

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, June 5th, 2015
8:00 a.m.

Supervisor Andersen Office
309 Diablo Rd, Danville, CA

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of April 3, 2015*
4. Maintenance - None
5. Planning and Scheduling
 - a. Clipper Implementation Update*
 - b. WiFi Service on Fixed Route System*
 - c. Verbal Updates
 - i. Shadelands Shuttle Ridership and Marketing
 - ii. Progress on Lamorinda Service Plan
 - iii. Progress on Countywide Express Bus Study
6. Reports
 - a. Fixed Route Monthly Report*
 - b. LINK Monthly Report
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting - July 3, 2015 – Consider changing date.
10. Adjournment

*Enclosure

FY2014/2015 O&S Committee

Laura Hoffmeister – Concord, Robert Storer – Danville, Dave Hudson – San Ramon,
Candace Andersen – Contra Costa County

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

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

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

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

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

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

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, June 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, June 3, 9:00 a.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, July 14, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, June 4, 8:30 a.m., 100 Gregory Ln, Pleasant Hill
Operations & Scheduling:	Friday, June 5, 8:00 a.m., 309 Diablo Rd, Danville

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

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

Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen Office
309 Diablo Road, Danville, CA
April 3, 2015, 8:00 a.m.

Directors: Directors Candace Andersen, Robert Storer, Dave Hudson
Staff: Laramie Bowron, Anne Muzzini,
Public: Ralph Hoffman

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

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None.
3. **Approval of O&S Summary Minutes for February, 2015:** Minutes were approved.
4. **Maintenance:** None
5. **Planning and Scheduling:**
 - a. Verbal Updates
 - i. Update on LCTOP Grant for Martinez Shuttle Ms. Muzzini gave a verbal update in the LTCOP grant status and the Martinez Shuttle implementation which is awaiting approval. Stops are being worked out with the City and staff is awaiting approval of the grant. In the meantime the required Title VI analysis is being done. Service may begin in the Summer bid or the fall bid.
 - ii. Update on Shadelands Shuttle Ridership and Marketing Ms Muzzini reported that the Shadelands business owners are working to develop a logo and bus wrap scheme but it has not been finalized. The route started operating for free as of February 19th, but ridership reports for March haven't been finalized.
 - iii. Progress on Lamorinda Service Plan Final service options have been crystalized and one page summaries are being presented to the LPMC prior to release for public comment. It is expected that public comments will be solicited in May and June. There was discussion about the school bus programs and needs.
 - iv. Progress on Countywide Express Bus Study The first deliverable describing the existing express bus services operated in Contra Costa and park and ride lot facilities has been completed. As yet service options have not been developed. Director Andersen wanted to make sure the lot on 680 at Bollinger was not overlooked. There was discussion about the location of the future transit center in San Ramon.
 - v. Implementation of Bus Stop Access Improvements Ms Muzzini explained that she was working with the Cities of Pleasant Hill and Concord to purchase new shelters to replace older non solar versions. In addition, she is getting on call engineering services bids to assist in the design future stop improvements.
6. **Staff Reports**
 - a. Fixed Route Monthly Report – Ms. Muzzini presented the fixed-route report which was approved without comment.
 - b. LINK Monthly Report – The report which was approved without comment.
7. **Committee Comments** – None.
8. **Future Agenda Items** – None.
9. **Next Scheduled Meeting** – April 8th at 8:00am at Supervisor Andersen's Office.
10. **Adjournment** – The meeting was adjourned at 9:00 a.m.

Minutes prepared and submitted by: Anne Muzzini, Director of Planning and Marketing

To: Operations and Scheduling Committee

Date: May 26, 2015

From: Anne Muzzini, Director of Planning and Marketing

Reviewed by:

Subject: Clipper Implementation

The Schedule:

MTC, and its “Clipper” program contractors and consultants, are actively engaged in final preparations for installing the hardware and software necessary to implement Clipper on the East Bay Group which includes County Connection, Tri Delta, WestCAT, and Wheels. Network infrastructure has been installed at the facility and prototype vehicle installs are complete. The fleet installation is scheduled to begin in July and completed in August. Cubic, the Clipper contractor, is aiming to have the system “revenue ready” by the 1st of October. The East Bay Group can launch any time after Cubic is revenue ready. MTC will be providing marketing services but suggests that a soft launch be done prior to January 1st with the hard launch (larger expenditure of marketing funds) after the holidays.

