

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, September 9, 2014
2:00 p.m.**

**CCCTA Paratransit Facility
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, 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. Call to Order – Roll Call
2. Agenda Approval
3. New Member Introductions
4. Approval of Minutes of July 8, 2014*
5. Public Comment
6. 2013-14 Short Range Transit Plan-Final Draft*
7. Cap and Trade Program Update – Verbal Report
8. ADA – Monthly Reports
 - a. ADA Certification and Recertification Report*
 - b. LINK Monthly Operating Reports – June/July 2014*
9. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – June/July 2014*
 - b. Driver Appreciation Winners – July – Lisa Wilson-Cash, August – Jason Savage
 - c. Website User Information – July/August 2014*
 - d. Customer Service Report*

*Enclosure

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

10. Committee Member Communications

a. Representation and Attendance Log

11. Adjournment – Next Meeting – September 8, 2014

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 Board Clerk, Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or 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, September 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	TBA, 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, September 9, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, September 4, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	Wednesday, September 10, Pleasant Hill City Office, Community Room

The above meeting schedules are subject to change. Please check the 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 Administrative Offices, 2477 Arnold Industrial Way, Concord, California

Advisory Committee Members – August 2014

Clayton	Vacant	
Concord	Eileen Vonk 162 Leonard Drive Concord, CA 94518-1241 (925)349-0229 eileen49er@aol.com	Term Expires 12/2015
CCCounty	Vacant	
Danville	Vacant	
Lafayette	Vacant	
Martinez	Cary Kennerley 257 Blue Ridge Dr. Martinez, CA 94553 (925) 933-7288 – home (925) 408-6884 - cell Cary.Kennerley@yahoo.com	Term Expires 10/14
Moraga	Vacant	
Orinda	David Libby 148 Ivy Dr. Orinda, CA 94563 (925) 247-0630 – home (415) 518-6611 – cell davidlibby@gmail.com	Term expires 2/14
Pleasant Hill	David Loyd 225 Rainbow Lane Pleasant Hill, CA 94523 <u>Mailed C/O</u> Alive Program 2151 Salvio St. Suite V Concord, CA 94520 Phone # (925) 933-1578 Mobile # (925) 212-2425	Term expires 06/14

San Ramon

Randy Pedersoli
2018 Mornington Lane
San Ramon, CA 94582
(415) 894-8182 - work
(408) 300-4366 – cell
Randy.pedersoli@ey.com

Term expires 8/16

Walnut Creek

Jeremy Weinstein
2308 Chesterton Dr.
Walnut Creek, CA 94596
Phone# - (925) 946-1434
Mobile# - (925) 943-3103
jweinstein@prodigy.net

Term expires 02/16

County Connection

Advisory Committee

Summary Minutes

Meeting of July 8, 2014

The meeting was called to order at 2:00 PM.
Members present were: David Loyd
Staff present: Mary Burdick

Approval of Agenda

The agenda was approved.

Approval of the Minutes of March 7, 2014

The minutes were approved.

Public Comment

There was no public comment.

FY2015 Marketing-Faces of County Connection

Mary Burdick brought layouts and print materials for the FACES of County Connection campaign that will highlight employees and riders in 2015. The campaign is promoted using exterior and interior ad space, its own web page, social media and with print flyers available on the bus and at community events.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for May and June 2014 were reviewed.
- B. LINK monthly operating reports for April and May 2014 were reviewed.
- C. Ramp events recorded on the fixed-route system for April and May 2014 were reviewed.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for April and May 2014 were reviewed. Average weekday riders remain relatively stable over previous month/year ridership.
- B. Driver Appreciation Winners –Sophia Morris was the winner in June.
- C. CCCTA Website User Information - Staff provided website user statistics for May and June 2014.

Adjournment

The meeting was adjourned at 2:50 PM.

The next meeting is scheduled for Tuesday, August 9, 2014.

Mary Burdick, Manager of Customer Service

Date

To: Advisory Committee

Date: September 2, 2014

From: Laramie Bowron, Manager of Planning

Reviewed by:

Subject: FY2013-14 Short Range Transit Plan – Final Draft

Background:

The first draft of the FY 2013-14 Short Range Transit Plan (SRTP) was presented to the Marketing, Planning, and Legislative Committee at their February 2014 meeting. 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.

This draft uses updated fund estimates from the Metropolitan Transportation Commission (MTC) and 2015 budget data from the Finance department. As a result of lower costs and higher revenue assumptions, a service cut is not necessary to retain a balanced budget through 2023.

Summary of Issues:

MTC requires operators to submit a “Full SRTP” every four years and a “Mini-SRTP” during the interim years. As County Connection adopted a Full SRTP in 2012 this represents the first of the three required Mini SRTPs.

The SRTP 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 projects 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 well as ongoing and future planning projects.

The operating budget assumes fare increases resulting in 12% fare revenue growth in FY16, FY19, and FY22. These are necessary to address increasing costs, inflation, and to meet the farebox recovery standard of 18%.

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 that the Committee review, comment, and make a recommendation that the full Board adopt the FY14 Short Range Transit Plan at their next meeting.

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

Bob Simmons, Chair

(Representing the City of Walnut Creek)

A.G. Dessayer, Vice Chair

(Representing the Town of Moraga)

Robert Storer, Secretary

(Representing the Town of Danville)

Gregg Manning
Laura Hoffmeister
Candace Andersen
Erling Horn
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Rob Schroder
Jack Weir
Dave Hudson

City of Clayton
City of Concord
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

County Connection was established on March 27, 1980 to coordinate, integrate, and expand transit service in the central portion of Contra Costa County. 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 will expire in FY 2015-16. County Connection also contracts its ADA-Paratransit service to First Transit. The Authority went out to bid in early 2014 and awarded a new three-year contract to First Transit.

Board of Directors

The operation of 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

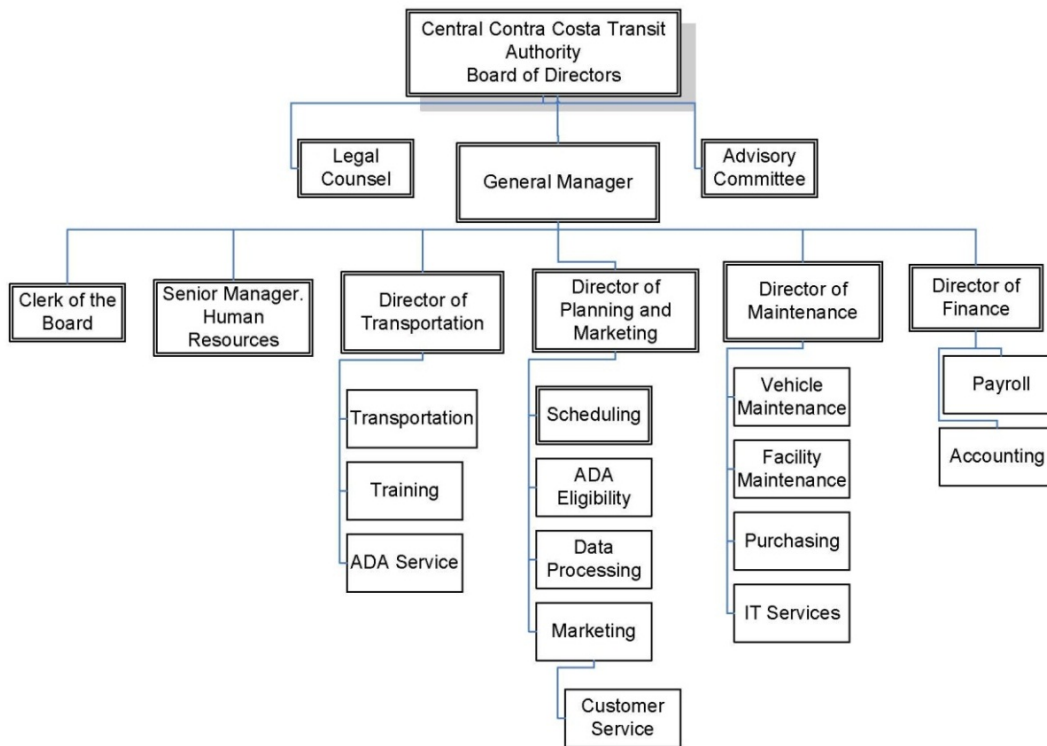
To oversee the transportation, maintenance, and facilities functions of the Authority so as to ensure efficiency and effectiveness of operations and to monitor monthly fixed-route and paratransit performance.

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:

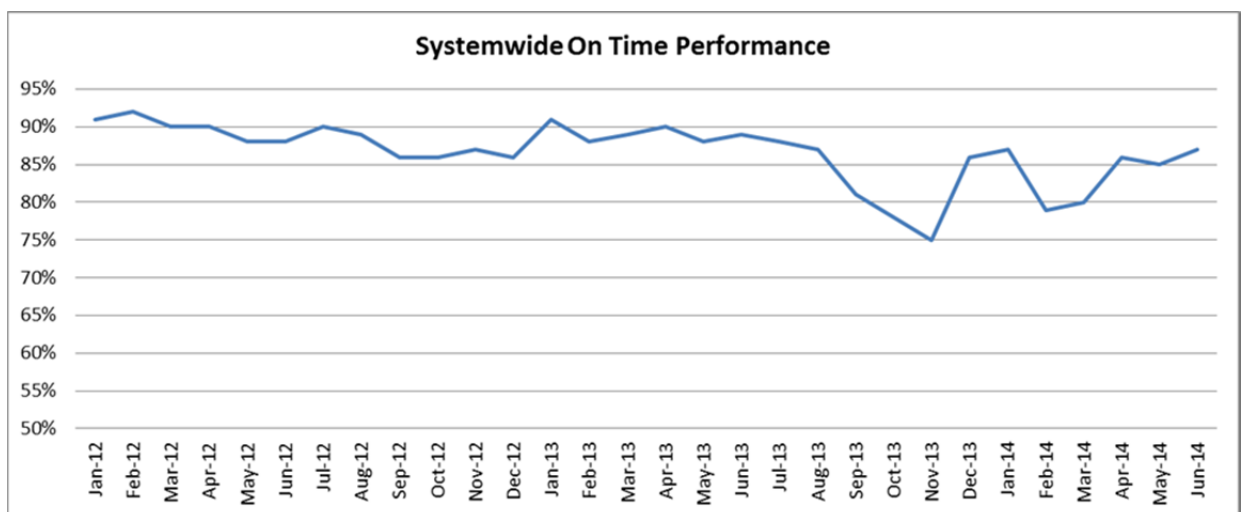
Operating Cost – The fixed-route operating cost increased for the second consecutive year. This illustrates the first growth trend since the FY 2008-09 service cuts.

