

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE

AGENDA

Friday, April 5, 2019

8:15 a.m.

Supervisor Andersen Office

3338 Mt. Diablo Blvd, Lafayette, CA

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of March 1, 2019*
4. Parking Lot Reconfiguration*
(Staff will present the conceptual project completed in 2015, to expand parking and bus access at County Connection headquarters).
5. Update on Walnut Creek Transit Center*
(Staff will present an update on the opening of the new transit center as part of the new Walnut Creek Transit Village at the Walnut Creek BART Station).
6. Monthly Reports - Information only
 - a. Fixed Route*
 - b. Paratransit *
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – May 3, 2019
10. Adjournment

*Enclosure

FY2018/2019 O&S Committee

Keith Haydon – Clayton, Dave Hudson – San Ramon, Robert Storer – Danville

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

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

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

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

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

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

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, April 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, April 10, 9:00 a.m., 3338 Mt. Diablo Blvd, Lafayette
Advisory Committee:	Tuesday, May 14, 1:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Tuesday, April 9, 3:00 p.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	Friday, May 3, 8:15 a.m., 3338 Mt. Diablo Blvd., Lafayette

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

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

**Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen Office
3338 Mt. Diablo Blvd, Lafayette, CA
Friday, March 1, 2019, 8:15 a.m.**

Directors: Dave Hudson, Robert Storer, Keith Haydon

Staff: Bill Churchill, Sean Hedgpeth

Public: None

Call to Order: Meeting called to order at 8:17 a.m. by Director Storer.

1. Approval of Agenda Items: Agenda was approved.

2. Public Comment and/or Communication:

None.

3. Approval of O&S Summary Minutes for February 1, 2019: Minutes were approved.

4. LCTOP Funded 99X and 316 Trips

Mr. Hedgpeth summarized the background of the launch of the 99X route and then shared ridership information, which is slow to pick up with only about 33 passengers a day since the route launched in August 2018. He then stated that the 511 Contra Costa funded free fare promotion for the route has nearly doubled ridership in preliminary February ridership numbers. Director Haydon asked how long it typically takes for a route to get established. Mr. Churchill replied that it can depend on the route, with some new routes picking up good ridership on day one and others requiring a year or more to build ridership. Mr. Hedgpeth then added that we are also realizing some operation efficiencies when the early bird buses come back from Oakland to be redeployed in other routes in the Orinda area.

5. Early Bird Express

Mr. Churchill provided a verbal update to the committee concerning the recent launch of early bird BART express routes 712, and 715, which provide bus service for former BART passengers in the 4-5am hour. He mentioned that over 70% of the demand is going to AC transit direct to San Francisco service. Between the two routes, about 28 passengers a day use the routes since the start of service on February 11th. Mr. Churchill then stated that BART is pausing to see how the ridership settles out and they may suggest modifications to the service in the future.

6. Monthly Reports

Staff reported on the fixed route statistics.

7. Committee Comments

Director Storer asked that staff provide a list of transit acronyms to the board. Director Hudson asked about where the drivers are coming from and if there were any plans to include new affordable housing for drivers as part of regional housing goals. He also mentioned that there is over \$100 million in unused BAAQMD funds that could be used for electrification infrastructure. He mentioned the world's largest electric vehicle symposium will occur in Portland, OR in 2020. Director Hudson then mentioned that there could be a possibility to store a few buses at the San Ramon Police and Fire Station off Crow Canyon Rd. Mr. Churchill then replied that County Connection has been interested in the prospect of a southern base for decades.

8. Future Agenda Items

Mr. Churchill mentioned that staff will bring a new item next month that concerns an old plan to expand parking at the upper lot of County Connection's division which would also install a public bus stop near the front desk lobby staffed by customer service.

9. Next Scheduled Meeting – April 5, 2019 at 8:15am, at 3338 Mt. Diablo Blvd.

10. Adjournment – The meeting was adjourned at 9:15 a.m.

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

To: Operations and Scheduling Committee

Date: 3/27/2019

From: Sean Hedgpeth – Manager of Planning

Reviewed by: *Ref*

SUBJECT: County Connection Upper Parking Lot Modifications

Background:

On August 2015, County Connection hired Fehr and Peers to conduct a study to modify the County Connection upper parking lot at our main offices at 2477 Arnold Industrial Way in Concord. The stated goals of the project were to install a bus stop to allow our passengers to access our facility on transit, improve sightlines for turning vehicles onto Arnold Industrial Way, and to expand parking capacity for operators, board members, and guests. Staff originally selected an option that included a second entrance to the parking with better sightlines, a large platform spanning the length of the administration building for a bus stop, and 20 additional parking spaces. The original 2015 cost estimate was about \$1.4 million with \$400,000 as a contingency for a two platform bus stop and 216 parking spaces (see Attachment 1).