Fare Changes:

The East Bay Operator group has been meeting with MTC and CH2MHill (their consultant in charge of the project) to finalize business rules and fare instruments that will be programmed into the Clipper system. From the earliest stages of these discussions, it has been clear that some aspects of the transit agencies’ existing fare structures would have to be simplified and standardized to work within the constraints of the Clipper technology.

- Cash Fares: Each agency is able to set their own cash fare for basic and express routes for adult, student, and senior. (No change)
- Transfers: Transfers will be good for one bus ride within 120 minutes of the transfer issue time. Currently transfers are good for multiple rides within 120 minutes of transfer issue on weekdays and 180 minutes on weekends. We will be keeping paper transfers for riders who wish to continue their use and the rules for paper transfers will not change. For this reason no one should be negatively affected.
- Monthly Passes: All operators agreed to offer a 31 day rolling pass (basic and express) that is good on all East Bay group buses. The East Bay Value pass is currently offered as a paper product for \$60.00 (regular) and \$70 (express routes) but it is only good for the calendar month in which it was purchased, not a 31 day

rolling period. We plan on continuing to sell the paper product but expect riders will transfer to the 31 day rolling product available on the Clipper card. In the future we may propose to eliminate the paper version of the pass and would do a Title VI analysis at that time.

County Connection is the only East Bay operator that does not have a monthly pass priced differently from the East Bay Value Pass. Under the MTC/Cubic agreement each operator is allowed to have one monthly pass in addition to the group's East Bay Value Pass. At this time our monthly pass will be developed at the software level as a place holder, but will be hidden from on line purchase.

- Day Pass Accumulator: Two of the East Bay operators (WestCat and Tri Delta) issue day passes. Their "smart" GFI fareboxes print the day pass which enables passengers to ride all day. They price the day pass very reasonably; \$3.35 Tri Delta and \$3.50 WestCat. An advantage of the day pass is that it reduces paper transfers. There was a desire by these two operators to create a day pass equivalent on Clipper for the East Bay group similar to the AC Transit implementation. MTC and Cubic have agreed to give us the Day Pass Accumulator which uses cash value stored on the card to pay for local bus fares up to a maximum amount – determined to be \$3.75 in a day in our case. For example; if you board the bus to go to work Clipper will deduct the \$2.00 fare, when you board the bus to come home Clipper will only deduct \$1.75 instead of \$2.00 because you've reached the maximum amount of \$3.75.

County Connection doesn't have a day pass now and our fareboxes don't have the ability to print them. For this reason the day pass accumulator is a new fare media that will only be available on our system through use of the Clipper card. We will have to do a Title VI analysis and get Board approval for this fare change.

Single Point Log In:

Drivers currently log in to the Clever devices system when they start their run so that headsign changes, passenger counting, and fare payment information linked to the route and bus stop. The Clipper system will add another computer system on the bus that will not be connected to the Clever Devices system. The Clipper on board equipment includes the card reader and a driver console that will require the driver to log in with their route. The East Bay Operators have asked for single point login but this will require Cubic to develop an API and Clever Devices to write software that exports the route information. MTC has directed Cubic to begin the work, but the implementation of single point log could be a year away.

Financial Reconciliation:

The East Bay Operator group will be considered one operator by Cubic when it comes to distribution of fare revenues. The group has delegated Wheels (LAVTA) to be the receiver and distribution manager of the funds. This system of grouping operators and having one point agency handle the finances has been implemented in Phase II – the Napa Solano group. Fare revenues will be distributed by Wheels based on Cubic reports of ridership by route. If \$2.00 cash fare is paid by a rider on a regular County Connection route, then Wheels will distribute that \$2.00 back to County Connection. Details such as how often reconciliation will be done are still being worked out by the group.

Cost

There is an annual operating cost allocated to each operator in the Clipper system based upon the number of transactions (tags on the bus). It is projected that we will incur \$120,000 annual fee from MTC to pay for Cubic's ongoing support.

Board Actions

The Board will need to adopt the new Day Pass Accumulator Fare. Staff will be preparing the necessary Title VI analysis and setting up the required Public Hearing. We anticipate being ready for Board action in July.

Recommendation for the Committee

Support implementation of the Day Pass Accumulator with a maximum charge of \$3.75 and direct staff to work on the necessary steps for Board action.

