

# County Connection

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

## ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, September 12, 2017  
2:00 p.m.**

**County Connection  
Fishbowl Conference Room (3<sup>rd</sup> Floor)**

**2477 Arnold Industrial Way  
Concord, California**

Conference Call Access:  
Please call (925) 680-2043

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
2. Agenda Approval
3. Approval of Minutes of July 11, 2017\*
4. Public Comment
5. Walnut Creek Bus Stop Improvements\*
6. ADA – Monthly Reports
  - a. LINK Monthly Operating Reports
7. Fixed Route – Monthly Reports
  - a. Fixed Route Ridership Reports – June and July 2017\*
  - b. Clipper Use Trend\*
  - c. Customer Service Report – June and July 2017
8. Committee Member Communications
9. Adjournment – Next Meeting – November 14, 2017

\*Attachment

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\*Enclosure

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

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

## General Information

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

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

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

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

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

**Shuttle Service:** With 24-hour notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call 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, October 5, 10:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Operations & Scheduling:	Friday, October 6, 8:00 a.m., 3339 Mt. Diablo Blvd., Lafayette

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

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

**Summary Minutes  
Advisory Committee  
County Connection Paratransit Facility  
Gayle B. Uilkema Memorial Board Room  
2477 Arnold Industrial Way  
Concord, CA  
July 11, 2:00 p.m.**

**Members:** David Piper, David Loyd, Jim Donnelly  
**Staff:** Mary Burdick  
**Public:** None

**Call to Order:** Meeting was called to order at 2:08 p.m.

1. **Approval of Agenda:** The agenda was approved as presented.
2. **Public Comment and/or Communication:** None.
3. **Approval of the Minutes of May 9, 2017:** The minutes were approved as presented.
4. **Walnut Creek BART Transit Village Construction**  
  
Update on Transit Village construction and estimated time line.
5. **Service Change Timeline**  
Information provided for Service Changes Timeline. What is expected and tentative completion dates. Tentative date to implement new service 8/12/18.
6. **ADA Monthly Reports**
  - a. ADA Certification and Recertification reports were reviewed. In July 2017, there was an increase of 17% of new certifications compared to July 2016. In July 2017, there was an increase of 10% recertified persons compared to July 2016.
  - b. LINK monthly operating report for February, March, and April 2017, were reviewed noticing lower demand, lower registered clients, and an increase in cancellations.
7. **Fixed-Route Staff Reports**
  - a. Fixed-route Ridership Report – The monthly reports for April and May 2017 were reviewed. Ridership continues to slip when compared to the previous year. This is a trend taking place with transit systems nationwide.

- b. Clipper Use Trend – Clipper use continues to climb. Approximately 29% of potential users are paying fares with Clipper Cards.
- c. County Connection Website User Information - Staff provided website user statistics for May and June 2017. Consistent with ridership declines is a decline in both page views and unique users. Social media use, and transit application downloads continue to be strong.
- d. Customer Service Reports – Staff provided the number of rider complaints reported for May and June 2017, as well as the number of telephone calls coming to the Information Center. There were 34 complaints that resulted in documentation, and 12 commendations. In this time period the information center answered 8,409 phone calls.

8. **Member Communication:** None.

9. **Next Scheduled Meeting:** The next meeting is scheduled for September 12, 2017

10. **Adjournment:** The meeting was adjourned. (No time noted for adjournment.)

Minutes prepared by Valerie Volk on September 5, 2017.

**To:** Board of Directors

**Date:** 8/10/2017

**From:** Ruby Horta, Acting Director of Planning & Marketing

**Reviewed by:**

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**SUBJECT: TLC Grant—Walnut Creek Bus Stop Access and Safety Improvements**

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**Background:**

In September 2016, the Contra Costa Transportation Authority (CCTA) released the Coordinated Call for Projects (CCP) for the second cycles of the One Bay Area Grant (OBAG 2) and Measure J Transportation for Livable Communities (TLC) and Pedestrian, Bicycle and Trail Facilities (PBTF) programs. In response, CCTA received 77 applications by the December 2016 deadline. The City of Walnut Creek, partnering with County Connection, submitted an application for TLC funding to improve accessibility and safety at bus stop locations throughout the City of Walnut Creek. At its June 21<sup>st</sup> Board meeting, CCTA approved funding allocations for the CCP and the City of Walnut Creek was awarded the requested amount of \$852,000. City staff has programmed the project for FY 2018 and is currently developing a work plan.

