

# County Connection

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

## ADVISORY COMMITTEE MEETING AGENDA

**Tuesday, March 13, 2018  
2:00 p.m.**

**County Connection  
Gayle B. Uilkema Memorial Board Room  
2477 Arnold Industrial Way**

**Concord, California**

Conference Call Access:

United States (Toll Free): 1 866 899 4679

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Access Code: 290-660-813

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. Committee Chair Rotation
3. Agenda Approval
4. Approval of Minutes of January 16, 2018\*
5. Public Comment
6. COA – Weekends and 600 series\* (full report available online at countyconnection.com)
7. Discontinuation of Route 3\*
8. Final Extension of Paratransit Service Contract with First Transit \*
9. ADA – Monthly Reports
  - a. LINK Monthly Operating Reports – October, November, and December 2017\*
10. Fixed Route – Monthly Reports
  - a. Fixed Route Ridership Reports – December 2017 and January 2018\*
  - b. Clipper Use Trend – December 2017 and January 2018\*
  - c. Driver Excellence Program Winners
    - i. January 2018 – Antoinette Lane-Dixon
    - ii. February 2018 – Juan Lopez

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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**

d. Customer Service Report – January and February 2018

11. Committee Member Communications

12. Adjournment – Next Meeting – May 8th, 2018

\*Attachments

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

**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  
Gayle B. Uilkema Memorial Board Room  
2477 Arnold Industrial Way  
Concord, CA  
January 16, 2:00 p.m.**

**Members:** David Libby, David Piper, Jeremy Weinstein  
**Staff:** Sean Hedgpeth, Rashida Kamara  
**Public:** Ralph Hoffman, Dwayne Cooper, Jenna Kiive, Jenny Moriarty, Sara Ann, Lindsay W.

**Call to Order:** Meeting was called to order at 2:00 p.m.

1. **Approval of Agenda:** The agenda was approved as presented.
2. **Approval of the Minutes of November 14, 2017:** The minutes were approved as presented.
3. **Public Comment and/or Communication:**  
None
4. **COA- Local and Express Routes**  
Mr. Hedgpeth updated the committee on the comprehensive operations analysis.
5. **Marketing Plan**  
Staff updated the committee on the board adopted marketing plan, which had an emphasis on social media.
6. **ADA Monthly Reports**  
LINK monthly operating report for August and September 2017, were reviewed. A new Accessibility Manager for County Connection, Rashida Kamara, was introduced to the committee. During the discussion of LINK performance the balance between on-time performance and productivity was discussed.
7. **Fixed-Route Staff Reports**  
Fixed-route Ridership Report – The monthly reports for August and September 2017 were reviewed.
8. **Member Communication:**  
None
9. **Next Scheduled Meeting:** The next meeting is scheduled for March 13, 2018.
10. **Adjournment:** The meeting was adjourned. (No time noted for adjournment.)

Minutes prepared by Sean Hedgpeth on March 6, 2018.

**To:** Operations and Scheduling

**Date:** 12/29/2017

**From:** Sean Hedgpeth, Manager of Planning

**Reviewed by:**

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**SUBJECT: Comprehensive Operations Analysis for Weekend and Supplemental School Routes**

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**Background:**

Staff has completed and presented the Comprehensive Operations Analysis (COA) for all weekday local and express routes. The next set of routes to be analyzed is the weekend routes (300 series) and the school supplemental trips (600s), see attachment.

This document intends to be reference material to inform possible service changes in the future with data driven planning. Ridership, route alignments, and service distribution are all covered in the COA. The weekend routes highlight our transit dependent communities and our 600s will show how many students use our system to get to school.

This 300/600 series analysis will close our comprehensive operations process, and a final document will be posted on our website.

**Recommendation:**

For information only.

**Financial Implications:**

To be determined.

# County Connection



Photo

## Central Contra Costa County Transit Authority Comprehensive Operations Analysis

Weekend Local Routes, FY 2016/17

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# How to Use This Document (Key Performance Indicators)

This is a GPS derived number that also includes mid route layover, or time the bus sits at a stop. In Route 1's case it's seen as slower because the bus isn't moving at BART, yet is still in service.

## Route Alignment, Speed, and Labor Statistics

Route 1: Rossmoor to Shadelands

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
89%	16.0	9.4	6.2
3%	0%	-27%	-57%

# Stops	Stop Spacing	# of Rights	# of Lefts
52	0.31	26	26
84%	-52%	85%	83%

In-Service Time	Layover	Deadhead	Total Hours
79%	16%	6%	27.9
15%	-26%	-45%	-11%

Stops per mile. Eg. 0.33 is a stop every 1/3 mile on average for the route

This indicator bar represents the difference from the route averages for all local routes. For example in this case, Route 1 has 84% more stops than an average local route.

In-service time is time when the bus is in revenue service or when passengers are allowed in the bus with a set schedule.

Layover is time when the bus is parked for either a required operator break or for recovery time for the bus to get back on schedule.

Deadhead is time when the bus is pulling out of the bus yard to make its first or last trip or when its not in service and starting another route.

Data derived from Remix transit planning software. This is not the ridership demographics, but rather the census derived demographics for residents with 1/4 mile of a transit stop.

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
30,379	14,370	44,749	2,793
52%	-24%	16%	-9%

Poverty	Limited English	Minority	Senior
8%	9%	32%	21%
-35%	-6%	-30%	63%

Disabled	No Car	Youth	(Legend)
11%	7%	18%	(route value)
1%	-13%	-13%	(% diff from AVG)

This number represents the total number of jobs and population per route mile. This is an indicator of density along the route.

Like the indicator bars above, this represents a difference from the route averages. In this case, Route 1 has 63% more Seniors within 1/4 mile of a stop than an average CCCTA local route.

These numbers are important when comparing demographics for Title VI civil rights compliance. If service changes occur these numbers are used to determine if there are disparate impacts to protected populations. The numbers are also a good indication of transit dependent populations within 1/4 mile of a stop.

## Weekend Route Averages: A Typical CCCTA Route

### Route Alignment, Speed, and Labor Statistics

#### Weekend Route Avg

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
86%	15.2	13.7	14.3
0%	0%	0%	0%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
60	0.24	7	7
0%	0%	0%	0%

In-Service Time	Layover	Deadhead	Total Hours
70%	24%	7%	16.7
0%	0%	0%	0%

300's AVG

### Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
17,055	18,852	35,907	3,179
0%	0%	0%	0%

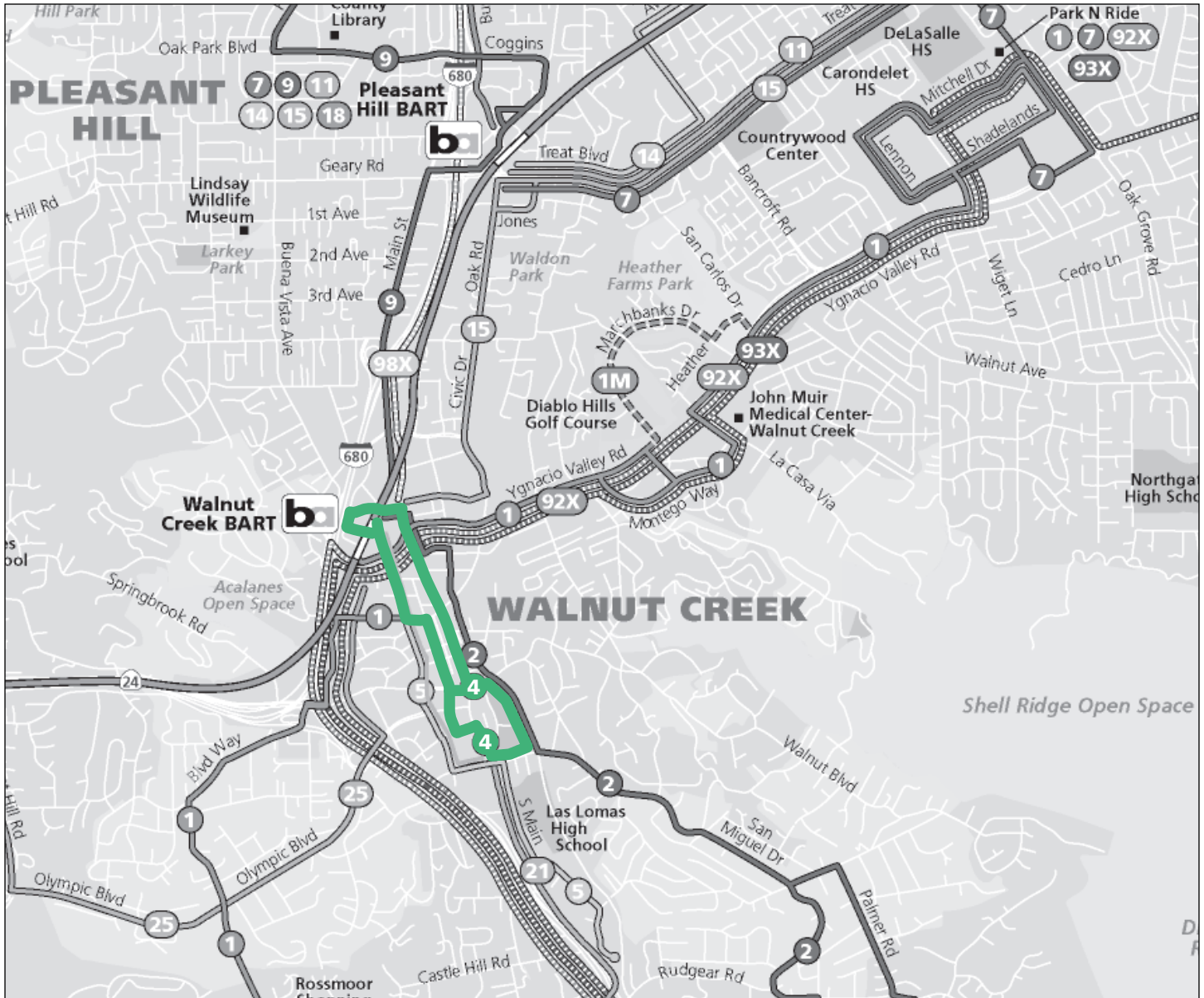
Poverty	Limited English	Minority	Senior
13%	11%	47%	14%
0%	0%	0%	0%

Disabled	No Car	Youth	(Legend)
12%	9%	21%	(route value)
0%	0%	0%	(% diff from AVG)



# Route 4: Broadway Plaza/BART Walnut Creek

Every 20 Minutes, 9:20am to 6:51am



## Origin and Recent Service Changes

Route 4 was created in 2009 from Route 104, which had exactly the same alignment. This route has been the free Downtown Trolley for Walnut Creek for decades. Most recently the route was electrified with new battery electric buses in early 2017. No major changes to the weekday schedule have occurred since 2009.

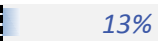
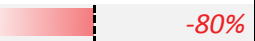
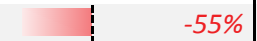
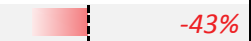
## Alignment Statistics and Connections

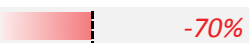
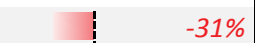
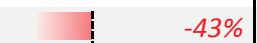
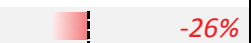
Route 4's northern terminus is at the Walnut Creek BART Station, with regional connections to the Pittsburg Bay Point BART line, SolTrans (78), as well as CCCTA routes (301, 311, 321). Private shuttle connections to the Rossmoor Bus Line. The route travels on California, Civic Dr, Locust St, Mt Diablo, Broadway Plaza. The route then travels S Main St, Mt Diablo, Main St, Pringle Ave to the Walnut Creek BART Station.

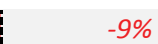
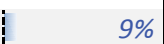


# Route 4: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Route 4: Walnut Creek BART to Broadway Plaza

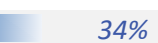
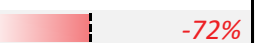
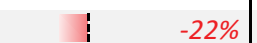

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
98%	3.0	6.2	8.1
 13%	 -80%	 -55%	 -43%



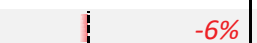
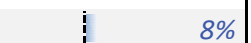
# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
18	0.17	4	5
 -70%	 -31%	 -43%	 -26%

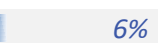
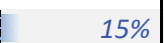
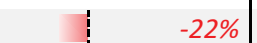
In-Service Time	Layover	Deadhead	Total Hours
64%	26%	11%	20.5
 -9%	 9%	 60%	 23%

Route 4: Walnut Creek BART to Broadway Plaza

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
22,793	5,229	28,022	9,403
 34%	 -72%	 -22%	 196%

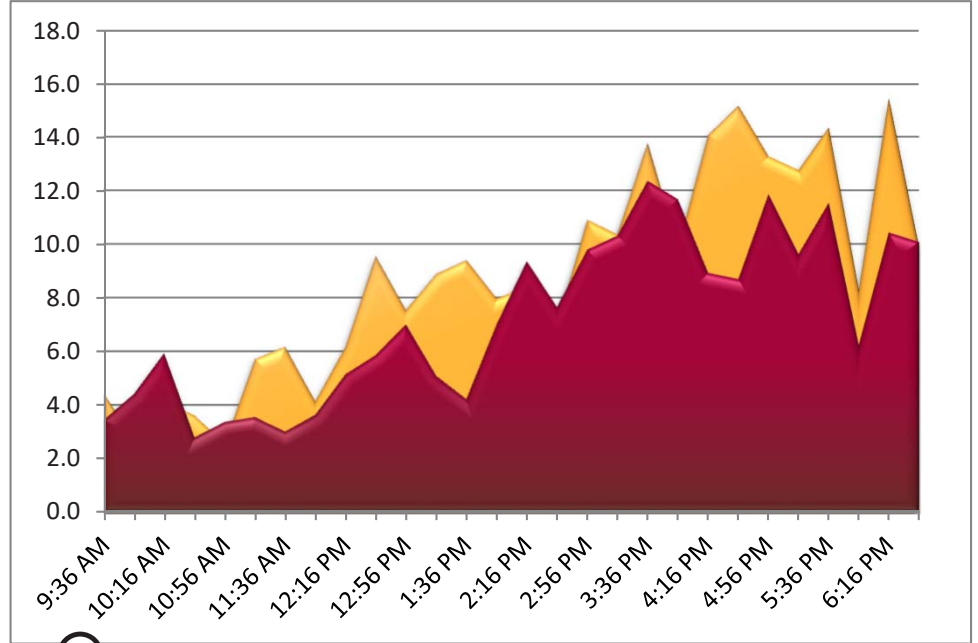
Poverty	Limited English	Minority	Senior
10%	15%	44%	15%
 -23%	 44%	 -6%	 8%

Disabled	No Car	Youth	(Legend)
12%	10%	16%	(route value)
 6%	 15%	 -22%	(% diff from AVG)

## ROUTE 4 TRIP LEVEL RIDERSHIP FY2015-2017

Trip Start	Sat	Sun
<b>Route #4</b>	<b>247</b>	<b>203</b>
9:36 AM	4.5	3.4
9:56 AM	2.8	4.4
10:16 AM	4.1	5.9
10:36 AM	3.6	2.8
10:56 AM	2.6	3.4
11:16 AM	5.8	3.5
11:36 AM	6.2	3.0
11:56 AM	4.2	3.6
12:16 PM	6.2	5.1
12:36 PM	9.6	5.9
12:56 PM	7.6	7.0
1:16 PM	8.9	5.1
1:36 PM	9.4	4.2
1:56 PM	8.0	7.0
2:16 PM	8.4	9.4
2:36 PM	7.0	7.6
2:56 PM	10.9	9.8
3:16 PM	10.4	10.3
3:36 PM	13.8	12.4
3:56 PM	9.9	11.7
4:16 PM	14.1	8.9
4:36 PM	15.2	8.7
4:56 PM	13.3	11.9
5:16 PM	12.8	9.6
5:36 PM	14.4	11.5
5:56 PM	8.3	6.2
6:16 PM	15.5	10.4
6:36 PM	9.9	10.1

**Northbound to Walnut Creek BART**



**Saturday**
 **Sunday**

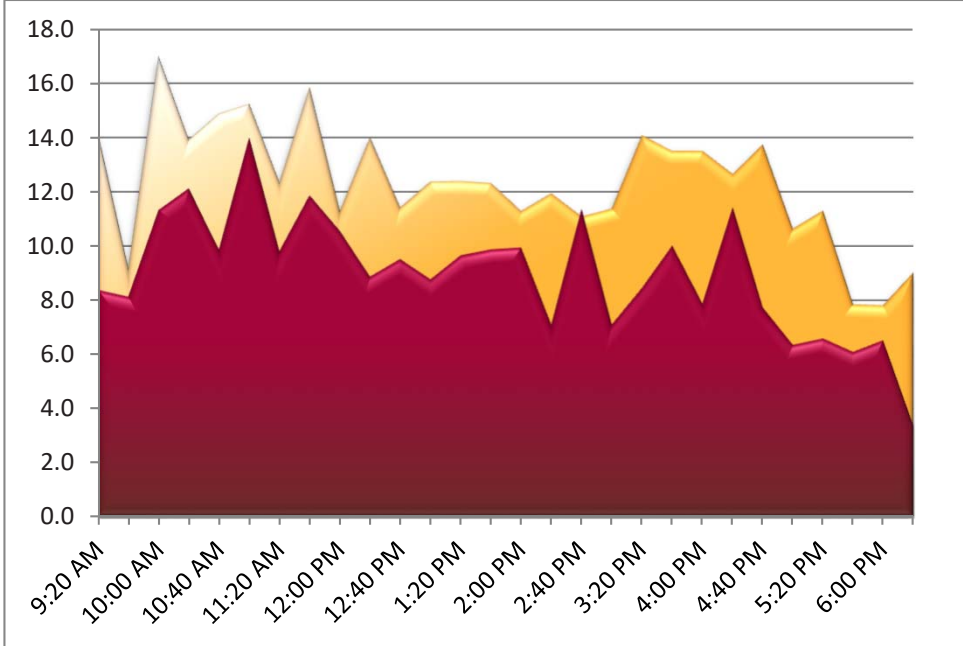
Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

# ROUTE 4 TRIP LEVEL RIDERSHIP FY2015-2017

Trip Start	Sat Sun	
Route #4	346	252
9:20 AM	14.2	8.4
9:40 AM	9.2	8.1
10:00 AM	17.0	11.3
10:20 AM	13.9	12.1
10:40 AM	14.9	9.9
11:00 AM	15.2	14.0
11:20 AM	12.3	9.8
11:40 AM	15.9	11.9
12:00 PM	11.3	10.5
12:20 PM	14.0	8.9
12:40 PM	11.4	9.5
1:00 PM	12.4	8.8
1:20 PM	12.4	9.6
1:40 PM	12.3	9.9
2:00 PM	11.3	9.9
2:20 PM	11.9	7.1
2:40 PM	11.1	11.4
3:00 PM	11.4	7.1
3:20 PM	14.1	8.4
3:40 PM	13.5	10.0
4:00 PM	13.5	7.9
4:20 PM	12.6	11.4
4:40 PM	13.7	7.7
5:00 PM	10.6	6.3
5:20 PM	11.3	6.6
5:40 PM	7.8	6.1
6:00 PM	7.8	6.5
6:20 PM	9.0	3.4



**Southbound to Broadway Plaza**

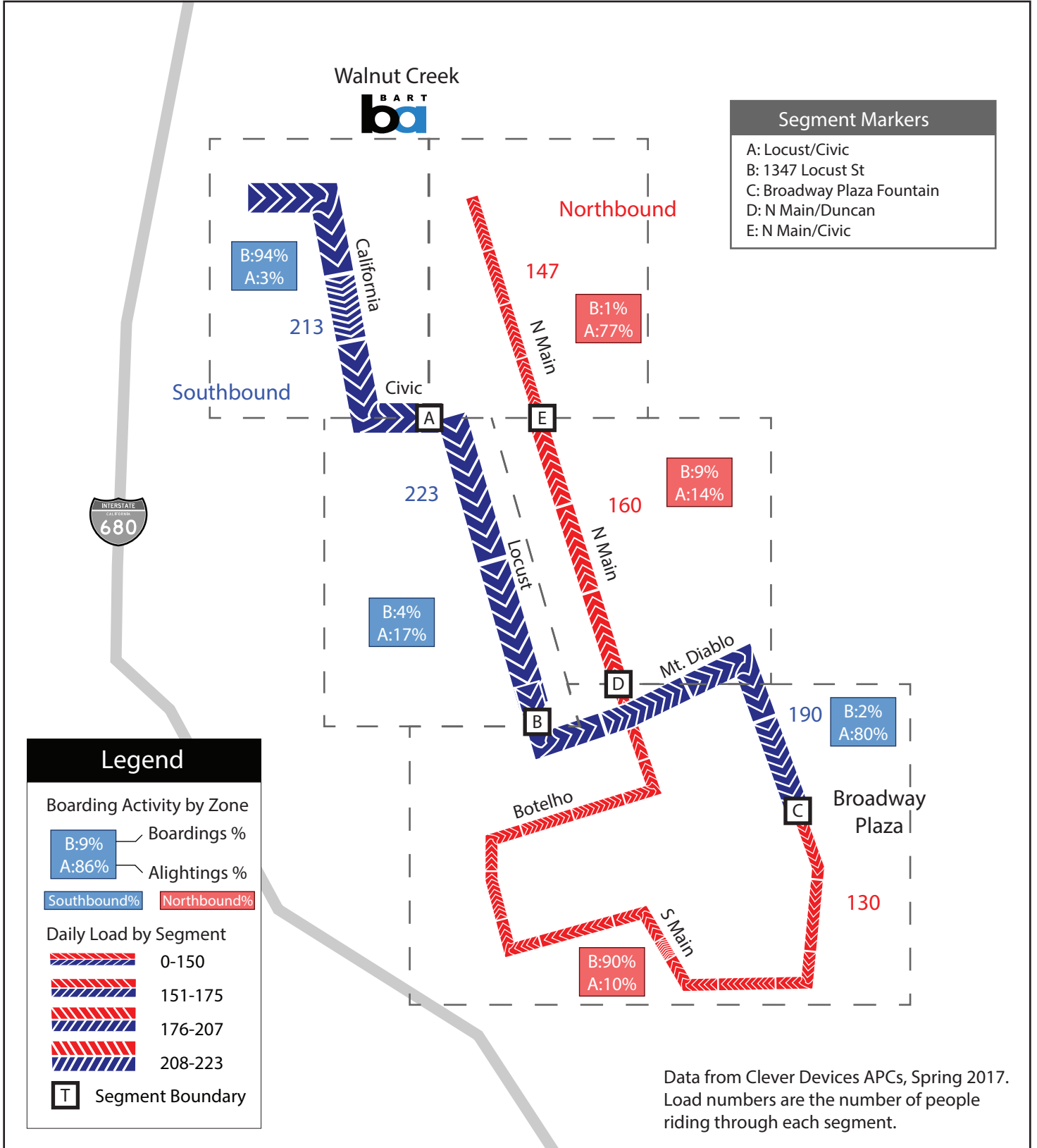


Saturday
  Sunday

Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

# Route 4 Segment Map

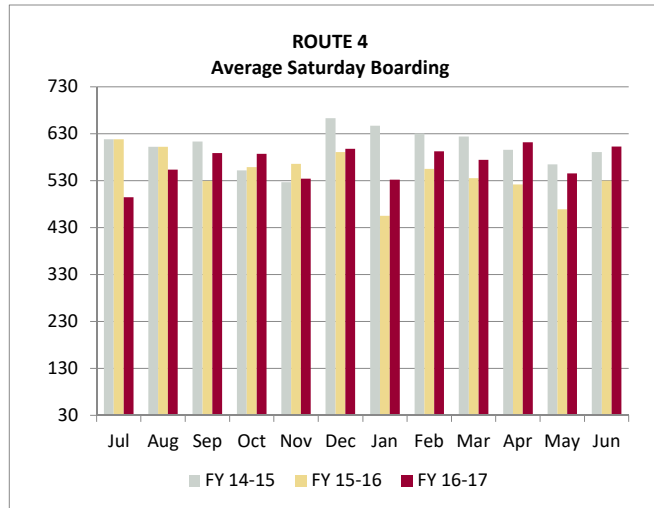
Average Weekend Ridership % and Load by Timepoint and Direction



**ROUTE 4**

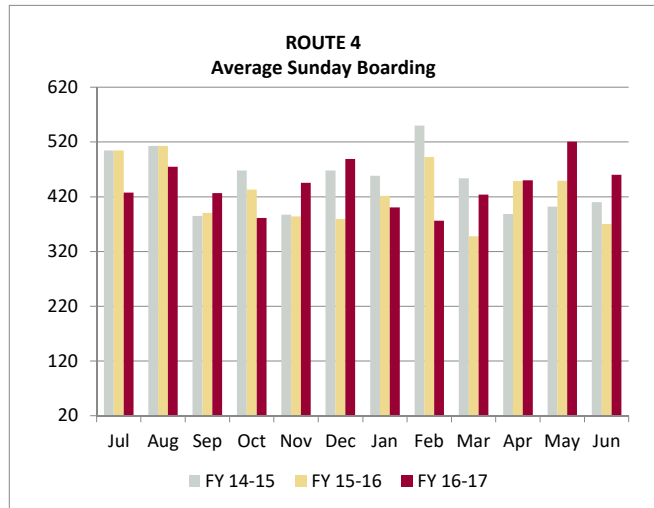
**Avg Saturday Boardings**

	FY 14-15	FY 15-16	FY 16-17
Jul	618	618	495
Aug	602	602	554
Sep	613	530	589
Oct	552	559	587
Nov	527	566	535
Dec	663	591	598
Jan	647	455	532
Feb	631	555	593
Mar	624	535	574
Apr	596	522	612
May	565	469	546
Jun	591	530	603
<b>FY AVG</b>	<b>601</b>	<b>544</b>	<b>568</b>

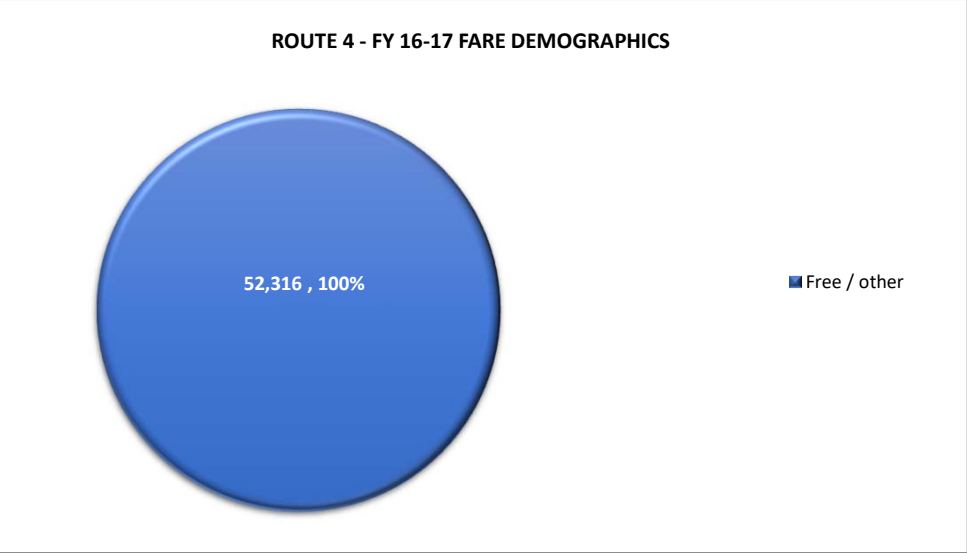
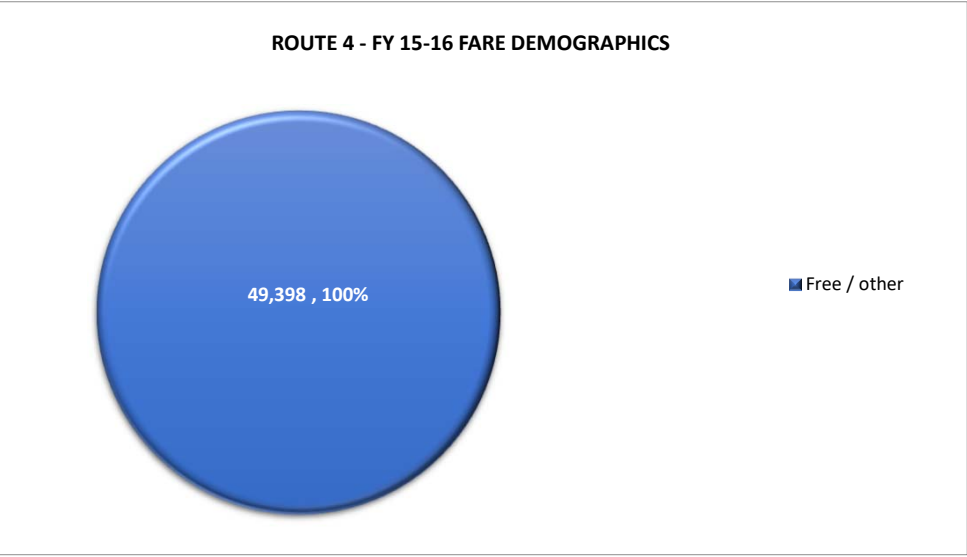
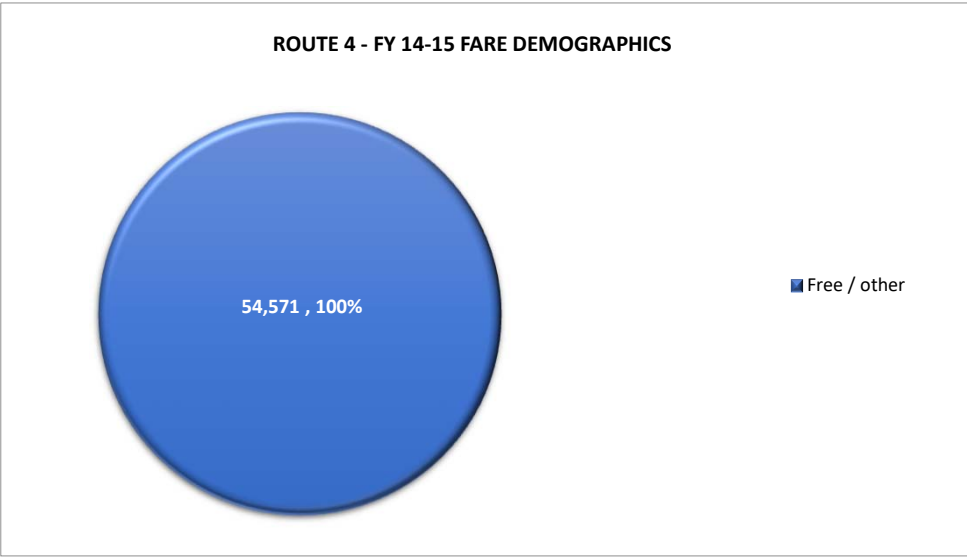


**Avg Sunday Boardings**

	FY 14-15	FY 15-16	FY 16-17
Jul	505	505	427
Aug	513	513	475
Sep	385	391	427
Oct	468	433	381
Nov	387	384	445
Dec	468	379	489
Jan	458	422	400
Feb	550	493	376
Mar	454	348	424
Apr	389	449	450
May	402	449	520
Jun	410	370	460
<b>FY AVG</b>	<b>448</b>	<b>429</b>	<b>438</b>

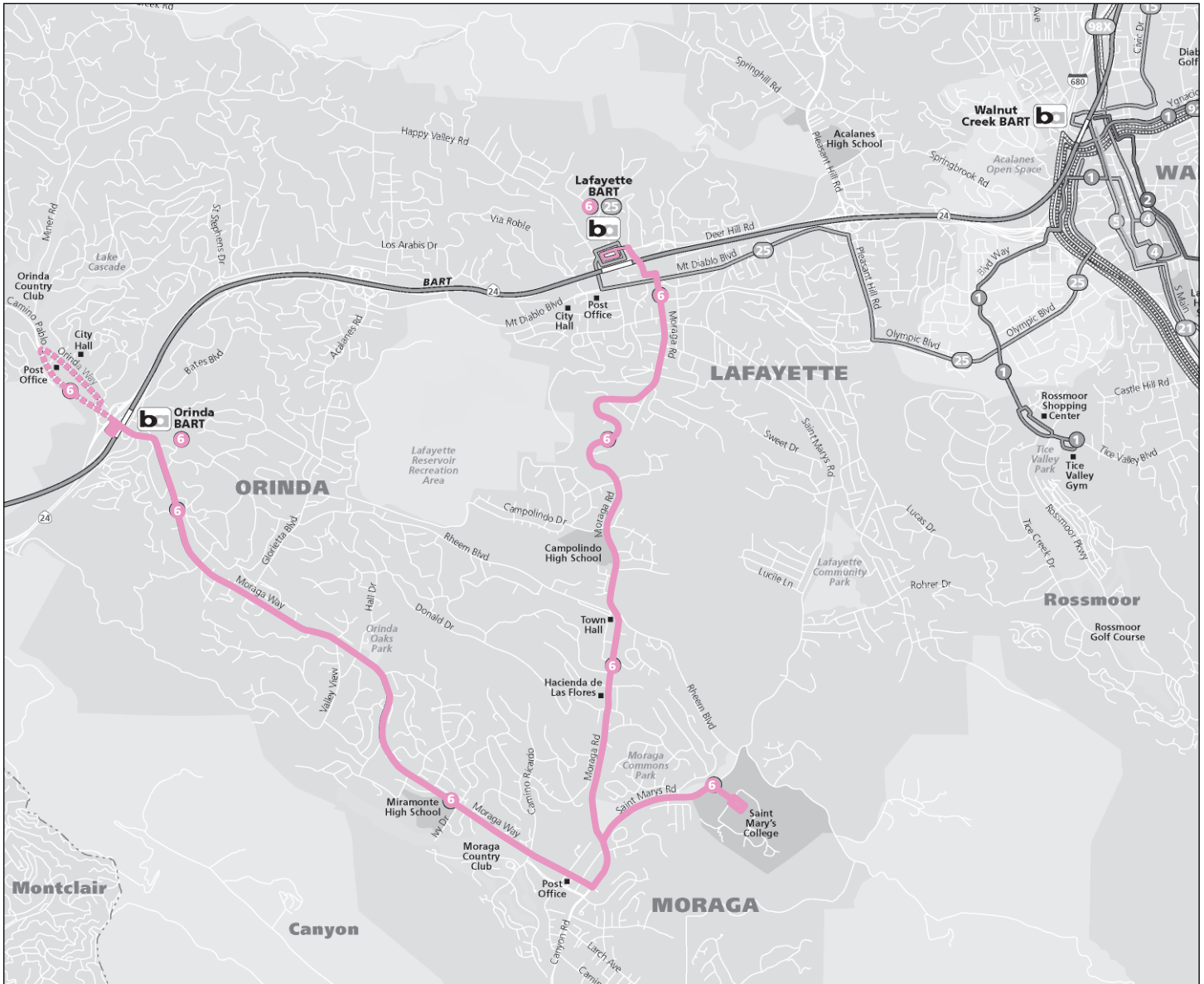


**FARE DEMOGRAPHIC CHART by Fiscal Year**  
**WEEKEND SERVICE**  
*This is a FREE Route*



# Route 6: Lafayette/Moraga/Orinda

Every 80 minutes, 9:24am to 6:09pm



## Origin and Recent Service Changes

Route 6 was created in 2009 from Route 106, following the same route. Route 6 eliminated a few 106 deviations and also added a short North Orinda 'community loop' to the library north of BART. This loop serves the Orinda Library, and covered a small portions of the old 126 route. Portions of 106 deviations and the 126 are covered in the 600's routes. Since 2009, 6L was folded into the 6 in 2011, two new loop trips were added in 2013, and one new AM trip was added in 2016.

## Alignment Statistics and Connections

Route 6's southern terminus at the Orinda BART Station with regional connections to the Pittsburg Bay Point BART line. The route travels on Moraga Way, Moraga Rd, St Mary's Rd, St Mary's College, Moraga Rd, Mt Diablo Blvd to Lafayette BART, with regional connections to the Pittsburg Bay Point BART line.



# Route 6: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Route 6: Orinda BART to Lafayette BART via St Mary's

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
96%	24.7	21.8	24.7

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
75	0.33	7	6

In-Service Time	Layover	Deadhead	Total Hours
70%	20%	9%	9.7

Route 6: Orinda BART to Lafayette BART via St Mary's

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
7,296	8,937	16,233	#DIV/0!

Poverty	Limited English	Minority	Senior
5%	2%	29%	18%

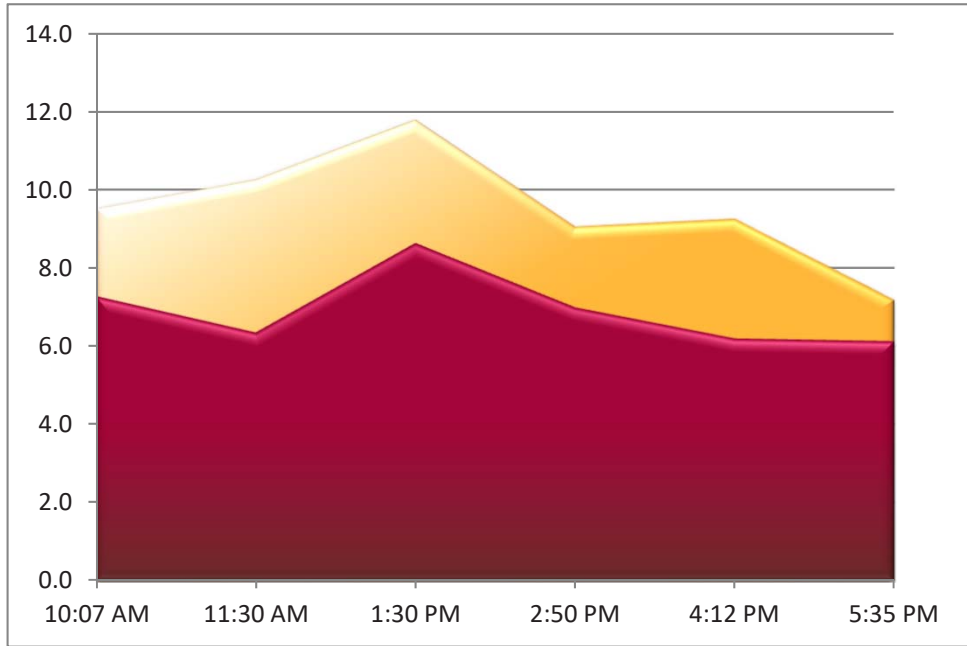
Disabled	No Car	Youth	(Legend)
7%	3%	22%	(route value)
			(% diff from AVG)

# ROUTE 6 TRIP LEVEL RIDERSHIP FY2015-2017

Trip Start '15 '16 '17

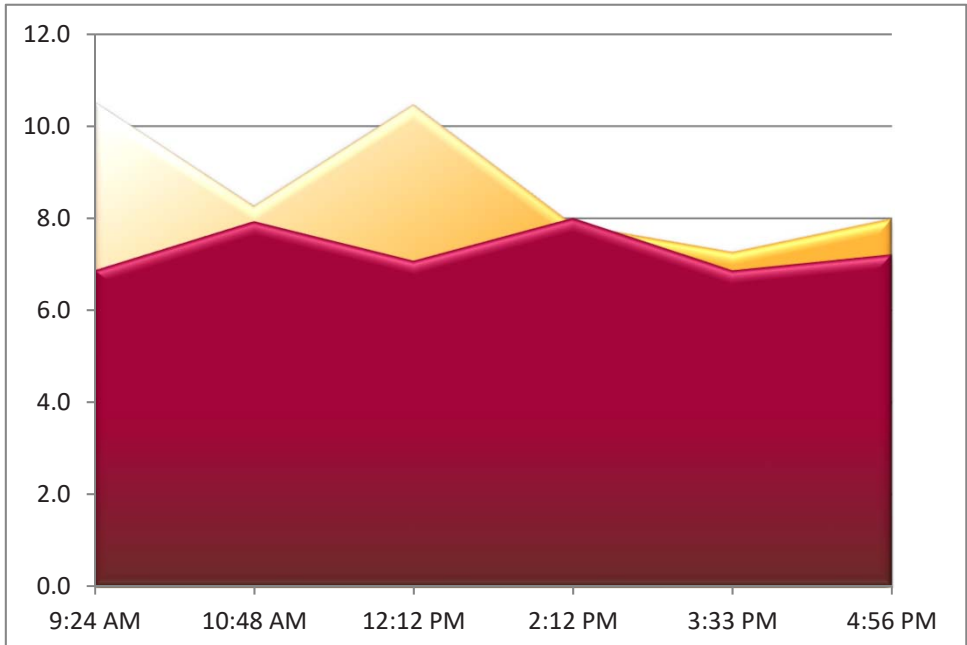
Route #6		57	42
10:07 AM		9.5	7.3
11:30 AM		10.3	6.4
1:30 PM		11.8	8.6
2:50 PM		9.1	7.0
4:12 PM		9.3	6.2
5:35 PM		7.2	6.1

## Eastbound to Lafayette BART



Route #6		52	44
9:24 AM		10.5	6.9
10:48 AM		8.3	7.9
12:12 PM		10.5	7.1
2:12 PM		7.9	8.0
3:33 PM		7.3	6.9
4:56 PM		8.0	7.2

## Westbound to Orinda BART

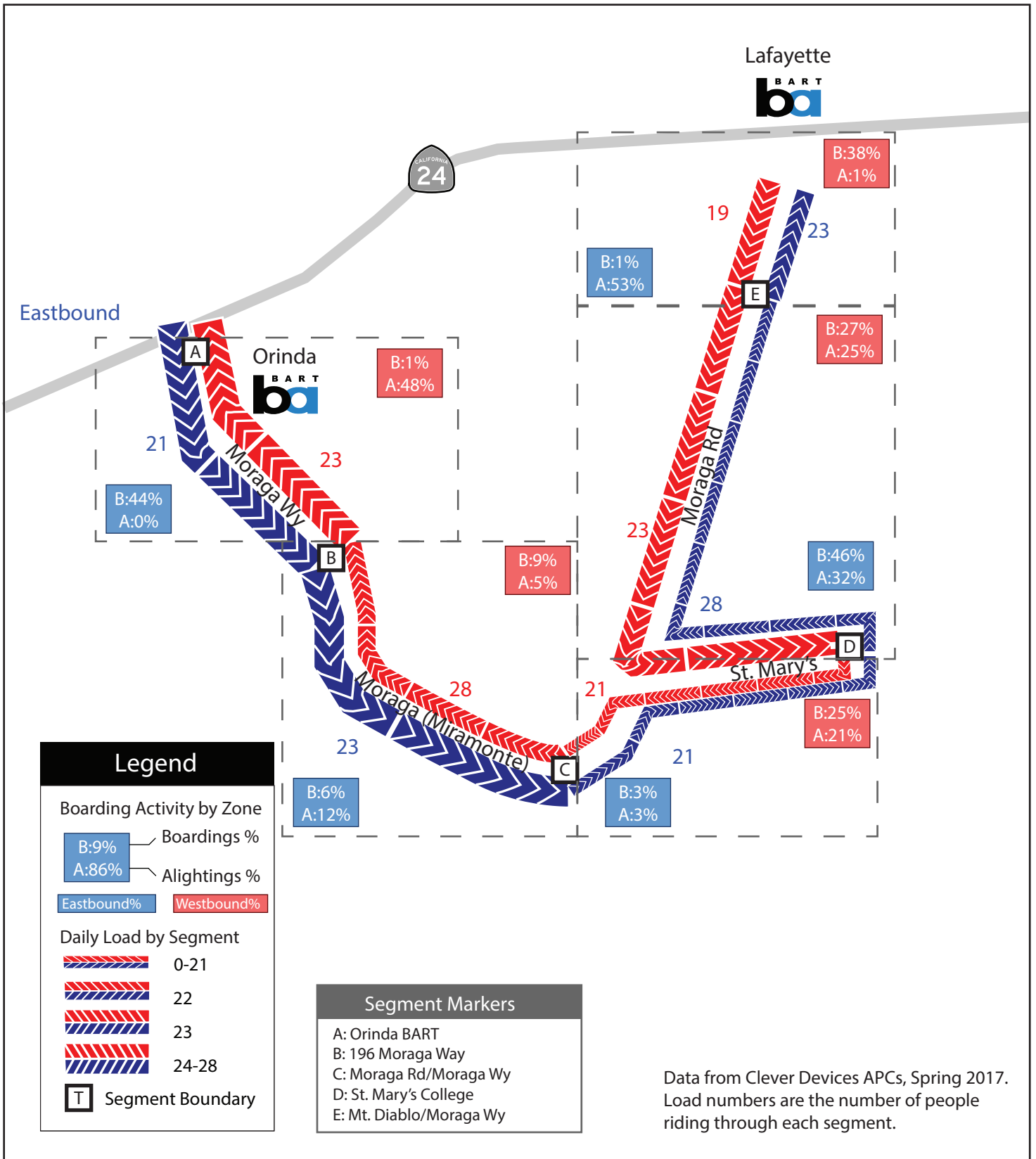


Saturday
  Sunday

Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

# Route 6 Segment Map

Average Weekend Ridership % and Load by Timepoint and Direction

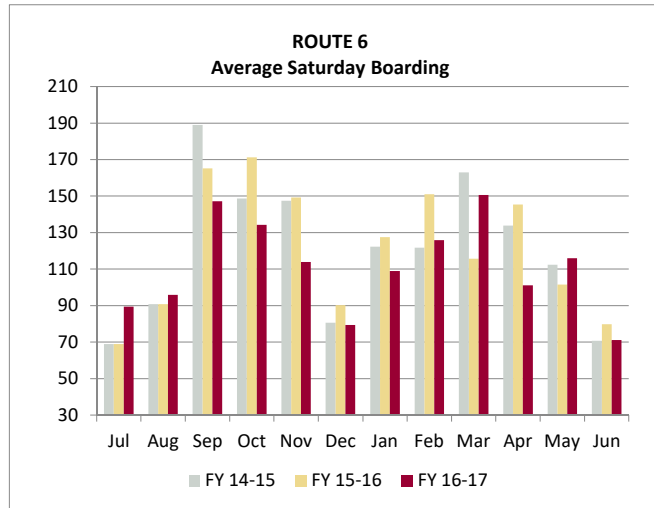


Data from Clever Devices APCs, Spring 2017. Load numbers are the number of people riding through each segment.