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% meeting the adopted performance standard (18% farebox standard).

Cost Per Passenger – The cost per passenger increased in FY 2012-13 from \$7.80 to \$7.82. Despite not meeting the standard which is less than \$7.00 per passenger, the minor increase is lower than in past years. The cost per passenger will need to be lowered to meet the standard and improve cost efficiency.

On-Time Performance – On-time performance in FY 2012-13 dropped from 91% to 88%. This is primarily due to a change in how the data is captured. Prior to January 2012, on-time performance was determined by supervisor observations. Since then, on-time performance reflects a 100% sample of all routes and stops, data that is collected by the APC’s and managed by Clever Devices for reporting. The standard of 95% has not changed.



Fixed Route Service - Statistics			
	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
EFFICIENCY						
	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
	Safety	<i>Standard</i>	< \$6.00	< \$6.00	< \$6.00	
		Accidents/100,000 Miles	0.84	0.93	0.74	Yes
	<i>Standard</i>	1/100k miles	1/100k miles	1/100k miles		
EFFECTIVENESS						
	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	
EQUITY						
	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:

Ridership – Paratransit ridership declined both in FY 2011-12 and FY 2012-13.

Cost Control – The Cost per Revenue Hour measure has not met the standard for several years. The standard states that the cost per hour should not increase over the rate of inflation. Fare revenue, which declined 0.8% in FY 2012-13, continues to meet the Farebox Recovery Ratio standard of 10.7%. The decrease in fares corresponds to a decrease in ridership.

On-Time Performance – On-time performance was consistent with past years at 95% but again failed to meet the standard which the Board has traditionally set very high at 98%.

Paratransit Statistics				
	FY 10-11	FY 11-12	FY 12-13	Change from Prior Year
Operating Cost	\$ 5,177,014	\$ 5,170,146	\$ 5,125,995	(0.9%)
Farebox Revenue	\$ 560,826	\$ 619,164	\$ 614,160	(0.8%)
Net Subsidy	\$ 4,616,188	\$ 4,549,556	\$ 4,511,835	(0.8%)
Total Passengers*	166,022	160,901	154,945	(3.7%)
Revenue Hours	80,999	77,221	74,400	(3.7%)
Non Revenue Hours	18,381	17,674	18,000	1.8%
Total Hours	99,380	94,895	92,400	(2.6%)
Total Revenue Miles	1,295,954	1,238,026	1,208,228	(2.4%)
Non Revenue Miles	271,811	264,278	252,100	(4.6%)
Total Miles	1,567,765	1,502,304	1,460,328	(2.8%)
Road Calls	33	26	26	0.0%
Complaints	3	3	1	(66.7%)
Accidents	2	4	4	0.0%

*Includes companions

Performance Standards - Paratransit						
GOAL	Objective	Measurement	FY 10-11	FY 11-12	FY 12-13	Standard/Met?
EFFICIENCY						
	Cost Control	Cost/Revenue Hour	\$63.91	\$66.52	\$68.90	Increase < Inflation
		<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	
EFFECTIVENESS						
	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%			
EQUITY						
	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 service very slightly - revenue miles were increased by 2.5% and revenue hours were increased by 2.3% over the prior year. The level of service remains 24% below the service levels in FY 2007-08 prior to our major service cut. Most of the increase last year was due to providing additional early morning trips and service where high passenger loads were straining capacity.

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 and isn't planning any major service expansion.

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. All 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 LIMITED . 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 student routes, when combined, also rank very high in terms of passengers per revenue hour and total passengers. The 600 routes carry dense loads and only operate a few trips a day that are targeted at school bell times. The Walnut Creek downtown shuttle, Route #4, continues to be very successful due the free fare and the short travel time between BART, Broadway Plaza, and downtown Walnut Creek. Express Route ridership grew by nearly 7% this fiscal year which is primarily due to the growth in ridership on routes serving Bishop Ranch.

The following chart sorts County Connection's routes by passengers/ per revenue hour. The route #649, ranked last, is paid for by the ITT Technical Institute and operates one trip at night. Other routes at the bottom of the list; Routes #2, #5, and #7 are slated for schedule changes and/or reconfiguration as part of the Adaptive Service Plan. The Route #25 continues to be an underperformer, but new residential development along Mt. Diablo has the potential to increase ridership.

County Connection Fixed Route Productivity			
Route	Annual Passengers	Total Revenue Hours	Passengers/Revenue Hour
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

County Connection Cost per Passenger

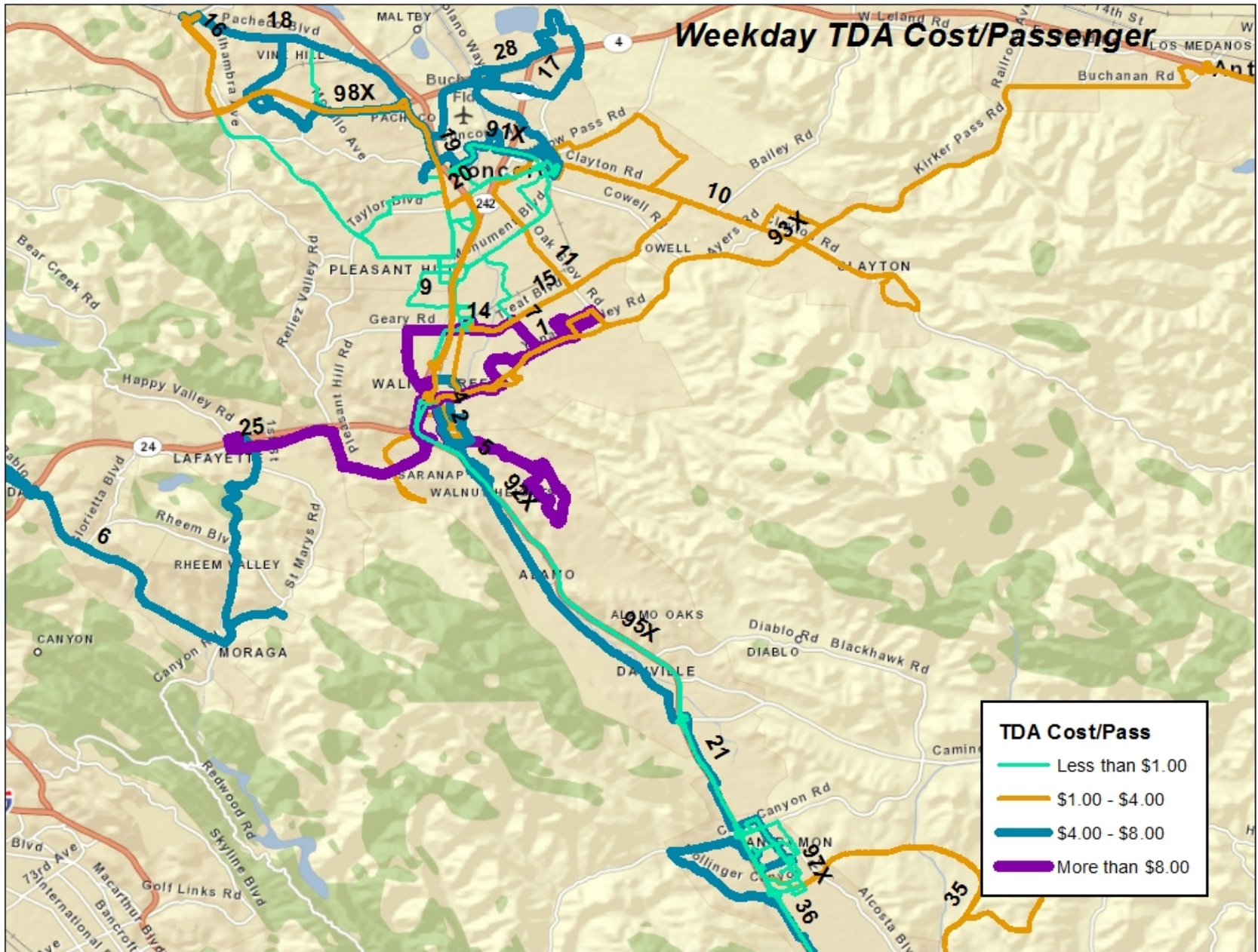
The cost per passenger (labeled as TDA Cost/Pass on the following table) is determined by reducing the route cost (determined using marginal cost factors) by special route funding and fare revenues. The remainder of the cost is funded from TDA and other general purpose operating revenues. Special funding includes subsidies such as Bishop Ranch and City of Walnut Creek fare subsidies and cost sharing 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 and routes that have low productivity have the highest TDA cost per passenger.

