

County Connection

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

ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, July 14, 2015
2:00 p.m.**

**CCCTA Paratransit Facility
Gayle B. Uilkema Memorial Board Room
2477 Arnold Industrial Way
Concord, California**
Conference Call Access:
Please call (925) 680-2040

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. Approval of Minutes of May 12, 2015*
4. Public Comment
5. Fixed-Route Changes/Additions- Fall 2015*
6. Clipper Implementation Update*
7. ADA – Monthly Reports
 - a. ADA Certification and Recertification Report*
 - b. LINK Monthly Operating Reports – April/May 2015*
8. Fixed Route – Monthly Reports
 - a. Fixed Route Ridership Reports – April/May 2015*
 - b. Driver Appreciation Winners – May-Agustin (Junior) Barrientos/June – Arthur R. Williams
 - c. Website User Information – May/June 2015*
 - d. Customer Service Report – May/June 2015

*Enclosure

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

9. Committee Member Communications

10. Adjournment – Next Meeting – July 14, 2015

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, May 21, 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 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

County Connection

Advisory Committee

Summary Minutes

Meeting of March 10, 2015

The meeting was called to order at 2:10 PM.

Members present were: Cary Kennerley and David Loyd. There were no conference call attendees

Staff present: Mary Burdick, Katherine Casenave, and Paul Okunewitch (LINK)

Approval of Agenda

The agenda was approved.

Approval of the Minutes of March 10, 2015

The minutes were approved.

Public Comment

There was no public comment.

FY2016 Operating and Capital Budget

Katherine Casenave presented the third draft budget and ten year forecast. The FY2016 operating budget is projected to be \$36,438,876 - \$31,045,679 for fixed-route and \$5,393,197 for Paratransit. The capital budget is projected to be \$1,304,000.

Cary Kennerly asked by the capital budget is so much lower, and Ms. Casenave explained that MTC allots funding for bus procurements based on the year they are scheduled to be replaced. Most of the current bus procurement is taking place in FY 2015.

Mr. Kennerly asked if the paratransit fleet runs on diesel or gasoline, and Mr. Okunewitch responded that they run on gasoline.

Ms. Casenave explained that ten year forecast illustrates County Connection's ability to provide services at current levels through 2024. The revenues projected beyond FY2017 reflect a conservative 3% increase each year and are refined each year during the budget process. She also spoke to the agency's retirement funds, explaining we are funded at 90% and our employee retirement program is the most conservative PERS package that minimized opportunities for pension spiking that is being reported in the news.

2015 On-Board Survey – Draft Report

Ms. Burdick provided the Committee with the draft report on the 2015 Fixed-Route On-Board Survey conducted by Moore & Associates. The survey provided information about our the typical passenger uses the system – what routes they use, how often they ride,

how they pay fares, transfer needs, trip purposes, as well as household size, languages spoken, education, and income levels.

Lamorinda Service Plan

Ms. Burdick provided the Committee with the latest materials being considered by the Lamorinda Program Management Committee (LPMG) as a result of the survey conducted as part of the Lamorinda Transit Study. Five service alternatives were further developed and will be included in the final survey and outreach effort. The projects include BART Shuttle service, Flexible Transit Service, Expanded School Bus Service, Taxi Scrip, and BART Vanpools.

ADA Monthly Reports

- A. ADA Certification and Recertification reports for March and April 2015 were provided.

- B. LINK monthly operating reports for February and March 2015 were reviewed. Mr. Kennerly asked about the decrease in fuel mileage. Mr. Okunewitch explained that as the economy has improved, there has been an increase in traffic congestion that affects fuel mileage.

Fixed-Route Staff Reports

- A. Fixed-route Ridership Report – The monthly reports for February and March 2015 were reviewed. Average weekday ridership increased both months over previous year figures.
- B. Driver Appreciation Winners – Bernabe Leiva and Zeneyda Molina were the winners for March and April.
 - a. CCCTA Website User Information - Staff provided website user statistics for March and April 2015.
 - b. Customer Service Reports – The number of complaints and commendations were provided, as well as the number of telephone calls coming to the Information Center during March and April 2015. Of the 11,336 answered calls, 70 were complaint calls.

Member Communication

None

Adjournment

The meeting was adjourned at 3:20 PM.

