

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

AGENDA

Tuesday, April 10, 2018

8:15 a.m.

Supervisor Andersen Office

3338 Mt. Diablo Blvd. Lafayette, CA

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of March 9, 2018*
4. 2019 Service Restructure Plan - Update*
Staff recommendation: For O&S to forward the initial proposal to the Board for review, as an agenda item, for the April Board meeting.
5. Monthly Reports* - Information only
 - a. Fixed Route
 - b. LINK
6. Committee Comments
7. Future Agenda Items
8. Next Scheduled Meeting – May 4, 2018
9. Adjournment

*Enclosure

FY2017/2018 O&S Committee

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

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

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

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

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

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

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

Shuttle Service: With 24-hour notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call Katrina Lewis – 925/680 2072, no later than 24 hours prior to the start of the meeting.

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, April 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, April 11, 9:00 a.m., 3338 Mt. Diablo Blvd., Lafayette, CA
Advisory Committee:	Tuesday, May 8, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, May 10, 9:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, May 4, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette, CA

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

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

**Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen Office
3338 Mt. Diablo Blvd.
Lafayette, CA
Friday, March 9, 2018, 8:30 a.m.**

Directors: Robert Storer, Sue Noack, Dave Hudson

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

Public: None

Call to Order: Meeting called to order at 8:30 a.m. by Director Storer.

- 1. Approval of Agenda Items:** Agenda was approved.
- 2. Public Comment and/or Communication:** None.
- 3. Approval of O&S Summary Minutes for February 2, 2018:** Minutes were approved.

4. Fuel Bid and Contract Cancellation

Mr. Mitchell explain that we have terminated our fuel contract. Mr. Mitchell also stated that County Connection has selected Mansfield Oil as a new fuel provider of ultra-low sulfur diesel. Directors Storer and Hudson asked for some clarification on what happened to the original contract, and Mr. Mitchel explained that this change was due to the contractor not providing fuel at the agreed upon price in the contract.

5. LCTOP Route: Martinez Amtrak to BART

Mr. Hedgpeth explained that there is a new replacement for Route 3 in Martinez, which goes directly through the Disadvantaged Community, or DAC, as required by new state regulations. He explained the routing, which is from Martinez Amtrak to BART via the Pacheco Transit Hub, with connections to Capital Corridor trains in the north as well as BART and e-BART in the east.

6. 2019 Service Restructure Plan

Ms. Horta stated that we have not updated our routes in some time, and there is need for a fresh look with the goals of both efficiency and long term financial sustainability. She then covered the service change concepts, starting in the San Ramon area. Director Hudson expressed some concerns with serving the Alcosta Senior Center with proposed changes to Route 36. Director Storer asked about the 92X proposal that removes a small part of Alcosta. Ms Horta explained that this is a minor segment on a long route that serves Walnut Creek and ACE trains, and this change will speed up the route slightly.

Ms. Horta then presented the Walnut Creek changes, which include the elimination of Route 2 and Route 25 which have poor performance, as well as the extension of Route 14 to Walnut Creek BART.

Ms. Horta then covered the proposed changes in Pleasant Hill, including the realignment of Route 9 and Route 18. Director Noack lamented the congestion on Viking, especially during peak school traffic and asked the Authority to consider service on Taylor Blvd instead. Ms. Horta concluding by stating that the rest of the proposals will be discussed in subsequent meetings, and that all proposals are not yet formal.

7. Reports

Staff reported on the fixed route statistics.

8. Committee Comments

None.

9. Future Agenda Items

Continuation of the service restructure concepts discussion, with service proposals covering the northern portion of County Connection service area.

10. Next Scheduled Meeting – April 10th, at 3338 Mt. Diablo Blvd., Lafayette CA.

11. Adjournment – The meeting was adjourned at 9:35 a.m.

Minutes prepared and submitted by: Sean Hedgpeth, Manager of Planning

To: Operations & Scheduling Committee

Date: 03/28/2018

From: Ruby Horta, Director of Planning & Marketing

Reviewed by:

SUBJECT: Service Restructure Plan – Initial Proposal

Background:

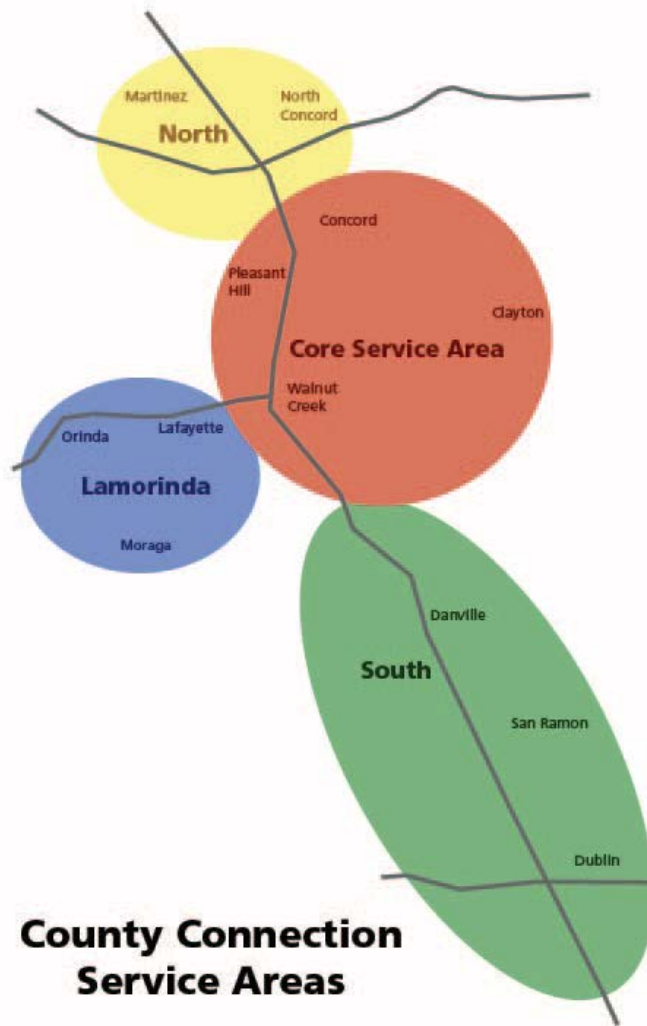
At the March Operations & Scheduling Committee meeting, staff presented the initial proposal for a service restructure plan. Committee members had the opportunity to provide feedback on the proposed changes. One of the concerns expressed was with regards to the elimination of Route 36 and the impact to the ridership at the Senior Center. Although the route does not perform as well as its counterpart, Route 35, staff understands the significance of serving the senior community in San Ramon and is evaluating alternate solutions. A potential solution could be a pilot program similar to GoDublin where County Connection subsidizes fares for riders using Lyft, Uber or a Taxi. These type of transit alternatives will be included as staff further develops the service restructure plan after additional feedback from the full Board in April. Additionally, route alignments to avoid congestion in close proximity to schools were also recommended.

In addition to the feedback received from the Committee, County Connection staff has met with various stakeholders including the operators' union leadership and staff from various cities in our service area. For the most part, stakeholders have been receptive to the plan and the overarching goal of increased productivity.

Below is the summary presented at the March O&S Committee.

Proposed Service Restructure Summary:

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



Core Service Area Restructure Concepts

- Streamline Route 19 to use Concord Ave. instead of going to Concord BART via Sun Valley Mall.
- Streamline Route 9 by eliminating routing to JFK, Patterson Blvd., and Oak Park Blvd.
- Realign Route 28 to service Patterson Blvd., and Oak Park Blvd. and adjust trip times to meet school bell times; consider routing along Taylor Blvd. instead of Viking Dr.
- Create a new alignment for Route 10 to turn around at Washington/Michigan instead of the Ayers Rd./Kirker Pass loop. End 50% of peak trips at this loop that currently continues on to Marsh Creek Rd. in Clayton. Only one quarter of the ridership rides past Kirker Pass
- Extend Route 14 to Walnut Creek BART to expand access to jobs from the Monument Corridor. Increase frequencies to every 30 minutes.
- Terminate Route 15 at Pleasant Hill BART (it will no longer service Walnut Creek BART, this will be covered by Route 14)
- Eliminate Route 1M and Route 2 due to low ridership and poor efficiency

- Realign Route 95X to exit Hwy. 680 at S. Main St., to provide direct access to Downtown Walnut Creek from the south and avoid congestion
- Eliminate Route 301 to Rossmoor due to low ridership
- Extend 311 to John Muir Hospital to cover the Ygnacio Valley Rd. portion of 301
- Increase frequency on Route 4 from 15 minutes to 12 minutes
- Adjust times, where possible, on local routes to meet school bell times in the Pleasant Hill area
- Eliminate Route 315 due to low ridership

North Restructure Concepts

The main changes to the north service area include:

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

Lamorinda Restructure Concepts

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

South Restructure Concepts

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

Financial Implications:

Staff will continue to work with the Chief Financial Officer to provide a reasonable estimate on the cost differential in the next couple of months.

