

## MEETING NOTICE & AGENDA

### OPERATIONS & SCHEDULING COMMITTEE

District 2 Supervisor Gayle B. Uilkema's Lamorinda Office  
3338 Mt. Diablo Boulevard, Lafayette,

The meeting will be called to order on Friday, December 3, 2010 @ 10:00 a.m.

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*The Committee may hear, discuss, deliberate, and/or take action on any item on the agenda.*

1. Approval of Agenda Items
2. Public Comment and/or Communication
3. Approval of Summary Minutes of November 5, 2010\* *Review/Action*
4. Maintenance - None
5. Planning and Scheduling
  - a. Route #98X and #25 Schedules and Maps – Before and After\* *Information*
  - b. Deadhead (Non Revenue Hours) Analysis\* *Information*
6. Paratransit and Accessible Services - None
7. Staff Reports *Information Only*
  - a. Fixed Route Monthly Report – October 2010\*
  - b. LINK Monthly Report – October 2010\*
8. Committee Comments *Discussion Only*
9. Future Agenda Items *Discussion Only*
10. Next Scheduled Meeting
11. Adjournment

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\*Enclosure

**2010-2011 O&S Committee**

*Erling Horn, Lafayette*

*Rob Schroder, Martinez*

*Gayle B. Uilkema, Contra Costa County*

#### **General Information**

**Public Comment:** Each person wishing to address the Operations and Scheduling Committee is requested to complete a Speaker Card for submittal to the Committee Chair and/or staff liaison before the meeting convenes or the applicable agenda item is discussed. Persons will be allotted three (3) minutes to speak, which may be extended at the discretion of the Committee Chair.

**Accessible Public Meetings:** Upon request, CCCTA will provide written agenda materials in appropriate alternative formats, or disability-related modifications or accommodations, 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/service so that it is received by CCCTA at least 48 hours before the meeting convenes. **Requests should be sent to:** Janet Madrigal, Clerk to the Board – CCCTA - Administration Department, 2477 Arnold Industrial Way, Concord, CA 94520 or [madrigal@cccta.org](mailto:madrigal@cccta.org) **Shuttle Service:** With a 24-hour notice, a CCCTA LINK shuttle can be available at the Lafayette BART station for individuals who wish to attend the Operations and Scheduling Committee Meetings. To arrange for the shuttle, please call Mary Walker at (925) 680-2068 no later than 24 hours prior to the start of the meeting.

**SUMMARY MINUTES**  
**OPERATIONS & SCHEDULING (O&S) COMMITTEE**  
3338 Mt. Diablo Boulevard, Lafayette, CA  
Meeting of Friday, October 1st, 2010, @ 9:00 a.m.

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**Directors in Attendance:** Director Horn, Director Schroder, Director Uilkema  
**Staff:** Scott Mitchell  
**Guests:** Collette O'Keefe  
**CAC:**  
**Call to Order:** Meeting called to order at 9:00 a.m. by Director Horn

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1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** Ms. O'Keefe asked that the 98X not be eliminated and stated how important that service is for those going to the County Hospital.
3. **Approval of O&S Summary Minutes for October 1, 2010:** Minutes were approved.
4. **Maintenance:** None.
5. **Planning and Scheduling:**
  - a) **Route #98X Service Change Recommendation:** Mr. Mitchell presented staff's recommendation to reduce service hours while continuing to provide 45 minute headways all day long. This combined with a revised fare collection methodology should work to increase the farebox recovery ratio by March 2011. The service change is less than 25% therefore no Board action will be required. The Committee asked that a report to the Board be made for information.
  - b) **Year End Fixed Route Report:** Statistics for FY 2009-10 fixed route system were presented. The Committee spent some time discussing deadhead and brought up the idea of a remote parking/maintenance location that could be provided through a contract with LAVTA.
6. **Paratransit and Accessible Services:** None
7. **Staff Reports**
  - a. **Fixed Route Reports – September 2010:** The reports were reviewed and discussed.
  - b. **LINK Monthly Reports – September 2010:** The reports were reviewed.
8. **Committee Comments:** Committee members discussed our great performance on miles between roadcalls and asked that Mr. Mitchell give the mechanics pizza on behalf of the committee. The asked that staff research an award for maintenance that might be given by APTA. Ms. Uilkema stated that her office had not received any LINK complaints.
9. **Future Agenda Items:** Route 98X and 25 maps and schedules (before and after), APTA award for maintenance.
10. **Next Scheduled Meeting:** The next meeting is scheduled for: **December 3, 2010 at 10:00 a.m.** at 3338 Mt. Diablo Boulevard in Lafayette.
11. **Adjournment:** The meeting was adjourned at 10:30 am

Minutes prepared and submitted by:

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Anne Muzzini  
Director of Planning and Marketing

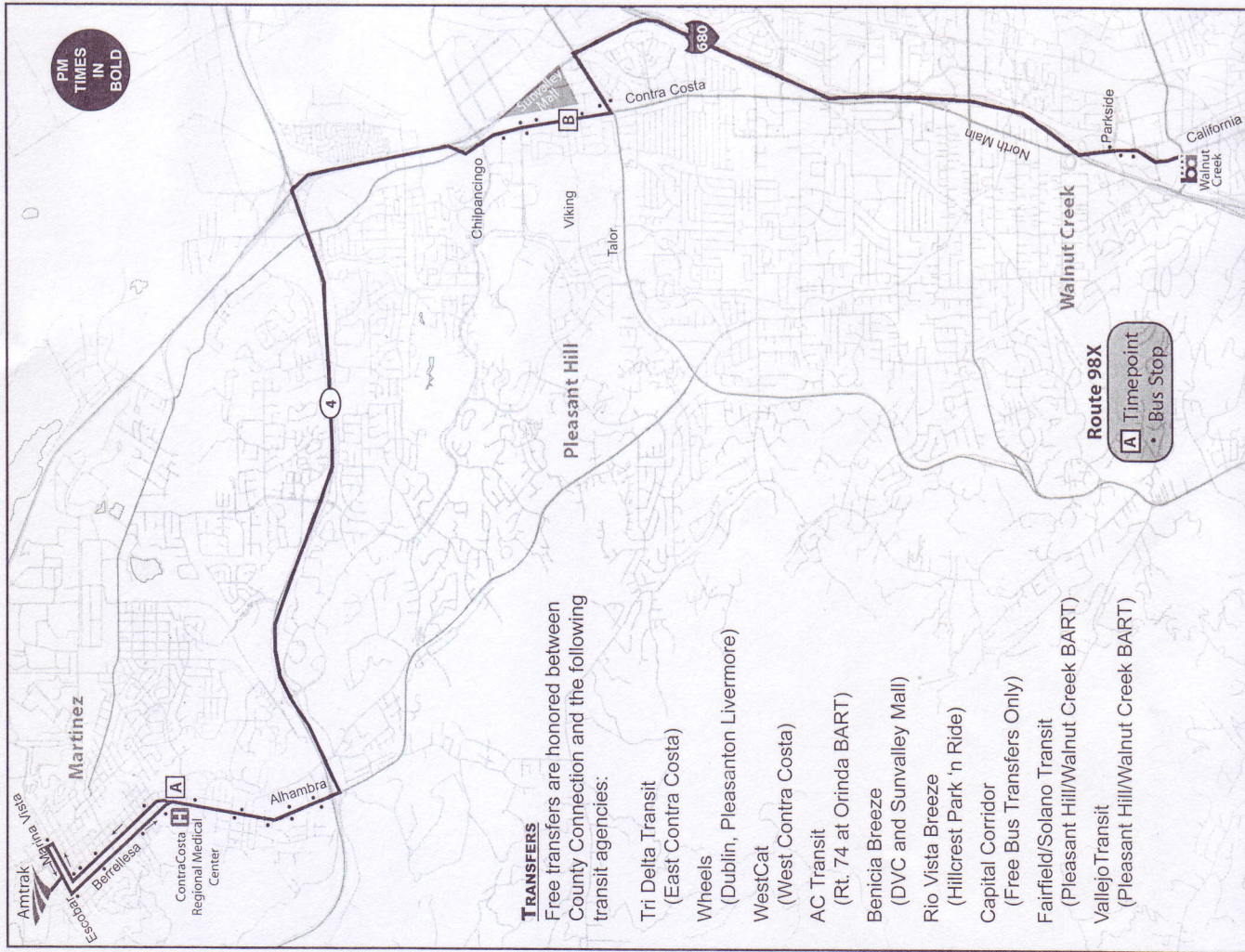
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Date