To: Operations and Scheduling Committee

Date: May 29, 2015

From: Anne Muzzini, Director of Planning and Marketing

Reviewed by:

Subject: Wi Fi On Buses

Background:

We currently have unlimited Sprint data plans on 19 buses offering free WiFi to our passengers (Bishop Ranch service). This is being used quite a bit based on our data consumption on those lines. All buses are equipped with routers and WiFi service that enables Clever Devices system to transmit real time information to BusTracker and dispatch. The average data usage on a bus that is only transmitting Clever data is 8-14 Mb. Passenger Wifi enabled buses are averaging 3,500 Mb of data usage per month.

Implementation on Entire Fixed Route Fleet:

The cost difference between the 500 Mb limited plan and the unlimited plan is \$18 per month, per bus. Converting all buses to passenger Wifi-enabled would amount to a total of \$1,818 per month, or \$21,816 per year. I would use a budgeting figure of \$30k per year for this project to allow room for any Sprint increases and data modem replacement.

Customer experience of this service, as far as data speeds, will vary greatly based on signal strength, location, how many devices are connected, and what those passengers are using the connection for. The modems on the bus support 4G, but our IT Manager is looking into upgrading those to the newest LTE service, which is much faster. There may be a small increase in monthly charge for the faster service, which is another reason to have some contingency in the budget. The data modems needed for the faster service would be provided by Sprint free-of-charge, due to our WSCA (government) account with them.

Recommendation:

Review cost for implementing WiFi on the entire fleet and if desired direct General Manager to implement the program. The cost is less than \$100,000 there it does not require Board approval.

Agenda Item 7.a

TO: O&S Committee

DATE: May 19, 2015

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 2015

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 14-15		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	313,928		
Average Weekday	13,276	12,960	
Pass/Rev Hour	16.3	16.2	Standard Goal > 17.0
Missed Trips	0.17%	0.12%	Standard Goal < 0.25%
Miles between Road Calls	23,901	34,114	Standard Goal > 18,000

