

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, September 1, 2017

8:00 a.m.

Supervisor Andersen Office
3338 Mt. Diablo Blvd, Lafayette, CA

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of August 4, 2017*
4. Transloc Agreement Update - Verbal
5. Cap & Trade Guidelines Update - Verbal
6. Sample Comprehensive Operational Analysis - Route 16 Analysis*
7. Revised Draft School Policy*

Staff recommendation: O&S to forward the Revised Draft School Policy to the Board for comment and/or approval.

8. Reports*
 - a. Fixed Route Monthly Report
 - b. LINK Monthly Report
9. Committee Comments
10. Future Agenda Items
11. Next Scheduled Meeting – October 6, 2017
12. Adjournment

*Enclosure

FY2017/2018 O&S Committee

Dave Hudson – San Ramon, Robert Storer – Danville, Rob Schroder – Martinez

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 BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call Katrina Lewis – 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 21, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, October 4, 9:00 a.m., 3338 Mt. Diablo Blvd. Lafayette, CA
Advisory Committee:	Tuesday, September 12, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, September 7, 10:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Operations & Scheduling:	Friday, September 1, 8:00 a.m., 3338 Mt. Diablo Blvd., Lafayette

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

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

**Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen Office
3338 Mt. Diablo Blvd.
Lafayette, CA
Friday, August 4, 2017, 8:00 a.m.**

Directors: Robert Storer, Dave Hudson

Staff: Rick Ramacier, Bill Churchill, Ruby Horta, Sean Hedgpeth

Public: None

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

- 1. Approval of Agenda Items:** Agenda was approved.
- 2. Public Comment and/or Communication:** None.
- 3. Approval of O&S Summary Minutes for July 7, 2017:** Minutes were approved.
- 4. Transloc Agreement Update**

Ms. Horta provided a verbal update on the Transloc Agreement. Staff and Transloc are reviewing the details of the agreement.
- 5. Service Changes Update**

Ms. Horta shared a number of ideas to expand on the two proposed concepts: 1) increase productivity with current revenue hours and 2) reduce service to address financial forecast. Staff was not in a position to make final recommendations. Additional analysis will be conducted the coming weeks to determine how service can be restructured.

Mr. Storer asked if staff had any updates on SB1 funds. Mr. Ramacier indicated that MTC has not made any final determinations and that they are not expected to make an announcement on how funds will be allocated for another few months.

Mr. Hudson reiterated the need to increase fares.
- 6. Draft School Policy**

Ms. Horta focused on the two key points of the proposed school service policy. County Connection would require school to provide schedules 4 months prior to the beginning of the following school year. Also, County Connection would only commit to meeting the first start bell time and the last end bell time.

Mr. Hudson indicated that schools may have mechanisms in place to accommodate students when they arrive before school starts, such as opening the

library. Both Mr. Hudson and Mr. Storer were in favor of forwarding the draft policy to the Board.

Mr. Churchill explained that some schools may not have the ability to meet the 4 month deadline. Staff will be in communication with school representatives to explain County Connection's position and limitations when scheduling school service.

7. Reports

- a. Fixed Route Monthly Report – Staff reported on the fixed route statistics.
- b. LINK Monthly Report – Staff reported on LINK statistics.

8. Committee Comments – None.

9. Future Agenda Items – None.

10. Next Scheduled Meeting – September 1st, at 3338 Mt. Diablo Blvd., Lafayette CA.

11. Adjournment – The meeting was adjourned at 9:00 a.m.

Minutes prepared and submitted by: Ruby Horta, Acting Director of Planning and Marketing

To: Operations and Scheduling

Date: 8/25/2017

From: Sean Hedgpeth, Manager of Planning

Reviewed by: R.H.

SUBJECT: Sample DRAFT of Comprehensive Operations Analysis, Route 16

Background:

Last month, County Connection presented two concepts to the Operations and Scheduling Committee (O&S) for service restructure:

1. Increase productivity with current revenue hours
2. Reduce service to address the financial forecast

As part of addressing these two concepts, and our commitment to data driven planning, we have started a Comprehensive Operations Analysis, or COA. This will involve using the technology aboard buses including Automatic Passenger Counters (APCs) and GPS, as well as a look at the operating environment, schedule efficiency, and demographic markets of every bus route.

Attached is a draft COA sample of Route 16, with details such as trip and stop level ridership and an overview of the route. More work is planned on developing the graphics as well as adding additional information such as route level on-time performance and a graphical dashboard of key performance indicators.

Staff expects to complete a COA report for all routes in the next two months. The COA will inform us of how we could make service adjustments without negatively impacting too many current riders. Based on the results from the COA and with feedback from the O&S Committee, staff will prepare service restructure plans with the two concepts in mind. The service restructure proposals will then be presented to the full board and will become the basis for service changes. These service changes will aim to increase efficiency and, if necessary, reduce service based on financial limitations.