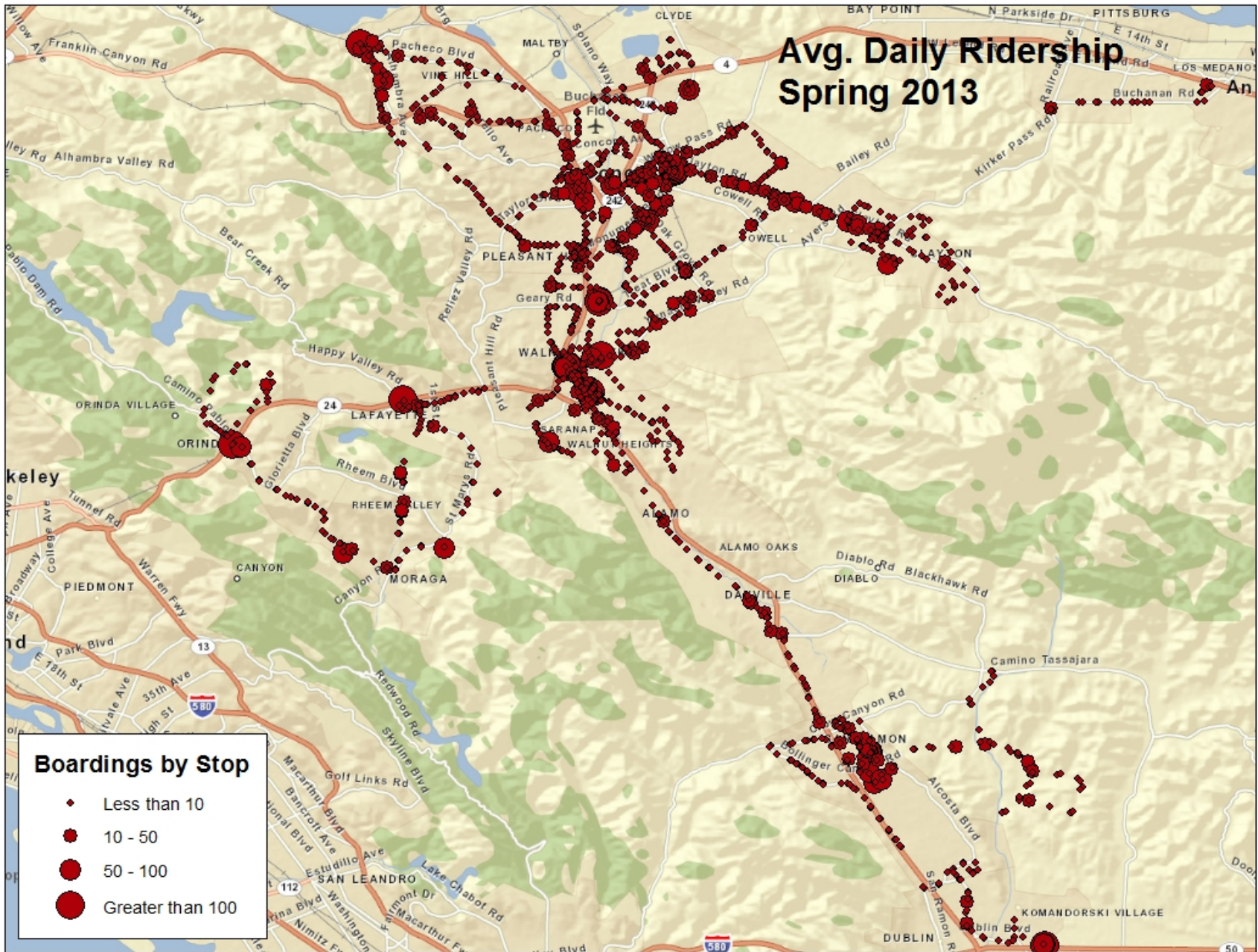
Assumptions: Ridership was determined by using the actual annual passengers in FY 2012-13. The marginal cost for each route is determined using the FY 2012-13 actuals for operator wages and fringes, supervisor labor and fringe, maintenance labor, parts, fuel, and insurance. The route cost is meant to approximate the cost savings we could incur if the route was eliminated.

The following table showing the ranking of routes by their TDA cost per passenger is a primary tool for evaluating where service changes should be targeted.

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. County Connection 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 2015-16.

Pass sales volume during the first half of FY 2012-13 increased by 28% compared to the first half of FY 2011-12, with the biggest gain in the sale of the Commuter Card punch pass. The most popular pass 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 (89%) of sales activity takes place at our off site outlets. 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 July 2014 the Board approved retaining the free mid-day service for seniors. This policy was rescinded as part of the FY 2008-09 service adjustment and fare change. However, with TDA revenues beginning to rise and with an increase regional emphasis on productivity (passengers per revenue hour), County Connection took action that will increase passenger trips during a time period with historically low ridership.

Clipper is planned for implementation in the Fall of 2015. Although paper multi ride passes are still allowed by MTC even after Clipper implementation, it may be a good time to simplify the fare policy to maximize Clipper use and reduce the number of paper multi ride passes. Currently we have monthly passes, commuter card, BART plus, 12 ride punch passes, and 20 ride senior punch passes. Use of the BART plus passes has declined and is likely the result of Clipper implementation on BART.

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. The fare types listed below include students even though there is no student fare. Because student ridership has always been an important segment of ridership, students that are easily identified, are tracked. For instance, middle school students riding on of the 600 routes pay the base fare of \$2.00, but are still counted as students.

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
FY11	684,891	177,942	59,965	164,742	169,136	205,855	557,881	362,226	313,154	140,237	28,232
<i>% of Total</i>	20.7%	5.4%	1.8%	5.0%	5.1%	6.2%	16.9%	11.0%	9.5%	4.2%	0.9%
FY12	656,608	166,955	58,364	141,229	159,999	203,681	527,935	349,229	295,628	130,208	29,423
<i>% of Total</i>	20.7%	5.3%	1.8%	4.5%	5.0%	6.4%	16.6%	11.0%	9.3%	4.1%	0.9%
FY13	663,579	173,797	66,595	162,341	164,940	222,153	541,512	346,842	315,443	139,129	37,149
<i>% of Total</i>	20.1%	5.3%	2.0%	4.9%	5.0%	6.7%	16.4%	10.5%	9.6%	4.2%	1.1%

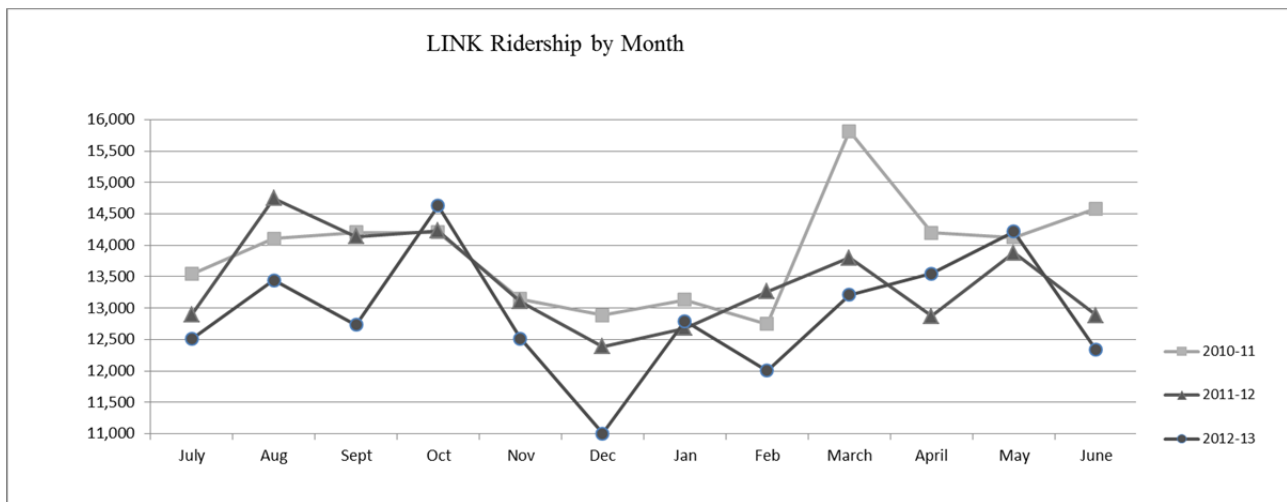
Fiscal Year	Youth Monthly Pass	Senior 20 Ride Punch	Bart Plus	Senior Bart Transfer	Ace Train 92X	Bishop Ranch Pass	91X	St Mary's Pass	JFKU Pass	Promo	TOTAL
FY11	18,155	126,286	36,826	15,025	26,049	171,777	3,754	23,851	3,355	15,116	3,304,456
<i>% of Total</i>	0.5%	3.8%	1.1%	0.5%	0.8%	5.2%	0.1%	0.7%	0.1%	0.5%	100.0%
FY12	16,086	120,492	29,573	15,387	23,424	190,800	3,587	32,445	2,846	16,979	3,170,879
<i>% of Total</i>	0.5%	3.8%	0.9%	0.5%	0.7%	6.0%	0.1%	1.0%	0.1%	0.5%	100.0%
FY13	19,313	115,751	22,283	17,667	25,229	203,528	5,690	33,813	3,031	16,979	3,296,763
<i>% of Total</i>	0.6%	3.5%	0.7%	0.5%	0.8%	6.2%	0.2%	1.0%	0.1%	0.5%	100.0%