The next meeting is scheduled for Tuesday, July 14, 2015.

Minutes prepared by Mary Burdick on July 7, 2015.

To: County Connection Advisory Committee

Date: July 6, 2015

From: Mary Burdick

Reviewed by:

SUBJECT: Fall FY 2016 Fixed Rt. Changes

Summary:

Several changes will be implemented with the Fall service bid that takes place on Sunday, August 16, 2015 that will enhance service on several routes. The changes are described below.

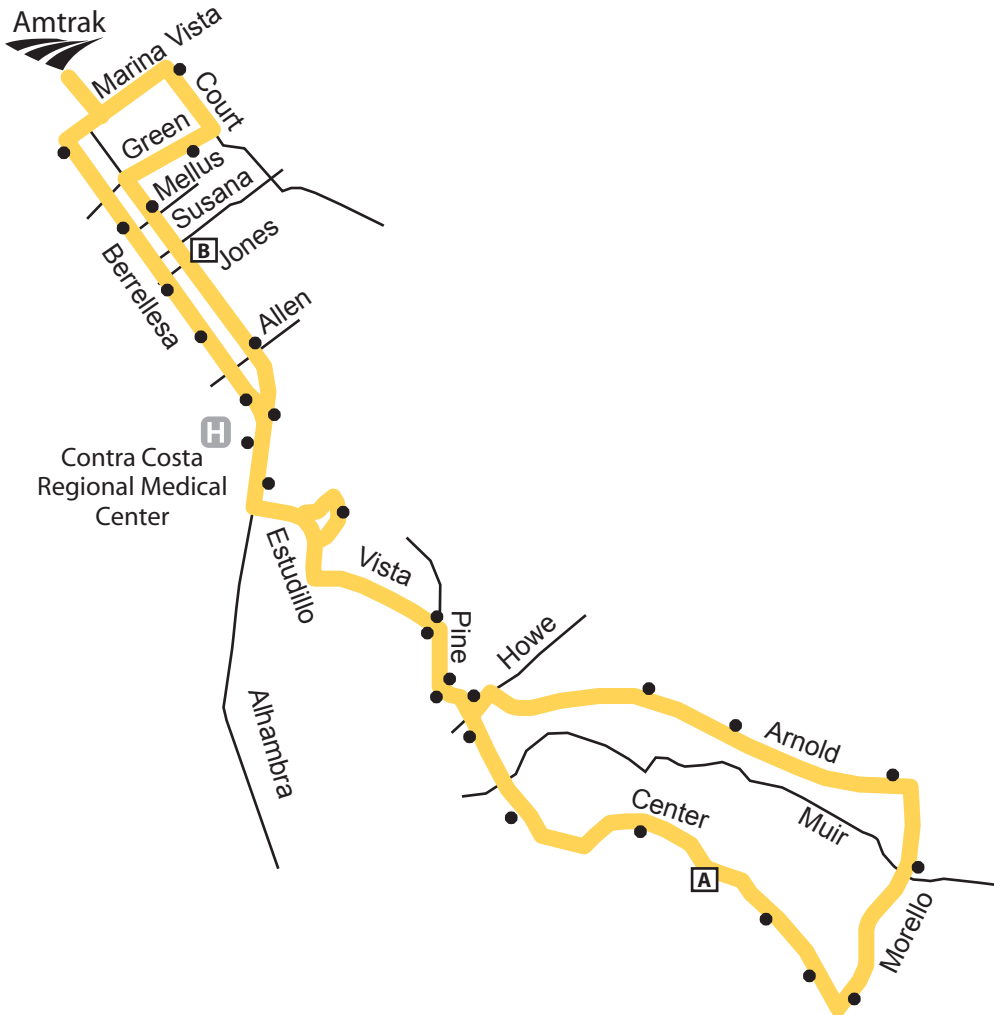
Route 1 – service will be restored to the Marchbanks area off Ygnacio Valley Rd., across from John Muir Medical Center. The new service will be included on the Route 1 schedule and referred to as Rt. 1M. Rt. 1M will run four AM trips between 6:23 and 8:17, and five PM trips between 4:27 and 7:07.