**ROUTE 6**

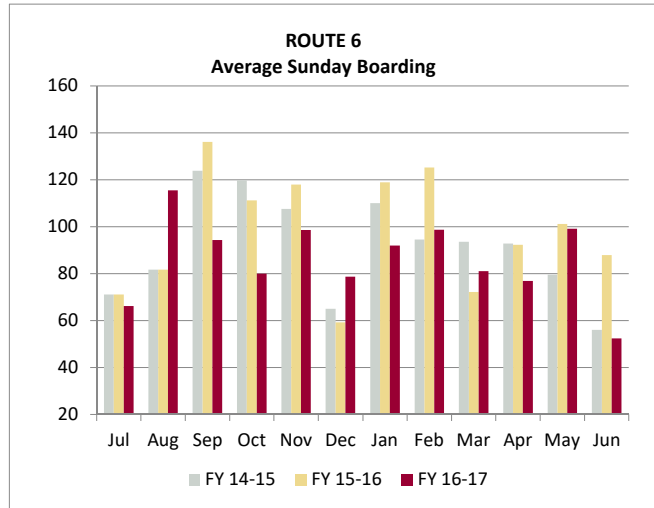
**Avg Saturday Boardings**

	FY 14-15	FY 15-16	FY 16-17
Jul	69	69	89
Aug	91	91	96
Sep	189	165	147
Oct	149	171	134
Nov	147	149	114
Dec	81	90	79
Jan	122	127	109
Feb	122	151	126
Mar	163	116	151
Apr	134	145	101
May	112	102	116
Jun	71	80	71
<b>FY AVG</b>	<b>121</b>	<b>122</b>	<b>110</b>



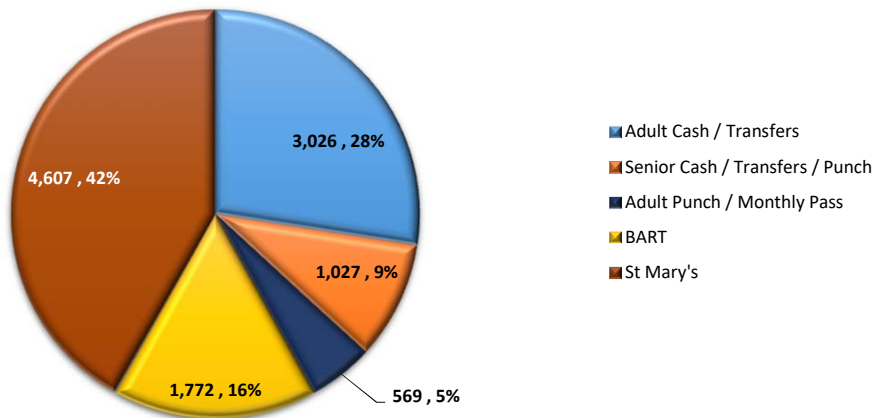
**Avg Sunday Boardings**

	FY 14-15	FY 15-16	FY 16-17
Jul	71	71	66
Aug	82	82	116
Sep	124	136	94
Oct	120	111	80
Nov	108	118	99
Dec	65	59	79
Jan	110	119	92
Feb	95	125	99
Mar	94	72	81
Apr	93	92	77
May	80	101	99
Jun	56	88	52
<b>FY AVG</b>	<b>91</b>	<b>98</b>	<b>86</b>

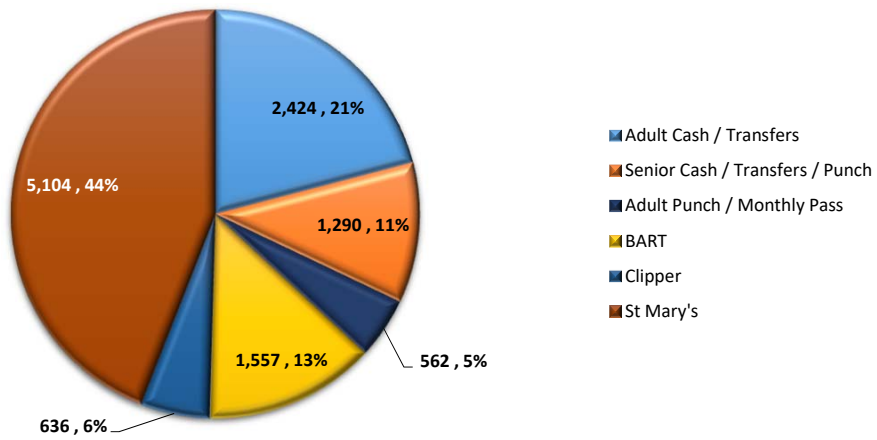


**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKEND SERVICE**

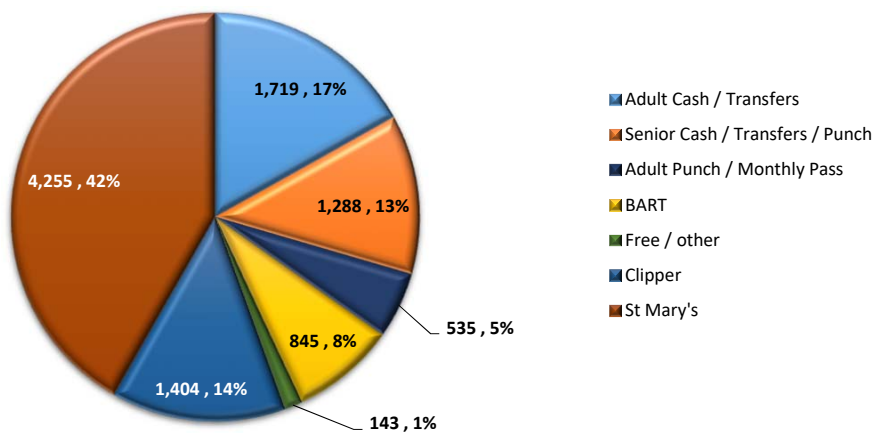
**ROUTE 6 - FY 14-15 FARE DEMOGRAPHICS**



**ROUTE 6 - FY 15-16 FARE DEMOGRAPHICS**

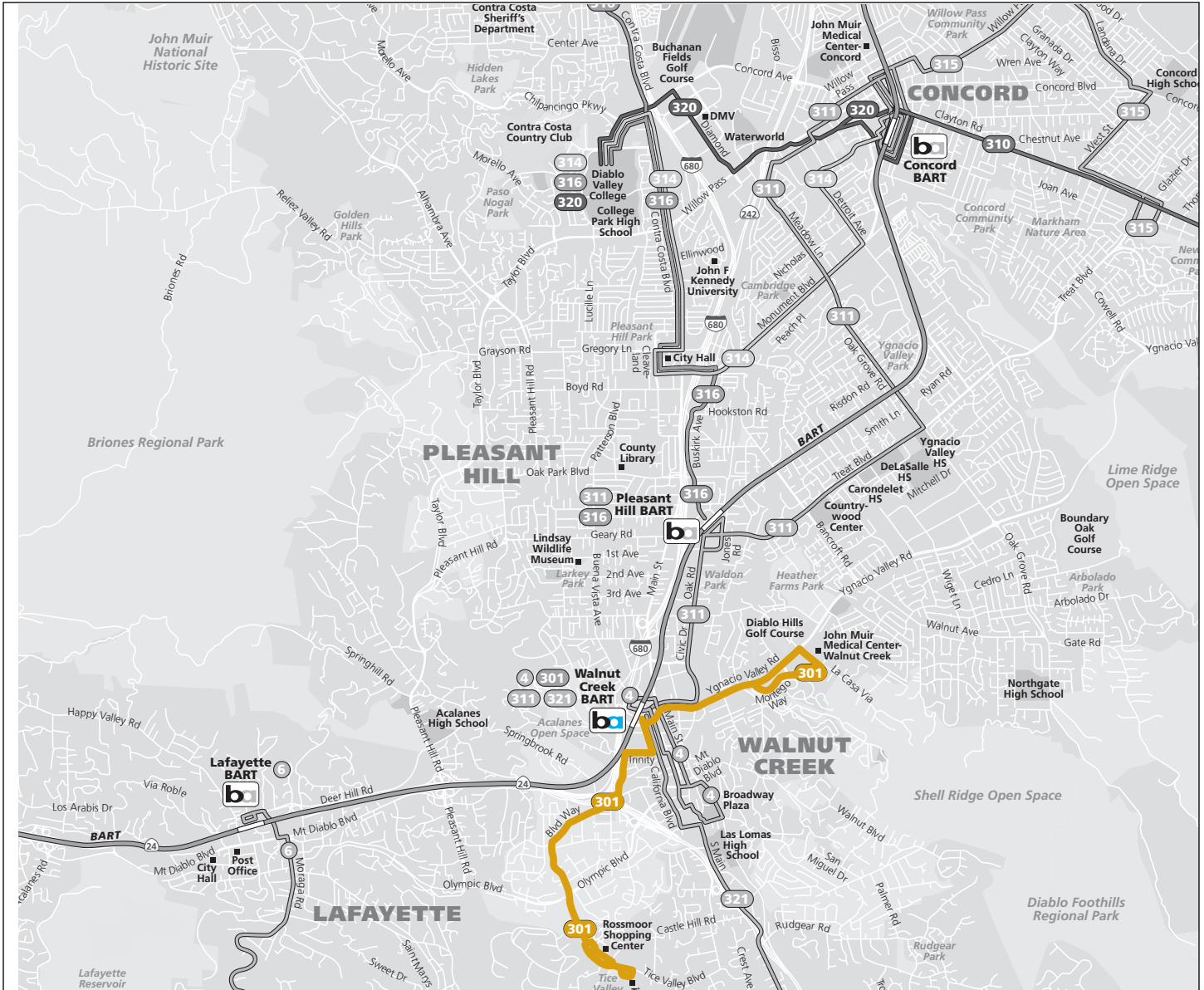


**ROUTE 6 - FY 16-17 FARE DEMOGRAPHICS**



# Route 301: Rossmoor/Ygnacio Valley

Every 90 Minutes from 9:25am to 6:19pm



## Origin and Recent Service Changes

### Alignment Statistics and Connections

Route 301 was created in 2009 as part of a large service restructuring. Route 301 is a reduced version of the Route 1. The route operates between Rossmoor Shopping Center, with private shuttle connections to the Rossmoor Bus Line and John Muir Medical Center via BART Walnut Creek, with regional connections to the Pittsburg Bay Point BART line, SolTrans (78), as well as CCCTA routes (4, 311, 321). Private shuttle connections to the Rossmoor Bus Line. No major changes since 2009.

# Route 301: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Route 301: Rossmoor/Ygnacio Valley

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
86%	10.2	10.3	9.2
0%	-33%	-25%	-36%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
45	0.23	10	9
-25%	-4%	43%	32%

In-Service Time	Layover	Deadhead	Total Hours
65%	27%	8%	9.7
-7%	16%	18%	-42%

Route 301: Rossmoor/Ygnacio Valley

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
15,271	11,303	26,574	2,595
-10%	-40%	-26%	-18%

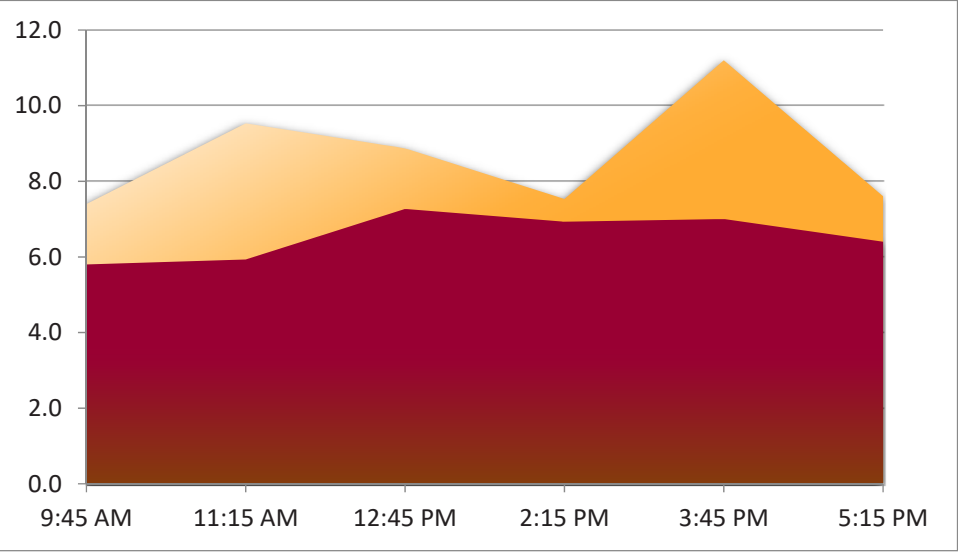
Poverty	Limited English	Minority	Senior
9%	10%	34%	20%
-34%	-11%	-28%	40%

Disabled	No Car	Youth	(Legend)
11%	8%	18%	(route value)
-9%	-13%	-12%	(% diff from AVG)

# ROUTE 301 TRIP LEVEL RIDERSHIP FY2015-2017

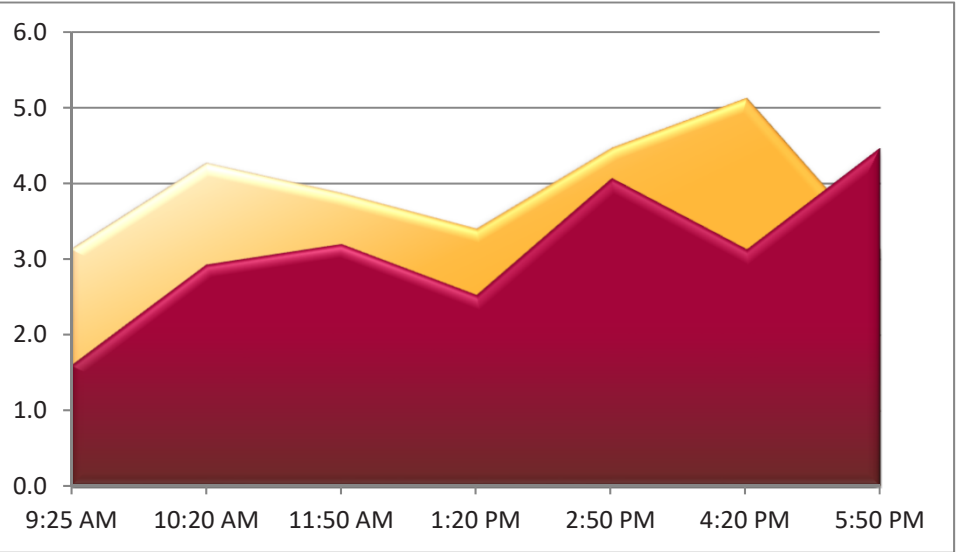
Trip Start	Sat	Sun
<b>Route #301</b>	<b>52</b>	<b>39</b>
9:45 AM	7.4	5.8
11:15 AM	9.5	5.9
12:45 PM	8.9	7.3
2:15 PM	7.5	6.9
3:45 PM	11.2	7.0
5:15 PM	7.6	6.4

### Eastbound to John Muir Medical Center



Trip Start	Sat	Sun
<b>Route #301</b>	<b>27</b>	<b>22</b>
9:25 AM	3.1	1.6
10:20 AM	4.3	2.9
11:50 AM	3.9	3.2
1:20 PM	3.4	2.5
2:50 PM	4.5	4.1
4:20 PM	5.1	3.1
5:50 PM	3.1	4.5

### Westbound to Rossmoor



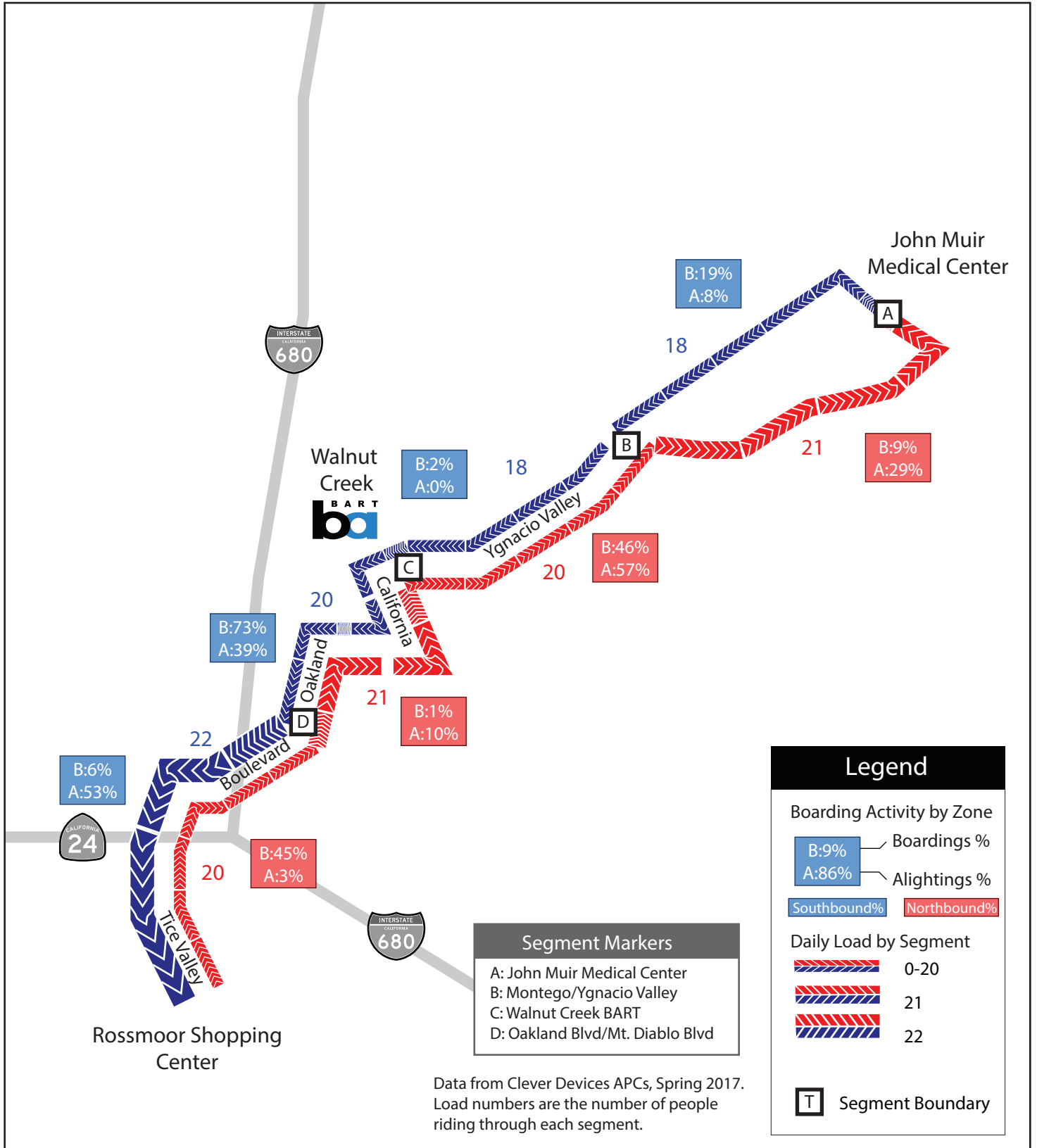
Saturday  Sunday

Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.



# Route 301 Segment Map

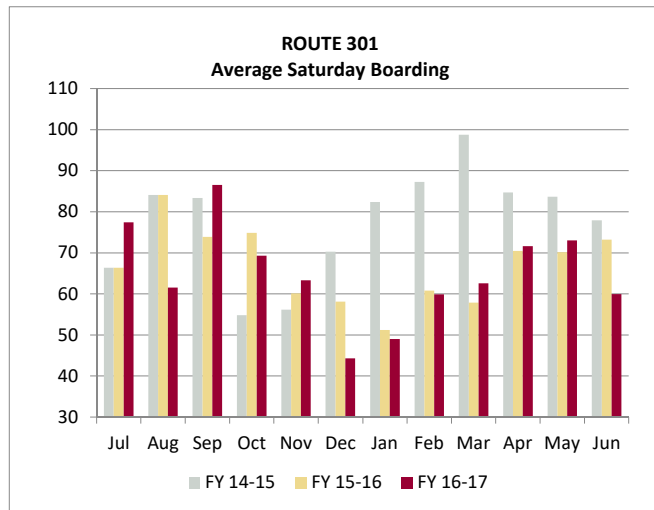
## Average Ridership % and Load by Segment and Direction



**ROUTE 301**

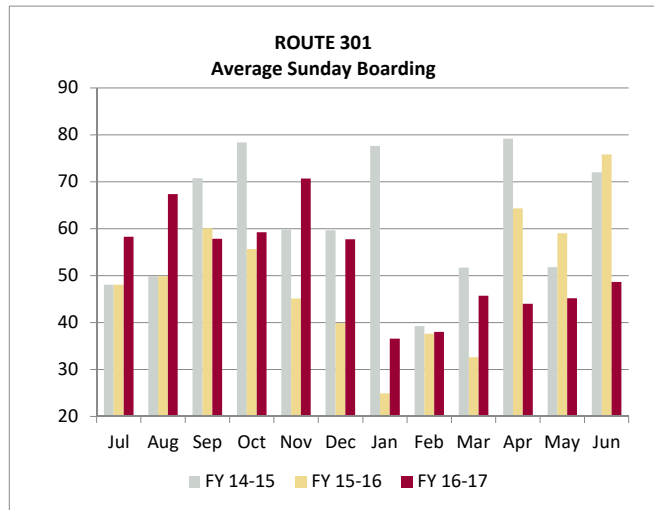
**Average Saturday Boardings**

	FY 14-15	FY 15-16	FY 16-17
Jul	66	66	77
Aug	84	84	62
Sep	83	74	87
Oct	55	75	69
Nov	56	60	63
Dec	70	58	44
Jan	82	51	49
Feb	87	61	60
Mar	99	58	63
Apr	85	70	72
May	84	70	73
Jun	78	73	60
<b>FY AVG</b>	<b>77</b>	<b>67</b>	<b>65</b>

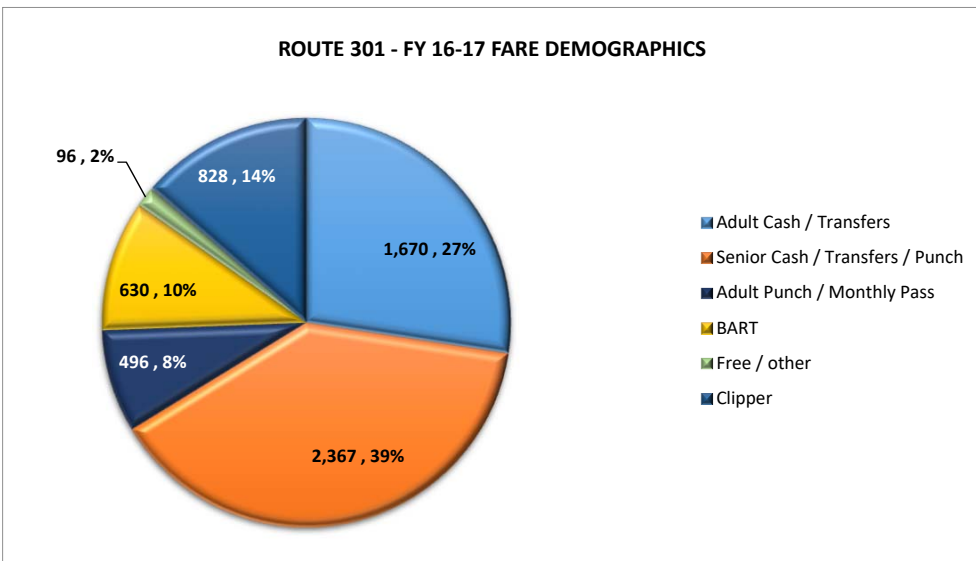
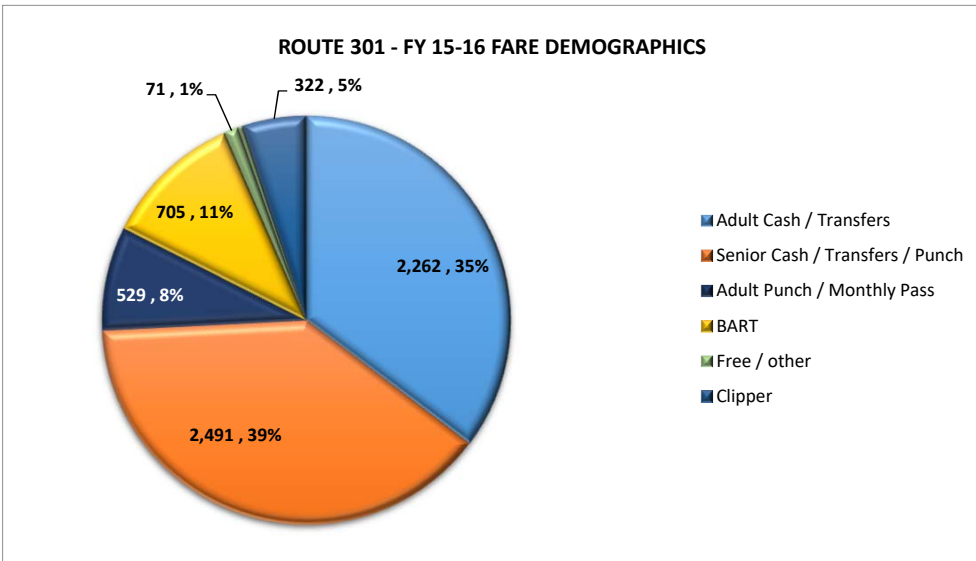
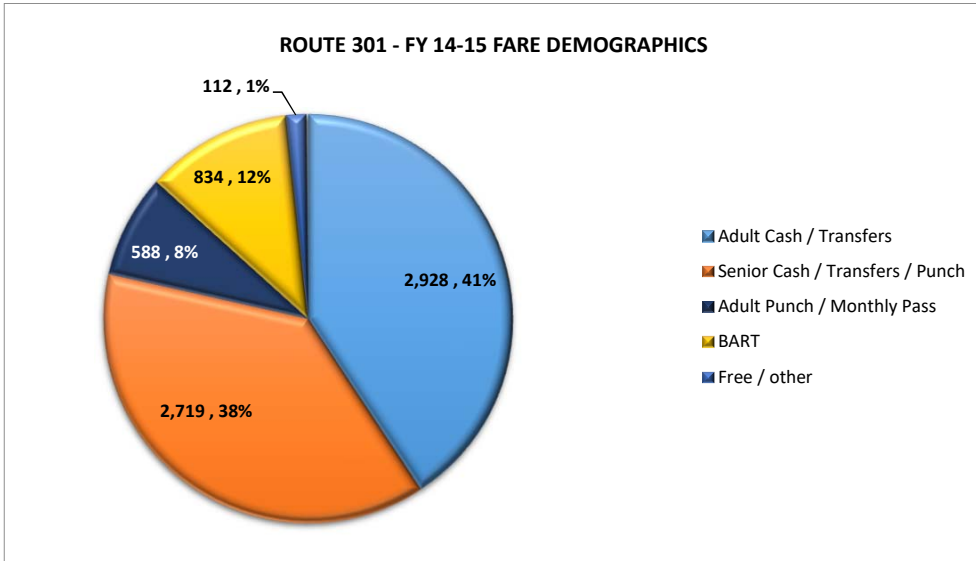


**Average Sunday Boardings**

	FY 14-15	FY 15-16	FY 16-17
Jul	48	48	58
Aug	50	50	67
Sep	71	60	58
Oct	78	56	59
Nov	60	45	71
Dec	60	40	58
Jan	78	25	37
Feb	39	38	38
Mar	52	33	46
Apr	79	64	44
May	52	59	45
Jun	72	76	49
<b>FY AVG</b>	<b>61</b>	<b>49</b>	<b>52</b>

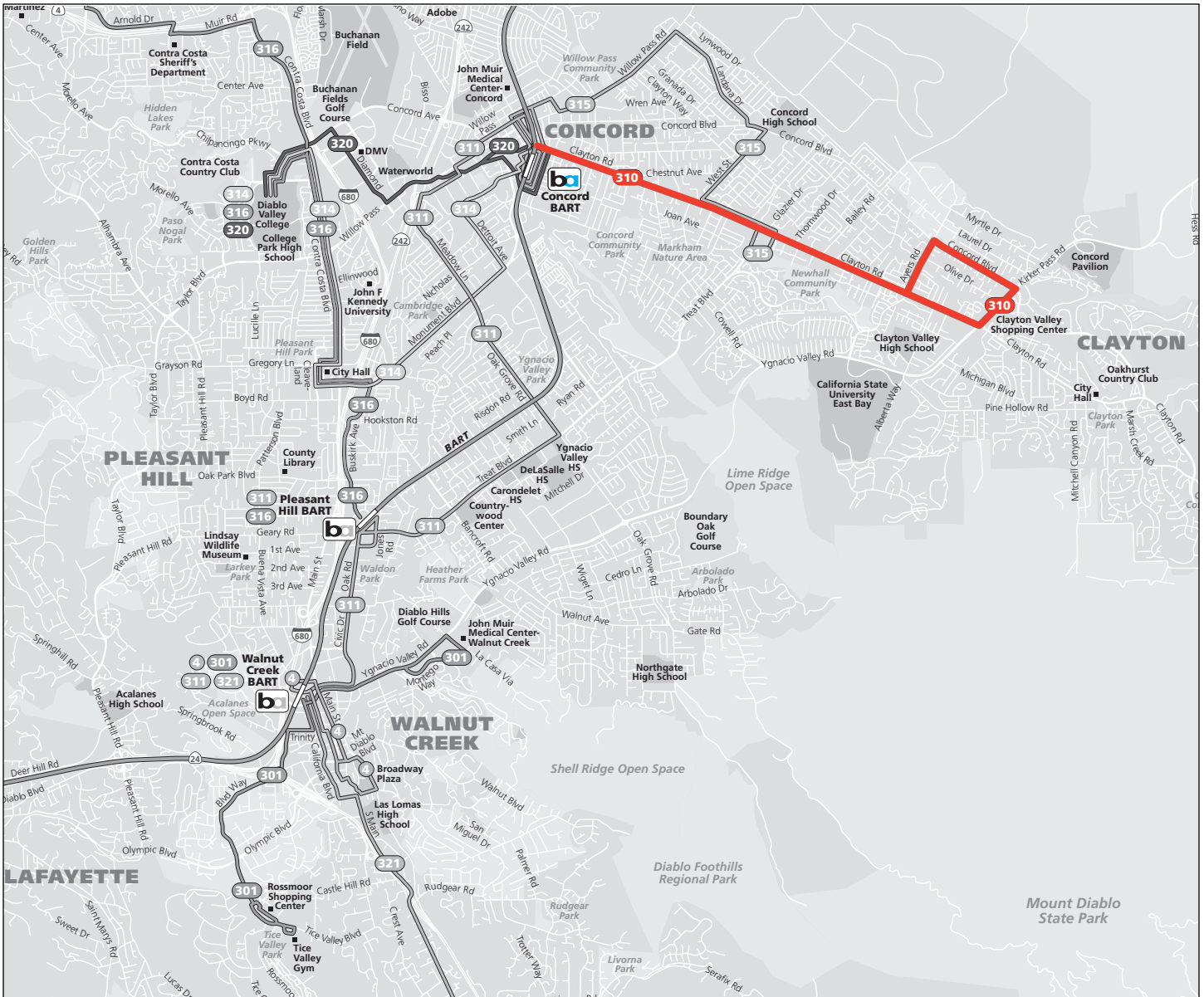


**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKEND SERVICE**



# Route 310: Clayton Rd/BART Concord

Every 40 Minutes from 7:25am to 9:26pm



## Origin and Recent Service Changes

### Alignment Statistics and Connections

Route 310 was created in 2011 Fall from the Route 314 to reduce the confusion of Passengers travelling in the wrong direction. This route operates between BART Concord with regional connections to the Pittsburg Bay Point BART line, as well as CCCTA routes (311, 314, 315, 320) and Kirker Pass Rd and Clayton Rd via Clayton Rd and Ayers Rd, Concord Blvd, and Kirker Pass Rd. In 2012 Winter and 2015 Fall additional trips were added. Route 310 is interlined with the Route 314 at BART Concord and Route 320 at DVC.

# Route 310: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Route 310: Clayton Rd/BART Concord

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
82%	10.0	16.9	17.5
-5%	-34%	24%	23%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
49	0.21	2	1
-19%	-13%	-71%	-85%

In-Service Time	Layover	Deadhead	Total Hours
74%	22%	5%	17.9
6%	-8%	-29%	7%

Route 310: Clayton Rd/BART Concord

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
4,352	19,223	23,575	2,350
-74%	2%	-34%	-26%

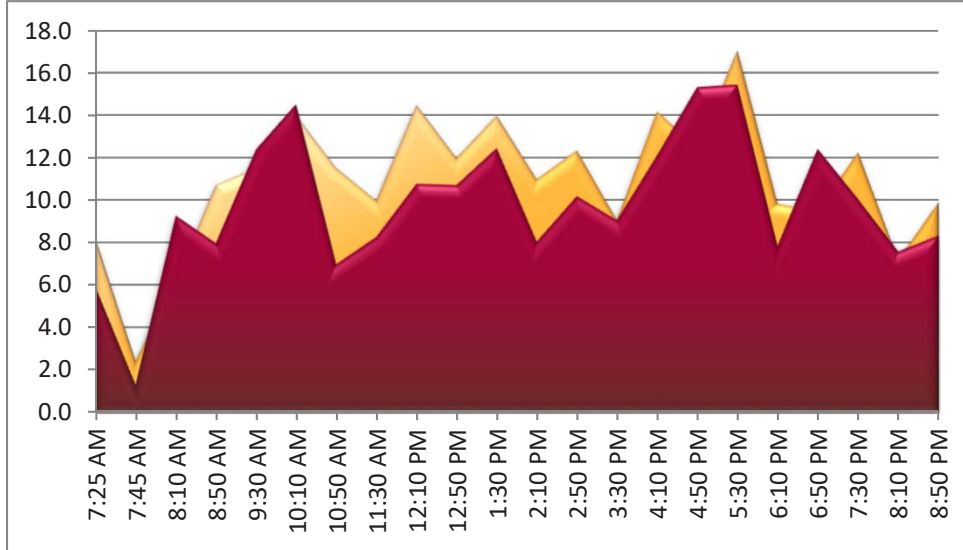
Poverty	Limited English	Minority	Senior
11%	6%	43%	15%
-15%	-47%	-7%	4%

Disabled	No Car	Youth	(Legend)
13%	8%	22%	(route value)
9%	-13%	6%	(% diff from AVG)

# ROUTE 310 TRIP LEVEL RIDERSHIP FY2015-2017

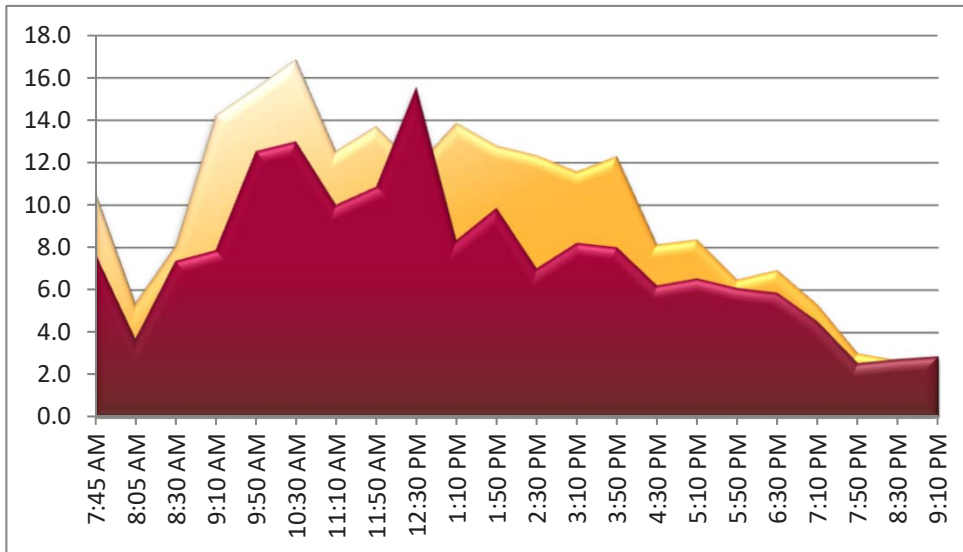
Trip Start	Sat	Sun
<b>Route #310</b>	<b>240</b>	<b>217</b>
7:25 AM	8.2	5.9
7:45 AM	2.4	1.3
8:10 AM	6.3	9.3
8:50 AM	10.7	8.0
9:30 AM	11.5	12.4
10:10 AM	14.0	14.5
10:50 AM	11.5	7.0
11:30 AM	10.0	8.3
12:10 PM	14.5	10.8
12:50 PM	12.0	10.7
1:30 PM	14.0	12.5
2:10 PM	11.0	8.1
2:50 PM	12.4	10.2
3:30 PM	9.1	9.1
4:10 PM	14.2	12.1
4:50 PM	12.5	15.3
5:30 PM	17.1	15.5
6:10 PM	9.9	7.9
6:50 PM	9.5	12.4
7:30 PM	12.3	10.1
8:10 PM	7.2	7.6
8:50 PM	9.9	8.4

Eastbound to Clayton/Kirker



Route #310	215	167
7:45 AM	10.6	7.7
8:05 AM	5.4	3.7
8:30 AM	8.1	7.4
9:10 AM	14.2	7.9
9:50 AM	15.5	12.5
10:30 AM	16.9	13.0
11:10 AM	12.5	10.0
11:50 AM	13.7	10.9
12:30 PM	11.8	15.6
1:10 PM	13.9	8.3
1:50 PM	12.8	9.9
2:30 PM	12.3	7.0
3:10 PM	11.6	8.2
3:50 PM	12.3	8.0
4:30 PM	8.1	6.2
5:10 PM	8.4	6.5
5:50 PM	6.5	6.1
6:30 PM	6.9	5.9
7:10 PM	5.3	4.5
7:50 PM	3.0	2.5
8:30 PM	2.7	2.7
9:10 PM	2.8	2.9

Westbound to Concord BART

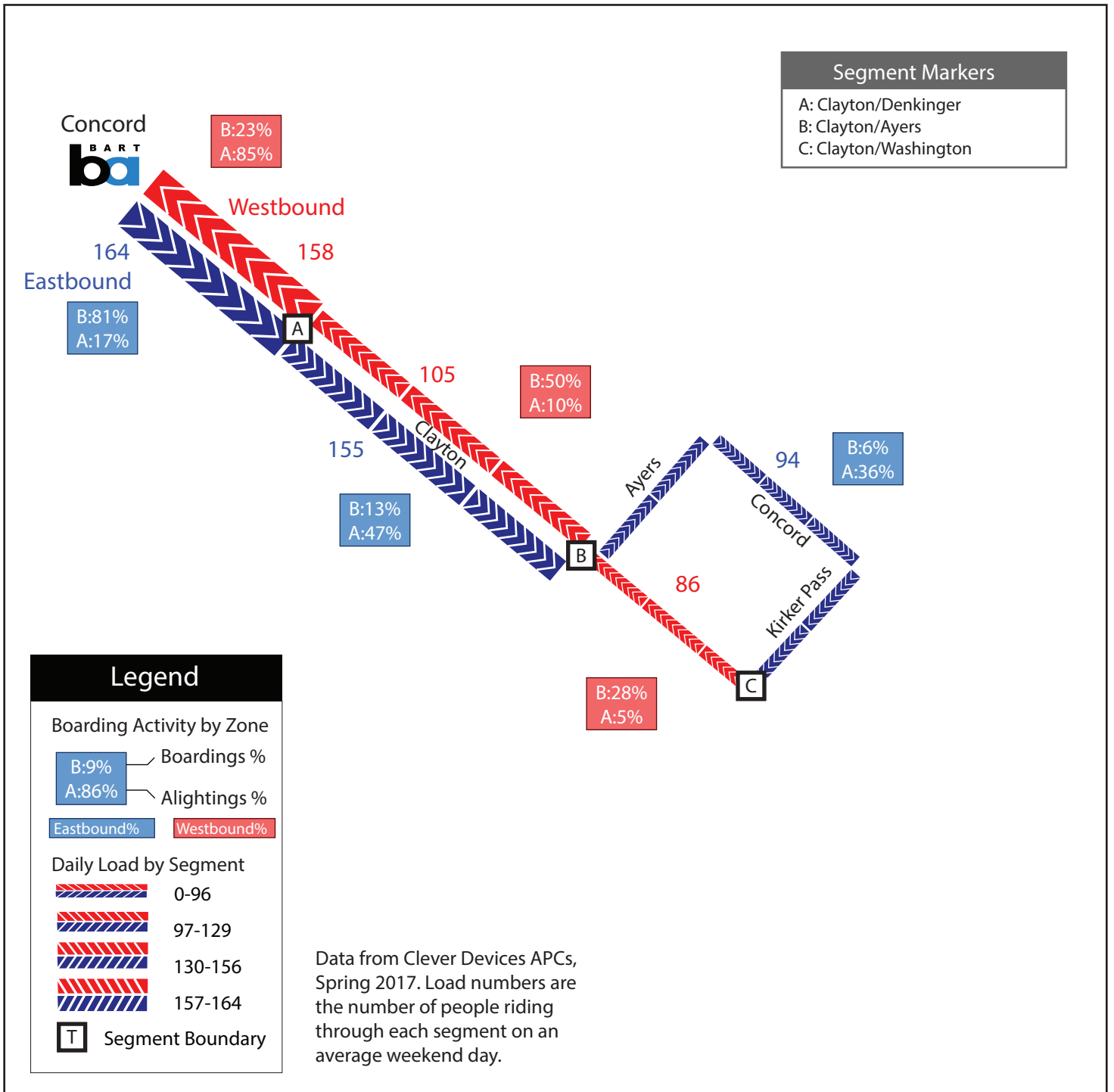


Saturday
  Sunday

Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

# Route 310 Segment Map

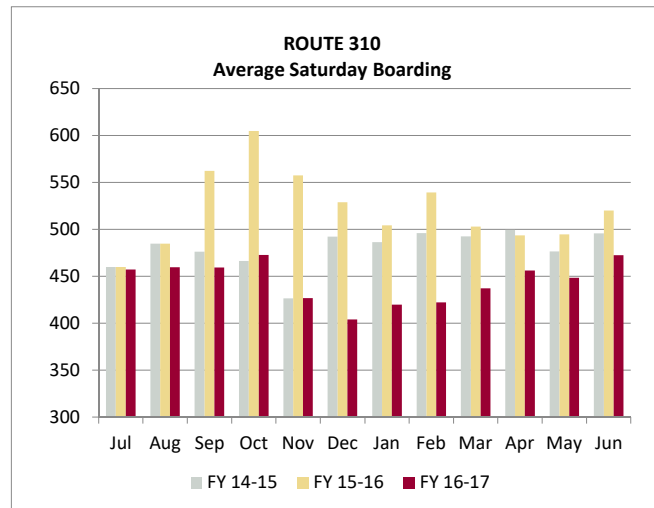
## Average Ridership % and Load by Segment and Direction



## ROUTE 310

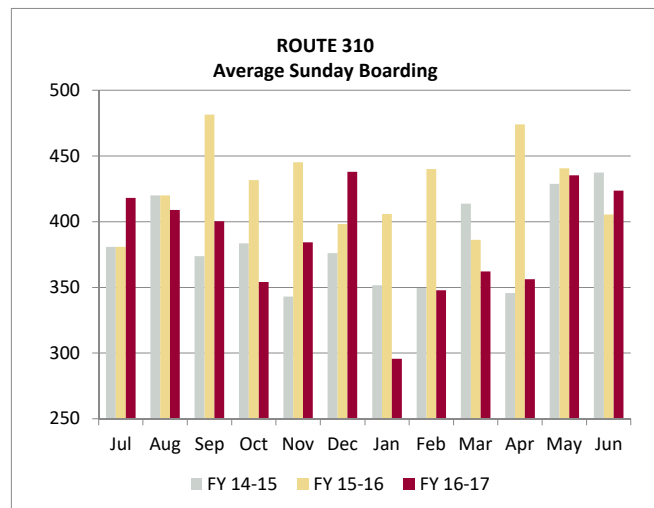
### Average Saturday Boardings

	FY 14-15	FY 15-16	FY 16-17
Jul	460	460	457
Aug	485	485	460
Sep	476	562	459
Oct	466	605	473
Nov	427	558	427
Dec	492	529	404
Jan	486	504	420
Feb	496	539	422
Mar	492	503	437
Apr	499	494	456
May	476	495	449
Jun	496	520	473
<b>FY AVG</b>	<b>479</b>	<b>521</b>	<b>445</b>