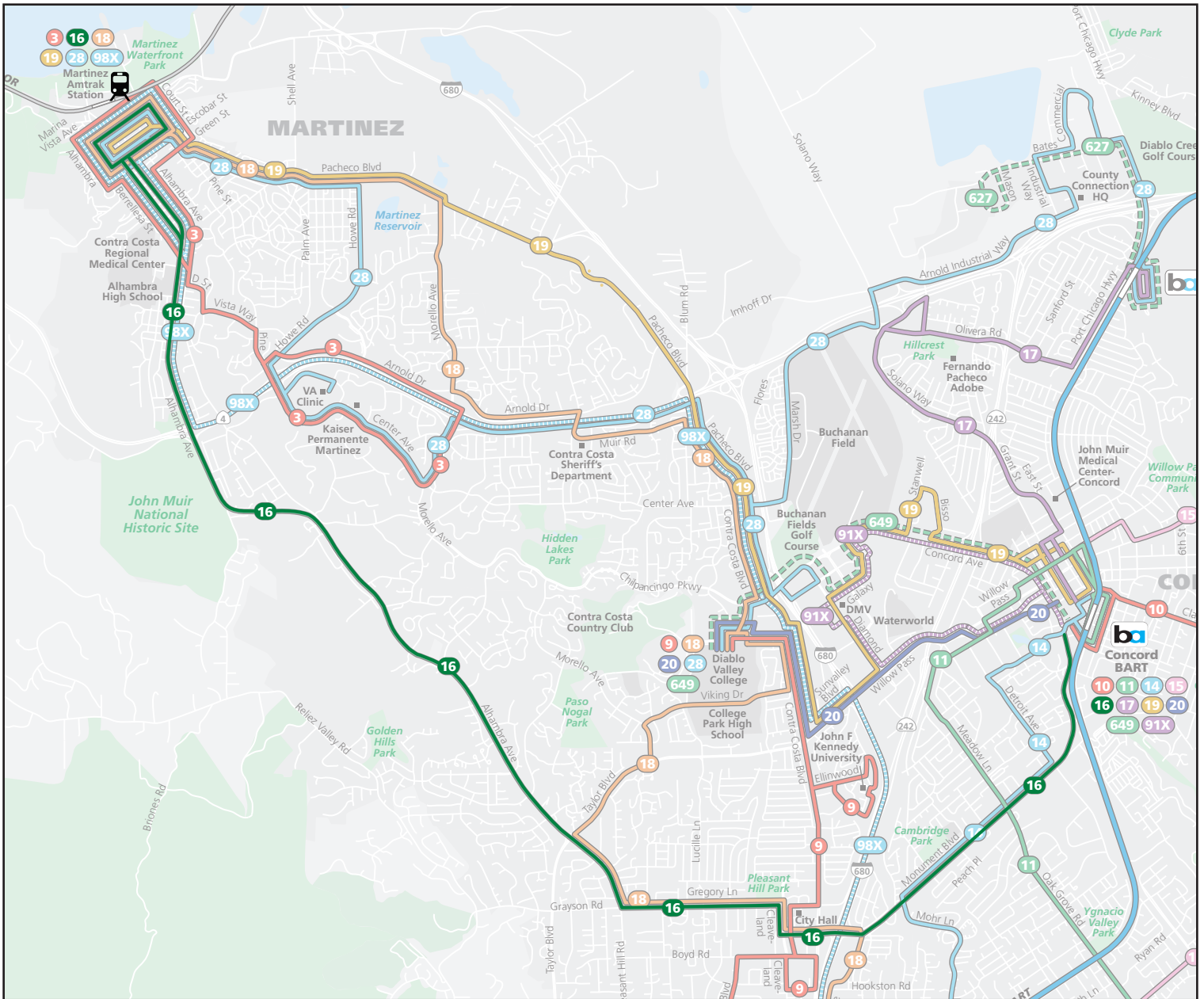
Recommendation:

For information only.

Financial Implications:

To be determined.

Central Contra Costa County Transit Authority Comprehensive Operations Analysis FY16/17



Route 16: Martinez AMTRAK to Concord BART

Monday-Friday, every 40 minutes, 5:15am to 10pm

DRAFT

Route 16: Comprehensive Operations Analysis- Table of Conte

1. **Route Origin and Recent Major Service Changes**
2. **Alignment Statistics and Connections**
3. **Key Performance Indicators**
 - a. **Trends**
 - b. **Efficiency**
4. **Ridership Analysis**
 - a. **Trip Level Ridership by Direction**
 - b. **Stop Level Ridership**
 - c. **Seasonal Ridership**
5. **Demographics by Fare Type**

Route Origin and Recent Major Service Changes

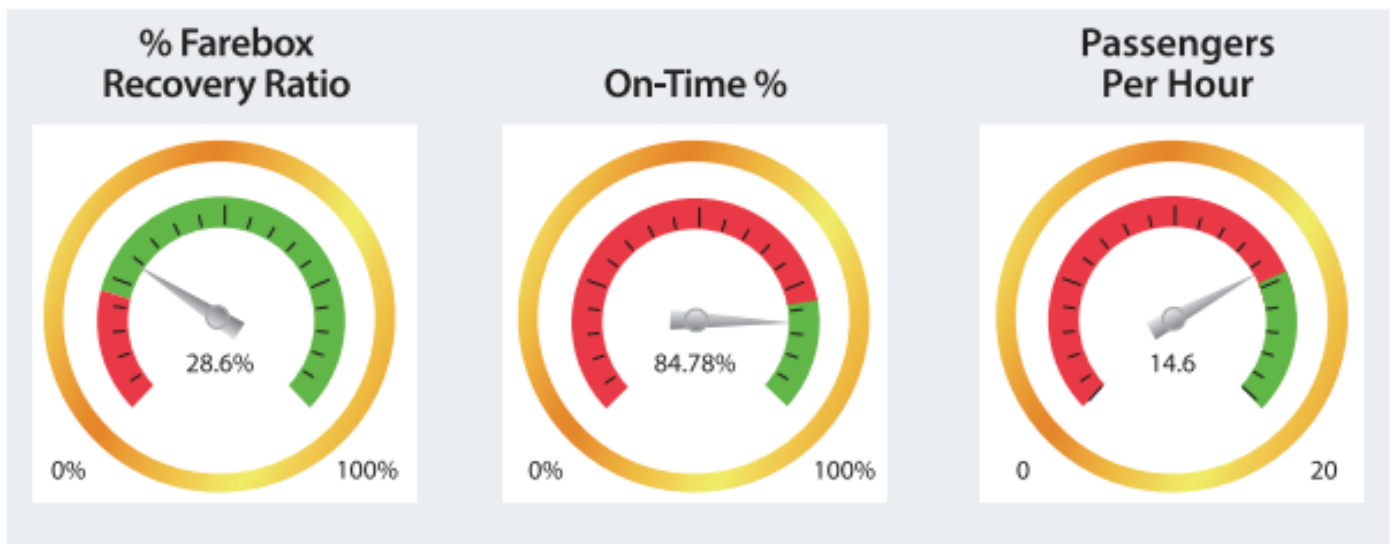
Route 16 was created in 2009 as part of a large service restructuring. Route 16 was born out of Route 116, which followed a similar route to Martinez but served Pleasant Hill BART with no service to the Monument Corridor. Route 16 has been more productive than its predecessor with this new alignment. No major changes have occurred on the route since 2009.