Funding Limitations

The project has remained in the conceptual stage due to lack of funding. Staff has unsuccessfully pursued grant opportunities in the past to fund this project. Construction costs have significantly increased since 2015, so the original estimate is likely out of date and lower than current costs. If the project were to be pursued, a new estimate would be required. The upper parking lot was resealed in February 2018, so it is unclear whether the entire parking lot will need repaving. County Connection staff and visitors have experienced difficulty finding parking. This often occurs when the operator sick list diminishes, our contractor's experiences a spike in new hires, or employees from neighboring businesses utilize our parking. In addition, training requires operators to park a few blocks away when reporting for classes.

Recommendation:

Staff recommends that the O&S Committee discuss this project and next steps going forward. If pursued, a funding sources must be identified.

Financial Implications:

Currently there is no funding identified for this project.

Action Requested:

None at this time. This item is informational only.

Attachment 1: Proposed parking lot configuration

Attachment 1: Proposed parking lot configuration



LEGEND:

- 196 EXISTING PARKING SPACES
- 216 PROPOSED PARKING SPACES



Proposed Parking Lot Configuration

Figure 1

To: Operations and Scheduling Committee

Date: 3/22/2019

From: Ruby Horta, Director of Planning & Marketing

Reviewed by: *WC.*

SUBJECT: Walnut Creek Transit Center Opening

Background:

County Connection has been working with BART since 2002 on the Walnut Creek Transit Village project at Walnut Creek BART. The transit center at Walnut Creek BART is a major hub for County Connection, LAVTA, SolTrans, and various private shuttles. County Connection operates ten (10) local routes, four (4) express routes, two (2) school routes and paratransit service out of the Walnut Creek Transit Center.

On March 12th, County Connection staff was informed that the buses would be relocated to the new transit center, starting March 23rd and the new South Garage would open for private automobiles on March 29th.

New Bus Transit Center

During a walk-through of the transit center on February 14th, County Connection staff noted a number of safety concerns associated with pedestrian access in and out of the transit center and the connection to the BART gates. Additionally, County Connection staff made recommendations regarding potential points of conflict between buses and vehicles accessing the transit center and the new South Garage off of Pringle Ave. The contractor and BART acknowledged the concerns and took remedial actions by striping the road to minimize vehicular conflicts and adding a barrier to discourage pedestrians from traveling through the bus bays. BART will continue to monitor accessibility and evaluate the need for additional features.

Prior to the relocation, County Connection's staff conducted a few tests with our buses and it was evident that the bus bays with the inductive chargers for Routes 4 and 5 were not adequate. The charging plates were placed in the incorrect location, which prevented the bus to properly align the charging equipment. The developer has been working on making the necessary adjustments and we expect the charging equipment to be available starting April 10th. In the meantime, Routes 4 and 5 were assigned to other bays and diesel buses have been covering this service.

County Connection's staff completed a final test run through the new transit center on March 22nd. All service to Walnut Creek BART shifted to the new transit center on March 23rd.

Passenger Outreach

County Connection deployed supervisors, customer service representatives and planning staff from March 23rd through March 29th to educate passengers on the new transit center layout. Despite significant in-person efforts by County Connection staff and BART's signage throughout the BART station and old transit center, several County Connection passengers inadvertently waited at the old bus bays and missed their normal connections in the first few days. However, it appears most passengers are now aware of the new transit center and the complaints have decreased. Given the various Spring Break schedules, County Connection will continue to deploy staff, as needed.

Recommendation:

None at this time. This item is informational only.

Financial Implications:

None.

County Connection

INTER OFFICE MEMO

TO: O&S Committee

DATE: February 25, 2019

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Reports for February 2019

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	250,278	271,242	
Average Weekday	11,628	11,887	
Pass/Rev Hour	13.7	14.3	Standard Goal > 17.0
Missed Trips	0.10%	0.07%	Standard Goal < 0.25%
Miles between Road Calls	14,722	31,227	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in February (11,628 passengers) than January (11,188 passengers) and lower than February 2018 (12,558 passengers) or (7.4%).