Route 3 – Martinez Community Shuttle – this is a completely new route funded through the Cap and Trade program. The bus will provide service between Martinez Amtrak and businesses along Arnold Dr. in a single direction. Service will also be provide to the Regional Medical Center and Kaiser. Route 3 will operate hourly between 7 AM and 9 PM.

Route 19 – Re-routed to continue straight on Contra Contra Costa Blvd. to Willow Pass Rd., and turn left on Diamond Blvd. to Galaxy, then resume the former route. This re-route will provide greater access to Sunvalley Mall and the Willows Shopping Center.

Route 310 – Two earlier trips, and two additional PM trips were added at both terminal points.

Route 314 – An additional trip was added leaving DVC at 6:10 PM.



To: Advisory Committee

Date: June 9, 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.

- 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.

**ADA CERTIFICATION and RECERTIFICATION
FY 2015**

MONTH	FY 2016				FY 2015				FY 2016				FY 2015			
	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					50	28	0	0
AUG					70	44	1	1					41	23	0	0
SEPT					86	63	0	0					39	24	0	0
OCT					63	40	0	0					30	19	0	0
NOV					51	37	1	0					38	23	0	0
DEC					68	47	0	0					40	26	0	0
JAN					46	22	1	0					27	14	0	0
FEB					54	41	0	0					24	12	0	0
MAR					56	39	1	0					28	17	0	0
APR					56	38	0	0					33	22	0	0
MAY					71	51	0	0					26	9	0	0
JUN					43	24	0	0					52	29	0	0
TOTAL					718	482	4	1					428	246	0	0

2,811 Total CCCTA, Active, ADA Eligible in the Regional Eligibility Database (RED)

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

SUMMARY	APRIL FY 13/14	APRIL FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	13,221	12,994	124,518	122,632
2 TOTAL ATTENDANTS	713	658	7,544	7,017
3 TOTAL COMPANIONS	80	54	676	681
4 TOTAL PASSENGERS	14,014	13,706	132,738	130,330
5 TOTAL SERVICE DAYS	30	30	299	299
6 VEHICLE REVENUE HOURS	6,589	6,290	61,845	61,373
7 VEHICLE SERVICE HOURS	8,126	7,794	77,307	76,892
8 VEHICLE NON REV HOURS	1,537	1,504	15,463	14,938
9 VEHICLE SERVICE MILES	127,539	118,178	1,232,691	1,221,028
10 VEHICLE REVENUE MILES	105,993	98,634	1,014,429	1,001,882
11 VEHICLE NON REV MILES	21,546	19,544	217,874	206,500
12 PASS. PER REVENUE HOUR	2.13	2.18	2.15	2.12
13 CLIENT PER REVENUE HOUR	2.01	2.07	2.01	2.00
14 PASS. PER SERVICE HOUR	1.72	1.76	1.72	1.69
15 PASS. PER SERVICE MILE	0.11	0.12	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,263	1,381	11,538	12,019
18 SAME DAY TRIPS	84	116	1,482	932
19 SUBSCRIPTION TRIPS	7,072	6,926	60,782	66,066
20 DEMAND	6,157	6,070	63,836	56,681
21 FAREBOX REVENUE	\$12,575.50	\$12,055.29	\$120,524.85	\$114,464.74
22 PREPAID CLIENTS	\$8,484.00	\$7,961.00	\$92,889.39	\$86,105.80
23 COLLECTED BILLING	\$24,338.00	\$27,196.00	\$242,276.00	\$202,862.00
24 TOTAL REVENUE COLLECTED	\$45,397.50	\$47,212.29	\$455,690.24	\$403,432.54
25 CHARGEABLE ACCIDENTS	0	0	5	9
26 SERVICE COMPLAINTS	0	2	12	23
27 SERVICE COMMENDATIONS	1	2	18	14
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	2	32	30
30 DRIVER TURNOVER	1%	4%	12%	34%
31 SCHEDULE ADHERENCE	89%	79%	101%	84%
32 WHEELCHAIR BOARDING'S	3,310	4,235	35,143	36,969
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	7,195	7,055	N/A	N/A
35 UNDUPLICATED CLIENTS	1,188	1,058	N/A	N/A
36 NO-SHOWS	95	100	754	1,069
37 CANCELS	1,398	1,215	17,971	17,516
38 AVG. TRIP LENGTH (MILES)	9.1	8.6	9.3	9.4
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,937	16,495	173,147	177,459
42 FLEET M.P.G.	7.5	7.2	7.1	6.9