Alignment Statistics and Connections

Route 16’s northern terminus is in Martinez, at the Martinez Amtrak Station. Regional connections to Delta Breeze (200), WestCat (30Z), Amtrak (commuter trains: Capital Corridor and San Joaquin, and once daily Coast Starlight and California Zephyr), as well as other CCCTA routes (3, 18, 19, 28, 98X). The route then takes Alhambra through town sharing the same corridor as Route 3, 98X, 30Z, and 200. It then turns onto Gregory Lane and serves Downtown Pleasant Hill before serving the Monument Corridor. On the Monument Corridor it shares the segment from Mohr to Detroit where it creates a combined frequency of 20 minutes to Concord BART with Route 14 for the Four Corners area. The last segment continues down Monument to Concord BART, with connections to the Pittsburg Bay Point BART line, Delta Breeze 201, as well as CCCTA routes 10, 11, 14, 15, 17, 19, 20, and 91X.

Route 16 Alignment Statistics			
Length	22.1 miles	Miles Per Hour Scheduled	16.7
Number of Stops	42 Northbound	Number of Turns	NB: 5R,6L
	43 Southbound		SB: 4R, 4L
Distance Between Stops	0.24 Miles	Road Network	90% 35 MPH
	0.26 NB	4 lane arterial	Over 90%
	0.22 SB	2 lane local streets	About 10%

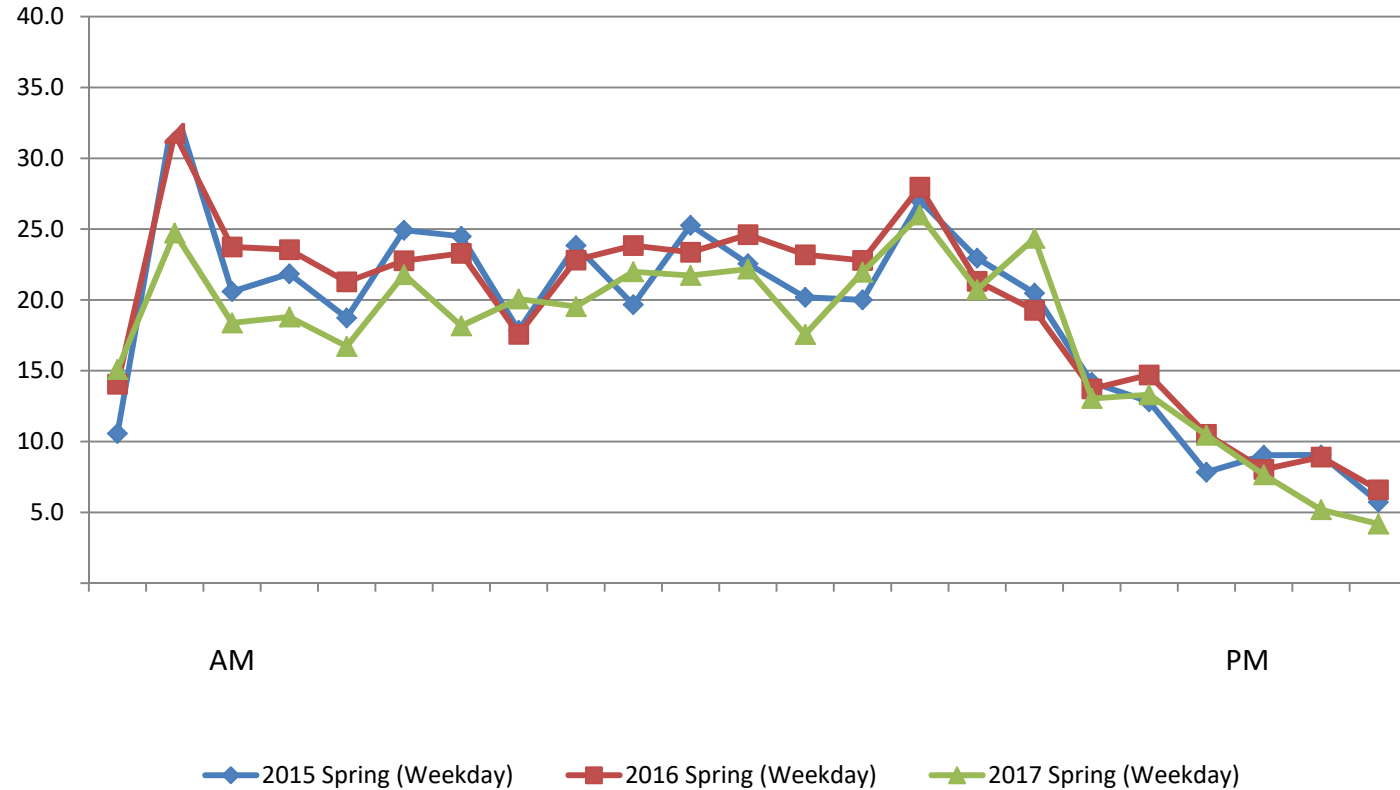
Key Performance Indicator Dashboard



This is a placeholder image of what a route dashboard could look like (not Route 16 numbers). There will also be a trend analysis to show how the KPIs change over the years.