Paratransit

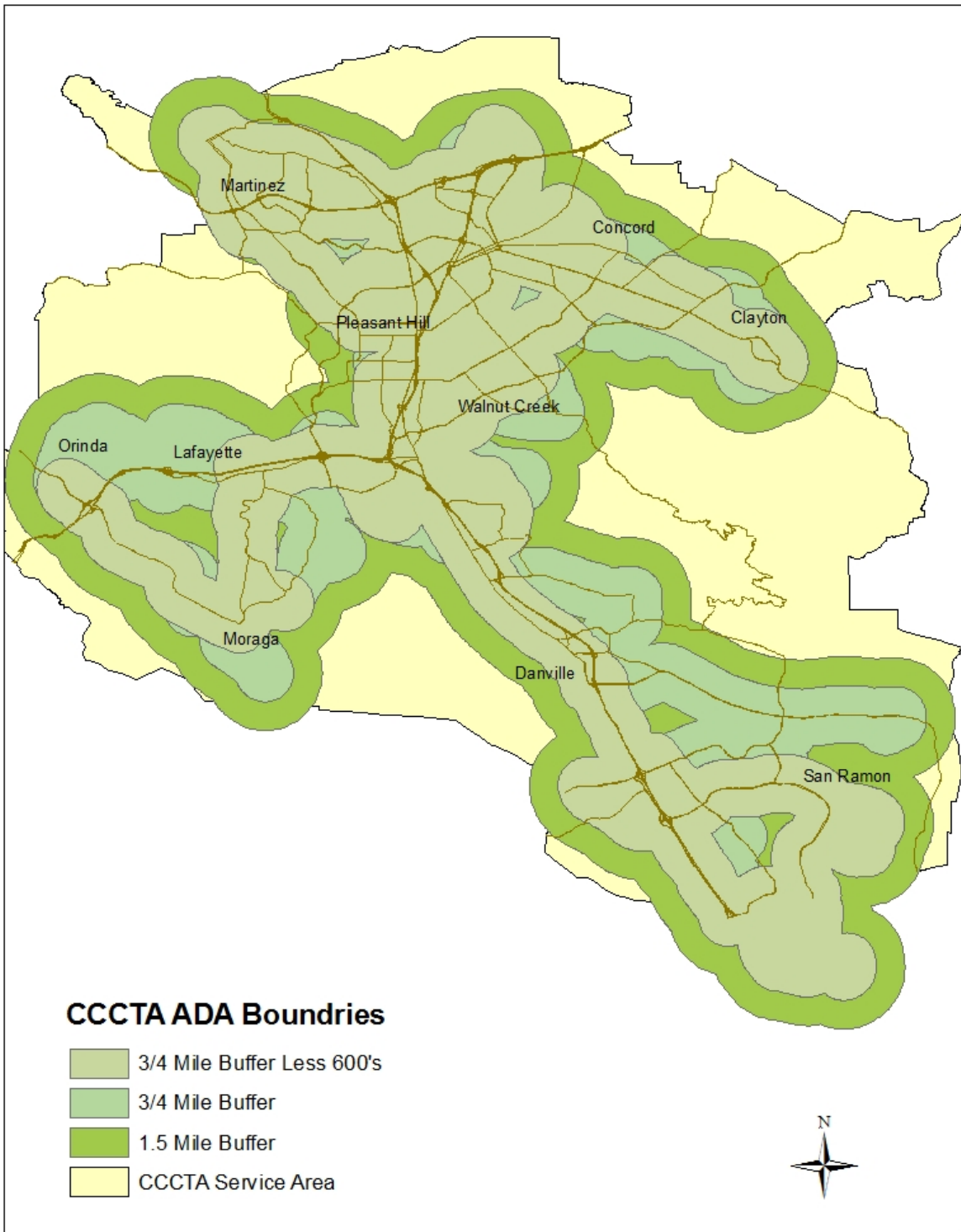
Overview

The LINK paratransit service operates door-to-door service for those unable to use the fixed route bus due to disability. ADA eligibility is determined by County Connection staff through use of the regional eligibility process.

LINK service is operated by First Transit and they are under contract through FY 2016-17. County Connection owns the facility and vehicles, and First Transit manages all phases of the operation including scheduling, dispatch, maintenance, and management.



The service area is slightly larger than what is required by the Americans with Disability Act (ADA) as are the hours of service. LINK 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 in during 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 2014.

Access Improvement Project – This project is funded with an FY 2010-11 Caltrans Planning Grant and identifies projects that improve access and safety at bus stops. The project also includes the formation of a database that can track changes and amenities at bus stops. The final product includes a list of all County Connection bus stops ranked by their need for improvement. For the top 50 stops most in need of improvement the consultant has provided project lists including preliminary engineering, design, and costs which 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 plan identifies alternative service that would serve the specific needs of the sub-regions selected. The project resulted 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 and the changes recommended in Walnut Creek have been implemented. Public comments dissuaded the Board from adopting the recommendations in Martinez.

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 was implemented, the balance in the account accumulated. In January 2014, the County Connection implemented a demand response service for individuals traveling to and from the Alamo Creek T-1 and Walnut Creek BART. The service is free with all costs covered by the fees collected from homeowners.

Chapter 5 Operating/Capital Budget

Operations Budget Assumptions

- 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 that result in 12% fare revenue growth in FY 2015-16, FY 2018-19, and FY 2021-22

The Bottom Line

- FY 2013-14 TDA Fund Balance: \$10,463,437
- FY 2022-23 TDA Fund Balance: \$11,572,843

Operations Budget Detail

Based on the assumptions above, the Authority will not have a negative TDA balance during this SRTP period. TDA revenues are rising and reflect a recovering economy; however, staff is cautious and is not increasing service levels in any significant way during this SRTP period.

The tables below illustrate the Fixed-Route and Paratransit Operating Budget for FY 2013-14 through FY 2022-23.

Operations Budget										
FY 2013-14 to 2022-23										
	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
	Projected									
Fixed Route										
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	114.80	\$118.24	\$121.79	\$125.44	\$129.20	\$133.08	\$137.07	\$141.18	\$145.42	\$149.78
Total Cost	\$27,892,537	\$28,933,133	\$29,591,193	\$30,478,928	\$31,393,296	\$32,335,095	\$33,305,148	\$34,304,302	\$35,333,431	\$36,393,434
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)	\$4,562,550	\$4,784,064	\$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	\$23,329,987	\$24,149,069	\$24,262,970	\$25,150,706	\$26,065,074	\$26,367,486	\$27,337,539	\$28,336,694	\$28,649,710	\$29,709,712
Advertising	\$587,212	\$592,212	\$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
5307 Preventative Maint	\$520,106	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Non-Operating Revenue	\$66,250	\$159,000	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TDA 4.0 Needed	\$14,829,001	\$15,942,880	\$15,931,712	\$16,521,828	\$17,242,047	\$17,283,586	\$18,045,840	\$18,780,544	\$19,010,795	\$19,780,949
STA (All)	\$2,149,883	\$2,068,547	\$2,130,603	\$2,194,522	\$2,260,357	\$2,328,168	\$2,398,013	\$2,469,953	\$2,544,052	\$2,620,373
Measure J	\$4,120,779	\$4,276,576	\$4,404,873	\$4,537,019	\$4,673,130	\$4,813,324	\$4,957,724	\$5,106,455	\$5,259,649	\$5,417,439
BART Express Bus	\$651,196	\$697,596	\$718,524	\$740,080	\$762,282	\$785,150	\$808,705	\$832,966	\$857,955	\$883,694
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
Lifeline (JARC)	\$23,302	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
Fixed-Route Revenue	\$27,892,537	\$28,933,133	\$29,591,193	\$30,478,928	\$31,393,296	\$32,335,095	\$33,305,148	\$34,304,302	\$35,333,431	\$36,393,434

Operations Budget										
FY 2013-14 to 2022-23										
	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
	Projected									
Paratransit										
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	\$5,213,944	\$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	\$605,384	\$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	\$4,608,560	\$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
Non-Operating Revenue	\$0	\$100	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
5307 ADA Set-Aside	\$1,351,426	\$1,288,998	\$1,258,000	\$1,295,740	\$1,334,612	\$1,284,000	\$1,322,520	\$1,362,196	\$1,271,000	\$1,296,000
TDA 4.5	\$858,430	\$766,150	\$789,135	\$812,809	\$837,193	\$862,309	\$888,178	\$914,823	\$942,268	\$970,536
TDA 4.0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
STA (All)	\$916,116	\$1,114,282	\$1,147,710	\$1,182,142	\$1,217,606	\$1,254,134	\$1,291,758	\$1,330,511	\$1,370,426	\$1,411,539
Measure J	\$1,308,488	\$1,350,877	\$1,391,403	\$1,433,145	\$1,476,140	\$1,520,424	\$1,566,037	\$1,613,018	\$1,661,408	\$1,711,251
BART ADA (3% growth)	\$174,000	\$177,480	\$182,804	\$188,289	\$193,937	\$199,755	\$205,748	\$211,920	\$218,278	\$224,826
Paratransit Revenue	\$5,213,844	\$5,327,282	\$5,472,055	\$5,615,127	\$5,762,490	\$5,906,065	\$6,059,683	\$6,217,911	\$6,341,156	\$6,491,928

Operations Budget with Capital - TDA Reserve										
	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
Beginning Balance	\$12,421,000	\$10,463,437	\$10,199,389	\$8,254,394	\$8,926,692	\$9,495,818	\$10,542,275	\$11,204,692	\$11,880,320	\$11,029,621
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
TDA 4.0 Needed										
Fixed Route Operations	\$14,829,001	\$15,942,880	\$15,931,712	\$16,521,828	\$17,242,047	\$17,283,586	\$18,045,840	\$18,780,544	\$19,010,795	\$19,780,949
Paratransit Operations	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0	\$0
TDA for Capital	\$2,497,207	\$762,020	\$3,158,355	\$465,300	\$378,034	\$404,841	\$588,674	\$419,666	\$2,312,016	\$762,106
Ending Operating Balance	\$10,463,437	\$10,199,389	\$8,254,394	\$8,926,692	\$9,495,818	\$10,542,275	\$11,204,692	\$11,880,320	\$11,029,621	\$11,572,843

Capital Plan

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

Capital projects include replacement of rolling stock and support vehicles, facility improvements, security projects, and bus stop improvements. The following tables show the fleet description replacement plan and capital program costs.