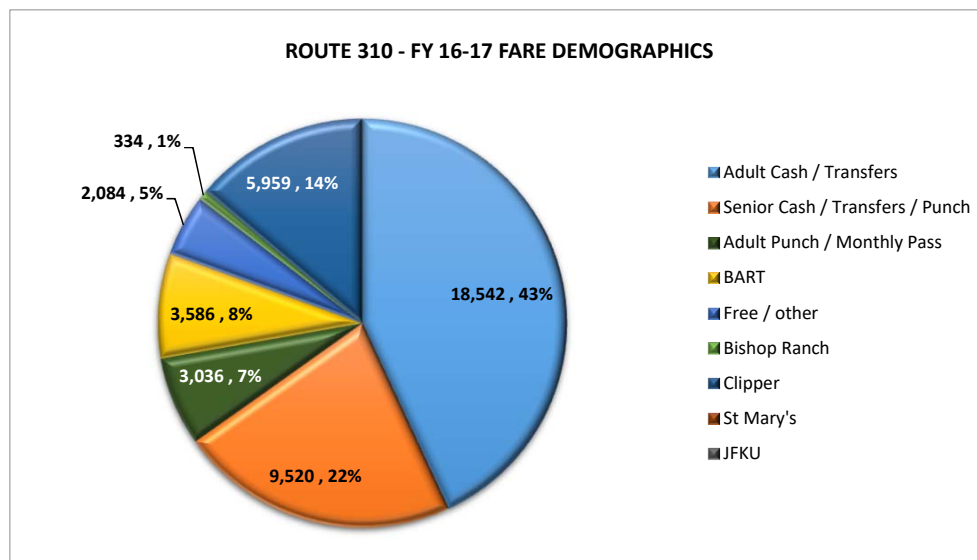
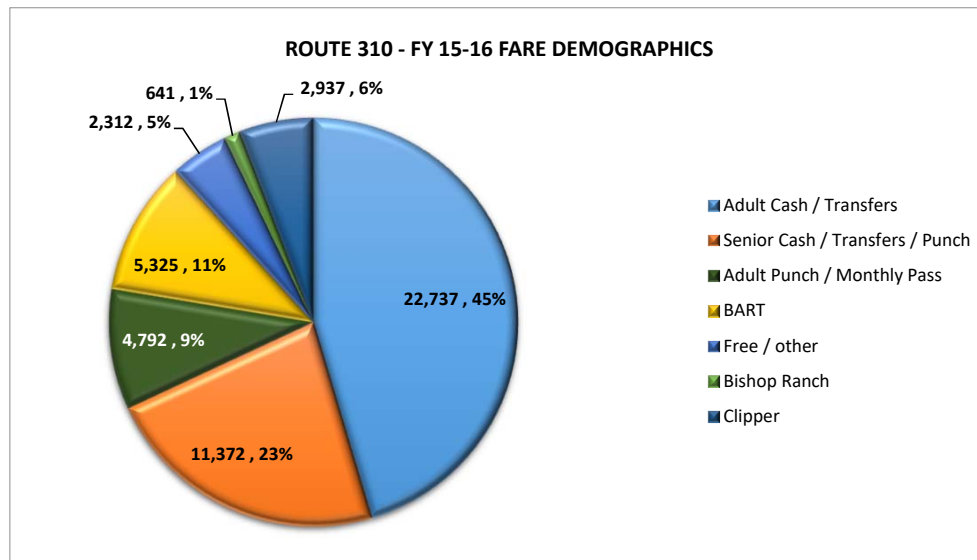
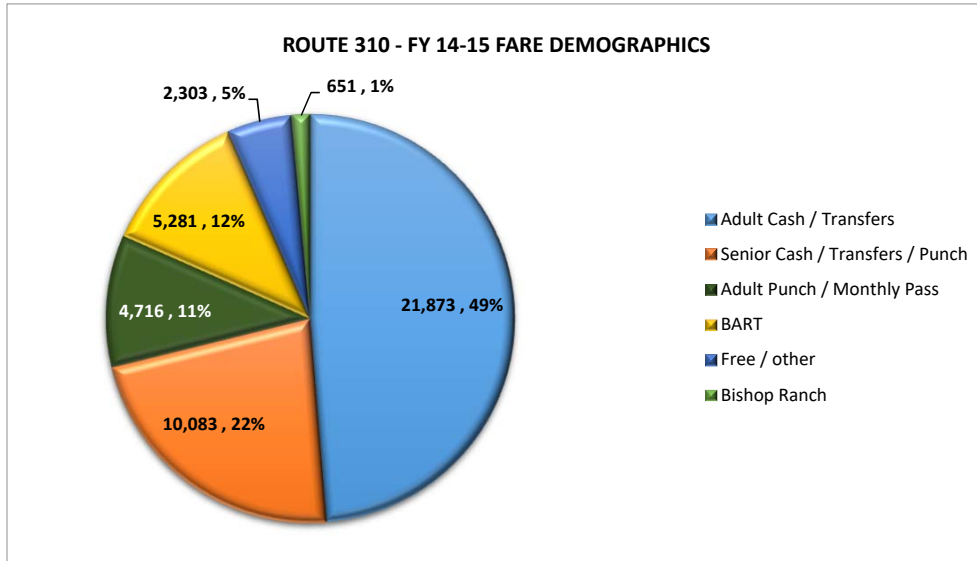
### Average Sunday Boardings

	FY 14-15	FY 15-16	FY 16-17
Jul	381	381	418
Aug	420	420	409
Sep	374	482	400
Oct	384	432	354
Nov	343	445	384
Dec	376	398	438
Jan	352	406	296
Feb	350	440	348
Mar	414	386	362
Apr	346	474	356
May	429	441	435
Jun	437	406	424
<b>FY AVG</b>	<b>385</b>	<b>426</b>	<b>383</b>



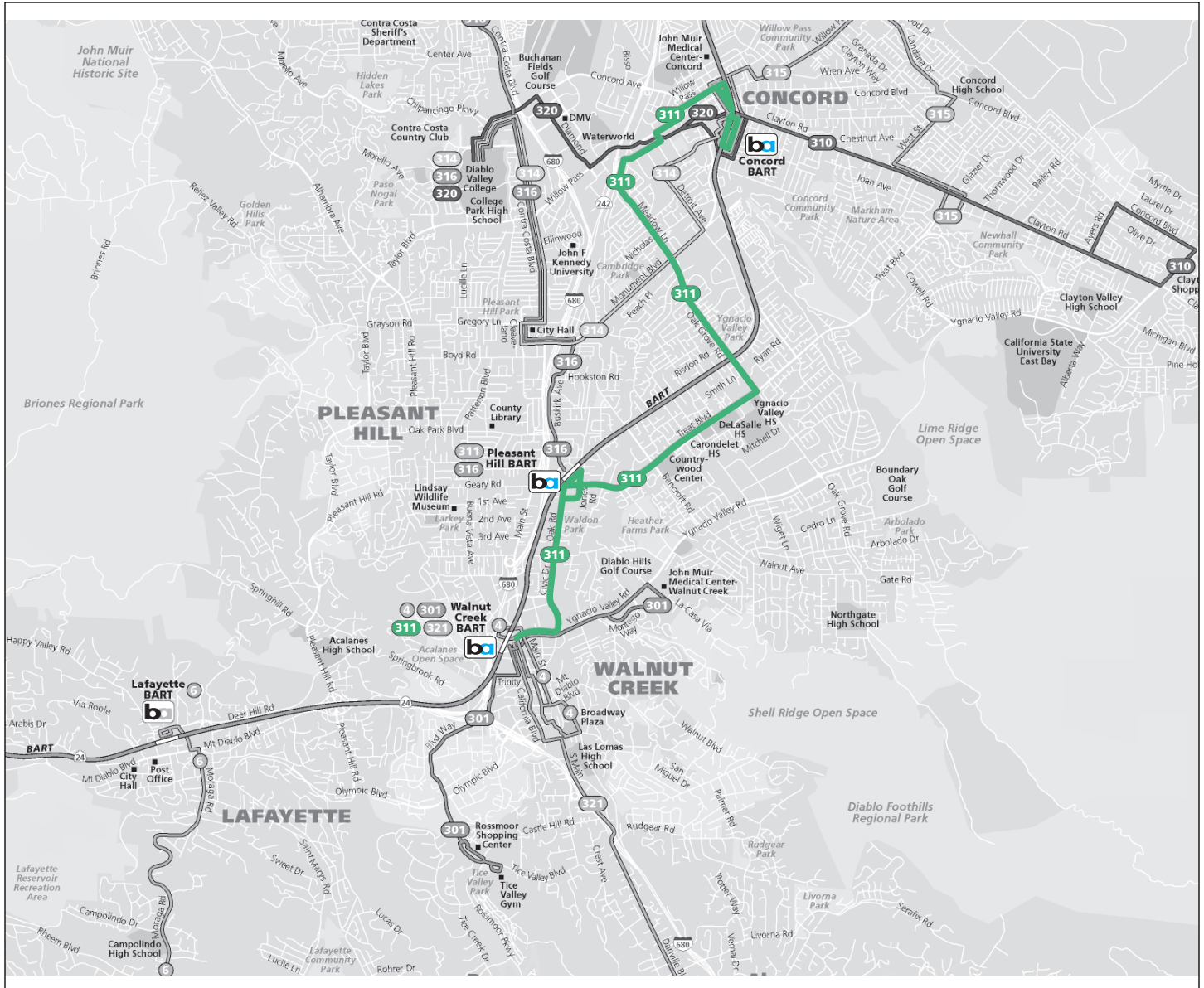


**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKEND SERVICE**



# Route 311: BART Concord/BART Pleasant Hill/BART Walnut Creek

Every 80 Minutes 7:19am to 7:08pm



## Origin and Recent Service Changes

### Alignment Statistics and Connections

Route 311 was created in 2009 as part of a large service restructuring. It is a combination of segments of the Route 11 and Route 15. The route travels from BART Concord with regional connections to the Pittsburg Bay Point BART line, as well as CCCTA routes (310, 314, 315, 320) to BART Walnut Creek, with regional connections to the Pittsburg Bay Point BART line, SolTrans (78), as well as CCCTA routes (4, 301, 321) and private shuttle connections to the Rossmore Bus Line, via Salvio St, Market, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill, with regional connections to the Pittsburg Bay Point BART line, as well as CCCTA Route 316, Oak Rd, N Civic Dr, Ygnacio Valley Rd. In 2014 Winter the schedule was rewritten. Route 311 is interlined with the Route 315 at BART Concord.

# Route 311: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Route 311 - BART Concord/BART PH/BART WC

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
89%	17.9	10.9	11.9
3%	17%	-20%	-17%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
71	0.25	10	10
18%	4%	43%	47%

In-Service Time	Layover	Deadhead	Total Hours
74%	19%	7%	16.6
6%	-18%	-1%	-1%

Route 311 - BART Concord/BART PH/BART WC

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
29,065	32,826	61,891	3,465
70%	74%	72%	9%

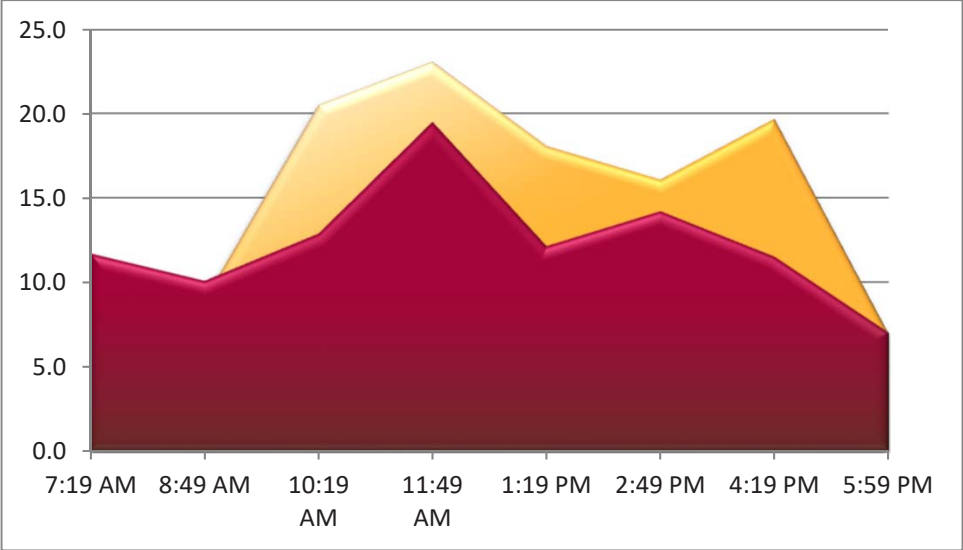
Poverty	Limited English	Minority	Senior
17%	15%	56%	13%
25%	41%	19%	-11%

Disabled	No Car	Youth	(Legend)
12%	10%	21%	(route value)
3%	20%	1%	(% diff from AVG)

# ROUTE 311 TRIP LEVEL RIDERSHIP FY2015-2017

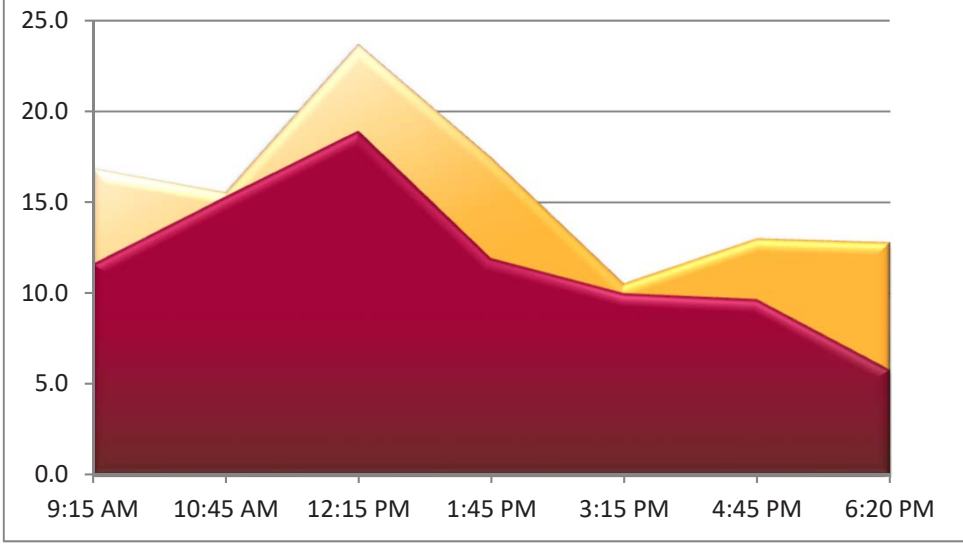
Trip Start	Sat	Sun
<b>Route #311</b>	<b>125</b>	<b>99</b>
7:19 AM	11.7	11.7
8:49 AM	8.9	10.1
10:19 AM	20.5	12.9
11:49 AM	23.1	19.5
1:19 PM	18.1	12.1
2:49 PM	16.1	14.2
4:19 PM	19.7	11.5
5:59 PM	6.9	7.0

**Northbound to Concord BART**



Route #311	110	83
9:15 AM	16.9	11.6
10:45 AM	15.5	15.3
12:15 PM	23.7	18.9
1:45 PM	17.5	11.9
3:15 PM	10.5	10.0
4:45 PM	13.0	9.7
6:20 PM	12.8	5.8

**Southbound to Walnut Creek BART**

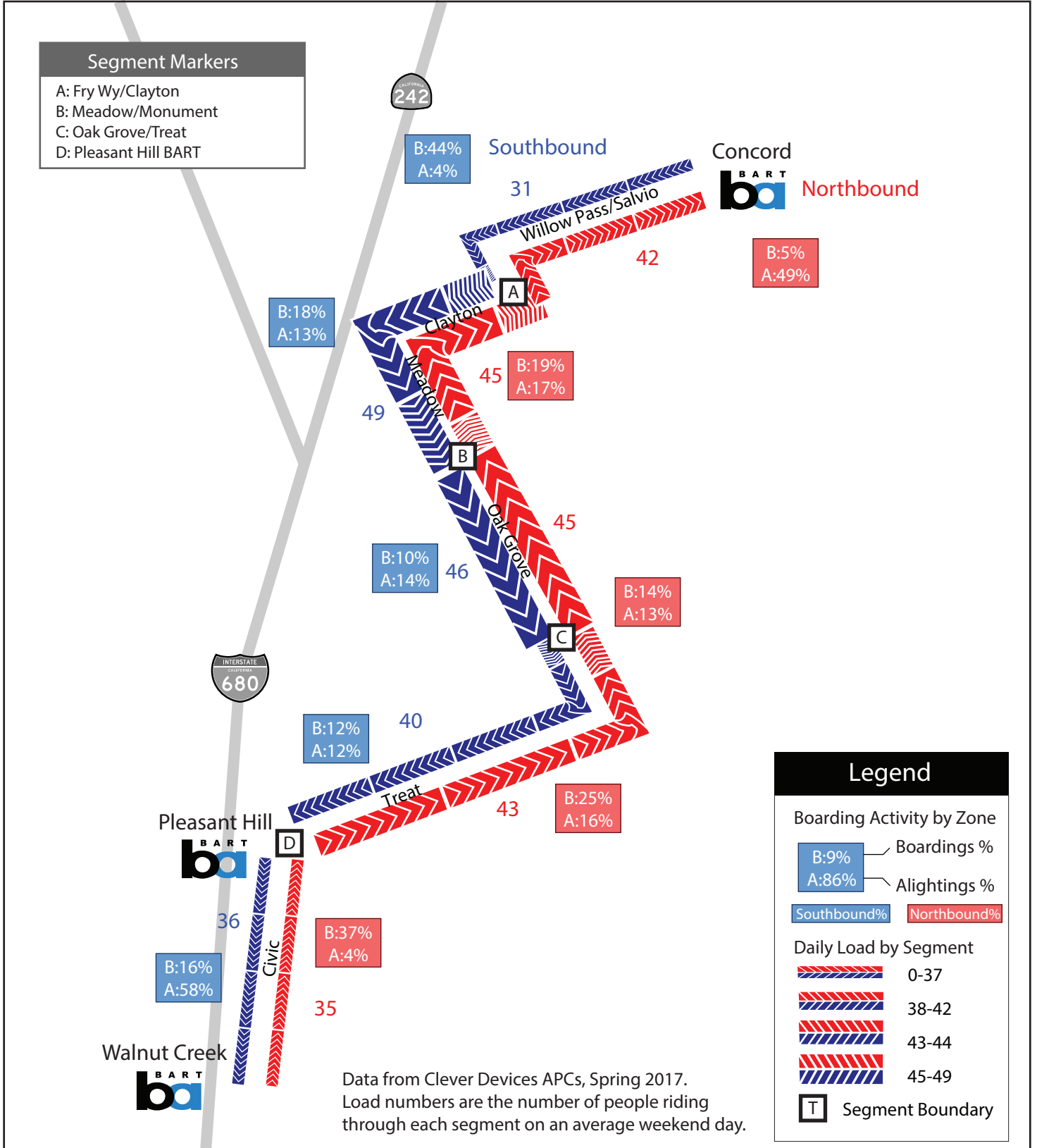


Saturday Sunday

Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

# Route 311 Segment Map

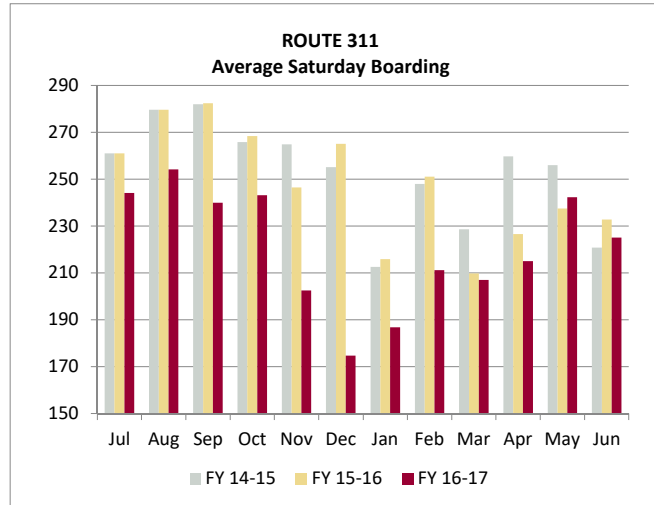
## Average Ridership % and Load by Segment and Direction



## ROUTE 311

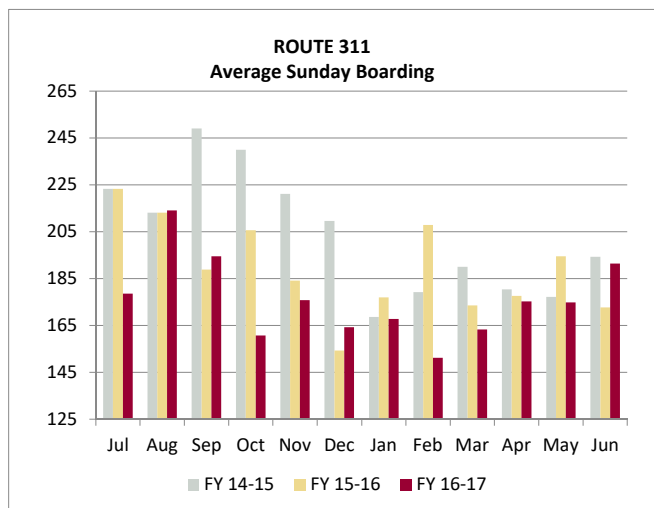
### Average Saturday Boardings

	FY 14-15	FY 15-16	FY 16-17
Jul	261	261	244
Aug	280	280	254
Sep	282	282	240
Oct	266	268	243
Nov	265	246	202
Dec	255	265	175
Jan	213	216	187
Feb	248	251	211
Mar	229	210	207
Apr	260	227	215
May	256	237	242
Jun	221	233	225
<b>FY AVG</b>	<b>253</b>	<b>248</b>	<b>220</b>

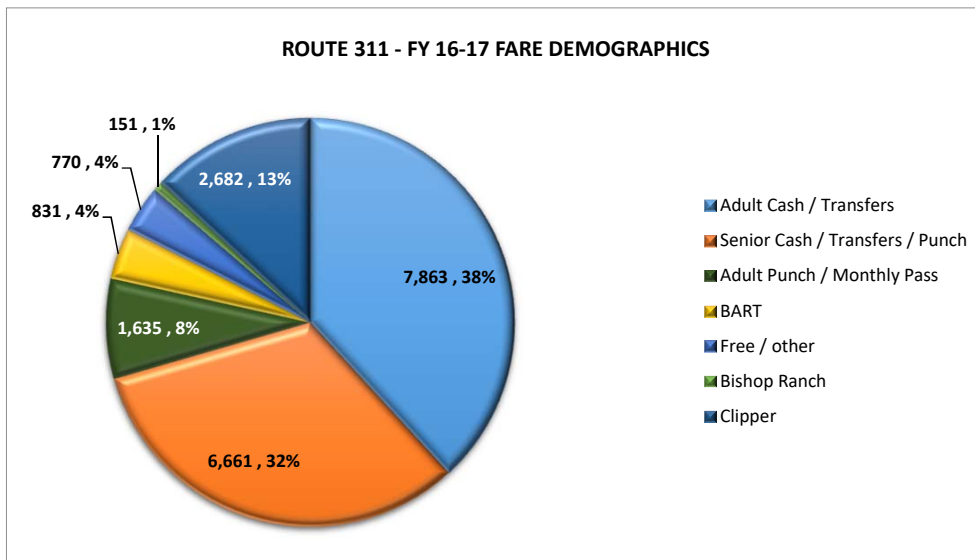
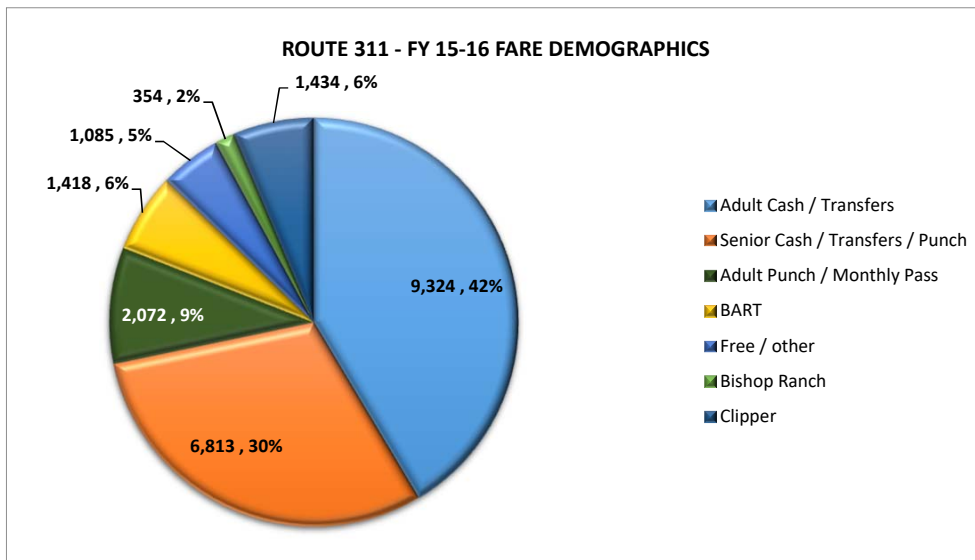
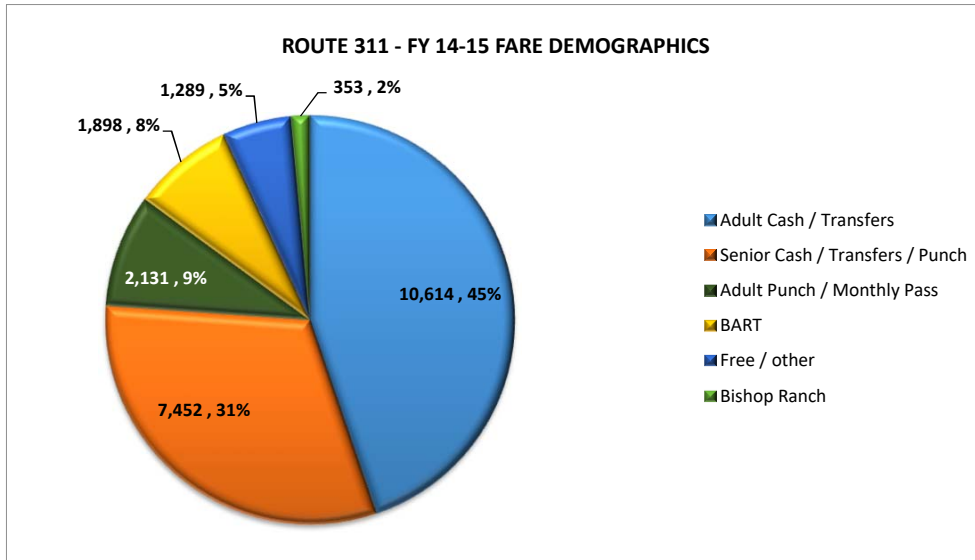


### Average Sunday Boardings

	FY 14-15	FY 15-16	FY 16-17
Jul	223	223	179
Aug	213	213	214
Sep	249	189	195
Oct	240	206	161
Nov	221	184	176
Dec	210	154	164
Jan	169	177	168
Feb	179	208	151
Mar	190	174	163
Apr	180	178	175
May	177	195	175
Jun	194	173	191
<b>FY AVG</b>	<b>204</b>	<b>190</b>	<b>176</b>

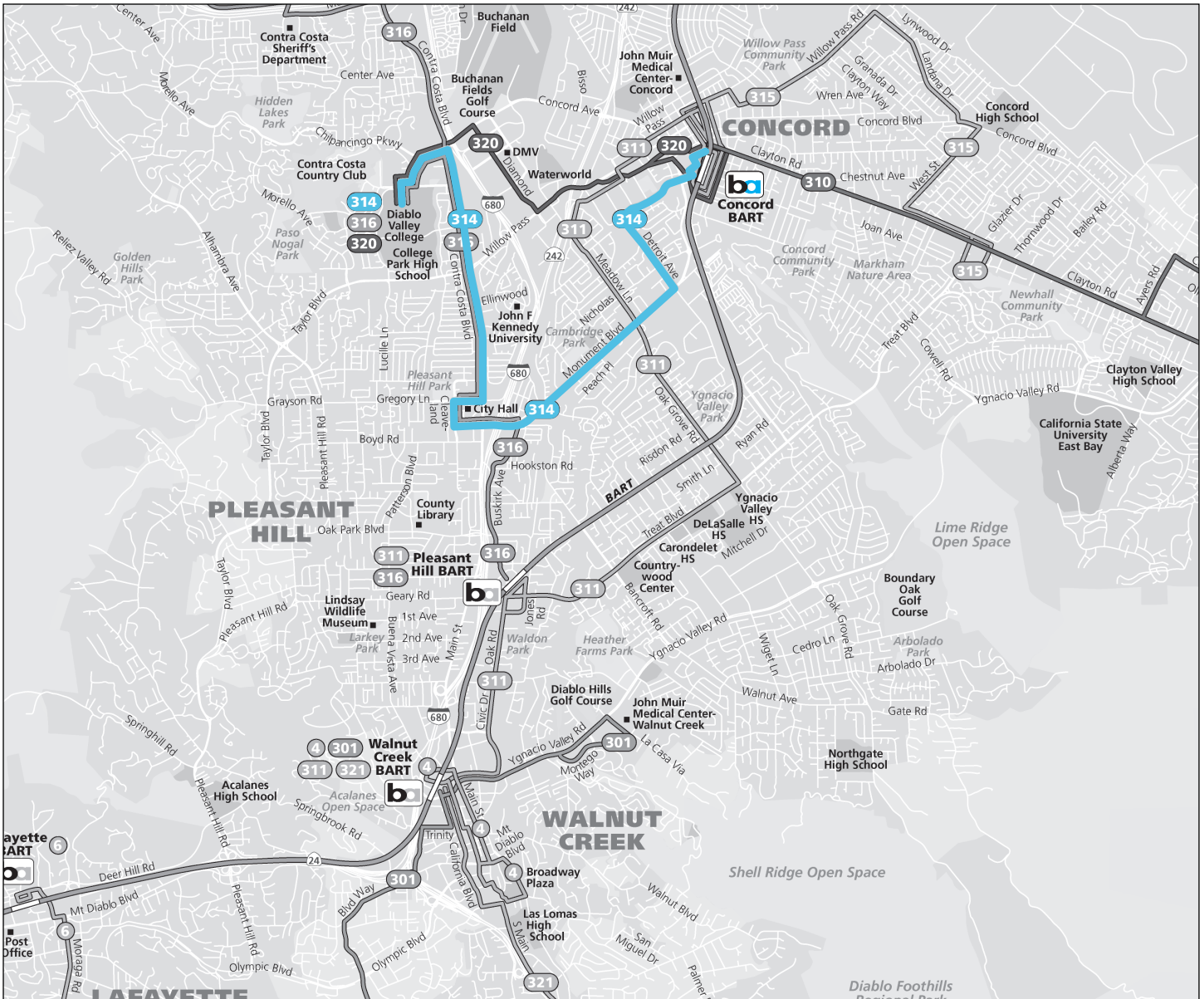


**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKEND SERVICE**



# Route 314: DVC to Concord BART via Monument

Every 80 minutes, 6:50am to 8:41pm



## Origin and Recent Service Changes

### Alignment Statistics and Connections

Route 314 was created in 2001 Summer as a Sunday Only Route. It was a combination of segments of the Routes 110, 114, and 109, serving the Clayton Rd, Monument Blvd, Crescent Plaza and Contra Costa Blvd Corridors. In 2009 as part of the large service restructuring, the Route 314 operated on Saturday and Sundays with a new schedule. In 2011 Fall the Clayton Rd corridor segment was moved onto the new Route 310. The Route 314 currently travels from BART Concord with regional connections to the Pittsburg Bay Point BART line, as well as CCCTA routes (310, 311, 315, 320) to DVC with connections to CCCTA routes (316, 320) via the Monument Blvd, Crescent Plaza and Contra Costa Blvd corridors. In 2015 Fall an additional trip was added to leave DVC in the evening. Route 314 is interlined with the Route 310 at BART Concord and Route 320 at DVC.



# Route 314: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Route 314 - BART Concord/Monument Blvd/DVC

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
84%	12.9	12.0	12.5
-3%	-15%	-12%	-12%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
57	0.23	5	5
-5%	-4%	-29%	-26%

In-Service Time	Layover	Deadhead	Total Hours
68%	28%	4%	29.2
-3%	18%	-35%	75%

Route 314 - BART Concord/Monument Blvd/DVC

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
11,932	31,522	43,454	3,358
-30%	67%	21%	6%

Poverty	Limited English	Minority	Senior
26%	20%	69%	7%
89%	83%	48%	-48%

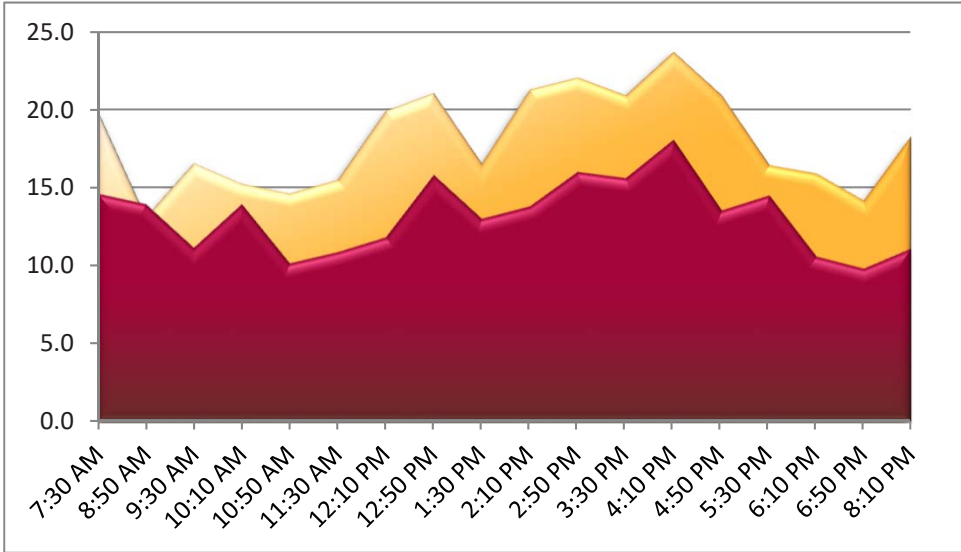
Disabled	No Car	Youth	(Legend)
11%	10%	26%	(route value)
-5%	16%	24%	(% diff from AVG)

# ROUTE 314 TRIP LEVEL RIDERSHIP FY2015-2017

Trip Start Sat Sun

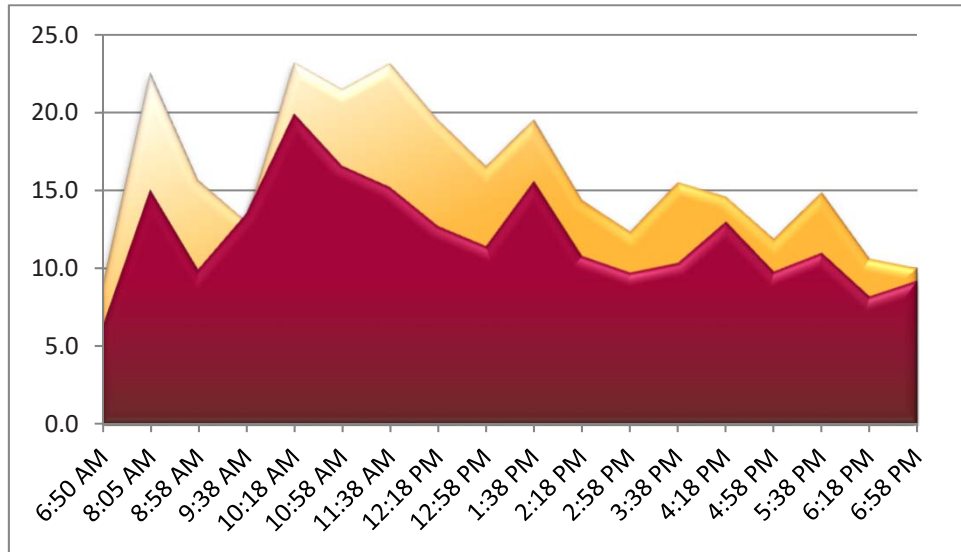
Route #314	327	238	
7:30 AM		19.9	14.6
8:50 AM		13.1	13.9
9:30 AM		16.6	11.1
10:10 AM		15.3	13.9
10:50 AM		14.6	10.1
11:30 AM		15.5	10.9
12:10 PM		19.9	11.8
12:50 PM		21.1	15.8
1:30 PM		16.6	13.0
2:10 PM		21.3	13.8
2:50 PM		22.1	16.0
3:30 PM		20.9	15.6
4:10 PM		23.7	18.1
4:50 PM		20.9	13.5
5:30 PM		16.5	14.5
6:10 PM		15.9	10.6
6:50 PM		14.2	9.8
8:10 PM		18.3	11.1

## Northbound to Concord BART



Route #314	287	218
6:50 AM	8.8	6.2
8:05 AM	22.6	15.1
8:58 AM	15.6	9.9
9:38 AM	13.0	13.5
10:18 AM	23.2	19.9
10:58 AM	21.5	16.6
11:38 AM	23.1	15.2
12:18 PM	19.5	12.7
12:58 PM	16.5	11.4
1:38 PM	19.5	15.6
2:18 PM	14.4	10.8
2:58 PM	12.3	9.7
3:38 PM	15.5	10.4
4:18 PM	14.6	13.0
4:58 PM	11.9	9.8
5:38 PM	14.9	11.0
6:18 PM	10.6	8.2
6:58 PM	10.0	9.2

## Southbound to DVC

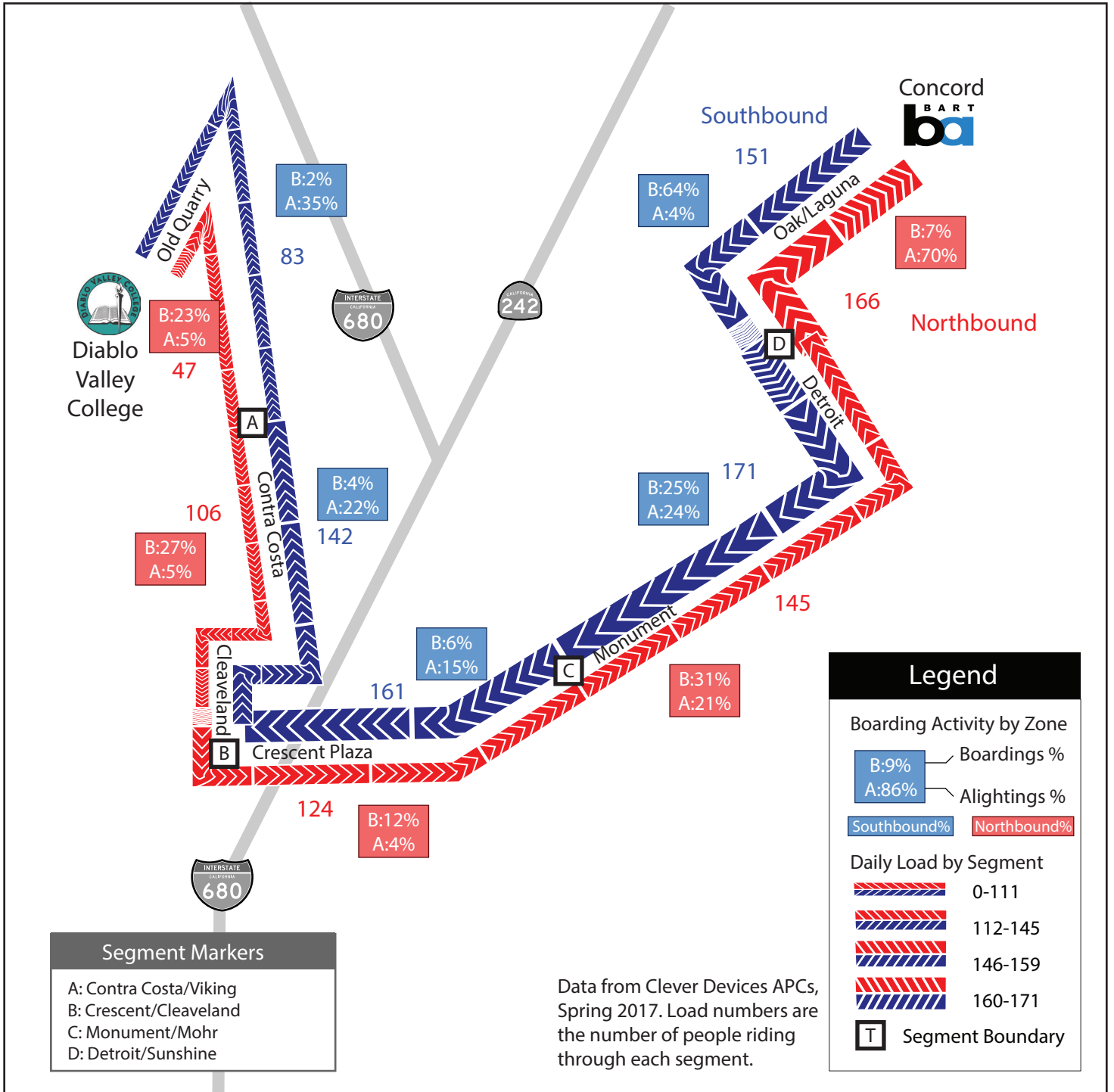


Saturday
  Sunday

Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

# Route 314 Segment Map

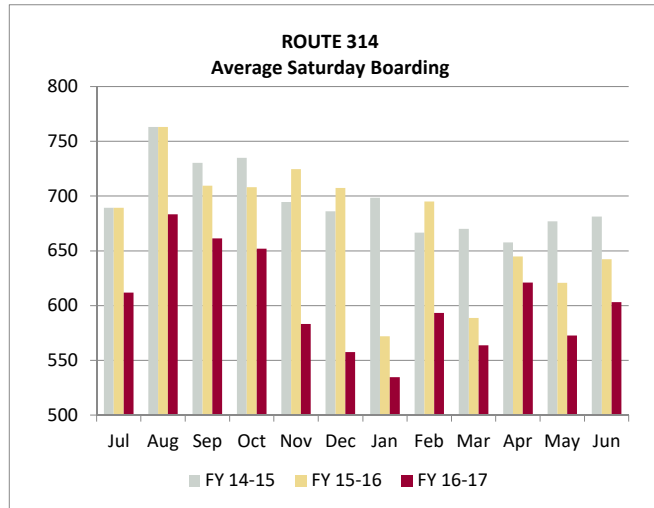
## Average Ridership % and Load by Segment and Direction



**ROUTE 314**

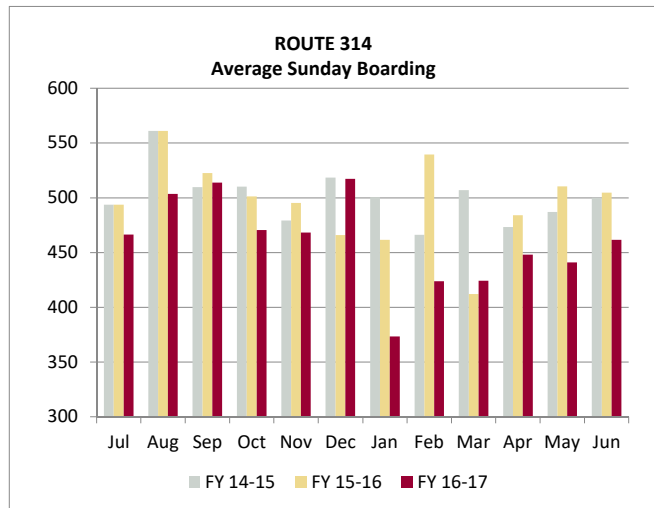
**Average Saturday Boardings**

	FY 14-15	FY 15-16	FY 16-17
Jul	689	689	612
Aug	763	763	683
Sep	730	710	661
Oct	735	708	652
Nov	695	725	583
Dec	686	707	558
Jan	699	572	535
Feb	667	695	593
Mar	670	589	564
Apr	658	645	621
May	677	621	573
Jun	681	642	603
<b>FY AVG</b>	<b>697</b>	<b>672</b>	<b>604</b>

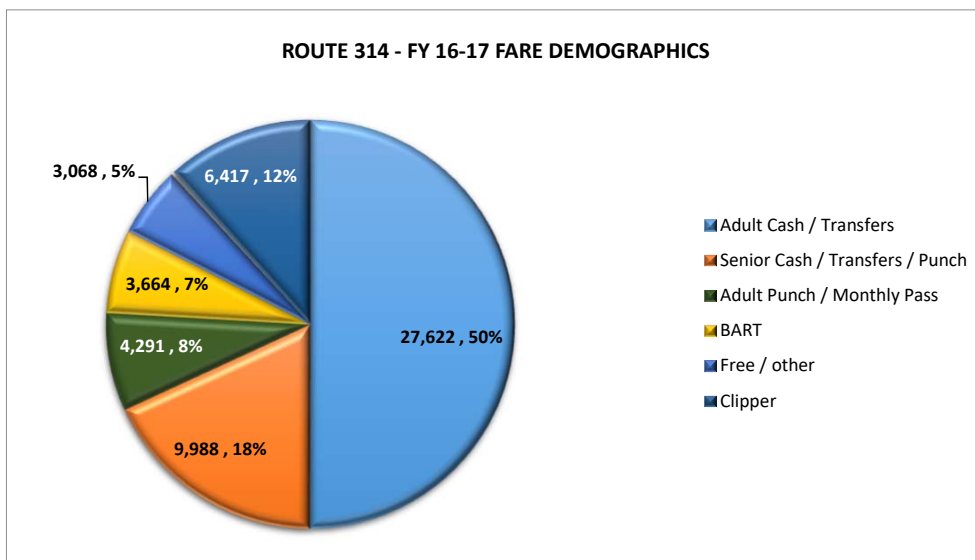
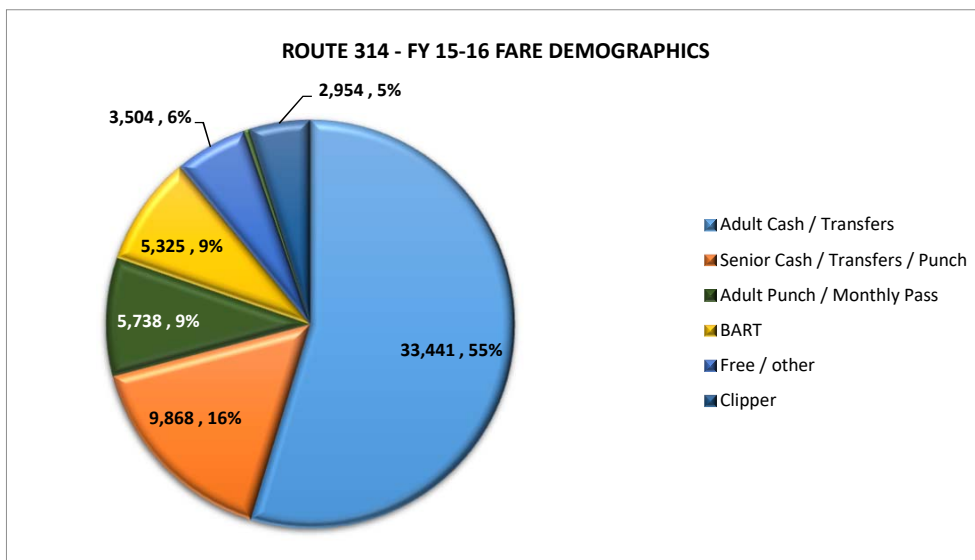
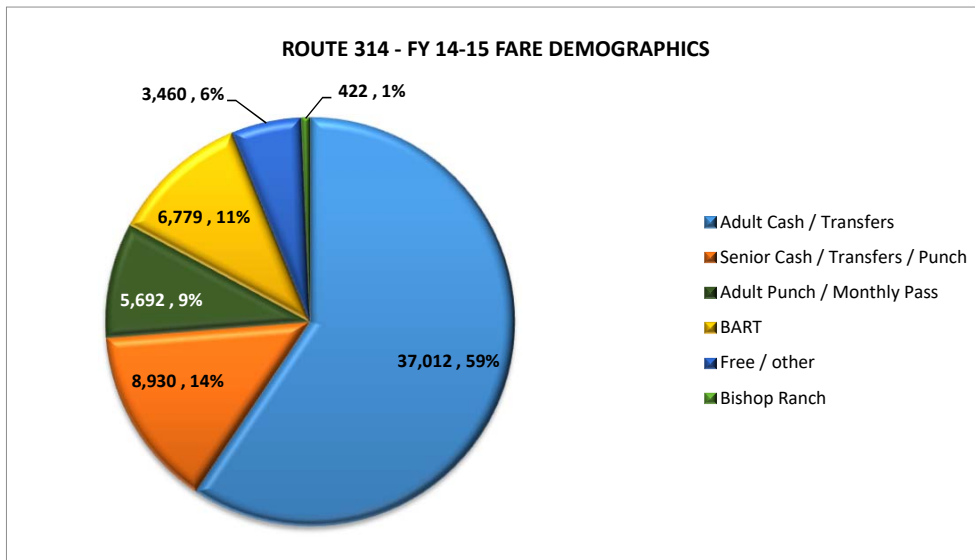


