

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

AGENDA

Friday, June 1, 2018

8:15 a.m.

City of Pleasant Hill

100 Gregory Lane, Large Community Room

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of May 11, 2018*
4. Public Hearings Schedule* – Information Only
5. Route 28 Realignment*

Staff recommendation: To realign Route 28 off of Pacheco Rd. and Howe Rd. to serve the community around Vista Way. This change does not require Board action and can be forwarded to the Board an information only.
6. Late Cancellation/No-Show Policy Change*

Staff recommendation: For O&S Committee to forward the proposed changes to the Board for approval.
7. Monthly Reports* - Information only
 - a. Fixed Route
 - b. LINK
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – July 6, 2018
11. Adjournment

*Enclosure

FY2017/2018 O&S Committee

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

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

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

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

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

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

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

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, June 21, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, June 6, 9:00 a.m., 3338 Mt. Diablo Blvd, Lafayette, CA
Advisory Committee:	Tuesday, July 10, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, June 14, 11:00 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, June 1, 8:15 a.m., 100 Gregory Lane, Pleasant Hill, 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
Pleasant Hill City Hall
100 Gregory Lane, Community Room
Friday, May 11, 2018, 8:15 a.m.**

Directors: Sue Noack, Dave Hudson

Staff: Bill Churchill, Ruby Horta

Public: None

Call to Order: Meeting called to order at 8:15 a.m. by Director Hudson.

1. Approval of Agenda Items: Agenda was approved.

2. Public Comment and/or Communication:

None.

3. Approval of O&S Summary Minutes for April 10, 2018: Minutes were approved.

4. Public Outreach

Ms. Horta provided a summary of the additional outreach efforts conducted to date with regard to the service restructure and fare modification proposals. Director Hudson share that Traffix had recently raised their rates and the public did not oppose it. Director Noack added that Bay Area residents will soon be faced with a decision to raise tolls and a fare increase for County Connection was not out of line with overall trends.

5. GPS Based Advertising Equipment

Mr. Churchill explained that at the EXPO in Atlanta several Board members expressed interest in GPS based advertising. The audio/video equipment is installed in the interior of each bus and ranges in cost from approximately \$7,000-\$9,000. The GPS component would allow for the display of ad information relative to the bus's location. Mr. Churchill informed the Committee that Hanover Displays has agreed to fully equip one vehicles, as a demo project. Mr. Churchill further explained that although the technology would provide another method to display information, the ad agencies currently under contract with County Connection are not interested in a partnership for a single vehicle.

Director Noack recognized the benefit for a community like Walnut Creek with a large retail offering and recommended installing the equipment on one of the electric vehicles. Director Hudson suggested reaching out to business in County Connection's service area to create financial partnerships to fund the project.

Director Noack added the option to reach out to improvement districts in the service area.

6. Late Cancellation/No-Show Policy Change

Mr. Churchill shared the changes proposed to the policy. Both Director Hudson and Director Noack expressed their desire to move to a pre-paid method and potentially implement penalties for late cancellation and no-shows. Mr. Churchill indicated he would review the regulations to ensure the final recommendation met all legal requirements. Director Noack asked for a clarification on the quarter definition.

7. Monthly Reports

Staff reported on the fixed route statistics.

8. Committee Comments

None.

9. Future Agenda Items

Public outreach plan for the service restructure and fare proposals.

10. Next Scheduled Meeting – June 1st at 8:15am, at 100 Gregory Lane.

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

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

To: Operations & Scheduling Committee

Date: 5/22/2018

From: Ruby Horta, Director of Planning & Marketing

Reviewed by: W.C.

SUBJECT: Public Hearings Schedule

Background:

In 2015 the Board adopted the Public Hearing Policy which requires the Authority to hold a public hearing for any major reduction in service. In April 2018 the Board approved service restructure and fare modification proposals and authorized staff to solicit public comment. The proposed service restructure qualifies as a “major reduction in service” and requires a public hearing.

Staff has been working with city staff in our service area and has proposed six public hearings. Most meetings are scheduled from 4-6pm; the San Ramon meeting will be from 4:30-6:30pm.