Capital Program						
Revenue Fleet - Fixed Route						
#	Description	Series	Year in Service	MTC's Useful Life	Replacement Year	Next Replacement
7	Heavy Duty bus - 30'	100-106	2013	12	2025	2037
14	Heavy Duty bus - 40'	200-213	2002	12	2014	2026
18	Heavy Duty bus - 30'	300-317	2002	12	2014	2026
4	Electric Trolley - 35'					
13	Heavy Duty bus - 35'	400-412	2002	12	2014	2026
19	Heavy Duty bus - 40'	500-518	2002	12	2014	2026
40	Heavy Duty bus - 40'	900-939	2010	12	2022	2034
10	Heavy Duty bus - 40'	1300-1309	2012	12	2024	2036
125						
Revenue Fleet - Paratransit						
#	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						

Fixed Route Fleet			FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
#	Description	Series										
7	Heavy Duty bus - 30'	100-106										
14	Heavy Duty bus - 40'	200-213	14									
18	Heavy Duty bus - 30'	300-317		18								
4	Electric Trolley - 35'			4								
13	Heavy Duty bus - 35'	400-412		13								
19	Heavy Duty bus - 40'	500-518	19									
40	Heavy Duty bus - 40'	900-939									40	
10	Heavy Duty bus - 40'	1300-1309										
Total 40' Foot			33								40	
Total 35'				13								
Total Electric Trolley 35'				4								
Total 30'				18								
Grand Total			33	35							40	
Paratransit Fleet			FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
#	Description	Series										
3	Ford Cutaways - 22'	9L01-03		3							3	
38	Ford Cutaways - 22'	11L01-38				38					38	
4	Ford Cutaways - 24'	11L39-42				4					4	
4	Ford Minivan	4L05-8					4					
6	Ford Cutaways - 22'	5L01-6					6					6
3	Chevy Microvan	7L01-03						3				
1	Ford Minivan	7L04						1				
4	Ford Cutaways - 22'	4L01-4						4				
Total under 26'				3		42	6	4			45	6
Total under 22'							4	4				
Grand Total				3		42	10	8			45	6

		FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
MTC's Price 13-14											
Transit Bus 40' Diesel		\$544,000	\$521,000	\$530,000	\$540,600	\$551,412	\$562,440	\$573,689	\$585,163	\$596,866	\$608,803
	Federal	\$438,584	\$427,220	\$434,600	\$443,292	\$452,158	\$461,201	\$470,425	\$479,834	\$489,430	\$499,219
	Local	\$105,416	\$93,780	\$102,714	\$104,768	\$106,864	\$109,001	\$111,181	\$113,405	\$115,673	\$117,986
Transit Bus 35' Diesel		\$527,000	\$479,000	\$487,000	\$496,740	\$506,675	\$516,808	\$527,144	\$537,687	\$548,441	\$559,410
	Federal	\$424,960	\$392,780	\$399,340	\$407,327	\$415,473	\$423,783	\$432,258	\$440,904	\$449,722	\$458,716
	Local	\$102,040	\$86,220	\$94,283	\$96,169	\$98,092	\$100,054	\$102,055	\$104,096	\$106,178	\$108,302
Transit Bus 30' Diesel		\$513,000	\$464,000	\$472,000	\$481,440	\$491,069	\$500,890	\$510,908	\$521,126	\$531,549	\$542,180
	Federal	\$413,763	\$380,480	\$387,040	\$394,781	\$402,676	\$410,730	\$418,945	\$427,323	\$435,870	\$444,587
	Local	\$99,237	\$83,520	\$91,285	\$93,110	\$94,973	\$96,872	\$98,810	\$100,786	\$102,802	\$104,858
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	\$86,000	\$88,000	\$89,760	\$91,555	\$93,386	\$95,254	\$97,159	\$99,102	\$101,084
	Federal	\$68,267	\$70,520	\$72,160	\$73,603	\$75,075	\$76,577	\$78,108	\$79,670	\$81,264	\$82,889
	Local	\$15,373	\$15,480	\$16,174	\$16,498	\$16,828	\$17,164	\$17,508	\$17,858	\$18,215	\$18,579
Cut-Away under 26', 7 year, Gas		\$117,300	\$120,000	\$122,000	\$124,440	\$126,929	\$129,467	\$132,057	\$134,698	\$137,392	\$140,140
	Federal	\$97,359	\$98,400	\$100,040	\$102,041	\$104,082	\$106,163	\$108,287	\$110,452	\$112,661	\$114,915
	Local	\$19,941	\$21,600	\$20,740	\$21,155	\$21,578	\$22,009	\$22,450	\$22,899	\$23,357	\$23,824
Minivan Under 22'		\$55,080	\$50,000	\$51,000	\$52,020	\$53,060	\$54,122	\$55,204	\$56,308	\$57,434	\$58,583
	Federal	\$45,959	\$41,000	\$41,820	\$42,656	\$43,510	\$44,380	\$45,267	\$46,173	\$47,096	\$48,038
	Local	\$9,121	\$9,000	\$8,446	\$8,615	\$8,787	\$8,963	\$9,142	\$9,325	\$9,511	\$9,701
Revenue Fleet											
		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	\$20,087,000							\$23,874,643	
	Federal	\$14,480,083	\$16,361,180							\$19,257,287	
	Local	\$3,471,917	\$3,725,820							\$4,617,356	
		FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23
Paratransit			\$360,000		\$3,769,920	\$761,573	\$734,356			\$4,574,472	\$606,506
	Federal		\$298,800		\$3,129,034	\$632,105	\$609,515			\$3,796,812	\$503,400
	Local		\$61,200		\$640,886	\$129,467	\$124,841			\$777,660	\$103,106
		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	\$20,447,000		\$3,769,920	\$761,573	\$734,356			\$28,449,115	\$606,506
	Federal	\$14,480,083	\$16,659,980		\$3,129,034	\$632,105	\$609,515			\$23,054,099	\$503,400
	Local	\$3,471,917	\$3,787,020		\$640,886	\$129,467	\$124,841			\$5,395,016	\$103,106

Non Revenue Fleet		Year in Service	Useful Life	Replacement Year	Next Replacement
Cars and Supervisor Vans					
1	Ford Truck	1995	7	2016	2023
3	Ford Escape Hybrid	2010	7	2017	2024
1	Ford E450	2014	7	2021	2028
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
Shop Trucks					
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				3			3			1	7
	Vans	2			1				2			5
	Trucks			1		1		3	1			6
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				\$102,608			\$112,123			\$40,839.92	\$255,571
	Vans	\$111,290			\$60,805				\$136,873			\$308,968
	Trucks			\$70,355		\$77,566		\$256,551	\$89,793			\$494,265
	Total	\$111,290		\$70,355	\$163,413	\$77,566		\$368,674	\$226,666			\$1,017,965

CAPITAL PROGRAM - COST SUMMARY											
Non Vehicle Capital Projects	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	Total
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
Non Vehicle Project Total	\$1,340,000	\$2,213,000	\$3,088,000	\$295,000	\$303,000	\$910,000	\$220,000	\$193,000	\$215,000	\$1,205,000	\$9,982,000
Non Revenue Fleet	\$111,290		\$70,355	\$163,413	\$77,566		\$368,674	\$226,666			\$1,017,965
Revenue Fleet	\$17,952,000	\$20,447,000		\$3,769,920	\$761,573	\$734,356			\$28,449,115	\$606,506	\$72,720,470
Grand Total Capital	\$19,403,290	\$22,660,000	\$3,158,355	\$4,228,333	\$1,142,139	\$1,644,356	\$588,674	\$419,666	\$28,664,115	\$1,811,506	\$83,720,435

CAPITAL PROGRAM - REVENUE SUMMARY											
	FY 14	FY 15	FY 16	FY 17	FY 18	FY 19	FY 20	FY 21	FY 22	FY 23	Total
Total Capital Program Cost	\$19,403,290	\$22,660,000	\$3,158,355	\$4,228,333	\$1,142,139	\$1,644,356	\$588,674	\$419,666	\$28,664,115	\$1,811,506	\$83,720,435
Capital Funding											
Federal 5307 - Replacement Vehicle	\$14,480,083	\$16,659,980		\$3,129,034	\$632,105	\$609,515			\$23,054,099	\$503,400	\$59,068,216
TDA - Capital	\$2,497,207	\$762,020	\$3,158,355	\$465,300	\$378,034	\$404,841	\$588,674	\$419,666	\$2,312,016	\$762,106	\$11,748,218
Prop 1B - PTMISEA	\$1,576,000	\$3,182,000		\$346,000	\$72,000	\$71,000			\$977,000		\$6,224,000
Bridge Toll	\$850,000	\$1,556,000		\$288,000	\$60,000	\$59,000			\$2,321,000	\$46,000	\$5,180,000
Access Improvement Grants		\$500,000				\$500,000				\$500,000	\$1,500,000
Capital Funding Estimate	\$19,403,290	\$22,660,000	\$3,158,355	\$4,228,333	\$1,142,139	\$1,644,356	\$588,674	\$419,666	\$28,664,115	\$1,811,506	\$83,720,435

Capital Vision List:

As part of the FY 2013-14 SRTP Capital Plan, staff has included the following unfunded “vision projects.” These projects are important upgrades and funding for them will be pursued.

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, Rudgeard 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

**ADA CERTIFICATION and RECERTIFICATION
FY 2015**

MONTH	FY 2015				FY 2014				FY 2015				FY 2014			
	Certified		Denied		Certified		Denied		Recertified		Denied		Recertified		Denied	
	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior	Total	Senior
JUL	54	36	0	0	81	54	0	0	50	28	0	0	54	37	0	0
AUG	70	44	1	1	65	51	0	0	41	23	0	0	34	16	0	0
SEPT					74	53	0	0					43	26	0	0
OCT					66	44	0	0					27	17	0	0
NOV					63	41	0	0					25	10	0	0
DEC					44	29	1	0					36	22	0	0
JAN					48	31	0	0					35	19	0	0
FEB					46	24	0	0					22	12	0	0
MAR					45	29	0	0					20	15	1	1
APR					39	21	0	0					35	25	0	0
MAY					55	30	0	0					25	9	0	0
JUN																
TOTAL	124	80	1	1	626	407	1	0	91	51	0	0	356	208	1	1