* Based on current standards from updated SRTP

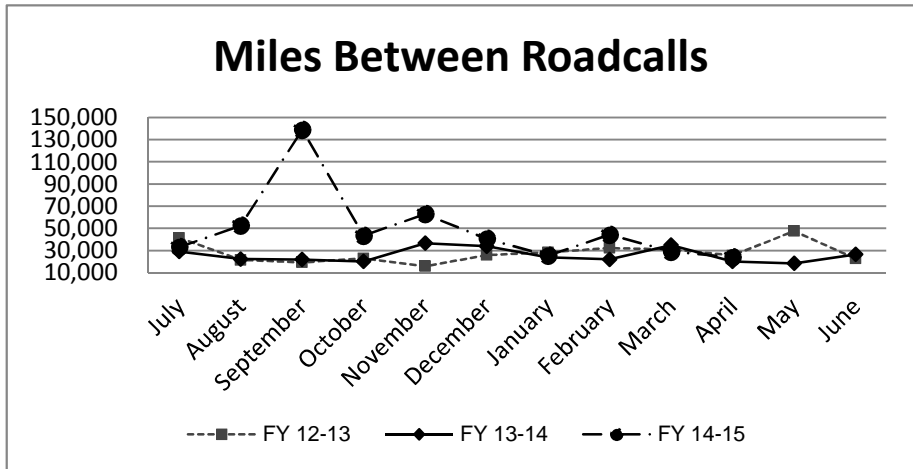
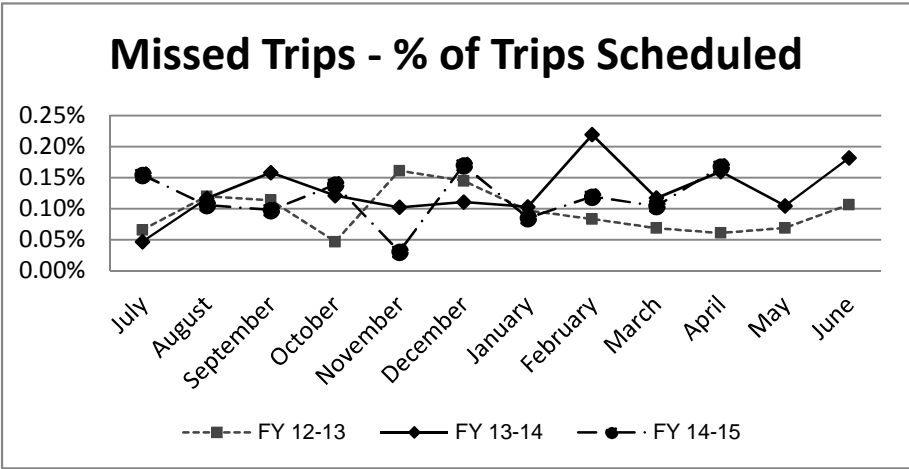
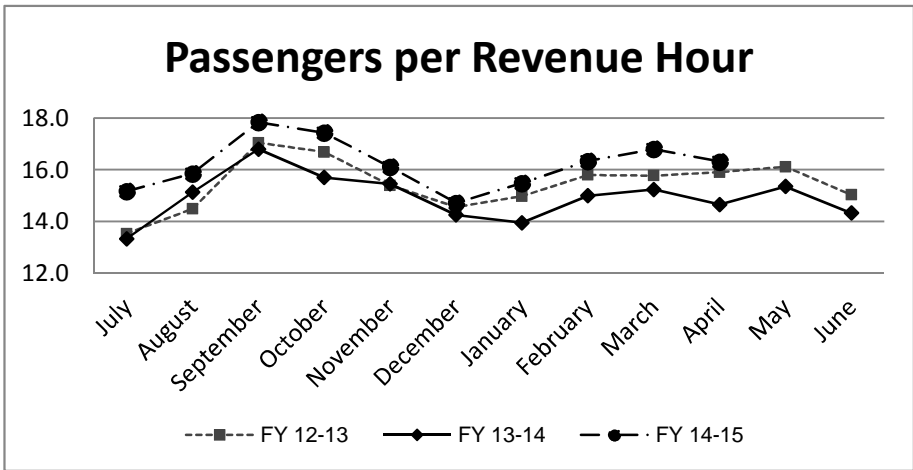
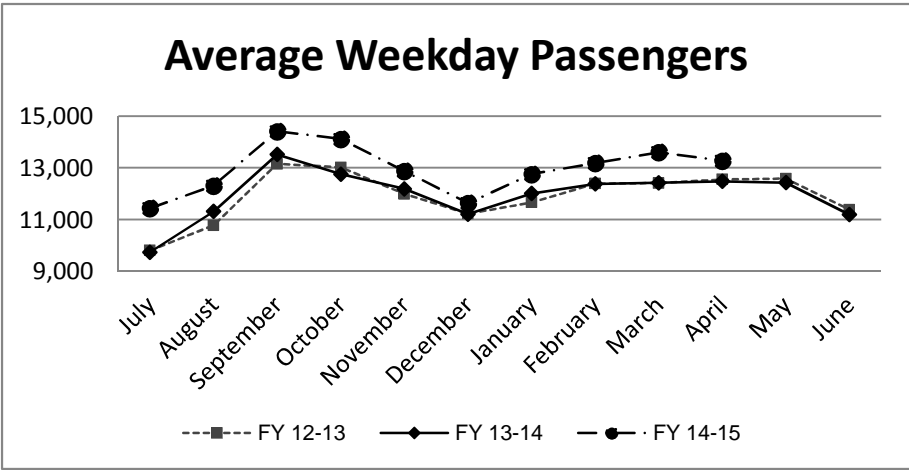
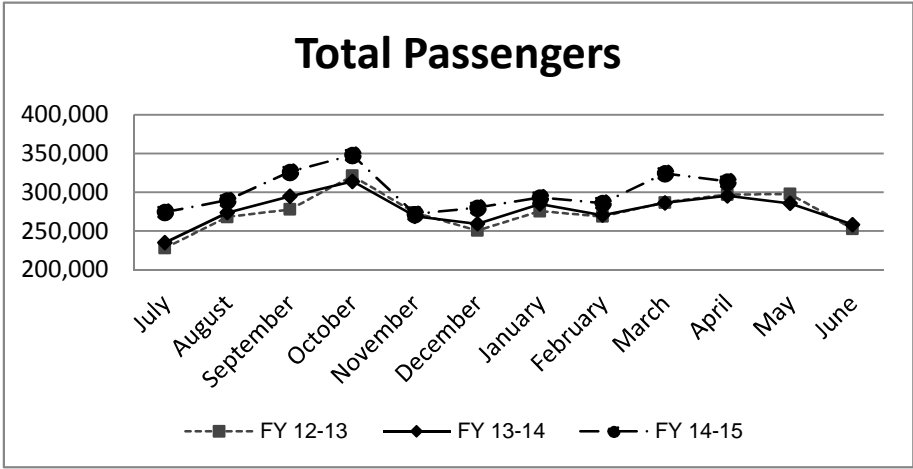
Analysis

Average weekday ridership was lower in April (13,276 passengers) than March (13,601 passengers) and higher April 2014 (12,479 passengers).

