

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

AGENDA

Friday, March 9, 2018

8:30 a.m.

Supervisor Andersen Office

3338 Mt. Diablo Blvd. Lafayette, CA

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of February 2, 2018*
4. Fuel Bid and Contract Cancellation*
Staff recommendation: For O&S Committee to forward the contract between County Connection and Mansfield Oil for the supply of renewable ultra-low sulfur diesel.
5. LCTOP Route - Martinez Amtrak to BART*
Staff recommendation: For O&S Committee to forward the proposed LCTOP route proposal to the Board for approval.
6. 2019 Service Restructure Plan*
Staff recommendation: For O&S Committee provide feedback on the proposed service restructure concepts.
7. Monthly Reports* - Information only
 - a. Fixed Route
 - b. LINK
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – April 6, 2018
11. Adjournment

*Enclosure

FY2017/2018 O&S Committee

Sue Noack – Pleasant Hill, Dave Hudson – San Ramon, Robert Storer – Danville

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, March 15, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, April 4, 9:00 a.m., 3338 Mt. Diablo Blvd., Lafayette, CA
Advisory Committee:	Tuesday, March 13, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, April 5, 9:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, April 6, 8:00 a.m., 3338 Mt. Diablo Blvd., Lafayette, CA

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, February 2, 2018, 8:00 a.m.**

Directors: Sue Noack, Dave Hudson

Staff: Rick Ramacier, Bill Churchill, Ruby Horta, Rashida Kamara

Public: None

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

1. Approval of Agenda Items

Mr. Ramacier requested that Item #4 be pulled and added to a future agenda. The agenda was approved, as amended.

2. Public Comment and/or Communication

None.

3. Approval of O&S Summary Minutes for January 5, 2017

Minutes were approved.

4. FY18 LCTOP Grant

Item pulled. To be discussed in March.

5. Route 35 City Center Realignment

Ms. Horta explained that staff has been working with City of San Ramon and Bishop Ranch to service San Ramon's City Center, scheduled to open October 2018. All parties have agreed to realign Route 35 to serve the new stop at City Center, along Bishop Ranch, in both directions. This change will require removing 3 stops. Staff from County Connection and the City of San Ramon scheduled a public meeting on March 6th in the Dougherty Valley to share the proposal with residents and gather any feedback on the proposed change.

6. Reports

Staff reported on the fixed route statistics.

7. Committee Comments

None.

8. Future Agenda Items

New proposed route funded with LCTOP

9. Next Scheduled Meeting

March 9th with a time change to 8:30am at 3338 Mt. Diablo Blvd., Lafayette CA.

10. Adjournment – The meeting was adjourned at 8:20 a.m.

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

INTER OFFICE MEMO

To: O&S Committee

Date: March 1, 2018

From: J. Scott Mitchell
Chief Operating Officer

Reviewed by: *RM*

SUBJECT: Fuel Bid and Contract - Cancellation of Contract with Pinnacle Petroleum

BACKGROUND: Central Contra Costa Transit Authority (County Connection), as a participant in the Regional Transit Coordinating Council (RTCC), had acted as the lead agency in the procurement of bids for the furnishing and delivery of ultra-low sulfur diesel fuel, biodiesel, renewable diesel, and unleaded gasolines to the participating transit properties and other governmental agencies. It was the responsibility of County Connection to develop a comprehensive bid document for the solicitation of these products and to receive bids from prospective suppliers.

The analysis determined that Pinnacle Petroleum was the lowest responsible, responsive bidder. A compilation of bids received for County Connection is attached.

SUMMARY OF ISSUES: On January 10, 2018, Pinnacle Petroleum opted not to honor the prices and terms of our Contract. The next responsible bidder was Mansfield Oil. Staff contacted Mansfield Oil and they are willing to honor the pricing and terms of their bid.

OPTION 1: Terminate the Contract with Pinnacle Petroleum. Authorize the General Manager to enter into a Contract with Mansfield Oil.

FINANCIAL IMPLICATIONS: Over two (2) years, the increased cost for County Connection would be \$43,466.

OPTION 2: Purchase fuel off of the spot market.

FINANCIAL IMPLICATIONS: The price of renewable ultra-low sulfur diesel fuel purchased on the spot market will probably be greater than the bid price of the OPIS price index minus .0104 cents per gallon because we would be purchasing fuel from different companies in smaller quantities.