The bus stop locations identified for improvements are listed below. Attached to this memo is a map of the locations.

- A) Mitchell Dr. & Park and Ride (WB)
- B) Newell Ave. & Kaiser Medical Center (EB)
- C) Mitchell Dr. & Park and Ride (EB)
- D) Montego & Tampico (WB)
- E) S. California Blvd., between Mt. Diablo Blvd. and Olympic Dr. (SB)
- F) S. Main St. & Kaiser Medical Center (SB)
- G) S. California Blvd. & Botelho Dr. (NB)
- H) N. California Blvd. & Trinity Ave. (SB)
- I) N. California Blvd. & Mt. Diablo Blvd. (NB)
- J) John Muir Medical Center (NB)
- K) N. Civic Dr. & Parkside Dr. (NB)
- L) Montego & Tampico (EB)
- M) N. California Blvd. & Lacassie Ave. (SB)
- N) Main St. & Civic Dr. (NB)
- O) Oak Grove Rd. & Peach Willow Ln. (WB)
- P) Oak Grove Rd. & Shadelands Dr. (SB)
- Q) Lennon Ln. & N. Wiget Ln. (SB)

- R) S. California Blvd. & Newell Ave. (NB)
- S) Creekside Dr. & Creekside Oaks (NB)
- T) Treat Blvd. & Candelerero Dr. (WB)
- U) S. Main St. & Creekside Dr. (NB)
- V) Ygnacio Valley Rd. & Bancroft Rd. (WB)

County Connection has worked with other cities in its service area, including Martinez, Concord, and Pleasant Hill to make similar improvements to bus stop locations. County Connection agreed to support improvements in Walnut Creek using \$100,000 out of a grant already awarded by the Metropolitan Transportation Commission (MTC) for their Transportation Performance Program (TPI). This effort is part of an ongoing plan to upgrade all major bus stops in our service area leveraging Federal, State, and local funding.

**Recommendation:**

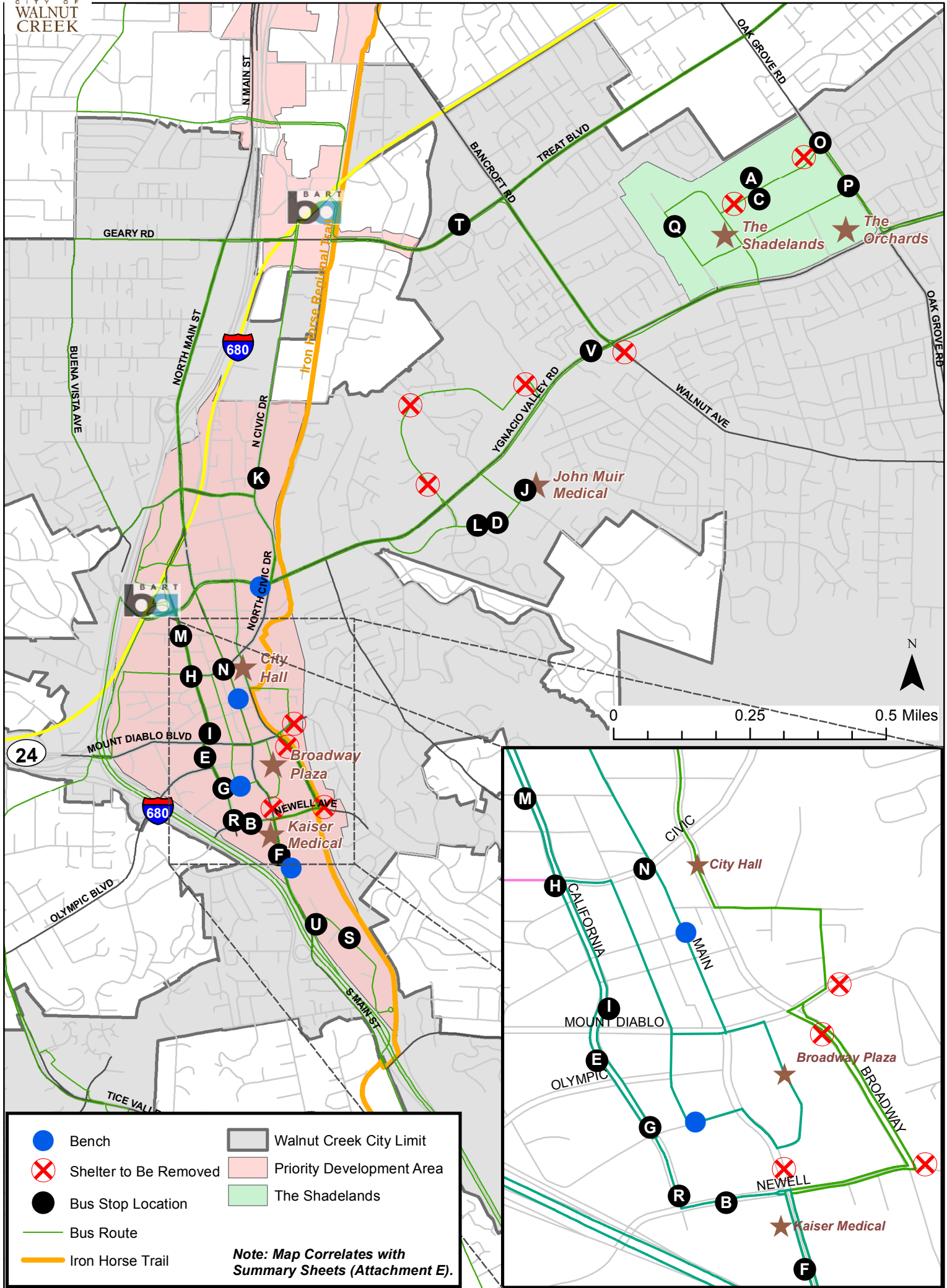
The MP&L Committee recommends Board approval to allocate \$100,000 in TPI funds to support bus stop improvements in the City of Walnut Creek as outlined in the TLC application approved by CCTA.