2,809 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

CCCTA LINK
MONTHLY OPERATING SUMMARY
JUNE FY 13/14

SUMMARY	JUNE FY 12/13	JUNE FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	11,511	12,158	144,339	149,454
2 TOTAL ATTENDANTS	778	762	9,788	9,038
3 TOTAL COMPANIONS	44	58	818	802
4 TOTAL PASSENGERS	12,333	12,978	154,945	159,294
5 TOTAL SERVICE DAYS	30	30	359	359
6 VEHICLE REVENUE HOURS	5,829	6,164	74,093	74,394
7 VEHICLE SERVICE HOURS	7,335	7,567	92,366	92,797
8 VEHICLE NON REV HOURS	1,505	1,404	18,121	18,403
9 VEHICLE SERVICE MILES	113,614	118,397	1,458,747	1,479,892
10 VEHICLE REVENUE MILES	93,557	97,680	1,208,228	1,219,582
11 VEHICLE NON REV MILES	20,057	20,717	250,519	260,310
12 PASS. PER REVENUE HOUR	2.12	2.11	2.09	2.14
13 CLIENT PER REVENUE HOUR	1.97	1.97	1.95	2.01
14 PASS. PER SERVICE HOUR	1.68	1.72	1.68	1.72
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	1130	1,208	11,897	13,936
18 SAME DAY TRIPS	197	97	1,976	1,682
19 SUBSCRIPTION TRIPS	5,834	6,675	86,268	74,364
20 DEMAND	5,674	5,481	71,475	75,185
21 FAREBOX REVENUE	\$11,685.61	\$11,519.72	\$151,467.46	\$144,588.06
22 PREPAID CLIENTS	\$11,510.50	\$10,077.00	\$120,459.00	\$110,249.39
23 COLLECTED BILLING	\$19,612.00	\$27,202.00	\$342,234.00	\$290,178.00
24 TOTAL REVENUE COLLECTED	\$42,808.11	\$48,798.72	\$614,160.46	\$545,015.45
25 CHARGEABLE ACCIDENTS	3	1	4	7
26 SERVICE COMPLAINTS	0	3	1	18
27 SERVICE COMMENDATIONS	2	1	16	19
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	8	26	44
30 DRIVER TURNOVER	0%	0%	11%	13%
31 SCHEDULE ADHERENCE	85%	80%	87%	93%
32 WHEELCHAIR BOARDING'S	3,065	3,061	37,698	41,433
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,175	6,617	NA	N/A
35 UNDUPLICATED CLIENTS	1,132	1,100	NA	N/A
36 NO-SHOWS	69	99	721	933
37 CANCELS	3,000	2,904	24,089	23,470
38 AVG. TRIP LENGTH (MILES)	9.2	9.1	9.4	9.3
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	17,358	17,806	199,420	206,337
42 FLEET M.P.G.	6.5	6.6	7.3	7.2

**CCCTA LINK
MONTHLY OPERATING SUMMARY
JULY FY 14/15**

SUMMARY	JULY FY 13/14	JULY FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	12,754	12,551	12,754	12,551
2 TOTAL ATTENDANTS	832	810	832	810
3 TOTAL COMPANIONS	83	69	83	69
4 TOTAL PASSENGERS	13,669	13,430	13,669	13,430
5 TOTAL SERVICE DAYS	30	30	30	30
6 VEHICLE REVENUE HOURS	6,404	6,415	6,404	6,415
7 VEHICLE SERVICE HOURS	8,166	7,832	8,166	7,832
8 VEHICLE NON REV HOURS	1,762	1,417	1,762	1,417
9 VEHICLE SERVICE MILES	127,154	126,964	127,154	126,964
10 VEHICLE REVENUE MILES	104,010	102,808	104,010	102,808
11 VEHICLE NON REV MILES	23,144	21,795	23,144	21,795
12 PASS. PER REVENUE HOUR	2.13	2.09	2.13	2.09
13 CLIENT PER REVENUE HOUR	1.99	1.96	1.99	1.96
14 PASS. PER SERVICE HOUR	1.67	1.71	1.67	1.71
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	1194	1,107	1,194	1,107
18 SAME DAY TRIPS	186	79	186	79
19 SUBSCRIPTION TRIPS	6,386	7,152	6,386	7,152
20 DEMAND	6,366	5,410	6,366	5,410
21 FAREBOX REVENUE	\$12,663.04	\$11,787.34	\$12,663.04	\$11,787.34
22 PREPAID CLIENTS	\$10,256.50	\$8,691.80	\$10,256.50	\$8,691.80
23 COLLECTED BILLING	\$6,036.00	\$26,004.00	\$6,036.00	\$26,004.00
24 TOTAL REVENUE COLLECTED	\$28,955.54	\$46,483.14	\$28,955.54	\$46,483.14
25 CHARGEABLE ACCIDENTS	2	0	2	0
26 SERVICE COMPLAINTS	2	3	2	3
27 SERVICE COMMENDATIONS	3	2	3	2
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	2	1	2
30 DRIVER TURNOVER	0%	1%	0%	1%
31 SCHEDULE ADHERENCE	87%	84%	87%	84%
32 WHEELCHAIR BOARDING'S	3,519	3,978	3,519	3,978
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,845	6,824	NA	N/A
35 UNDUPLICATED CLIENTS	1,215	1,117	NA	N/A
36 NO-SHOWS	74	109	74	109
37 CANCELS	1,690	157	1,690	157
38 AVG. TRIP LENGTH (MILES)	9.3	9.5	9.3	9.5
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	17,911	18,060	17,911	18,060
42 FLEET M.P.G.	7.1	7.0	7.1	7.0

Agenda Item 7.a

TO: O&S Committee

DATE: July 14, 2014

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for June 2014

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	258,029		
Average Weekday	11,192	11,969	
Pass/Rev Hour	14.3	14.9	Standard Goal > 17.0
Missed Trips	0.18%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	26,480	25,206	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was slightly lower in June (11,192 passengers) than May (12,429 passengers) and lower than June 2013 (11,384 passengers).

Passengers per hour in June was 14.3, an decrease from 15.4 in May and a decrease from May 2013 when passengers per hour was 15.0.

The percentage of missed trips in June was 0.18%. An increase from the prior month (0.10%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 26,480 miles in May, higher than the prior month in which there were 18,481 miles between roadcalls. The 12 month average is 25,206 miles between roadcalls.

Agenda Item 7.a

TO: O&S Committee

DATE: August 19, 2014

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for July 2014

1. Monthly Boarding's Data

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system.

FY 14-15

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	274,363		
Average Weekday	11,441	11,441	
Pass/Rev Hour	15.2	15.2	Standard Goal > 17.0
Missed Trips	0.15%	0.15%	Standard Goal < 0.25%
Miles between Road Calls	33,135	26,040	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in July (11,441 passengers) than June (11,192 passengers) and higher than July 2013 (9,740 passengers).

Passengers per hour in July was 15.2, an increase from 14.3 in June and a increase from July 2013 when passengers per hour was 13.3.

The percentage of missed trips in July was 0.15%. A decrease from the prior month (0.18%). The YTD average is 0.15% missed trips.

The number of miles between roadcalls was 33,135 miles in July, higher than the prior month in which there were 26,480 miles between roadcalls. The 12 month average is 26,040 miles between roadcalls.

**MONTHLY BOARDINGS
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles				Service Days		Fiscal YTD Comparison Passenger Boardings	
June 2014 - Fixed Route Boardings	258,029	Revenue Hours -	June 2014	18,010	Weekdays - June 14	21	Fiscal 2014 YTD	3,328,558	
			June 2013	16,821	June 13	21			
Events:		Revenue Miles -	June 2014	199,104	Saturdays - June 14	5	Fiscal 2013YTD	3,043,952	
			June 2013	187,833	June 13	5			
					Sundays - June 14	5			
					June 13	4			
June 2014 Total Boardings	258,029	Passengers per Mile		1.3	Total Days - 2014	31	YTD Trend	9.3%	
June 2013 Total Boardings	252,811	Passengers per Hour		14.33	2013	30	Monthly Trend	2.1%	

June 2014 Fixed Route Passenger Total						June 2014 Weekday Average	June 2014 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	6,266			6,266	298	11.3
2	Rudgear / Walnut Creek	980			980	47	6.5
4	Walnut Creek Downtown Shuttle	17,961	2,243	2,147	22,352	855	24.4
5	Creekside / Walnut Creek	1,402			1,402	67	7.8
6	Lafayette / Moraga / Orinda	6,786	243	266	7,295	323	9.5
7	Shadelands / Pleasant Hill / Walnut Creek	4,069			4,069	194	5.8
9	DVC / Walnut Creek	10,748			10,748	512	12.2
10	Concord / Clayton Rd	21,782			21,782	1,037	21.6
11	Treat Blvd / Oak Grove	6,303			6,303	300	15.5
14	Monument Blvd	11,996			11,996	571	14.4
15	Treat Boulevard	10,050			10,050	479	15.3
16	Alhambra Ave / Monument Blvd	15,130			15,130	720	13.9
17	Olivera/Solano / Salvio / North Concord	5,628			5,628	268	14.3
18	Amtrak / Merello / Pleasant Hill	8,523			8,523	406	12.6
19	Amtrak / Pacheco Blvd / Concord	2,962			2,962	141	10.2
20	DVC / Concord	21,258			21,258	1,012	20.7
21	Walnut Creek / San Ramon Transit Center	12,188			12,188	580	11.9
25	Lafayette / Walnut Creek	1,368			1,368	65	6.6
28	North Concord / Martinez	6,197			6,197	295	9.8
35	Dougherty Valley	9,319			9,319	444	13.3
36	San Ramon / Dublin	5,045			5,045	240	8.6
91X	Concord Commuter Express	846			846	40	9.2
92X	Ace Shuttle Express	4,896			4,896	233	19.7
93X	Kirker Pass Express	4,259			4,259	203	13.6
95X	San Ramon / Danville Express	3,714			3,714	177	17.6
96X	Bishop Ranch Express	12,759			12,759	608	17.9
97X	Bishop Ranch Express	2,560			2,560	122	11.5
98X	Martinez Express	7,466			7,466	356	13.4
250 *	Gael Rail Service				0	0	0.0
260 *	Cal State East Bay / Concord Bart	195			195	11	1.3
301	Rossmoor / John Muir Medical Center		239	280	519	0	6.6
310	Concord Bart / Clayton Rd / Kirker Pass		1,742	1,832	3,574	0	28.4
311	Concord / Oak Grove / Treat Blvd / WC		961	1,099	2,061	0	15.1
314	Clayton Rd / Monument Blvd / PH		2,554	2,352	4,906	0	20.0
315	Concord / Willow Pass / Landana		242	192	433	0	7.2
316	Alhambra / Merello / Pleasant Hill		1,352	1,281	2,632	0	14.2
320	DVC / Concord		978	860	1,837	0	16.5
321	San Ramon / Walnut Creek		1,070	1,062	2,132	0	11.2
600's	Select Service	12,076			12,076	575	23.1
ALAMO *	Alamo Creek / BART Walnut Creek	303			303	14	1.8
TOTALS		235,036	11,623	11,370	258,029	11,192	14.3