Recommendation:

Staff recommends that the O&S forward the initial proposal of the service restructure plan to the Board for review at the April Board meeting. Staff requests an hour workshop be included as part of the agenda to complete a full review of the proposal. The Board will have the opportunity to offer feedback, ask questions and provide further direction to staff.

Action Requested:

Staff requests to move the recommendation to the Board and conduct an hour workshop at the regularly scheduled meeting in April.

TO: O&S Committee

DATE: March 21, 2018

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for February 2018

1. Monthly Boarding's Data

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system.

<u>Title</u>	FY17-18		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	271,009		
Average Weekday	12,558	12,359	
Pass/Rev Hour	14.9	14.9	Standard Goal > 17.0
Missed Trips	0.11%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	65,287	31,946	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in February (12,558 passengers) than January (11,701 passengers) and higher than February 2017 (12,346 passengers) or (1.6%)

Passengers per hour in February was 14.9 which is higher than 13.9 in January and lower than February 2017 when passengers per hour was 15.7

The percentage of missed trips in February was 0.11% lower than the prior month (0.29%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 65,287 miles in February, higher than the prior month in which there were 40,988 miles between roadcalls. The 12 month average is 31,946 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 271,009 passengers in February, 195,470 passengers had the potential to use a Clipper card aboard County Connection since 75,539 either used an employee sponsored program or the midday free program. About 34.2% of the 195,470 potential Clipper card users paid using Clipper during this month.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2017 March	2017 April	2017 May	2017 June	2017 July	2017 Aug	2017 Sep	2017 Oct	2017 Nov	2017 Dec	2018 Jan	2018 Feb	12 Month TOTALS
Work Days	31	30	30	30	30	31	30	31	29	30	30	28	360
Revenue Hours	19,397	17,289	18,754	18,445	17,176	20,255	18,298	20,087	18,806	18,182	19,845	18,162	221,185
Operator Pay Hours	32,857	31,513	32,409	30,191	30,478	32,510	31,331	32,433	32,151	32,701	36,850	30,004	383,466
Number of Operators	168	167	168	168	164	163	164	159	159	163	162	163	167
Total Chargeable Collisions	2	0	3	2	2	3	1	2	3	6	3	1	25

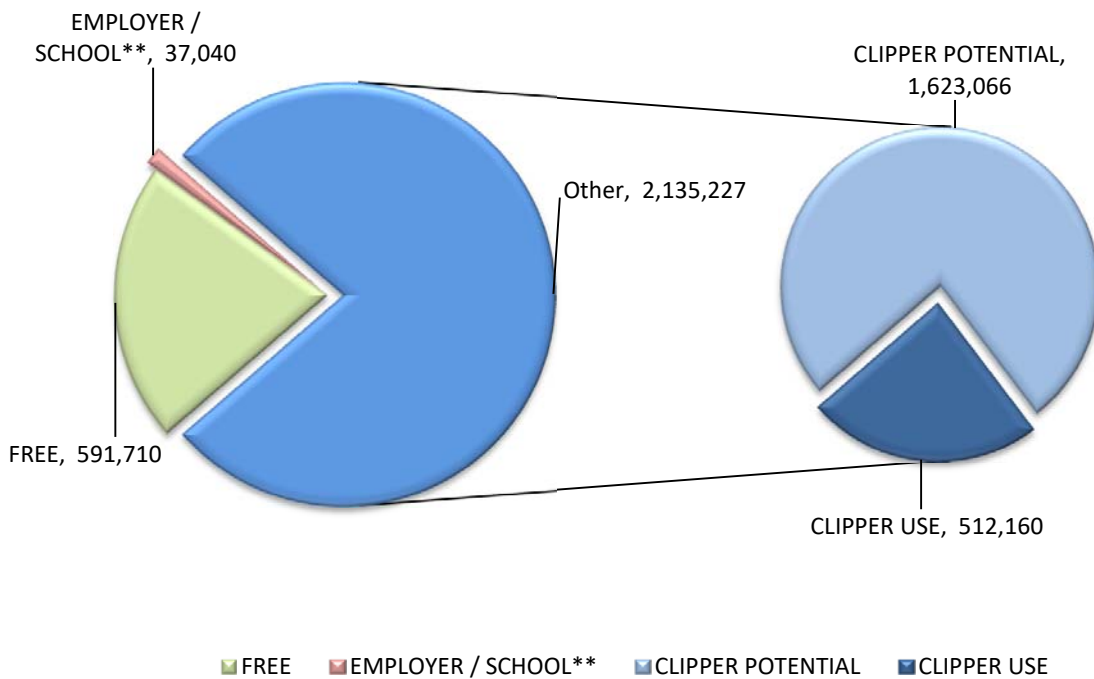
**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
February 2018 - Fixed Route Boardings	271,009	Revenue Hours - February 2018	18,162	Weekdays - Feb 18	20	Fiscal 2018 YTD	2,251,817	
Special Event -		February 2017	17,000	Feb 17	20			
		Revenue Miles - February 2018	195,140	Saturdays - Feb 18	4	Fiscal 2017 YTD	2,315,724	
		February 2017	194,585	Feb 17	4			
				Sundays - Feb 18	4			
				Feb 17	4			
February 2018 Total Boardings	271,009	Passengers per Mile	1.4	Total Days - 2018	28	YTD Trend	(2.8%)	
February 2017 Total Boardings	266,662	Passengers per Hour	14.9	2017	28	Monthly Trend	1.6%	