**Financial Implications:**

County Connection has set aside \$100,000 in TPI funds as part of the local match for TLC funds.



# Bus Stop Access & Safety Improvements Locations



**CCCTA LINK**  
**MONTHLY OPERATING SUMMARY**  
**MAY FY 16/17**

17 JUN 29 11:33

SUMMARY	MAY FY 15/16	MAY FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	12,252	11,924	132,455	125,453
2 TOTAL ATTENDANTS	610	1,528	7,520	11,719
3 TOTAL COMPANIONS	49	35	610	534
4 TOTAL PASSENGERS	12,911	13,487	140,585	137,706
5 TOTAL SERVICE DAYS	30	30	330	329
6 VEHICLE REVENUE HOURS	6,246	5,895	69,840	63,879
7 VEHICLE SERVICE HOURS	7,781	7,450	87,824	80,998
8 VEHICLE NON REV HOURS	1,535	1,555	17,984	17,120
9 VEHICLE SERVICE MILES	110,169	110,028	1,211,878	1,181,563
10 VEHICLE REVENUE MILES	90,961	87,896	995,739	960,080
11 VEHICLE NON REV MILES	19,208	22,132	216,139	221,483
12 PASS. PER REVENUE HOUR	2.07	2.29	2.01	2.16
13 CLIENT PER REVENUE HOUR	1.96	2.02	1.90	1.96
14 PASS. PER SERVICE HOUR	1.66	1.81	1.60	1.70
15 PASS. PER SERVICE MILE	0.12	0.12	0.12	0.12
16 PASS. PER REVENUE MILE	0.14	0.15	0.14	0.14
17 TOTAL TRANSFER TRIPS	873	1,192	10,492	10,774
18 SAME DAY TRIPS	107	102	1,233	1,248
19 SUBSCRIPTION TRIPS	6,540	6,808	74,419	67,537
20 DEMAND	5,715	5,124	58,110	58,009
21 FAREBOX REVENUE	\$10,791.95	\$9,907.85	\$121,127.54	\$105,970.73
22 PREPAID CLIENTS	\$10,087.50	\$7,225.00	\$103,871.61	\$73,639.00
23 COLLECTED BILLING	\$32,882.00	\$36,336.00	\$198,616.06	\$289,218.00
24 TOTAL REVENUE COLLECTED	\$53,761.45	\$53,468.85	\$423,615.21	\$468,827.73
25 CHARGEABLE ACCIDENTS	1	1	5	5
26 SERVICE COMPLAINTS	1	1	9	10
27 SERVICE COMMENDATIONS	0	1	23	15
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	3	24	21
30 DRIVER TURNOVER	2%	0%	20%	11%
31 SCHEDULE ADHERENCE	84%	75%	79%	74%
32 WHEELCHAIR BOARDING'S	2,911	2,766	33,161	31,846
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,672	6,552	72,296	68,656
35 UNDUPLICATED CLIENTS	1,014	856	11,067	9,694
36 NO-SHOWS	83	267	898	2,165
37 CANCELS	1,151	2,636	17,552	21,751
38 AVG. TRIP LENGTH (MILES)	8.5	8.2	8.6	8.6
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	47	34	47	47
41 TOTAL FUEL/GALLONS	16,208	16,762	174,508	173,208
42 FLEET M.P.G.	6.8	6.6	6.9	6.8