* Data from Link ** Seasonal Route

**MONTHLY BOARDINGS
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles				Service Days		Fiscal YTD Comparison Passenger Boardings	
July 2014 - Fixed Route Boardings	274,363	Revenue Hours -	July 2014	18,087	Weekdays - July 14	22	Fiscal 2015 YTD	274,363	
Special Event(s)			July 2013	17,615	July 13	22			
		Revenue Miles -	July 2014	199,993	Saturdays - July 14	4	Fiscal 2014 YTD	234,831	
			July 2013	196,044	July 13	4			
					Sundays - July 14	4			
					July 13	4			
July 2014 Total Boardings	274,363	Passengers per Mile		1.4	Total Days - 2013	30	YTD Trend	16.8%	
July 2013 Total Boardings	234,831	Passengers per Hour		15.17	2012	30	Monthly Trend	16.8%	

July 2014 Fixed Route Passenger Total						July 2014	July 2014
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,687			7,687	349	13.1
2	Rudgear / Walnut Creek	1,049			1,049	48	6.5
4	Walnut Creek Downtown Shuttle	21,043	2,473	2,019	25,535	957	27.3
5	Creekside / Walnut Creek	1,544			1,544	70	8.3
6	Lafayette / Moraga / Orinda	7,211	276	284	7,771	328	9.9
7	Shadelands / Pleasant Hill / Walnut Creek	4,629			4,629	210	6.3
9	DVC / Walnut Creek	12,313			12,313	560	13.3
10	Concord / Clayton Rd	23,528			23,528	1,069	22.3
11	Treat Blvd / Oak Grove	6,550			6,550	298	15.4
14	Monument Blvd	13,530			13,530	615	15.5
15	Treat Boulevard	10,312			10,312	469	14.9
16	Alhambra Ave / Monument Blvd	16,944			16,944	770	14.9
17	Olivera/Solano / Salvio / North Concord	5,868			5,868	267	14.3
18	Amtrak / Merello / Pleasant Hill	9,832			9,832	447	13.9
19	Amtrak / Pacheco Blvd / Concord	3,315			3,315	151	10.9
20	DVC / Concord	25,263			25,263	1,148	23.4
21	Walnut Creek / San Ramon Transit Center	13,715			13,715	623	13.0
25	Lafayette / Walnut Creek	1,691			1,691	77	7.8
28	North Concord / Martinez	6,708			6,708	305	10.1
35	Dougherty Valley	10,054			10,054	457	13.7
36	San Ramon / Dublin	5,430			5,430	247	8.8
91X	Concord Commuter Express	998			998	45	10.4
92X	Ace Shuttle Express	5,600			5,600	255	21.5
93X	Kirker Pass Express	4,793			4,793	218	15.9
95X	San Ramon / Danville Express	4,268			4,268	194	19.3
96X	Bishop Ranch Express	14,287			14,287	649	18.8
97X	Bishop Ranch Express	2,573			2,573	117	13.3
98X	Martinez Express	9,026			9,026	410	15.5
260 *	Cal State East Bay / Concord Bart	270			270	14	1.7
301	Rossmoor / John Muir Medical Center		265	192	458	0	6.3
310	Concord Bart / Clayton Rd / Kirker Pass		1,840	1,524	3,364	0	30.0
311	Concord / Oak Grove / Treat Blvd / WC		1,044	893	1,937	0	16.0
314	Clayton Rd / Monument Blvd / PH		2,757	1,974	4,732	0	21.6
315	Concord / Willow Pass / Landana		290	170	460	0	8.2
316	Alhambra / Merello / Pleasant Hill		1,517	1,085	2,602	0	15.8
320	DVC / Concord		1,165	845	2,009	0	20.2
321	San Ramon / Walnut Creek		1,138	914	2,051	0	12.2
Alamo Creek	Alamo Creek / BART Walnut Creek	360			360	16	2.0
600's	Select Service	1,307			1,307	59	43.5
TOTALS		251,698	12,764	9,901	274,363	11,441	15.2

* Data from Link ** Seasonal Route

Route Description Summary

Route #	Description
1	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
5	BART Walnut Creek, Riviera Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, 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, 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 , BART Concord
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

Jul 1, 2014 - Aug 31, 2014

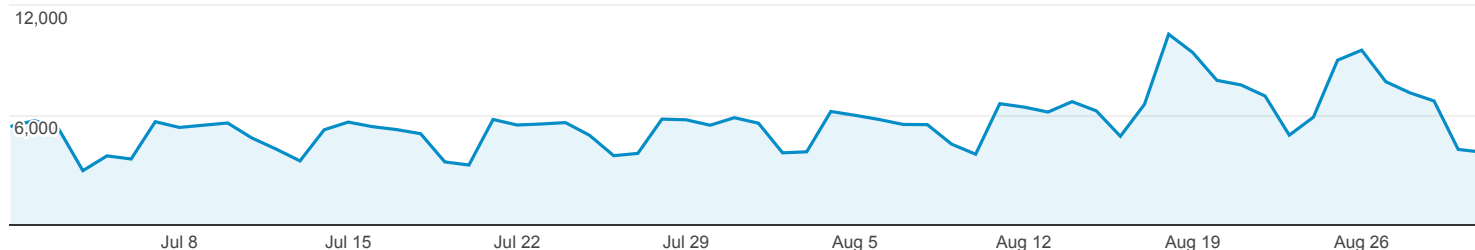
Pages

All Sessions
100.00%

+ Add Segment

Explorer

Pageviews



Page	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	347,261 % of Total: 100.00% (347,261)	250,003 % of Total: 100.00% (250,003)	00:01:37 Site Avg: 00:01:37 (0.00%)	122,775 % of Total: 100.00% (122,775)	45.90% Site Avg: 45.90% (0.00%)	35.36% Site Avg: 35.36% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. /	65,718 (18.92%)	42,709 (17.08%)	00:01:05	37,798 (30.79%)	19.16%	23.73%	\$0.00 (0.00%)
2. /mobile-schedules/	38,550 (11.10%)	22,027 (8.81%)	00:00:38	5,909 (4.81%)	21.17%	11.08%	\$0.00 (0.00%)
3. /maps-schedules/	34,562 (9.95%)	22,056 (8.82%)	00:01:05	18,222 (14.84%)	23.11%	21.67%	\$0.00 (0.00%)
4. /schedule/18/	8,557 (2.46%)	6,797 (2.72%)	00:02:52	2,629 (2.14%)	71.10%	49.46%	\$0.00 (0.00%)
5. /schedule/20/	8,515 (2.45%)	6,973 (2.79%)	00:03:24	2,979 (2.43%)	75.20%	58.03%	\$0.00 (0.00%)
6. /fares/	8,381 (2.41%)	6,388 (2.56%)	00:01:26	1,648 (1.34%)	49.61%	28.73%	\$0.00 (0.00%)
7. /schedule/6/	8,072 (2.32%)	6,841 (2.74%)	00:04:36	4,638 (3.78%)	83.33%	74.45%	\$0.00 (0.00%)
8. /schedule/9/	8,048 (2.32%)	6,481 (2.59%)	00:03:17	2,728 (2.22%)	74.34%	52.86%	\$0.00 (0.00%)
9. /schedule/98X/	7,956 (2.29%)	6,825 (2.73%)	00:03:20	4,323 (3.52%)	84.96%	66.26%	\$0.00 (0.00%)
10. /schedule/10/	7,480 (2.15%)	6,173 (2.47%)	00:03:42	2,809 (2.29%)	76.11%	60.36%	\$0.00 (0.00%)
11. /schedule/16/	7,180 (2.07%)	5,788 (2.32%)	00:02:55	1,989 (1.62%)	70.44%	50.14%	\$0.00 (0.00%)
12. /schedule/4/	6,497 (1.87%)	5,377 (2.15%)	00:04:14	3,779 (3.08%)	79.54%	69.86%	\$0.00 (0.00%)
13. /schedule/15/	6,357 (1.83%)	5,009 (2.00%)	00:03:15	1,936 (1.58%)	75.10%	52.26%	\$0.00 (0.00%)
14. /schedule/35/	5,696 (1.64%)	4,454 (1.78%)	00:03:20	2,432 (1.98%)	72.51%	57.00%	\$0.00 (0.00%)
15. /schedule/21/	5,683 (1.64%)	4,618 (1.85%)	00:03:06	1,695 (1.38%)	75.37%	55.23%	\$0.00 (0.00%)
16. /schedule/11/	4,901 (1.41%)	3,954 (1.58%)	00:02:30	1,143 (0.93%)	70.52%	43.93%	\$0.00 (0.00%)
17. /schedule/96X/	4,791 (1.38%)	3,977 (1.59%)	00:03:05	2,078 (1.69%)	73.24%	59.51%	\$0.00 (0.00%)
18. /schedule/14/	4,724 (1.36%)	3,842 (1.54%)	00:02:54	1,336 (1.09%)	72.01%	48.65%	\$0.00 (0.00%)
19. /how-to-ride/	4,443 (1.28%)	3,236 (1.29%)	00:00:40	233 (0.19%)	22.75%	10.74%	\$0.00 (0.00%)
20. /schedule/316/	4,257 (1.23%)	3,344 (1.34%)	00:03:00	1,170 (0.95%)	71.71%	51.70%	\$0.00 (0.00%)
21. /schedule/28/	4,243 (1.22%)	3,355 (1.34%)	00:03:02	1,311 (1.07%)	72.10%	50.55%	\$0.00 (0.00%)
22. /maps-schedules/600-select-service/	3,946 (1.14%)	1,392 (0.56%)	00:01:20	135 (0.11%)	42.75%	17.41%	\$0.00 (0.00%)