**Average Sunday Boardings**

	FY 14-15	FY 15-16	FY 16-17
Jul	494	494	466
Aug	561	561	503
Sep	510	523	514
Oct	510	501	470
Nov	479	495	468
Dec	519	466	517
Jan	500	462	373
Feb	466	539	424
Mar	507	412	424
Apr	473	484	448
May	487	510	441
Jun	500	505	462
<b>FY AVG</b>	<b>501</b>	<b>497</b>	<b>458</b>

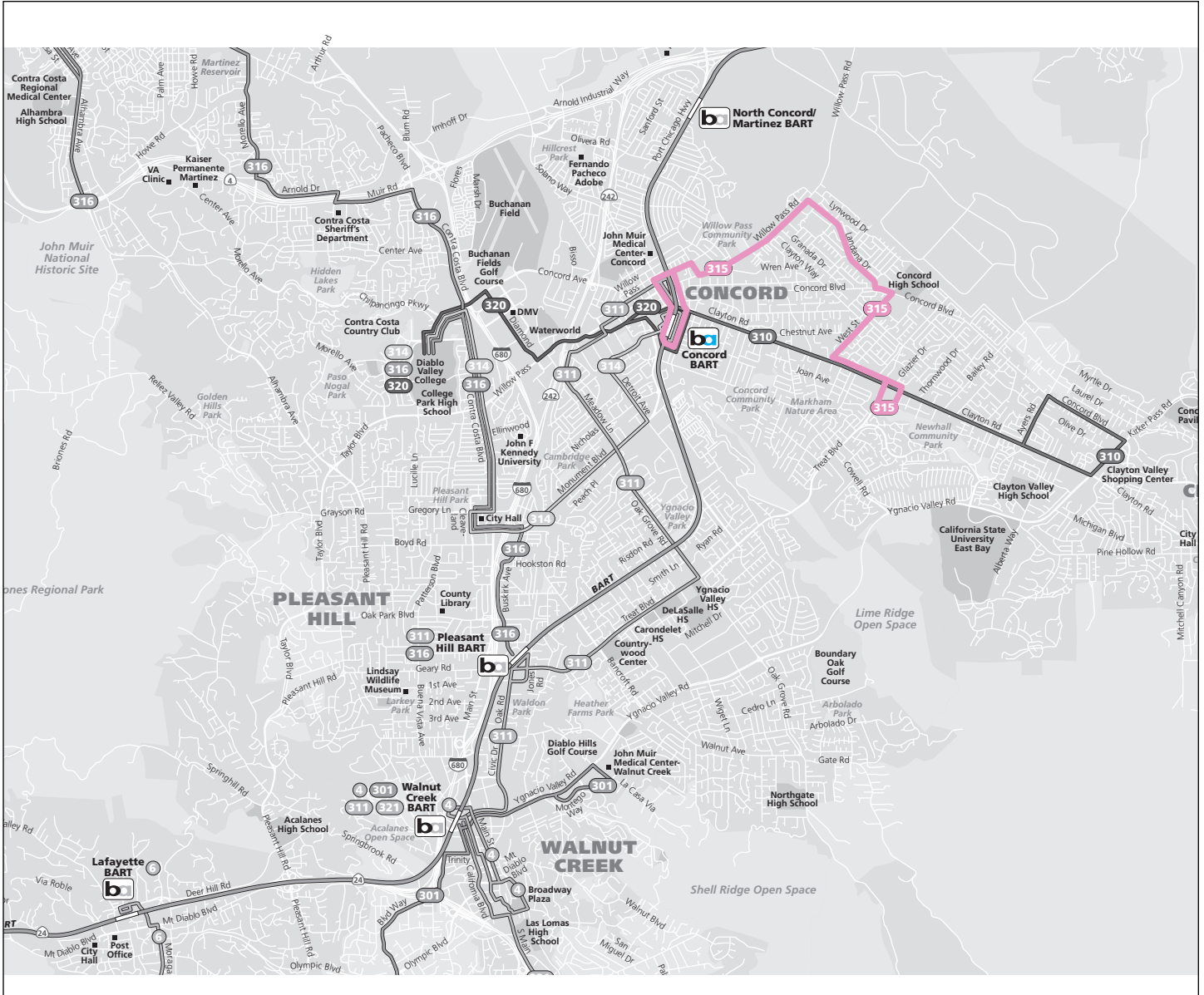


**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKEND SERVICE**



# Route 315: BART Concord/Landana

## Every 80 Minutes, 8:20am to 6:15pm



### Origin and Recent Service Changes

### Alignment Statistics and Connections

Route 315 was created in 2009 as part of a large service restructuring. The Route is a segment of the Route 15. The route travels from BART Concord with regional connections to the Pittsburg Bay Point BART line, as well as CCTA routes (310, 311, 314, 320) along East St, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, and Clayton Rd and turns around on Bel Air Dr and Treat Blvd. In 2014 Winter the schedule was rewritten. Route 315 is interlined with the Route 311 at BART Concord.

# Route 315: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Route 315 - BART Concord/Landana

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
87%	10.6	14.4	15.3
1%	-30%	5%	7%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
47	0.22	5	4
-22%	-9%	-29%	-41%

In-Service Time	Layover	Deadhead	Total Hours
83%	17%	0%	6.3
19%	-28%	-100%	-62%

Route 315 - BART Concord/Landana

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
6,078	16,442	22,520	2,123
-64%	-13%	-37%	-33%

Poverty	Limited English	Minority	Senior
14%	8%	45%	16%
5%	-30%	-3%	14%

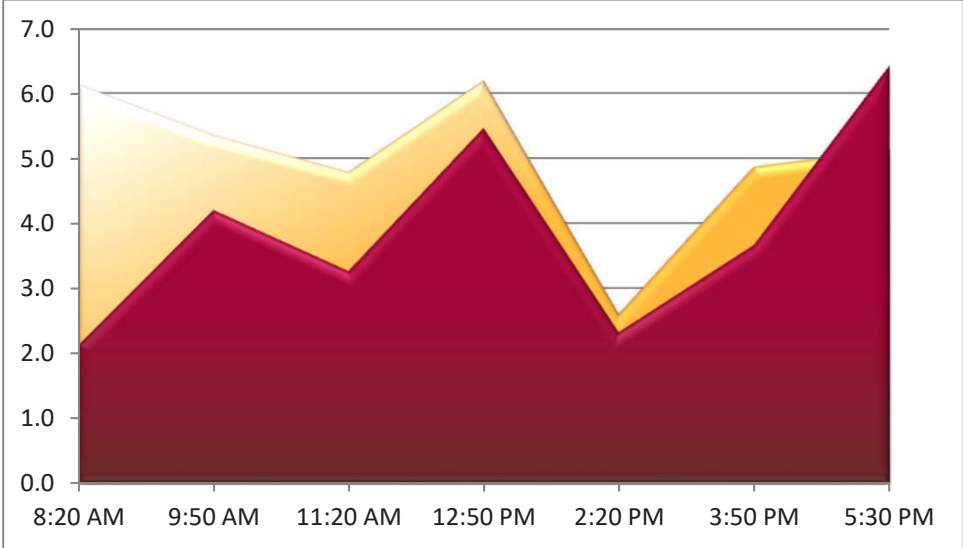
Disabled	No Car	Youth	(Legend)
15%	8%	21%	(route value)
26%	-6%	3%	(% diff from AVG)

# ROUTE 315 TRIP LEVEL RIDERSHIP FY2015-2017

Trip Start      Sat   Sun

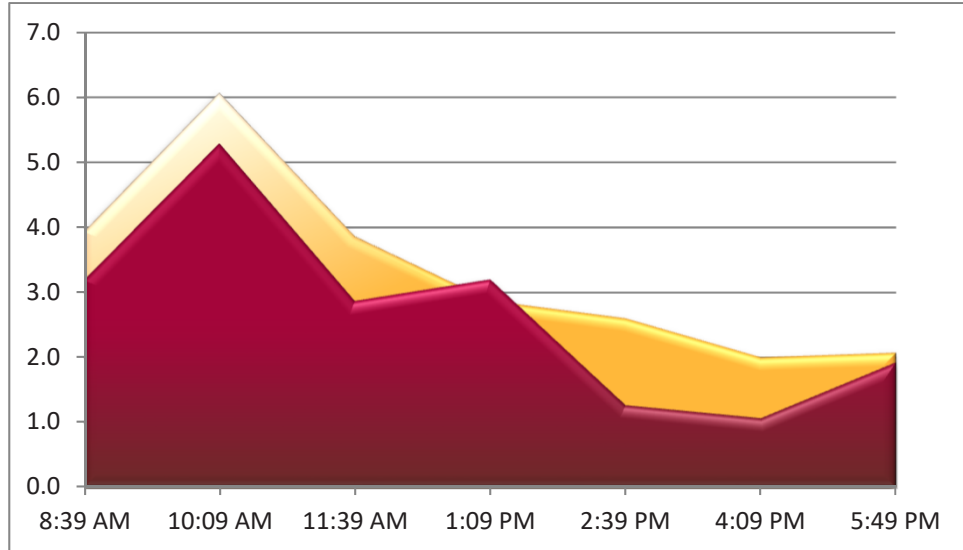
Route #315	35	28
8:20 AM	6.1	2.1
9:50 AM	5.4	4.2
11:20 AM	4.8	3.3
12:50 PM	6.2	5.5
2:20 PM	2.6	2.3
3:50 PM	4.9	3.7
5:30 PM	5.1	6.4

### Northbound to Concord BART



Route #315	23	19
8:39 AM	3.9	3.2
10:09 AM	6.1	5.3
11:39 AM	3.9	2.9
1:09 PM	2.9	3.2
2:39 PM	2.6	1.3
4:09 PM	2.0	1.1
5:49 PM	2.1	1.9

### Southbound to Clayton/Treat



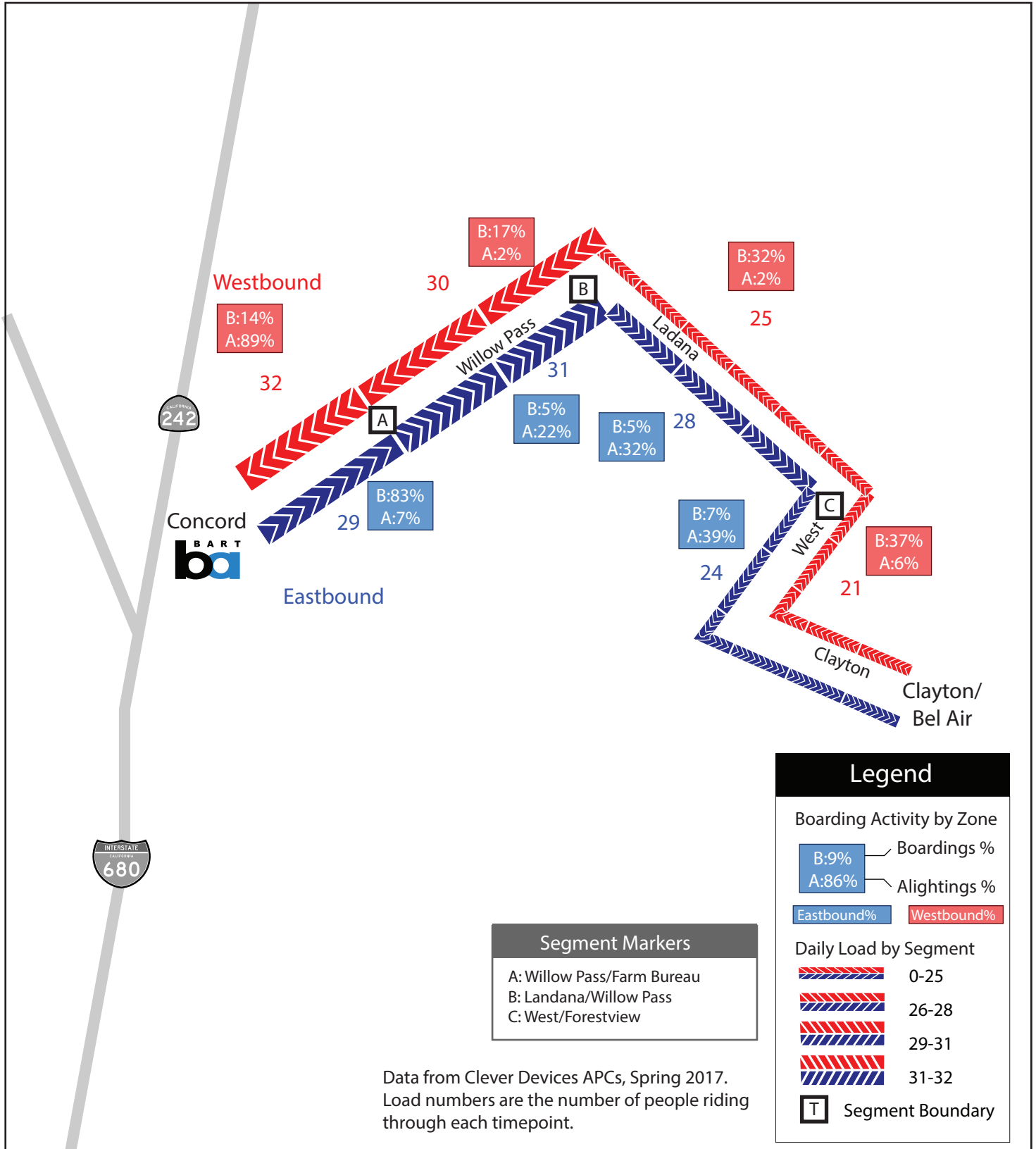
Saturday
  Sunday

Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.



# Route 315 Segment Map

## Average Ridership % and Load by Segment and Direction

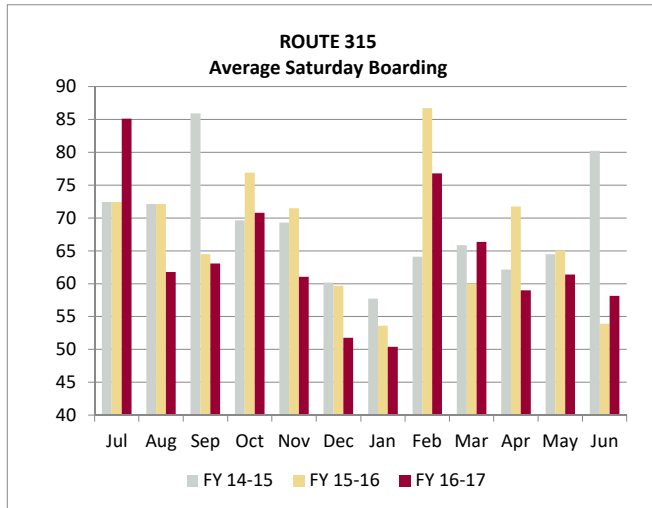


Data from Clever Devices APCs, Spring 2017.  
 Load numbers are the number of people riding through each timepoint.

**ROUTE 315**

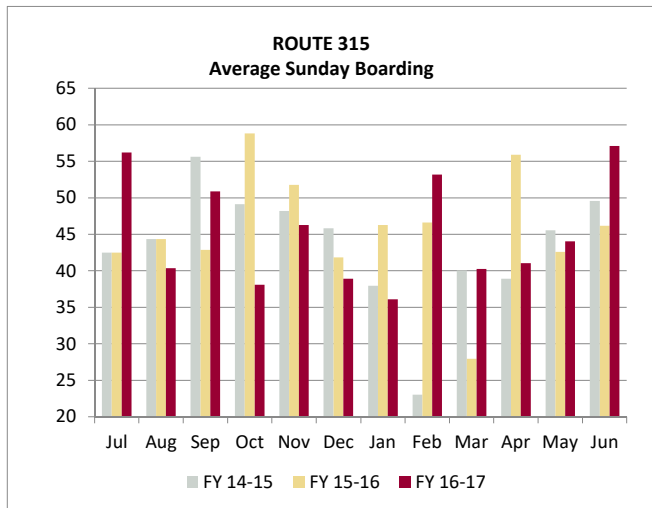
**Average Saturday Boardings**

	FY 14-15	FY 15-16	FY 16-17
Jul	72	72	85
Aug	72	72	62
Sep	86	64	63
Oct	70	77	71
Nov	69	71	61
Dec	60	60	52
Jan	58	54	50
Feb	64	87	77
Mar	66	60	66
Apr	62	72	59
May	64	65	61
Jun	80	54	58
<b>FY AVG</b>	<b>68</b>	<b>67</b>	<b>64</b>

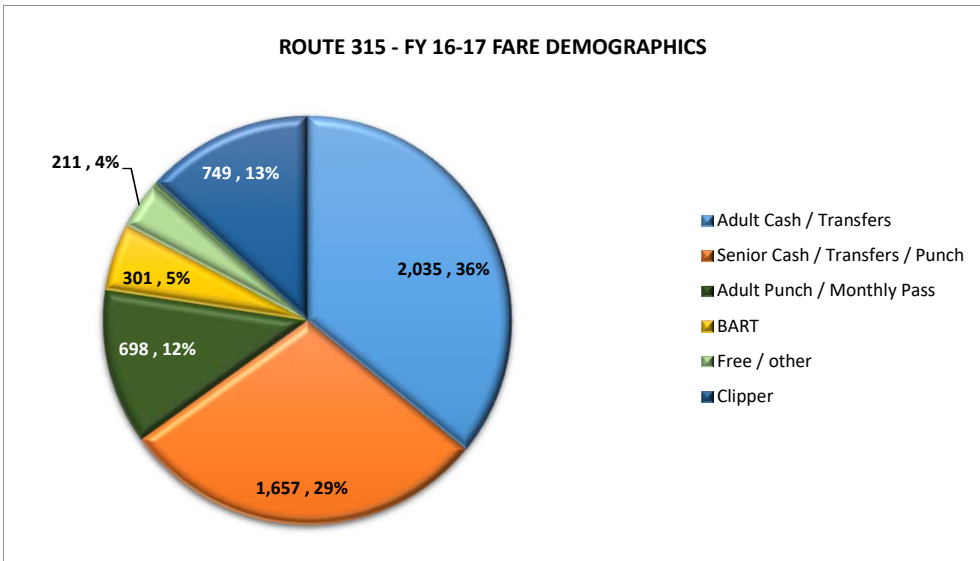
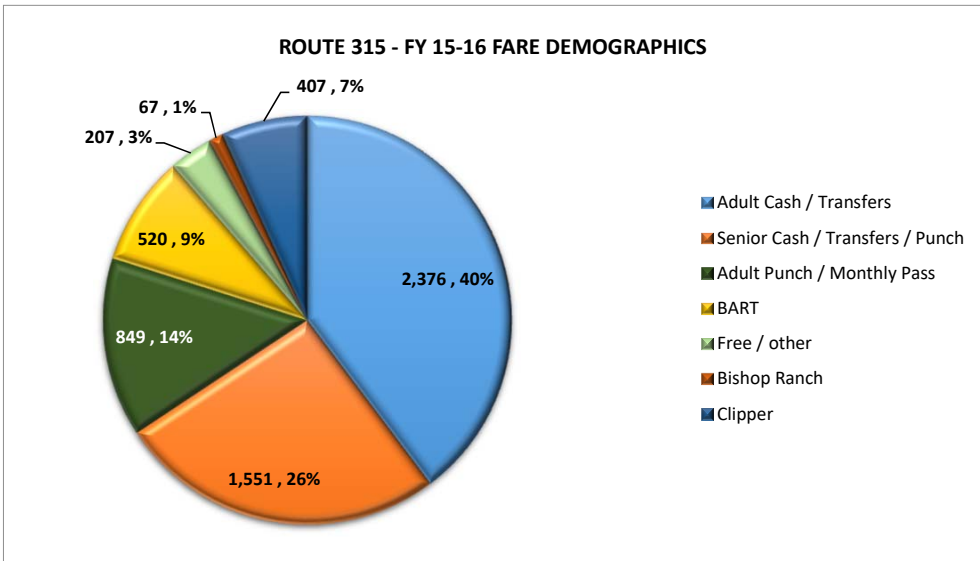
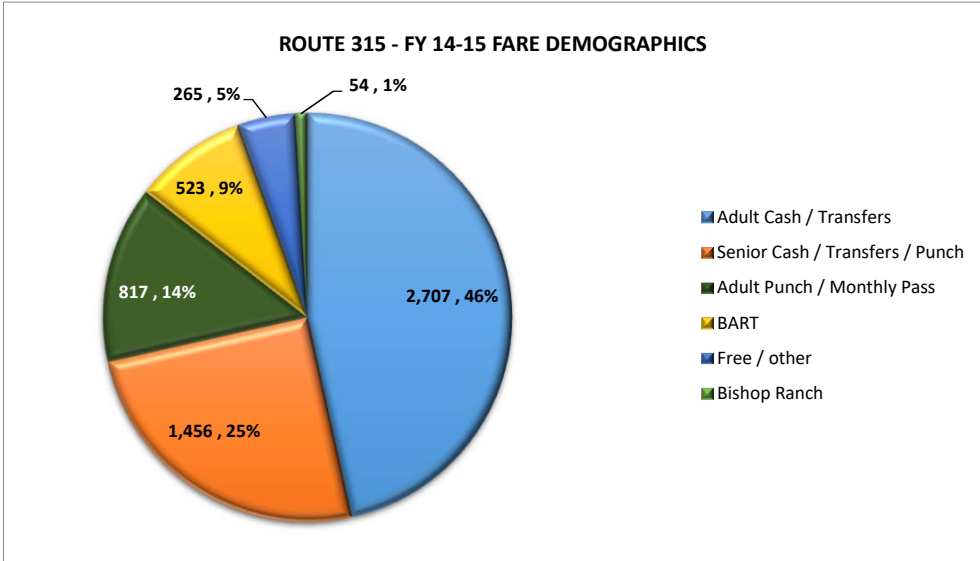


**Average Sunday Boardings**

	FY 14-15	FY 15-16	FY 16-17
Jul	43	43	56
Aug	44	44	40
Sep	56	43	51
Oct	49	59	38
Nov	48	52	46
Dec	46	42	39
Jan	38	46	36
Feb	23	47	53
Mar	40	28	40
Apr	39	56	41
May	46	43	44
Jun	50	46	57
<b>FY AVG</b>	<b>43</b>	<b>46</b>	<b>45</b>

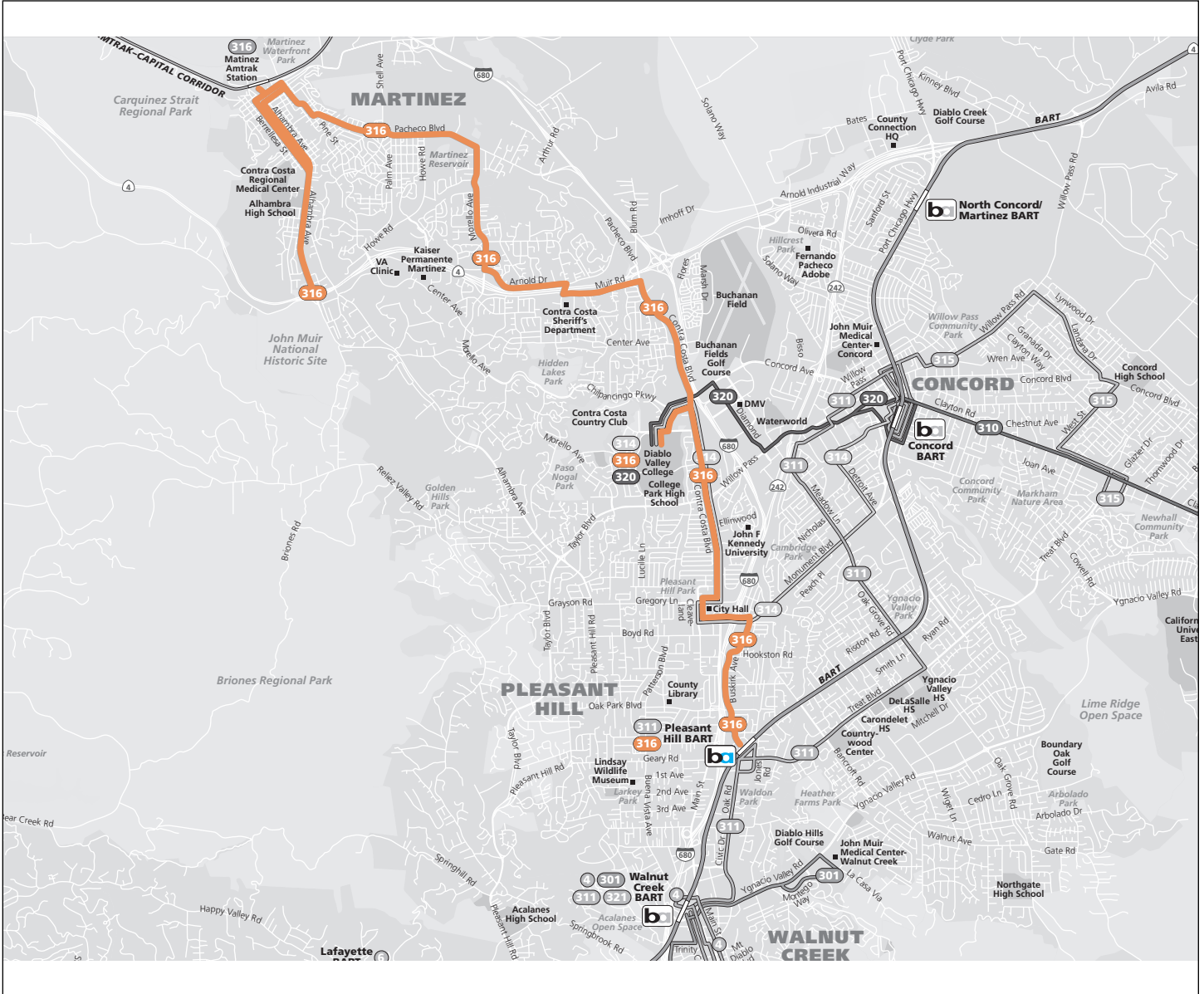


**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKEND SERVICE**



# Route 316: Martinez / BART Pleasant Hill

## Every 80 Minutes, 8:20am to 6:15pm



### Origin and Recent Service Changes

#### Alignment Statistics and Connections

Route 316 was created in 2009 as part of a large service restructuring. It is a combination of segments of the Route 9, Route 16 and Route 18. The route travels from BART Pleasant Hill, with regional connections to the Pittsburg Bay Point BART line and CCCTA Route 311, Las Juntas, Oak Rd, Buskirk Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC, with connections to CCCTA routes (314, 320), Old Quarry Rd, Chilpancingo Pkwy, Pacheco Blvd, Muir Rd, Arnold Dr, Morello Ave, Pacheco Blvd, Court St, Martinez Amtrak, with regional connections to Amtrak (commuter trains: Capital Corridor and San Joaquin, and once daily Coast Starlight and California Zephyr), Berrellesa St, Alhambra Ave to Walnut Ave. The route uses Highway 4 to turn around to go back in the other direction. In 2010 Spring and 2010 Summer the schedule was rewritten. In 2012 Summer one additional Southbound trip and one additional Northbound trip were added in the AM.

# Route 316: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Route 316 - Martinez AMTRAK/BART Pleasant Hill

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
86%	28.4	13.2	13.0
0%	87%	-3%	-9%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
115	0.25	10	12
91%	4%	43%	76%

In-Service Time	Layover	Deadhead	Total Hours
79%	14%	7%	21.5
13%	-41%	11%	29%

Route 316 - Martinez AMTRAK/BART Pleasant Hill

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
22,103	31,287	53,390	1,877
30%	66%	49%	-41%

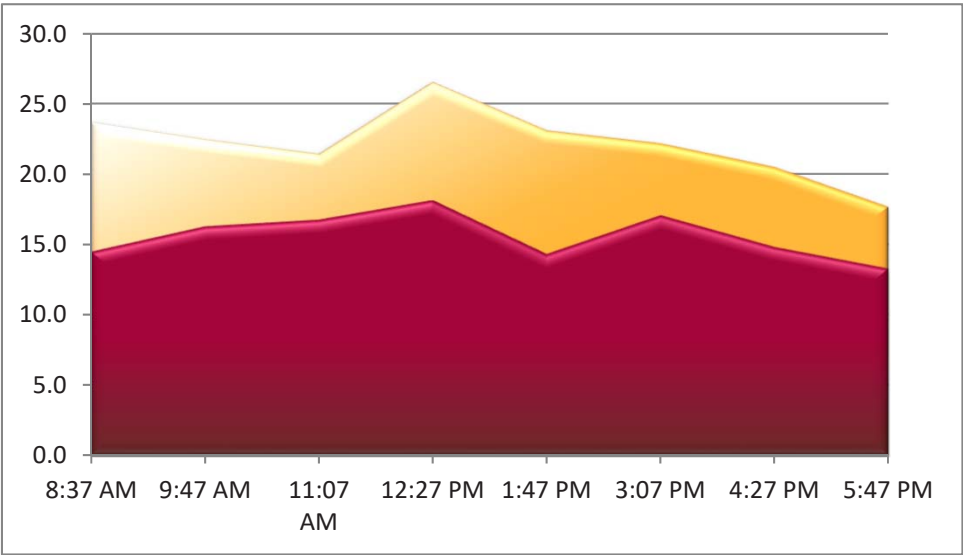
Poverty	Limited English	Minority	Senior
12%	7%	40%	12%
-15%	-33%	-15%	-14%

Disabled	No Car	Youth	(Legend)
12%	7%	18%	(route value)
5%	-19%	-14%	(% diff from AVG)

# ROUTE 316 TRIP LEVEL RIDERSHIP FY2015-2017

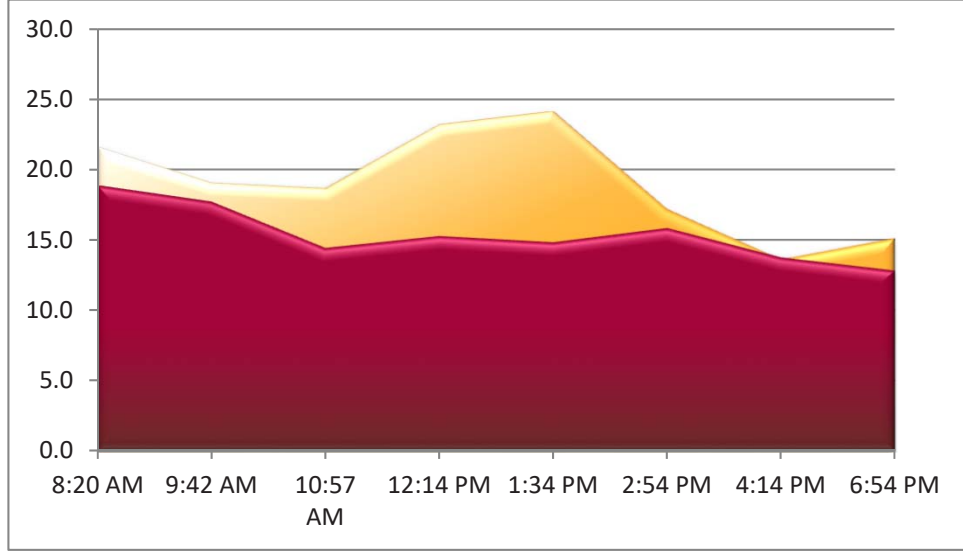
Trip Start	Sat	Sun
<b>Route #316</b>	<b>178</b>	<b>125</b>
8:37 AM	23.7	14.5
9:47 AM	22.5	16.3
11:07 AM	21.5	16.8
12:27 PM	26.6	18.1
1:47 PM	23.1	14.3
3:07 PM	22.2	17.1
4:27 PM	20.5	14.8
5:47 PM	17.7	13.3

## Northbound to Martinez AMTRAK



Trip Start	Sat	Sun
<b>Route #316</b>	<b>153</b>	<b>123</b>
8:20 AM	21.6	18.9
9:42 AM	19.1	17.7
10:57 AM	18.7	14.4
12:14 PM	23.2	15.3
1:34 PM	24.2	14.8
2:54 PM	17.2	15.8
4:14 PM	13.6	13.7
6:54 PM	15.1	12.8

## Southbound to Pleasant Hill BART

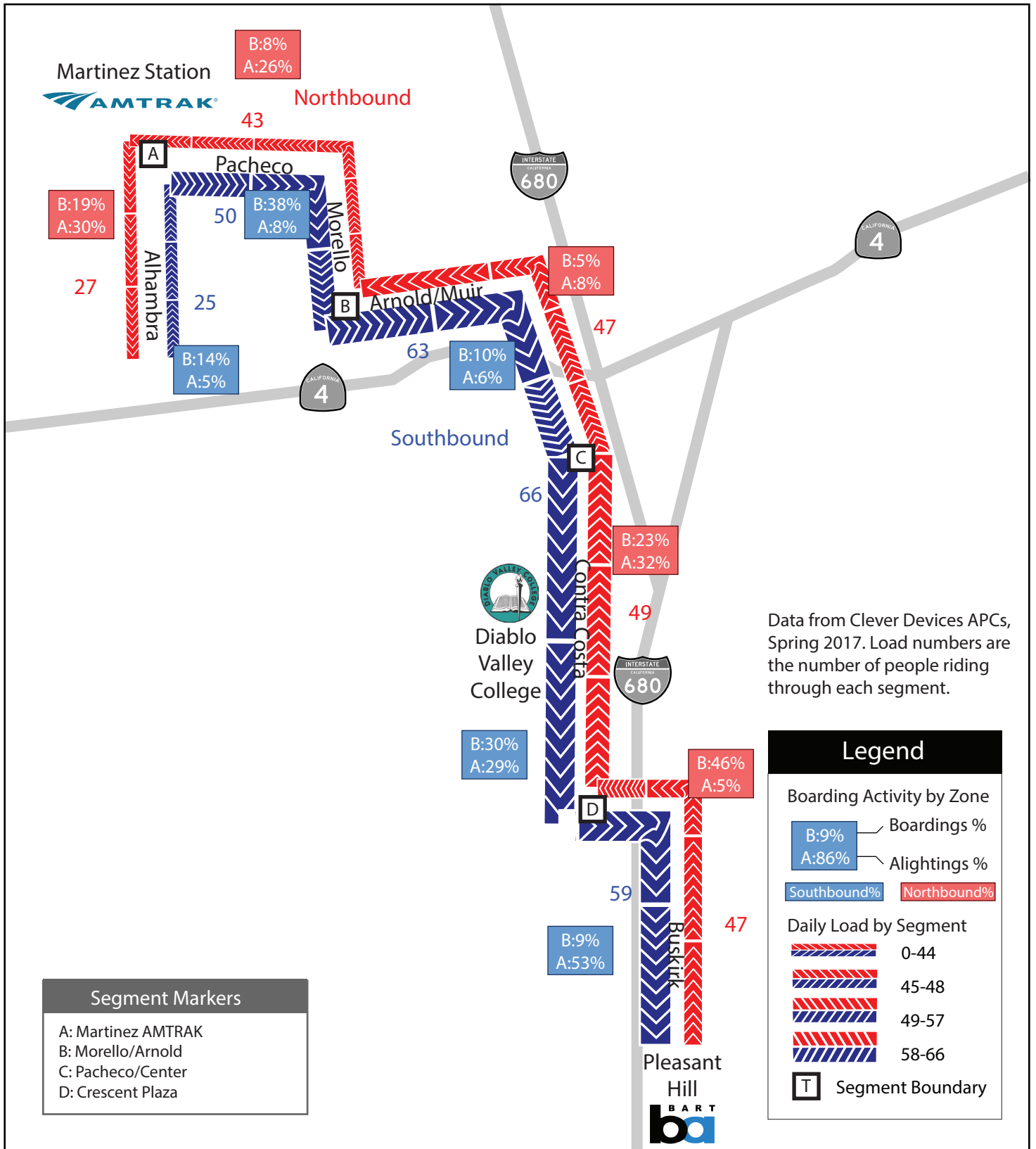


Saturday     Sunday

Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

# Route 316 Segment Map

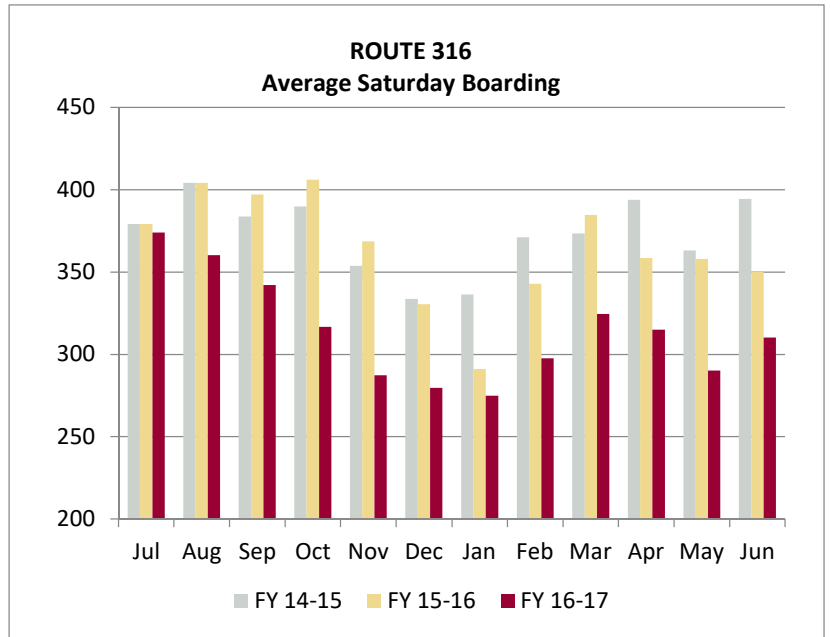
## Average Ridership % and Load by Segment and Direction



## ROUTE 316

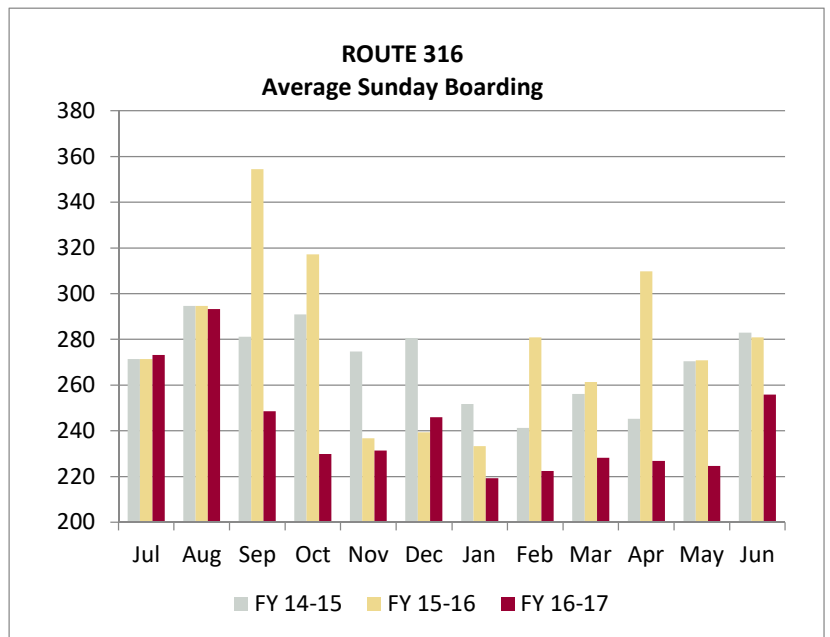
### Average Saturday Boardings

	FY 14-15	FY 15-16	FY 16-17
Jul	379	379	374
Aug	404	404	360
Sep	384	397	342
Oct	390	406	317
Nov	354	369	287
Dec	334	330	280
Jan	336	291	275
Feb	371	343	298
Mar	373	385	325
Apr	394	359	315
May	363	358	290
Jun	394	350	310
<b>FY AVG</b>	<b>372</b>	<b>364</b>	<b>315</b>



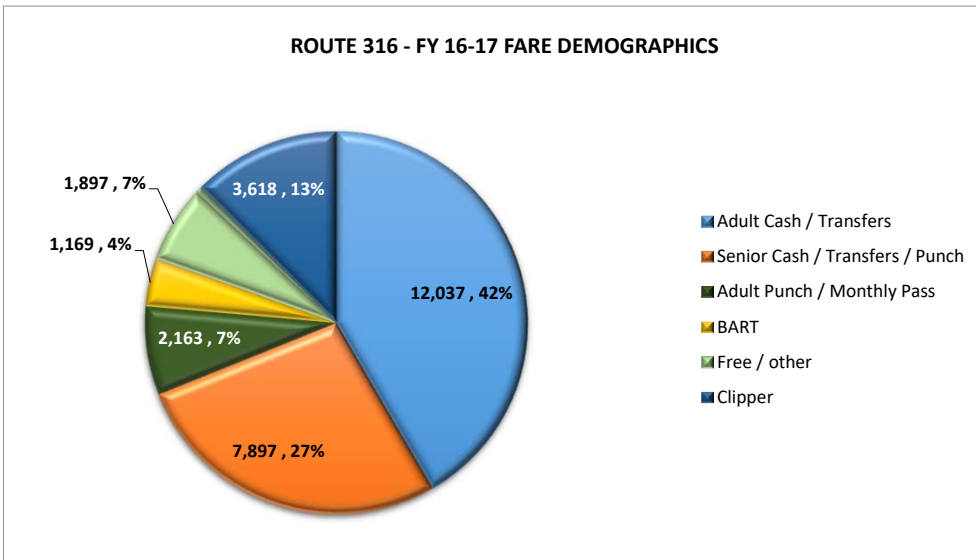
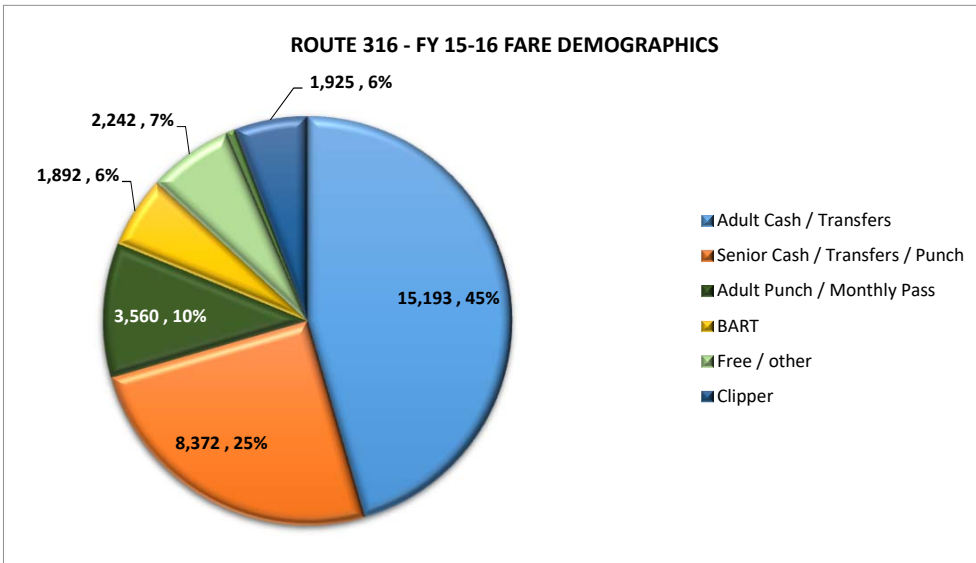
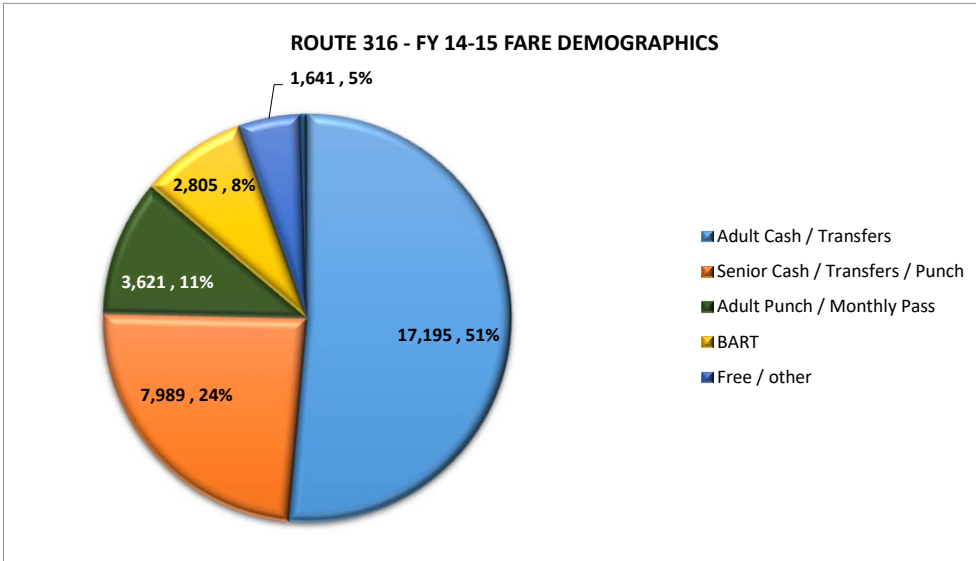
### Average Sunday Boardings

	FY 14-15	FY 15-16	FY 16-17
Jul	271	271	273
Aug	295	295	293
Sep	281	354	249
Oct	291	317	230
Nov	275	237	231
Dec	281	239	246
Jan	252	233	219
Feb	241	281	222
Mar	256	261	228
Apr	245	310	227
May	270	271	225
Jun	283	281	256
<b>FY AVG</b>	<b>270</b>	<b>278</b>	<b>241</b>



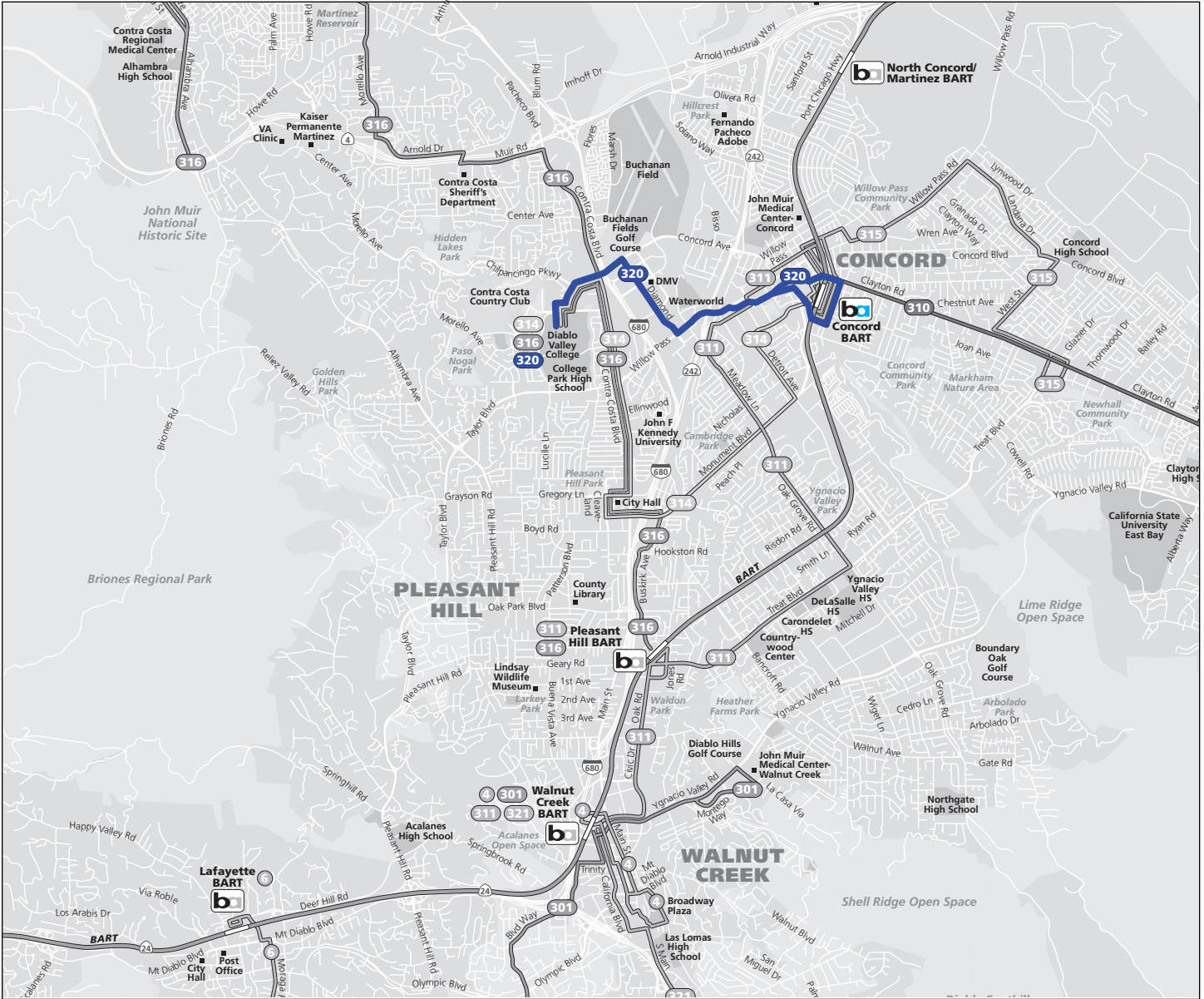


**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKEND SERVICE**



# Route 320: DVC/BART Concord

Every 45 Minutes, 9:45am to 6:59pm



## Origin and Recent Service Changes

### Alignment Statistics and Connections

Route 320 was created in 2009 as part of a large service restructuring. The route travels between BART Concord with regional connections to the Pittsburg Bay Point BART line, as well as CCCTA routes (310, 311, 314, 315) and DVC with connections to CCCTA routes (314, 316) along the Clayton Rd, Willow Pass Rd, and Diamond Blvd corridors. In 2009 Fall the schedule was adjusted. Route 320 is interlined with the Route 314 at DVC and the Route 310 at BART Concord.