98x

**WEEKDAY SERVICE**

**AMTRAK • MARTINEZ • CONCORD • WALNUT CREEK BART**



Route 98X Walnut Creek BART to Amtrak				
Leave BART	Walnut Creek	Contra Costa/Viking	Alhambra/Bertola	Arrive Amtrak
5:53	6:02	6:14	<b>A</b>	6:24
6:20	6:30	6:42		6:55
6:50	7:00	7:12		7:25
7:20	7:30	7:42		7:55
7:50	8:00	8:12		8:25
8:20	8:30	8:42		8:55
8:50	9:00	9:12		9:25
9:35	9:45	9:57		10:10
10:20	10:30	10:42		10:55
11:05	11:15	11:27		11:40
11:50	<b>12:00</b>	<b>12:12</b>		<b>12:25</b>
<b>12:35</b>	<b>12:45</b>	<b>12:57</b>		<b>1:10</b>
1:20	1:30	1:42		1:55
2:05	2:15	2:27		2:40
2:50	3:00	3:12		3:25
3:35	3:45	3:57		4:10
4:05	4:15	4:27		4:40
4:35	4:45	4:57		5:10
5:05	5:15	5:27		5:40
5:35	5:45	5:57		6:10
6:05	6:15	6:27		6:40
<b>6:35</b>	<b>6:45</b>	<b>6:57</b>		<b>7:10</b>

Route 98X Amtrak to Walnut Creek BART			
Leave Amtrak	Contra Costa Regional Medical Center	Contra Costa/Viking	Arrive BART
5:35	5:38	5:49	6:10
6:05	6:08	6:19	6:40
6:35	6:38	6:49	7:10
7:05	7:08	7:19	7:40
7:35	7:38	7:49	8:10
8:05	8:08	8:19	8:40
8:50	8:53	9:04	9:25
9:35	9:38	9:49	10:10
10:20	10:23	10:34	10:55
11:05	11:08	11:19	11:40
11:50	11:53	12:04	12:25
<b>12:35</b>	<b>12:38</b>	<b>12:49</b>	<b>1:10</b>
1:20	1:23	1:34	1:55
2:05	2:08	2:19	2:40
2:50	2:53	3:04	3:25
3:35	3:38	3:49	4:10
4:20	4:23	4:34	4:55
4:50	4:53	5:04	5:25
5:20	5:23	5:34	5:55
5:50	5:53	6:04	6:25
<b>6:50</b>	<b>6:53</b>	<b>7:04</b>	<b>7:25</b>

**Notes on Timetables**  
The times published in CCTA timetables and brochures do not anticipate service disruptions, and are subject to change without notice.

**BART-to-Bus Connections**  
In the event that BART trains are running off schedule, County Connection bus operators may wait for arriving trains up to three (3) minutes beyond their scheduled departure time.

## DAYS AND HOURS OF OPERATION

Refer to the individual schedule available for each route for the hours of operation and frequency. Please call Customer Service\* at 925-676-7500 or visit [www.cccta.org](http://www.cccta.org).

**WEEKDAYS** - Buses operate from approximately 6:00 AM to 9:00 PM

**WEEKENDS** - Buses operate from approximately (300 series) 9:00 AM to 7:00 PM

**HOLIDAYS** - Buses do NOT operate on the following days:

New Years Day	Labor Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

Weekend service (300 series) will be provided on the day before or after the holiday, when Christmas Day, New Years Day, or Independence Day falls on a weekend.

For additional information on holiday service hours, please call customer service or visit our website - [www.cccta.org](http://www.cccta.org)

### \*Customer Service phone hours:

Monday – Friday	6:30 AM – 6:30 PM
Saturday	8:00 AM – 4:30 PM
Sunday	Closed

Hearing/Speech impaired persons can contact Customer Service for information via Sprint's California Relay Service:

**TT Users: 800-735-2929      Voice: 800-735-2922**

## CCCTA SAFETY POLICY

CCCTA enforces all internal safety policies, as well as criminal statutes and municipal ordinances, to ensure the safety of our passengers and the public at large.

- All County Connection vehicles are equipped with wheelchair lifts or ramps and securements
- Smoking is NOT allowed on CCCTA buses
- No eating or open beverages are allowed on buses
- Drivers DO NOT make change. Please have exact fare ready.
- Bike racks are available on all CCCTA buses
- Strollers are allowed on the lifts/ramps. Children must be removed from the stroller once on the bus and strollers must be folded and stored under seats or stored free of doorways and aisles.

## LOST & FOUND

County Connection is not responsible for items left on the bus, but makes every effort to return found items to their owners. For Lost & Found information or after hour appointments, please call 676-7500.

## County Connection Administrative Office

2477 Arnold Industrial Way, Concord, CA 94520

925-676-1976 • [www.cccta.org](http://www.cccta.org)

Lobby Hours: 8-12; 1-5 Monday - Friday

## FARES

Effective March 22, 2009

### CASH

<b>Local Weekday and weekend routes</b>	<b>\$2.00</b>	<b>\$1.00</b>
<b>Express 90X series routes</b>	<b>\$2.25</b>	<b>\$1.00</b>
<b>BART-to-Bus Transfer</b>	<b>\$1.00</b>	<b>\$0.50</b>
<b>CCCTA Bus Transfer</b>	<b>Free</b>	<b>Free</b>

*Regular Fare  
(ages 6-64)*

*Senior/Disabled\*  
(age 65+ / proof of disability)*

### Monthly Pass and Punch Cards

<b>Monthly Pass - East Bay Value Pass</b> Valid for unlimited use on all CCCTA fixed-route service, as well as Tri Delta Transit, WestCat, and Wheels services for the calendar month	<b>\$60.00</b>
<b>12-Ride Punch Card</b> Valid on all fixed routes	<b>\$20.00</b>
<b>Commuter Punch Card</b> 20 regular rides & 20 BART-to-Bus Transfers	<b>\$40.00</b>
<b>Senior/Disabled 20-Ride Punch Card</b> Valid on all fixed routes	<b>\$15.00</b>

Children under 6 ride FREE, when accompanied by adult.  
Children under 6 may not ride without an adult.

### \*Regional Transit Connection Discount Card (RTC)

The RTC Discount ID Card is available to qualified persons with disabilities and senior citizens, 65 years of age or older. The card makes it easier for you to demonstrate your eligibility for reduced fares on fixed-route transit, bus, rail and ferry systems throughout the San Francisco Bay Area.

You are eligible if you have one of the following with photo ID:

- DMV placard
- Medicare Card
- Senior 65 or older
- Veteran Disability
- Disabled persons without the above can request an application for a doctor to complete.
- Fee for a new or renewal RTC card is \$3.00.
- Fee to replace a card is \$5.00.

ADA staff is available at the LINK building to accept applications.

