

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

AGENDA

Friday, September 7, 2018

8:15 a.m.

City of Pleasant Hill

100 Gregory Lane, Community Room

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of June 1, 2018*
4. BART Early Morning Service Plan*
(Staff will describe the BART's conceptual plan for bus bridge coverage on weekdays from 4am-5am, starting February 2019.)
5. Paratransit Consultant Update*
(Staff will summarize the results of a recent paratransit service review.)
6. Monthly Reports* - Information only
 - a. Fixed Route
 - b. LINK
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – October 5, 2018
10. 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, September 20, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, September 12, 9:00 a.m., 3338 Mt. Diablo Blvd, Lafayette
Advisory Committee:	Tuesday, September 11, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, September 6, 9:30 a.m., 3338 Mt. Diablo Blvd, Lafayette
Operations & Scheduling:	Friday, September 7, 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
Pleasant Hill City Hall
100 Gregory Lane, Community Room
Friday, June 1, 2018, 8:15 a.m.**

Directors: Sue Noack, Dave Hudson, Robert Storer
Staff: Bill Churchill, Rashida Kamara, Sean Hedgpeth
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 May 11, 2018:** Minutes were approved.

4. Public Hearings Schedule

Mr. Hedgpeth outlined the schedule of the six public hearings planned in June and July. Director Storer asked what sort of meeting attendance is expected, and if the times was sufficient for people to attend when they get off work. Mr. Hedgpeth stated that meeting attendance is rather unpredictable, but the last meeting had a little over a dozen attendees for a hearing on the elimination of Route 3.

5. Route 28 Alignment

Mr. Hedgpeth discussed the planned change of the route alignment of Route 28 to cover most of the Route 3 coverage, in response to the comments received on the previous Route 3 public hearing. Director Noack said she supported this change and County Connection's effort to retain service to Walmart after Route 3 is eliminated.

6. Late Cancellation/No-Show Policy Change

Ms. Kamara presented a change to County Connection's Late Cancellation/No-Show Policy for LINK Paratransit pick-ups. She explained that our current policy is too restrictive for frequent riders, with no warnings allowed and only two cancellations or no-shows allowed a month before a loss of service for 30 days. She said the new policy has a longer period of time to establish a 'pattern' of behavior. She stated the new policy will get four cancellations a quarter before a written warning, and then progressively increased suspensions for violations of more than six a quarter.

Director Storer asked what the average daily Link ridership was and Ms. Kamara said we carry about 400-600 on an average weekday. Director Hudson motioned, and Director Noack seconded, to forward the Late Cancellation/No-Show Policy Proposal to the full board.

7. Monthly Reports

Staff reported on the fixed route statistics.

8. Committee Comments

None.

9. Future Agenda Items

None.

10. Next Scheduled Meeting – August 3rd at 8:15am, at 100 Gregory Lane.

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

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

The current bus bridge plan will provide routes from the Pittsburg/Bay Point and Pleasant Hill BART stations. Each station would provide one nonstop route to the Salesforce Transit Center (STC) in San Francisco, and another that would go nonstop to the 19th St. BART station in Oakland. BART has asked County Connection to operate two trips from Pleasant Hill BART station to 19th St. while Tri Delta will be asked operate from the Pittsburg/Bay Point station. Details are subject to finalization, but the basic assumptions are for the Pleasant Hill service to run approximately at 4:15am and 4:45am each weekday morning, requiring two buses to operate. This service is not anticipated to add to the peak vehicle requirement for County Connection, but it will expand existing hours of operation by approximately 20 minutes.

Financial Implications:

BART has stated that it will draft proposed agreements with bus bridge operators such that they cover the full cost of providing the service. In order to keep agreements simple and manageable, no separate fare structure would be required; rather, County Connection would be able to apply its own local fare, the revenues from which would be credited back to BART. County Connection staff's internal estimate shows that the service would require approximately 1,100 hours per year to operate. County Connection would determine a fully loaded hourly rate to ensure fair compensation to County Connection and ensure all expenses are covered.

Recommendation:

Staff recommends the O&S Committee forward BART's conceptual plan for review. The Board would be asked to authorize the General Manager to enter into a contract with BART to provide the early morning Bus Bridge service starting February 2019.