Passengers per hour in April was 16.3, a slight decrease from 16.8 in March and an increase from April 2014 when passengers per hour was 14.7.

The percentage of missed trips in April was 0.17%. An increase from the prior month (0.10%). The YTD average is 0.12% missed trips.

The number of miles between roadcalls was 23,901 miles in April, lower than the prior month in which there were 29,028 miles between roadcalls. The 12 month average is 34,114 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2014 April	2014 May	2014 June	2014 July	2014 August	2014 September	2014 October	2014 November	2014 December	2015 January	2015 February	2015 March	2015 April	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	282,946	277,215	264,800	265,079	262,467	277,607	303,715	251,601	284,440	279,218	265,796	290,280	286,806	3,309,024
Work Days	30	30	30	30	31	29	31	29	30	30	28	31	30	359
Revenue Hours	20,149	18,588	18,010	18,087	18,185	18,290	19,958	16,866	18,937	18,428	17,506	19,308	19,244	221,407
Operator Pay Hours	30,333	31,920	32,106	32,918	31,939	32,986	33,540	31,189	32,751	37,114	30,051	28,673	30,028	385,215
Number of Operators	169	167	166	177	170	170	171	165	164	162	175	168	167	169
Unscheduled Absences	341	302	287	300	321	329	421	289	365	280	307	342	306	3,849
FT Protection	23	33	37	39	47	51	61	36	41	30	31	32	54	492
Worker Comp.	124	105	94	90	92	59	107	108	96	57	69	86	33	996
Sick leave	194	164	156	171	182	219	253	145	228	193	207	224	219	2,361
Collision Accidents	6	5	6	5	6	10	2	3	9	11	5	0	7	69
Passenger Accidents	11	17	16	7	17	23	15	6	28	10	13	23	20	195
Total Chargeable Collisions	1	2	2	0	1	7	0	2	1	2	2	0	4	23
Chargeable/100K Miles	0.35	0.72	0.75	0.00	0.38	2.52	0.00	0.79	0.35	0.71	0.75	0.00	1.39	0.69
Number of Trips Scheduled	24,454	23,931	23,121	23,332	23,665	24,546	26,694	22,661	25,307	24,749	23,473	25,921	25,676	293,076
Number of Trips Missed	39	25	42	36	25	24	37	7	43	21	28	27	43	358
Of Trips Scheduled - % Missed	0.16%	0.10%	0.18%	0.15%	0.11%	0.10%	0.14%	0.03%	0.17%	0.08%	0.12%	0.10%	0.17%	0.12%
Of Trips Missed - Mechanical	22	19	21	19	10	9	21	2	11	10	18	21	29	190
On Time Performance %	86%	85%	87%	88%	86%	84%	84%	85%	84%	86%	86%	85%	88%	86%
MAINTENANCE														
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	22	20	19	11	12	7	10	8	18	17	8	16	24	170
Road Calls for Mechanical	14	15	10	8	5	2	7	4	7	11	6	10	12	97
Road Calls for Other	8	5	9	3	7	5	3	4	11	6	2	6	12	73
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	12,398	10,161	6,002	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
200 - 299	30,978	15,263	26,758	33,877	30,224	25,792	32,070	9,112	27,994	28,840	20,706	24,425	25,730	
300 - 399	37,733	11,733	11,332	37,831	35,587	35,358	38,860	32,204	38,565	39,237	17,437	36,040	12,262	
400 - 499	8,568	32,411	33,712	28,125	13,083	33,105	37,859	29,424	30,400	33,528	28,435	32,620	31,988	
500 - 518	25,746	13,110	24,631	23,735	47,883	47,880	27,477	48,025	51,243	13,400	49,446	27,131	55,268	
900 - 939	18,752	22,842	22,236	29,176	87,176	94,205	103,838	83,857	32,947	23,195	97,728	21,026	24,711	
1300-1309	22,316	25,107	26,128	26,911	21,857	27,063	5,936	19,511	7,962	19,482	22,432	22,234	22,276	
1400-1406	N/A	N/A	N/A	3,336	13,574	14,204	12,392	11,243	13,511	11,754	12,175	15,569	15,914	
Fleet Avg.	20,210	18,481	26,480	33,135	52,493	138,804	43,338	62,900	40,634	25,383	44,299	29,028	23,901	34,114
Maintenance Pay Hours	4,135	4,143	3,816	3,920	4,440	3,091	3,132	4,269	4,375	4,789	4,108	4,315	4,067	48,465
No. Maint. Employees	25	23	23	23	26	24	26	26	26	26	26	25	25	25
Maint. Emps/100K Miles	9	8	9	9	10	9	9	10	9	9	10	9	9	1
Unscheduled Absences	3	2	1	1	3	4	7	1	3	0	4	3	3	3