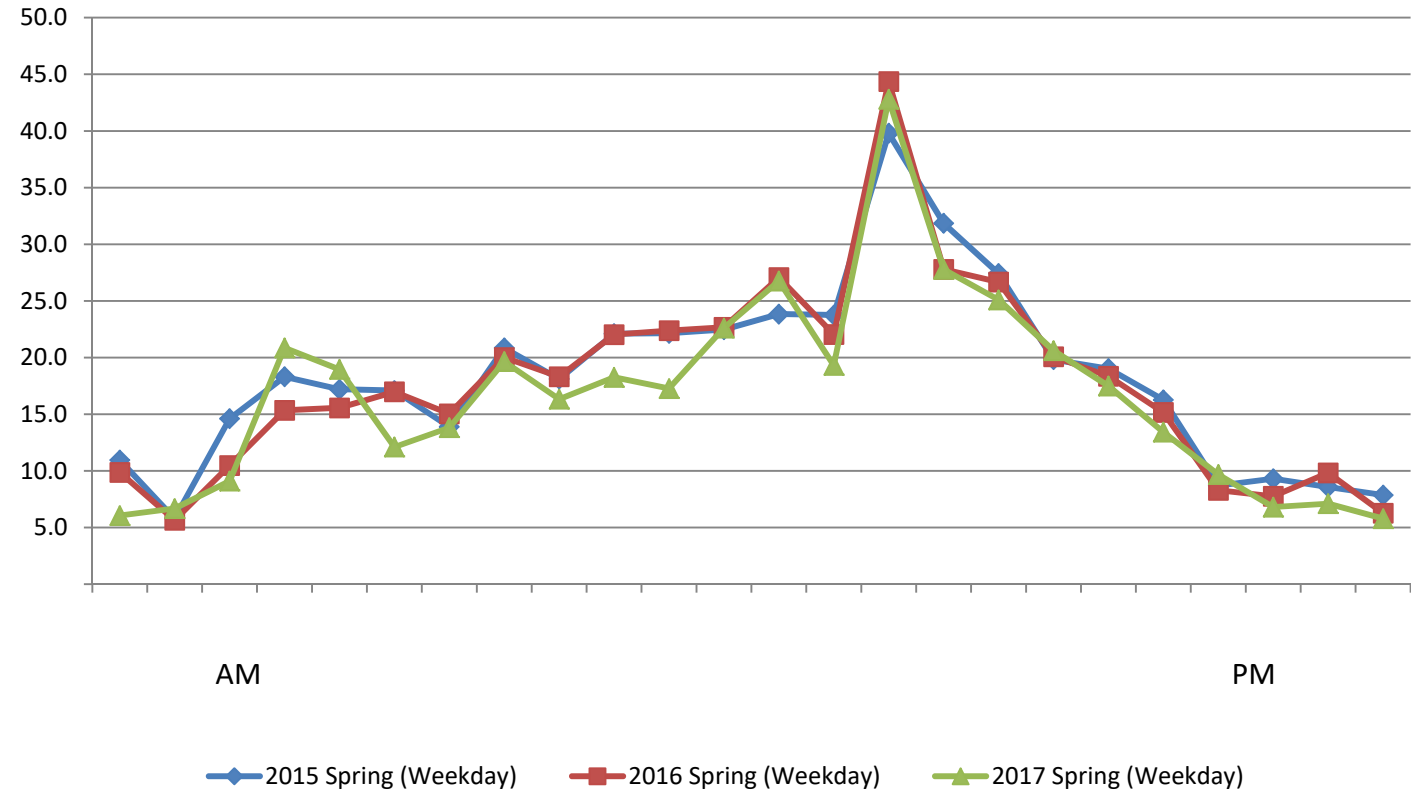
Route 16 (to Martinez) Trip Level Ridership (Spring 2015-Spring 2017)

Sum of	Column Labels		
	2015 Spring (Weekday)	2016 Spring (Weekday)	2017 Spring (Weekday)
6:28:00 AM	10.6	14.1	15.1
7:08:00 AM	33.7	31.8	24.7
7:48:00 AM	20.6	23.7	18.4
8:28:00 AM	21.9	23.6	18.8
9:08:00 AM	18.7	21.3	16.7
9:48:00 AM	24.9	22.8	21.8
10:28:00 AM	24.5	23.3	18.2
11:08:00 AM	17.9	17.6	20.1
11:48:00 AM	23.8	22.8	19.5
12:28:00 PM	19.7	23.8	22.0
1:08:00 PM	25.3	23.4	21.7
1:48:00 PM	22.6	24.6	22.2
2:28:00 PM	20.2	23.2	17.6
3:08:00 PM	20.0	22.8	22.0
3:48:00 PM	27.0	28.0	26.0
4:28:00 PM	23.0	21.3	20.7
5:08:00 PM	20.5	19.3	24.4
5:48:00 PM	14.2	13.7	13.0
6:28:00 PM	12.8	14.7	13.3
7:08:00 PM	7.8	10.5	10.5
7:48:00 PM	9.0	8.0	7.7
8:28:00 PM	9.1	8.9	5.2
9:18:00 PM	5.7	6.6	4.2
Grand Total	433.3	449.7	403.6