Passengers per hour in February was 13.7 which is slightly higher than 13.4 in January and lower than February 2018 when passengers per hour was 14.9.

The percentage of missed trips in February was 0.10% which is higher than the prior month (0.05%). The YTD average is 0.07% missed trips.

The number of miles between roadcalls was 14,722 miles in February, lower than the prior month in which there were 35,825 miles between roadcalls. The 12 month average is 31,227 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 250,278 passengers in February, 183,828 passengers had the potential to use a Clipper card aboard County Connection since 66,449 either used an employee sponsored program or the midday free program. About 42.4% of the 250,278 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	
February 2019 - Fixed Route Boardings	249,921	Revenue Hours -	February 2019	18,307	Weekdays - Feb 19	20	Fiscal 2019 YTD	2,169,938
			February 2018	18,162	Feb 18	20	Fiscal 2018 YTD	2,251,817
Special Event - Route 712/715	357	Revenue Miles -	February 2019	197,961	Saturdays - Feb 19	4		
			February 2018	195,140	Feb 18	4		
					Sundays - Feb 19	4		
					Feb 18	4		
Feb 2019 Total Boardings	250,278	Passengers per Mile		1.3	Total Days - 2019	28	YTD Trend	(3.6%)
Feb 2018 Total Boardings	271,009	Passengers per Hour		13.7	2018	28	Monthly Trend	(7.6%)

February 2019 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (JM)	Rossmoor / Shadelands	6,472			6,472	324			10.2	
2	Rudgear / Walnut Creek	238			238	12			3.1	
4	Walnut Creek Downtown Shuttle	13,957	1,942	1,607	17,506	698	485	402	21.7	
5	Creekside / Walnut Creek	10,240			10,240	512			27.4	
6	Lafayette / Moraga / Orinda	9,060	381	242	9,683	453	95	61	12.7	
7	Shadelands / Pleasant Hill / Walnut Creek	8,725			8,725	436			20.5	
9	DVC / Walnut Creek	9,747			9,747	487			11.6	
10	Concord / Clayton Rd	20,445			20,445	1,022			21.1	
11	Treat Blvd / Oak Grove	5,810			5,810	291			15.0	
14	Monument Blvd	10,209			10,209	510			12.9	
15	Treat Boulevard	8,162			8,162	408			13.2	
16	Alhambra Ave / Monument Blvd	11,952			11,952	598			11.5	
17	Olivera/Solano / Salvio / North Concord	4,981			4,981	249			13.7	
18	Amtrak / Morello / Pleasant Hill	7,195			7,195	360			11.4	
19	Amtrak / Pacheco Blvd / Concord	2,888			2,888	144			10.5	
20	DVC / Concord	19,612			19,612	981			19.8	
21	Walnut Creek / San Ramon Transit Center	10,402			10,402	520			9.8	
25	Lafayette / Walnut Creek	1,243			1,243	62			6.4	
28	North Concord / Martinez	4,935			4,935	247			8.2	
35	Dougherty Valley	9,547			9,547	477			13.8	
36	San Ramon / Dublin	3,998			3,998	200			7.1	
91X	Concord Commuter Express	1,211			1,211	61			11.5	
92X	Ace Shuttle Express	3,292			3,292	165			12.9	
93X	Kirker Pass Express	2,912			2,912	146			9.3	
95X	San Ramon / Danville Express	3,284			3,284	164			16.3	
96X	Bishop Ranch Express	10,021			10,021	501			14.1	
97X	Bishop Ranch Express	1,784			1,784	89			8.9	
98X	Martinez Express	6,795			6,795	340			12.6	
99X	Martinez / BART Express	736			736	37			2.6	
250 *	Gael Rail Service	5	16	25	46	1	4	6	0.5	
260 *	Cal State East Bay / Concord Bart	175			175	9			1.0	
301	Rossmoor / John Muir Medical Center		195	172	366		49	43	4.7	
310	Concord Bart / Clayton Rd / Kirker Pass		1,495	1,373	2,868		374	343	21.0	
311	Concord / Oak Grove / Treat Blvd / WC		800	655	1,455		200	164	11.9	
314	Clayton Rd / Monument Blvd / PH	-	1,937	1,648	3,585		484	412	16.2	
315	Concord / Willow Pass / Landana		169	167	336		42	42	6.5	
316	Alhambra / Merello / Pleasant Hill		991	925	1,916		248	231	9.7	
320	DVC / Concord		618	486	1,104		155	121	10.7	
321	San Ramon / Walnut Creek		832	686	1,518		208	171	9.0	
Alamo Creek *	Alamo Creek / BART Walnut Creek	546			546	27			3.4	
600's	Select Service	21,982			21,982	1,099			23	
TOTALS		232,560	9,374	7,987	249,921	11,628	2,344	1,997	13.7	

* 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.