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

SUMMARY	MAY FY 13/14	MAY FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	12,778	12,034	137,296	134,666
2 TOTAL ATTENDANTS	732	699	8,276	7,716
3 TOTAL COMPANIONS	68	92	744	773
4 TOTAL PASSENGERS	13,578	12,825	146,316	143,155
5 TOTAL SERVICE DAYS	31	31	329	330
6 VEHICLE REVENUE HOURS	6,385	5,962	68,230	67,335
7 VEHICLE SERVICE HOURS	7,922	7,433	85,230	84,326
8 VEHICLE NON REV HOURS	1,537	1,471	16,999	16,409
9 VEHICLE SERVICE MILES	128,360	112,197	1,361,051	1,333,225
10 VEHICLE REVENUE MILES	106,641	108,767	1,121,070	1,110,649
11 VEHICLE NON REV MILES	21,719	20,712	239,593	227,212
12 PASS. PER REVENUE HOUR	2.13	2.15	2.14	2.13
13 CLIENT PER REVENUE HOUR	2.00	2.02	2.01	2.00
14 PASS. PER SERVICE HOUR	1.71	1.73	1.72	1.70
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.12	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,190	1,048	12,728	13,067
18 SAME DAY TRIPS	103	101	1,585	1,033
19 SUBSCRIPTION TRIPS	6,907	6,549	67,689	72,615
20 DEMAND	5,868	5,482	69,704	62,163
21 FAREBOX REVENUE	\$12,543.49	\$11,689.45	\$133,068.34	\$126,154.19
22 PREPAID CLIENTS	\$7,283.00	\$9,110.50	\$100,172.39	\$95,216.30
23 COLLECTED BILLING	\$20,700.00	\$28,384.00	\$262,976.00	\$231,246.00
24 TOTAL REVENUE COLLECTED	\$40,526.49	\$49,183.95	\$496,216.73	\$452,616.49
25 CHARGEABLE ACCIDENTS	1	0	6	9
26 SERVICE COMPLAINTS	3	1	15	24
27 SERVICE COMMENDATIONS	0	2	18	16
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	0	36	30
30 DRIVER TURNOVER	1%	4%	13%	37%
31 SCHEDULE ADHERENCE	87%	79%	87%	84%
32 WHEELCHAIR BOARDING'S	3,229	2,890	38,372	39,859
33 WC LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,979	6,603	N/A	N/A
35 UNDUPLICATED CLIENTS	1,122	960	N/A	N/A
36 NO-SHOWS	80	98	834	1,167
37 CANCELS	2,595	2,590	20,566	20,106
38 AVG. TRIP LENGTH (MILES)	9.5	8.7	9.3	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	17,807	17,149	190,954	194,608
42 FLEET M.P.G.	7.2	6.5	7.1	6.9

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.

FY 14-15

<u>Title</u>	<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.

**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

Agenda Item 7.a

TO: O&S Committee

DATE: June 17, 2015

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for May 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.

FY 14-15

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	295,159		
Average Weekday	13,392	12,999	
Pass/Rev Hour	16.4	16.2	Standard Goal > 17.0
Missed Trips	0.07%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	53,731	37,936	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in May (13,392 passengers) than April (13,276 passengers) and higher May 2014 (12,429 passengers).

Passengers per hour in May was 16.4, a slight increase from 16.3 in April and an increase from May 2014 when passengers per hour was 15.4.

The percentage of missed trips in May was 0.07%. An decrease from the prior month (0.17%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 53,731 miles in May, higher than the prior month in which there were 23,901 miles between roadcalls. The 12 month average is 37,936 miles between roadcalls.