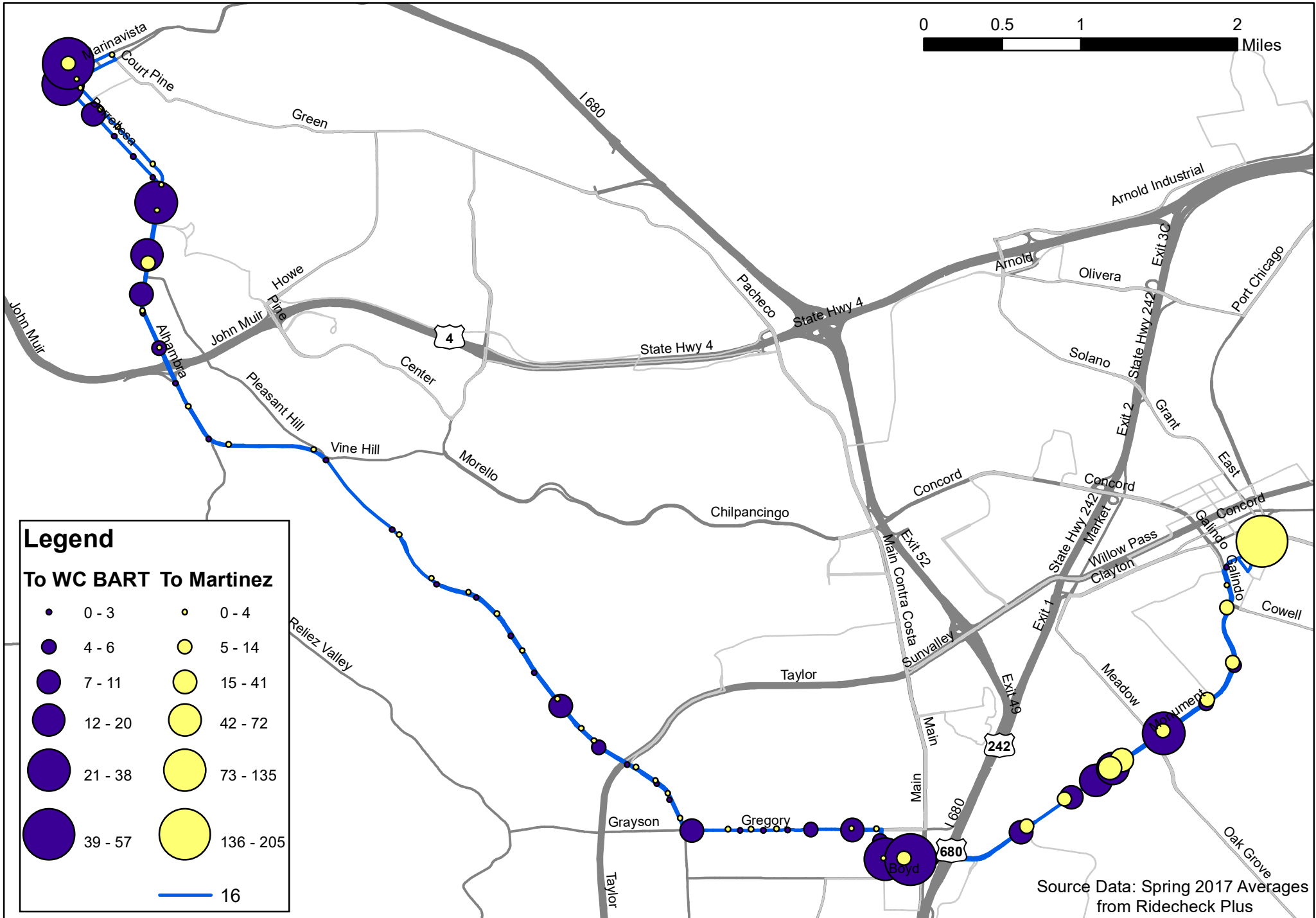


Route 16 (to Walnut Creek BART) Trip Level Ridership (Spring 2015-Spring 2017)

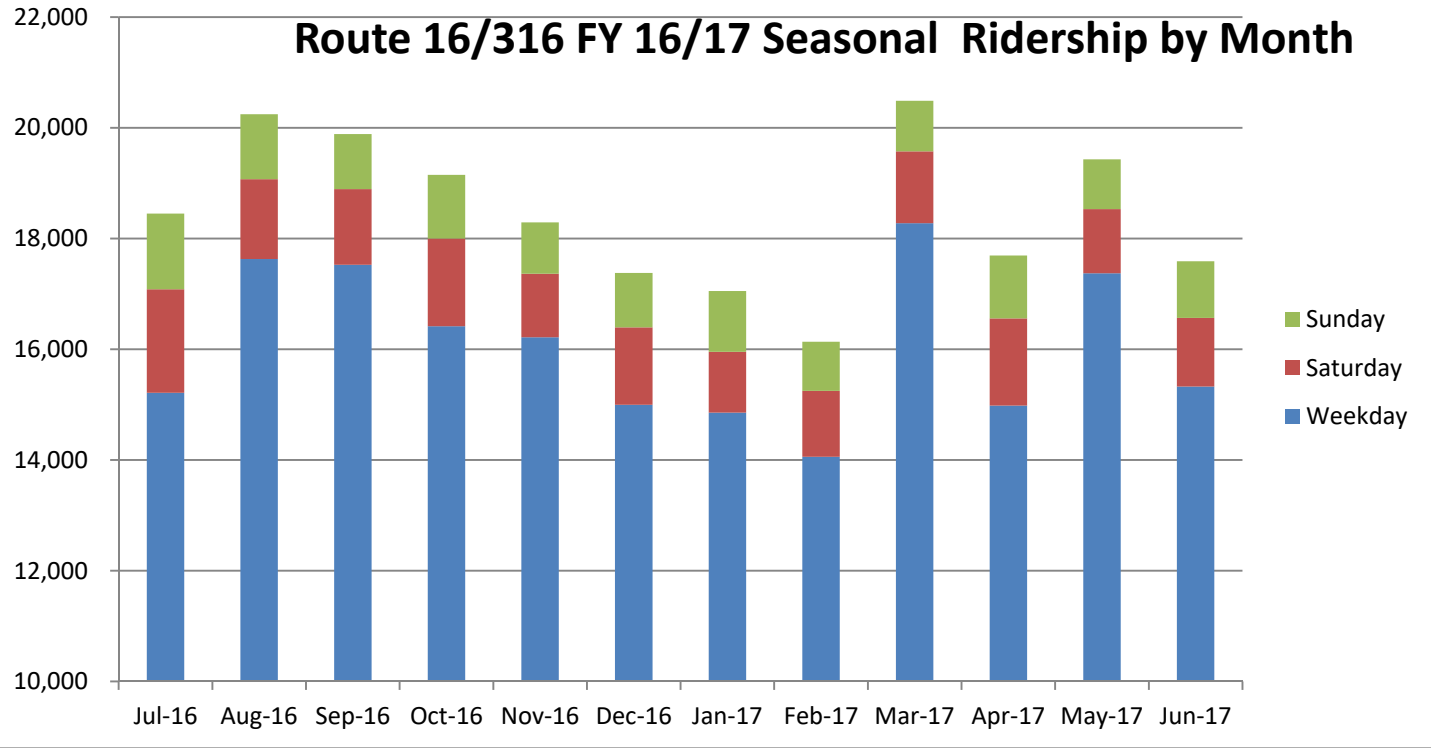
Sum of PASSENGERS_ON	Column Labels		
Trip Start Time	2015 Spring (Weekday)	2016 Spring (Weekday)	2017 Spring (Weekday)
5:22:00 AM	11.0	9.9	6.1
5:40:00 AM	5.8	5.7	6.7
6:20:00 AM	14.6	10.5	9.1
6:55:00 AM	18.3	15.3	20.9
7:40:00 AM	17.2	15.6	19.0
8:20:00 AM	17.1	17.0	12.1
9:00:00 AM	13.9	15.0	13.8
9:40:00 AM	20.9	20.0	19.7
10:20:00 AM	18.1	18.3	16.3
11:00:00 AM	22.1	22.0	18.3
11:40:00 AM	22.1	22.4	17.3
12:20:00 PM	22.5	22.7	22.6
1:00:00 PM	23.8	27.1	26.8
1:40:00 PM	23.8	22.0	19.3
2:20:00 PM	39.8	44.4	42.8
3:00:00 PM	31.9	27.8	27.8
3:40:00 PM	27.4	26.7	25.1
4:20:00 PM	19.8	20.1	20.6
5:00:00 PM	19.0	18.4	17.5
5:40:00 PM	16.3	15.2	13.4
6:20:00 PM	8.7	8.3	9.7
7:00:00 PM	9.3	7.8	6.8
7:40:00 PM	8.6	9.8	7.1
8:25:00 PM	7.9	6.3	5.8
Grand Total	439.8	428.0	404.4