To: Operations and Scheduling Committee

Date: 8/31/2018

From: Rashida Kamara Manager of Accessible Services **Reviewed by:**

SUBJECT: Paratransit Consultant Update

Background:

In response to a growing number of complaints from Mount Diablo Rehab regarding service failures, County Connection retained the Consulting Services of an ADA Paratransit expert to investigate, summarize and recommend best practices to improve service. Both County Connection's General Manager and Mount Diablo's President & CEO, Debbie Toth agreed that insight from a neutral third party would be mutually beneficial in assessing the issues and making recommendation to improve the paratransit experience.

The consultant chosen was Douglas Cross of Douglas Cross Transportation Consulting. As part of his investigation, he met with First Transit staff to observe LINK's day-to-day operation. He also spoke with several Mount Diablo staff to ascertain service issues from their perspective, reviewed County Connections contract with First Transit and the execution of their contract. All of this predated the hiring of an Accessible Services Manager, a role that was recently filled.

As part of the summary or objective, staff wanted to know what the issues were, what steps have been taken so far to resolve them, and finally recommendations of what can be done to improve the service.

Consultant's Investigation Update:

The issues discovered included late rides, for example, arriving to the rehab after their scheduled appointment time, excessively long trips, lack of a comprehensive complaint process, not understanding the 30-minute window and an overall poor response to issues by LINK staff.

His investigation revealed, the following:

- First Transit was short staffed most of the time
- Constant shortage of drivers
- Lack of a comprehensive complaint and response mechanism in place to respond to issues in a timely manner.
- Lack of on-going training on dispatching protocols.

- Lack of basic transportation scheduling technology like, tablets and dispatching interfacing tools, resulting in First Transit's inability to manage their day-to-day operations
- Mount Diablo lack of comprehension of ADA paratransit service in general; causing them to have an expectation of service outside of the ADA requirements
- Mt Diablo frequent request for Same-day service
- County Connections limited oversight of the contractor

Consultants Recommendations:

- Increase Contractor oversight
- Outline contractor expectations, by addressing these in the next RFP
- Educate Mt Diablo on ADA paratransit service
- Engage Mt Diablo and other LINK users service expectations
- Increase staffing levels to meet demand
- Develop a comprehensive complaint response system
- Update educational materials, like Riders Guide to clearly outline Service expectations

Progress to Date:

Since the onset of this investigation, First Transit and County Connection have worked together with Mount Diablo to systematically analyze the different issues and develop immediate and on-going action items to improve service.

- County Connection hired an Accessible Services manager, who immediately started creating and implementing Outreach and Education for Mount Diablo and Paratransit users in general.
- First Transit has hired two more dispatchers to assist with day-to-day operations.
- Schedulers are now assigned to review routes the night before to catch potential issues.
- First Transit brought in a Trapeze expert to review system settings and progress is being made in adjusting setting to better manage trips
- Trapeze has conducted refresher training for First Transit dispatchers and schedulers to help them dispatch in the moment. Trapeze will be conducting on-going training in the near future.
- First Transit is also conducting on-going driver training programs each month to boost their driver count.
- County Connection is in the process of developing and implementing a comprehensive Complaint and Response procedure,
- County Connection is conducting education and outreach with Mount Diablo and other agencies. The education includes working with Mount Diablo to determine appropriate appointment times and ensuring they understand the Riders Guide and working within its parameters. We are also reviewing our outreach materials for any necessary updates.

- County Connection is addressing Rider education during the eligibility process, helping the rider to understand paratransit expectations from the onset.
- County Connection is also reviewing current policies and procedures to see if they can be revised to ensure compliance with FTA regulations and are in line with best practices in the industry.
- County Connection has issued First Transit a formal Performance review letter to escalate resolutions and outline expectations moving forward.

Financial Implications:

None

Recommendation:

For Information only

TO: O&S Committee

DATE: June 24, 2018

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for June 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	265,373		
Average Weekday	11,018	12,279	
Pass/Rev Hour	14.1	14.9	Standard Goal > 17.0
Missed Trips	0.07%	0.12%	Standard Goal < 0.25%
Miles between Road Calls	25,868	33,469	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in June (11,018 passengers) than May (12,939 passengers) and lower than June 2017 (12,279 passengers) or (1.7%)

Passengers per hour in June was 14.1 which is lower than 16.1 in May and slightly lower than June 2017 when passengers per hour was 14.9.

The percentage of missed trips in June was 0.07% lower than the prior month (0.12%). The YTD average is 0.12% missed trips.