# The County Connection

# 98X

## Route Map and Schedule

**EFFECTIVE DATE: DEC 26, 2010**



## WEEKDAY SERVICE

**AMTRAK • MARTINEZ • CONCORD  
WALNUT CREEK BART**

**925-676-7500 • [www.cccta.org](http://www.cccta.org)**



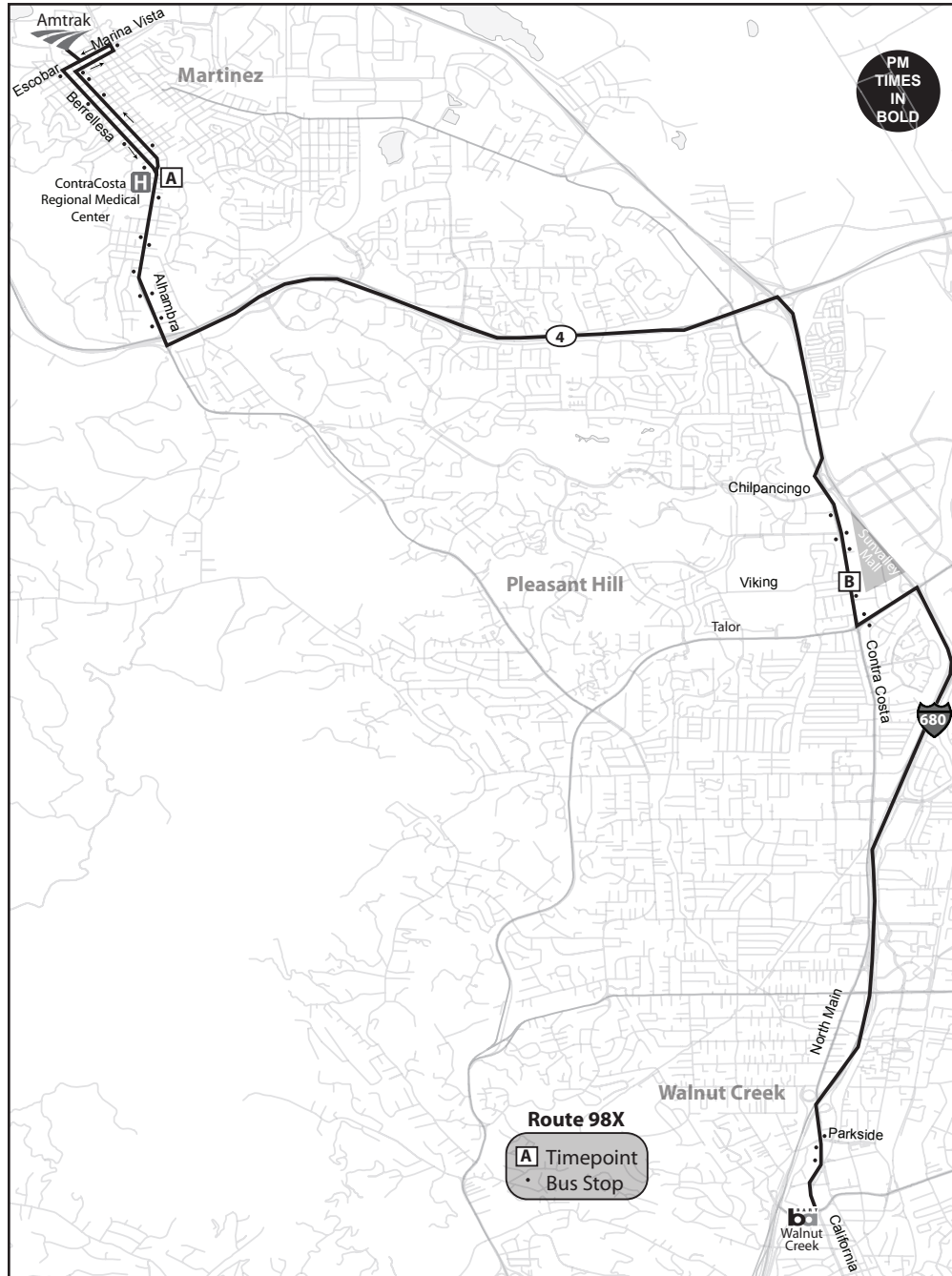
Para obtener asistencia en Español favor de marcar el 676-7500.

Contamos con una línea especial de traductores. Favor de mantenerse en la línea mientras lo conectamos con la persona que hable Español.

# WEEKDAY SERVICE

## AMTRAK • MARTINEZ • CONCORD • WALNUT CREEK BART

Route 98X Amtrak to Walnut Creek BART			
Leave Amtrak	Contra Costa Regional Medical Center	Contra Costa/ Viking	Arrive BART Walnut Creek
	<b>H</b>	<b>B</b>	
5:35	5:38	5:49	6:00
6:20	6:23	6:34	6:45
7:05	7:08	7:19	7:30
7:50	7:53	8:06	8:22
8:35	8:38	8:50	9:01
9:20	9:23	9:35	9:46
10:05	10:08	10:20	10:31
10:50	10:53	11:05	11:16
11:35	11:38	11:50	<b>12:01</b>
<b>12:20</b>	<b>12:23</b>	<b>12:35</b>	<b>12:46</b>
<b>1:05</b>	<b>1:08</b>	<b>1:20</b>	<b>1:31</b>
<b>1:50</b>	<b>1:53</b>	<b>2:05</b>	<b>2:16</b>
<b>2:35</b>	<b>2:38</b>	<b>2:50</b>	<b>3:01</b>
<b>3:20</b>	<b>3:23</b>	<b>3:35</b>	<b>3:46</b>
<b>4:05</b>	<b>4:08</b>	<b>4:20</b>	<b>4:31</b>
<b>4:50</b>	<b>4:53</b>	<b>5:07</b>	<b>5:22</b>
<b>5:35</b>	<b>5:38</b>	<b>5:52</b>	<b>6:07</b>
<b>6:20</b>	<b>6:23</b>	<b>6:33</b>	<b>6:43</b>



Route 98X Walnut Creek BART to Amtrak			
Leave BART Walnut Creek	Contra Costa/ Viking	Alhambra/ Bertola	Arrive Amtrak
	<b>B</b>	<b>A</b>	
6:15	6:25	6:37	6:47
7:00	7:10	7:22	7:32
7:45	7:55	8:07	8:17
8:30	8:40	8:52	9:02
9:15	9:25	9:37	9:47
10:00	10:10	10:22	10:32
10:45	10:55	11:07	11:17
11:30	11:40	11:52	<b>12:02</b>
<b>12:15</b>	<b>12:25</b>	<b>12:37</b>	<b>12:47</b>
<b>1:00</b>	<b>1:10</b>	<b>1:22</b>	<b>1:32</b>
<b>1:45</b>	<b>1:55</b>	<b>2:07</b>	<b>2:17</b>
<b>2:30</b>	<b>2:40</b>	<b>2:52</b>	<b>3:02</b>
<b>3:15</b>	<b>3:25</b>	<b>3:37</b>	<b>3:47</b>
<b>4:00</b>	<b>4:12</b>	<b>4:24</b>	<b>4:34</b>
<b>4:45</b>	<b>4:57</b>	<b>5:09</b>	<b>5:19</b>
<b>5:30</b>	<b>5:42</b>	<b>5:54</b>	<b>6:04</b>
<b>6:15</b>	<b>6:25</b>	<b>6:37</b>	<b>6:47</b>
<b>7:00</b>	<b>7:10</b>	<b>7:22</b>	<b>7:32</b>

### Notes on Timetables

The times published in CCCTA timetables and brochures do not anticipate service disruptions, and are subject to change without notice.

### BART-to-Bus Connections

In the event that BART trains are running off schedule, County Connection bus operators may wait for arriving trains up to three (3) minutes beyond their scheduled departure time.

### Transfers

Free transfers are honored between County Connection and the following transit agencies:

- Tri Delta Transit  
(East Contra Costa)
- Wheels  
(Dublin, Pleasanton Livermore)
- WestCat  
(West Contra Costa)
- Benicia Breeze  
(DVC and Sunvalley Mall)
- Rio Vista Breeze  
(Hillcrest Park 'n Ride)
- Capital Corridor  
(Free Bus Transfers Only)

**WEEKDAY SERVICE**  
**LAFAYETTE BART • MT. DIABLO**  
**WALNUT CREEK BART**

**Notes on Timetables**

The times published in CCCTA timetables and brochures do not anticipate service disruptions, and are subject to change without notice.