# Route 320: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Route 320 - DVC/BART Concord

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
77%	6.3	12.5	11.2
-11%	-59%	-8%	-22%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
27	0.24	5	4
-55%	0%	-29%	-41%

In-Service Time	Layover	Deadhead	Total Hours
54%	45%	1%	13.0
-23%	91%	-81%	-22%

Route 320 - DVC/BART Concord

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
12,114	12,025	24,139	3,856
-29%	-36%	-33%	21%

Poverty	Limited English	Minority	Senior
27%	19%	75%	10%
100%	73%	60%	-27%

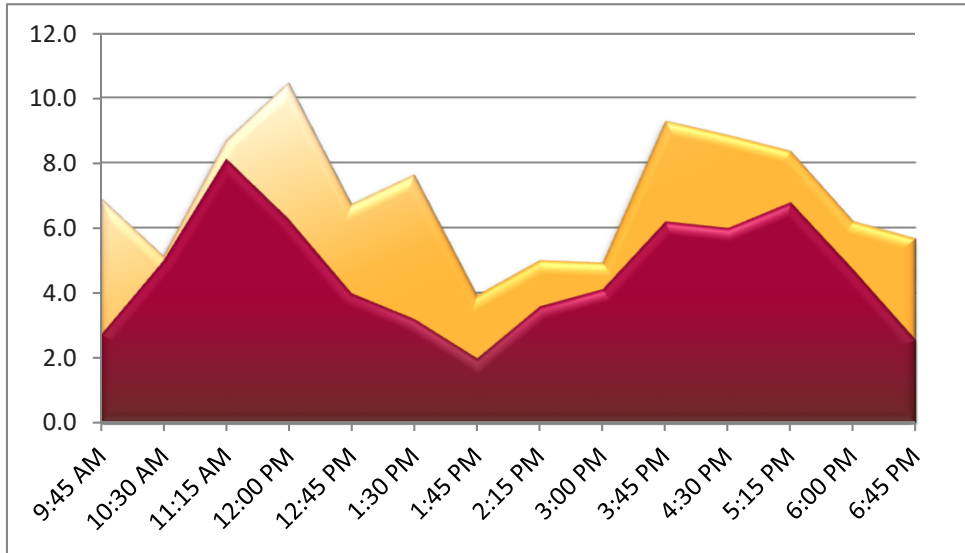
Disabled	No Car	Youth	(Legend)
15%	16%	19%	(route value)
29%	87%	-6%	(% diff from AVG)

# ROUTE 320 TRIP LEVEL RIDERSHIP FY2015-2017

Trip Start      Sat    Sun

Route #320	98	65
9:45 AM	6.9	2.7
10:30 AM	5.1	5.0
11:15 AM	8.7	8.1
12:00 PM	10.5	6.3
12:45 PM	6.7	4.0
1:30 PM	7.6	3.2
1:45 PM	3.9	2.0
2:15 PM	5.0	3.6
3:00 PM	4.9	4.1
3:45 PM	9.3	6.2
4:30 PM	8.9	6.0
5:15 PM	8.4	6.8
6:00 PM	6.2	4.7
6:45 PM	5.7	2.6

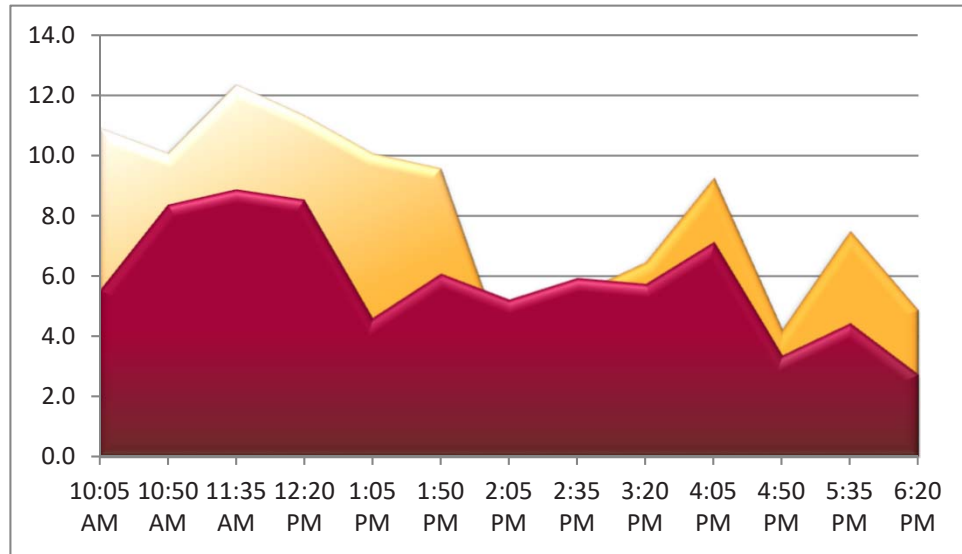
## Eastbound to Diablo Valley College



Route #320      105    76

10:05 AM	10.9	5.5
10:50 AM	10.1	8.4
11:35 AM	12.4	8.9
12:20 PM	11.3	8.5
1:05 PM	10.1	4.6
1:50 PM	9.6	6.1
2:05 PM	3.1	5.2
2:35 PM	5.4	5.9
3:20 PM	6.5	5.7
4:05 PM	9.3	7.1
4:50 PM	4.2	3.4
5:35 PM	7.5	4.4
6:20 PM	4.9	2.7

## Westbound to Concord BART

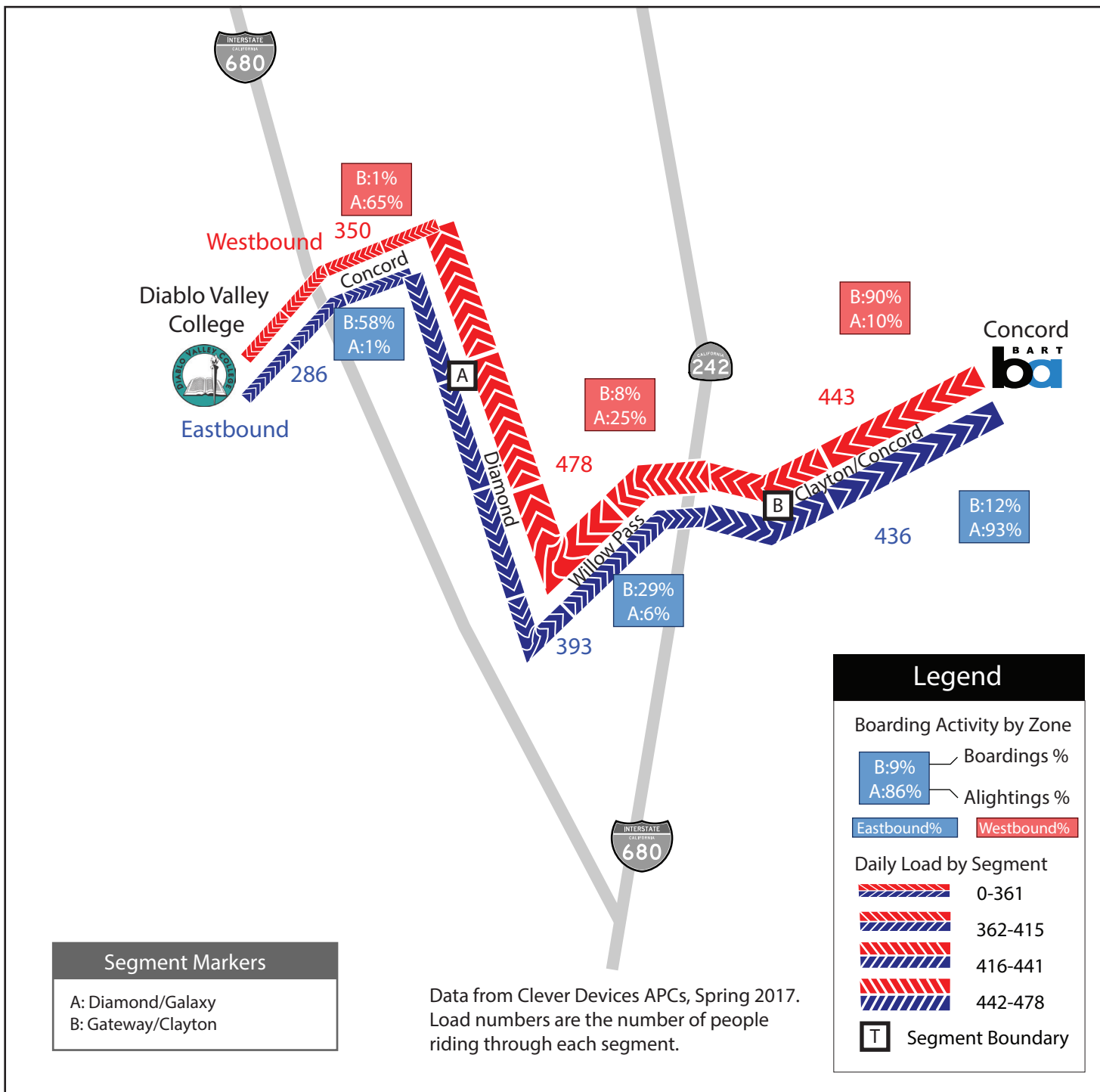


Saturday      Sunday

Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

# Route 320 Segment Map

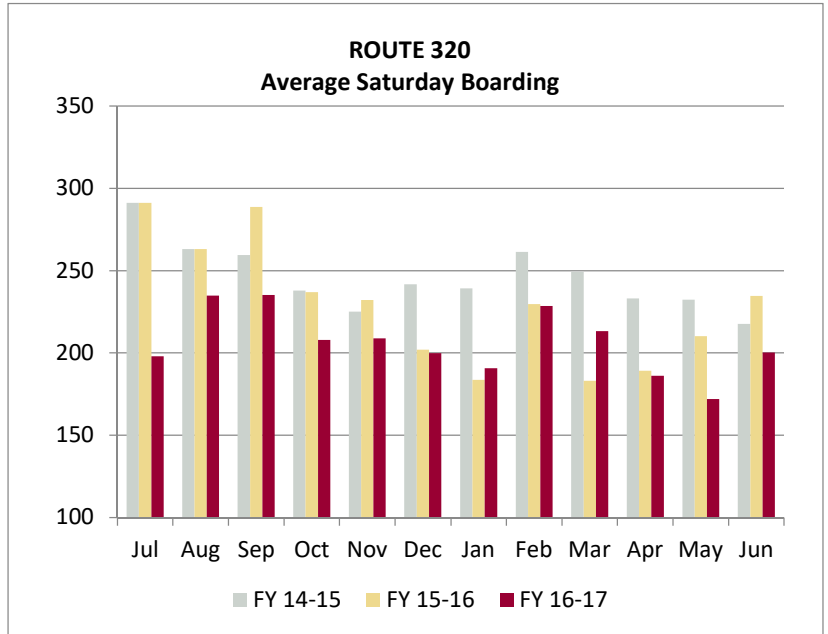
## Average Ridership % and Load by Segment and Direction



## ROUTE 320

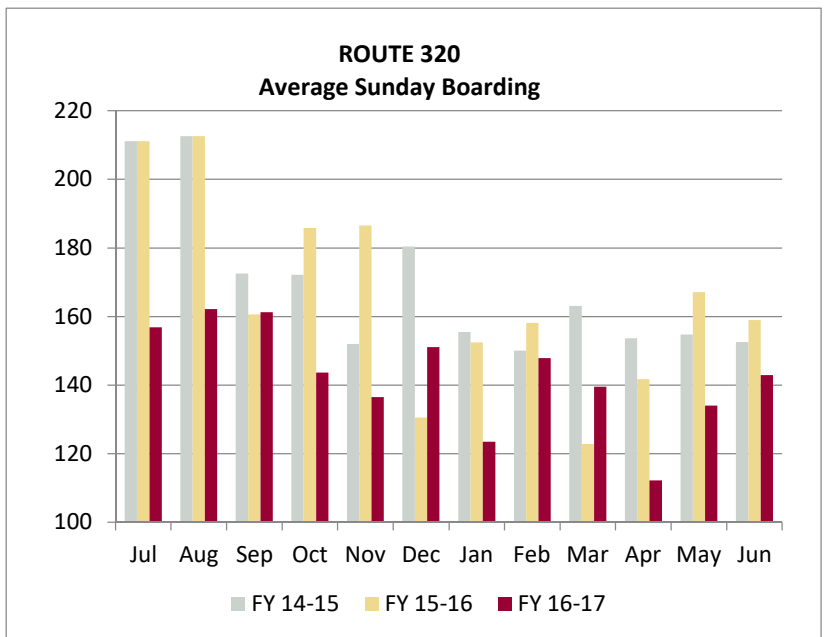
### Average Saturday Boardings

	FY 14-15	FY 15-16	FY 16-17
Jul	291	291	198
Aug	263	263	235
Sep	259	289	235
Oct	238	237	208
Nov	225	232	209
Dec	242	202	200
Jan	239	184	191
Feb	261	230	229
Mar	249	183	213
Apr	233	189	186
May	232	210	172
Jun	218	235	200
<b>FY AVG</b>	<b>246</b>	<b>228</b>	<b>206</b>

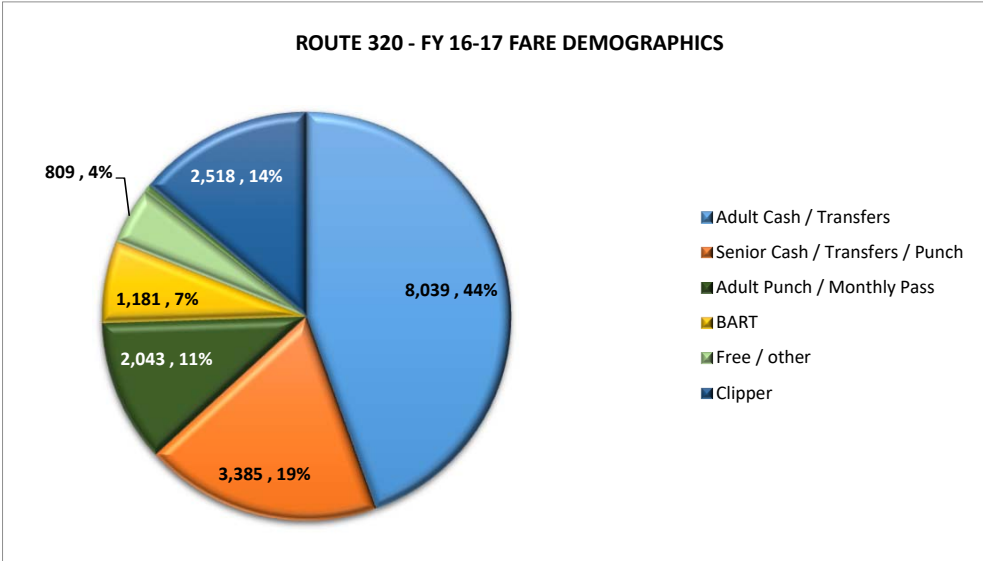
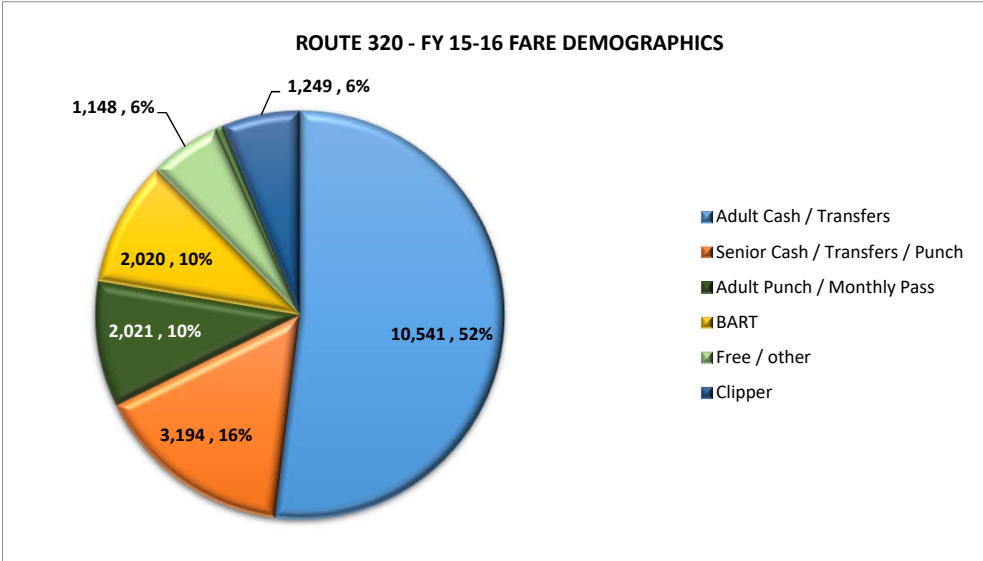
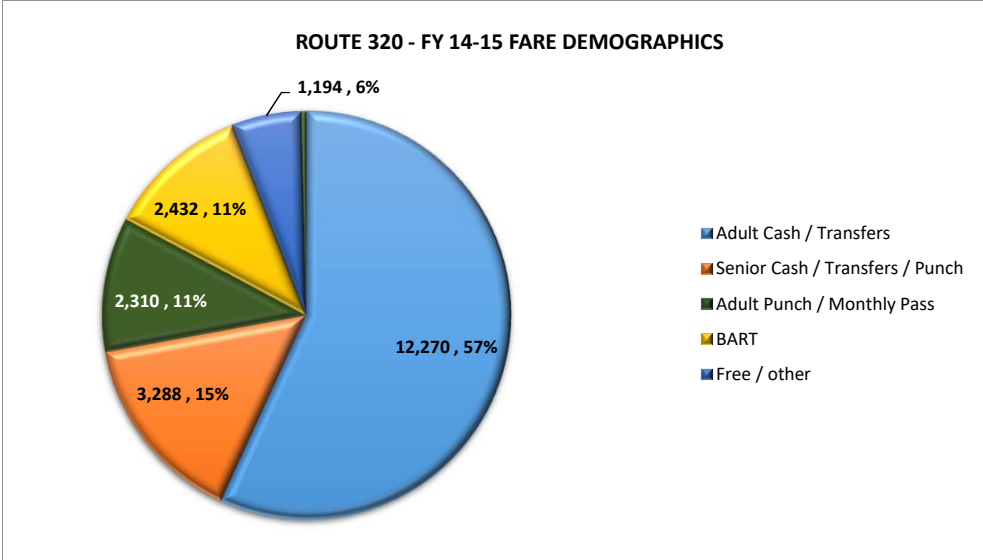


### Average Sunday Boardings

	FY 14-15	FY 15-16	FY 16-17
Jul	211	211	157
Aug	213	213	162
Sep	173	161	161
Oct	172	186	144
Nov	152	187	137
Dec	180	131	151
Jan	156	152	123
Feb	150	158	148
Mar	163	123	139
Apr	154	142	112
May	155	167	134
Jun	153	159	143
<b>FY AVG</b>	<b>169</b>	<b>167</b>	<b>142</b>

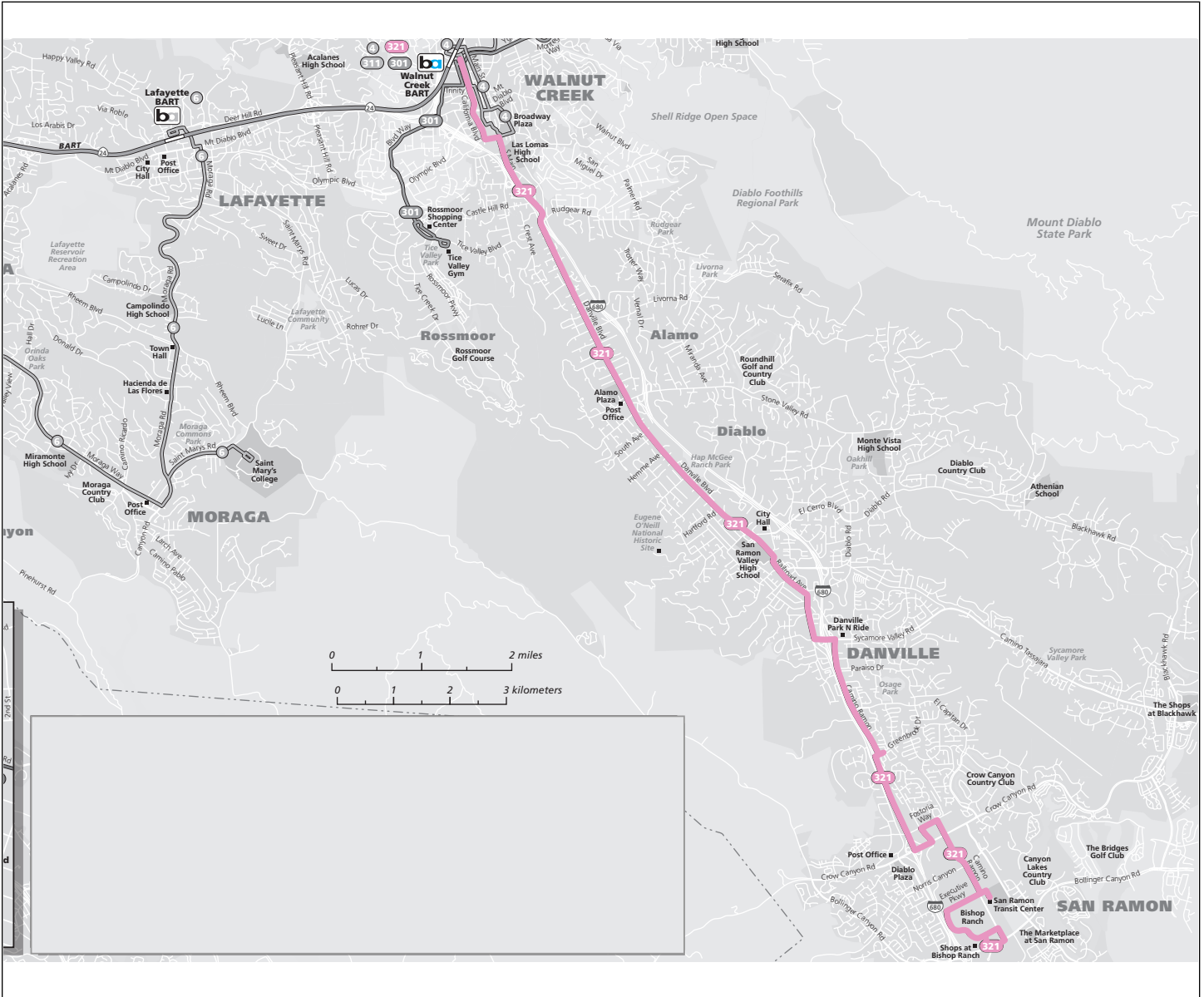


**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKEND SERVICE**



# Route 321: BART Walnut Creek/San Ramon

Every 60-120 Minutes, 7:20am to 10:29pm



## Origin and Recent Service Changes

### Alignment Statistics and Connections

Route 321 was created in 2009 as part of a large restructuring. The route travels a modified alignment of the Route 21, It does not serve the Danville Park and Ride and is extended past the San Ramon Transit Center to Sunset Dr and Bishop Dr. The route travels from BART Walnut Creek, with regional connections to the Pittsburg Bay Point BART line, SolTrans (78), as well as CCCTA routes (4, 301, 311) and private shuttle connections to the Rossmore Bus Line, along California, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, San Ramon Valley Blvd, Fostoria Way, Camino Ramon to the San Ramon Transit Center, Executive Pkwy, Bishop Dr, Sunset Dr. In 2011 Fall the schedule was rewritten. In 2012 Summer two additional Southbound trips and one additional Northbound trip were added in the AM.



# Route 321: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Route 321 - BART Walnut Creek/San Ramon

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
79%	28.1	18.4	19.4
-9%	85%	35%	36%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
99	0.28	12	12
64%	16%	71%	76%

In-Service Time	Layover	Deadhead	Total Hours
70%	19%	10%	22.5
1%	-18%	52%	35%

Route 321 - BART Walnut Creek/San Ramon

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
39,545	19,730	59,275	2,109
132%	5%	65%	-34%

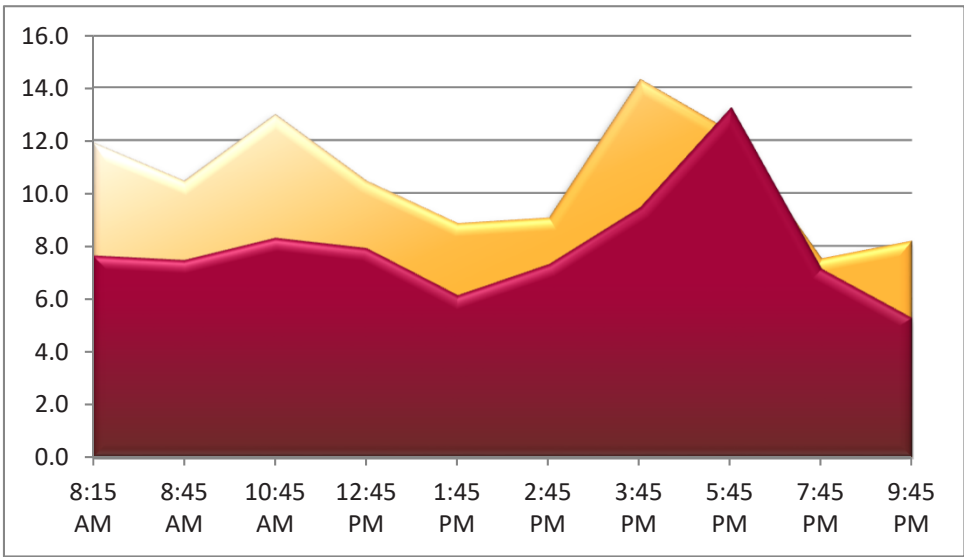
Poverty	Limited English	Minority	Senior
5%	7%	32%	15%
-66%	-38%	-31%	5%

Disabled	No Car	Youth	(Legend)
9%	7%	23%	(route value)
-21%	-22%	12%	(% diff from AVG)

# ROUTE 321 TRIP LEVEL RIDERSHIP FY2015-2017

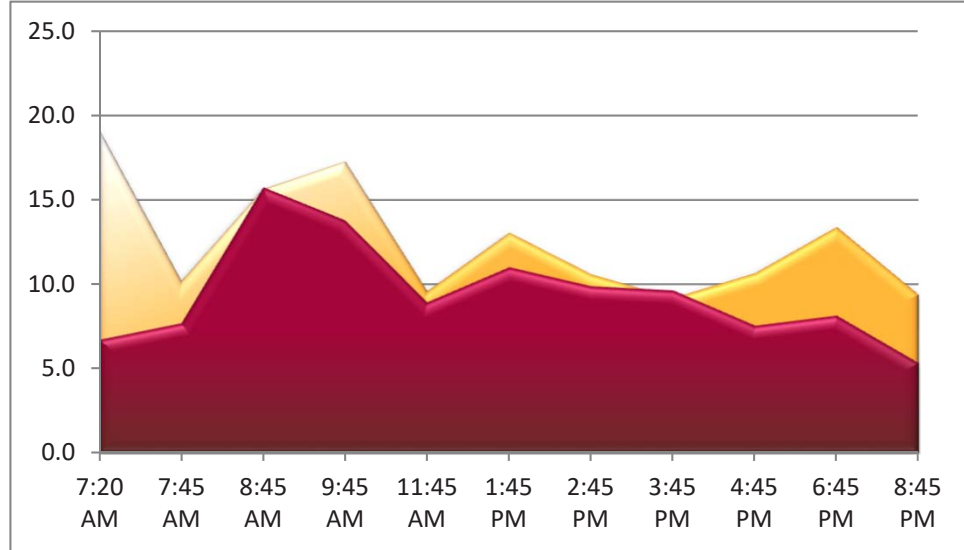
Trip Start	Sat	Sun
<b>Route #321</b>	<b>106</b>	<b>80</b>
8:15 AM	11.9	7.6
8:45 AM	10.5	7.5
10:45 AM	13.0	8.3
12:45 PM	10.5	7.9
1:45 PM	8.9	6.1
2:45 PM	9.1	7.3
3:45 PM	14.3	9.5
5:45 PM	12.3	13.3
7:45 PM	7.5	7.1
9:45 PM	8.2	5.3

Northbound to Walnut Creek BART



Route #321	138	104
7:20 AM	19.1	6.7
7:45 AM	10.2	7.7
8:45 AM	15.6	15.7
9:45 AM	17.3	13.8
11:45 AM	9.6	8.9
1:45 PM	13.1	11.0
2:45 PM	10.6	9.9
3:45 PM	9.2	9.6
4:45 PM	10.7	7.5
6:45 PM	13.4	8.1
8:45 PM	9.4	5.3

Southbound to San Ramon Transit Center

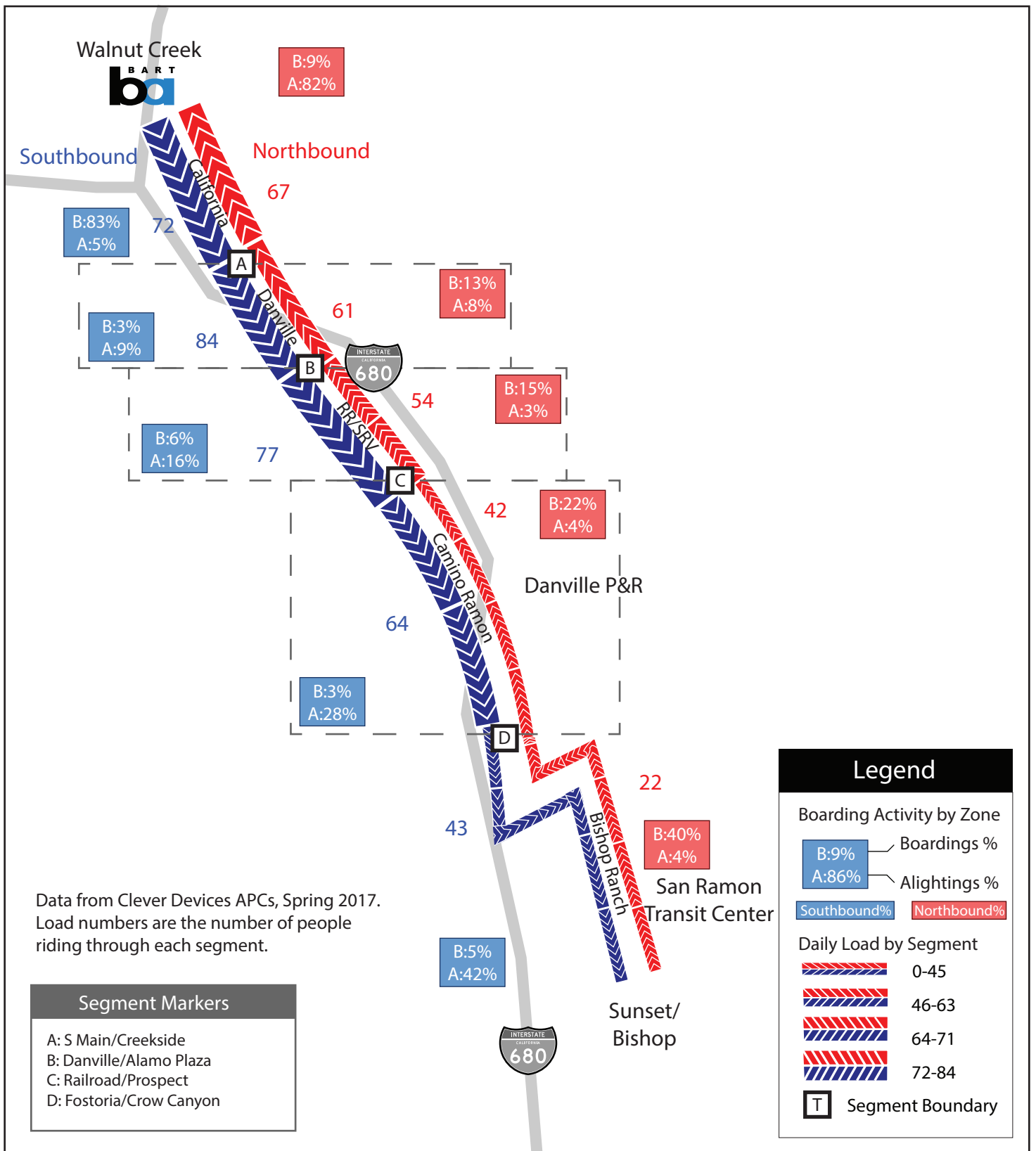


Saturday Sunday

Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

# Route 321 Segment Map

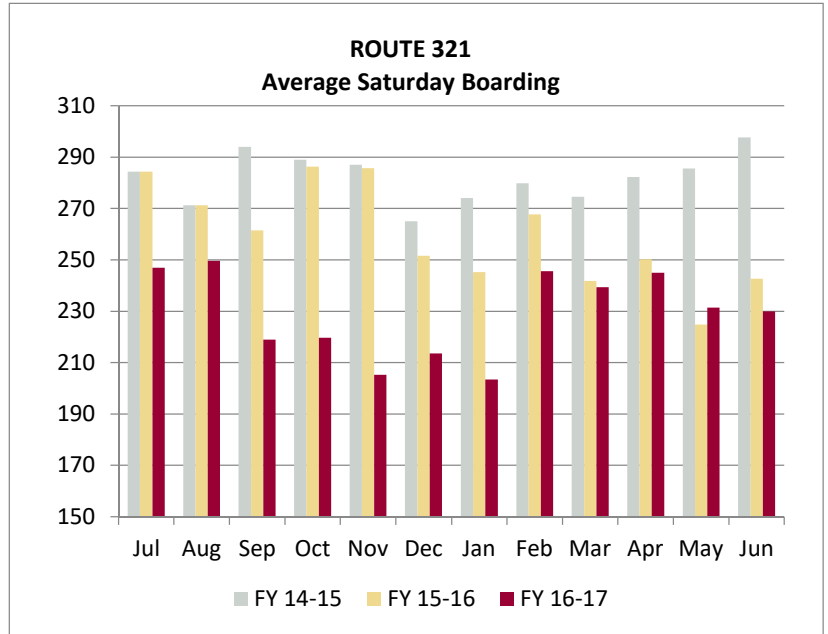
## Average Ridership % and Load by Segment and Direction



## ROUTE 321

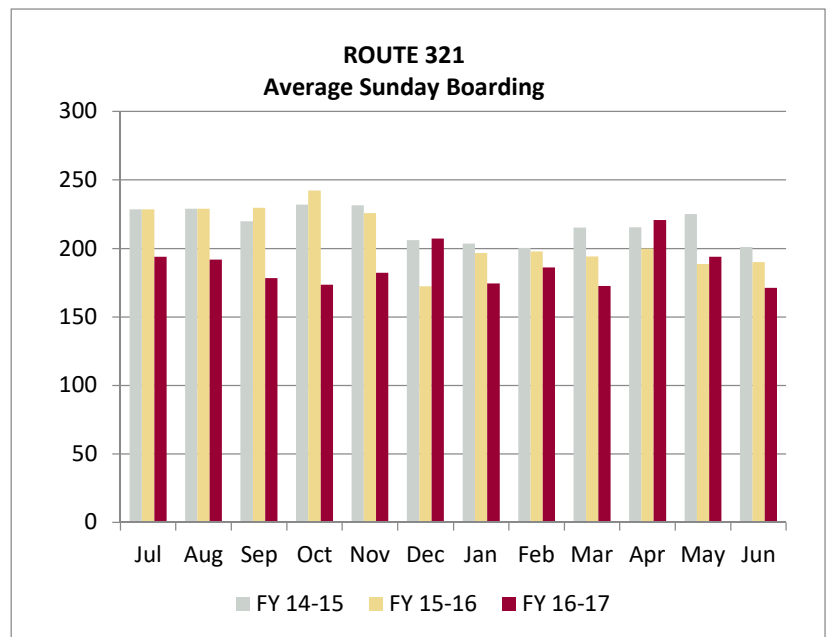
### Average Saturday Boardings

	FY 14-15	FY 15-16	FY 16-17
Jul	284	284	247
Aug	271	271	250
Sep	294	262	219
Oct	289	286	220
Nov	287	286	205
Dec	265	252	214
Jan	274	245	203
Feb	280	268	246
Mar	275	242	239
Apr	282	250	245
May	286	225	231
Jun	298	243	230
<b>FY AVG</b>	<b>282</b>	<b>260</b>	<b>229</b>

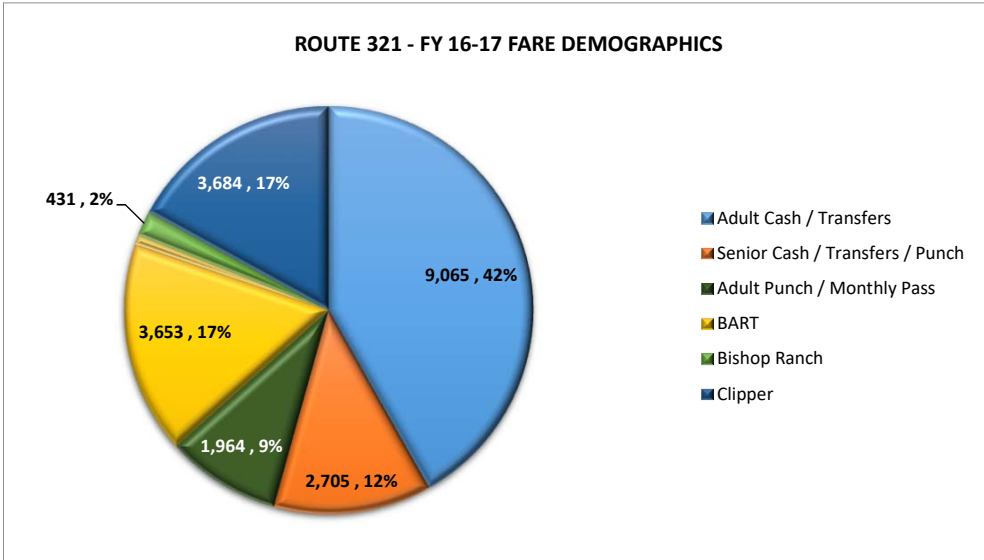
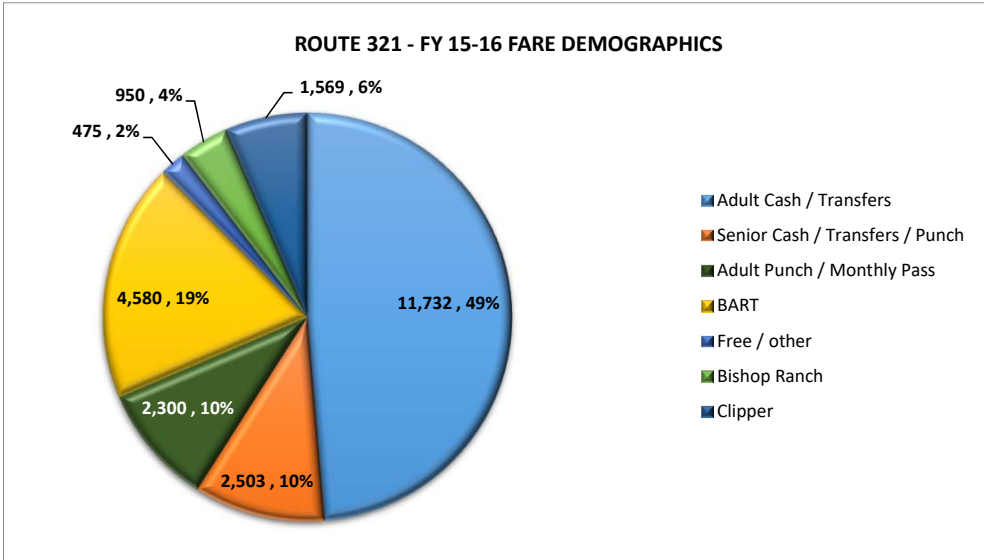
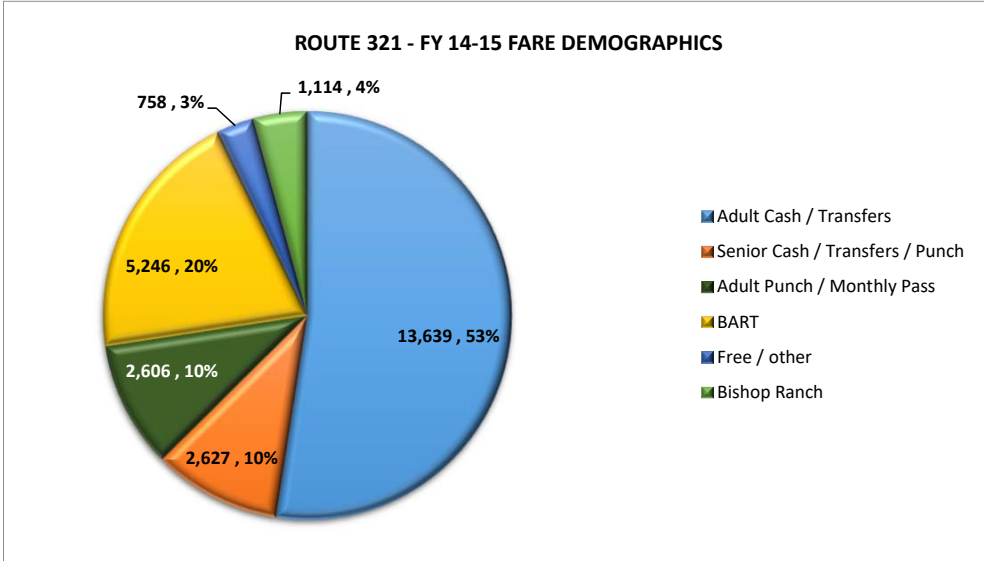