**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
JUNE FY 16/17**

<b>SUMMARY</b>	<b>JUNE FY 15/16</b>	<b>JUNE FY 16/17</b>	<b>YTD FY 15/16</b>	<b>YTD FY 16/17</b>
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

**TO:** O&S Committee

**DATE:** July 24, 2017

**FROM:** Ruby Horta  
Acting Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for June 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>	<b>FY16-17</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	266,951		
Average Weekday	11,207	12,638	
Pass/Rev Hour	14.5	15.8	Standard Goal > 17.0
Missed Trips	0.10%	0.14%	Standard Goal < 0.25%
Miles between Road Calls	24,722	33,577	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in June (11,207 passengers) than May (13,139 passengers) and lower than June 2016 (12,099 passengers).

Passengers per hour in June was 14.5, which is lower than 16.5 in May and lower than June 2016 when passengers per hour was 15.2.

The percentage of missed trips in June was 0.10%, lower than the prior month (0.22%). The YTD average is 0.14% missed trips.

The number of miles between roadcalls was 24,722 miles in June lower than the prior month in which there were 26,322 miles between roadcalls. The 12 month average is 33,577 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 266,951 passengers in June, 190,862 passengers had the potential to use a Clipper card aboard County Connection since 76,089 either used an employee sponsored program or the midday free program. About 30.9% of the 190,862 potential Clipper card users paid using Clipper during this month.

**MONTHLY BOARDINGS  
Operations Data Summary**

d Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Comparison Passenger	
June 2017 - Fixed Route Boardings	266,951	Revenue Hours -	June 2017	18,445	Weekdays - Jun17	22	Fiscal 2017 YTD	3,491,202
			June 2016	18,954	Jun16	22		
		Revenue Miles -	June 2017	207,716	Saturdays - Jun17	4		
			June 2016	209,030	Jun16	4		
Special Event -					Sundays - Jun17	4	Fiscal 2016 YTD	3,689,110
					Jun16	4		
<b>June 2017 Total Boardings</b>	<b>266,951</b>	<b>Passengers per Mile</b>	<b>1.3</b>	<b>Total Days - 2017</b>	<b>30</b>	<b>YTD Trend</b>	<b>(5.4%)</b>	
<b>June 2016 Total Boardings</b>	<b>287,176</b>	<b>Passengers per Hour</b>	<b>14.5</b>	<b>2016</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(7.0%)</b>	

