

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE

### AGENDA

Friday, May 11, 2018

8:15 a.m.

City of Pleasant Hill

100 Gregory Lane, Large Community Room

\*\*\*\*\*PLEASE NOTE DATE, TIME, AND LOCATION CHANGE\*\*\*\*\*

### Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of April 10, 2018\*
4. Public Outreach\* – Information Only
5. GPS Based Advertising Equipment\* – 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 – June 1, 2018
11. Adjournment

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\*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](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 Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or [hill@cccta.org](mailto: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, May 17, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, May 9, 9:00 a.m., 1676 North California Blvd., Suite 620 Walnut Creek, CA
Advisory Committee:	Tuesday, May 8, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, May 10, 10:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, May 11, 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](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 County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**Summary Minutes  
Operations & Scheduling Committee  
Supervisor Andersen Office  
3338 Mt. Diablo Blvd.  
Lafayette, CA  
Tuesday, April 10, 2018, 8:15 a.m.**

**Directors:** Sue Noack, Dave Hudson

**Staff:** Rick Ramacier, Bill Churchill, Ruby Horta, Sean Hedgpeth

**Public:** Ralph Hoffman

**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:**

Ralph Hoffman commented the fare proposal. He said he was opposed to the removal of the Senior Midday Free Fare program and also opposed increasing the paratransit fare. He also asked for weekend service on Route 5, and asked how people could take transit to the O&S meetings if Route 25 was discontinued.

**3. Approval of O&S Summary Minutes for March 9, 2018:** Minutes were approved.

**4. 2019 Service Restructure Plan**

Ms. Horta outlined the current status of the ongoing service restructure. She focused on the San Ramon and Pleasant Hill areas as their respective directors were present. In Pleasant Hill Ms. Horta explained that service on Taylor Blvd isn't currently feasible for Route 18, as the street does not have sidewalks and there are no safe bus stops to serve there. In San Ramon, Ms. Horta explained possible options for the Fircrest area including the use of microtransit or the expansion of the Go Dublin pilot.

Director Noack said that the committee should discuss the rest of the restructure proposals with the full board, with the directors from each jurisdiction. Director Hudson agreed.

**5. Reports**

Staff reported on the fixed route statistics.

**6. Committee Comments**

Mr. Hudson commented that he liked the fare proposal as it is more. Director Noack also lamented the online reload time to add Clipper cash.

**7. Future Agenda Items**

Public outreach plan for the service restructure and fare proposals.

**8. Next Scheduled Meeting** – May 11<sup>th</sup> at 8:15am, at 3338 Mt. Diablo Blvd., Lafayette CA.

**9. Adjournment** – The meeting was adjourned at 8:50 a.m.

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

**To:** Operations & Scheduling Committee

**Date:** 4/23/2018

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

**Reviewed by:** *WK.*

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**SUBJECT: Public Outreach**

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**Background:**

At the April Board meeting the Board authorized staff to begin the public comment process for the fare and service restructure proposals. Since the two proposals are moving forward at the same time, staff has the ability to combine the public outreach into one and discuss both efforts jointly. Staff anticipates the public comment process will require at least 6 months to complete and will require significant amount of staff time to schedule and staff all meetings.

To date, staff has met with representatives from each City in County Connection's service area. At the request of the San Ramon staff, a meeting was also held with the Alcosta Senior Center's Recreation Supervisor. The feedback from city staff has been positive and they've indicated interest is partnering to promote opportunities for public feedback during the public comment period. In addition to conducting meetings with city staff, County Connection staff will hold at least one public meeting in each of the 11 jurisdictions in our service area. Furthermore, County Connection anticipates meetings with other stakeholders including, but not limited to, Rossmoor, Diablo Valley College, Bishop Ranch, Senior Centers, Kaiser, John Muir Medical, as well as county and social service agencies. In order to ensure regional transit patterns are not negatively impacted by our proposals, we will also meet with neighboring transit agencies including: BART, LAVTA, TriDelta Transit, WestCAT, Amtrak and SolTrans.