Martinez: Council Chambers, 525 Henrietta St. on 6/25

Lafayette: Supervisor Andersen’s Office, 3338 Mt. Diablo Blvd. on 6/26

Concord: Location and date TBD

Pleasant Hill: Large Community Room, 100 Gregory Ln. on 7/9

Walnut Creek: Council Chambers, 1666 N. Main St. on 7/24

San Ramon: Community Center – Fountain Room, 12501 Alcosta Blvd. on 7/25

Rather than hold separate public hearings in some of the communities that will not be significantly affected by the proposed changes, staff plans to host public workshops and attend local community events to make the information accessible. Furthermore, residents in Orinda, Moraga, Clayton and Danville communities will have public hearings available nearby.

Staff will publish a legal notice in the local newspaper, per Board policy, and work with each city to promote the meetings.

Financial Implications:

Expenses associated with the public outreach process are included in the Promotions budget.

Recommendation:

None. Information only.

Action Requested:

None.

To: Operations & Scheduling Committee

Date: 5/22/2018

From: Sean Hedgpeth, Manager of Planning

Reviewed by:

SUBJECT: Route 28 Realignment

Background:

At the May 2018 Board of Directors meeting the Board authorized staff to eliminate Route 3 and implement Route 99X, starting Fall 2018. At the public meeting on May 14, 2018 staff reached out to the public to hear their concerns in the Martinez City Hall Council Chamber. After listening to the attendees, staff noted that the elimination of Route 3 would primarily impact passengers living near Vista Way and other Martinez residents who use the route currently to go to Walmart on Arnold Dr.

In order to mitigate the loss of this service, staff has proposed to reroute Route 28 to serve Vista Way and proposes a new stop near Walmart, along Old Orchard Rd (see attached map). This new alignment abandons a light industrial segment of Howe Rd north of Old Orchard Rd with only 219 passengers for all of FY17, or 0.04 riders per trip. Route 28 also is realigned off of Pacheco Rd between Arriba St and Howe Rd. This segment of Pacheco Rd has about twelve daily Route 28 riders, or 0.5 a trip. These riders have several alternatives including the new Route 99X, Route 18, and Route 19.

Staff has worked with City of Martinez staff to identify a new potential stop on Old Orchard Rd at Arnold Dr. The stop meets the City's requirements and is about 200 feet away from the previous Route 3 stop along Arnold Dr. The new Route 28 also creates a new connection to Walmart for the DVC neighborhood and expands access beyond Walmart to the residents around Vista Way.

The changes to the mileage of Route 28 is about 15%, which is less than the 25% threshold that requires a Title VI process. This is an administrative change that does not constitute a major service change under board adopted policy.

Financial Implications:

None. The existing Route 28 schedule has sufficient time built in to absorb the realignment.