Fixed Route Passenger Total						June 2017 Weekday Average	June 2017 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1 (JM)	Rossmoor / Shadelands	7,531	-	-	7,531	342	10.8
2	Rudgear / Walnut Creek	290	-	-	290	13	4.1
3	Martinez Community Shuttle	2,042	-	-	2,042	93	6.4
4	Walnut Creek Downtown Shuttle	19,221	2,410	1,840	23,471	874	25.1
5	Creekside / Walnut Creek	10,892	-	-	10,892	495	26.4
6	Lafayette / Moraga / Orinda	7,063	284	209	7,557	321	9.5
7	Shadelands / Pleasant Hill / Walnut Creek	8,472	-	-	8,472	385	18.1
9	DVC / Walnut Creek	10,176	-	-	10,176	463	11.8
10	Concord / Clayton Rd	22,347	-	-	22,347	1,016	21.2
11	Treat Blvd / Oak Grove	6,568	-	-	6,568	299	16.3
14	Monument Blvd	12,755	-	-	12,755	580	14.6
15	Treat Boulevard	9,637	-	-	9,637	438	14.2
16	Alhambra Ave / Monument Blvd	15,326	-	-	15,326	697	13.4
17	Olivera/Solano / Salvio / North Concord	5,269	-	-	5,269	239	12.9
18	Amtrak / Merello / Pleasant Hill	7,944	-	-	7,944	361	11.6
19	Amtrak / Pacheco Blvd / Concord	3,177	-	-	3,177	144	10.5
20	DVC / Concord	19,695	-	-	19,695	895	19.3
21	Walnut Creek / San Ramon Transit Center	11,241	-	-	11,241	511	10.5
25	Lafayette / Walnut Creek	1,402	-	-	1,402	64	6.9
28	North Concord / Martinez	5,686	-	-	5,686	258	8.6
35	Dougherty Valley	11,138	-	-	11,138	506	15.3
36	San Ramon / Dublin	4,858	-	-	4,858	221	8.3
91X	Concord Commuter Express	1,331	-	-	1,331	60	11.9
92X	Ace Shuttle Express	4,301	-	-	4,301	195	15.8
93X	Kirker Pass Express	3,338	-	-	3,338	152	9.7
95X	San Ramon / Danville Express	3,939	-	-	3,939	179	18.0
96X	Bishop Ranch Express	12,181	-	-	12,181	554	16.0
97X	Bishop Ranch Express	2,274	-	-	2,274	103	11.2
98X	Martinez Express	6,966	-	-	6,966	317	12.7
260 *	Cal State East Bay / Concord Bart	118	-	-	118	13	0.6
301	Rossmoor / John Muir Medical Center	-	240	195	435		6.0
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,890	1,695	3,585		26.5
311	Concord / Oak Grove / Treat Blvd / WC	-	900	766	1,666		13.5
314	Clayton Rd / Monument Blvd / PH	-	2,413	1,846	4,259		19.1
315	Concord / Willow Pass / Landana	-	233	228	461		9.0
316	Alhambra / Merello / Pleasant Hill	-	1,241	1,023	2,265		13.9
320	DVC / Concord	-	801	572	1,372		12.9
321	San Ramon / Walnut Creek	-	920	685	1,605		10.1
Alamo Creek *	Alamo Creek / BART Walnut Creek	425	-	-	425	19	2.4
600's	Select Service	8,954	-	-	8,954	407	43.9
<b>TOTALS</b>		<b>246,559</b>	<b>11,333</b>	<b>9,059</b>	<b>266,951</b>	<b>11,207</b>	<b>14.5</b>

\* Data from LINK Operators

\*\* Seasonal Routes

**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>	<b>FY17-18</b>		<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.

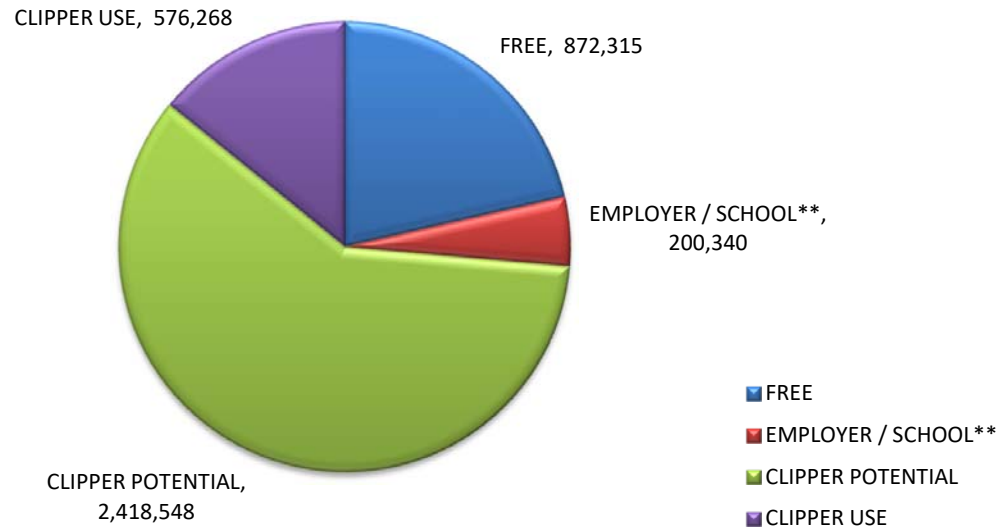
**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings		
<b>July 2017 - Fixed Route Boardings</b>	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		
<b>July 2017 Total Boardings</b>	<b>239,810</b>	<b>Passengers per Mile</b>		<b>1.3</b>	<b>Total Days - 2017</b>	<b>30</b>	<b>YTD Trend</b>	<b>(6.9%)</b>
<b>July 2016 Total Boardings</b>	<b>257,659</b>	<b>Passengers per Hour</b>		<b>14.0</b>	<b>2016</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(6.9%)</b>