Staff anticipates a significant level of interest from the public given the concurrent proposals and will update the Committee on a monthly basis on the status of the meetings and the public's feedback. Staff welcomes any recommendations from Committee members of groups within their respective communities that should be contacted during this process.

**Financial Implications:**

None.

**Recommendation:**

Information only.

**Action Requested:**

None.

**To:** Operations & Scheduling Committee

**Date:** 05/02/2018

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

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**SUBJECT: GPS Based Advertising Equipment**

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**Background:**

At the APTA annual conference and Expo in Atlanta this last fall a couple of Board members and staff received a demonstration of a relatively new technology that allows for GPS based, on board advertising. The system works by mounting a high definition TV flat screen inside a bus in a prominent location for passengers to view as well as some specialized equipment that can display advertising on the screen based on the location of the bus. The manufacturers of the equipment believe this may be valuable to advertisers and transit agencies since it allows advertisers to more accurately target their customers by matching the advertising to the location.

In addition to advertising, the system can display GPS based points of interest to passengers. For example when a bus enters a specific city and approaches a point of interest a video could be played that directs passenger's attention to that location providing information such as how to visit or hours of operation. The displays can also provide rider alerts and generalized information about County Connection or information regarding local events and social services.

Staff has been conducting research into the viability of these systems as well as the potential for generating advertising revenue, such that the cost to purchase the equipment is justified. This is proving to be a challenging task since Lamar, County Connection's bus ad provider, requires a large volume of vehicles equipped with the GPS systems in order to implement this type of advertising.

Recognizing this challenge, Hanover Displays, one of the manufacturers that sells the GPS display equipment, has offered to fully equip one bus with their product. Additionally, Hanover will help staff develop content and locate an advertiser at no cost to the Authority as a pilot project to demonstrate the efficacy of the product.

**Recommendation:**

For information only.

**Financial Implications:**

The systems range in cost from \$7,000 to \$9,000 per installation depending on screen size and number of screens. For this potential demonstration project there are no direct costs to the Authority since Hanover would cover the cost of equipment, installation and loading of content.

**Action Requested:**

None at this time, if the demonstration project proves to be successful staff will report back to the committee and seek further direction.

**To:** Operations & Scheduling Committee

**Date:** 5/01/2018

**From:** Rashida Kamara, Manager of Accessible Services

**Reviewed by:**

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**SUBJECT: Late Cancellation/No-Show Policy Change**

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**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 Federal Transit Administration Triennial Review done in 2012 and 2015 found that the policy does not adequately spell out that a “pattern or practice” of late cancellations or no-shows is what triggers penalties.

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 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 24 hours to 1 hour before the beginning of the pick-up window, and the No-show to anything within 1 hour of the pick-up time.

Suspensions should progressively increase in penalty from 30 days, 60 days, then 90-day within a calendar quarter for 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 24 hours to 1 hour

#### **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

**TO:** O&S Committee

**DATE:** March 21, 2018

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for March 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>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	291,272		
Average Weekday	12,259	12,348	
Pass/Rev Hour	15.1	14.9	Standard Goal > 17.0
Missed Trips	0.11%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	48,183	31,236	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in March (12,259 passengers) than February (12,558 passengers) and lower than March 2017 (13,297 passengers) or (8.5%)

Passengers per hour in March was 15.1 which is higher than 14.9 in February and lower than March 2017 when passengers per hour was 16.8

The percentage of missed trips in March was 0.11% same as the prior month (0.11%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 48,183 miles in March, lower than the prior month in which there were 65,287 miles between roadcalls. The 12 month average is 31,236 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 291,272 passengers in March, 211,006 passengers had the potential to use a Clipper card aboard County Connection since 80,266 either used an employee sponsored program or the midday free program. About 35.2% of the 211,006 potential Clipper card users paid using Clipper during this month.