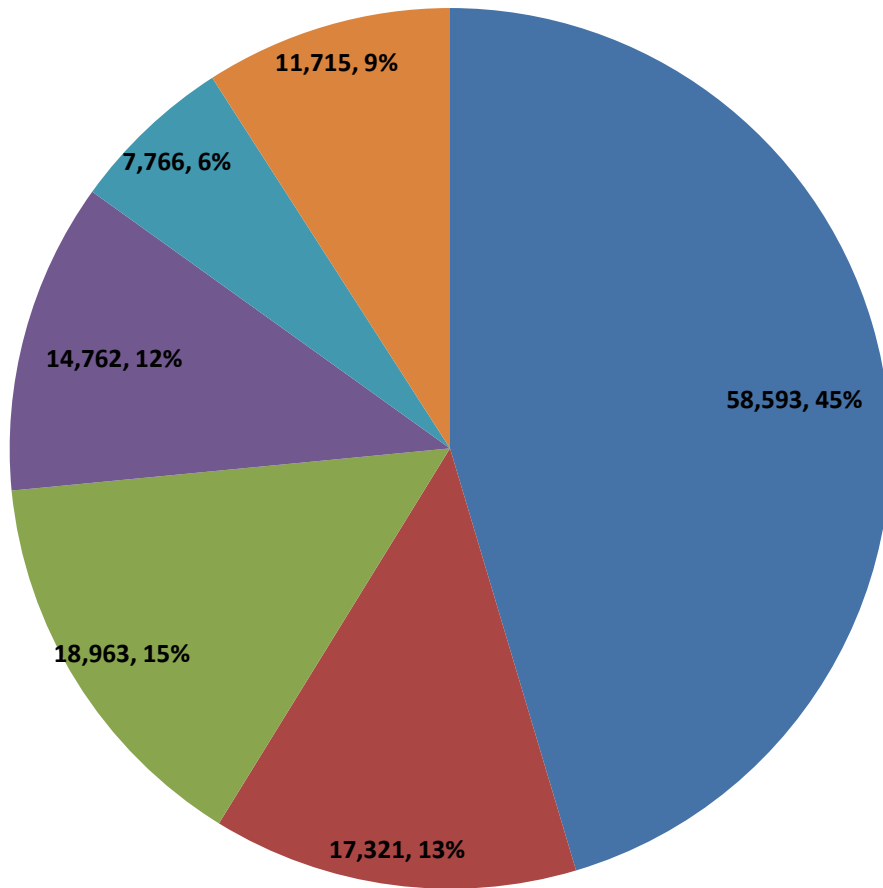
Route 16 Average Weekday Boardings by Stop



Route 16/316 FY 16/17 Seasonal Ridership by Month



Route 16 FY16/17 Fare Demographics



- Adult Cash/ Transfers
- Senior Cash/ Transfers/ Punch
- Clipper
- Adult Punch/ Monthly Pass
- BART
- Free/other

To: Operations & Scheduling

Date: 8/21/2017

From: Ruby Horta, Acting Director of Planning & Marketing

Reviewed by:

SUBJECT: Revised Draft - School Service Policy

Background:

In May 2017, staff informed the Board of the intricacies in developing the school service schedules (600 series). Staff has prepared a Draft Policy to address how school service should be scheduled in the future. The policy proposes the following for existing school service:

1. Schools submit to County Connection staff the academic year schedule **three (3)** months prior to the beginning of the school year
2. County Connection agrees to meet the first start bell time and the last end bell time. **The start and end bell times refer to the start and end of the regular school day. It does not include “zero” period, or the equivalent of extracurricular classes/activities outside of the regular school day.**

A policy for new school service is already in place and was adopted in 2000.

Attachment: Revised Draft - School Service Policy

Recommendation:

Staff requests feedback on the revised school policy before it is submitted to the Board for review and approval.

Financial Implications:

None.

County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-1976 countyconnection.com

SUBJECT: County Connection School Service – 600 Series (REVISED DRAFT)

POLICY: This policy is established to address requests for special scheduling services from the schools operating in County Connection’s service area.

In order to ensure County Connection is meeting its mission as the public transportation provider for Central Contra Costa County, it is necessary to clearly define its ability to meet special scheduling services requested by schools.

This policy has been adopted to ensure compliance with federal regulatory requirements imposed on County Connection as a recipient of federal funds. All public transit services federally funded must be “open to the public.” Federal regulations define “open to the public” as a service which operates (1) on a regular schedule, (2) along a predesignated route with predesignated, publicly accessible stops, and (3) with “doors open” to all members of the public wishing to board at a predesignated fare.

Existing School Service

In order to meet scheduling deadlines, County Connection must receive a written request identifying the school’s location and dates and times for early dismissal(s) 3 months prior to the beginning of the period covered by the applicable timetable. County Connection agrees to accommodate school scheduling requests limited to meeting the first start bell time and the last end bell time for regular school days and early dismissals, as noted in the written request submitted by the school. The start and end bell times refer to the start and end of the regular school day. It does not include “zero” period, or the equivalent of extracurricular classes/activities.

To meet the federal requirements, all service provided by CCCTA, including service to accommodate “early bell times,” must appear on its regularly published timetables. Therefore, our ability to meet a school’s needs is tied to our publication deadlines.

It is the intent and desire of CCCTA that by offering each school the opportunity to notify CCCTA of the school’s special needs, an equitable balance can be struck between federal regulatory requirements and the needs of those schools.

New School Service

County Connection agrees to provide new school service, per the agency's service expansion policy adopted on August 17, 2000.

- Where service can be interlined with an existing route.
- Where access/egress and boarding locations are not a safety issue.
- Where no new drivers or vehicles are needed to do so OR
- Where the School District (or other third party) pays for additional drivers and/or vehicles needed to provide the service.

DATE OF ADOPTION: TBD

TO: O&S Committee

DATE: August 16, 2017

FROM: Ruby Horta
Acting Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for July 2017

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>	FY17-18		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	239,810		
Average Weekday	10,784	10,784	
Pass/Rev Hour	14.0	14.0	Standard Goal > 17.0
Missed Trips	0.09%	0.09%	Standard Goal < 0.25%
Miles between Road Calls	40,816	34,212	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in July (10,784 passengers) than June (11,207 passengers) and lower than July 2016 (11,571 passengers).

Passengers per hour in July was 14.0, which is lower than 14.5 in June and lower than June 2016 when passengers per hour was 14.8.