The BART train times shown on County Connection timetables represent those trains within a reasonable window of time for connections, generally within 3-25 minutes.

**BART-to-Bus Connections**

To accommodate passengers making a BART-to-bus transfer, County Connection bus operators may wait for arriving trains up to three (3) minutes beyond their scheduled departure time when requested.

**Transfers**

Free transfers are honored between County Connection and the following transit agencies:

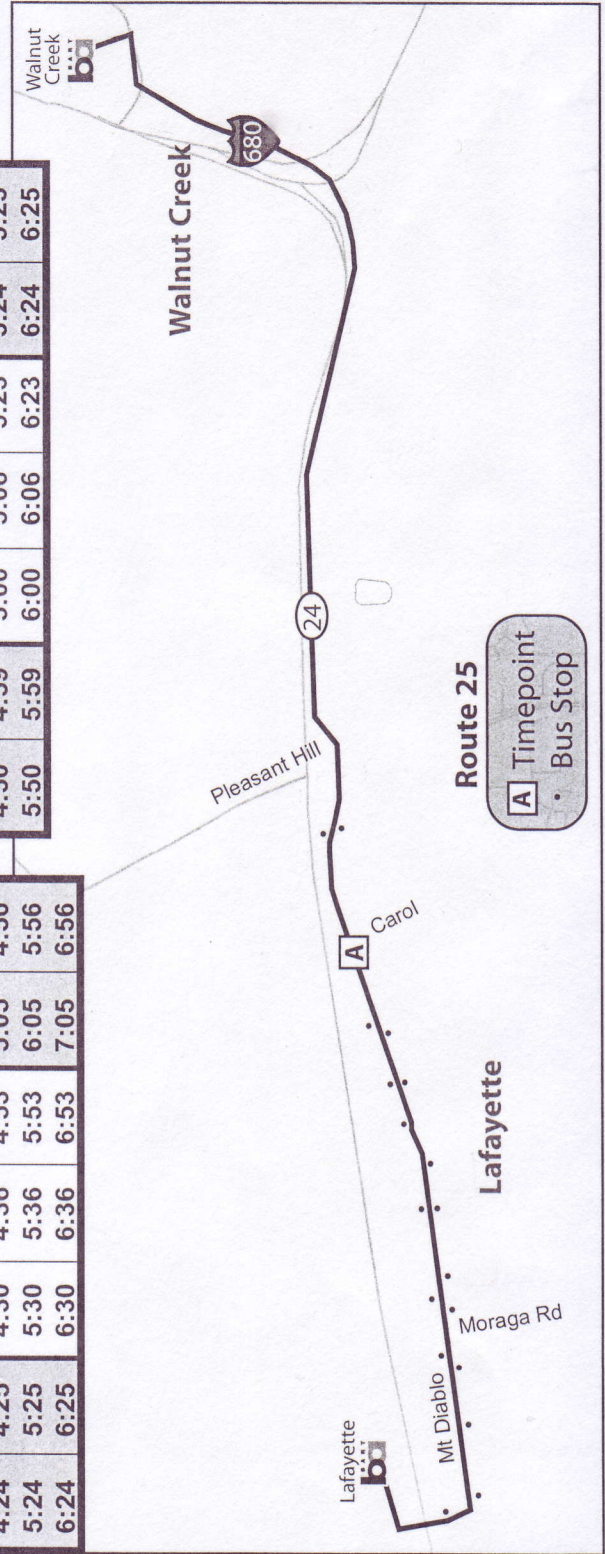
- Tri Delta Transit (East Contra Costa)
- Wheels (Dublin, Pleasanton Livermore)
- WestCat (West Contra Costa)
- AC Transit (Rt. 74 at Orinda BART)
- Benicia Breeze (DVC and Sunvalley Mall)
- Rio Vista Breeze (Hillcrest Park 'n Ride)
- Capital Corridor (Free Bus Transfers Only)

Current

PM  
 TIMES  
 IN  
 BOLD

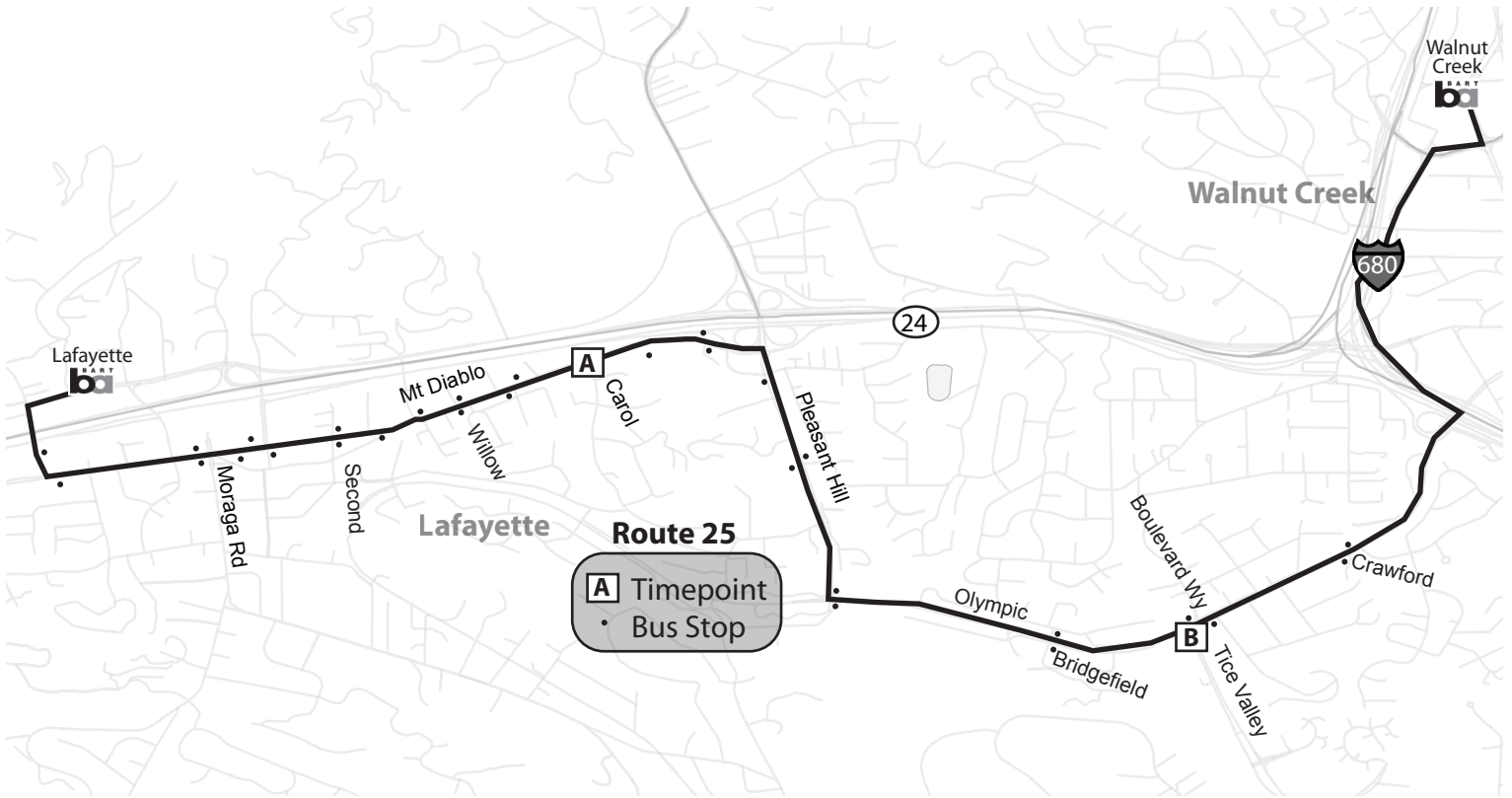
Route 25 Walnut Creek BART to Lafayette BART									
From Pittsburg/ Bay Point	BART Times	From SFO	Leave BART Walnut Creek	A Mt. Diablo/ Carol	Arrive BART Lafayette	To SFO	To Pittsburg/ Bay Point	BART Times	
	8:00	7:59	8:00	8:06	8:23	8:24	8:25	8:24	8:25
	8:50	8:59	9:00	9:06	9:23	9:24	9:25	9:24	9:25
	9:50	9:59	10:00	10:06	10:23	10:24	10:25	10:24	10:25
	10:50	10:59	11:00	11:06	11:23	11:24	11:25	11:24	11:25
	11:50	11:59	12:00	12:06	12:23	12:24	12:25	12:24	12:25
	12:50	12:59	1:00	1:06	1:23	1:24	1:25	1:24	1:25
	1:50	1:59	2:00	2:06	2:23	2:24	2:25	2:24	2:25
	2:50	2:59	3:00	3:06	3:23	3:24	3:25	3:24	3:25
	3:50	3:59	4:00	4:06	4:23	4:24	4:25	4:24	4:25
	4:50	4:59	5:00	5:06	5:23	5:24	5:25	5:24	5:25
	5:50	5:59	6:00	6:06	6:23	6:24	6:25	6:24	6:25