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2017 April</b>	<b>2017 May</b>	<b>2017 June</b>	<b>2017 July</b>	<b>2017 Aug</b>	<b>2017 Sep</b>	<b>2017 Oct</b>	<b>2017 Nov</b>	<b>2017 Dec</b>	<b>2018 Jan</b>	<b>2018 Feb</b>	<b>2018 Mar</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	30	30	30	30	31	30	31	29	30	30	28	31	360
Revenue Hours	17,289	18,754	18,445	17,176	20,255	18,298	20,087	18,806	18,182	19,845	18,162	19,345	224,642
Operator Pay Hours	31,513	32,409	30,191	30,478	32,510	31,331	32,433	32,151	32,701	36,850	30,004	33,434	386,006
Number of Operators	167	168	168	164	163	164	159	159	163	162	163	166	164
Total Chargeable Collisions	0	3	2	2	3	1	2	3	6	3	1	3	29

**MONTHLY BOARDINGS  
Operations Data Summary**

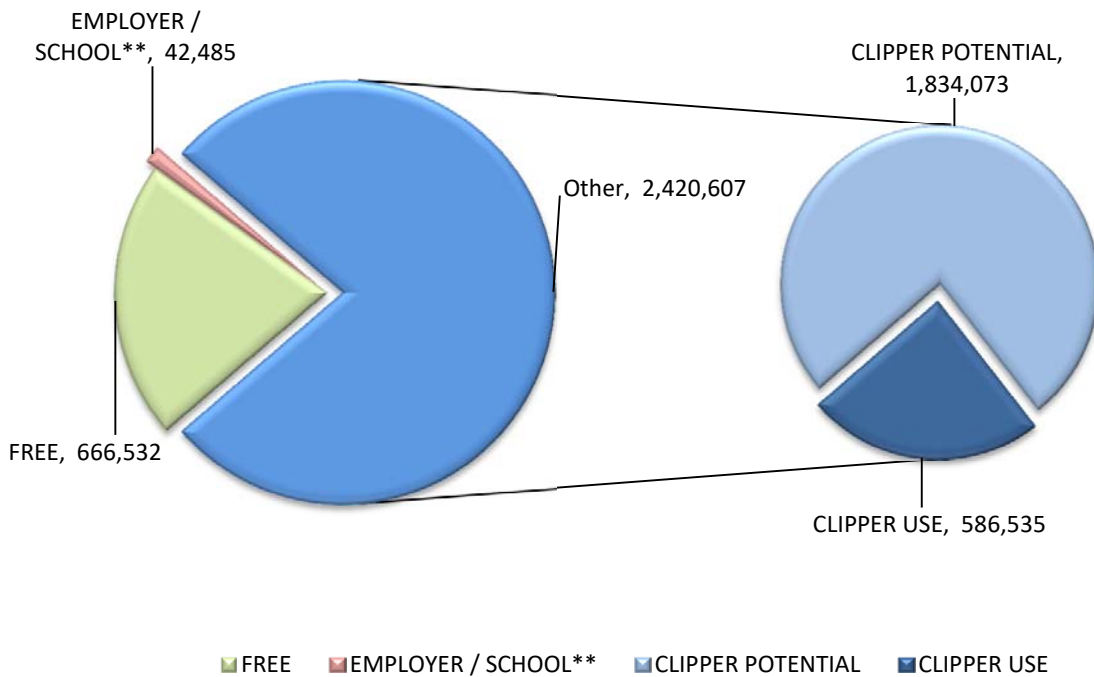
Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>March 2018 - Fixed Route Boardings</b>	291,272	Revenue Hours -	March 2018	19,345	Weekdays - Mar 18	22	Fiscal 2018 YTD	2,543,089
			March 2017	19,397	Mar 17	23		
Special Event -		Revenue Miles -	March 2018	215,247	Saturdays - Mar 18	5	Fiscal 2017 YTD	2,641,465
			March 2017	223,111	Mar 17	4		
					Sundays - Mar 18	4		
					Mar 17	4		
<b>March 2018 Total Boardings</b>	<b>291,272</b>	<b>Passengers per Mile</b>		<b>1.4</b>	<b>Total Days - 2018</b>	<b>31</b>	<b>YTD Trend</b>	<b>(3.7%)</b>
<b>March 2017 Total Boardings</b>	<b>325,741</b>	<b>Passengers per Hour</b>		<b>15.1</b>	<b>2017</b>	<b>31</b>	<b>Monthly Trend</b>	<b>(10.6%)</b>