The percentage of missed trips in July was 0.09%, lower than the prior month (0.10%). The YTD average is 0.09% missed trips.

The number of miles between roadcalls was 40,816 miles in July higher than the prior month in which there were 24,722 miles between roadcalls. The 12 month average is 34,212 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 239,810 passengers in July, 184,813 passengers had the potential to use a Clipper card aboard County Connection since 54,998 either used an employee sponsored program or the midday free program. About 29.3% of the 184,813 potential Clipper card users paid using Clipper during this month.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2016 August	2016 September	2016 October	2016 November	2016 December	2017 January	2017 February	2017 March	2017 April	2017 May	2017 June	2017 July	12 Month TOTALS
Work Days	31	29	31	29	30	30	28	31	30	30	30	30	359
Revenue Hours	20,082	18,901	19,243	18,699	17,925	17,859	17,000	19,397	17,289	18,754	18,445	17,176	220,770
Operator Pay Hours	31,744	31,060	33,529	32,752	33,306	34,479	29,206	32,857	31,513	32,409	30,191	30,478	383,525
Number of Operators	170	163	159	167	167	174	171	168	167	168	168	164	167
Total Chargeable Collisions	3	1	0	5	3	1	1	2	0	3	2	2	23
Number of Trips Scheduled	27,024	25,216	25,724	24,984	25,185	25,405	26,298	27,401	24,380	26,298	25,638	23,720	307,273
Number of Trips Missed	21	40	45	59	23	34	28	46	45	57	25	22	445
Of Trips Scheduled - % Missed	0.08%	0.16%	0.17%	0.24%	0.09%	0.13%	0.11%	0.17%	0.18%	0.22%	0.10%	0.09%	0.14%
On Time Performance %	85%	82%	84%	84%	85%	87%	86%	86%	88%	88%	88%	89%	86%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	12	14	14	9	12	15	13	10	9	16	14	7	145
Road Calls for Mechanical	8	10	10	5	8	9	7	4	8	11	11	6	97
Fleet Average Miles between Mechanical Road Calls	36,365	27,864	28,462	55,633	34,325	31,092	37,345	74,936	33,029	26,322	24,722	40,816	34,212
No. Maint. Employees	25	26	26	25	26	25	25	23	23	22	24	24	25

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

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings		
July 2017 - Fixed Route Boardings	239,810	Revenue Hours -	July 2017	17,176	Weekdays - Jul 17	20	Fiscal 2018 YTD	239,810
			July 2016	17,337	Jul 16	20		
Special Event -		Revenue Miles -	July 2017	189,674	Saturdays - Jul 17	5	Fiscal 2017 YTD	257,659
			July 2016	190,004	Jul 16	5		
					Sundays - Jul 17	5		
					Jul 16	5		
July 2017 Total Boardings	239,810	Passengers per Mile		1.3	Total Days - 2017	30	YTD Trend	(6.9%)
July 2016 Total Boardings	257,659	Passengers per Hour		14.0	2016	30	Monthly Trend	(6.9%)

July 2017 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (IM)	Rossmoor / Shadelands	6,633	-	-	6,633	332			10.4	
2	Rudgear / Walnut Creek	260	-	-	260	13			4.1	
3	Martinez Community Shuttle	1,552	-	-	1,552	78			5.4	
4	Walnut Creek Downtown Shuttle	17,802	2,605	2,592	22,998	890	521	518	25.6	
5	Creekside / Walnut Creek	9,708	-	-	9,708	485			25.8	
6	Lafayette / Moraga / Orinda	5,890	368	382	6,639	294	74	76	8.8	
7	Shadelands / Pleasant Hill / Walnut Creek	7,007	-	-	7,007	350			16.2	
9	DVC / Walnut Creek	9,793	-	-	9,793	490			11.8	
10	Concord / Clayton Rd	20,556	-	-	20,556	1,028			21.4	
11	Treat Blvd / Oak Grove	5,943	-	-	5,943	297			16.2	
14	Monument Blvd	11,074	-	-	11,074	554			14.0	
15	Treat Boulevard	8,127	-	-	8,127	406			12.9	
16	Alhambra Ave / Monument Blvd	13,519	-	-	13,519	676			13.0	
17	Olivera/Solano / Salvio / North Concord	4,895	-	-	4,895	245			13.3	
18	Amtrak / Merello / Pleasant Hill	7,149	-	-	7,149	357			11.4	
19	Amtrak / Pacheco Blvd / Concord	2,964	-	-	2,964	148			10.7	
20	DVC / Concord	19,076	-	-	19,076	954			20.5	
21	Walnut Creek / San Ramon Transit Center	9,959	-	-	9,959	498			10.3	
25	Lafayette / Walnut Creek	996	-	-	996	50			5.4	
28	North Concord / Martinez	5,278	-	-	5,278	264			8.7	
35	Dougherty Valley	10,616	-	-	10,616	531			16.1	
36	San Ramon / Dublin	4,374	-	-	4,374	219			8.2	
91X	Concord Commuter Express	1,448	-	-	1,448	72			13.4	
92X	Ace Shuttle Express	3,638	-	-	3,638	182			14.3	
93X	Kirker Pass Express	3,099	-	-	3,099	155			9.9	
95X	San Ramon / Danville Express	3,299	-	-	3,299	165			16.6	
96X	Bishop Ranch Express	10,916	-	-	10,916	546			15.4	
97X	Bishop Ranch Express	2,184	-	-	2,184	109			11.9	
98X	Martinez Express	6,441	-	-	6,441	322			11.9	
260 *	Cal State East Bay / Concord Bart	112	-	-	112	7			0.6	
301	Rossmoor / John Muir Medical Center	-	262	256	518		52	51	5.5	
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,327	1,851	4,178		465	370	24.3	
311	Concord / Oak Grove / Treat Blvd / WC	-	979	1,020	1,999		196	204	13.0	
314	Clayton Rd / Monument Blvd / PH	-	2,848	2,110	4,958		570	422	17.7	
315	Concord / Willow Pass / Landana	-	295	222	517		59	44	8.2	
316	Alhambra / Merello / Pleasant Hill	-	1,468	1,088	2,556		294	218	12.8	
320	DVC / Concord	-	979	639	1,618		196	128	12.8	
321	San Ramon / Walnut Creek	-	1,058	782	1,841		212	156	9.2	
Alamo Creek										
*	Alamo Creek / BART Walnut Creek	414	-	-	414	21			2.6	
600's	Select Service	957	-	-	957	48			52.2	
TOTALS		215,680	13,189	10,942	239,810	10,784	2,638	2,188	14.0	