Route 25 Lafayette BART to Walnut Creek BART									
From Pittsburg/ Bay Point	BART Times	From SFO	Leave BART Lafayette	A Mt. Diablo/ Carol	Arrive BART Walnut Creek	To SFO	To Pittsburg/ Bay Point	BART Times	
	7:30	7:25	7:30	7:36	7:53	8:00	7:58	8:00	7:58
	8:24	8:25	8:30	8:36	8:53	9:05	8:59	9:05	8:59
	9:24	9:25	9:30	9:36	9:53	10:05	9:59	10:05	9:59
	10:24	10:25	10:30	10:36	10:53	11:05	10:59	11:05	10:59
	11:24	11:25	11:30	11:36	11:53	12:05	11:59	12:05	11:59
	12:24	12:25	12:30	12:36	12:53	1:05	12:59	1:05	12:59
	1:24	1:25	1:30	1:36	1:53	2:05	1:59	2:05	1:59
	2:24	2:25	2:30	2:36	2:53	3:05	2:59	3:05	2:59
	3:24	3:25	3:30	3:36	3:53	4:05	3:59	4:05	3:59
	4:24	4:25	4:30	4:36	4:53	5:05	4:56	5:05	4:56
	5:24	5:25	5:30	5:36	5:53	6:05	5:56	6:05	5:56
	6:24	6:25	6:30	6:36	6:53	7:05	6:56	7:05	6:56



Route 25 Lafayette BART Walnut Creek BART			
Leave BART Lafayette	Mt. Diablo/ Carol	Olympic/ Tice Valley	Arrive BART Walnut Creek
	<b>A</b>	<b>B</b>	
7:30	7:36	7:39	7:53
8:30	8:36	8:39	8:53
9:30	9:36	9:39	9:53
10:30	10:36	10:39	10:53
11:30	11:36	11:39	11:53
12:30	12:36	12:39	12:53
1:30	1:36	1:39	1:53
2:30	2:36	2:39	2:53
3:30	3:36	3:39	3:53
4:30	4:36	4:39	4:53
5:30	5:36	5:39	5:53
6:30	6:36	6:39	6:53

Route 25 Walnut Creek BART Lafayette BART			
Arrive BART Walnut Creek	Olympic/ Boulevard	Mt. Diablo/ Carol	Leave BART Lafayette
	<b>B</b>	<b>A</b>	
8:00	8:05	8:09	8:23
9:00	9:05	9:09	9:23
10:00	10:05	10:09	10:23
11:00	11:05	11:09	11:23
12:00	12:05	12:09	12:23
1:00	1:05	1:09	1:23
2:00	2:05	2:09	2:23
3:00	3:05	3:09	3:23
4:00	4:05	4:09	4:23
5:00	5:05	5:09	5:23
6:00	6:05	6:09	6:23



**To:** Operations and Scheduling Committee  
**From:** Anne Muzzini, Director of Planning and Marketing  
**Reviewed By:**

**Date:** November 22, 2010

**SUBJECT: Deadhead Analysis**

**SUMMARY OF ISSUES:**

The Committee asked for more detailed analysis of deadhead hours at the November meeting. The attached tables and graphs show the historic trend and the percentage of deadhead by route category.

The percentage of deadhead at the route level ranges from 2% to 200%. Local routes that operate all day and provide service to the Concord, Pleasant Hill, and Martinez have the lowest percentage of deadhead. School tripper routes that only provide one or two trips a day have the highest percent and Express Bus routes that serve the San Ramon, Dublin, and Antioch also have a relatively high percentage of deadhead.

School tripper routes have a high percentage of deadhead because they only operate one or two trips a day. We pull out buses to provide this service then bring them back to the yard afterwards. If the amount of time it takes to get to the start of the trip is equal to the amount of time spent in revenue service, then we have a 200% deadhead.

Scheduling staff is continually working to reduce deadhead where possible. One method used is to interline routes or otherwise link trips. For instance, once a bus is done with the student 600 route, it continues as a 96X rather than returning to the yard.

Another method used is to keep the bus in revenue service on the return trip. For instance, the 96X which operates from Walnut Creek BART to the San Ramon Transit Center, would not be taken out of service at the southern endpoint, but rather continue on route until it got to the Walnut Creek end. Another example of this would be the 93X (WC BART to Antioch). We keep the buses in service until they return to WC BART as opposed to deadheading them from Antioch in the evening.

**RECOMMENDATIONS:**

Accept report.