The number of miles between roadcalls was 25,868 miles in June, lower than the prior month in May which there were 36,703 miles between roadcalls. The 12 month average is 33,469 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 265,383 passengers in June, 176,947 passengers had the potential to use a Clipper card aboard County Connection since 88,426 either used an employee sponsored program or the midday free program. About 37.5% of the 176,974 potential Clipper card users paid using Clipper during this month.

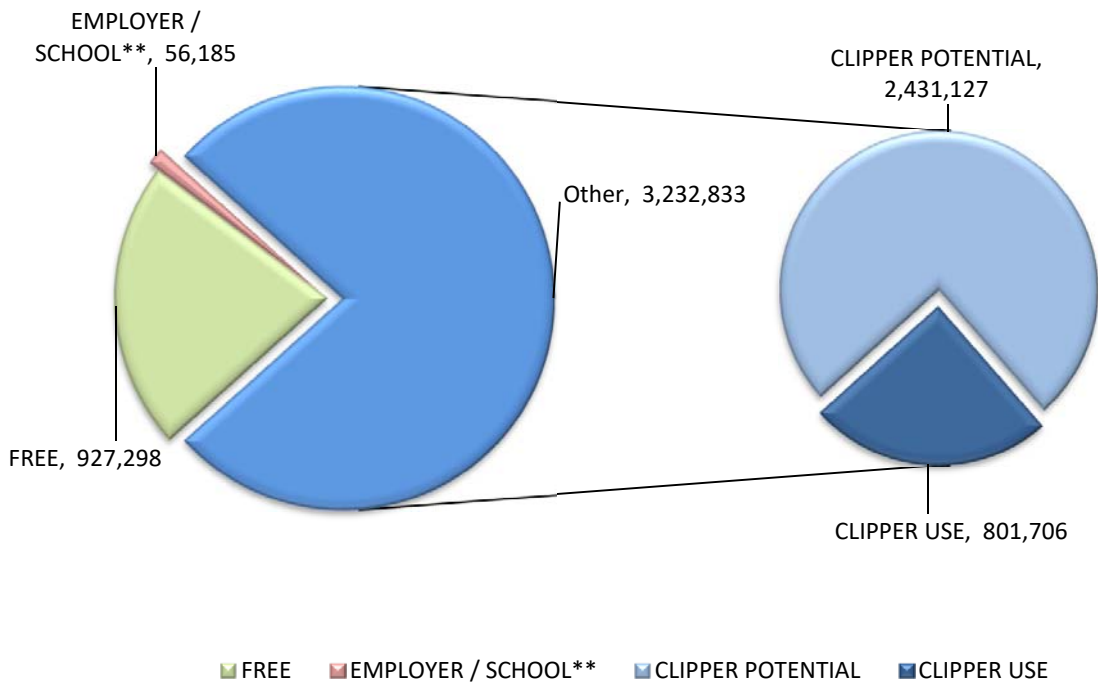
**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
June 2018 - Fixed Route Boardings	265,373	Revenue Hours -	June 2018	18,811	Weekdays - June 18	22	Fiscal 2018 YTD	3,414,611
			June 2017	18,445	June 17	22		
Special Event -	0	Revenue Miles -	June 2018	199,776	Saturdays - June 18	4	Fiscal 2017 YTD	3,491,202
			June 2017	207,716	June 17	4		
					Sundays - June 18	4		
					June 17	4		
June 2018 Total Boardings	265,373	Passengers per Mile		1.3	Total Days - 2018	30	YTD Trend	(2.2%)
June 2017 Total Boardings	266,951	Passengers per Hour		14.1	2017	30	Monthly Trend	(0.6%)