* Data from LINK Operators ** Seasonal Routes

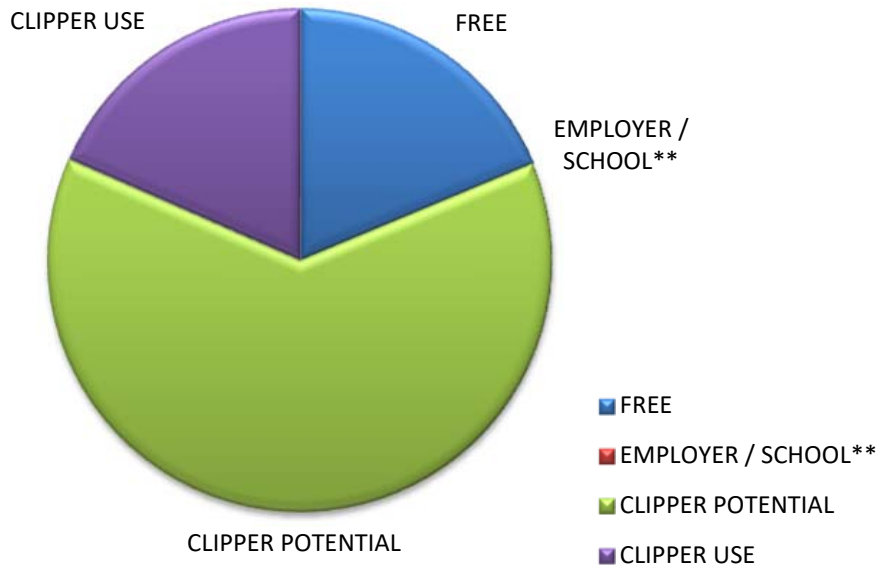
Route Description Summary

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

Route Description Summary

Route #	Description
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
314	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancingo Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave,, Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pischah 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
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
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

FY 16-17 YTD Clipper Trend



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-17	239,810	54,994	4	184,813	54,108	29.3%
Aug-17	-	-	-	-	-	
Sep-17	-	-	-	-	-	
Oct-17	-	-	-	-	-	
Nov-17	-	-	-	-	-	
Dec-17	-	-	-	-	-	
Jan-18	-	-	-	-	-	
Feb-18	-	-	-	-	-	
Mar-18	-	-	-	-	-	
Apr-18	-	-	-	-	-	
May-18	-	-	-	-	-	
Jun-18	-	-	-	-	-	
Grand Total	239,810	54,994	4	184,813	54,108	29%

** Revise in Summer months to exclude SYP

*Clipper implemented Nov 2015

FREE	Free / Mid-Day Free
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EMPLOYER / SCHOOL	92X-Ace Train / Bishop Ranch / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / COCO / Promo - SYP & CSEB (Rte 260)
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**CCCTA LINK
MONTHLY OPERATING SUMMARY
JUNE FY 16/17**

SUMMARY	JUNE FY 15/16	JUNE FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	12,418	11,837	144,873	137,290
2 TOTAL ATTENDANTS	640	1,344	8,160	13,063
3 TOTAL COMPANIONS	72	72	682	606
4 TOTAL PASSENGERS	13,130	13,253	153,715	150,959
5 TOTAL SERVICE DAYS	30	30	360	359
6 VEHICLE REVENUE HOURS	6,469	5,917	76,308	69,795
7 VEHICLE SERVICE HOURS	8,174	7,652	95,998	88,650
8 VEHICLE NON REV HOURS	1,705	1,735	19,689	18,855
9 VEHICLE SERVICE MILES	115,784	114,413	1,327,662	1,295,976
10 VEHICLE REVENUE MILES	93,806	91,096	1,089,545	1,051,176
11 VEHICLE NON REV MILES	21,978	23,317	238,117	244,800
12 PASS. PER REVENUE HOUR	2.03	2.24	2.01	2.16
13 CLIENT PER REVENUE HOUR	1.92	2.00	1.90	1.97
14 PASS. PER SERVICE HOUR	1.61	1.73	1.60	1.70
15 PASS. PER SERVICE MILE	0.11	0.12	0.12	0.12
16 PASS. PER REVENUE MILE	0.14	0.15	0.14	0.14
17 TOTAL TRANSFER TRIPS	939	1,101	11,431	11,875
18 SAME DAY TRIPS	121	118	1,354	1,366
19 SUBSCRIPTION TRIPS	6,468	6,964	80,887	74,501
20 DEMAND	5,953	4,888	64,063	62,897
21 FAREBOX REVENUE	\$11,180.93	\$9,918.44	\$132,308.47	\$115,889.17
22 PREPAID CLIENTS	\$12,207.50	\$5,867.00	\$116,079.11	\$79,506.00
23 COLLECTED BILLING	\$28,002.00	\$27,540.00	\$226,618.06	\$316,758.00
24 TOTAL REVENUE COLLECTED	\$51,390.43	\$43,325.44	\$475,005.64	\$512,153.17
25 CHARGEABLE ACCIDENTS	1	1	6	6
26 SERVICE COMPLAINTS	0	0	9	10
27 SERVICE COMMENDATIONS	2	0	25	15
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	1	25	22
30 DRIVER TURNOVER	3%	0%	23%	11%
31 SCHEDULE ADHERENCE	86%	75%	81%	74%
32 WHEELCHAIR BOARDING'S	3,056	2,831	36,217	34,677
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,760	6,396	79,056	75,052
35 UNDUPLICATED CLIENTS	1,018	853	12,085	10,547
36 NO-SHOWS	90	227	988	2,392
37 CANCELS	1,326	2,271	18,878	24,022
38 AVG. TRIP LENGTH (MILES)	8.8	8.6	8.6	8.6
39 AVG. SM BUSES IN SERVICE	8	3	8	3
40 AVG. BUSES IN SERVICE	50	47	50	47
41 TOTAL FUEL/GALLONS	17,711	17,709	192,219	190,917
42 FLEET M.P.G.	6.5	6.5	6.9	6.8