OPTION 3: Go back out to bid.

RECOMMENDATIONS: Staff recommends that the O&S Committee recommend terminating the Contract with Pinnacle Petroleum. Staff recommends that the O&S Committee recommend award of the Renewable Ultra-Low Sulfur Diesel Fuel Contract to Mansfield Oil.

ACTION REQUESTED: The O&S Committee recommend to the Board of Directors at its March 15, 2018, meeting, the award of a contract by County Connection to Mansfield Oil for an initial term of two (2) years with the option for two (2) one (1) year extensions for the supply of renewable ultra-low sulfur diesel fuel to County Connection.

ATTACHMENT: A compilation of bids received for County Connection is attached.

To: Operations and Scheduling Committee

Date: 03/01/2018

From: Sean Hedgpeth, Manager of Planning

Reviewed by: *DC*

SUBJECT: LCTOP Grant – Route Proposal

Background:

In January, staff informed the committee the LCTOP funding criteria changed the requirements for LCTOP bus routes to run through a Disadvantaged Community (DAC). Since Route 3 does not fulfil this requirement, the funds are proposed to be reallocated to a new route that directly serves the DAC, which is roughly bounded by Pacheco Blvd./Howe Rd. and Pacheco Blvd./Arthur Rd. in Martinez.

Route 99X – Martinez Amtrak to BART:

Staff has proposed a new express route that goes directly through the DAC (see attached map). This route would connect Capitol Corridor Amtrak trains to North Concord BART, via the Pacheco Transit Hub near the Highway 4/680 interchange on Pacheco Blvd., and serves only limited stops along the route.

The route would meet peak Capitol Corridor trains arriving from Solano, Yolo, and Sacramento counties. The route would then meet the afternoon trains returning, with no weekend or midday service. Service would be bi-directional, meaning that the buses would run service in both to and from Amtrak. County Connection currently has an agreement with Capitol Corridor that provides that Amtrak pays for two free transfers to a County Connection bus for each train passenger who requests one from the conductor.

This route would also open up an Eastern Contra Costa market from North Concord/Martinez BART to the City of Martinez, which has several county offices. This new route would follow the opening of e-BART to Antioch in May 2018, which creates a much larger incentive to ride BART to North Concord.

The third market is a commute option for people living in the medium density multifamily housing along Morello Ave. and Arnold Dr., which is one of our busiest stops in Martinez.

New Route 316 Trips:

In addition, three additional Route 316 trips are proposed to be funded with LCTOP, to increase its service span, or hours of operation to operate one trip earlier and two trips after current service ends. The route goes directly through the DAC currently. As identified

in the Weekend Route Comprehensive Operations Analysis, Route 316 is a combination of segments of five weekday local routes, and it currently runs only from 8:30am to 8pm. Some of its weekday counterparts such as Route 16 run from 5am to 10pm.

Recommendation:

Staff recommends that the O&S Committee forward the proposed LCTOP route proposal to the Board to authorize a joint Title VI analysis report (which will include a public hearing) for the elimination of Route 3 and the implementation of the new proposed Route 99X. This public comment period is expected to take several months. The route is expected to be in service for the Fall 2018 bid.