February 2018 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (IM)	Rossmoor / Shadelands	6,840	-	-	6,840	342			10.7	
2	Rudgear / Walnut Creek	347	-	-	347	17			4.5	
3	Martinez Community Shuttle	2,109	-	-	2,109	105			7.3	
4	Walnut Creek Downtown Shuttle	16,751	2,092	1,825	20,668	838	523	456	23.9	
4H **	Walnut Creek Extended Holiday Service	-	-	-	-				#VALUE!	
5	Creekside / Walnut Creek	9,885	-	-	9,885	494			26.5	
6	Lafayette / Moraga / Orinda	9,495	365	416	10,276	475	91	104	13.4	
7	Shadelands / Pleasant Hill / Walnut Creek	8,942	-	-	8,942	447			21.0	
9	DVC / Walnut Creek	9,998	-	-	9,998	500			11.9	
10	Concord / Clayton Rd	21,719	-	-	21,719	1,086			22.6	
11	Treat Blvd / Oak Grove	6,281	-	-	6,281	314			16.3	
14	Monument Blvd	11,246	-	-	11,246	562			14.2	
15	Treat Boulevard	10,002	-	-	10,002	500			16.2	
16	Alhambra Ave / Monument Blvd	14,575	-	-	14,575	729			14.1	
17	Olivera/Solano / Salvio / North Concord	4,982	-	-	4,982	249			13.5	
18	Amtrak / Merello / Pleasant Hill	7,595	-	-	7,595	380			11.8	
19	Amtrak / Pacheco Blvd / Concord	2,802	-	-	2,802	140			10.2	
20	DVC / Concord	21,297	-	-	21,297	1,065			21.6	
21	Walnut Creek / San Ramon Transit Center	10,286	-	-	10,286	514			9.9	
25	Lafayette / Walnut Creek	1,227	-	-	1,227	61			6.6	
28	North Concord / Martinez	5,681	-	-	5,681	284			9.4	
35	Dougherty Valley	10,437	-	-	10,437	522			15.1	
36	San Ramon / Dublin	4,451	-	-	4,451	223			7.9	
91X	Concord Commuter Express	1,198	-	-	1,198	60			11.4	
92X	Ace Shuttle Express	3,656	-	-	3,656	183			14.4	
93X	Kirker Pass Express	3,334	-	-	3,334	167			10.6	
95X	San Ramon / Danville Express	3,548	-	-	3,548	177			17.6	
96X	Bishop Ranch Express	10,761	-	-	10,761	538			15.1	
97X	Bishop Ranch Express	1,842	-	-	1,842	92			9.2	
98X	Martinez Express	6,958	-	-	6,958	348			12.9	
250 *	Gael Rail Service	41	56	25	122	5	14	6	1.4	
260 *	Cal State East Bay / Concord Bart	197	-	-	197	12			1.3	
301	Rossmoor / John Muir Medical Center	-	312	193	505		78	48	6.9	
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,903	1,557	3,460		476	389	25.1	
311	Concord / Oak Grove / Treat Blvd / WC	-	907	668	1,575		227	167	12.8	
314	Clayton Rd / Monument Blvd / PH	-	2,317	1,657	3,975		579	414	17.7	
315	Concord / Willow Pass / Landana	-	246	140	386		61	35	7.3	
316	Alhambra / Merello / Pleasant Hill	-	1,327	1,025	2,352		332	256	14.2	
320	DVC / Concord	-	643	556	1,199		161	139	11.3	
321	San Ramon / Walnut Creek	-	883	740	1,623		221	185	9.6	
Alamo Creek *	Alamo Creek / BART Walnut Creek	407	-	-	407	20			2.5	
600's	Select Service	22,265	-	-	22,265	1,113			23	
TOTALS		251,155	11,051	8,803	271,009	12,558	2,763	2,201	14.9	