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

**MONTHLY BOARDINGS
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings		
April 2015 - Fixed Route Boardings	313,928	Revenue Hours -	April 2015	19,244	Weekdays -	April 15	22	Fiscal 2015 YTD	3,008,516
			April 2014	20,149		April 14	22		
		Revenue Miles -	April 2015	211,754	Saturdays -	April 15	4		
			April 2014	211,160		April 14	4		
					Sundays -	April 15	4		
					April 14	4	Fiscal 2014 YTD	2,784,989	
April 2015 Total Boardings	313,928	Passengers per Mile	1.5	Total Days - 2015	30	YTD Trend	8.0%		
April 2014 Total Boardings	295,283	Passengers per Hour	16.3	2014	30	Monthly Trend	6.3%		

Fixed Route Passenger Total						April 2015 Weekday Average	April 2015 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	7,622			7,622	346	13.1
2	Rudgear / Walnut Creek	444			444	20	5.2
4	Walnut Creek Downtown Shuttle	18,934	2,384	1,555	22,873	861	24.4
5	Creekside / Walnut Creek	8,181			8,181	372	19.9
6	Lafayette / Moraga / Orinda	10,507	535	372	11,414	478	13.9
7	Shadelands / Pleasant Hill	6,168			6,168	280	13.1
9	DVC / Walnut Creek	11,693			11,693	532	12.6
10	Concord / Clayton Rd	25,986			25,986	1,181	24.6
11	Treat Blvd / Oak Grove	6,217			6,217	283	14.5
14	Monument Blvd	13,832			13,832	629	15.9
15	Treat Boulevard	12,480			12,480	567	18.3
16	Alhambra Ave / Monument Blvd	17,665			17,665	803	15.5
17	Olivera/Solano / Salvio / North Concord	6,479			6,479	295	15.7
18	Amtrak / Merello / Pleasant Hill	10,062			10,062	457	14.2
19	Amtrak / Pacheco Blvd / Concord	3,381			3,381	154	11.1
20	DVC / Concord	26,456			26,456	1,203	24.2
21	Walnut Creek / San Ramon Transit Center	14,145			14,145	643	12.7
25	Lafayette / Walnut Creek	1,530			1,530	70	7.1
28	North Concord / Martinez	6,916			6,916	314	10.2
35	Dougherty Valley	12,188			12,188	554	16.6
36	San Ramon / Dublin	5,953			5,953	271	9.7
91X	Concord Commuter Express	1,597			1,597	73	13.8
92X	Ace Shuttle Express	4,305			4,305	196	18.5
93X	Kirker Pass Express	4,910			4,910	223	15.6
95X	San Ramon / Danville Express	4,029			4,029	183	18.2
96X	Bishop Ranch Express	11,956			11,956	543	15.2
97X	Bishop Ranch Express	2,426			2,426	110	11.8
98X	Martinez Express	9,699			9,699	441	16.6
250 *	Gael Rail Service	113	115	78	306	13	3.4
260 *	Cal State East Bay / Concord Bart	279			279	16	1.8
301	Rossmoor / John Muir Medical Center		339	317	656	0	8.5
310	Concord Bart / Clayton Rd / Kirker Pass		1,998	1,383	3,380	0	30.1
311	Concord / Oak Grove / Treat Blvd / WC		1,039	722	1,761	0	14.2
314	Clayton Rd / Monument Blvd / PH		2,631	1,893	4,524	0	20.8
315	Concord / Willow Pass / Landana		249	156	404	0	7.7
316	Alhambra / Merello / Pleasant Hill		1,575	981	2,556	0	15.6
320	DVC / Concord		933	615	1,547	0	15.5
321	San Ramon / Walnut Creek		1,129	862	1,991	0	11.8
Alamo Creek	Alamo Creek / BART Walnut Creek	347			347	16	2.0
600's	Select Service	25,568			25,568	1,162	24.2
TOTALS		292,069	12,926	8,933	313,928	13,276	16.3