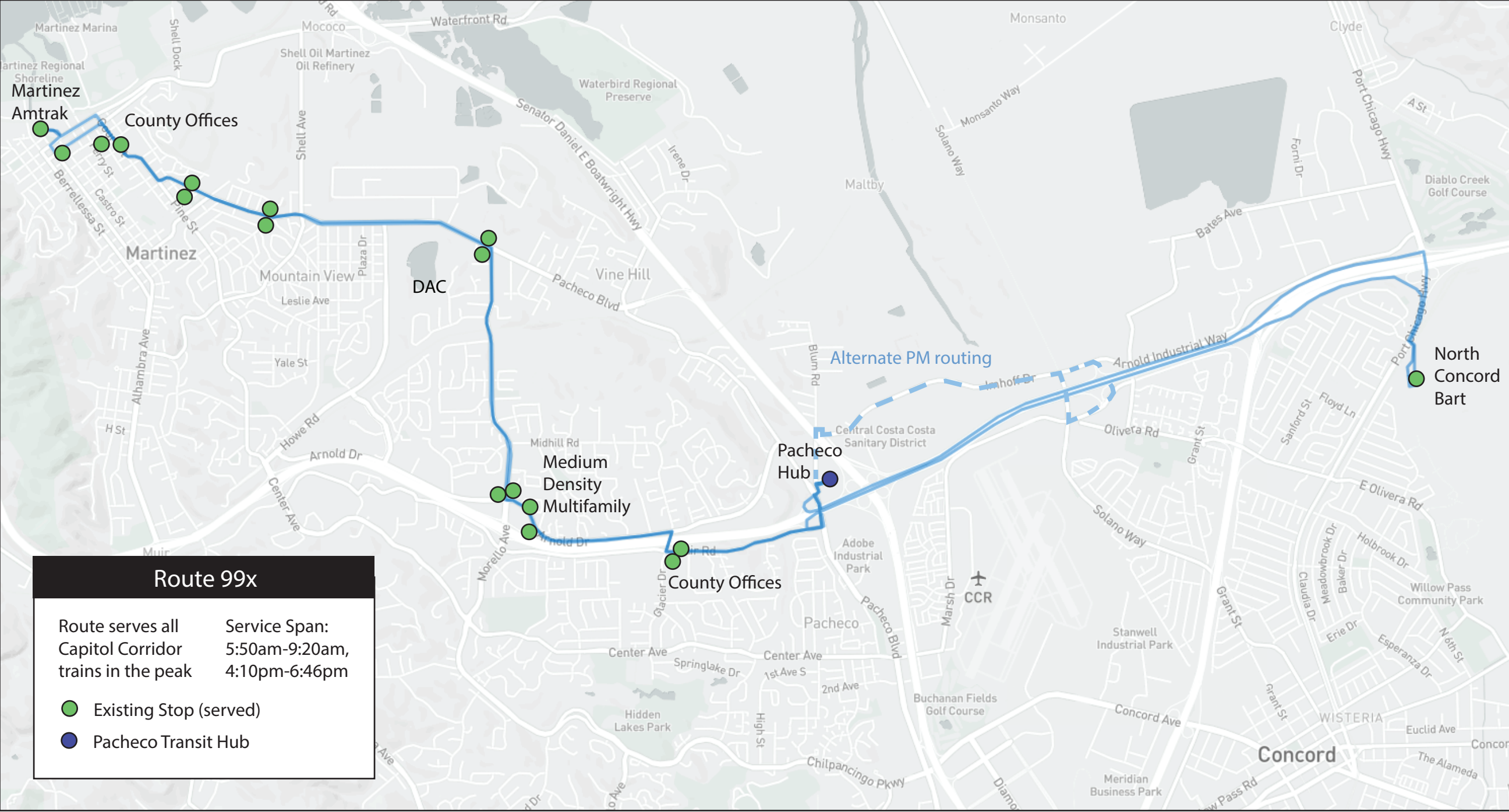
Financial Implications:

This proposal would be funded with LCTOP funds; 50% of the LCTOP allocation must be spent within the DAC.

Attachment:

Proposed route map.

Draft Route 99x Martinez Amtrak to North Concord BART via Pacheco Transit Hub



To: Operations & Scheduling Committee

Date: 03/01/2018

From: Ruby Horta, Director of Planning & Marketing

Reviewed by: *R.C.*

SUBJECT: Service Restructure Plan – Initial Proposal

Background:

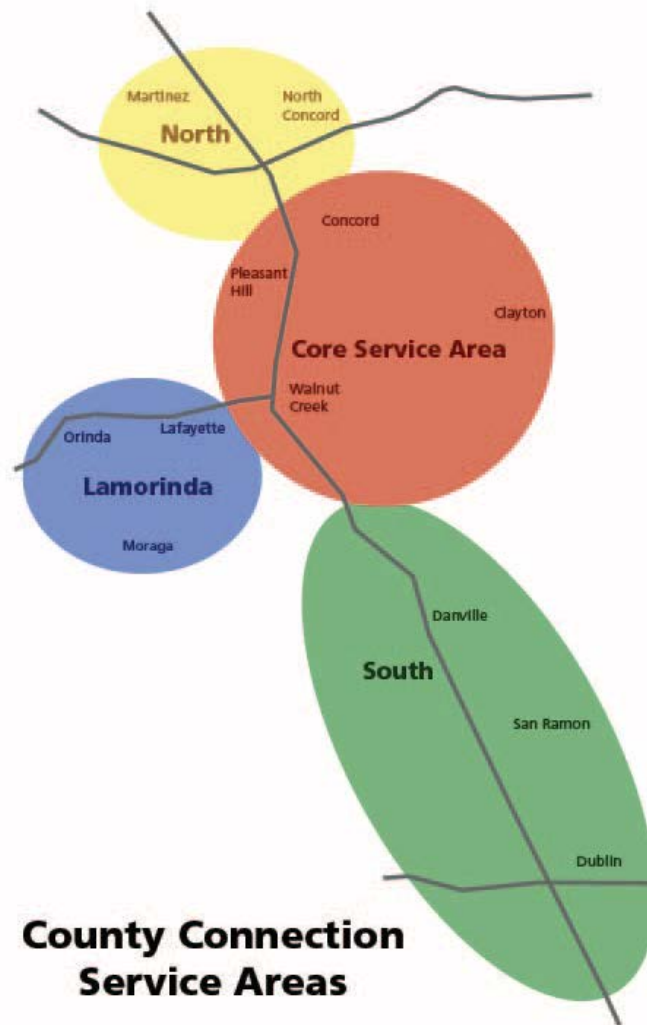
In an effort to understand our current ridership trends and changing demographics, County Connection staff prepared a Comprehensive Operational Analysis (COA), which was completed in January 2018. Revenues for transit have not kept up with expenses and we want to ensure that we are providing service in the most efficient manner. The COA has provided staff with the foundation for a data-driven planning effort to restructure County Connection's service focused on increased productivity. The last time our system was significantly overhauled was in Spring 2009 and we acknowledge that a number of factors have changed. Housing developments, traffic patterns, demographic shifts, job centers and increased congestion all contribute to changing transit needs. Irrespective of the economic outlook, staff recognizes a need to halt the downward ridership trend by shifting revenue hours to areas with the greatest potential for successful transit.

A brief summary of the proposed changes will be described below. Given the scope of the proposed service restructure, staff recommends a thorough public comment period. Therefore, the earliest we could implement a service change would be Spring 2019. The public comment process will include outreach to other County Connection departments, various stakeholders throughout the service area, community meetings, public workshops, and one formal public hearing. To initiate the process, staff requests comments from the O&S Committee and will incorporate Committee feedback to a revised proposal. The revised proposal will be presented to O&S at the April Committee meeting. Staff will also recommend a Board workshop in April.

Proposed Service Restructure Summary:

Planning staff has divided the changes into four regions, the Core, North, South, and Lamorinda. A change matrix with level of service implications for every route is available as an attachment. A complete system map of the proposed network will be presented at the Operations and Scheduling Meeting. No changes are proposed to the supplemental '600' series routes timed to school bell times. Costs will be determined in the future when our scheduling department can

input the changes into our scheduling software in a new 'runcut', or operator bid that creates shifts for drivers.



Core Service Area Restructure Concepts

- Streamline Route 19 to use Concord Ave. instead of going to Concord BART via Sun Valley Mall. To further speed up the route, eliminate service to Stanwell and take the faster Route 91 alignment through Downtown Concord
- Streamline Route 9 by eliminating routing to JFK, Patterson Blvd., and Oak Park Blvd.
- Create a new alignment for Route 10 to turn around at Washington/Michigan instead of the Ayers Rd./Kirker Pass loop. End 50% of peak trips at this loop that currently continues on to Marsh Creek Rd. in Clayton. Only one quarter of the ridership rides past Kirker Pass
- Extend Route 14 to Walnut Creek BART to expand access to jobs from the Monument Corridor. Increase frequencies to every 30 minutes

- Terminate Route 15 at Pleasant Hill BART (it will no longer service Walnut Creek BART, this will be covered by Route 14)
- Eliminate Route 1M and Route 2 due to low ridership and poor efficiency
- Realign Route 95X to exit Hwy. 680 at S. Main St., to provide direct access to Downtown Walnut Creek from the south and avoid congestion
- Eliminate Route 301 to Rossmoor due to low ridership
- Extend 311 to John Muir Hospital to cover the Ygnacio Valley Rd. portion of 301
- Increase frequency on Route 4 from 15 minutes to 12 minutes
- Adjust times, where possible, on local routes to meet school bell times in the Pleasant Hill area
- Eliminate Route 315 due to low ridership

North Restructure Concepts

The main changes to the north service area include:

- Split Route 28 in half and retain its Martinez-DVC segments
 - New alignment with 2-way Walmart service
 - Eliminate service to Marsh Rd./Arnold Industrial Way
 - Add service to the Arnold/Morello high ridership corridor
 - Eliminate small, light industrial segment of Howe Rd.
- Create a new Route 27 to serve North Concord
 - Create new North Concord BART connections
 - Allocate at least two revenue hours of service for loop
 - Replace current Route 627, with more frequent service
- Add Route 98X peak trips to connect with Amtrak in Martinez

Lamorinda Restructure Concepts

- Eliminate Route 25 due to low ridership
- Potentially increase peak service on Route 6

South Restructure Concepts

- Eliminate Route 36, but retain coverage on its productive northern alignment with an extended Route 35
- Extend Route 35 to Crow Canyon Rd., roughly double frequency of service
- Eliminate Route 97X and increase peak Route 35 frequency. Route 35 has similar travel times to the current Route 97X from East Dublin BART and Bishop Ranch. Route 97X has also has low ridership. This proposal requires additional discussion with Bishop Ranch
- Remove Alcosta Blvd. from Route 92X to speed up run times

Recommendation:

Staff recommends that the O&S Committee provide feedback on the proposed service restructure concepts.

Financial Implications:

To be determined.

Proposed Service Restructure Change Matrix

Route	Route Type	Service Span	Revenue Hours	Hours Change	Changes
Core Service Area (Concord, Pleasant Hill, Walnut Creek, Clayton)					
1	Local	AD	26.35	-	
1M	Local	Peak	5.47	(5.47)	DELETE ROUTE
2	Local	Peak	3.55	(3.55)	DELETE ROUTE
4	Circulator	AD	35.83	-	Increase Frequency to 12min, reduce layover at fountain
5	Local	AD	18.67	-	
7	Circulator	Peak	21.30	-	
9	Local	AD	41.77	(4.18)	Streamline alignment (-10%)
10	Local Trunk	AD	47.97	(3.84)	Short turns, new Michigan loop, reduce Clayton service (-8%)
11	Local	AD	18.98		
14	Local	AD	39.58	3.96	Extend to WC BART (+10%), add span, reduce layover
15	Local	AD	30.85	(0.77)	Truncate to PH BART (-2.5%), add layover
17	Local	AD	18.52	-	
18	Local	AD	31.65	-	
19	Local	AD	13.80	1.66	Streamline Route, turn at Concord Ave, add 2 trips (+12%)
20	Local Trunk	AD	47.55	(1.19)	Reduce layover, add layover to Route 10
91	Circulator	Peak	5.25	-	
93	Express	Peak	16.03	-	
4s/su	Circulator	AD	18.37	(0.92)	Remove some of fountain layover (-5%)
301	Local	AD	8.90	(8.90)	Delete Route
310	Local	AD	17.10	-	
311	Local	AD	15.48	3.87	Add trips, serve John Muir in WC (25%)
314	Local	AD	27.93	-	
315	Local	AD	6.33	(6.33)	Delete Route
320	Local	AD	12.82	-	
North Service Area (Martinez, North Concord)					
16	Local	AD	51.85	(3.63)	Break from 14 interline, reduce layover (-7%)
27	Circulator	Limited		2.00	New Route Replaces 627, 28 service to Arnold Industrial/Bates
28	Local	AD	30.20	(10.57)	Truncate to DVC, take off Hwy 4 (-35%), cover old 3 route
98	Express	AD	26.98	4.00	Add Peak Trips, market to Amtrak like the 99
316	Local	AD	19.93	4.98	Add trips (25%)
Lamorinda Service Area (Lafayette, Moraga, Orinda)					
25	Local	AD	9.43	(9.43)	DELETE ROUTE
6	Local	AD	8.75	-	Potentially Add Peak Service
South Service Area (Danville, San Ramon, Dublin)					
21	Local	AD	49.67	-	
35	Local	AD	33.73	20.24	Extend to Crow Canyon 36 portion, add peak trips (+60%)
36	Local	AD	27.17	(27.17)	DELETE ROUTE
92	Express	Peak	12.72	(0.25)	Remove Alcosta (-2%)
95	Express	Peak	10.07	0.20	Route via California Blvd (+2%)
96	Express	AD	35.42	-	
97	Express	Peak	9.90	(9.90)	DELETE ROUTE, Requires Discussion with Bishop Ranch
321	Local	AD	20.23	-	