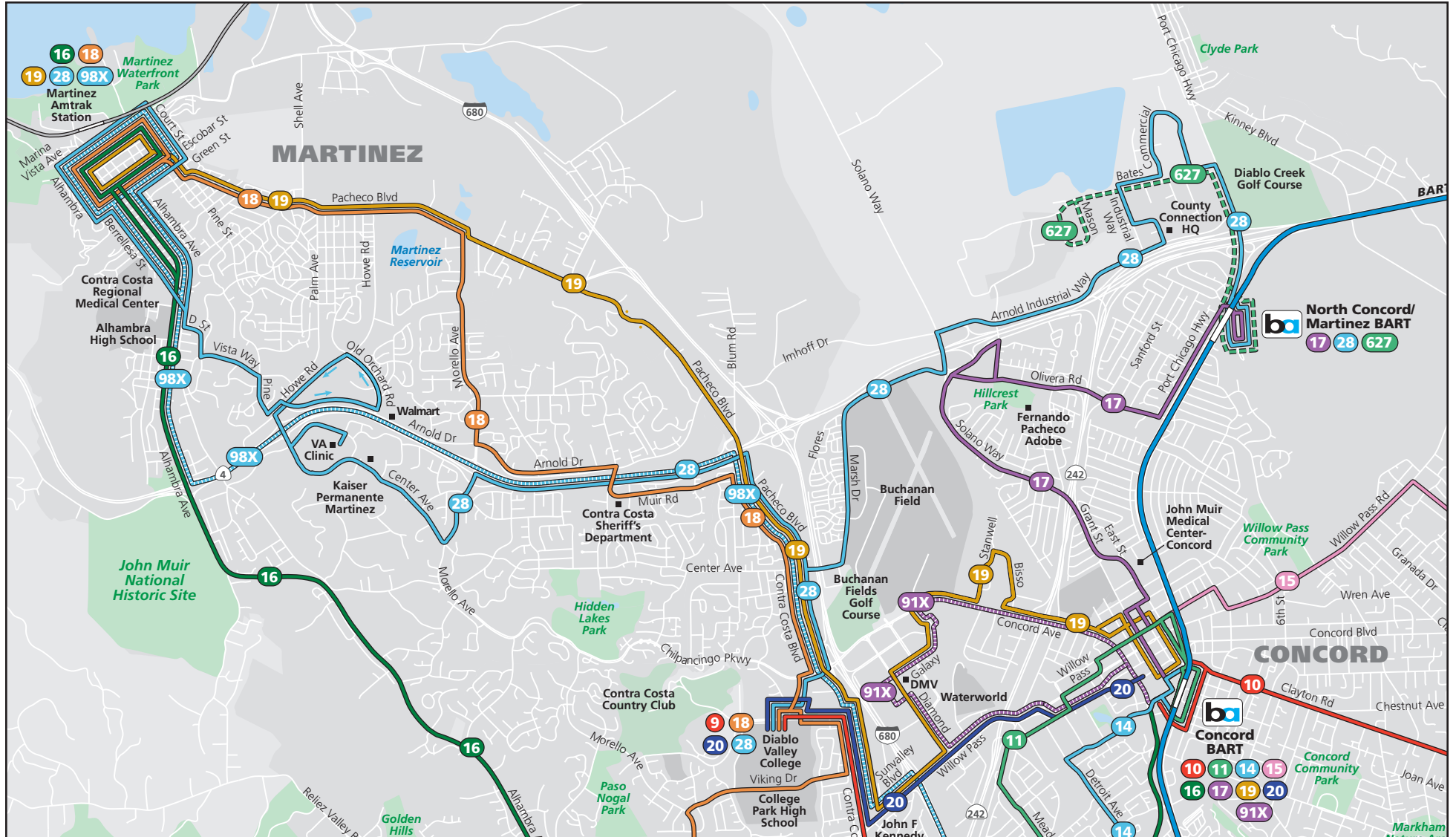
Recommendation:

Staff recommends realigning Route 28 off of Pacheco and Howe to serve the community around Vista Way. This change does not require Board action and can be forwarded to the Board as information only.

Action Requested:

Staff requests that the O&S Committee forward Route 28 realignment to the Board as an informational item.

Proposed Route 28 Alignment with Arnold/Howe/Old Orchard Rd Loop



To: Operations & Scheduling Committee

Date: 5/25/2018

From: Rashida Kamara, Manager of Accessible Services

Reviewed by:

SUBJECT: Late Cancellation/No-Show Policy Change

Background:

The LINK system has a Late Cancellation/No-Show Policy that was adopted by the Board and sets out penalties for multiple late cancellations or no-shows. The U.S.DOT regulations implementing ADA address the issue of no-show policies in ADA complementary paratransit programs. Specifically, 49 CFR 37.125(h) states that:

The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA paratransit eligible individuals who establish a pattern or practice of missing scheduled trips.

Current Procedure:

An individual who demonstrates a pattern or practice of repeated late cancellations or no-shows without sufficient notice is in violation of the Late Cancellation/No-Show Policy.

An individual who violates the Late Cancellation/No-Show Policy is subject to a loss of service for thirty (30) days for the first violation, sixty (60) days for the second violation, and ninety (90) days for the third violation in a calendar year. Sufficient notice is defined as twenty-four (24hrs) hours prior to pick-up time in determining cancellations and one hour prior to pick-up time in determining no-shows.

The current procedures include the following issues; our current policy does not allow a warning to be given in order for the passenger to correct the pattern of behavior, and two (2) late cancellations or no-shows in a month does not necessarily constitute a pattern of behavior. In addition, our cancellation policy is considered unreasonable as recommended by the FTA Circular.

Proposed Late Cancellation/No-show Procedure:

In order to improve the existing system, staff recommends the following; shorten the cancellation window from twenty-four (24hrs) hours to one (1hr) hour before the beginning of the pick-up window, and the No-show to anything within one (1hr) hour of the pick-up time.

Suspensions should progressively increase in penalty from thirty (30) days, sixty (60) days, and then ninety (90) days within a calendar quarter for six (6) No-shows.