March 2018 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (1M)	Rossmoor / Shadelands	7,327			7,327	333			10.5	
2	Rudgear / Walnut Creek	414			414	19			4.8	
3	Martinez Community Shuttle	2,155			2,155	98			6.8	
4	Walnut Creek Downtown Shuttle	17,944	2,499	1,864	22,307	816	500	466	13.1	
5	Creekside / Walnut Creek	11,178			11,178	508			27.2	
6	Lafayette / Moraga / Orinda	10,277	560	388	11,224	467	112	97	12.7	
7	Shadelands / Pleasant Hill / Walnut Creek	10,043			10,043	456			21.4	
9	DVC / Walnut Creek	10,258			10,258	466			11.1	
10	Concord / Clayton Rd	23,992			23,992	1,091			22.7	
11	Treat Blvd / Oak Grove	6,408			6,408	291			15.1	
14	Monument Blvd	12,146			12,146	552			13.9	
15	Treat Boulevard	10,126			10,126	460			14.9	
16	Alhambra Ave / Monument Blvd	14,986			14,986	681			13.1	
17	Olivera/Solano / Salvio / North Concord	5,302			5,302	241			13.0	
18	Amtrak / Merello / Pleasant Hill	8,017			8,017	364			11.3	
19	Amtrak / Pacheco Blvd / Concord	3,364			3,364	153			11.1	
20	DVC / Concord	21,080			21,080	958			19.5	
21	Walnut Creek / San Ramon Transit Center	11,553			11,553	525			10.1	
25	Lafayette / Walnut Creek	1,457			1,457	66			7.2	
28	North Concord / Martinez	5,914			5,914	269			8.9	
35	Dougherty Valley	11,442			11,442	520			15.0	
36	San Ramon / Dublin	4,809			4,809	219			7.8	
91X	Concord Commuter Express	1,300			1,300	59			11.2	
92X	Ace Shuttle Express	3,989			3,989	181			14.3	
93X	Kirker Pass Express	3,628			3,628	165			10.5	
95X	San Ramon / Danville Express	4,095			4,095	186			18.5	
96X	Bishop Ranch Express	11,672			11,672	531			14.9	
97X	Bishop Ranch Express	1,969			1,969	90			9.0	
98X	Martinez Express	7,714			7,714	351			12.9	
250 *	Gael Rail Service	39	61	27	127	4	12	7	1.2	
260 *	Cal State East Bay / Concord Bart	146			146	11			1.2	
301	Rossmoor / John Muir Medical Center		262	185	447		52	46	6.0	
310	Concord Bart / Clayton Rd / Kirker Pass		2,345	1,556	3,901		469	389	31.8	
311	Concord / Oak Grove / Treat Blvd / WC		884	724	1,608		177	181	11.0	
314	Clayton Rd / Monument Blvd / PH		2,465	1,688	4,154		493	422	20.6	
315	Concord / Willow Pass / Landana		297	174	470		59	43	3.3	
316	Alhambra / Merello / Pleasant Hill		1,401	980	2,381		280	245	18.4	
320	DVC / Concord		876	577	1,452		175	144	10.2	
321	San Ramon / Walnut Creek		1,063	702	1,765		213	175	11.4	
Alamo Creek *	Alamo Creek / BART Walnut Creek	516			516	23			2.9	
600's	Select Service	24,436			24,436	1,111			22	
<b>TOTALS</b>		<b>269,697</b>	<b>12,713</b>	<b>8,863</b>	<b>291,272</b>	<b>12,259</b>	<b>2,543</b>	<b>2,216</b>	<b>15.1</b>	

\* 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	-	-	-	-	-	-
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
<b>Grand Total</b>	<b>2,543,089</b>	<b>666,532</b>	<b>42,485</b>	<b>1,834,073</b>	<b>586,535</b>	<b>32.0%</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)

### 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: <b>IM</b> = 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 Pigsaw 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
<b>Alamo Creek Shuttle</b>	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