### Average Sunday Boardings

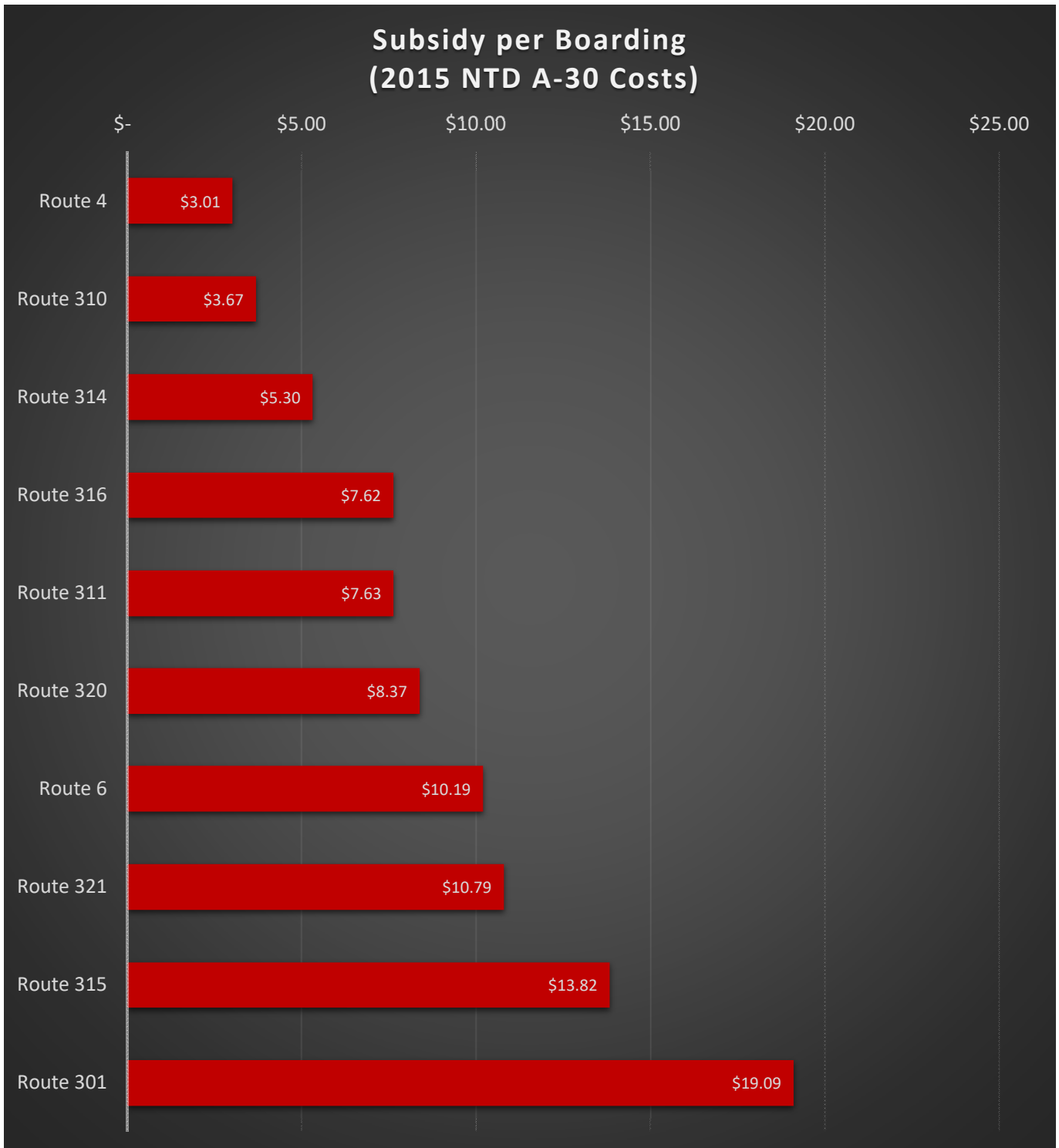
	FY 14-15	FY 15-16	FY 16-17
Jul	228	228	194
Aug	229	229	192
Sep	220	230	178
Oct	232	242	174
Nov	232	226	182
Dec	206	172	207
Jan	203	197	174
Feb	200	198	186
Mar	215	194	173
Apr	216	200	221
May	225	189	194
Jun	201	190	171
<b>FY AVG</b>	<b>218</b>	<b>208</b>	<b>187</b>



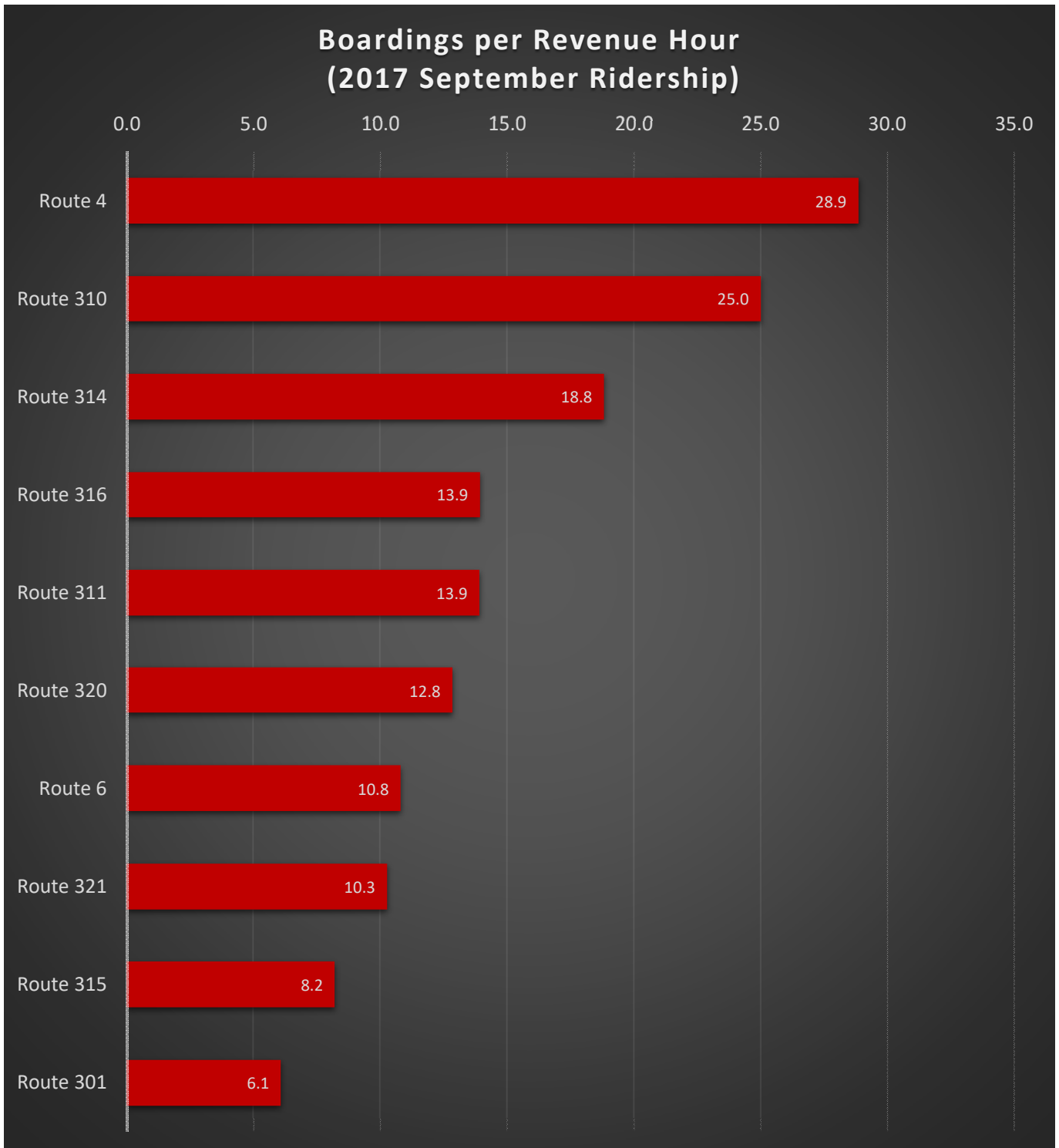
**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKEND SERVICE**



# Subsidy Per Boarding by Route



# Boardings Per Revenue Hour per Route

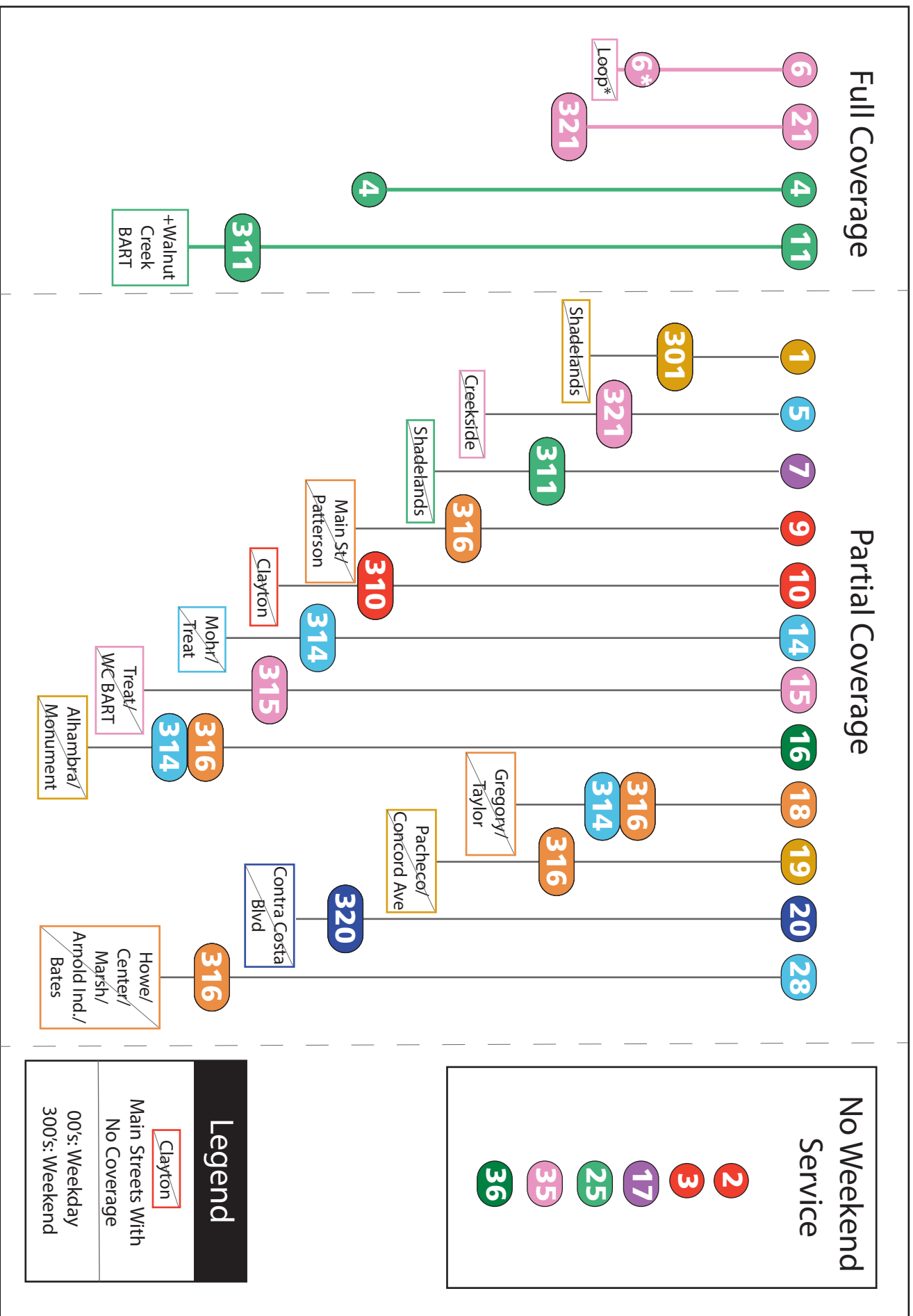


# Weekend Span of Service

Span of Service	4 Walnut Creek	6 Lamorinda	301 Rossmoor, Walnut Creek	310 Concord, Clayton	311 Concord, PH, WC	314 Concord, PH	315 Concord	316 Concord, PH Martinez	320 Concord, PH	321 WC, DV, San Ramon
7:00 AM										
7:30 AM										
8:00 AM										
8:30 AM										
9:00 AM										
9:30 AM										
10:00 AM										
10:30 AM										
11:00 AM										
11:30 AM										
12:00 PM										
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10:30 PM										
11:00 PM										



# Weekend Route Coverage of Weekday Service



# Sources

**Cover Page Photo:** Howard Der, bus fan

**Reference Maps:** County Connection System Map as of August 2015. Credit: Lohnes+Wright

**Alignment, Speed and Labor Statistics:** Trapeze scheduling software, Fall 2017 Statistics

**Census Population, Jobs, and Demographics by Route:** Remix planning software, derived from 2010 Census tracts divided into a 1/4 buffer from bus stops. Retrieved October 2017

**Trip Level Ridership:** Ridecheck Plus software from Clever Devices Automatic Person Counters, (APCs) Spring service change data FY15-FY17

**Route Segment Maps:** Ridecheck Plus software from Clever Devices Automatic Person Counters, (APCs) Spring service change data FY15-FY17

**Route Level Ridership by Month:** Monthly O&S Board Reports FY15-FY17 (route level worksheets)

**Route Fare Demographics:** Monthly O&S Board Reports FY15-FY17 (route level worksheets), data derived from bus operator input onboard bus. Totals may not equal APC data due to sampling methodology.

**Subsidy per Boarding per Route:** Costs from the 2015 A-30 National Transit Database (NTD) form. Fare revenue is the average fare per boarding as per the 2015 NTD submittal. Data is presented to roll up into total costs and may not represent marginal costs for specific routes.

**Boardings per Revenue Hour:** Hours are derived from a typical Monday in the Fall 2017 booking from Trapeze software. Ridership is the average weekday ridership from September 2017.

**Span of Service Chart:** Span retrieved from schedules as of Fall 2017. Times are rounded up to the closest 1/2 hour.

**Weekend Route Coverage of Weekday Routes:** Based upon County Connection route map as of December 2017. Not all streets that are not served are listed for brevity.



# **Central Contra Costa County Transit Authority**

## **Comprehensive Operations Analysis**

**Weekend Local Routes, FY 2016/17**

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Concord, CA 94520  
Office: 925-676-1976  
[countyconnection.com](http://countyconnection.com)

**Customer Service: 925-676-7500**  
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Although the data is derived from sources believed to be reliable, no warranty, expressed or implied, is made regarding accuracy, adequacy, completeness, legality, reliability or usefulness of any information. This disclaimer applies to both isolated and aggregate uses of the information. The information is provided on an “as is” basis.

**Report prepared in December 2017**

# County Connection



## Central Contra Costa County Transit Authority Comprehensive Operations Analysis

School Routes, FY 2016/17

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# How to Use This Document (Key Performance Indicators)

This is a GPS derived number that also includes mid route layover, or time the bus sits at a stop. In Route 1's case it's seen as slower because the bus isn't moving at BART, yet is still in service.

## Route Alignment, Speed, and Labor Statistics

Route 1: Rossmoor to Shadelands

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
89%	16.0	9.4	6.2
3%	0%	-27%	-57%

# Stops	Stop Spacing	# of Rights	# of Lefts
52	0.31	26	26
84%	-52%	85%	83%

In-Service Time	Layover	Deadhead	Total Hours
79%	16%	6%	27.9
15%	-26%	-45%	-11%

Stops per mile. Eg. 0.33 is a stop every 1/3 mile on average for the route

This indicator bar represents the difference from the route averages for all local routes. For example in this case, Route 1 has 84% more stops than an average local route.

In-service time is time when the bus is in revenue service or when passengers are allowed in the bus with a set schedule.

Layover is time when the bus is parked for either a required operator break or for recovery time for the bus to get back on schedule.

Deadhead is time when the bus is pulling out of the bus yard to make its first or last trip or when its not in service and starting another route.

Data derived from Remix transit planning software. This is not the ridership demographics, but rather the census derived demographics for residents with 1/4 mile of a transit stop.

## Census Population, Jobs, and Demographics by Route

Jobs	Population	Jobs+Pop	J+P/mile
30,379	14,370	44,749	2,793
52%	-24%	16%	-9%

Poverty	Limited English	Minority	Senior
8%	9%	32%	21%
-35%	-6%	-30%	63%

Disabled	No Car	Youth	(Legend)
11%	7%	18%	(route value)
1%	-13%	-13%	(% diff from AVG)

This number represents the total number of jobs and population per route mile. This is an indicator of density along the route.

Like the indicator bars above, this represents a difference from the route averages. In this case, Route 1 has 63% more Seniors within 1/4 mile of a stop than an average CCCTA local route.

These numbers are important when comparing demographics for Title VI civil rights compliance. If service changes occur these numbers are used to determine if there are disparate impacts to protected populations. The numbers are also a good indication of transit dependent populations within 1/4 mile of a stop.

## School Route Averages: A Typical CCCTA Route

### Route Alignment, Speed, and Labor Statistics

#### Average School District

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
71%	52.8	13.6	13.5
0%	0%	0%	0%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
115	0.30	24	25
0%	0%	0%	0%

In-Service Time	Layover	Deadhead	Total Hours
39%	17%	44%	18.9
0%	0%	0%	0%

#### 600 Series AVG

### Census Population, Jobs, and Demographics by Route

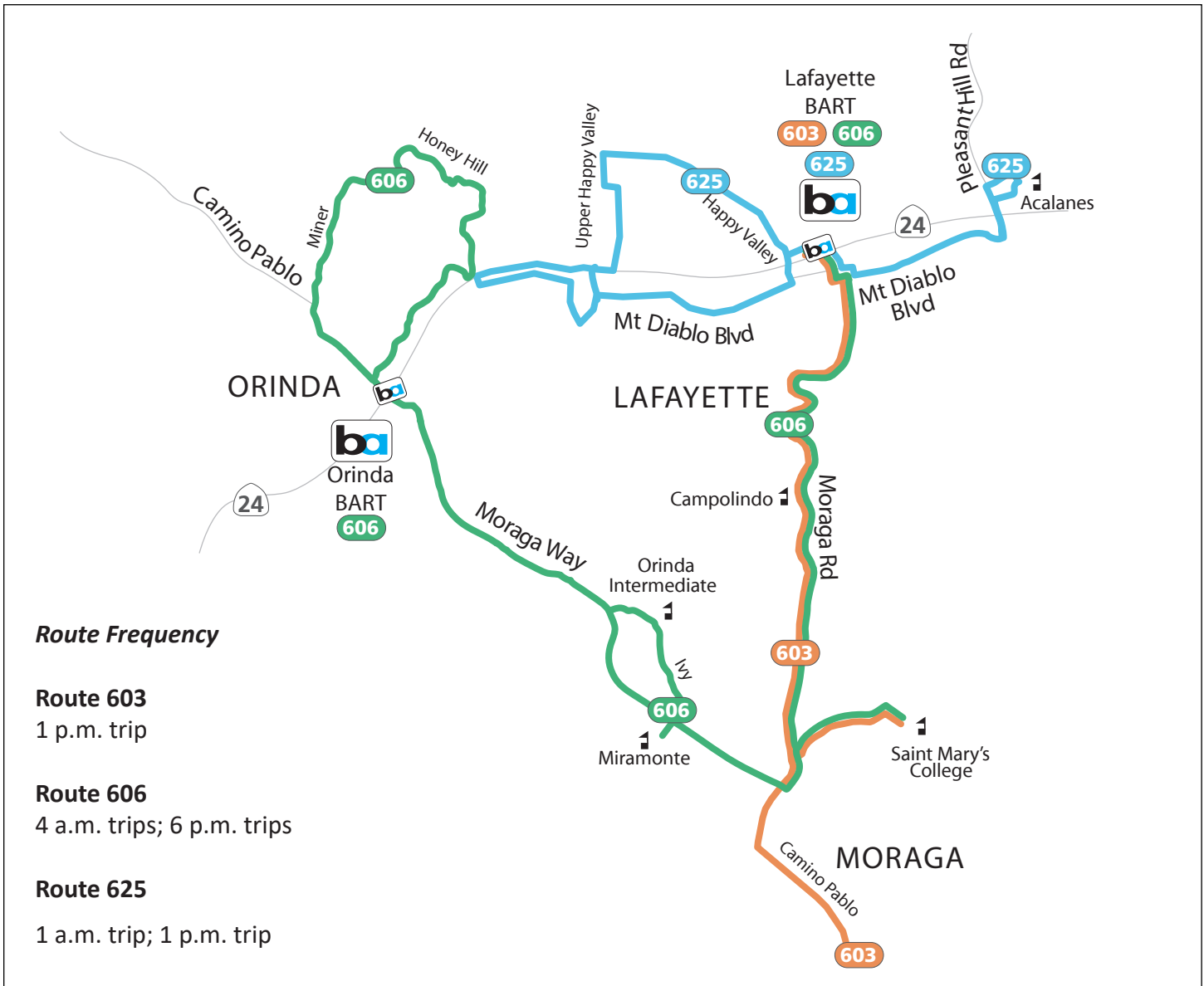
Population	Youth	Youth/mi	Poverty
32,630	7,604	566	7%
0%	0%	0%	0%

Limited English	Minority	Disabled	No Car
6%	36%	8%	5%
0%	0%	0%	0%

Youth %			(Legend)
23%			(route value)
0%			(% diff from AVG)



# Acalanes & Orinda School Districts



## Origin and Recent Service Changes

### Alignment Statistics and Connections

The routes 603, 606, 625 were created in 2009 as part of a large service restructuring from the Routes 106, 206A & 206L to primarily serve Campolindo HS, Miramonte HS, Orinda Intermediate, & Acalanes HS. Route 603 Serves the Moraga Rd, St Mary's Rd, St Mary's College, Camino Pablo to Larch Ave. In 2016 Fall the AM trips were removed from service. Route 606 serves the BART Orinda, Miner Rd, Honey Hill, Via Las Cruces, Saint Stephens Dr, Moraga Way, Ivy Dr (OIS variation). In the AM trips continue to BART Lafayette, Moraga Rd, St Mary's Rd, St Mary's College, Mt Diablo Blvd. PM trips start on Ivy Dr (OIS variation) and Miramonte towards BART Orinda to the Miner Rd area. Route 625 travels from Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd. The route originally provided service to Rossmoor Shopping Center which was removed in 2010 Fall.

# Acalanes & Orinda School Districts: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Acalanes & Orinda School District

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
54%	58.1	14.6	15.6
-23%	10%	7%	16%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
126	0.29	28	27
10%	-3%	16%	6%

In-Service Time	Layover	Deadhead	Total Hours
39%	4%	58%	27.2
1%	-79%	30%	44%

Acalanes & Orinda School Districts

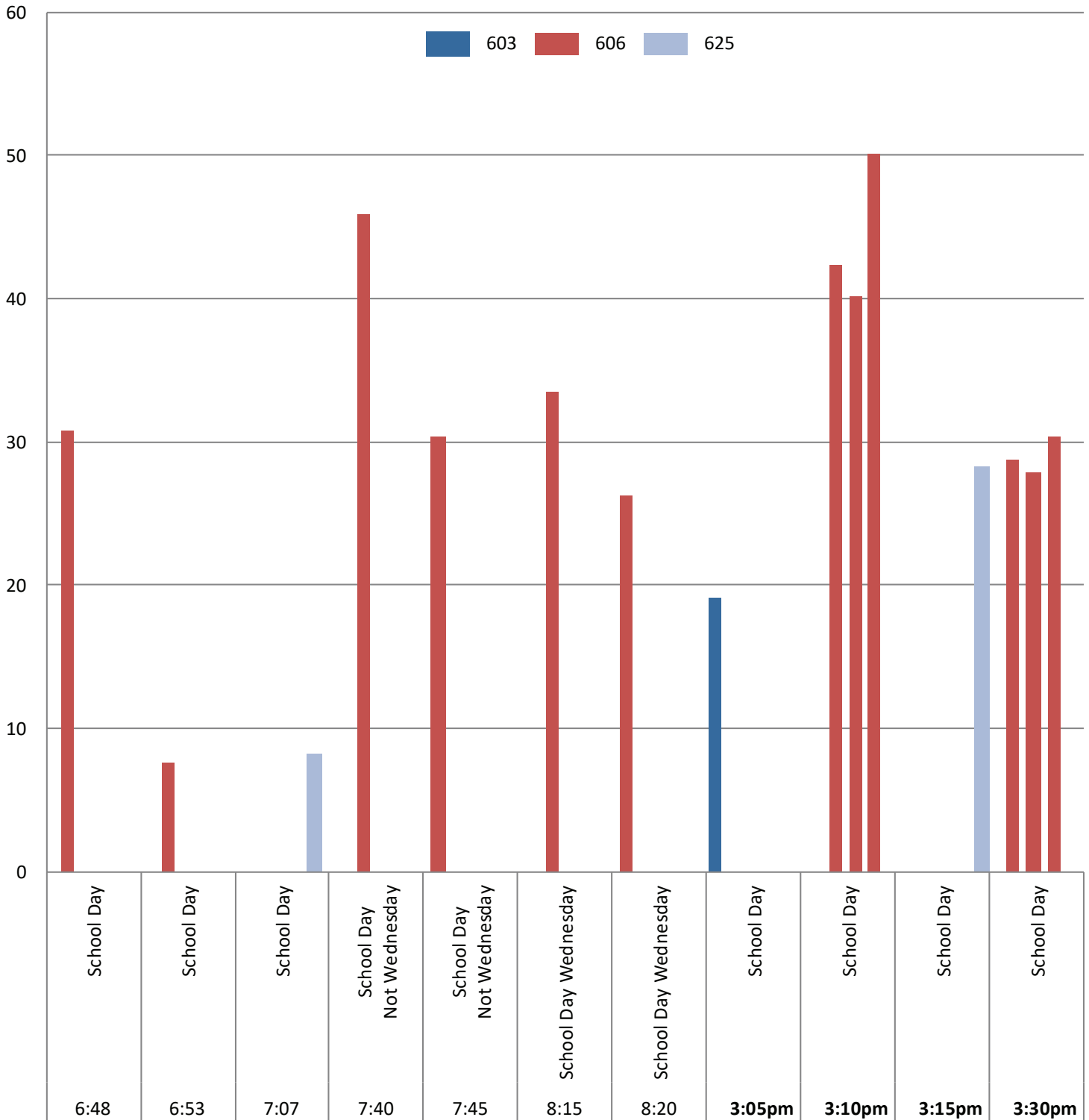
## Census Population, Jobs, and Demographics by Route

Population	Youth	Youth/mi	Poverty
17,723	4,059	70	5%
-46%	-47%	-88%	-34%

Limited English	Minority	Disabled	No Car
2%	26%	7%	4%
-59%	-26%	-21%	-32%

Youth %	(Legend)		
23%	(route value)		
-1%	(% diff from AVG)		

# ACALANES & ORINDA SCHOOL DISTRICTS TRIP LEVEL RIDERSHIP FALL 2017

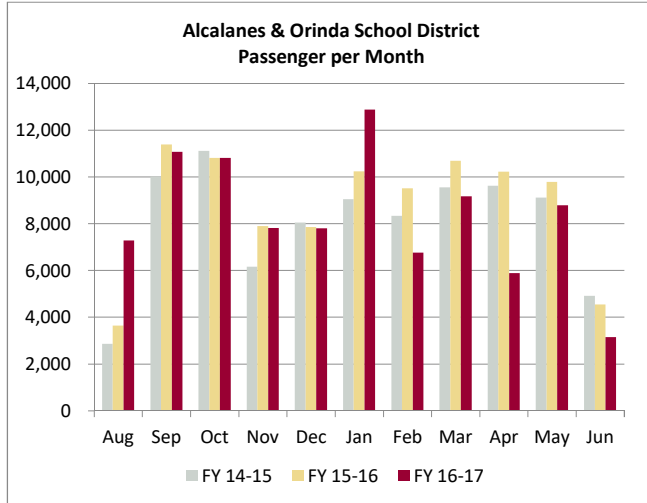


Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

**Alcalanes & Orinda School District**

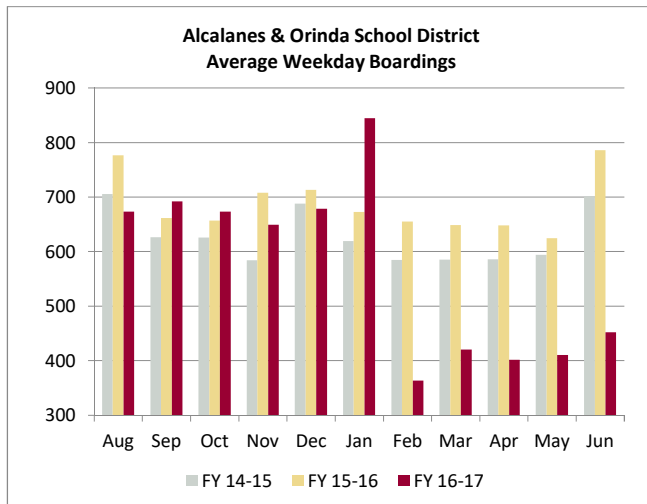
**Passenger per Month**

	<b>FY 14-15</b>	<b>FY 15-16</b>	<b>FY 16-17</b>
Aug	2,863	3,636	7,284
Sep	10,018	11,377	11,073
Oct	11,107	10,806	10,814
Nov	6,162	7,891	7,818
Dec	8,050	7,849	7,799
Jan	9,047	10,236	12,878
Feb	8,327	9,502	6,754
Mar	9,547	10,684	9,161
Apr	9,615	10,214	5,887
May	9,117	9,780	8,789
Jun	4,904	4,540	3,145

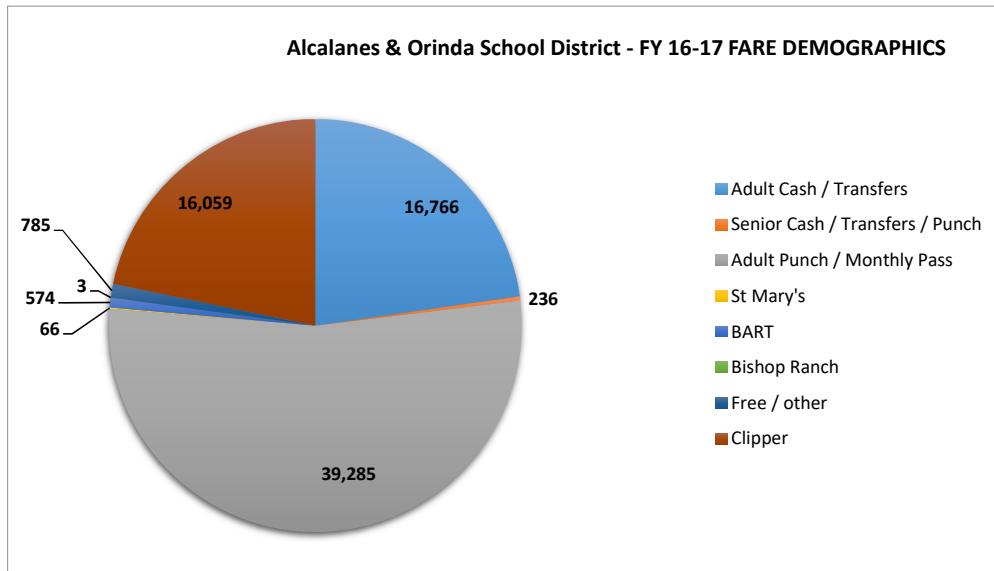
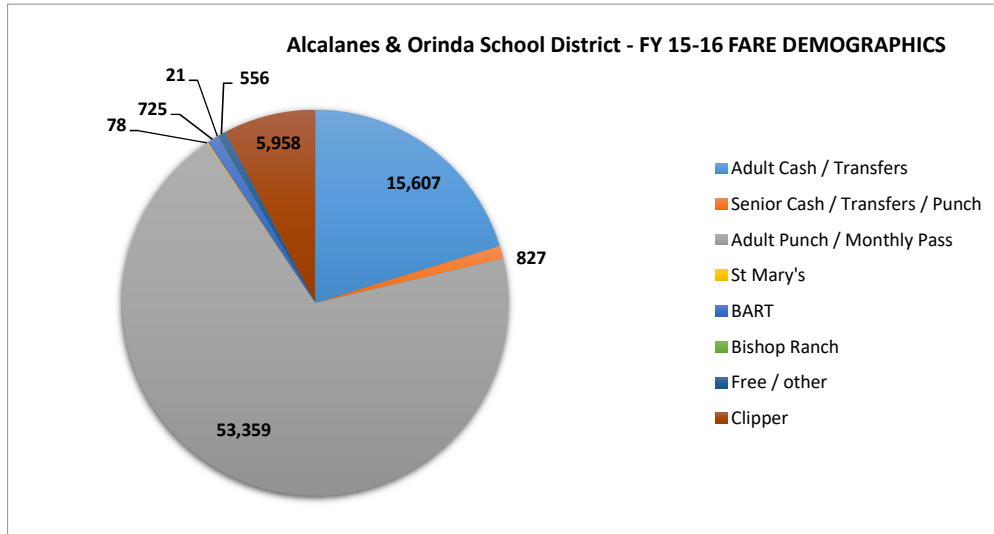
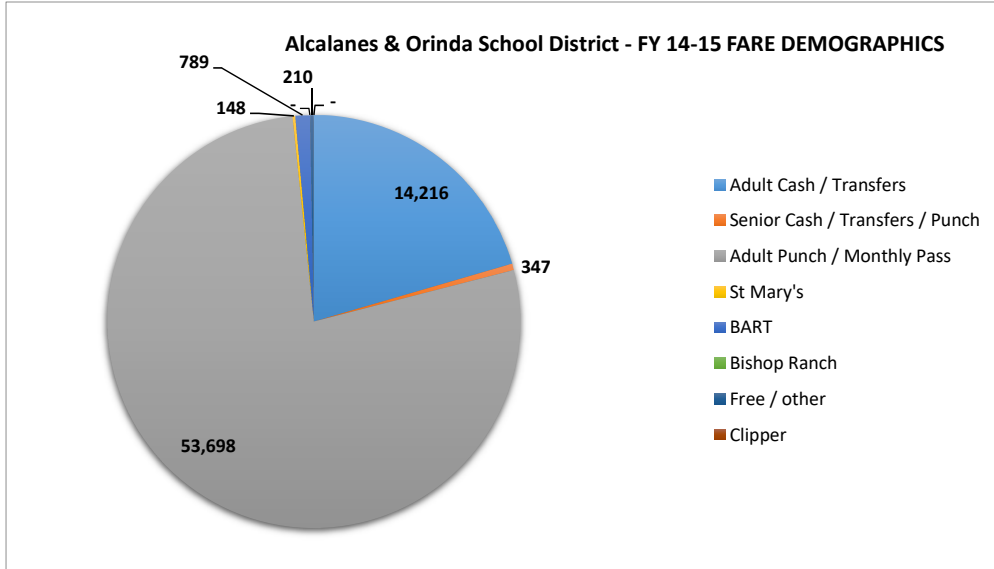


**Avg Wkdy Boardings**

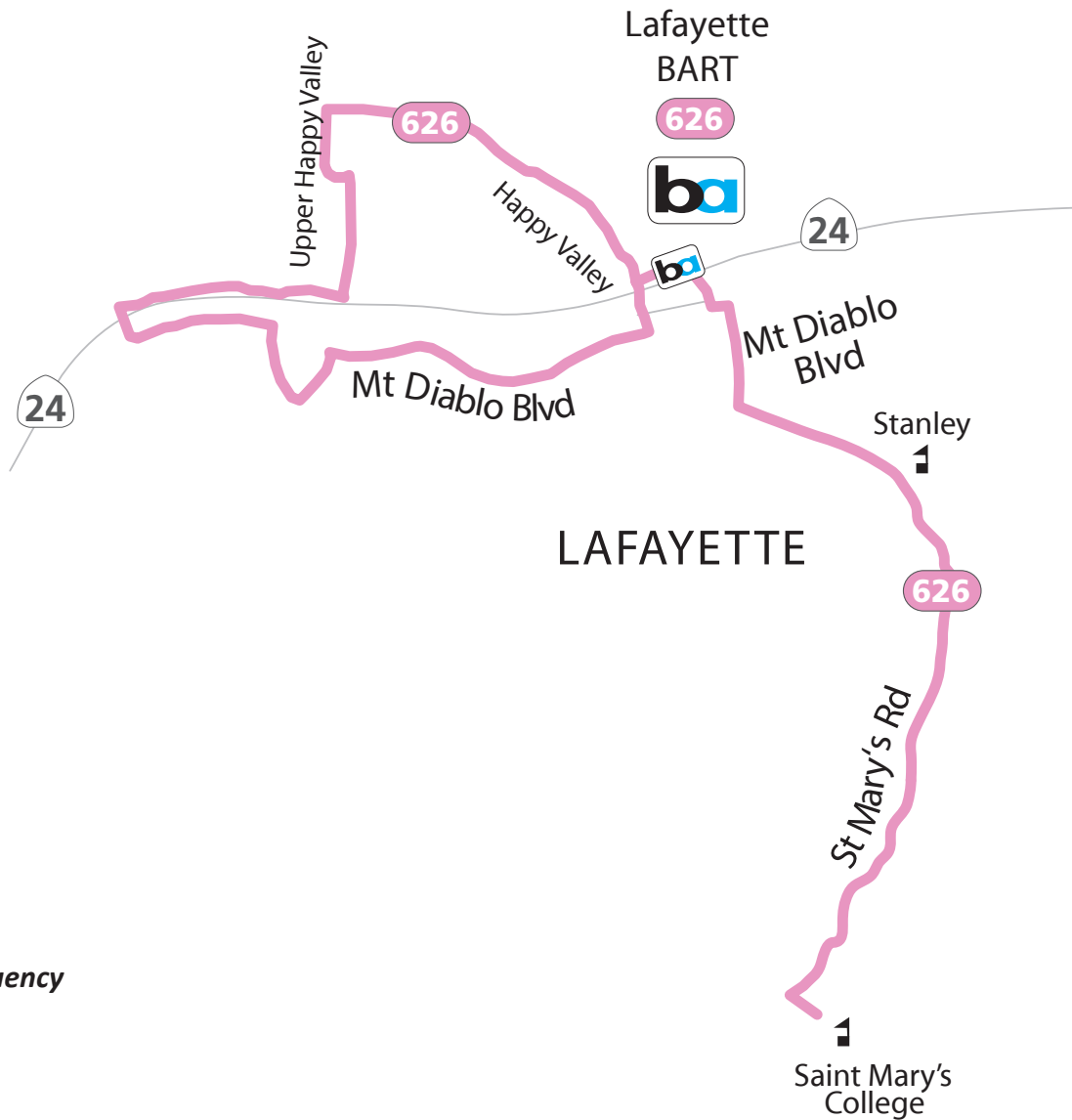
	<b>FY 14-15</b>	<b>FY 15-16</b>	<b>FY 16-17</b>
Aug	705	776	673
Sep	626	661	692
Oct	625	657	673
Nov	584	708	649
Dec	688	713	678
Jan	619	672	844
Feb	585	655	364
Mar	585	649	420
Apr	585	648	401
May	594	624	410
Jun	701	786	452



**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKDAY SELECT SERVICE**



# Lafayette School District



## Route Frequency

**Route 626**  
2 p.m. trips

## Origin and Recent Service Changes

### Alignment Statistics and Connections

Route 626 was created in 2009 as part of a large service restructuring from the Route 206A and 206L to primarily serve Stanley Middle School. The route travels from St Mary's College, St Mary's 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. In 2010 Fall the AM trips were removed from service.

# Lafayette School District: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Lafayette School District

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
67%	20.9	13.7	11.6
-6%	-60%	1%	-14%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
15	0.42	5	8
-87%	39%	-79%	-69%

In-Service Time	Layover	Deadhead	Total Hours
37%	18%	45%	3.9
-4%	4%	2%	-79%

Lafayette School District

## Census Population, Jobs, and Demographics by Route

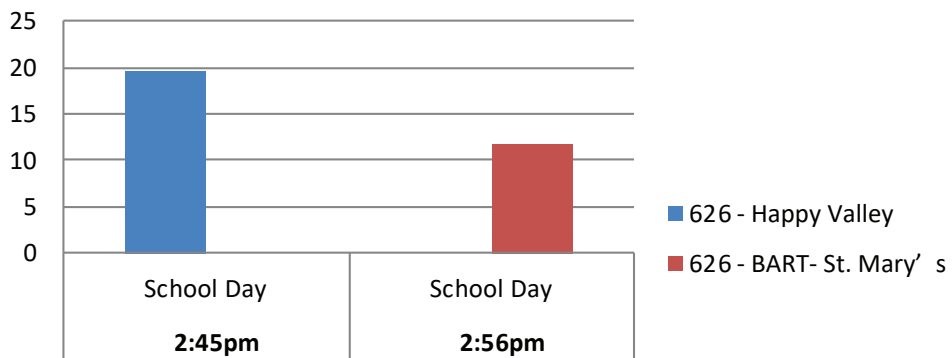
Population	Youth	Youth/mi	Poverty
8,478	2,094	405	4%
-74%	-72%	-28%	-46%

Limited English	Minority	Disabled	No Car
1%	24%	6%	4%
-80%	-34%	-31%	-30%

Youth %			(Legend)
25%			(route value)
7%			(% diff from AVG)

# LAFAYETTE SCHOOL DISTRICT TRIP LEVEL RIDERSHIP FALL 2017

## Lafayette School District Average Daily Boardings



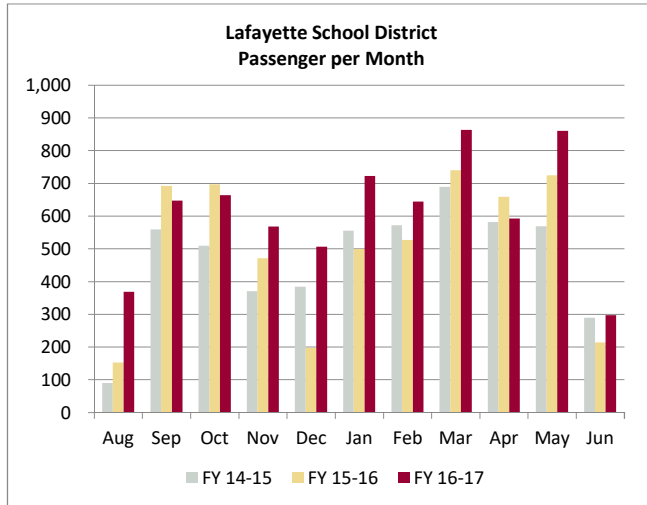
Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.