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

CLIPPER TREND



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-17	239,810	67,442	3,075	169,293	54,108	32.0%
Aug-17	307,022	79,917	3,958	223,147	68,158	30.5%
Sep-17	296,323	73,967	5,195	217,162	64,151	29.5%
Oct-17	318,698	80,438	6,106	232,154	72,314	31.1%
Nov-17	283,442	75,227	5,209	203,006	65,033	32.0%
Dec-17	259,477	72,411	3,372	183,693	55,805	30.4%
Jan-18	276,037	71,722	5,173	199,142	65,735	33.0%
Feb-18	271,009	70,587	4,952	195,470	66,856	34.2%
Mar-18	-	-	-	-	-	-
Apr-18	-	-	-	-	-	-
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
Grand Total	2,251,817	591,710	37,040	1,623,066	512,160	31.6%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude Summer Youth Pass

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

Route Description Summary

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

Route Description Summary

Route #	Description
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
314	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancingo Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave,, Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pischah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancingo Pkwy, Old Quarry Rd, DVC
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

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

SUMMARY	FEBRUARY FY 16/17	FEBRUARY FY 17/18	YTD FY16/17	YTD FY 17/18
1 TOTAL CLIENTS	10,494	10,519	90,177	89,350
2 TOTAL ATTENDANTS	558	670	4,490	6,112
3 TOTAL COMPANIONS	27	66	436	386
4 TOTAL PASSENGERS	11,079	11,255	95,103	95,848
5 TOTAL SERVICE DAYS	28	28	238	238
6 VEHICLE REVENUE HOURS	5,155	5,655	46,427	46,256
7 VEHICLE SERVICE HOURS	6,471	7,325	59,122	60,394
8 VEHICLE NON REV HOURS	1,317	1,658	12,695	15,131
9 VEHICLE SERVICE MILES	91,776	103,756	835,569	870,155
10 VEHICLE REVENUE MILES	63,644	82,622	598,124	692,042
11 VEHICLE NON REV MILES	18,527	21,134	158,036	178,113
12 PASS. PER REVENUE HOUR	2.15	1.99	2.05	2.07
13 CLIENT PER REVENUE HOUR	2.04	1.86	1.94	1.93
14 PASS. PER SERVICE HOUR	1.71	1.54	1.61	1.59
15 PASS. PER SERVICE MILE	0.12	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.17	0.14	0.16	0.14
17 TOTAL TRANSFER TRIPS	1,061	537	7,233	7,526
18 SAME DAY TRIPS	81	132	930	1,090
19 SUBSCRIPTION TRIPS	5,587	6,055	47,490	50,219
20 DEMAND	4,910	4,491	42,753	39,211
21 FAREBOX REVENUE	\$8,282.91	\$9,979.46	\$77,404.96	\$80,782.99
22 PREPAID CLIENTS	\$4,843.00	\$7,023.00	\$53,790.00	\$39,008.00
23 COLLECTED BILLING	\$35,498.00	\$12,724.00	\$209,044.00	\$167,982.80
24 TOTAL REVENUE COLLECTED	\$48,623.91	\$29,726.46	\$340,238.96	\$287,773.79
25 CHARGEABLE ACCIDENTS	0	0	3	5
26 SERVICE COMPLAINTS	0	4	7	21
27 SERVICE COMMENDATIONS	0	3	11	7
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	0	12	17
30 DRIVER TURNOVER	0%	1%	10%	26%
31 SCHEDULE ADHERENCE	69%	74%	74%	75%
32 WHEELCHAIR BOARDING'S	2,370	2,396	22,760	18,083
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,778	5,749	49,300	49,013
35 UNDUPLICATED CLIENTS	736	790	7,215	16,780
36 NO-SHOWS	214	309	1,405	1,988
37 CANCELS	1,397	2,170	15,063	16,852
38 AVG. TRIP LENGTH (MILES)	8.3	9.2	8.8	9.1

39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	42	48	37	48
41 TOTAL FUEL/GALLONS	13,992	15,147	124,757	134,761
42 FLEET M.P.G.	6.6	6.9	6.7	6.5