		
Answered	6,611	93.3%
Ans. W/l :30	5,983	84.4%
Ans after :30	628	8.9%
Dropped	477	6.7%
<hr/>		
<b>November 6,551</b>		
Answered	6,215	94.9%
Ans. W/l :30	5,739	87.6%
Ans after :30	476	7.3%
Dropped	336	5.1%
<hr/>		
<b>December 6,271</b>		
Answered	5,945	94.8%
Ans. W/l :30	5,495	87.6%
Ans after :30	450	7.2%
Dropped	326	5.2%

Calls Generating:  
 CSF Complaint - 190  
 Commendations - 24

<b>TotalYTD</b>		
Calls	40,862	
Answered	38,153	93.4%
Ans. W/l :30	34,556	84.6%
Ans. After :30	3,597	8.8%
Dropped	2,709	6.6%

<b>FY2014</b>		
<b>July Calls 7306</b>		
Answered	6,571	89.9%
Ans. W/l :30	5,504	75.3%
Ans after :30	1,067	14.6%
Dropped	735	10.1%
<hr/>		
<b>August 7,057</b>		
Answered	6,507	92.2%
Ans. W/l :30	5,758	81.6%
Ans after :30	749	10.6%
Dropped	550	7.8%
<hr/>		
<b>September 6,368</b>		
Answered	5,873	92.2%
Ans. W/l :30	5,113	80.3%
Ans after :30	760	11.9%
Dropped	495	7.8%
<hr/>		
<b>October 7,240</b>		
Answered	6,703	92.6%
Ans. W/l :30	5,528	76.4%
Ans after :30	1,175	16.2%
Dropped	537	7.4%
<hr/>		
<b>November 5,703</b>		
Answered	5,337	93.6%
Ans. W/l :30	4,894	85.8%
Ans after :30	443	7.8%
Dropped	366	6.4%
<hr/>		
<b>December 5,832</b>		
Answered	5,294	90.8%
Ans. W/l :30	4,661	79.9%
Ans after :30	633	10.9%
Dropped	538	9.2%

Calls Generating:  
 CSF Complaint - 210  
 Commendations - 27

<b>TotalYTD</b>		
Calls	39,506	
Answered	36,285	91.8%
Ans. W/l :30	31,458	79.6%
Ans. After :30	4,827	12.2%
Dropped	3,221	8.2%

To: Marketing, Planning, & Legislative Committee

Date: February 26, 2014

From: Mary Burdick, Sr. Manager of Marketing

Reviewed by:

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### **SUBJECT: Community Events**

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#### **Summary of Issues:**

County Connection marketing staff continues to participate in select community and business events, and to coordinate Class Pass field trips for schools with service along fixed-routes.

#### **School & Community Events:**

- Friday, February 7 – Woodside Elementary – Concord - Large Group Plan 9 students/4 adults (special needs group)
- Wednesday, February 19 – Bayhill High School – Oakland – Large Group Plan 14 students/2 adults
- Thursday, March 13 – Walnut Ave Community Christian Preschool – Walnut Creek – 25 students/12 adults
- Friday, March 14 – Walnut Ave Community Christian Preschool – Walnut Creek – 25 students/12 adults
- Monday, March 17 – Public Hearing in Martinez - proposed service changes
- Thursday, March 20 – Public hearing in Walnut Creek – proposed service changes
- Friday, March 21 – Senior Expo – Crowne Plaza, Concord

#### **Recommendation:**

For information only

#### **Financial Implications:**

Any costs associated with events are included in the Promotions budget.