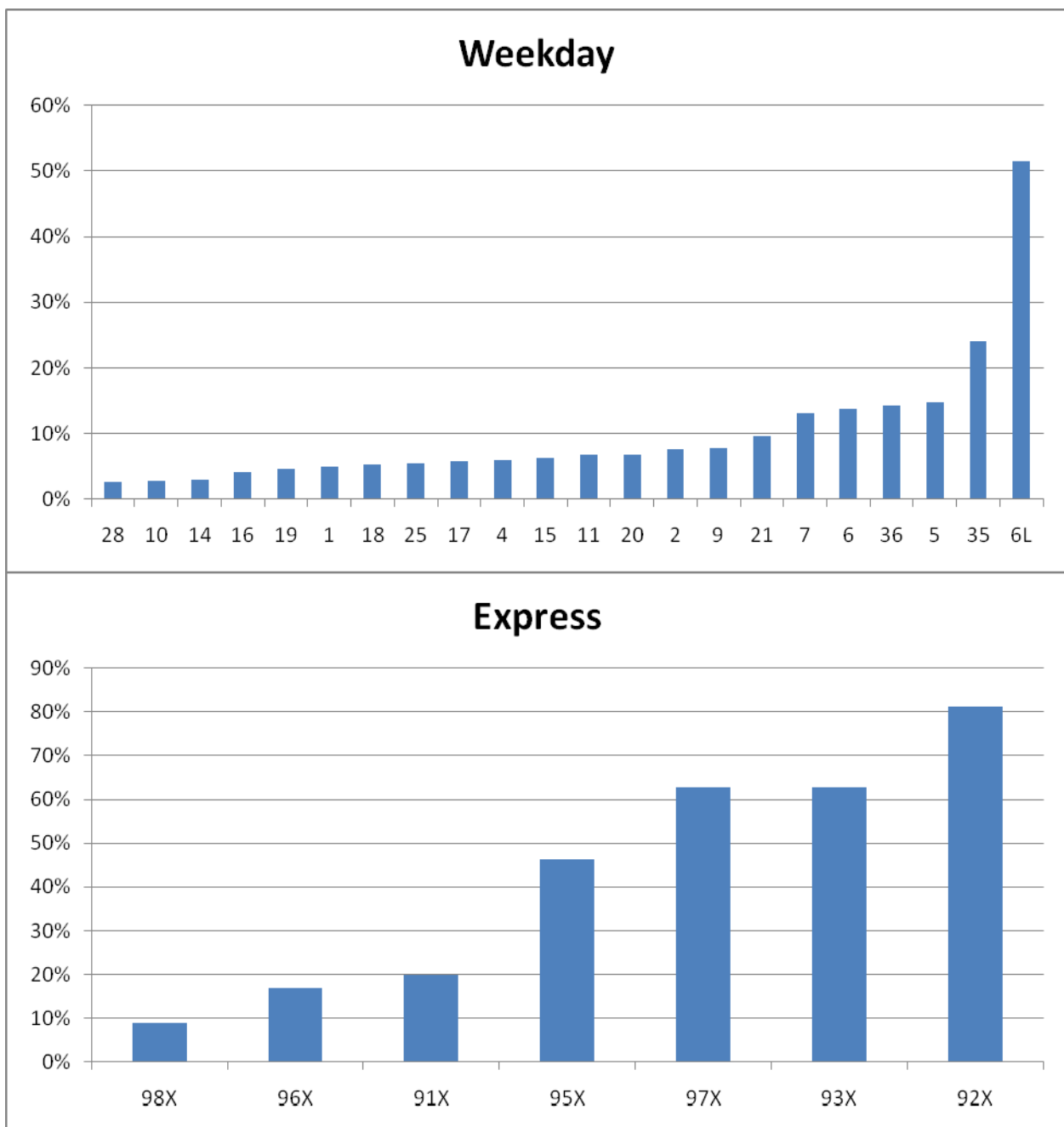
**ATTACHMENT:**

Deadhead Hours Table and Graphs

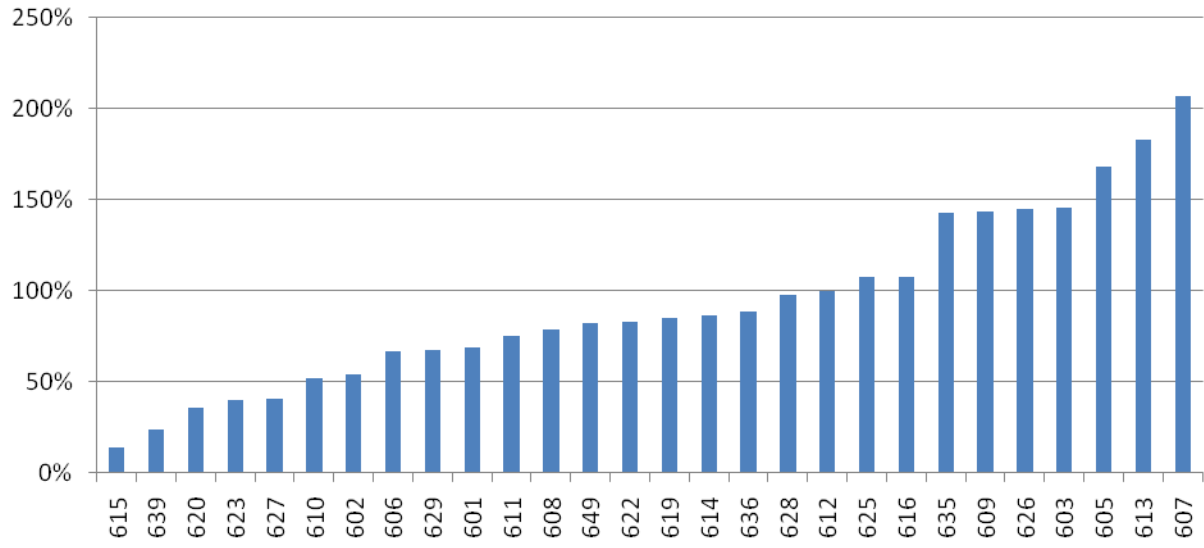


Deadhead Percentage - History

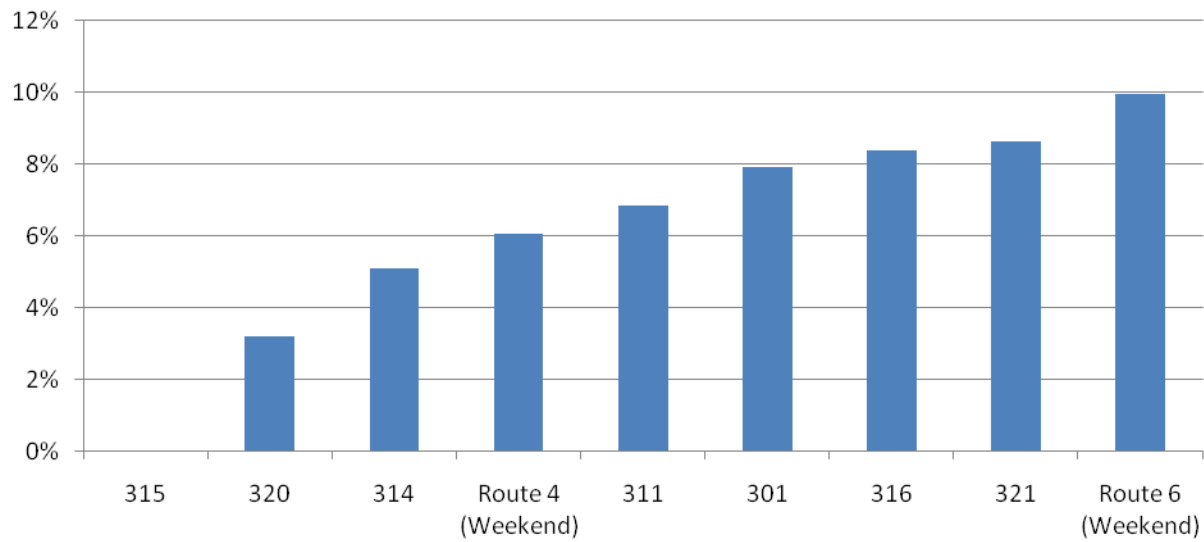
	FY 05-06	FY 06-07	FY 07-08	FY 08-09	FY 09-10
Revenue Hours	242,403	261,943	280,923	267,282	215,615
Non Revenue Hours	39,326	34,656	41,648	40,002	30,432
Total Hours	281,729	296,599	322,571	307,284	246,047
Deadhead Percent	16.2%	13.2%	14.8%	15.0%	14.1%



### 600's



### Weekend



## Agenda Item 7.a

**TO:** O&S Committee

**DATE:** November 10, 2010

**FROM:** Anne Muzzini  
Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for October 2010

#### 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>	FY 2011		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	289,589		
Average Weekday	12,643	11,671	
Pass/Rev Hour	16.4	15.5	FY11 Goal > 17.0
Missed Trips	0.15%	0.10%	FY11 Goal < 0.25%
Miles between Road Calls	30,203	29,650	FY11 Goal > 18,000

\* Based on Standards from updated SRTP

#### Analysis

Average weekday ridership in October (12,643 passengers) is equal to the September ridership of 12,658 passengers but 5% lower than October 2009 of 13,283 passenger. See the attached table showing weekday boardings trend. Productivity in October was equal to 16.4 passengers per hour as compared to September's 16.7 passengers per hour. September and October are typically the highest ridership months of the year.

The percentage of missed trips was higher in October to (0.15%) as compared to the prior month of (0.10%) in September, but is within the goal set by the Board (0.25%). The YTD average is 0.10% missed trips.

The number of miles between roadcalls was equal to 30,203 miles which is slightly lower than prior month. The year to date average is 29,650 miles between roadcalls.