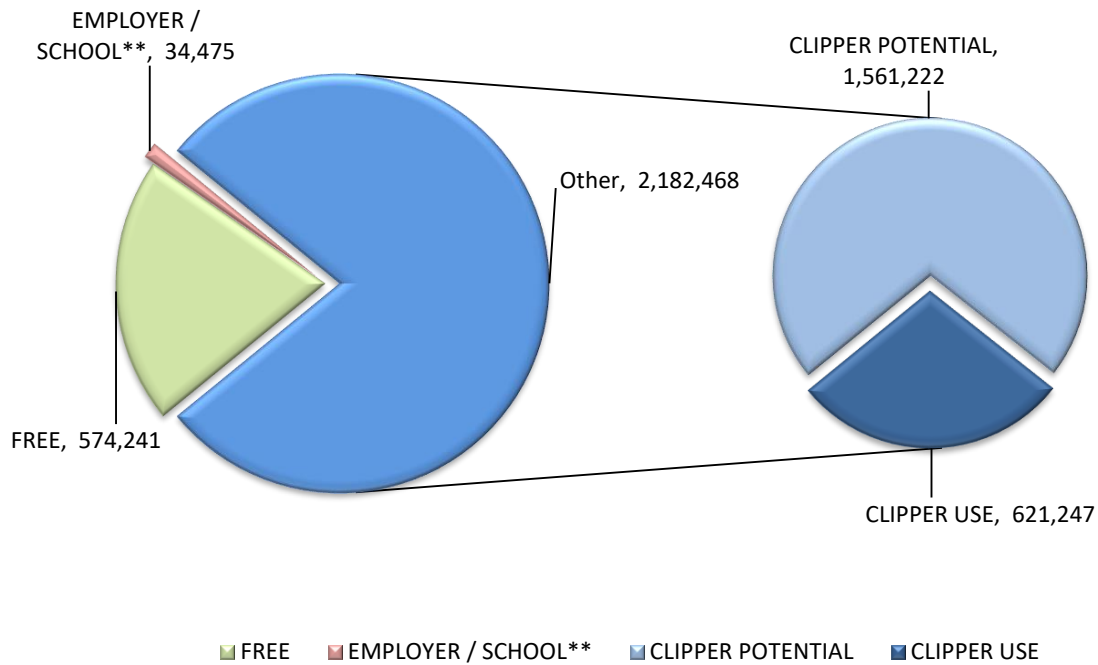
TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2018 Mar	2018 April	2018 May	2018 June	2018 July	2018 August	2018 September	2018 October	2018 November	2018 December	2019 January	2019 February	12 Month TOTALS
Work Days	31	30	30	30	30	31	29	31	29	30	30	28	359
Revenue Hours	19,345	18,982	20,345	18,811	18,029	20,300	17,800	20,772	18,801	18,288	19,694	18,307	229,474
Operator Pay Hours	33,434	32,454	33,630	30,289	31,187	33,655	32,862	34,145	31,956	34,356	35,928	30,724	394,621
Number of Operators	166	162	167	165	164	162	168	164	164	168	168	164	165
Total Chargeable Collisions	3	1	3	0	5	1	4	1	1	3	3	2	27
Number of Trips Scheduled	26,552	25,229	26,298	23,436	22,614	25,113	21,860	25,522	23,260	22,707	24,360	22,384	289,335
Number of Trips Missed	29	35	31	16	24	13	5	20	22	14	13	22	244
Of Trips Scheduled - % Missed	0.11%	0.14%	0.12%	0.07%	0.11%	0.05%	0.02%	0.08%	0.09%	0.06%	0.05%	0.10%	0.08%
On Time Performance %	88%	88%	86%	86%	88%	85%	84%	84%	85%	85%	87%	86%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	13	9	16	12	12	14	7	14	16	11	11	19	154
Road Calls for Mechanical	6	5	8	10	9	10	5	8	12	7	8	18	106
Fleet Average Miles between Mechanical Road Calls	48,183	54,718	36,703	25,868	28,045	28,889	51,128	37,851	23,058	38,149	35,825	14,722	31,227
No. Maint. Employees	23	23	22	24	24	25	26	27	26	26	25	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	296,081	80,181	4,458	211,442	80,507	38.1%
Sep-18	283,311	73,393	4,883	205,035	79,380	38.7%
Oct-18	325,797	82,639	6,035	237,123	93,825	39.6%
Nov-18	263,371	67,931	4,413	191,026	76,916	40.3%
Dec-18	242,980	66,532	2,377	174,071	67,851	39.0%
Jan-19	263,090	69,912	4,639	188,538	77,435	41.1%
Feb-19	250,278	62,541	3,908	183,828	77,930	42.4%
Mar-19	-	-	-	-	-	-
Apr-19	-	-	-	-	-	-
May-19	-	-	-	-	-	-
Jun-19	-	-	-	-	-	-
Grand Total	2,169,938	574,241	34,475	1,561,222	621,247	39.8%