Calendar Quarters:

Q1: January 1 to March 31

Q2: April 1 to June 30

Q3: July 1 to September 30

Q4: October 1 to December 31

A passenger would be warned in writing when they have accrued four (4) late cancellations or no-shows in a quarter. They are not penalized for late cancellations or no-shows that occur because of sudden emergencies, which make it impossible for them to cancel less than one (1hr) hour before their trip or not report for their trip at all.

Upon receiving six (6) No-Shows, they will be given a suspension letter.

If a passenger has been served a suspension and then continue to show a pattern of no-shows after their original suspension has ended, they may subsequently be suspended for longer periods. As in the existing policy, the passenger will still have the right to appeal the suspension.

First Suspension: 30 days

Second Suspension: 60 days

Third Suspension: 90 days

Recommendation:

Staff recommends that the Committee request the Board to approve the proposed changes to the Late Cancellation/No-Show Policy to:

- Include language specifying that a pattern or practice of no-shows is required.
- Adopt a more realistic procedure that captures a pattern and allows LINK staff to warn the passenger, potentially correcting the behavior.
- Reduce the Late Cancellation from twenty-four (24hrs) hours to one (1) hour.
- Develop a realistic timeframe in which a passenger may acquire no-shows.

Committee Questions:

At the May O&S meeting the committee requested staff to look into the possibility of charging passengers the cost of a fare if they were a no-show. Staff found the FTA published ADA circular does not provide any provisions for imposing penalties for no-shows other than a suspension policy. This includes financial penalties, including charging fares for trips scheduled but not taken or requiring payment of a fine in order to restore complementary paratransit service.

The committee also wanted to know if a rolling three month period for establishing the pattern of No-Shows could be implemented rather than the proposed calendar quarter system. In order for a no-show policy to be successful, it must be easily enforced. Simplicity

for staff involved is key to making that happen. A rolling 3-month period would be difficult administratively to manage since passengers will be on different cycles requiring the ability to track potentially hundreds of separate individuals records to determine where they are in establishing a practice of No-Shows. Staff believes this would represent a burden for the current contractor to manage accurately.

Financial Implications:

An appropriately managed No-Show policy has the potential of improving deployment of LINK resources and thus reducing expenses. At this time is not possible to provide a reasonable estimate of potential efficiency gains.

Options:

- 1) Approve recommendation
- 2) Decline recommendation
- 3) Other

Attachments:

Attachment I: Late Cancellation/No-Show Policy

Late Cancellation/No-Show Policy

An individual who demonstrates a pattern or practice of repeated no shows or late cancellations without sufficient notice is in violation of the Late Cancellation/No Show-Policy. ~~The basic penalty results in loss of service after two late cancels or no shows within one month.~~ the basic penalty results in suspension of service after 6 no-shows in a calendar quarter. An individual will receive a warning notice after four (4) no-shows. An individual who violates the Late Cancellation/No-Show Policy is subject to a loss of service for thirty (30) days, for the first violation, sixty (60) days, for the second violation, and ninety (90) days, for the third violation in a ~~calendar year~~ two year period from the first violation. Sufficient notice is defined as **one hour prior to pick-up time** in determining no-shows and ~~twenty-four (24hrs) hours~~ **more than one (1) hour** prior to pick-up time in determining cancellations. A person is considered a no-show if County Connection is not notified one hour before scheduled pick-up time or if driver waits five minutes after pick-up time and person is not ready for boarding. Of course, exceptions will be made for illness or other emergencies (including cancellation of a doctor's appointment by the doctor). Individuals who have subscription service, and violate the Late Cancellation/No-Show Policy, will be subject to a loss of their subscription service. Individuals who lose their subscription service due to a violation of this policy will not have their subscription service reinstated and will not be eligible for future subscription service.

Individuals who are subject to a loss of service due to violation of the Late Cancellation/No-Show Policy will be notified in writing of the proposed suspension and the basis for suspension, and they will have the opportunity to be heard and present information and arguments. County Connection will issue a written notice of the decision, including the reasons for the decision. The individual may appeal the decision within sixty (60) days of the decision to suspend service. The individual will have the opportunity to be heard and present information and arguments before an individual or panel not involved in the initial decision to suspend

service. County Connection will issue a written notice of the decision, including the reasons for it.