**Lafayette School District**

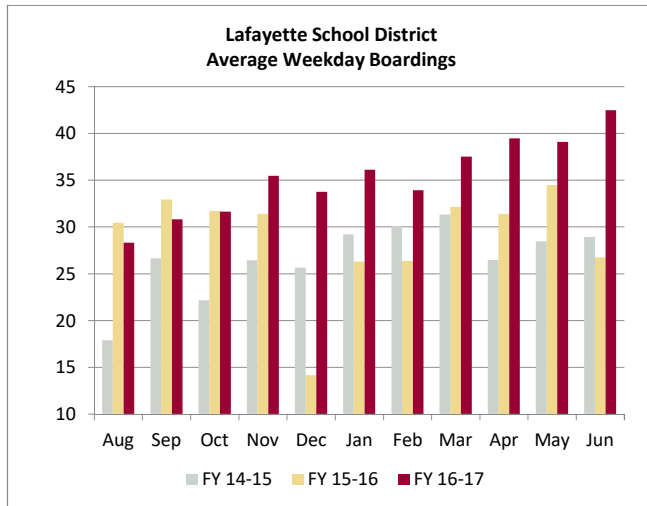
**Passenger per Month**

	FY 14-15	FY 15-16	FY 16-17
Aug	89	152	368
Sep	559	692	647
Oct	509	697	664
Nov	370	471	567
Dec	384	198	506
Jan	555	499	722
Feb	571	527	644
Mar	689	739	863
Apr	582	659	592
May	569	724	860
Jun	289	214	297

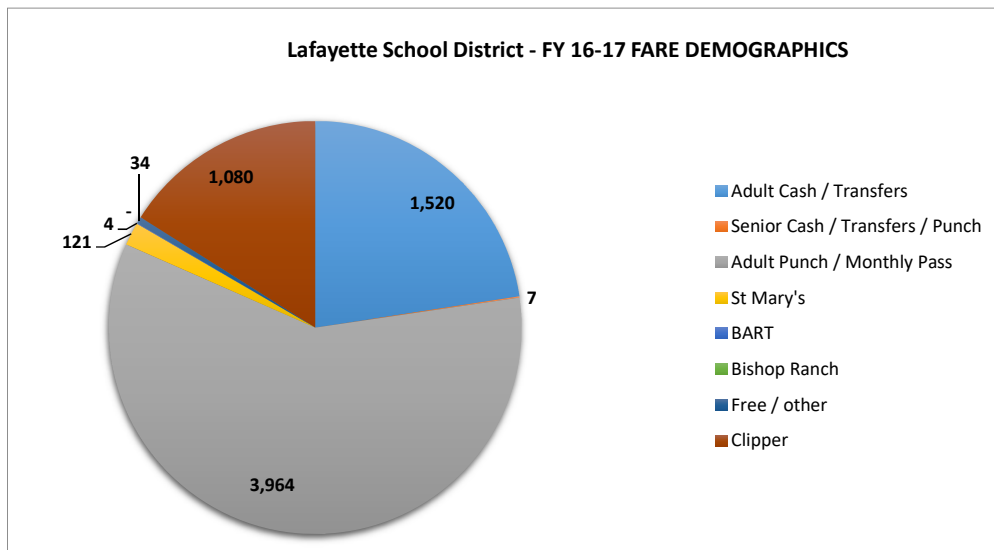
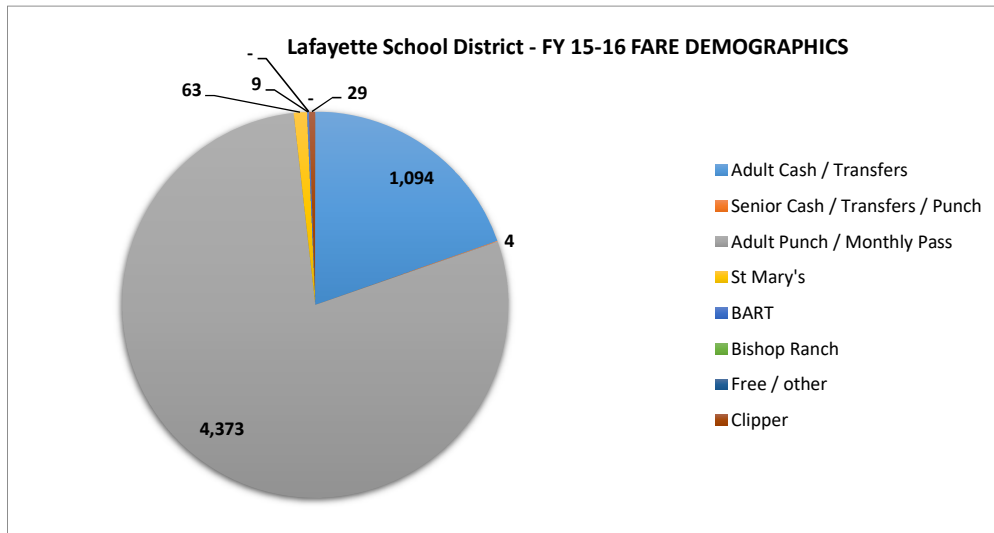
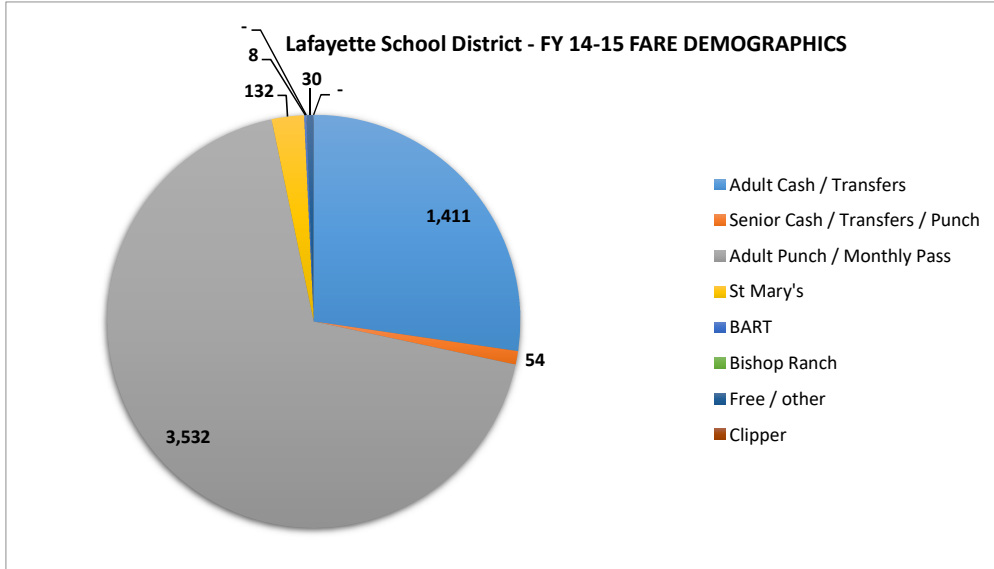


**Avg Wkdy Boardings**

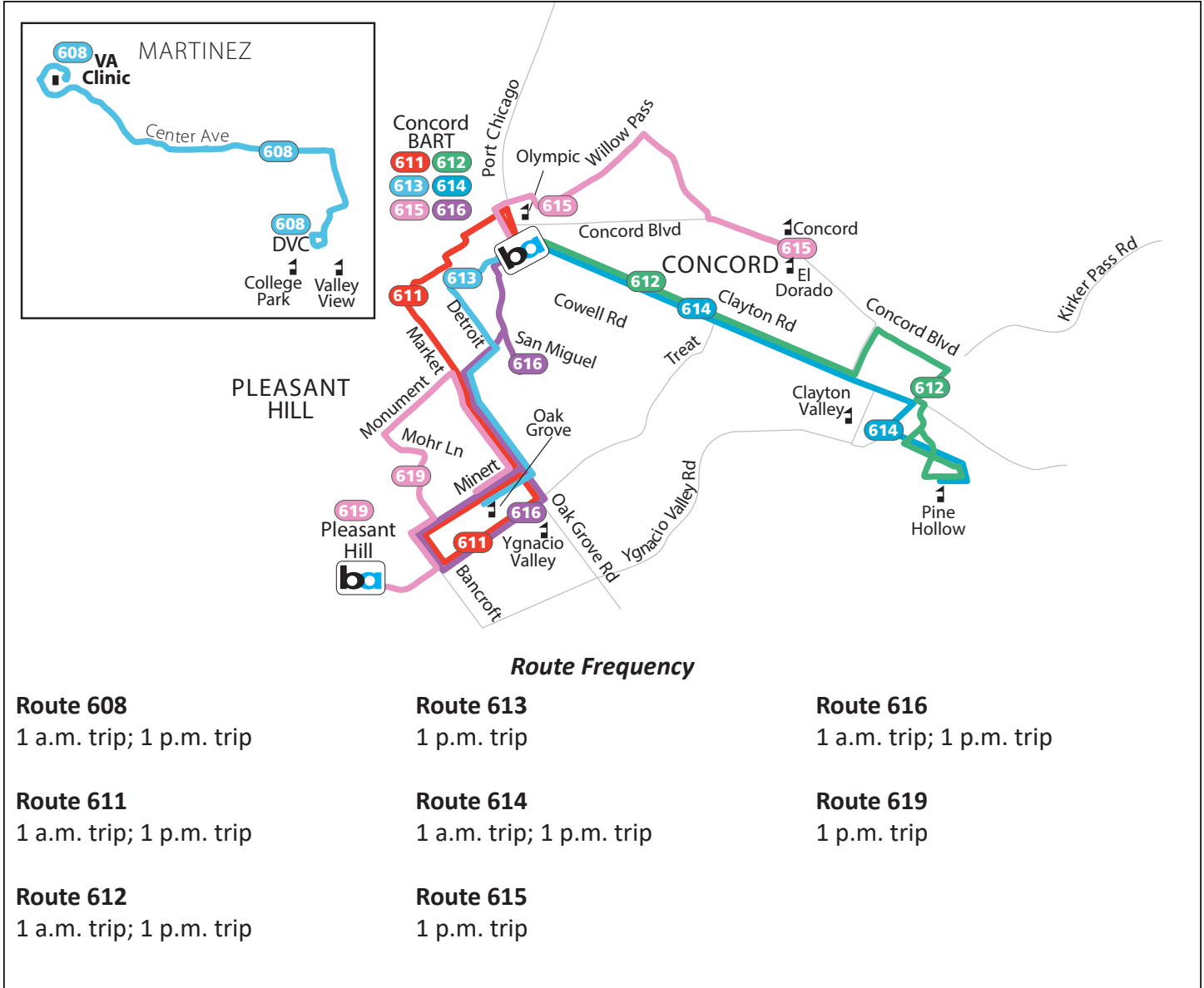
	FY 14-15	FY 15-16	FY 16-17
Aug	18	30	28
Sep	27	33	31
Oct	22	32	32
Nov	26	31	35
Dec	26	14	34
Jan	29	26	36
Feb	30	26	34
Mar	31	32	38
Apr	26	31	39
May	28	34	39
Jun	29	27	42



**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKDAY SELECT SERVICE**



# Mt. Diablo School District



## Origin and Recent Service Changes

### Alignment Statistics and Connections

The routes 608, 611, 612, 613, 614, 615, 616, 619 were created in 2009 as part of a large service restructuring from the Routes 108, 110, 111, & 115 to primarily serve College Park HS, Valley View, Oak Grove, Pine Hollow Middle Schools, and Concord HS. Route 608 serves the VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancingo Pkwy, Old Quarry Rd, and DVC. Routes 612 & 614 serve the Pine Hollow area, Clayton Rd, Concord Blvd, Ayers Rd, BART Concord. Routes 611, 613, 616, 619 serve the Minert Rd, Oak Grove Rd, then Route 611 continues Meadow, Market, Clayton Rd, Fry, Salvio, Route 613 continues Monument, Detroit, Laguna, Route 616 continues Monument, Systron, San Miguel Rd, Galindo, all three go to BART Concord. Route 619 continues Monument, Mohr Ln, David, Bancroft, Treat to BART Pleasant Hill.

# Mt. Diablo School District: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Mt. Diablo School District

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
77%	67.6	12.5	12.3
8%	28%	-8%	-9%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
177	0.22	35	33
54%	-27%	45%	30%

In-Service Time	Layover	Deadhead	Total Hours
28%	28%	33%	26.4
-27%	67%	-27%	40%

Mt Diablo School District

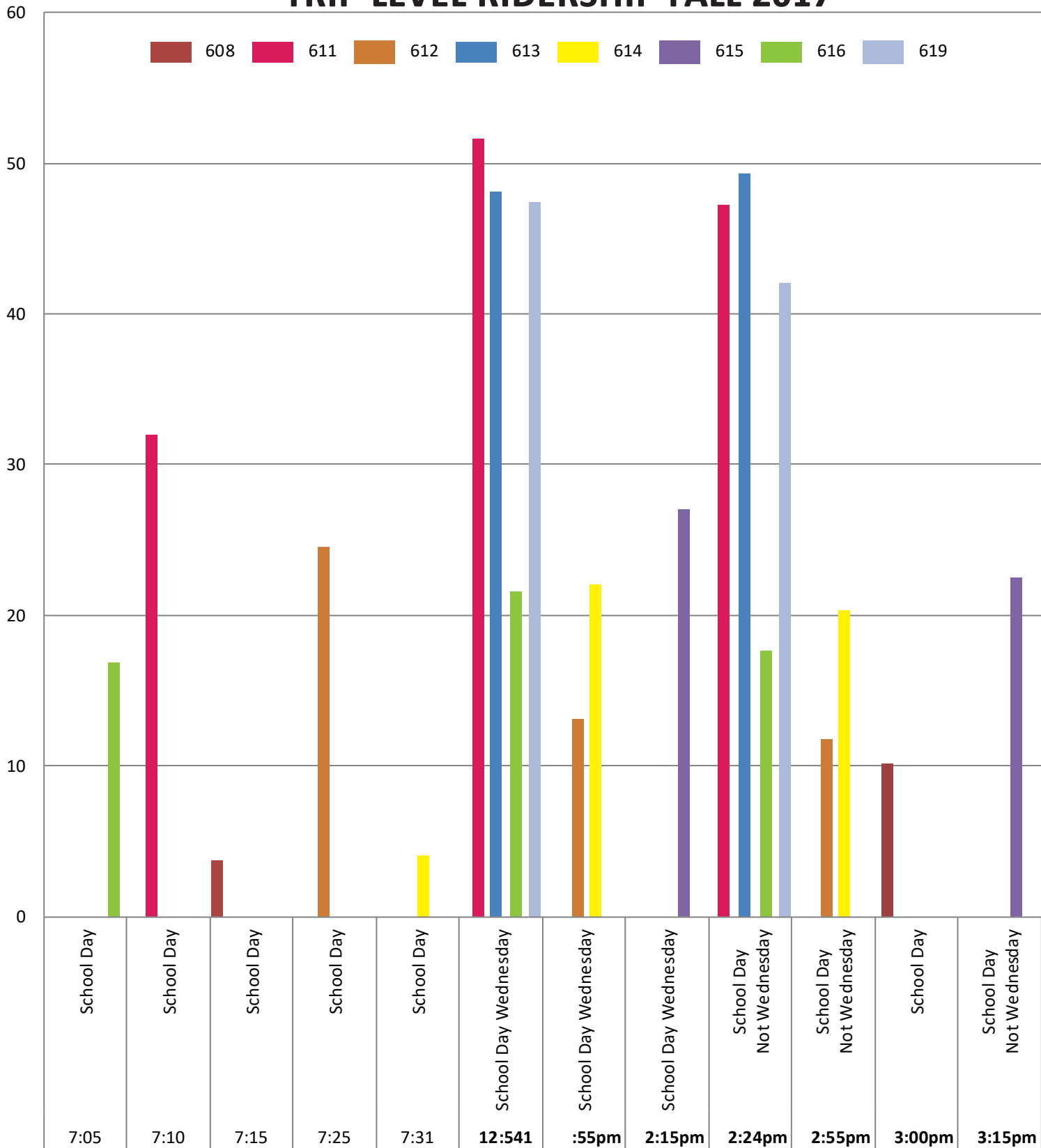
## Census Population, Jobs, and Demographics by Route

Population	Youth	Youth/mi	Poverty
68,387	15,114	1,096	16%
110%	99%	94%	117%

Limited English	Minority	Disabled	No Car
10%	52%	12%	8%
81%	46%	48%	39%

Youth %			(Legend)
22%			(route value)
-4%			(% diff from AVG)

# MT. DIABLO SCHOOL DISTRICT TRIP LEVEL RIDERSHIP FALL 2017

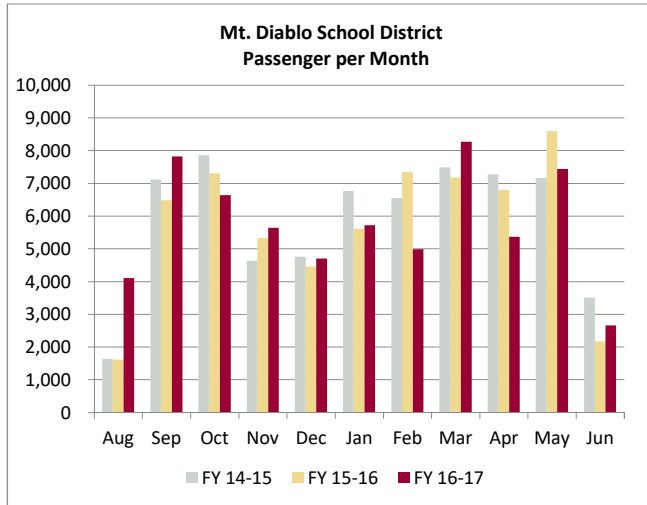


Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

**Mt. Diablo School District**

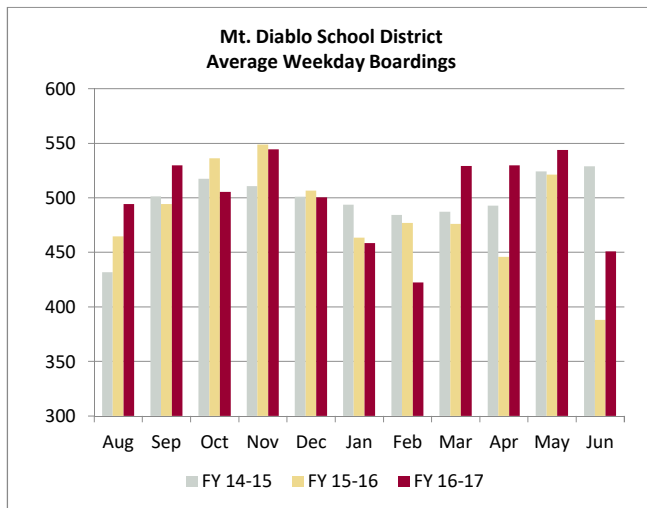
**Passenger per Month**

	FY 14-15	FY 15-16	FY 16-17
Aug	1,641	1,614	4,098
Sep	7,118	6,484	7,823
Oct	7,858	7,301	6,637
Nov	4,631	5,326	5,642
Dec	4,756	4,455	4,701
Jan	6,759	5,609	5,718
Feb	6,547	7,342	4,987
Mar	7,486	7,169	8,270
Apr	7,270	6,795	5,367
May	7,167	8,589	7,435
Jun	3,508	2,163	2,652

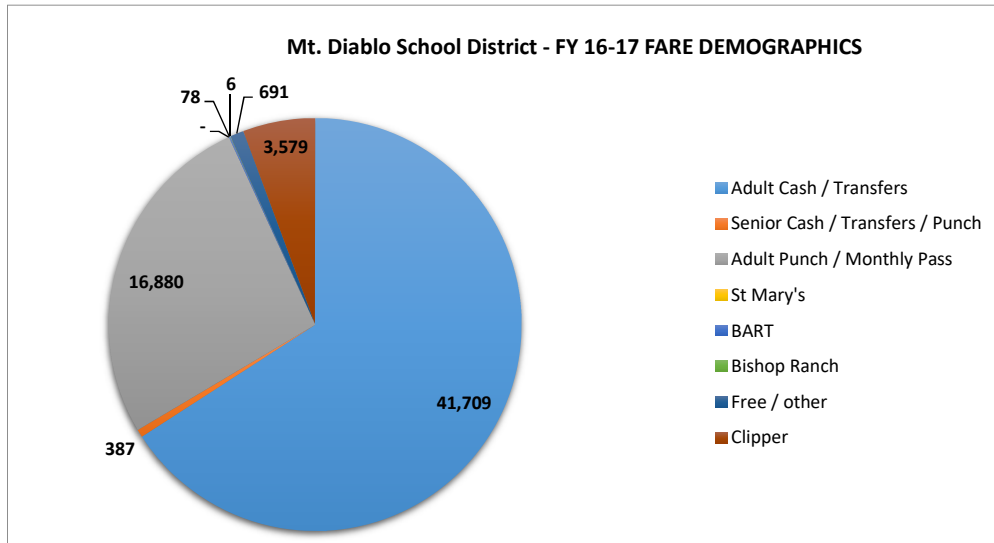
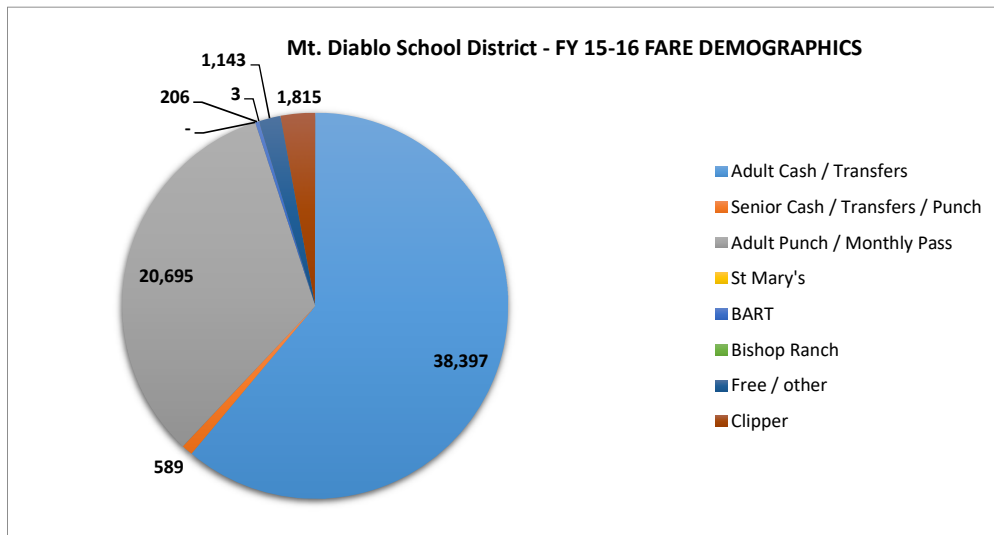
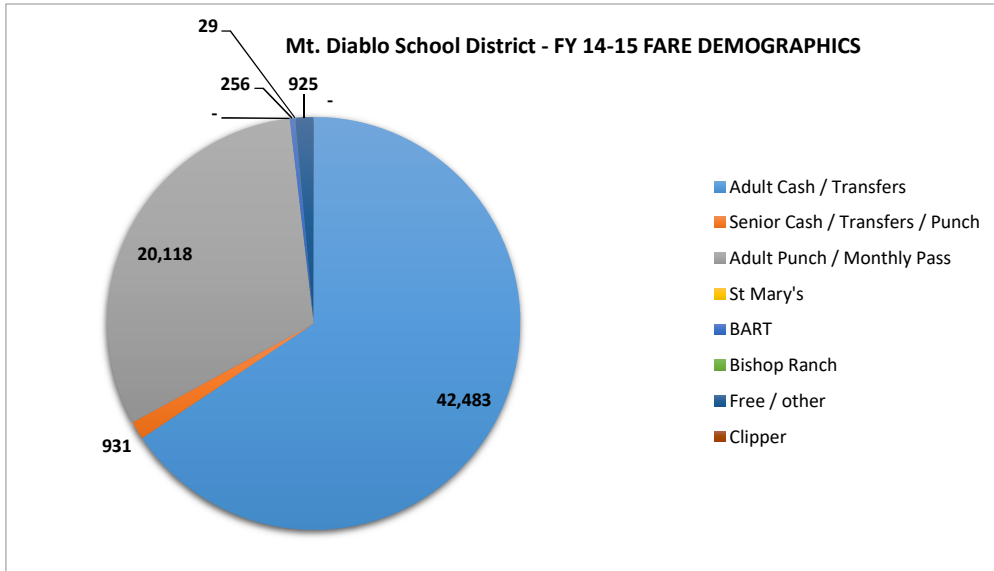


**Avg Wkdy Boardings**

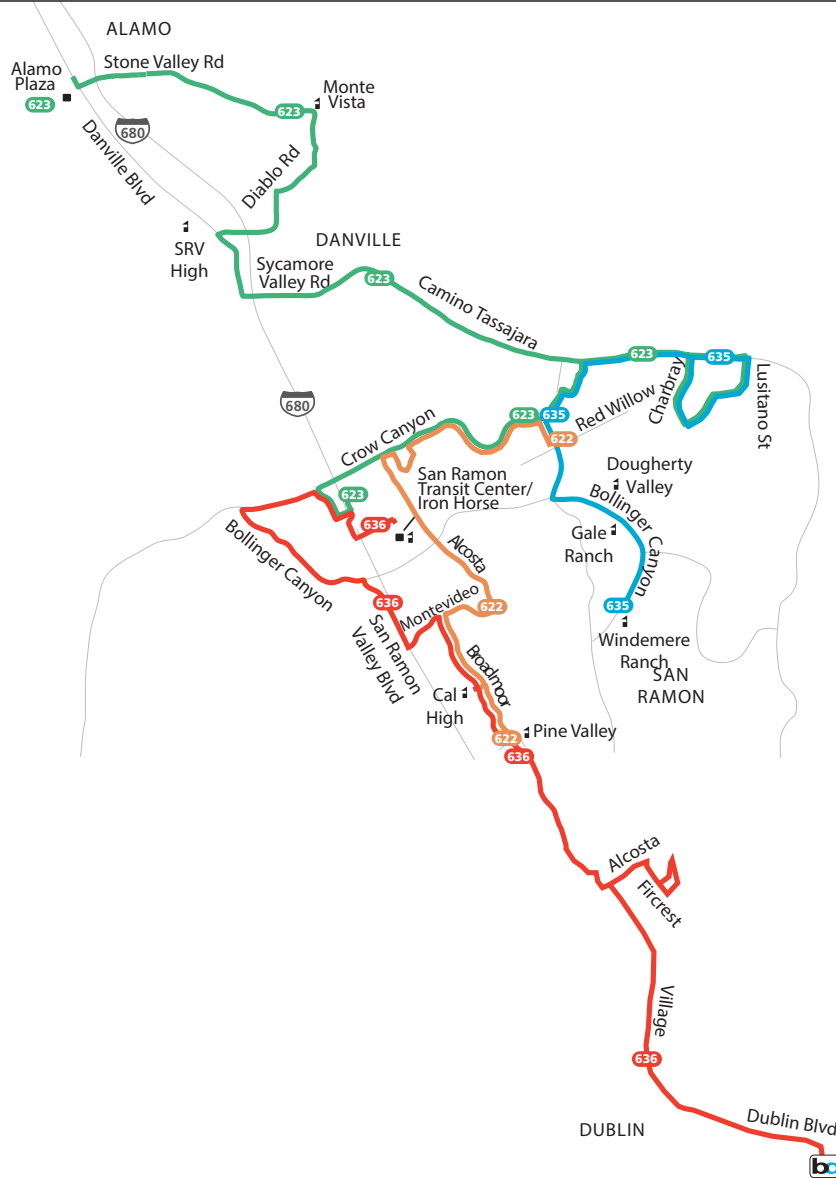
	FY 14-15	FY 15-16	FY 16-17
Aug	432	464	494
Sep	501	494	530
Oct	517	536	505
Nov	511	549	544
Dec	501	507	500
Jan	494	463	458
Feb	484	477	422
Mar	487	476	529
Apr	493	446	530
May	524	521	544
Jun	529	388	451



**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKDAY SELECT SERVICE**



# San Ramon School District



## Route Frequency

### Route 622

1 p.m. trip

### Route 623

1 p.m. trip

### Route 635

1 p.m. trip

### Route 636

2 p.m. trips

## Origin and Recent Service Changes

### Alignment Statistics and Connections

The routes 622, 623, 635, 636 were created in 2009 as part of a large service restructuring from the Routes 221, 135, & 121 to primarily serve California HS, Monte Vista HS, Dougherty Valley HS, Iron Horse Middle School. Route 622 serves the Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Dougherty Rd & Red Willow. In 2012 Spring route was modified to serve Tahiti Dr. Route 623 serves the Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Lusitano St, Charbray St, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln. In 2011 Fall route was extended to Lusitano St, Charbray St. Route 635 serves Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St. In 2009 Fall route was extended to Lusitano St, Charbray St. Route 636 serves the 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. In 2010 Fall the AM trips were removed from service.



# San Ramon School District: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

San Ramon School District

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
70%	69.1	14.3	15.4
-1%	31%	5%	14%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
156	0.34	27	32
36%	13%	12%	26%

In-Service Time	Layover	Deadhead	Total Hours
42%	18%	40%	19.1
10%	6%	-11%	1%

San Ramon School District

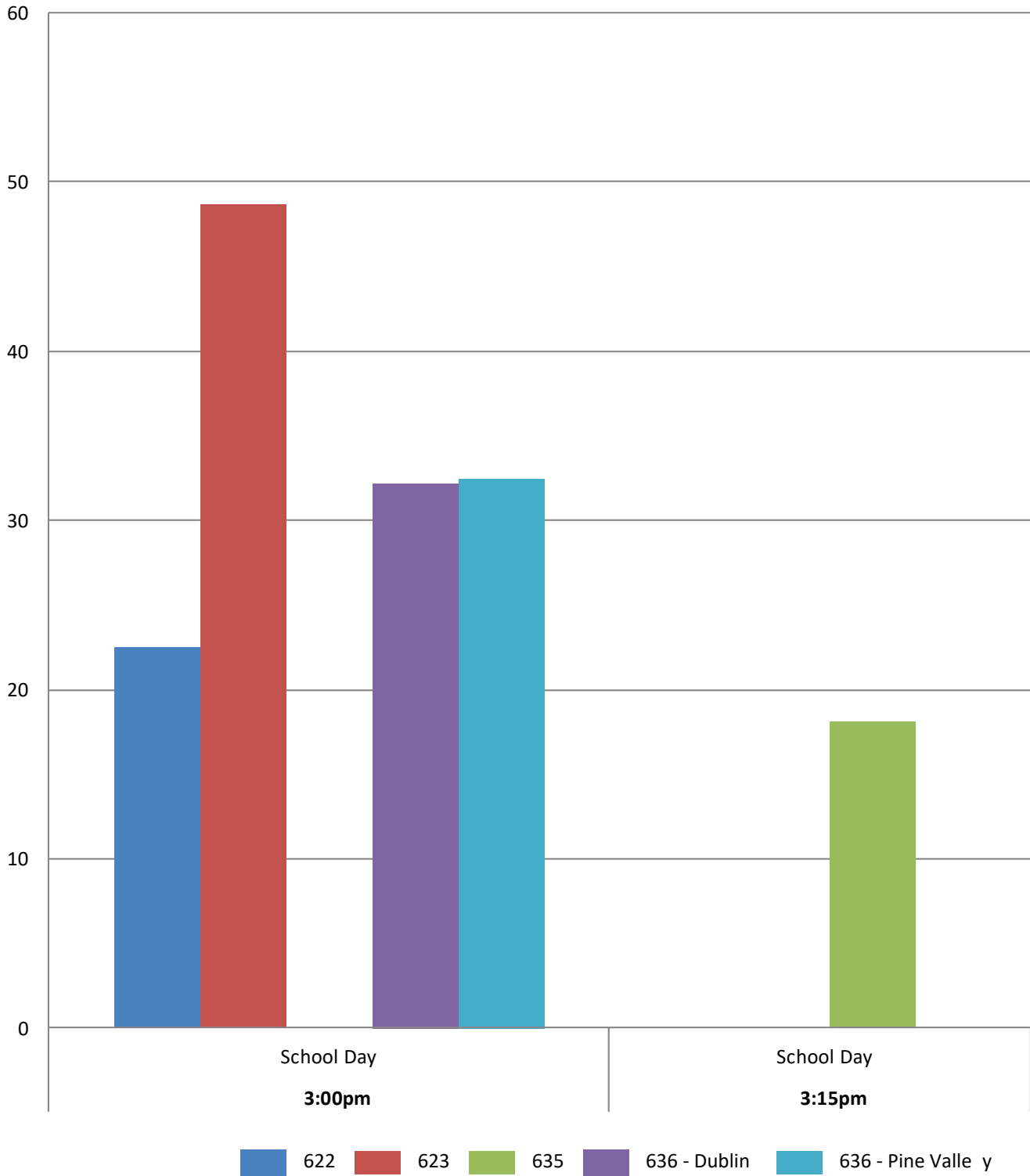
## Census Population, Jobs, and Demographics by Route

Population	Youth	Youth/mi	Poverty
47,055	12,799	813	4%
44%	68%	44%	-39%

Limited English	Minority	Disabled	No Car
6%	45%	6%	3%
3%	25%	-24%	-40%

Youth %	(Legend)		
27%	(route value)		
18%	(% diff from AVG)		

# SAN RAMON SCHOOL DISTRICT TRIP LEVEL RIDERSHIP FALL 2017

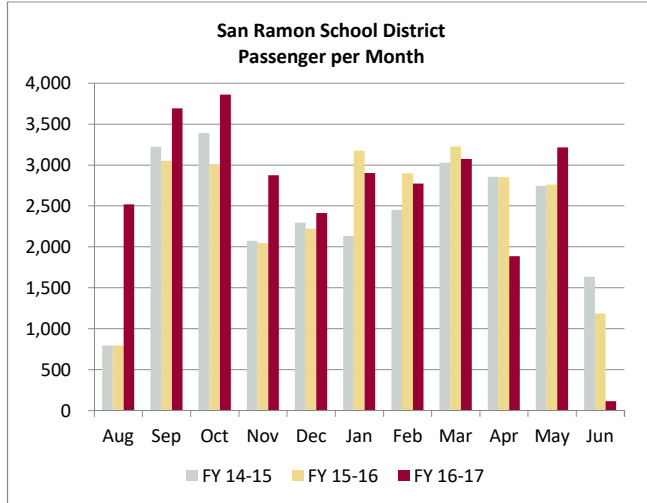


Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

**San Ramon School District**

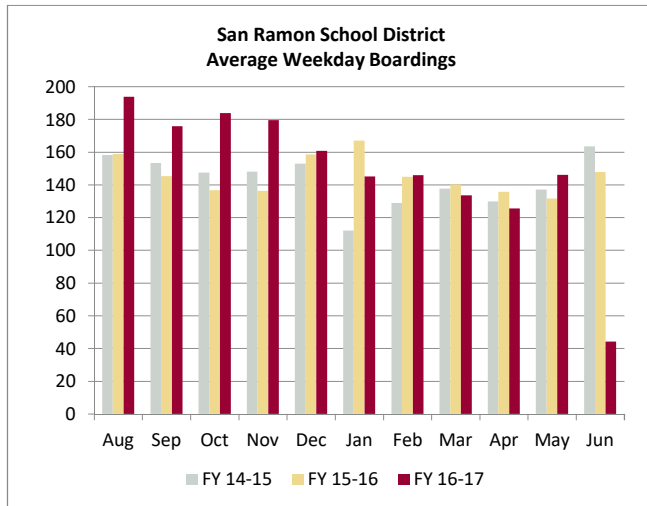
**Passenger per Month**

	<b>FY 14-15</b>	<b>FY 15-16</b>	<b>FY 16-17</b>
Aug	791	794	2,518
Sep	3,220	3,049	3,690
Oct	3,390	3,006	3,859
Nov	2,073	2,045	2,871
Dec	2,293	2,220	2,412
Jan	2,130	3,174	2,902
Feb	2,449	2,898	2,772
Mar	3,026	3,224	3,073
Apr	2,855	2,851	1,883
May	2,742	2,761	3,213
Jun	1,634	1,183	112

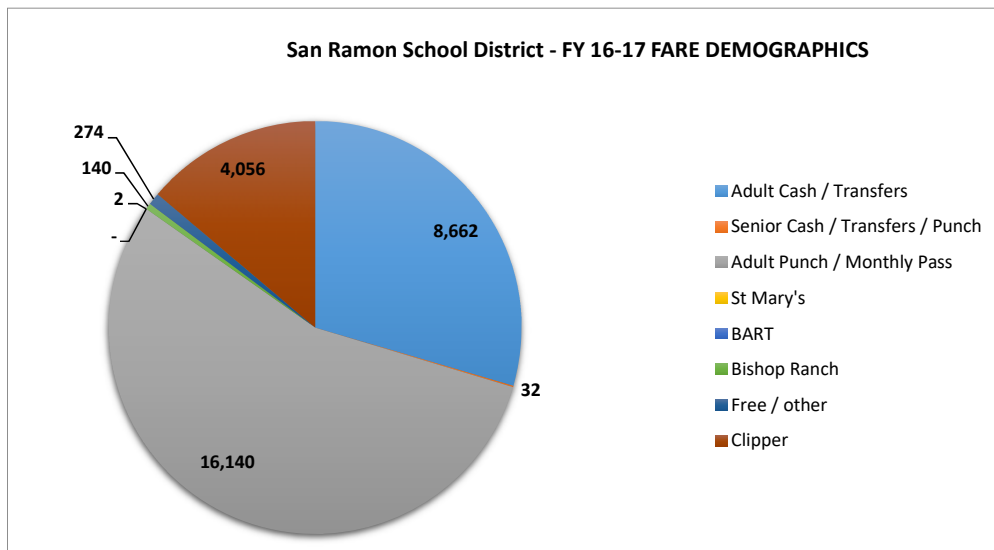
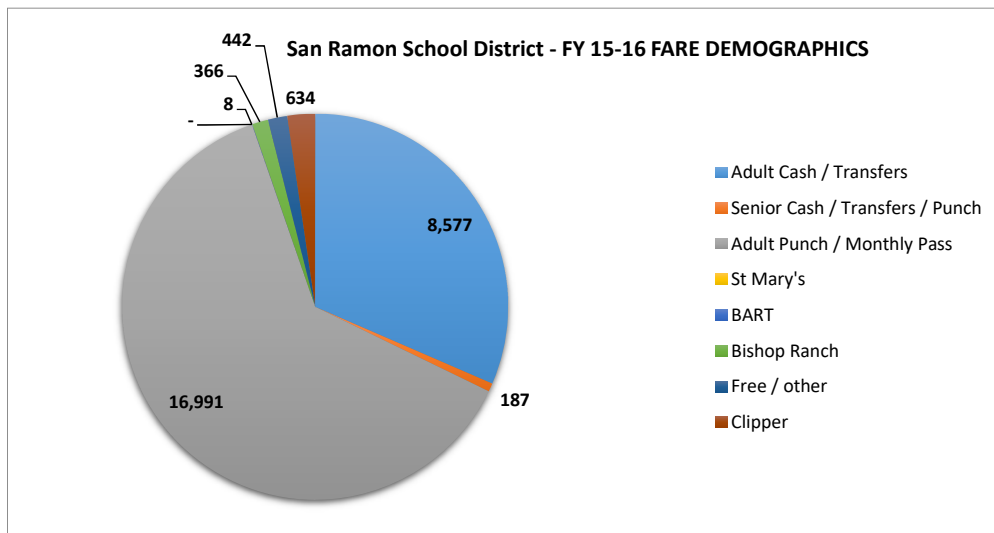
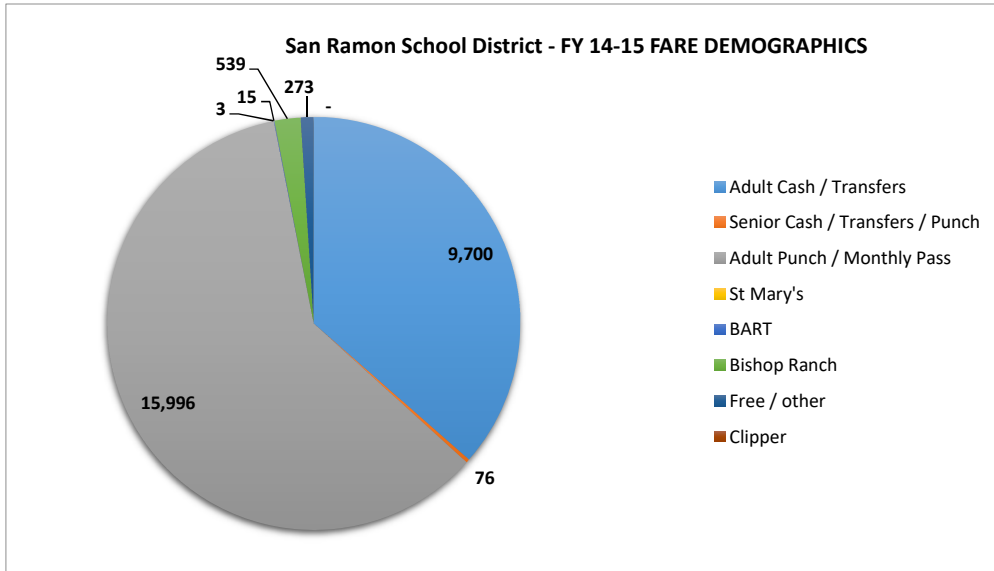


**Avg Wkdy Boardings**

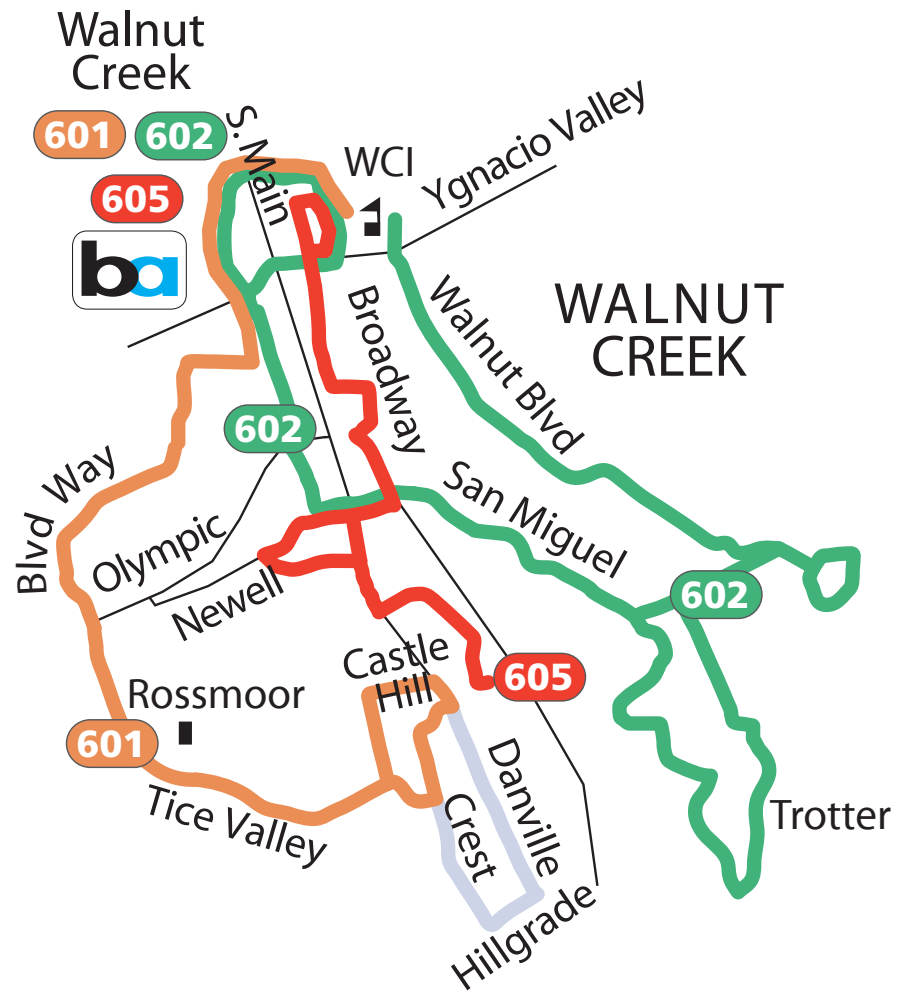
	<b>FY 14-15</b>	<b>FY 15-16</b>	<b>FY 16-17</b>
Aug	158	159	194
Sep	153	145	176
Oct	147	137	184
Nov	148	136	179
Dec	153	159	161
Jan	112	167	145
Feb	129	145	146
Mar	138	140	134
Apr	130	136	126
May	137	131	146
Jun	163	148	44



**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKDAY SELECT SERVICE**



# Walnut Creek School District



## Route Frequency

### Route 601

2 a.m. trips; 2 p.m. trips

### Route 602

1 a.m. trip; 3 p.m. trips

### Route 605

1 a.m. trip; 2 p.m. trips

## Origin and Recent Service Changes

### Alignment Statistics and Connections

The routes 601, 602, 605 were created in 2009 as part of a large service restructuring from the Routes 101, 102, & 105 to primarily serve Walnut Creek Intermediate School. Route 601 serves the N Civic, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Way, Tice Valley, Meadow, Castle Hill, Danville Blvd, Hillgrade and Crest Ave, Rossmoor Shopping Center. Route 602 serves the Walnut Blvd, Oro Valley, Rudgear, Trotter, Dapplegray, Palmer, Mountain View, San Miguel, California and BART Walnut Creek. Route 605 serves the N Civic, N Broadway, Lincoln, Mt Pisgah, Newell, Lilac, and Creekside Dr.