**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings		
October 2010 - Fixed Route Boardings	289,253	Revenue Hours -	October10	17,608	Weekdays -	October10	21	<b>Fiscal 2011 YTD</b>	<b>1,084,361</b>
Pavilion	336		October09	18,646		October09	22		
Bus Bridge	0	Revenue Miles -	October10	196,275	Saturdays -	October10	5	<b>Fiscal 2010 YTD</b>	<b>1,075,511</b>
Special	0		October09	184,437		October09	5		
					Sundays -	October10	5		
						October09	4		
<b>October 2010 Total Boardings</b>	<b>289,589</b>	<b>Passengers per Mile</b>		<b>1.48</b>	<b>Total Days - 2010</b>		<b>31</b>	<b>YTD Trend</b>	<b>99.2%</b>
<b>October 2009 Total Boardings</b>	<b>316,454</b>	<b>Passengers per Hour</b>		<b>16.45</b>	<b>2009</b>		<b>31</b>	<b>Monthly Trend</b>	<b>108.5%</b>

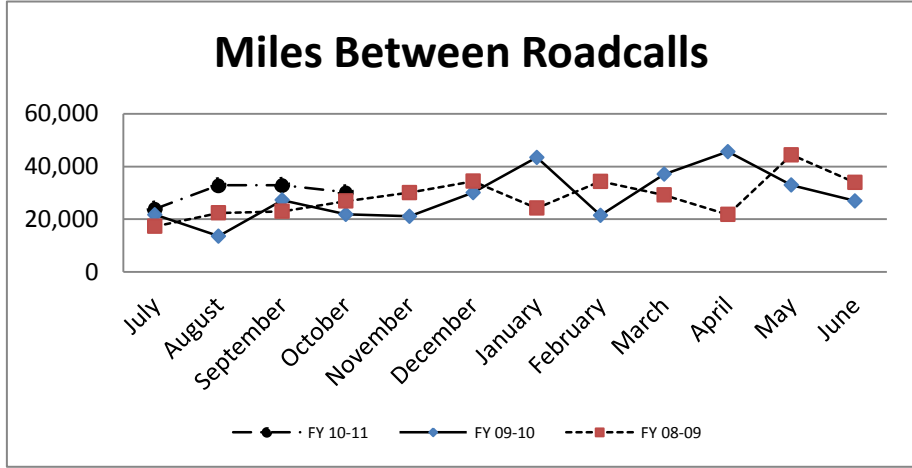
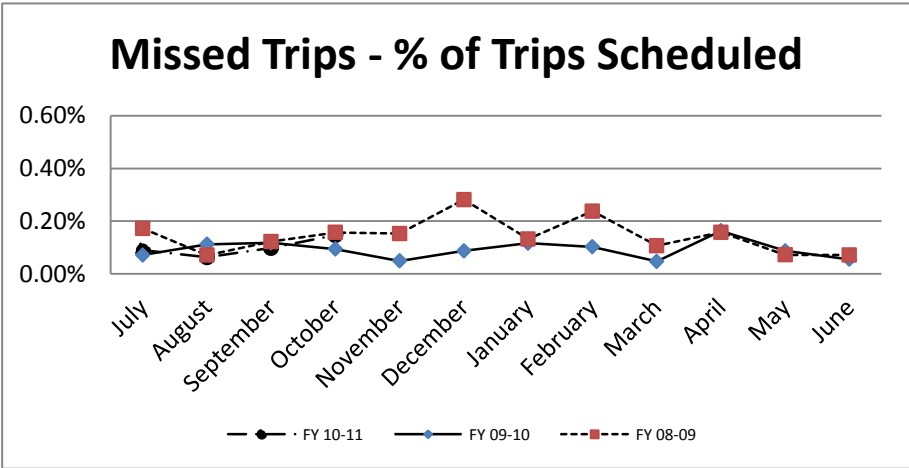
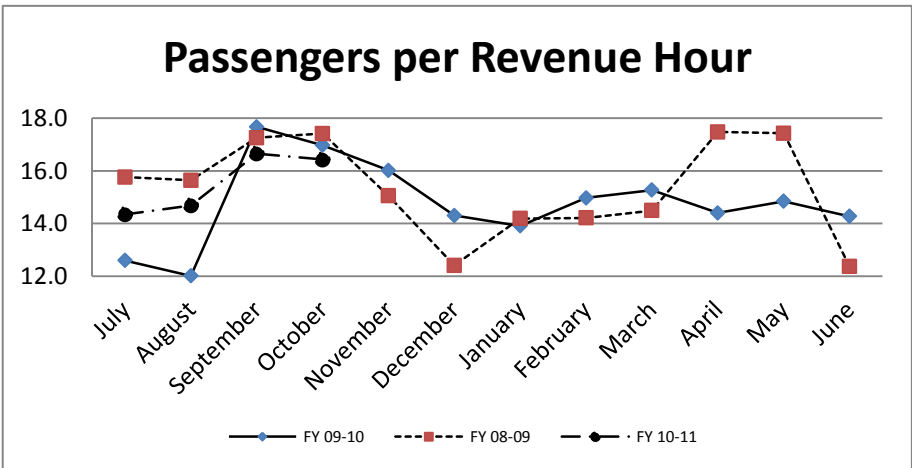
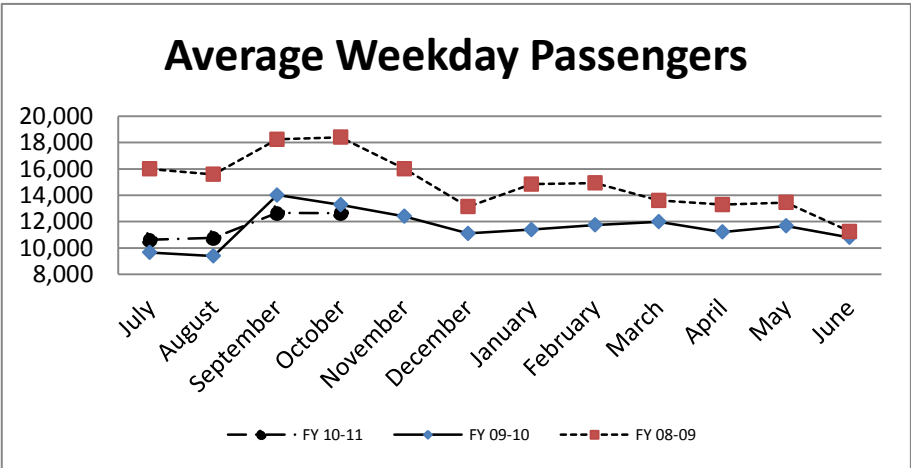
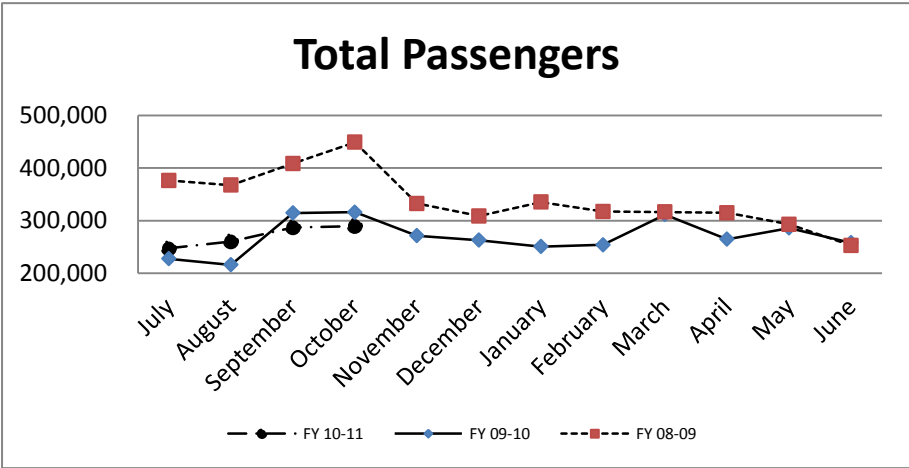
October 2010 Fixed Route Passenger Total						October 2010	October 2010
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	8,274			<b>8,274</b>	394	15.3
2	Rudgear / Walnut Creek	1,110			<b>1,110</b>	53	6.0
4	Walnut Creek Downtown Shuttle	19,682	2,581	1,921	<b>24,183</b>	937	26.1
5	Creekside / Walnut Creek	1,613			<b>1,613</b>	77	8.3
6	Lafayette / Moraga / Orinda	9,390	679	421	<b>10,489</b>	447	14.7
6L	Orinda / Orinda Village	101			<b>101</b>	5	5.1
7	Shadelands / Pleasant Hill / Walnut Creek	4,507			<b>4,507</b>	215	6.7
9	DVC / Walnut Creek	13,437			<b>13,437</b>	640	15.4
10	Concord / Clayton Rd	21,822			<b>21,822</b>	1,039	26.8
11	Treat Blvd / Oak Grove	6,680			<b>6,680</b>	318	17.9
14	Monument Blvd	15,001			<b>15,001</b>	714	18.1
15	Treat Boulevard	12,016			<b>12,016</b>	572	20.1
16	Alhambra Ave / Monument Blvd	15,574			<b>15,574</b>	742	14.0
17	Olivera/Solano / Salvio / North Concord	6,650			<b>6,650</b>	317	16.6
18	Amtrak / Merello / Pleasant Hill	9,858			<b>9,858</b>	469	15.8
19	Amtrak / Pacheco Blvd / Concord	2,968			<b>2,968</b>	141	10.2
20	DVC / Concord	26,393			<b>26,393</b>	1,257	27.9
21	Walnut Creek / San Ramon Transit Center	13,129			<b>13,129</b>	625	13.8
25	Lafayette / Walnut Creek	1,138			<b>1,138</b>	54	4.7
28	North Concord / Martinez	6,927			<b>6,927</b>	330	10.9
35	Dougherty Valley	8,170			<b>8,170</b>	389	12.0
36	San Ramon / Dublin	5,637			<b>5,637</b>	268	10.1
91X	Concord Commuter Express	878			<b>878</b>	42	11.7
92X	Ace Shuttle Express	3,202			<b>3,202</b>	152	18.4
93X	Kirker Pass Express	3,939			<b>3,939</b>	188	15.1
95X	San Ramon / Danville Express	2,548			<b>2,548</b>	121	12.1
96X	Bishop Ranch Express	8,494			<b>8,494</b>	404	13.1
97X	Bishop Ranch Express	1,624			<b>1,624</b>	77	7.9
98X	Martinez Express	7,567			<b>7,567</b>	360	11.2
250 *	Gael Rail Service	78	116	85	<b>279</b>	9	2.7
301	Rossmoor / John Muir Medical Center		470	340	<b>810</b>		9.8
311	Concord / Oak Grove / Treat Blvd / WC		920	763	<b>1,683</b>		11.1
314	Clayton Rd / Monument Blvd / PH		5,325	3,512	<b>8,837</b>		21.9
315	Concord / Willow Pass / Landana		460	223	<b>683</b>		10.1
316	Alhambra / Merello / Pleasant Hill		1,467	771	<b>2,238</b>		12.8
320	DVC / Concord		1,035	574	<b>1,610</b>		13.1
321	San Ramon / Walnut Creek		1,259	823	<b>2,082</b>		11.9
600's	Select Service	27,102			<b>27,102</b>	1,291	30.6
<b>TOTALS</b>		<b>265,509</b>	<b>14,313</b>	<b>9,432</b>	<b>289,253</b>	<b>12,643</b>	<b>16.4</b>