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

\* Data from LINK Operators      \*\* Seasonal Routes

### FY 16-17 YTD Clipper Trend



#### CLIPPER TREND\*

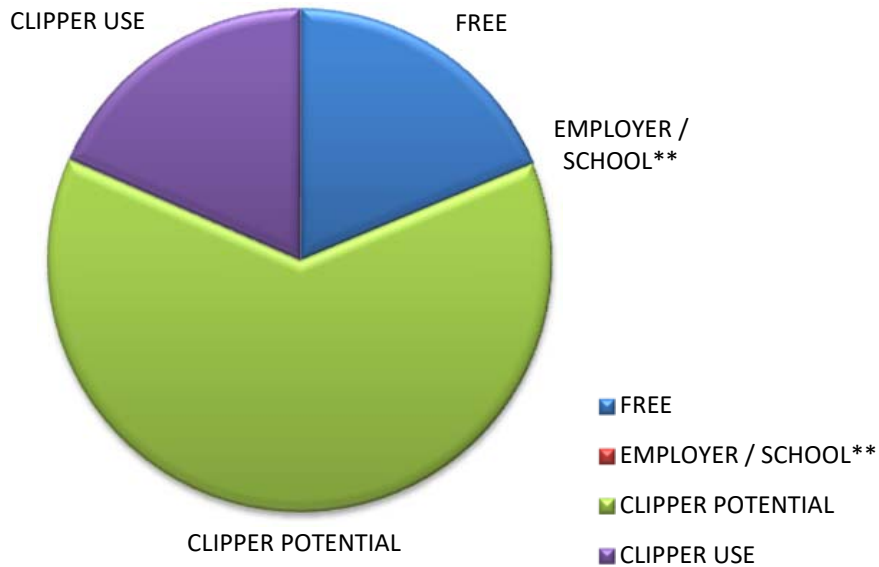
Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-16	257,659	67,831	23,153	166,675	31,429	18.9%
Aug-16	317,222	76,980	27,693	212,550	39,003	18.4%
Sep-16	323,217	75,770	26,905	220,542	40,702	18.5%
Oct-16	315,168	74,181	27,440	213,546	42,715	20.0%
Nov-16	293,238	70,765	25,044	197,429	40,456	20.5%
Dec-16	267,672	70,200	20,585	176,887	35,755	20.2%
Jan-17	274,886	66,467	23,126	185,293	40,307	21.8%
Feb-17	266,662	67,441	5,965	193,256	53,756	27.8%
Mar-17	325,741	80,349	6,208	239,184	69,363	29.0%
Apr-17	273,392	70,955	4,871	197,567	57,958	29.3%
May-17	309,394	79,096	5,539	224,758	65,917	29.3%
Jun-17	266,951	72,280	3,810	190,862	58,908	30.9%
<b>Grand Total</b>	<b>3,491,202</b>	<b>872,315</b>	<b>200,340</b>	<b>2,418,548</b>	<b>576,268</b>	<b>24%</b>

\*Clipper implemented 11/01/2015

\*\* Revise in Summer months to exclude SYP

<b>FREE</b>	Free / Mid-Day Free
<b>EMPLOYER / SCHOOL</b>	92X-Ace Train / Bishop Ranch / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / COCO / Promo - SYP & CSEB (Rte 260)

## 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	-	-	-	-	-	
<b>Grand Total</b>	<b>239,810</b>	<b>54,994</b>	<b>4</b>	<b>184,813</b>	<b>54,108</b>	<b>29%</b>

\*\* Revise in Summer months to exclude SYP

\*Clipper implemented Nov 2015

<b>FREE</b>	Free / Mid-Day Free
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<b>EMPLOYER / SCHOOL</b>	92X-Ace Train / Bishop Ranch / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / COCO / Promo - SYP & CSEB (Rte 260)
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