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

<b>SUMMARY</b>	<b>MARCH FY 16/17</b>	<b>MARCH FY 17/18</b>	<b>YTD FY16/17</b>	<b>YTD FY 17/18</b>
<b>1 TOTAL CLIENTS</b>	12,418	12,033	102,595	101,383
<b>2 TOTAL ATTENDANTS</b>	778	859	5,268	6,971
<b>3 TOTAL COMPANIONS</b>	34	51	470	437
<b>4 TOTAL PASSENGERS</b>	13,230	12,943	108,333	108,791
<b>5 TOTAL SERVICE DAYS</b>	31	31	269	269
<b>6 VEHICLE REVENUE HOURS</b>	6,243	6,150	52,670	52,406
<b>7 VEHICLE SERVICE HOURS</b>	7,812	8,008	66,934	68,402
<b>8 VEHICLE NON REV HOURS</b>	1,569	1,859	14,265	16,989
<b>9 VEHICLE SERVICE MILES</b>	117,488	115,510	953,057	985,665
<b>10 VEHICLE REVENUE MILES</b>	79,238	93,172	677,363	785,214
<b>11 VEHICLE NON REV MILES</b>	22,632	22,338	180,668	200,451
<b>12 PASS. PER REVENUE HOUR</b>	2.12	2.10	2.06	2.08
<b>13 CLIENT PER REVENUE HOUR</b>	1.99	1.96	1.95	1.93
<b>14 PASS. PER SERVICE HOUR</b>	1.69	1.62	1.62	1.59
<b>15 PASS. PER SERVICE MILE</b>	0.11	0.11	0.11	0.11
<b>16 PASS. PER REVENUE MILE</b>	0.17	0.14	0.16	0.14
<b>17 TOTAL TRANSFER TRIPS</b>	1,258	906	8,491	8,432
<b>18 SAME DAY TRIPS</b>	105	129	1,035	1,219
<b>19 SUBSCRIPTION TRIPS</b>	7,071	6,803	54,561	57,022
<b>20 DEMAND</b>	5,366	5,286	48,119	44,497
<b>21 FAREBOX REVENUE</b>	\$9,702.12	\$11,327.75	\$87,107.08	\$92,110.74
<b>22 PREPAID CLIENTS</b>	\$6,852.00	\$8,674.00	\$60,642.00	\$47,682.00
<b>23 COLLECTED BILLING</b>	\$19,580.00	\$35,414.00	\$228,624.00	\$203,396.80
<b>24 TOTAL REVENUE COLLECTED</b>	\$36,134.12	\$55,415.75	\$376,373.08	\$343,189.54
<b>25 CHARGEABLE ACCIDENTS</b>	0	0	3	5
<b>26 SERVICE COMPLAINTS</b>	1	4	8	25
<b>27 SERVICE COMMENDATIONS</b>	1	3	12	10
<b>28 SERVICE DENIALS</b>	0	0	0	0
<b>29 ROAD CALLS</b>	3	1	15	18
<b>30 DRIVER TURNOVER</b>	0%	4%	10%	30%
<b>31 SCHEDULE ADHERENCE</b>	73%	74%	74%	75%
<b>32 WHEELCHAIR BOARDING'S</b>	2,793	2,835	25,553	20,918
<b>33 W/C LIFT AVAILABILITY</b>	100%	100%	100%	100%
<b>34 REGISTERED CLIENTS</b>	6,817	6,627	56,117	55,640
<b>35 UNDUPLICATED CLIENTS</b>	855	912	8,070	17,692
<b>36 NO-SHOWS</b>	265	306	1,670	2,294
<b>37 CANCELS</b>	2,706	2,684	17,769	19,536



<b>38 AVG. TRIP LENGTH (MILES)</b>	8.9	8.9	8.8	9.1
<b>39 AVG. SM BUSES IN SERVICE</b>	3	3	3	3
<b>40 AVG. BUSES IN SERVICE</b>	43	46	47	50
<b>41 TOTAL FUEL/GALLONS</b>	17,306	17,266	142,063	152,027
<b>42 FLEET M.P.G.</b>	6.8	6.7	6.7	6.5