June 2018 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (IM)	Rossmoor / Shadelands	7,354	-	-	7,354	334			11.0	
2	Rudgear / Walnut Creek	337	-	-	337	15			4.1	
3	Martinez Community Shuttle	2,302	-	-	2,302	105			7.6	
4	Walnut Creek Downtown Shuttle	27,277	3,961	1,971	33,209	1,240	990	493	28.5	
4H **	Walnut Creek Extended Holiday Service	-	-	-	-				#VALUE!	
5	Creekside / Walnut Creek	10,997	-	-	10,997	500			27.9	
6	Lafayette / Moraga / Orinda	7,394	418	267	8,079	336	104	67	9.9	
7	Shadelands / Pleasant Hill / Walnut Creek	10,638	-	-	10,638	484			16.6	
9	DVC / Walnut Creek	9,453	-	-	9,453	430			10.7	
10	Concord / Clayton Rd	20,974	-	-	20,974	953			20.8	
11	Treat Blvd / Oak Grove	6,437	-	-	6,437	293			15.8	
14	Monument Blvd	11,776	-	-	11,776	535			14.2	
15	Treat Boulevard	9,503	-	-	9,503	432			14.5	
16	Alhambra Ave / Monument Blvd	14,031	-	-	14,031	638			12.9	
17	Olivera/Solano / Salvio / North Concord	5,431	-	-	5,431	247			14.0	
18	Amtrak / Merello / Pleasant Hill	7,254	-	-	7,254	330			10.7	
19	Amtrak / Pacheco Blvd / Concord	3,290	-	-	3,290	150			11.4	
20	DVC / Concord	17,589	-	-	17,589	799			17.1	
21	Walnut Creek / San Ramon Transit Center	10,392	-	-	10,392	472			9.8	
25	Lafayette / Walnut Creek	1,358	-	-	1,358	62			6.6	
28	North Concord / Martinez	5,102	-	-	5,102	232			8.0	
35	Dougherty Valley	9,803	-	-	9,803	446			13.5	
36	San Ramon / Dublin	3,871	-	-	3,871	176			6.6	
91X	Concord Commuter Express	1,479	-	-	1,479	67			13.3	
92X	Ace Shuttle Express	3,782	-	-	3,782	172			14.2	
93X	Kirker Pass Express	3,253	-	-	3,253	148			9.5	
95X	San Ramon / Danville Express	3,495	-	-	3,495	159			16.5	
96X	Bishop Ranch Express	11,165	-	-	11,165	507			15.0	
97X	Bishop Ranch Express	1,956	-	-	1,956	89			9.3	
98X	Martinez Express	6,738	-	-	6,738	306			11.9	
250 *	Gael Rail Service	-	-	-	-				#VALUE!	
260 *	Cal State East Bay / Concord Bart	108	-	-	108	9			0.8	
301	Rossmoor / John Muir Medical Center	-	278	222	500		70	56	6.2	
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,104	1,423	3,527		526	356	22.9	
311	Concord / Oak Grove / Treat Blvd / WC	-	1,040	728	1,768		260	182	12.5	
314	Clayton Rd / Monument Blvd / PH	-	2,750	1,717	4,468		688	429	17.8	
315	Concord / Willow Pass / Landana	-	230	183	413		57	46	7.2	
316	Alhambra / Merello / Pleasant Hill	-	1,489	896	2,386		372	224	12.6	
320	DVC / Concord	-	1,001	613	1,614		250	153	14.2	
321	San Ramon / Walnut Creek	-	965	719	1,684		241	180	8.9	
Alamo Creek *	Alamo Creek / BART Walnut Creek	514	-	-	514	23			3.1	
600's	Select Service	7,344	-	-	7,344	334			22	
TOTALS		242,398	14,236	8,739	265,373	11,018	3,559	2,185	14.1	

* Data from LINK Operators ** Seasonal Routes
Note: Some statistics Jun 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	327,127	102,175	4,959	219,994	77,810	35.4%
Jun-18	265,373	84,913	3,513	176,947	66,433	37.5%
Grand Total	3,414,611	927,298	56,185	2,431,127	801,706	33.0%

*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)

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2017 July	2017 Aug	2017 Sep	2017 Oct	2017 Nov	2017 Dec	2018 Jan	2018 Feb	2018 Mar	2018 Mar	2018 May	2018 June	12 Month TOTALS
Work Days	30	31	30	31	29	30	30	28	31	30	30	30	360
Revenue Hours	17,176	20,255	18,298	20,087	18,806	18,182	19,845	18,162	19,345	18,982	20,345	18,811	228,293
Operator Pay Hours	30,478	32,510	31,331	32,433	32,151	32,701	36,850	30,004	33,434	32,454	33,630	30,289	388,265
Number of Operators	164	163	164	159	159	163	162	163	166	162	167	165	163
Total Chargeable Collisions	2	3	1	2	3	6	3	1	3	1	3	0	28
Number of Trips Scheduled	23,720	27,005	24,346	26,552	24,975	24,424	26,254	24,048	26,552	25,229	26,298	23,436	302,839
Number of Trips Missed	22	25	28	27	41	59	75	26	29	35	31	16	414
Of Trips Scheduled - % Missed	0.09%	0.09%	0.12%	0.10%	0.16%	0.24%	0.29%	0.11%	0.11%	0.14%	0.12%	0.07%	0.14%
On Time Performance %	89%	89%	89%	89%	85%	86%	88%	87%	88%	88%	86%	86%	88%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	7	14	17	9	18	13	17	7	13	9	16	12	152
Road Calls for Mechanical	6	8	14	7	14	9	7	4	6	5	8	10	98
Fleet Average Miles between Mechanical Road Calls	40,816	35,809	19,003	41,352	19,296	28,877	40,988	65,287	48,183	54,718	36,703	25,868	33,469
No. Maint. Employees	24	26	26	26	24	25	26	26	23	23	22	24	25

Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

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

TO: O&S Committee

DATE: August 28, 2018

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for July 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.