23.	/schedule/314/	3,878 (1.12%)	3,197 (1.28%)	00:03:20	1,223 (1.00%)	76.70%	57.92%	\$0.00 (0.00%)
24.	/schedule/17/	3,087 (0.89%)	2,545 (1.02%)	00:03:15	1,105 (0.90%)	77.92%	56.17%	\$0.00 (0.00%)
25.	/schedule/310/	2,795 (0.80%)	2,334 (0.93%)	00:03:20	908 (0.74%)	74.56%	58.68%	\$0.00 (0.00%)
26.	/schedule/321/	2,718 (0.78%)	2,270 (0.91%)	00:02:58	950 (0.77%)	79.58%	59.90%	\$0.00 (0.00%)
27.	/schedule/7/	2,588 (0.75%)	1,982 (0.79%)	00:02:12	618 (0.50%)	72.70%	41.04%	\$0.00 (0.00%)
28.	/schedule/93X/	2,490 (0.72%)	1,944 (0.78%)	00:03:11	959 (0.78%)	73.02%	52.93%	\$0.00 (0.00%)
29.	/schedule/36/	2,464 (0.71%)	1,857 (0.74%)	00:02:54	593 (0.48%)	67.45%	42.78%	\$0.00 (0.00%)
30.	/schedule/1/	2,334 (0.67%)	1,744 (0.70%)	00:02:18	477 (0.39%)	64.78%	41.86%	\$0.00 (0.00%)
31.	/schedule/95X/	2,296 (0.66%)	1,856 (0.74%)	00:01:52	494 (0.40%)	64.44%	36.28%	\$0.00 (0.00%)
32.	/schedule/5/	2,273 (0.65%)	1,828 (0.73%)	00:02:23	762 (0.62%)	73.49%	49.98%	\$0.00 (0.00%)
33.	/schedule/19/	2,269 (0.65%)	1,799 (0.72%)	00:01:51	398 (0.32%)	70.60%	35.43%	\$0.00 (0.00%)
34.	/schedule/320/	2,229 (0.64%)	1,825 (0.73%)	00:02:11	469 (0.38%)	65.03%	42.58%	\$0.00 (0.00%)
35.	/schedule/311/	2,143 (0.62%)	1,749 (0.70%)	00:03:09	472 (0.38%)	71.46%	47.97%	\$0.00 (0.00%)
36.	/driver-login/?force=desktop	2,069 (0.60%)	1,328 (0.53%)	00:02:27	618 (0.50%)	47.33%	48.14%	\$0.00 (0.00%)
37.	/about/	1,785 (0.51%)	1,346 (0.54%)	00:00:33	93 (0.08%)	31.18%	14.62%	\$0.00 (0.00%)
38.	/?force=desktop	1,779 (0.51%)	1,292 (0.52%)	00:00:43	114 (0.09%)	50.00%	15.46%	\$0.00 (0.00%)
39.	/driver-login/	1,739 (0.50%)	864 (0.35%)	00:01:43	407 (0.33%)	36.34%	34.04%	\$0.00 (0.00%)
40.	/e-store/	1,730 (0.50%)	1,082 (0.43%)	00:01:53	89 (0.07%)	67.42%	35.03%	\$0.00 (0.00%)
41.	/fares/where-to-buy/	1,644 (0.47%)	1,210 (0.48%)	00:01:35	250 (0.20%)	55.56%	30.29%	\$0.00 (0.00%)
42.	/schedule/97X/	1,590 (0.46%)	1,294 (0.52%)	00:02:23	574 (0.47%)	60.45%	44.09%	\$0.00 (0.00%)
43.	/schedule/2/	1,501 (0.43%)	1,214 (0.49%)	00:02:11	392 (0.32%)	74.74%	45.50%	\$0.00 (0.00%)
44.	/changes-to-several-bus-routes-effective-81714/	1,458 (0.42%)	824 (0.33%)	00:01:56	110 (0.09%)	61.82%	22.77%	\$0.00 (0.00%)
45.	/about/jobs/	1,442 (0.42%)	792 (0.32%)	00:01:38	233 (0.19%)	47.66%	39.04%	\$0.00 (0.00%)
46.	/how-to-ride/paying-your-fare/	1,441 (0.41%)	1,174 (0.47%)	00:01:37	84 (0.07%)	64.29%	23.18%	\$0.00 (0.00%)
47.	/link/	1,420 (0.41%)	1,097 (0.44%)	00:01:07	534 (0.43%)	44.01%	29.23%	\$0.00 (0.00%)
48.	/schedule/92X/	1,178 (0.34%)	934 (0.37%)	00:02:33	398 (0.32%)	71.61%	45.84%	\$0.00 (0.00%)
49.	/fares/clipper-card/	1,168 (0.34%)	1,010 (0.40%)	00:00:48	123 (0.10%)	50.40%	21.75%	\$0.00 (0.00%)
50.	/public-meetings/	1,150 (0.33%)	904 (0.36%)	00:00:35	43 (0.04%)	32.56%	13.91%	\$0.00 (0.00%)

Rows 1 - 50 of 2329

Visitor Report

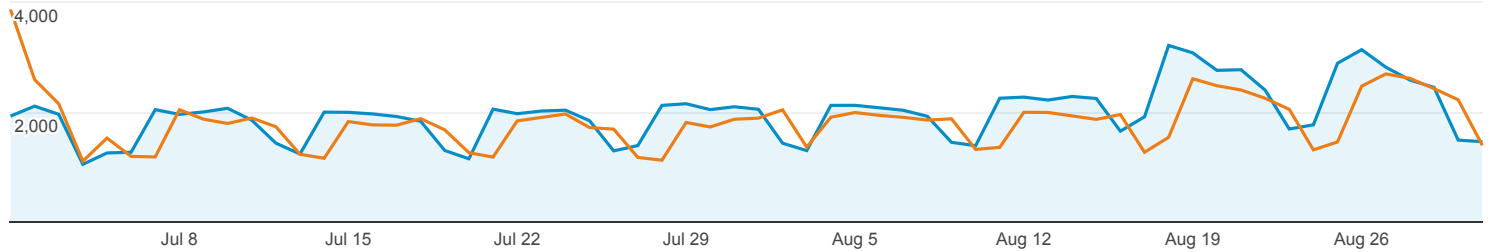
Jul 1, 2014 - Aug 31, 2014
Compare to: Jul 1, 2013 - Aug 31, 2013

All Sessions
+0.00%

+ Add Segment

Report Tab

Jul 1, 2014 - Aug 31, 2014: ● Sessions
Jul 1, 2013 - Aug 31, 2013: ● Sessions



User Type	Mobile (Including Tablet)	Sessions	Users	Pageviews	Avg. Session Duration	Pages / Session
		7.61% ▲ 122,817 vs 114,129	9.30% ▲ 52,614 vs 48,137	3.43% ▲ 347,261 vs 335,740	3.57% ▼ 00:02:58 vs 00:03:04	3.89% ▼ 2.83 vs 2.94
1. Returning Visitor	Yes					
		60,711 (49.43%)	11,730 (18.34%)	153,933 (44.33%)	00:02:53	2.54
		50,393 (44.15%)	10,281 (17.50%)	132,034 (39.33%)	00:02:56	2.62
		20.48%	14.09%	16.59%	-1.65%	-3.23%
2. New Visitor	Yes					
		24,463 (19.92%)	24,447 (38.23%)	68,226 (19.65%)	00:02:41	2.79
		16,759 (14.68%)	16,736 (28.48%)	49,941 (14.87%)	00:03:01	2.98
		45.97%	46.07%	36.61%	-11.47%	-6.41%
3. New Visitor	No					
		21,459 (17.47%)	21,433 (33.51%)	73,188 (21.08%)	00:03:20	3.41
		23,375 (20.48%)	23,339 (39.72%)	81,167 (24.18%)	00:03:19	3.47
		-8.20%	-8.17%	-9.83%	0.37%	-1.78%
4. Returning Visitor	No					
		16,184 (13.18%)	6,341 (9.92%)	51,914 (14.95%)	00:03:13	3.21
		23,602 (20.68%)	8,404 (14.30%)	72,598 (21.62%)	00:03:10	3.08
		-31.43%	-24.55%	-28.49%	1.52%	4.29%

Rows 1 - 4 of 4

Complaints Report

Criteria: Date Range = 07/01/14 to 08/31/14

Date	Complaints
July 2014	18
August 2014	36
	<hr/> 54

July/Avg. Total Calls Answered - 11,680

Commendation Report

Criteria: Date Range = 07/01/14 to 08/31/14

Route	Date	CSF	Employee	Comments
	08/18/14	#####	Gabriel Sanchez	Caller wanted to commend the driver for the way he handled a difficult situation with one of their clients. The client has a medical condition that includes paranoia...she thought our driver was "kidnapping" her. Our driver reassured her and transported without interruption. He then reported the incident to both dispatch and the rehab facility he was transporting from.
	08/26/14	#####		Caller states the 15 was running extremely late and that Fernando Oliva (supervisor) went out of his way and took him to the middle school to pick up his son.
114	08/20/14	#####	Michael Dude	The driver today was wonderful, on time and the service is great.
115	08/20/14	#####	Joaquin Quevedo	The driver was wonderful, on time and the service is great.
127	07/21/14	#####	Maggie Chavez	Excellent driver was awesome! Driver was very courteous! Turned on A/C for her she was polite and was well mannered. This was her first time riding and she'll definitely ride again!
16	07/28/14	#####	Evyonne	Caller said that she is a great driver, always on time and great customer service.
93X	08/11/14	#####	Carrero, P #1817	Per customer email: I just want to give a BIG SHOUT OUT to my current driver Paul of the 93X departing Hillcrest Park and Ride at 5:47 a.m. Paul always has a smile on his face when he greets us in the morning. He is an awesome driver and is always conscientious of the passengers safety, and is always making sure that his passengers are comfortable and making sure he has our best interest at heart. I think County Connection has an awesome driver in their midst and should truly appreciate him in any and every way possible.
96X	08/15/14	#####	Portan, R #1785	Passenger wants to give driver kudos for noticing Bart's arrival and waiting for passengers to get on the bus. Says this never happens and really appreciates him doing this.
Alamo Creek	07/11/14	#####	Rosalie Perez	"Rosalie Perez has been a kind, cautious and alert driver for us on the morning pick up shift of the Alamo Creek Shuttle. Thank You for her services."
Alamo Creek	07/11/14	#####	Rosalie Perez	Rosalie Perez has been a kind, cautious and alert driver for us on the morning pick up shift of the Alamo Creek Shuttle. Thank You for her services.

Total: 10