TO: O&S Committee

DATE: January 21, 2018

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for January 2018

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	276,037		
Average Weekday	11,701	12,331	
Pass/Rev Hour	13.9	14.9	Standard Goal > 17.0
Missed Trips	0.29%	0.14%	Standard Goal < 0.25%
Miles between Road Calls	40,988	31,044	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in January (11,701 passengers) than December (11,753 passengers) and lower than January 2016 (12,140 passengers) or (3.3%)

Passengers per hour in January was 13.9 which is lower than 14.3 in December and lower than January 2016 when passengers per hour was 15.4

The percentage of missed trips in January was 0.29% higher than the prior month (0.17%). The YTD average is 0.14% missed trips.

The number of miles between roadcalls was 40,988 miles in January, higher than the prior month in which there were 28,877 miles between roadcalls. The 12 month average is 31,044 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 276,037 passengers in January, 199,142 passengers had the potential to use a Clipper card aboard County Connection since 76,895 either used an employee sponsored program or the midday free program. About 33.0% of the 199,142 potential Clipper card users paid using Clipper during this month.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2017 February	2017 March	2017 April	2017 May	2017 June	2017 July	2017 Aug	2017 Sep	2017 Oct	2017 Nov	2017 Dec	2018 Jan	12 Month TOTALS
Work Days	28	31	30	30	30	30	31	30	31	29	30	30	360
Revenue Hours	17,000	19,397	17,289	18,754	18,445	17,176	20,255	18,298	20,087	18,806	18,182	19,845	221,185
Operator Pay Hours	29,206	32,857	31,513	32,409	30,191	30,478	32,510	31,331	32,433	32,151	32,701	36,850	383,466
Number of Operators	171	168	167	168	168	164	163	164	159	159	163	162	167
Total Chargeable Collisions	1	2	0	3	2	2	3	1	2	3	6	3	25

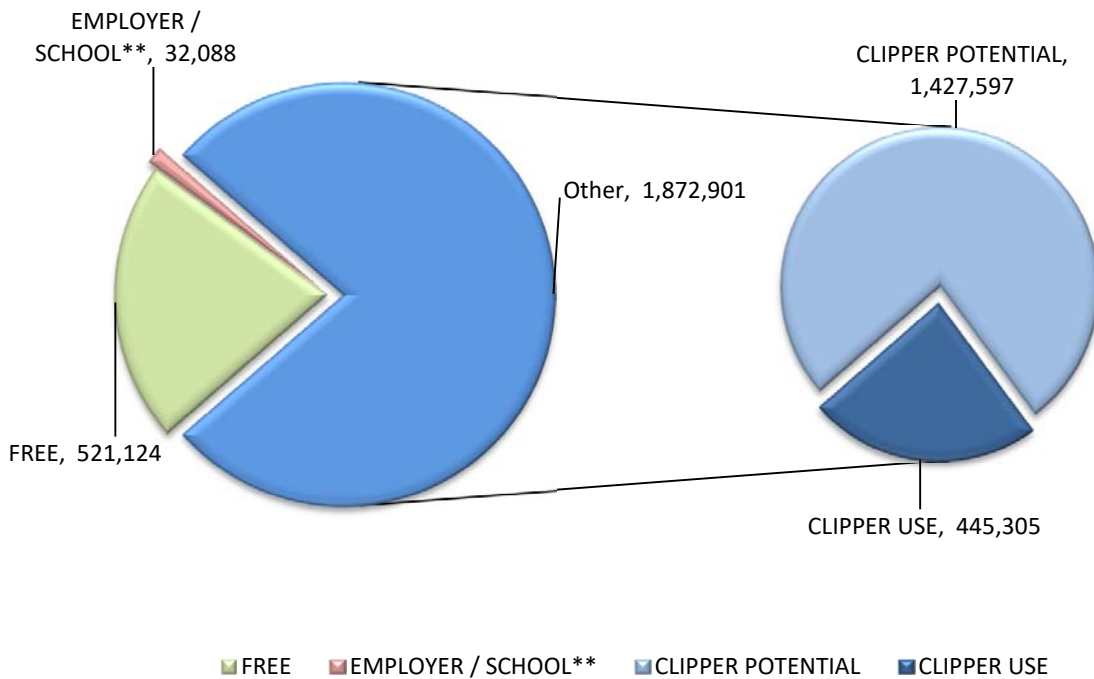
**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
January 2018 - Fixed Route Boardings	276,037	Revenue Hours -	January 2018	19,845	Weekdays - Jan 18	22	Fiscal 2018 YTD	1,980,808
Special Event -			January 2017	17,859	Jan 17	21		
		Revenue Miles -	January 2018	213,871	Saturdays - Jan 18	4	Fiscal 2017 YTD	2,049,061
			January 2017	206,634	Jan 17	4		
					Sundays - Jan 18	4		
					Jan 17	5		
January 2018 Total Boardings	276,037	Passengers per Mile		1.3	Total Days - 2018	30	YTD Trend	(3.3%)
January 2017 Total Boardings	274,886	Passengers per Hour		13.9	2017	30	Monthly Trend	0.4%