	FY18-19		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	245,031		
Average Weekday	10,671	10,671	
Pass/Rev Hour	13.6	13.6	Standard Goal > 17.0
Missed Trips	0.11%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	28,045	32,549	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in July (10,671 passengers) than June (11,018 passengers) and slightly lower than July 2017 (10,784 passengers) or (1.1%)

Passengers per hour in July was 13.6 which is lower than 14.1 in June and lower than July 2017 when passengers per hour was 14.0

The percentage of missed trips in July was 0.11% which is higher than the prior month (0.07%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 28,045 miles in July, higher than the prior month in which there were 25,868 miles between roadcalls. The 12 month average is 32,549 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 245,031 passengers in July, 170,159 passengers had the potential to use a Clipper card aboard County Connection since 74,872 either used an employee sponsored program or the midday free program. About 39.6% of the 245,031 potential Clipper card users paid using Clipper during this month.

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
July 2018 - Fixed Route Boardings	245,031	Revenue Hours -	July 2018	18,029	Weekdays - Jul 18	21	Fiscal 2018 YTD	245,031
			July 2017	17,176	Jul 17	20		
Special Event -		Revenue Miles -	July 2018	195,556	Saturdays - Jul 18	4	Fiscal 2017 YTD	239,810
			July 2017	189,674	Jul 17	5		
					Sundays - Jul 18	5		
					Jul 17	5		
July 2018 Total Boardings	245,031	Passengers per Mile		1.3	Total Days - 2018	30	YTD Trend	2.2%
July 2017 Total Boardings	239,810	Passengers per Hour		13.6	2017	30	Monthly Trend	2.2%

July 2018 Fixed Route Passenger Total									
Route	Destination Information	Weekday	Saturday	Sunday	Total	Average			Passengers per Revenue Hour
						Wkdy	Sat	Sun	
1 (1M)	Rossmoor / Shadelands	6,937	-	-	6,937	330			10.4
2	Rudgear / Walnut Creek	479	-	-	479	23			5.9
3	Martinez Community Shuttle	2,357	-	-	2,357	112			7.7
4	Walnut Creek Downtown Shuttle	19,010	1,915	2,321	23,246	905	479	464	1.3
4H **	Walnut Creek Extended Holiday Service	-	-	-	-				#VALUE!
5	Creekside / Walnut Creek	10,621	-	-	10,621	506			26.9
6	Lafayette / Moraga / Orinda	6,979	271	294	7,544	332	68	59	9.1
7	Shadelands / Pleasant Hill / Walnut Creek	8,147	-	-	8,147	388			18.2
9	DVC / Walnut Creek	9,844	-	-	9,844	469			11.1
10	Concord / Clayton Rd	19,484	-	-	19,484	928			19.3
11	Treat Blvd / Oak Grove	6,211	-	-	6,211	296			15.2
14	Monument Blvd	11,538	-	-	11,538	549			13.9
15	Treat Boulevard	9,264	-	-	9,264	441			14.0
16	Alhambra Ave / Monument Blvd	13,471	-	-	13,471	641			12.4
17	Olivera/Solano / Salvio / North Concord	4,921	-	-	4,921	234			12.7
18	Amtrak / Merello / Pleasant Hill	6,626	-	-	6,626	316			9.8
19	Amtrak / Pacheco Blvd / Concord	3,128	-	-	3,128	149			10.8
20	DVC / Concord	19,405	-	-	19,405	924			19.0
21	Walnut Creek / San Ramon Transit Center	10,306	-	-	10,306	491			9.8
25	Lafayette / Walnut Creek	1,333	-	-	1,333	63			6.4
28	North Concord / Martinez	5,456	-	-	5,456	260			8.6
35	Dougherty Valley	9,850	-	-	9,850	469			13.5
36	San Ramon / Dublin	4,141	-	-	4,141	197			7.0
91X	Concord Commuter Express	1,478	-	-	1,478	70			13.3
92X	Ace Shuttle Express	4,185	-	-	4,185	199			15.7
93X	Kirker Pass Express	3,146	-	-	3,146	150			9.1
95X	San Ramon / Danville Express	3,572	-	-	3,572	170			16.9
96X	Bishop Ranch Express	10,866	-	-	10,866	517			14.5
97X	Bishop Ranch Express	2,264	-	-	2,264	108			10.9
98X	Martinez Express	7,276	-	-	7,276	346			12.8
99X	Martinez / BART Express	-	-	-	-				#VALUE!
250 *	Gael Rail Service	-	-	-	-	-	-	-	#VALUE!
260 *	Cal State East Bay / Concord Bart	91	-	-	91	5			1.2
301	Rossmoor / John Muir Medical Center	-	222	287	509		55	57	6.3
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,685	1,884	3,570		421	377	44.1
311	Concord / Oak Grove / Treat Blvd / WC	-	861	916	1,777		215	183	11.5
314	Clayton Rd / Monument Blvd / PH	-	2,125	2,092	4,217		531	418	30.3
315	Concord / Willow Pass / Landana	-	271	256	528		68	51	2.1
316	Alhambra / Merello / Pleasant Hill	-	1,112	1,183	2,295		278	237	39.4
320	DVC / Concord	-	770	736	1,506		193	147	8.0
321	San Ramon / Walnut Creek	-	842	901	1,744		211	180	15.1
Alamo Creek *	Alamo Creek / BART Walnut Creek	537	-	-	537	26			2.4
600's	Select Service	1,163	-	-	1,163	55			60
TOTALS		224,085	10,074	10,871	245,031	10,671	2,519	2,174	13.6