Calendar Quarters:

Q1: January 1 to March 31

Q2: April 1 to June 30

Q3: July 1 to September 30

Q4: October 1 to December 31

TO: O&S Committee

DATE: May 17, 2018

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 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	279,021		
Average Weekday	12,253	12,339	
Pass/Rev Hour	14.7	14.9	Standard Goal > 17.0
Missed Trips	0.14%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	54,718	32,247	Standard Goal > 18,000

** Based on current standards from updated SRTP*

Analysis

Average weekday ridership was slightly lower in April (12,253 passengers) than March (12,259 passengers) and higher than April 2017 (12,203 passengers) or (0.4%)

Passengers per hour in April was 14.7 which is lower than 15.1 in March and lower than April 2017 when passengers per hour was 15.7

The percentage of missed trips in April was 0.14% higher than the prior month (0.11%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 54,718 miles in April, higher than the prior month in which there were 45,183 miles between roadcalls. The 12 month average is 33,247 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 279,021 passengers in April, 200,114 passengers had the potential to use a Clipper card aboard County Connection since 78,908 either used an employee sponsored program or the midday free program. About 35.4% of the 200,114 potential Clipper card users paid using Clipper during this month.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2017 May	2017 June	2017 July	2017 Aug	2017 Sep	2017 Oct	2017 Nov	2017 Dec	2018 Jan	2018 Feb	2018 Mar	2018 Mar	12 Month TOTALS
Work Days	30	30	30	31	30	31	29	30	30	28	31	30	360
Revenue Hours	18,754	18,445	17,176	20,255	18,298	20,087	18,806	18,182	19,845	18,162	19,345	18,982	226,336
Operator Pay Hours	32,409	30,191	30,478	32,510	31,331	32,433	32,151	32,701	36,850	30,004	33,434	32,454	386,946

**MONTHLY BOARDINGS
Operations Data Summary**

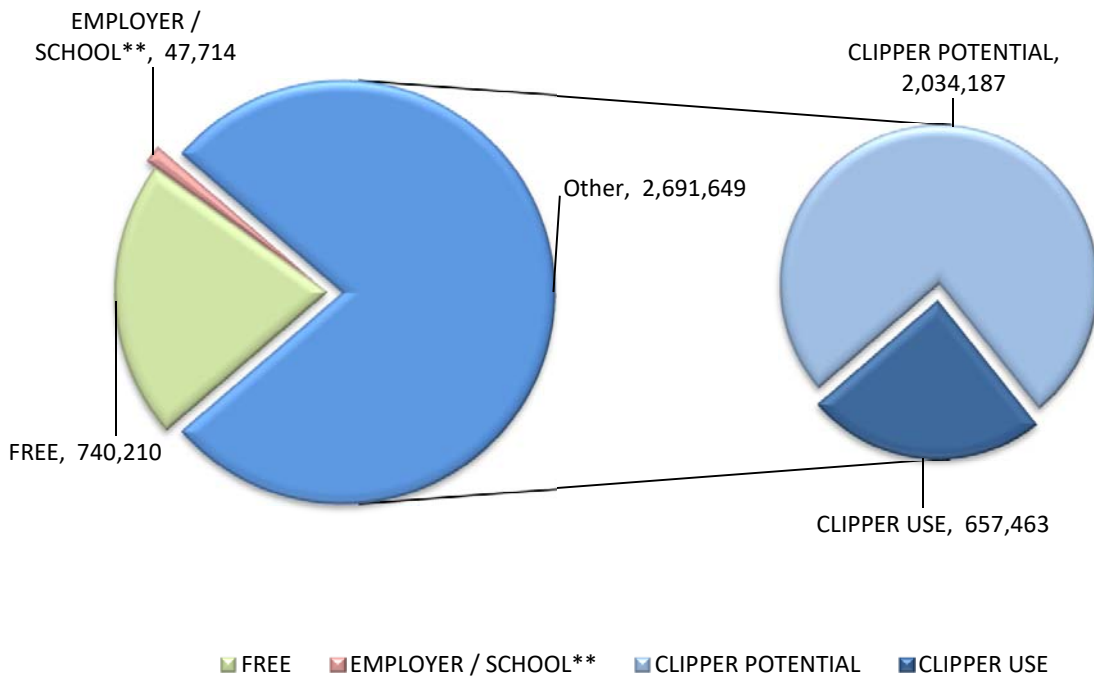
Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
April 2018 - Fixed Route Boardings	279,021	Revenue Hours -	April 2018	18,982	Weekdays - Apr 18	21	Fiscal 2018 YTD	2,822,110
Special Event -			April 2017	17,289	Apr 17	20		
		Revenue Miles -	April 2018	204,043	Saturdays - Apr 18	4	Fiscal 2017 YTD	2,914,857
			April 2017	197,905	Apr 17	5		
					Sundays - Apr 18	5		
					Apr 17	5		
April 2018 Total Boardings	279,021	Passengers per Mile		1.4	Total Days - 2018	30	YTD Trend	(3.2%)
April 2017 Total Boardings	273,392	Passengers per Hour		14.7	2017	30	Monthly Trend	2.1%