January 2018 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (IM)	Rossmoor / Shadelands	6,796	-	-	6,796	309			9.7	
2	Rudgear / Walnut Creek	350	-	-	350	16			4.1	
3	Martinez Community Shuttle	2,024	-	-	2,024	92			6.3	
4	Walnut Creek Downtown Shuttle	17,102	2,173	1,564	20,839	777	543	391	22.3	
4H **	Walnut Creek Extended Holiday Service	-	-	-	-				#VALUE!	
5	Creekside / Walnut Creek	10,657	-	-	10,657	484			26.0	
6	Lafayette / Moraga / Orinda	9,965	373	336	10,673	453	93	84	12.8	
7	Shadelands / Pleasant Hill / Walnut Creek	9,567	-	-	9,567	435			20.4	
9	DVC / Walnut Creek	9,906	-	-	9,906	450			10.7	
10	Concord / Clayton Rd	22,178	-	-	22,178	1,008			21.0	
11	Treat Blvd / Oak Grove	6,335	-	-	6,335	288			14.9	
14	Monument Blvd	11,635	-	-	11,635	529			13.4	
15	Treat Boulevard	9,705	-	-	9,705	441			14.3	
16	Alhambra Ave / Monument Blvd	14,749	-	-	14,749	670			12.9	
17	Olivera/Solano / Salvio / North Concord	4,943	-	-	4,943	225			12.1	
18	Amtrak / Merello / Pleasant Hill	7,648	-	-	7,648	348			10.8	
19	Amtrak / Pacheco Blvd / Concord	2,834	-	-	2,834	129			9.3	
20	DVC / Concord	18,845	-	-	18,845	857			17.3	
21	Walnut Creek / San Ramon Transit Center	10,317	-	-	10,317	469			9.0	
25	Lafayette / Walnut Creek	1,517	-	-	1,517	69			7.1	
28	North Concord / Martinez	5,947	-	-	5,947	270			9.0	
35	Dougherty Valley	10,373	-	-	10,373	471			13.6	
36	San Ramon / Dublin	4,591	-	-	4,591	209			7.5	
91X	Concord Commuter Express	1,232	-	-	1,232	56			10.7	
92X	Ace Shuttle Express	3,976	-	-	3,976	181			14.2	
93X	Kirker Pass Express	3,473	-	-	3,473	158			10.1	
95X	San Ramon / Danville Express	3,551	-	-	3,551	161			16.0	
96X	Bishop Ranch Express	11,473	-	-	11,473	521			14.7	
97X	Bishop Ranch Express	1,801	-	-	1,801	82			8.2	
98X	Martinez Express	6,931	-	-	6,931	315			11.7	
250 *	Gael Rail Service	39	30	32	101	5	8	8	1.2	
260 *	Cal State East Bay / Concord Bart	250	-	-	250	15			1.5	
301	Rossmoor / John Muir Medical Center	-	218	167	385		54	42	5.6	
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,693	1,450	3,144		423	363	22.9	
311	Concord / Oak Grove / Treat Blvd / WC	-	846	683	1,530		212	171	12.4	
314	Clayton Rd / Monument Blvd / PH	-	2,106	1,730	3,836		526	433	17.1	
315	Concord / Willow Pass / Landana	-	198	144	341		49	36	6.7	
316	Alhambra / Merello / Pleasant Hill	-	1,271	905	2,176		318	226	13.0	
320	DVC / Concord	-	716	489	1,204		179	122	11.8	
321	San Ramon / Walnut Creek	-	851	641	1,492		213	160	8.9	
Alamo Creek *	Alamo Creek / BART Walnut Creek	406	-	-	406	18			2.3	
600's	Select Service	26,301	-	-	26,301	1,196			25	
TOTALS		257,420	10,475	8,142	276,037	11,701	2,619	2,035	13.9	