* 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.

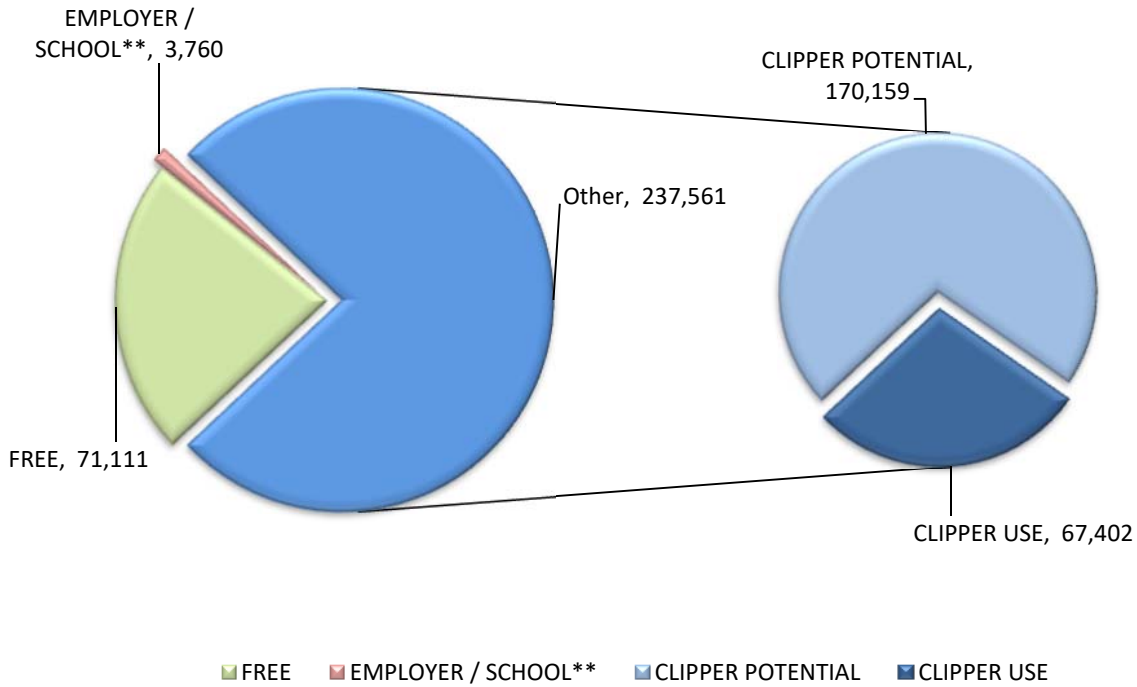
TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2017 Aug	2017 Sep	2017 Oct	2017 Nov	2017 Dec	2018 Jan	2018 Feb	2018 Mar	2018 Mar	2018 May	2018 June	2018 July	12 Month TOTALS
Work Days	31	30	31	29	30	30	28	31	30	30	30	30	360
Revenue Hours	20,255	18,298	20,087	18,806	18,182	19,845	18,162	19,345	18,982	20,345	18,811	18,029	229,147
Operator Pay Hours	32,510	31,331	32,433	32,151	32,701	36,850	30,004	33,434	32,454	33,630	30,289	31,187	388,974
Number of Operators	163	164	159	159	163	162	163	166	162	167	165	164	163
Total Chargeable Collisions	3	1	2	3	6	3	1	3	1	3	0	30	31
Number of Trips Scheduled	27,005	24,346	26,552	24,975	24,424	26,254	24,048	26,552	25,229	26,298	23,436	22,614	301,733
Number of Trips Missed	25	28	27	41	59	75	26	29	35	31	16	24	416
Of Trips Scheduled - % Missed	0.09%	0.12%	0.10%	0.16%	0.24%	0.29%	0.11%	0.11%	0.14%	0.12%	0.07%	0.11%	0.14%
On Time Performance %	89%	89%	89%	85%	86%	88%	87%	88%	88%	86%	86%	88%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	14	17	9	18	13	17	7	13	9	16	12	12	157
Road Calls for Mechanical	8	14	7	14	9	7	4	6	5	8	10	9	101
Fleet Average Miles between Mechanical Road Calls	35,809	19,003	41,352	19,296	28,877	40,988	65,287	48,183	54,718	36,703	25,868	28,045	32,549
No. Maint. Employees	26	26	26	24	25	26	26	23	23	22	24	24	25