April 2018 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (1M)	Rossmoor / Shadelands	7,173			7,173	342			10.7	
2	Rudgear / Walnut Creek	314			314	15			3.8	
3	Martinez Community Shuttle	2,258			2,258	108			7.4	
4	Walnut Creek Downtown Shuttle	18,364	2,249	2,297	22,910	874	562	459	24.9	
5	Creekside / Walnut Creek	10,687			10,687	509			27.3	
6	Lafayette / Moraga / Orinda	9,543	468	453	10,463	454	117	91	12.9	
7	Shadelands / Pleasant Hill / Walnut Creek	9,381			9,381	447			21.0	
9	DVC / Walnut Creek	10,719			10,719	510			12.1	
10	Concord / Clayton Rd	22,553			22,553	1,074			22.4	
11	Treat Blvd / Oak Grove	5,999			5,999	286			14.8	
14	Monument Blvd	11,670			11,670	556			14.0	
15	Treat Boulevard	10,118			10,118	482			15.6	
16	Alhambra Ave / Monument Blvd	14,387			14,387	685			13.2	
17	Olivera/Solano / Salvio / North Concord	5,445			5,445	259			14.0	
18	Amtrak / Merello / Pleasant Hill	8,092			8,092	385			12.0	
19	Amtrak / Pacheco Blvd / Concord	3,222			3,222	153			11.1	
20	DVC / Concord	21,816			21,816	1,039			21.1	
21	Walnut Creek / San Ramon Transit Center	11,070			11,070	527			10.2	
25	Lafayette / Walnut Creek	1,460			1,460	70			7.1	
28	North Concord / Martinez	5,795			5,795	276			9.2	
35	Dougherty Valley	10,450			10,450	498			14.4	
36	San Ramon / Dublin	4,525			4,525	215			7.7	
91X	Concord Commuter Express	1,143			1,143	54			9.8	
92X	Ace Shuttle Express	3,658			3,658	174			13.7	
93X	Kirker Pass Express	3,402			3,402	162			10.3	
95X	San Ramon / Danville Express	4,308			4,308	205			20.4	
96X	Bishop Ranch Express	10,708			10,708	510			14.4	
97X	Bishop Ranch Express	1,702			1,702	81			8.1	
98X	Martinez Express	7,461			7,461	355			13.2	
250 *	Gael Rail Service	40	60	37	137	5	15	7	1.5	
260 *	Cal State East Bay / Concord Bart	183			183	11			1.1	
301	Rossmoor / John Muir Medical Center		196	256	452		49	51	5.5	
310	Concord Bart / Clayton Rd / Kirker Pass		1,769	2,028	3,797		442	406	24.5	
311	Concord / Oak Grove / Treat Blvd / WC		824	933	1,757		206	187	12.6	
314	Clayton Rd / Monument Blvd / PH		2,200	1,979	4,180		550	396	16.7	
315	Concord / Willow Pass / Landana		207	181	388		52	36	6.9	
316	Alhambra / Merello / Pleasant Hill		1,085	1,253	2,338		271	251	12.4	
320	DVC / Concord		764	689	1,453		191	138	12.4	
321	San Ramon / Walnut Creek		908	869	1,777		227	174	9.4	
Alamo Creek *	Alamo Creek / BART Walnut Creek	532			532	25			3.2	
600's	Select Service	19,140			19,140	911			23	
TOTALS		257,317	10,730	10,975	279,021	12,253	2,682	2,195	14.7	