# Walnut Creek School District: Key Performance Indicators

## Route Alignment, Speed, and Labor Statistics

Walnut Creek School District

FY17 On Time	Length (mi)	Scheduled Speed	Actual Speed
87%	48.4	13.0	12.5
22%	-8%	-5%	-7%

# Stops	Stop Spacing (mi)	# of Rights	# of Lefts
101	0.24	26	27
-12%	-22%	7%	6%

In-Service Time	Layover	Deadhead	Total Hours
36%	11%	54%	17.7
-8%	-37%	21%	-6%

Walnut Creek School District

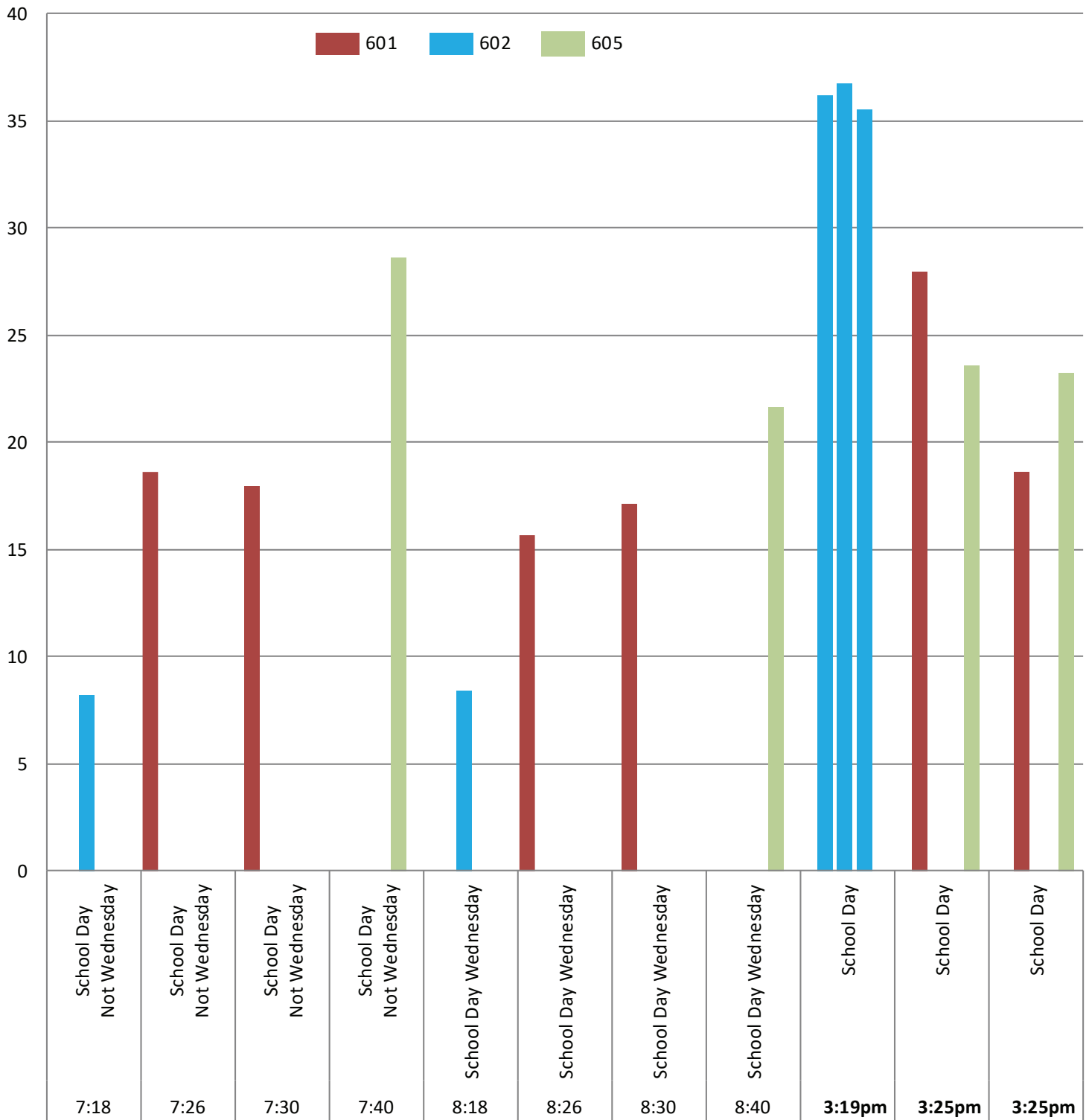
## Census Population, Jobs, and Demographics by Route

Population	Youth	Youth/mi	Poverty
21,507	3,957	445	7%
-34%	-48%	-21%	2%

Limited English	Minority	Disabled	No Car
9%	32%	11%	9%
56%	-11%	29%	63%

Youth %			(Legend)
18%			(route value)
-20%			(% diff from AVG)

# WALNUT CREEK SCHOOL DISTRICT TRIP LEVEL RIDERSHIP FALL 2017

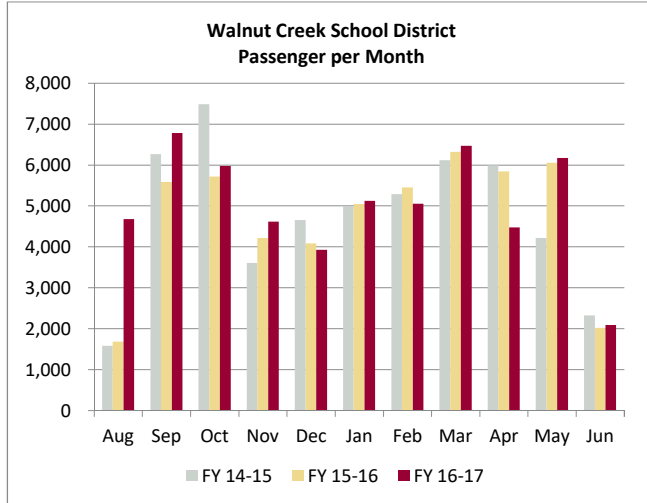


Data derived from Clever Devices APCs. Trip totals may not add up to monthly ridership due to sampling methodology.

**Walnut Creek School District**

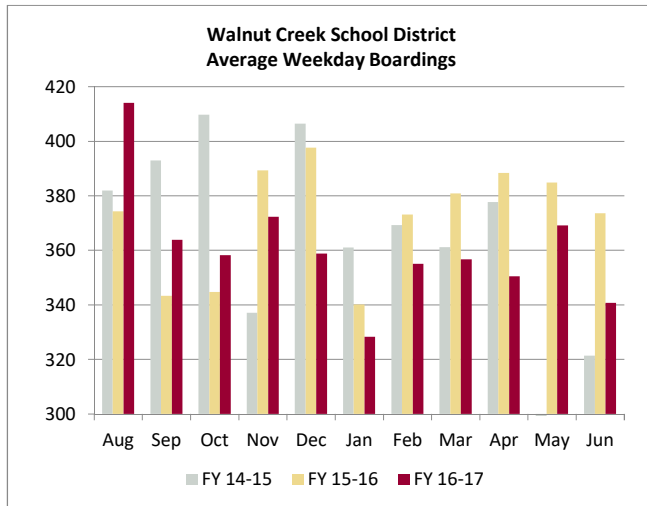
**Passenger per Month**

	<b>FY 14-15</b>	<b>FY 15-16</b>	<b>FY 16-17</b>
Aug	1,580	1,680	4,675
Sep	6,259	5,583	6,781
Oct	7,479	5,715	5,976
Nov	3,601	4,211	4,614
Dec	4,651	4,077	3,923
Jan	4,995	5,039	5,121
Feb	5,284	5,449	5,049
Mar	6,110	6,317	6,467
Apr	5,991	5,840	4,474
May	4,214	6,051	6,168
Jun	2,319	2,018	2,084



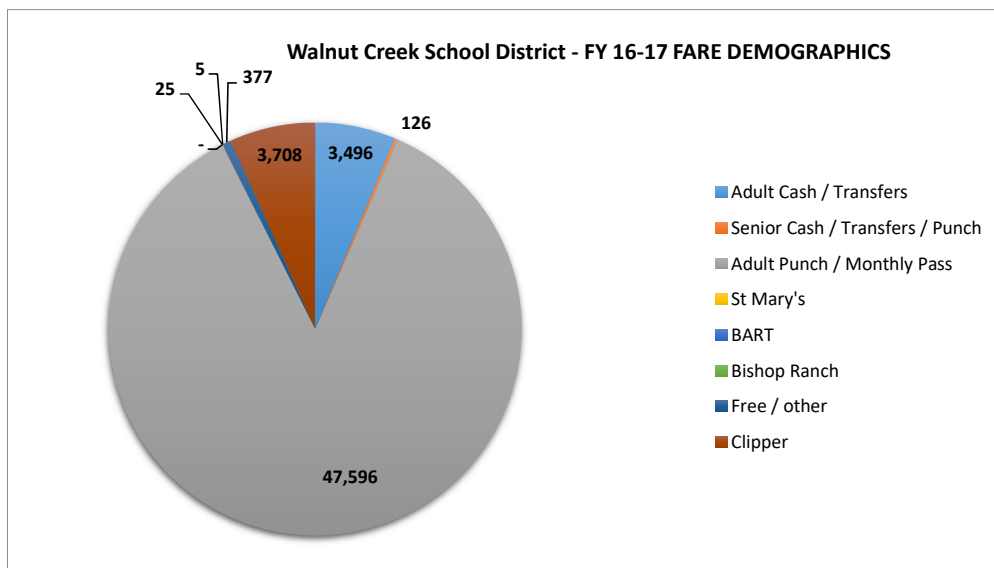
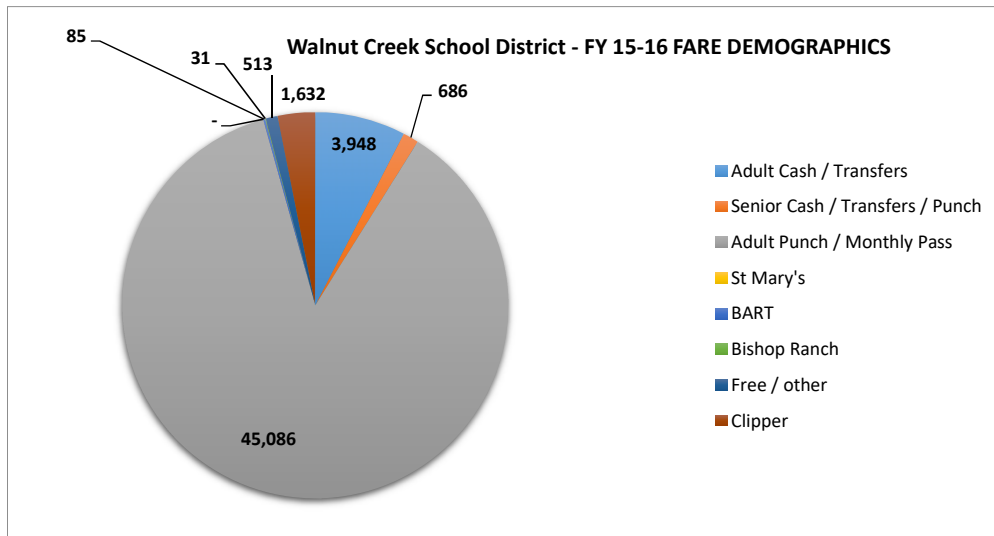
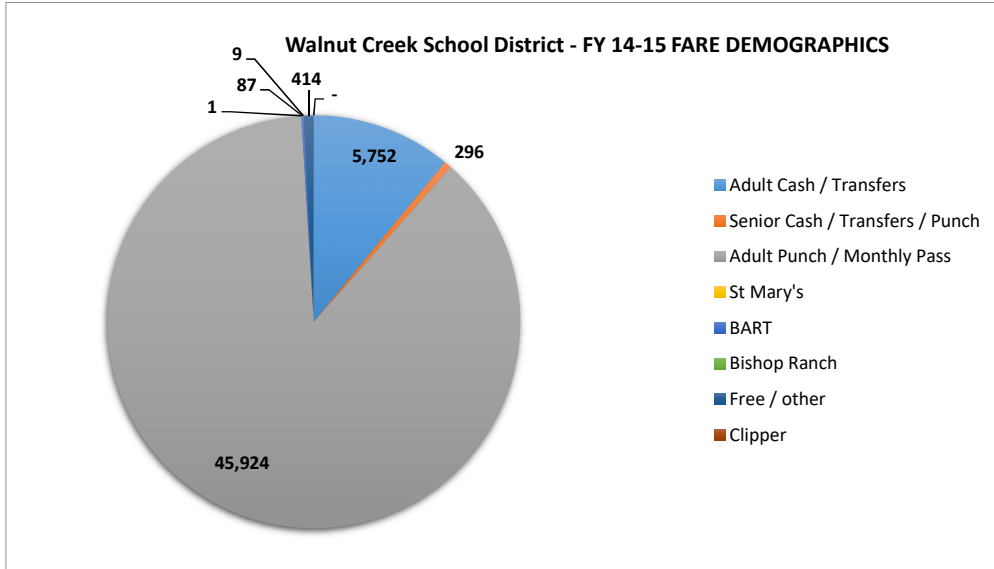
**Avg Wkdy Boardings**

	<b>FY 14-15</b>	<b>FY 15-16</b>	<b>FY 16-17</b>
Aug	382	374	414
Sep	393	343	364
Oct	410	345	358
Nov	337	389	372
Dec	406	398	359
Jan	361	340	328
Feb	369	373	355
Mar	361	381	357
Apr	378	388	350
May	273	385	369
Jun	321	374	341

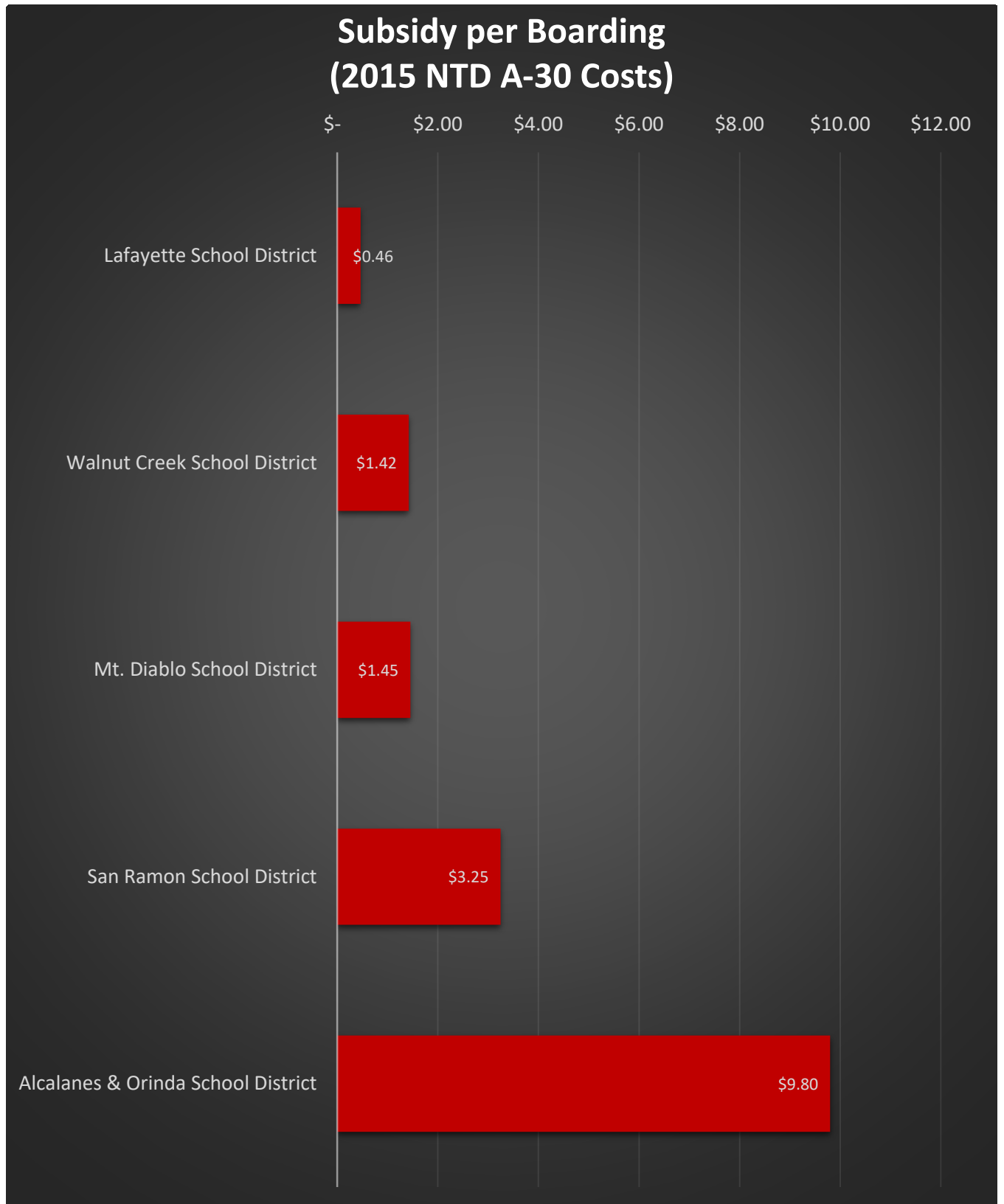




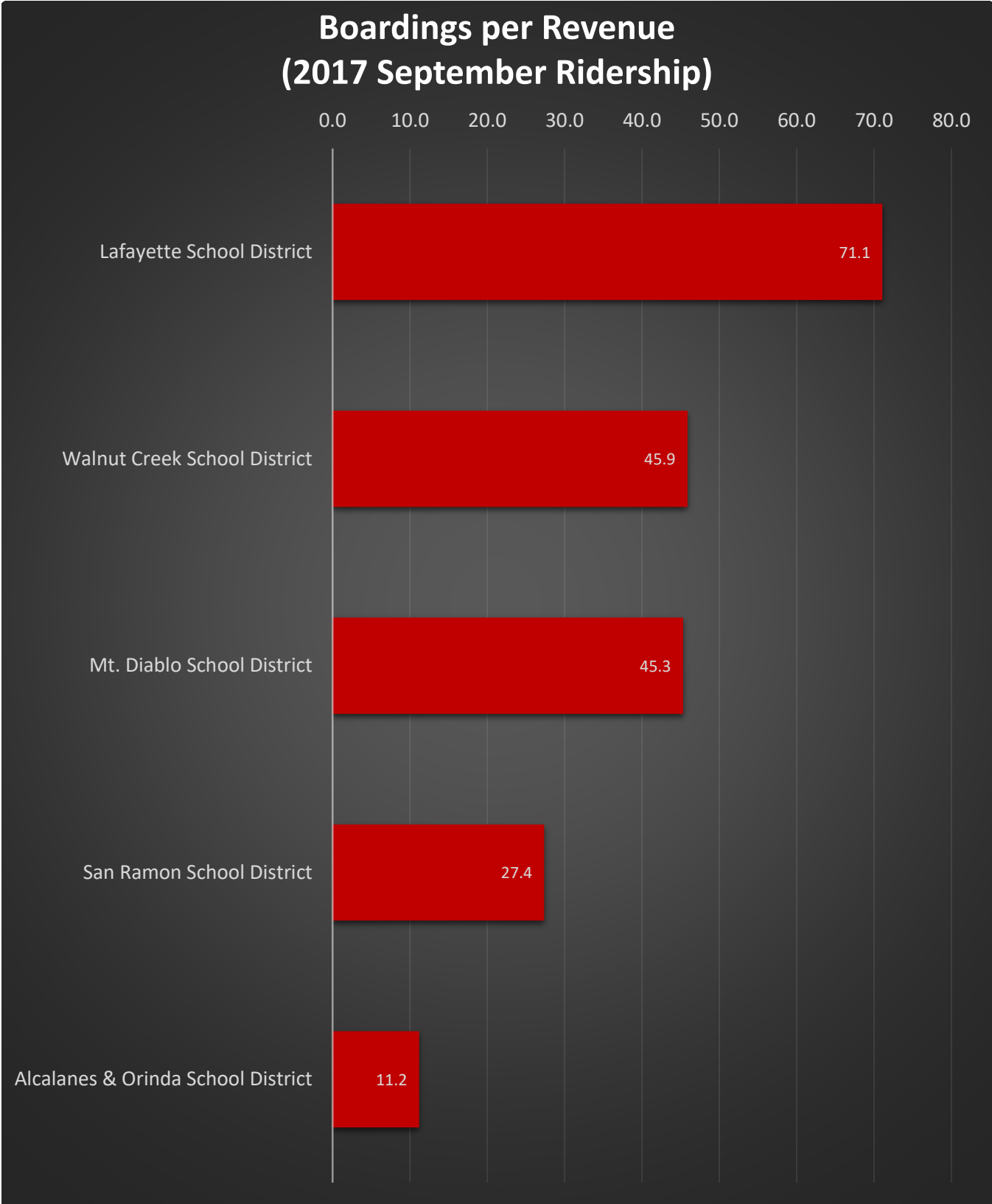
**FARE DEMOGRAPHIC CHART by Fiscal Year  
WEEKDAY SELECT SERVICE**



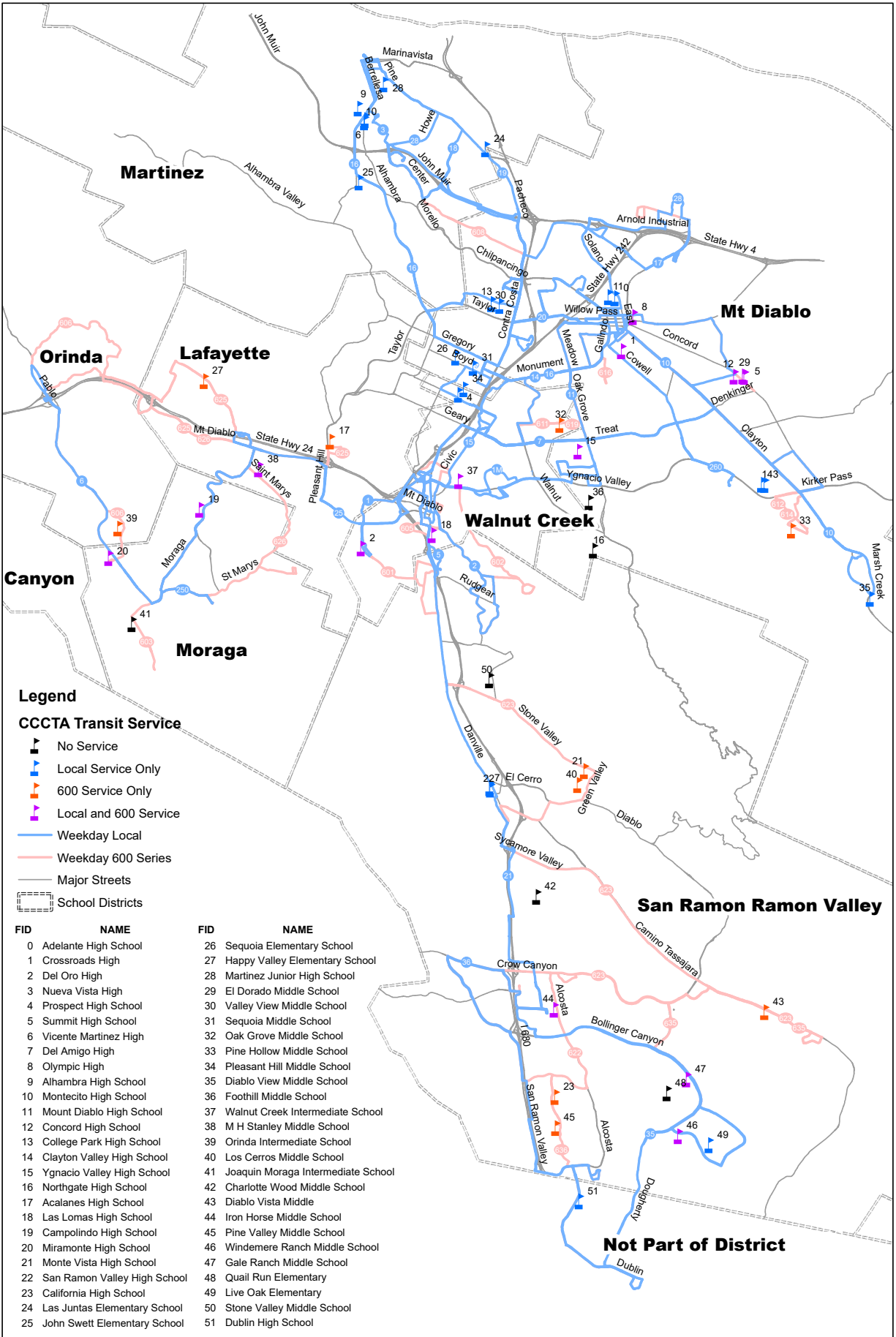
# Subsidy Per Boarding by District



# Boardings Per Revenue Hour per District



# School Service Map



# Sources

**Reference Maps:** County Connection System Map as of August 2015. Credit: Lohnes+Wright

**Alignment, Speed and Labor Statistics:** Trapeze scheduling software, Fall 2017 Statistics

**Census Population, Jobs, and Demographics by Route:** Remix planning software, derived from 2010 Census tracts divided into a 1/4 buffer from bus stops. Retrieved October 2017

**Trip Level Ridership:** Ridecheck Plus software from Clever Devices Automatic Person Counters, (APCs) Spring service change data FY15-FY17

**Route Segment Maps:** Ridecheck Plus software from Clever Devices Automatic Person Counters, (APCs) Spring service change data FY15-FY17

**Route Level Ridership by Month:** Monthly O&S Board Reports FY15-FY17 (route level worksheets)

**Route Fare Demographics:** Monthly O&S Board Reports FY15-FY17 (route level worksheets), data derived from bus operator input onboard bus. Totals may not equal APC data due to sampling methodology.

**Subsidy per Boarding per Route:** Costs from the 2015 A-30 National Transit Database (NTD) form. Fare revenue is the average fare per boarding as per the 2015 NTD submittal. Data is presented to roll up into total costs and may not represent marginal costs for specific routes.

**Boardings per Revenue Hour:** Hours are derived from a typical Monday in the Fall 2017 booking from Trapeze software. Ridership is the average weekday ridership from September 2017.

**Schools Served Map:** As of Fall 2017 local and 600 series routes. School data from respective districts.

# **Central Contra Costa County Transit Authority**

## **Comprehensive Operations Analysis**

**School Routes, FY 2016/17**

**County Connection Administrative Offices**  
**2477 Arnold Industrial Way**  
**Concord, CA 94520**  
**Office: 925-676-1976**  
**countyconnection.com**

**Customer Service: 925-676-7500**  
**customerservice@countyconnection.com**

**Although the data is derived from sources believed to be reliable, no warranty, expressed or implied, is made regarding accuracy, adequacy, completeness, legality, reliability or usefulness of any information. This disclaimer applies to both isolated and aggregate uses of the information. The information is provided on an “as is” basis.**

**Report prepared in December 2017**

**To:** Operations and Scheduling

**Date:** 12/21/2017

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

**Reviewed by:**

**SUBJECT: Martinez Shuttle – Route 3 LCTOP Funding**

**Background:**

The Martinez Shuttle (Route 3) was developed as part of the 2013 Adaptive Service Plan and service implementation was made possible by the Low Carbon Transit Operations Program (LCTOP) in FY 14-15. Route 3 has been funded under the LCTOP program since implementation because it is the only new route that provides service within ½ mile of the only Disadvantaged Community (DAC) in County Connection’s service area. The route is currently funded through July 2018.

The next round of LCTOP allocation (FY 17-18) as well as new guidelines have been published and Route 3 no longer meets these guidelines. Last year’s guidelines allowed for service to be “within ½ mile of a DAC”, the new guidelines state eligible projects must be “**within** a DAC”. The ½ mile buffer is no longer eligible. Given that the route was specifically implemented to take advantage of the LCTOP funds and its dismal performance these past 2 years, staff proposes to eliminate Route 3 and design a new route that will meet current LCTOP guidelines.

Passenger per Month		
	FY 15-16	FY 16-17
Jul	NIS	1,604
Aug	681	2,183
Sep	1,767	1,975
Oct	1,975	1,962
Nov	1,673	1,734
Dec	1,876	1,938
Jan	1,759	1,662
Feb	2,124	1,692
Mar	2,046	2,154
Apr	1,684	1,428
May	1,656	1,907
Jun	1,746	2,042
<b>FY TOTAL</b>	<b>18,987</b>	<b>22,281</b>

Passenger per Revenue Hour		
	FY 15-16	FY 16-17
Jul	NIS	5.5
Aug	4.3	6.5
Sep	5.8	6.5
Oct	6.2	6.4
Nov	5.8	5.7
Dec	5.9	6.4
Jan	6.1	5.5
Feb	7.0	5.8
Mar	6.1	6.5
Apr	5.5	4.9
May	5.4	6.0
Jun	5.5	6.4
<b>FY AVG</b>	<b>5.8</b>	<b>6.0</b>

Avg Wkdy Boardings		
	FY 15-16	FY 16-17
Jul	NIS	80.2
Aug	61.9	94.9
Sep	84.2	94.0
Oct	89.8	93.4
Nov	83.7	82.6
Dec	85.3	92.3
Jan	88.0	79.1
Feb	101.1	84.6
Mar	89.0	93.6
Apr	80.2	71.4
May	78.9	86.7
Jun	79.4	92.8
<b>FY AVG</b>	<b>84.8</b>	<b>87.4</b>

The upcoming service restructure proposals will include a route “within the DAC” to ensure we meet the new LCTOP requirements.

If the O&S Committee agrees with staff’s recommendation, it will be forwarded to the Board for formal approval to begin the public hearing process required when eliminating a route. Depending on the outcome of that process, the Board may officially eliminate the route or decide to fund the route with other operating funds.

**Recommendation:**

Staff recommends O&S Committee request that the Board authorize staff to initiate the public hearing process to eliminate Route 3.

**Financial Implications:**

None.



**To:** Administrative & Finance Committee

**Date:** 1/30/2018

**From:** Bill Churchill, Assistant General Manager of Administration

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**SUBJECT:** Final Extension of the Paratransit Service Contract with First Transit

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### Summary

The current contract extension with First Transit to provide ADA Paratransit services and maintenance will expire June 30<sup>th</sup> 2018. The existing contract allows for another final extension to be exercised if desired by the board and would represent the end of the contract.

If the final extension is exercised staff will begin the process of developing an RFP with guidance from the board and begin the bid process for a new contract in the fall of 2018 with an anticipated new contract start date of July 1<sup>st</sup>, 2019.

### New Contract Rate Request

First Transit has performed reasonably well over the life of the current contract providing ADA paratransit and shuttle services to County Connection customers. They have consistently maintained an excellent safety record while providing a high level of customer service.

Staff met a number of times with First Transit with the purpose of exploring the viability of implementing the final contract extension. First Transit has formally requested a rate increase of 3% to the hourly and fixed contract rates. First Transit requests this increase to keep up with their costs of meeting our contract. This includes projected cost increases to fuel, insurance, parts and supplies. Fuel is a primary driver for increased expense since the current contract requires First Transit to absorb any fuel price increases and as a result of SB1 the base cost of fuel increased by \$0.12 per gallon. Since First Transit's expenses are clearly increasing and their request is in keeping with a Bay Area CPI of 2.9% from December 2016 to December 2017 and the average CPI over the past three years exceeds 3% their request is reasonable.

### Financial Impact

If the rate increase is approved the new hourly rate would be \$46.49 per service hour compared to \$45.14 per service hour today and the new fixed rate will be \$100,035.44 as compared to \$97,121 today. Since the draft FY19 County Connection budget will request

an increase of 3% for purchased transportation (LINK contract), the requested rate increase is within budgetary expectations.

### **Staff Recommendation**

Staff recommends that County Connection extend the current contract with First Transit for the provision of LINK service with a 3% increase to the fixed and hourly rates. Staff further recommends that all of the terms and conditions remain the same.

The staff justification for this recommendation is that we find the proposed extension to be economically reasonable and prudent, and that we find the performance of First Transit over the past four years to be reasonable.

### **Options**

1. Send staff recommendation to the Board of Directors in the form of a Resolution.
2. Decline staff recommendation and go out to bid.
3. Take other action as determined.

### **Action Requested**

Staff respectfully requests that you act on option one listed above.

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

<b>SUMMARY</b>	<b>OCTOBER FY 16/17</b>	<b>OCTOBER FY 17/18</b>	<b>YTD FY16/17</b>	<b>YTD FY 17/18</b>
1 TOTAL CLIENTS	11,878	12,117	47,194	46,669
2 TOTAL ATTENDANTS	712	831	2,483	3,434
3 TOTAL COMPANIONS	55	41	224	177
4 TOTAL PASSENGERS	12,645	12,989	49,901	50,280
5 TOTAL SERVICE DAYS	31	31	121	121
6 VEHICLE REVENUE HOURS	6,065	6,198	23,824	23,466
7 VEHICLE SERVICE HOURS	7,732	8,045	30,371	30,310
8 VEHICLE NON REV HOURS	1,667	2,069	6,547	7,436
9 VEHICLE SERVICE MILES	112,473	118,051	439,866	447,870
10 VEHICLE REVENUE MILES	92,426	94,261	359,735	358,435
11 VEHICLE NON REV MILES	20,047	23,790	80,131	89,435
12 PASS. PER REVENUE HOUR	2.08	2.10	2.09	2.14
13 CLIENT PER REVENUE HOUR	1.96	1.96	1.98	1.99
14 PASS. PER SERVICE HOUR	1.64	1.61	1.64	1.66
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.14	0.14	0.14	0.14
17 TOTAL TRANSFER TRIPS	915	1,105	3,553	4,341
18 SAME DAY TRIPS	160	121	475	480
19 SUBSCRIPTION TRIPS	6,166	6,790	24,614	25,721
20 DEMAND	5,714	5,350	22,588	20,961
21 FAREBOX REVENUE	\$10,309.45	\$10,498.22	\$40,881.03	\$40,625.83
22 PREPAID CLIENTS	\$6,519.00	\$4,357.00	\$23,871.00	\$15,646.00
23 COLLECTED BILLING	\$20,458.00	\$5,272.00	\$95,126.00	\$56,678.00
24 TOTAL REVENUE COLLECTED	\$37,286.45	\$20,127.22	\$159,878.03	\$112,949.83
25 CHARGEABLE ACCIDENTS	0	0	1	3
26 SERVICE COMPLAINTS	2	2	6	11
27 SERVICE COMMENDATIONS	0	1	6	1
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	2	10	9
30 DRIVER TURNOVER	0%	7%	2%	17%
31 SCHEDULE ADHERENCE	72%	73%	75%	74%
32 WHEELCHAIR BOARDING'S	2,809	2,791	11,489	8,275
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,515	6,583	25,738	25,440
35 UNDUPLICATED CLIENTS	950	863	3,957	13,606
36 NO-SHOWS	169	288	531	920
37 CANCELS	1,470	1,971	7,367	7,795
38 AVG. TRIP LENGTH (MILES)	8.9	9.1	8.8	8.9
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	44	47	43	47
41 TOTAL FUEL/GALLONS	16,143	17,511	66,385	72,852
42 FLEET M.P.G.	7.0	6.7	6.6	6.1

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

<b>SUMMARY</b>	<b>NOVEMBER FY 16/17</b>	<b>NOVEMBER FY 17/18</b>	<b>YTD FY16/17</b>	<b>YTD FY 17/18</b>
1 TOTAL CLIENTS	10,980	10,829	58,172	57,498
2 TOTAL ATTENDANTS	560	775	2,859	4,209
3 TOTAL COMPANIONS	50	47	274	224
4 TOTAL PASSENGERS	11,590	11,651	61,305	61,931
5 TOTAL SERVICE DAYS	29	29	150	150
6 VEHICLE REVENUE HOURS	5,935	5,835	29,759	29,301
7 VEHICLE SERVICE HOURS	7,526	7,532	37,897	37,842
8 VEHICLE NON REV HOURS	1,591	1,910	8,138	9,345
9 VEHICLE SERVICE MILES	103,710	108,305	539,838	556,175
10 VEHICLE REVENUE MILES	75,445	86,329	390,064	444,764
11 VEHICLE NON REV MILES	19,439	21,976	99,570	111,411
12 PASS. PER REVENUE HOUR	1.95	2.00	2.06	2.11
13 CLIENT PER REVENUE HOUR	1.85	1.86	1.95	1.96
14 PASS. PER SERVICE HOUR	1.54	1.55	1.62	1.64
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.15	0.13	0.16	0.14
17 TOTAL TRANSFER TRIPS	1,023	1,063	4,576	5,404
18 SAME DAY TRIPS	158	168	633	648
19 SUBSCRIPTION TRIPS	5,627	5,773	30,241	31,494
20 DEMAND	5,355	5,067	27,943	26,028
21 FAREBOX REVENUE	\$9,927.04	\$9,968.46	\$50,808.07	\$50,594.29
22 PREPAID CLIENTS	\$10,055.00	\$6,014.00	\$33,926.00	\$21,660.00
23 COLLECTED BILLING	\$33,722.00	\$0.00	\$128,848.00	\$56,678.00
24 TOTAL REVENUE COLLECTED	\$53,704.04	\$15,982.46	\$213,582.07	\$128,932.29
25 CHARGEABLE ACCIDENTS	1	0	2	3
26 SERVICE COMPLAINTS	0	1	6	12
27 SERVICE COMMENDATIONS	2	0	8	1
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	3	11	12
30 DRIVER TURNOVER	4%	2%	7%	19%
31 SCHEDULE ADHERENCE	75%	75%	75%	75%
32 WHEELCHAIR BOARDING'S	2,711	2,526	14,200	10,801
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,994	5,900	31,732	31,340
35 UNDUPLICATED CLIENTS	887	795	4,844	14,401
36 NO-SHOWS	190	251	721	1,171
37 CANCELS	1,815	1,875	9,182	9,670
38 AVG. TRIP LENGTH (MILES)	8.9	9.3	8.8	9.0
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	45	48	47	48
41 TOTAL FUEL/GALLONS	15,013	15,761	81,398	88,613
42 FLEET M.P.G.	6.9	6.9	6.6	6.3

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

<b>SUMMARY</b>	<b>DECEMBER FY 16/17</b>	<b>DECEMBER FY 17/18</b>	<b>YTD FY16/17</b>	<b>YTD FY 17/18</b>
1 TOTAL CLIENTS	10,691	10,397	68,863	67,895
2 TOTAL ATTENDANTS	485	641	3,344	4,850
3 TOTAL COMPANIONS	88	56	362	280
4 TOTAL PASSENGERS	11,264	11,094	72,569	73,025
5 TOTAL SERVICE DAYS	30	30	180	180
6 VEHICLE REVENUE HOURS	5,793	5,649	35,552	34,950
7 VEHICLE SERVICE HOURS	7,464	7,433	45,361	45,275
8 VEHICLE NON REV HOURS	1,671	1,985	9,809	11,330
9 VEHICLE SERVICE MILES	103,058	105,298	642,896	661,473
10 VEHICLE REVENUE MILES	72,543	82,721	462,607	527,485
11 VEHICLE NON REV MILES	20,344	22,577	119,914	133,988
12 PASS. PER REVENUE HOUR	1.94	1.96	2.04	2.09
13 CLIENT PER REVENUE HOUR	1.85	1.84	1.94	1.94
14 PASS. PER SERVICE HOUR	1.51	1.49	1.60	1.61
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.16	0.13	0.16	0.14
17 TOTAL TRANSFER TRIPS	1,074	726	5,650	6,130
18 SAME DAY TRIPS	97	141	730	789
19 SUBSCRIPTION TRIPS	5,750	6,090	35,991	37,584
20 DEMAND	4,992	4,312	32,935	30,340
21 FAREBOX REVENUE	\$9,511.80	\$10,123.73	\$60,319.87	\$60,718.02
22 PREPAID CLIENTS	\$8,338.00	\$5,214.00	\$42,264.00	\$26,874.00
23 COLLECTED BILLING	\$24,950.00	\$43,280.40	\$153,798.00	\$99,958.40
24 TOTAL REVENUE COLLECTED	\$42,799.80	\$58,618.13	\$256,381.87	\$187,550.42
25 CHARGEABLE ACCIDENTS	0	2	2	5
26 SERVICE COMPLAINTS	1	2	7	14
27 SERVICE COMMENDATIONS	2	3	10	4
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	0	4	11	16
30 DRIVER TURNOVER	2%	3%	9%	22%
31 SCHEDULE ADHERENCE	77%	77%	75%	75%
32 WHEELCHAIR BOARDING'S	3,659	2,443	17,859	13,244
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,871	6,090	37,603	37,430
35 UNDUPLICATED CLIENTS	856	787	5,700	15,188
36 NO-SHOWS	235	195	956	1,366
37 CANCELS	1,782	2,524	10,964	12,194
38 AVG. TRIP LENGTH (MILES)	9.1	9.5	8.9	9.1
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	42	48	47	48
41 TOTAL FUEL/GALLONS	15,057	15,466	96,455	104,079
42 FLEET M.P.G.	6.8	6.8	6.7	6.4

**TO:** O&S Committee

**DATE:** January 24, 2017

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for December 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	259,477		
Average Weekday	11,753	12,436	
Pass/Rev Hour	14.3	15.1	Standard Goal > 17.0
Missed Trips	0.24%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	28,877	30,404	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in December (11,753 passengers) than November (12,545 passengers) and lower than December 2016 ( 11,654 passengers) or (3.1%)

Passengers per hour in December was 14.3 which is lower than 15.1 in November and the same as December 2016 when passengers per hour was 15.1.

The percentage of missed trips in December was 0.24%, higher than the prior month (0.10%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 28,877 miles in December, higher than the prior month in which there were 19,296 miles between roadcalls. The 12 month average is 30,404 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 259,477 passengers in December, 183,693 passengers had the potential to use a Clipper card aboard County Connection since 75,784 either used an employee sponsored program or the midday free program. About 30.4% of the 183,693 potential Clipper card users paid using Clipper during this month.

**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>	<b>FY17-18</b>		<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%)

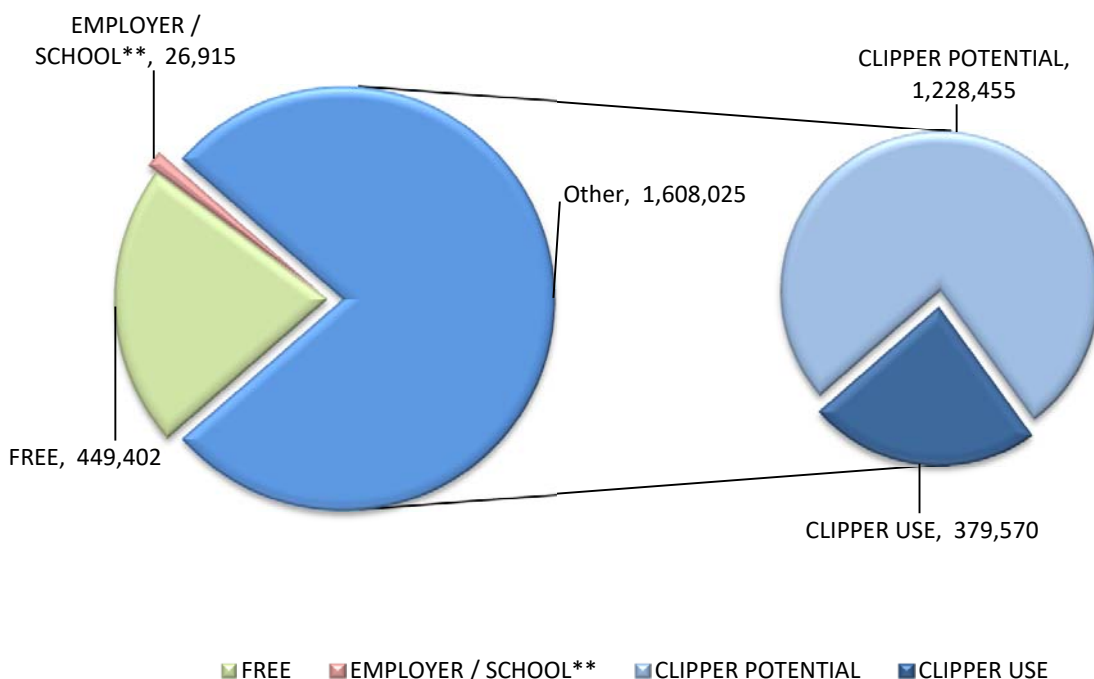
Passengers per hour in January was 13.9 which is lower than 14.3 in December and lower than January 2016 when passengers per hour was 15.4

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.

## 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	-	-	-	-	-	-
Feb-18	-	-	-	-	-	-
Mar-18	-	-	-	-	-	-
Apr-18	-	-	-	-	-	-
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
<b>Grand Total</b>	<b>1,704,771</b>	<b>449,402</b>	<b>26,915</b>	<b>1,228,455</b>	<b>379,570</b>	<b>30.9%</b>

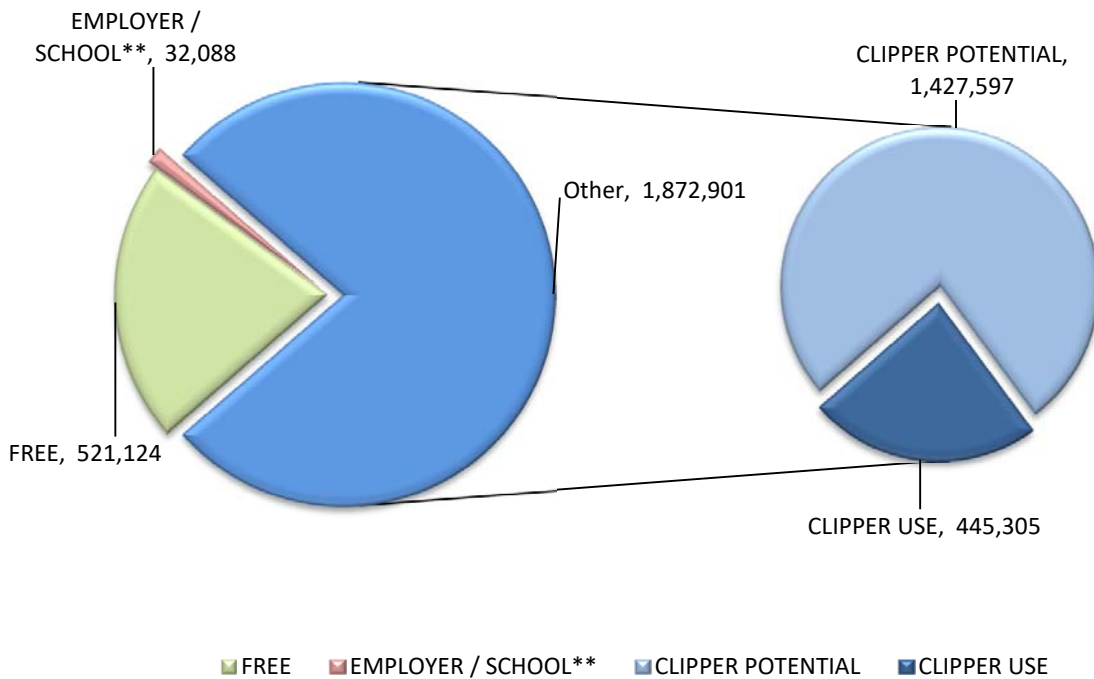
\*Clipper implemented 11/01/2015

\*\* Revise in Summer months to exclude Summer Youth Pass

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



## 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	-	-	-	-	-	-
<b>Grand Total</b>	<b>1,980,808</b>	<b>521,124</b>	<b>32,088</b>	<b>1,427,597</b>	<b>445,305</b>	<b>31.2%</b>

\*Clipper implemented 11/01/2015

\*\* Revise in Summer months to exclude Summer Youth Pass

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