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-18	245,031	71,111	3,760	170,159	67,402	39.6%
Aug-18	-	-	-	-	-	-
Sep-18	-	-	-	-	-	-
Oct-18	-	-	-	-	-	-
Nov-18	-	-	-	-	-	-
Dec-18	-	-	-	-	-	-
Jan-19	-	-	-	-	-	-
Feb-19	-	-	-	-	-	-
Mar-19	-	-	-	-	-	-
Apr-19	-	-	-	-	-	-
May-19	-	-	-	-	-	-
Jun-19	-	-	-	-	-	-
Grand Total	245,031	71,111	3,760	170,159	67,402	39.6%

*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
99X	Martinez Amtrak, North Concord / Martinez BART via Pacheco Transit Hub

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, Cleveland Rd, Gregory Ln, Contra Costa Blvd, DVC
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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, Chilpancinco 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 Pisgah 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, Chilpancinco 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
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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
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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
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635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
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Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

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

SUMMARY	JUNE FY 16/17	JUNE FY 17/18	YTD FY16/17	YTD FY 17/18
1 TOTAL CLIENTS	11,838	11,074	137,287	135,948
2 TOTAL ATTENDANTS	610	765	7,300	9,774
3 TOTAL COMPANIONS	72	54	598	609
4 TOTAL PASSENGERS	12,520	11,893	145,185	146,331
5 TOTAL SERVICE DAYS	30	30	359	359
6 VEHICLE REVENUE HOURS	5,917	5,811	69,795	70,222
7 VEHICLE SERVICE HOURS	7,652	7,492	88,650	91,260
8 VEHICLE NON REV HOURS	1,735	1,681	18,855	22,031
9 VEHICLE SERVICE MILES	112,904	107,284	1,278,218	1,318,993
10 VEHICLE REVENUE MILES	73,781	85,137	893,938	1,054,542
11 VEHICLE NON REV MILES	23,317	22,147	244,800	265,002
12 PASS. PER REVENUE HOUR	2.12	2.05	2.08	2.08
13 CLIENT PER REVENUE HOUR	2.00	1.91	1.97	1.94
14 PASS. PER SERVICE HOUR	1.64	1.59	1.64	1.60
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.17	0.14	0.16	0.14
17 TOTAL TRANSFER TRIPS	1,101	869	11,875	11,075
18 SAME DAY TRIPS	118	89	1,366	1,565
19 SUBSCRIPTION TRIPS	6,964	6,040	74,501	75,873
20 DEMAND	4,888	5,031	62,897	60,205
21 FAREBOX REVENUE	\$9,918.44	\$9,487.33	\$115,889.17	\$122,196.06
22 PREPAID CLIENTS	\$5,867.00	\$6,140.00	\$79,822.00	\$67,972.00
23 COLLECTED BILLING	\$27,540.00	\$30,998.00	\$316,758.00	\$292,919.20
24 TOTAL REVENUE COLLECTED	\$43,325.44	\$46,625.33	\$512,469.17	\$483,087.26
25 CHARGEABLE ACCIDENTS	1	0	6	5
26 SERVICE COMPLAINTS	0	12	10	44
27 SERVICE COMMENDATIONS	0	3	15	18
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	3	22	24
30 DRIVER TURNOVER *	0%	2%	11%	32%
31 SCHEDULE ADHERENCE	75%	79%	74%	75%
32 WHEELCHAIR BOARDING'S	2,831	2,616	34,677	29,628
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,396	*3808	75,052	N/A
35 UNDUPLICATED CLIENTS	853	9,945	10,547	N/A
36 NO-SHOWS	227	143	2,392	2,902
37 CANCELS	2,271	2,680	24,022	27,345
38 AVG. TRIP LENGTH (MILES)	9.0	9.0	8.8	9.0
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	47	46	47	50
41 TOTAL FUEL/GALLONS	17,709	17,213	190,917	203,777
42 FLEET M.P.G.	6.4	6.2	6.7	6.5