* 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	291,272	74,821	5,445	211,006	74,374	35.2%
Apr-18	279,021	73,679	5,229	200,114	70,928	35.4%
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
Grand Total	2,822,110	740,210	47,714	2,034,187	657,463	32.3%

*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
APRIL FY 17/18**

SUMMARY	APRIL FY 16/17	APRIL FY 17/18	YTD FY16/17	YTD FY 17/18
1 TOTAL CLIENTS	10,930	11,558	113,525	112,941
2 TOTAL ATTENDANTS	703	1,009	5,971	7,980
3 TOTAL COMPANIONS	21	46	491	483
4 TOTAL PASSENGERS	11,654	12,613	119,987	121,404
5 TOTAL SERVICE DAYS	30	30	299	299
6 VEHICLE REVENUE HOURS	5,314	5,927	57,984	58,332
7 VEHICLE SERVICE HOURS	6,614	7,592	73,549	75,994
8 VEHICLE NON REV HOURS	1,300	1,665	15,565	18,654
9 VEHICLE SERVICE MILES	99,275	111,181	1,052,332	1,096,846
10 VEHICLE REVENUE MILES	68,260	90,489	745,622	875,703
11 VEHICLE NON REV MILES	18,683	21,243	199,351	221,694
12 PASS. PER REVENUE HOUR	2.19	2.13	2.07	2.08
13 CLIENT PER REVENUE HOUR	2.06	1.95	1.96	1.94
14 PASS. PER SERVICE HOUR	1.76	1.66	1.63	1.60
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	1,091	906	9,582	9,338
18 SAME DAY TRIPS	111	129	1,146	1,348
19 SUBSCRIPTION TRIPS	6,168	6,379	60,729	63,401
20 DEMAND	4,766	5,175	52,885	49,672
21 FAREBOX REVENUE	\$8,955.80	\$10,478.94	\$96,062.88	\$102,589.68
22 PREPAID CLIENTS	\$5,604.00	\$9,242.00	\$66,246.00	\$56,924.00
23 COLLECTED BILLING	\$24,258.00	\$37,624.40	\$252,882.00	\$241,021.20
24 TOTAL REVENUE COLLECTED	\$38,817.80	\$57,345.34	\$415,190.88	\$400,534.88
25 CHARGEABLE ACCIDENTS	1	0	4	5
26 SERVICE COMPLAINTS	1	4	9	29
27 SERVICE COMMENDATIONS	2	0	14	10
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	3	18	21
30 DRIVER TURNOVER	1%	0%	11%	30%
31 SCHEDULE ADHERENCE	73%	75%	74%	75%
32 WHEELCHAIR BOARDING'S	3,527	3,207	29,080	24,125
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,987	6,627	N/A	N/A
35 UNDUPLICATED CLIENTS	768	912	N/A	N/A
36 NO-SHOWS	228	250	1,898	2,544
37 CANCELS	1,346	2,395	19,115	21,931
38 AVG. TRIP LENGTH (MILES)	8.5	8.8	8.8	9.0
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	42	45	47	49
41 TOTAL FUEL/GALLONS	14,384	17,266	156,447	169,293
42 FLEET M.P.G.	6.9	6.4	6.7	6.5

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS</i>	<i>LINK vs. BART HOURS</i>	<i>REFUEL</i>
<i>7629.10</i>	<i>5964.10</i>	<i>1558.30</i>
<i>7591.55</i>	<i>5926.55</i>	<i>1665.00</i>

LINK Invoicing Calculation

<i>Serv. Hrs</i>	<i>7,591.55</i>
<i>Hourly rate</i>	<i>45.14</i>
<i>Total</i>	<i>342,682.57</i>
<i>Fixed Costs</i>	<i>87,293.53</i>
<i>Grand Total</i>	<i>\$429,976.10</i>

*Entered only the same day trip accommodated from the Denial Graph Report
Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)
Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)*

**equals drivers divided headcount times 100
Spider Report no longer.... Pulled OTP from Pass-Trapeze
*Late divided trips
Stastical Reports-Space Type and Passenger Type/unchecked the selected city*

*Trapeze Report- Ops unduplicated clients reports uncheck all boxes
Trapeze Report- Ops unduplicated clients reports check with summary go to the last page
Productivity- Canceled, N/S rep. check only no shows
Productivity- Canceled, N/S rep. check only cancels*

operations-daily operations report / YTD I run from July to the month you are working