* Data from Link ** Seasonal Route

Operations Data Summary

APRIL 2015 PRODUCTIVITY

(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
310	Concord Bart / Clayton Rd / Kirker Pass	3,380	0	30.1
10	Concord / Clayton Rd	25,986	1,181	24.6
4	Walnut Creek Downtown Shuttle	22,873	861	24.4
600's	Select Service	25,568	1,162	24.2
20	DVC / Concord	26,456	1,203	24.2
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,524	0	20.8
5	Creekside / Walnut Creek	8,181	372	19.9
92X	Ace Shuttle Express	4,305	196	18.5
15	Treat Boulevard	12,480	567	18.3
95X	San Ramon / Danville Express	4,029	183	18.2
98X	Martinez Express	9,699	441	16.6
35	Dougherty Valley	12,188	554	16.6
14	Monument Blvd	13,832	629	15.9
17	Olivera/Solano / Salvio / North Concord	6,479	295	15.7
93X	Kirker Pass Express	4,910	223	15.6
316	Alhambra / Merello / Pleasant Hill	2,556	0	15.6
16	Alhambra Ave / Monument Blvd	17,665	803	15.5
320	DVC / Concord	1,547	0	15.5
96X	Bishop Ranch Express	11,956	543	15.2
11	Treat Blvd / Oak Grove	6,217	283	14.5
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,761	0	14.2
18	Amtrak / Merello / Pleasant Hill	10,062	457	14.2
6	Lafayette / Moraga / Orinda / Orinda Village	11,414	478	13.9
91X	Concord Commuter Express	1,597	73	13.8
1	Rossmoor / Shadelands	7,622	346	13.1
7	Shadelands / Pleasant Hill / Walnut Creek	6,168	280	13.1
21	Walnut Creek / San Ramon Transit Center	14,145	643	12.7
9	DVC / Walnut Creek	11,693	532	12.6
97X	Bishop Ranch Express	2,426	110	11.8
321	San Ramon / Walnut Creek	1,991	0	11.8
19	Amtrak / Pacheco Blvd / Concord	3,381	154	11.1
28	North Concord / Martinez	6,916	314	10.2
36	San Ramon / Dublin	5,953	271	9.7
301	Rossmoor / John Muir Medical Center	656	0	8.5
315	Concord / Willow Pass / Landana	404	0	7.7
25	Lafayette / Walnut Creek	1,530	70	7.1
2	Rudgear / Walnut Creek	444	20	5.2
250 *	Gael Rail Service	306	13	3.4
Alamo Creek	Alamo Creek / BART Walnut Creek	347	16	2.0
260 *	Cal State East Bay / Concord Bart	279	16	1.8

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
1	Rossmoor / Shadelands	310	300	298	349	351	375	361	365	302	347	335	360	346
2	Rudgear / Walnut Creek	54	53	47	48	25	23	26	22	19	22	24	23	20
4	Walnut Creek Downtown Shuttle	835	855	855	957	976	831	863	858	834	795	806	825	861
4H **	Walnut Creek Extended Holiday Shuttle								20	22				
5	Creekside / Walnut Creek	65	66	67	70	191	288	327	307	286	343	368	375	372
6	Lafayette / Moraga / Orinda	413	432	323	328	353	583	551	492	420	474	495	489	478
7	Shadelands / Pleasant Hill / Walnut Creek	206	196	194	210	174	146	165	160	152	161	178	232	280
9	DVC / Walnut Creek	546	523	512	560	602	644	627	601	509	522	552	556	532
10	Concord / Clayton Rd	1,079	1,118	1,037	1,069	1,134	1,278	1,237	1,165	1,024	1,120	1,171	1,238	1,181
11	Treat Blvd / Oak Grove	317	306	300	298	326	347	324	315	271	295	316	313	283
14	Monument Blvd	604	600	571	615	618	678	688	630	565	616	637	644	629
15	Treat Boulevard	533	564	479	469	531	619	613	551	472	541	571	581	567
16	Alhambra Ave / Monument Blvd	724	762	720	770	773	863	843	780	684	770	777	830	803
17	Olivera/Solano / Salvio / North Concord	256	259	268	267	299	300	291	268	249	266	276	290	295
18	Amtrak / Merello / Pleasant Hill	512	466	406	447	498	545	525	482	414	459	459	476	457
19	Amtrak / Pacheco Blvd / Concord	126	137	141	151	151	150	152	133	127	136	143	158	154
20	DVC / Concord	1,261	1,150	1,012	1,148	1,287	1,490	1,403	1,308	1,133	1,248	1,330	1,291	1,203
21	Walnut Creek / San Ramon Transit Center	608	609	580	623	615	668	645	618	570	609	601	642	643
25	Lafayette / Walnut Creek	74	69	65	77	64	88	76	78	65	63	69	78	70
28	North Concord / Martinez	331	317	295	305	324	349	333	308	294	323	336	342	314
35	Dougherty Valley	472	476	444	457	491	578	540	495	458	491	542	569	554
36	San Ramon / Dublin	236	257	240	247	243	268	258	238	226	255	269	265	271
91X	Concord Commuter Express	43	41	40	45	64	72	70	74	65	63	65	73	73
92X	Ace Shuttle Express	206	211	233	255	243	259	241	213	212	205	204	204	196
93X	Kirker Pass Express	234	226	203	218	230	269	247	220	200	216	229	227	223
95X	San Ramon / Danville Express	171	176	177	194	178	168	156	140	153	189	158	173	183
96X	Bishop Ranch Express	623	581	608	649	646	642	630	577	516	569	574	570	543
97X	Bishop Ranch Express	115	108	122	117	107	118	113	98	97	101	103	112	110
98X	Martinez Express	428	410	356	410	429	474	483	433	405	415	430	446	441
250 *	St Mary's College Gael Rail Shuttle	15	13	0	0	27	31	18	11	7	15	17	11	13
260 *	Cal State East Bay / Concord Bart	18	14	11	14	11	6	28	24	18	19	17	12	16
ALAMO *	Alamo Creek / BART Walnut Creek	11	10	14	16	15	16	17	17	15	13	13	16	16
600's	Select Service	1,065	1,136	575	59	362	1,272	1,288	906	873	1,108	1,134	1,191	1,162
TOTALS		12,479	12,429	11,224	11,441	12,310	14,410	14,112	12,873	11,639	12,756	13,182	13,601	13,276