*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
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
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, Chilpancino 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
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart

Route Description Summary

Route #	Description
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, 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
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

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

SUMMARY	FEBRUARY FY 17/18	FEBRUARY FY 18/19	YTD FY 17/18	YTD FY 18/19
1 TOTAL CLIENTS	10,519	10,957	89,350	91,820
2 TOTAL ATTENDANTS	670	1,039	6,112	8,655
3 TOTAL COMPANIONS	66	45	386	481
4 TOTAL PASSENGERS*	11,255	12,041	95,848	100,956
5 TOTAL SERVICE DAYS	28	28	238	239
6 VEHICLE REVENUE HOURS	5,566	6,781	46,167	53,302
7 VEHICLE SERVICE HOURS	7,325	8,781	60,394	67,988
8 VEHICLE NON REV HOURS	1,658	2,000	15,131	14,686
9 VEHICLE SERVICE MILES	103,756	127,958	870,155	1,001,047
10 VEHICLE REVENUE MILES	82,622	101,673	692,042	816,193
11 VEHICLE NON REV MILES	21,134	25,951	178,113	184,520
12 PASS. PER REVENUE HOUR	2.02	1.78	2.08	1.89
13 CLIENT PER REVENUE HOUR	1.89	1.62	1.94	1.72
14 PASS. PER SERVICE HOUR	1.54	1.37	1.59	1.48
15 PASS. PER SERVICE MILE	0.11	0.09	0.11	0.10
16 PASS. PER REVENUE MILE	0.14	0.12	0.14	0.12
17 TOTAL TRANSFER TRIPS	537	981	7,526	8,368
18 SAME DAY TRIPS	132	138	1,090	1,026
19 SUBSCRIPTION TRIPS	6,055	5,140	50,219	46,136
20 DEMAND	4,491	5,823	39,211	45,657
21 FAREBOX REVENUE	\$9,979.46	\$8,969.80	\$80,782.99	\$77,829.27
22 PREPAID CLIENTS	\$7,023.00	\$7,169.00	\$39,008.00	\$45,919.00
23 COLLECTED BILLING	\$12,724.00	\$20,718.00	\$167,982.80	\$215,268.56
24 TOTAL REVENUE COLLECTED	\$29,726.46	\$36,856.80	\$287,773.79	\$339,016.83
25 CHARGEABLE ACCIDENTS	0	2	5	7
26 SERVICE COMPLAINTS	4	13	21	84
27 SERVICE COMMENDATIONS	3	0	7	3
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	0	2	17	24
30 DRIVER TURNOVER	1%	1%	26%	7
31 SCHEDULE ADHERENCE	74%	78%	75%	79%
32 WHEELCHAIR BOARDING'S	2,396	2,547	18,083	21,752
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,749	3,880	49,013	31,105
35 UNDUPLICATED CLIENTS	790	781	16,780	6,666
36 NO-SHOWS	309	80	1,988	640
37 CANCELS	2,170	2,925	16,852	24,796
38 AVG. TRIP LENGTH (MILES)	9.2	10.6	9.1	9.9
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	48	47	48	47
41 TOTAL FUEL/GALLONS	15,147	17,673	134,761	145,456
42 FLEET M.P.G.	6.9	7.2	6.5	6.9