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings			
May 2015 - Fixed Route Boardings	295,159	Revenue Hours -	May 2015	17,947	Weekdays - May 15	20	Fiscal 2015 YTD	3,303,675		
			May 2014	18,588	May 14	21				
		Revenue Miles -	May 2015	196,489	Saturdays - May 15	5			Fiscal 2014 YTD	3,070,529
			May 2014	204,825	May 14	5				
					Sundays - May 15	5				
			May 14	4						
May 2015 Total Boardings	295,159	Passengers per Mile	1.5	Total Days - 2015	30	YTD Trend	7.6%			
May 2014 Total Boardings	285,540	Passengers per Hour	16.4	2014	30	Monthly Trend	3.4%			

May 2015 Fixed Route Passenger Total						May 2015 Weekday Average	May 2015 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	6,622			6,622	331	12.6
2	Rudgear / Walnut Creek	420			420	21	5.4
4	Walnut Creek Downtown Shuttle	17,384	2,825	2,008	22,218	869	24.7
5	Creekside / Walnut Creek	7,719			7,719	386	20.7
6	Lafayette / Moraga / Orinda	8,961	562	398	9,921	448	12.8
7	Shadelands / Pleasant Hill	5,953			5,953	298	14.0
9	DVC / Walnut Creek	10,806			10,806	540	12.8
10	Concord / Clayton Rd	24,401			24,401	1,220	25.4
11	Treat Blvd / Oak Grove	6,149			6,149	307	15.8
14	Monument Blvd	13,187			13,187	659	16.7
15	Treat Boulevard	12,192			12,192	610	19.6
16	Alhambra Ave / Monument Blvd	16,446			16,446	822	15.9
17	Olivera/Solano / Salvio / North Concord	5,866			5,866	293	15.6
18	Amtrak / Merello / Pleasant Hill	9,383			9,383	469	14.5
19	Amtrak / Pacheco Blvd / Concord	3,172			3,172	159	11.5
20	DVC / Concord	23,046			23,046	1,152	23.2
21	Walnut Creek / San Ramon Transit Center	12,511			12,511	626	12.3
25	Lafayette / Walnut Creek	1,354			1,354	68	6.9
28	North Concord / Martinez	6,581			6,581	329	10.7
35	Dougherty Valley	11,259			11,259	563	16.8
36	San Ramon / Dublin	5,475			5,475	274	9.8
91X	Concord Commuter Express	1,284			1,284	64	12.2
92X	Ace Shuttle Express	4,014			4,014	201	19.0
93X	Kirker Pass Express	4,448			4,448	222	15.8
95X	San Ramon / Danville Express	3,434			3,434	172	17.1
96X	Bishop Ranch Express	10,837			10,837	542	14.9
97X	Bishop Ranch Express	2,402			2,402	120	12.9
98X	Martinez Express	8,489			8,489	424	16.0
250 *	Gael Rail Service	98	75	55	228	14	3.0
260 *	Cal State East Bay / Concord Bart	205			205	14	1.5
301	Rossmoor / John Muir Medical Center		418	259	678	0	7.7
310	Concord Bart / Clayton Rd / Kirker Pass		2,382	2,144	4,526	0	32.3
311	Concord / Oak Grove / Treat Blvd / WC		1,280	886	2,166	0	13.9
314	Clayton Rd / Monument Blvd / PH		3,385	2,436	5,821	0	21.3
315	Concord / Willow Pass / Landana		322	228	550	0	8.7
316	Alhambra / Merello / Pleasant Hill		1,816	1,352	3,168	0	15.4
320	DVC / Concord		1,162	774	1,936	0	15.6
321	San Ramon / Walnut Creek		1,428	1,126	2,554	0	12.1
Alamo Creek	Alamo Creek / BART Walnut Creek	318			318	16	2.0
600's	Select Service	23,421			23,421	1,171	23.2
TOTALS		267,836	15,656	11,666	295,159	13,392	16.4

* Data from Link ** Seasonal Route

Operations Data Summary

RAMP EVENTS BY ROUTE

(sort by YTD Total - descending order)