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SATURDAY		<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	539	539	561	618	602	613	552	527	663	647	631	624	596
4H **	Walnut Creek Extended Holiday Shuttle								64	87				
6	Lafayette / Moraga / Orinda	115	104	61	69	91	189	149	147	81	122	122	163	134
250 *	St Mary's College Gael Rail Shuttle	23	25			6	42	38	32	17	28	33	27	29
301	Rossmoor / John Muir Medical Center	77	75	60	66	84	83	55	56	70	82	87	99	85
310	Concord Bart / Clayton Rd / Kirker Pass	424	438	435	460	485	476	466	427	492	486	496	492	499
311	Concord / Oak Grove / Treat Blvd / WC	272	248	240	261	280	282	266	265	255	213	248	229	260
314	Clayton Rd / Monument Blvd / PH	641	651	639	689	763	730	735	695	686	699	667	670	658
315	Concord / Willow Pass / Landana	82	63	60	72	72	86	70	69	60	58	64	66	62
316	Alhambra / Merello / Pleasant Hill	324	344	338	379	404	384	390	354	334	336	371	373	394
320	DVC / Concord	238	247	244	291	263	259	238	225	242	239	261	249	233
321	San Ramon / Walnut Creek	284	264	267	284	271	294	289	287	265	274	280	275	282
TOTALS		3,019	2,998	2,906	3,191	3,322	3,440	3,247	3,096	3,252	3,185	3,259	3,267	3,232

Route	Destination Information	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15
SUNDAY		<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	376	425	429	505	513	385	468	387	468	458	550	454	389
6	Lafayette / Moraga / Orinda	98	90	53	71	82	124	120	108	65	110	95	94	93
250 *	St Mary's College Gael Rail Shuttle	21	22			9	24	22	22	10	28	23	17	20
301	Rossmoor / John Muir Medical Center	66	53	56	48	50	71	78	60	60	78	39	52	79
310	Concord Bart / Clayton Rd / Kirker Pass	368	383	366	381	420	374	384	343	376	352	350	414	346
311	Concord / Oak Grove / Treat Blvd / WC	202	202	220	223	213	249	240	221	210	169	179	190	180
314	Clayton Rd / Monument Blvd / PH	404	456	470	494	561	510	510	479	519	500	466	507	473
315	Concord / Willow Pass / Landana	48	57	38	43	44	56	49	48	46	38	23	40	39
316	Alhambra / Merello / Pleasant Hill	249	276	256	271	295	281	291	275	281	252	241	256	245
320	DVC / Concord	157	155	172	211	213	173	172	152	180	156	150	163	154
321	San Ramon / Walnut Creek	183	211	212	228	229	220	232	232	206	203	200	215	216
TOTALS		2,170	2,330	2,274	2,475	2,628	2,465	2,565	2,326	2,419	2,344	2,317	2,401	2,233

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

Route Description Summary

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

Route Description Summary

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