**CCCTA LINK
MONTHLY OPERATING SUMMARY
JULY FY 18/19**

SUMMARY	JULY FY 17/18	JULY FY 18/19	YTD FY 17/18	YTD FY 18/19
1 TOTAL CLIENTS	10,792	11,303	10,792	11,303
2 TOTAL ATTENDANTS	711	997	711	997
3 TOTAL COMPANIONS	66	45	66	45
4 TOTAL PASSENGERS	11,569	12,345	11,569	12,345
5 TOTAL SERVICE DAYS	30	30	30	30
6 VEHICLE REVENUE HOURS	5,435	5,844	5,435	5,844
7 VEHICLE SERVICE HOURS	6,913	7,461	6,913	7,461
8 VEHICLE NON REV HOURS	1,478	1,617	1,478	1,617
9 VEHICLE SERVICE MILES	103,958	102,133	103,958	102,133
10 VEHICLE REVENUE MILES	83,113	81,739	83,113	81,739
11 VEHICLE NON REV MILES	20,845	20,394	20,845	20,394
12 PASS. PER REVENUE HOUR	2.13	2.11	2.13	2.11
13 CLIENT PER REVENUE HOUR	1.99	1.93	1.99	1.93
14 PASS. PER SERVICE HOUR	1.67	1.65	1.67	1.65
15 PASS. PER SERVICE MILE	0.11	0.12	0.11	0.12
16 PASS. PER REVENUE MILE	0.14	0.15	0.14	0.15
17 TOTAL TRANSFER TRIPS	1,133	940	1,133	940
18 SAME DAY TRIPS	95	146	95	146
19 SUBSCRIPTION TRIPS	6,056	6,026	6,056	6,026
20 DEMAND	4,765	5,277	4,765	5,277
21 FAREBOX REVENUE	\$9,716.15	\$9,782.97	\$9,716.15	\$9,782.97
22 PREPAID CLIENTS	\$3,999.00	\$4,640.00	\$3,999.00	\$4,640.00
23 COLLECTED BILLING	\$6,260.00	\$27,820.16	\$6,260.00	\$27,820.16
24 TOTAL REVENUE COLLECTED	\$19,975.15	\$42,243.13	\$19,975.15	\$42,243.13
25 CHARGEABLE ACCIDENTS	1	2	1	2
26 SERVICE COMPLAINTS	3	3	3	3
27 SERVICE COMMENDATIONS	0	0	0	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	3	2	3
30 DRIVER TURNOVER	3%	1%	3%	1%
31 SCHEDULE ADHERENCE	79%	82%	80%	
32 WHEELCHAIR BOARDING'S	2,642	2,675	2,642	2,675
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,914	3,837	5,914	3,837
35 UNDUPLICATED CLIENTS	1,827	10,098	1,827	10,098
36 NO-SHOWS	198	85	198	85
37 CANCELS	2,224	2,852	2,224	2,852
38 AVG. TRIP LENGTH (MILES)	9.0	8.3	9.0	8.3
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	47	47	47	
41 TOTAL FUEL/GALLONS	17,751	17,463	17,751	17,463
42 FLEET M.P.G.	5.9	5.8	5.9	5.8