Route	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	YTD Total
10	436	391	394	353	344	243	342	402	347	362	355		3,969
20	391	347	333	312	221	258	277	229	298	246	261		3,173
16	292	299	248	217	214	164	245	231	233	269	329		2,741
9	218	225	176	241	142	166	222	195	182	226	179		2,172
28	178	189	221	258	198	262	121	167	156	139	197		2,086
98X	106	211	249	251	156	172	155	166	184	171	134		1,955
14	187	229	193	166	141	148	185	163	135	155	241		1,943
4	187	245	128	201	142	172	139	119	148	189	161		1,831
1	92	131	152	159	171	97	189	184	248	192	115		1,730
18	124	98	108	55	80	102	108	130	142	116	162		1,225
314	104	165	159	70	133	115	155	65	66	77	78		1,187
17	125	132	116	97	82	58	95	100	141	147	87		1,180
15	159	137	111	133	126	79	73	55	66	73	102		1,114
35	65	119	58	110	63	63	88	56	73	89	143		927
310	36	118	85	51	76	95	92	63	66	41	100		823
5	50	82	97	118	36	67	39	36	96	86	42		749
600's	64	37	62	65	57	53	71	57	90	61	46		663
21	75	98	30	41	44	39	45	36	91	89	60		648
311	80	74	56	23	52	31	72	65	60	53	59		625
11	50	67	25	26	59	56	55	53	78	59	84		612
96X	10	27	69	15	13	49	46	65	73	79	82		528
19	15	25	38	48	38	37	20	71	86	74	50		502
25	13	31	48	46	28	46	31	31	46	41	31		392
316	19	38	37	20	28	26	53	42	33	17	62		375
36	96	84	41	22	12	32	15	20	18	12	16		368
6	15	15	12	26	26	30	31	36	38	21	44		294
320	27	31	4	31	18	22	8	18	19	14	24		216
93X	9	8	19	22	32	46	15	16	2	12	28		209
7	31	18	4	9	14	19	28	16	23	30	14		206
301	16	12	15	6	21	2	31	34	39	16	0		192
95X	27	14	8	17	8	14	6	3	20	30	20		167
2	13	27	10	8	11	19	20	19	11	2	2		142
315	24	17	17	9	26	7	11	3	7	0	12		133
321	12	29	6	5	3	4	2	4	10	3	4		82
92X	8	5	1	4	6	1	0	2	2	4	14		47
91X	0	0	4	2	19	1	4	0	8	3	0		41
97X	2	1	0	2	9	2	1	8	0	7	3		35

Total	3,356	3,776	3,334	3,239	2,849	2,797	3,090	2,960	3,335	3,205	3,341	0	35,282
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÷ 2 =	1,678	1,888	1,667	1,620	1,425	1,399	1,545	1,480	1,668	1,603	1,671	0	17,641
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Visitor Report