* Data from LINK Operators ** Seasonal Routes
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

CLIPPER TREND



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-17	239,810	67,442	3,075	169,293	54,108	32.0%
Aug-17	307,022	79,917	3,958	223,147	68,158	30.5%
Sep-17	296,323	73,967	5,195	217,162	64,151	29.5%
Oct-17	318,698	80,438	6,106	232,154	72,314	31.1%
Nov-17	283,442	75,227	5,209	203,006	65,033	32.0%
Dec-17	259,477	72,411	3,372	183,693	55,805	30.4%
Jan-18	276,037	71,722	5,173	199,142	65,735	33.0%
Feb-18	-	-	-	-	-	-
Mar-18	-	-	-	-	-	-
Apr-18	-	-	-	-	-	-
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
Grand Total	1,980,808	521,124	32,088	1,427,597	445,305	31.2%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude Summer Youth Pass

FREE	Free / Mid-Day Free
EMPLOYER / SCHOOL	92X-Ace Train / Airport Plaza, UFCW Trust (91X) / St Marys / JFKU / Promo (Summer Youth Pass) & CSEB (Rte 260)

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

**CCCTA LINK
MONTHLY OPERATING SUMMARY
JANUARY FY 17/18**

SUMMARY	JANUARY FY 16/17	JANUARY FY 17/18	YTD FY16/17	YTD FY 17/18
1 TOTAL CLIENTS	10,820	10,936	79,683	78,831
2 TOTAL ATTENDANTS	588	592	3,932	5,442
3 TOTAL COMPANIONS	47	40	409	320
4 TOTAL PASSENGERS	11,455	11,568	84,024	84,593
5 TOTAL SERVICE DAYS	30	30	210	210
6 VEHICLE REVENUE HOURS	5,720	5,651	41,272	40,601
7 VEHICLE SERVICE HOURS	7,290	7,794	52,651	53,069
8 VEHICLE NON REV HOURS	1,570	2,142	11,379	13,473
9 VEHICLE SERVICE MILES	100,897	104,926	743,793	766,399
10 VEHICLE REVENUE MILES	71,873	81,935	534,481	609,420
11 VEHICLE NON REV MILES	19,595	22,991	139,509	156,979
12 PASS. PER REVENUE HOUR	2.00	2.05	2.04	2.08
13 CLIENT PER REVENUE HOUR	1.89	1.94	1.93	1.94
14 PASS. PER SERVICE HOUR	1.57	1.48	1.60	1.59
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.16	0.14	0.16	0.14
17 TOTAL TRANSFER TRIPS	522	859	6,172	6,989
18 SAME DAY TRIPS	119	169	849	958
19 SUBSCRIPTION TRIPS	5,912	6,580	41,903	44,164
20 DEMAND	4,908	4,380	37,843	34,720
21 FAREBOX REVENUE	\$8,802.18	\$10,077.51	\$69,122.05	\$70,803.53
22 PREPAID CLIENTS	\$6,683.00	\$5,111.00	\$48,947.00	\$31,985.00
23 COLLECTED BILLING	\$19,748.00	\$580.00	\$173,546.00	\$100,538.40
24 TOTAL REVENUE COLLECTED	\$35,233.18	\$15,768.51	\$291,615.05	\$203,326.93
25 CHARGEABLE ACCIDENTS	1	0	3	5
26 SERVICE COMPLAINTS	0	3	7	17
27 SERVICE COMMENDATIONS	1	0	11	4
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	0	1	11	17
30 DRIVER TURNOVER	1%	3%	10%	22%
31 SCHEDULE ADHERENCE	75%	78%	75%	75%
32 WHEELCHAIR BOARDING'S	2,531	2,443	20,390	15,687
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,919	5,959	43,522	43,264
35 UNDUPLICATED CLIENTS	779	802	6,479	15,990
36 NO-SHOWS	235	313	1,191	1,679
37 CANCELS	2,702	2,488	13,666	14,682
38 AVG. TRIP LENGTH (MILES)	8.8	9.1	8.9	9.1
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	43	48	37	48
41 TOTAL FUEL/GALLONS	14,310	15,535	110,765	119,614
42 FLEET M.P.G.	7.1	6.8	6.7	6.4