May 31, 2015 - Jun 30, 2015

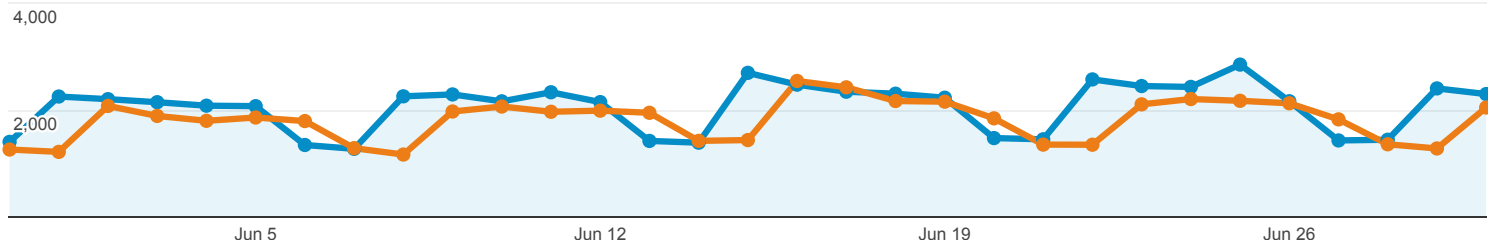
Compare to: May 31, 2014 - Jun 30, 2014

All Sessions
+0.00%

Report Tab

May 31, 2015 - Jun 30, 2015: Sessions

May 31, 2014 - Jun 30, 2014: Sessions



User Type	Mobile (Including Tablet)	Sessions	Users	Pageviews	Avg. Session Duration	Pages / Session
		13.64% ▲ 64,041 vs 56,356	10.24% ▲ 28,520 vs 25,871	9.45% ▲ 174,052 vs 159,028	0.34% ▲ 00:02:57 vs 00:02:57	3.69% ▼ 2.72 vs 2.82
1. Returning Visitor	Yes					
May 31, 2015 - Jun 30, 2015		34,518 (53.90%)	8,110 (23.98%)	85,437 (49.09%)	00:02:57	2.48
May 31, 2014 - Jun 30, 2014		27,547 (48.88%)	6,375 (20.66%)	69,700 (43.83%)	00:02:52	2.53
% Change		25.31%	27.22%	22.58%	3.23%	-2.18%
2. New Visitor	Yes					
May 31, 2015 - Jun 30, 2015		13,106 (20.47%)	13,095 (38.72%)	35,539 (20.42%)	00:02:37	2.71
May 31, 2014 - Jun 30, 2014		11,222 (19.91%)	11,210 (36.33%)	30,949 (19.46%)	00:02:33	2.76
% Change		16.79%	16.82%	14.83%	2.29%	-1.68%
3. New Visitor	No					
May 31, 2015 - Jun 30, 2015		9,269 (14.47%)	9,263 (27.39%)	31,073 (17.85%)	00:03:20	3.35
May 31, 2014 - Jun 30, 2014		9,928 (17.62%)	9,916 (32.14%)	33,708 (21.20%)	00:03:23	3.40
% Change		-6.64%	-6.59%	-7.82%	-1.21%	-1.26%
4. Returning Visitor	No					
May 31, 2015 - Jun 30, 2015		7,148 (11.16%)	3,356 (9.92%)	22,003 (12.64%)	00:03:04	3.08
May 31, 2014 - Jun 30, 2014		7,659 (13.59%)	3,356 (10.88%)	24,671 (15.51%)	00:03:14	3.22
% Change		-6.67%	0.00%	-10.81%	-5.25%	-4.44%

Rows 1 - 4 of 4

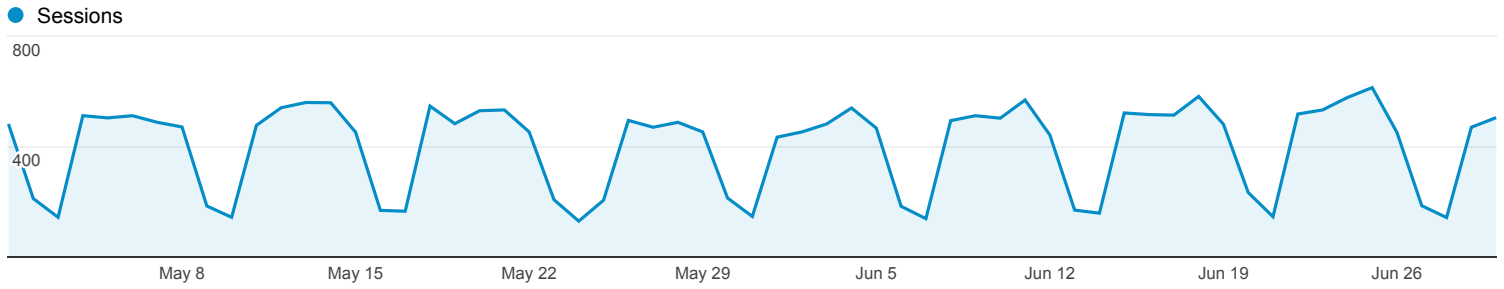
May 1, 2015 - Jun 30, 2015

New vs Returning

All Sessions
100.00%

Explorer

Summary



User Type	Acquisition			Behavior			Conversions		
	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	24,457 % of Total: 100.00% (24,457)	24.55% Avg for View: 24.54% (0.03%)	6,003 % of Total: 100.03% (6,001)	38.94% Avg for View: 38.94% (0.00%)	3.86 Avg for View: 3.86 (0.00%)	00:06:05 Avg for View: 00:06:05 (0.00%)	0.00% Avg for View: 0.00% (0.00%)	0 % of Total: 0.00% (0)	\$0.00 % of Total: 0.00% (\$0.00)
1. Returning Visitor	18,454 (75.45%)	0.00%	0 (0.00%)	38.75%	3.98	00:06:53	0.00%	0 (0.00%)	\$0.00 (0.00%)
2. New Visitor	6,003 (24.55%)	100.00%	6,003 (100.00%)	39.51%	3.50	00:03:35	0.00%	0 (0.00%)	\$0.00 (0.00%)

Rows 1 - 2 of 2