\* Data from Link

\*\* Seasonal Route

**TRANSPORTATION and MAINTENANCE  
Operations Data Summary**

<b>TRANSPORTATION</b>	<b>2009 October</b>	<b>2009 November</b>	<b>2009 December</b>	<b>2010 January</b>	<b>2010 February</b>	<b>2010 March</b>	<b>2010 April</b>	<b>2010 May</b>	<b>2010 June</b>	<b>2010 July</b>	<b>2010 August</b>	<b>2010 September</b>	<b>2010 October</b>	<b>FY10 FISCAL YTD</b>
Number of Buses	131	131	131	131	131	131	131	131	131	131	131	131	131	131
Totals Hub Miles	283,616	253,077	270,769	260,473	257,503	296,254	273,663	263,604	269,248	239,465	262,880	263,567	271,831	1,037,743
<b>Work Days</b>	31	29	30	30	28	31	30	30	30	30	31	30	31	122
Revenue Hours	18,646	16,903	18,369	18,023	16,967	19,739	18,386	17,969	17,987	17,233	17,560	17,210	17,608	69,611
Operator Pay Hours	31,546	30,191	40,098	30,930	27,886	31,854	31,135	31,854	30,591	30,549	30,929	30,043	N/A	91,521
Number of Operators	170	168	167	167	167	167	169	168	168	166	166	166	163	165
FT Extra Board	62	20	21	17	45	68	31	63	42	31	29	10	74	144
<b>Unscheduled Absences</b>	<b>332</b>	<b>331</b>	<b>336</b>	<b>282</b>	<b>240</b>	<b>282</b>	<b>366</b>	<b>281</b>	<b>221</b>	<b>319</b>	<b>352</b>	<b>321</b>	<b>395</b>	<b>1,387</b>
Worker Comp.	120	117	97	109	94	126	152	141	125	119	132	113	164	528
Sick leave	212	214	239	173	146	156	214	140	96	200	220	208	231	859
<b>Collision Accidents</b>	5	9	2	3	5	4	5	4	8	2	6	3	7	18
Passenger Accidents	13	9	3	15	4	7	16	9	12	8	10	5	6	29
Total Chargeable Collisions	3	4	1	1	2	1	0	3	4	0	1	1	4	6
<b>Chargeable/100K Miles</b>	<b>1.05</b>	<b>1.58</b>	<b>0.36</b>	<b>0.38</b>	<b>0.77</b>	<b>0.33</b>	<b>0.00</b>	<b>1.13</b>	<b>1.48</b>	<b>0.00</b>	<b>0.38</b>	<b>0.37</b>	<b>1.47</b>	<b>0.57</b>
Number of Trips Scheduled	24,534	22,502	24,064	22,904	22,420	25,514	24,519	22,964	23,648	22,317	23,711	23,382	23,865	93,275
Number of Trips Missed	23	11	21	28	23	12	40	20	13	20	15	23	35	93
<b>Of Trips Scheduled - % Missed</b>	<b>0.09%</b>	<b>0.05%</b>	<b>0.09%</b>	<b>0.12%</b>	<b>0.10%</b>	<b>0.05%</b>	<b>0.16%</b>	<b>0.09%</b>	<b>0.05%</b>	<b>0.09%</b>	<b>0.06%</b>	<b>0.10%</b>	<b>0.15%</b>	<b>0.10%</b>
Of Trips Missed - Mechanical	16	4	15	10	19	8	18	9	10	18	7	17	11	53
On Time Performance %	90%	93%	96%	95%	92%	93%	95%	93%	94%	96%	93%	92%	93%	93%
<b>MAINTENANCE</b>														
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	17	14	13	11	15	10	7	9	16	16	14	14	10	54
Road Calls for Mechanical	13	12	9	6	12	8	6	8	10	10	8	8	9	35
<b>Road Calls for Other</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>19</b>
<b>Miles Between Mechanical Road Calls</b>														
Bus Numbers														
100 - 199	12,515	10,438	10,307	11,009	8,692	11,404	12,386	11,593	11,548	12,695	12,687	10,056	10,213	
200 - 299	12,499	36,215	37,499	37,599	30,109	37,475	33,824	34,594	15,393	33,124	33,144	12,334	15,935	
300 - 399	45,475	36,422	14,228	40,673	13,013	45,850	40,487	38,003	35,151	10,970	39,070	18,851	38,778	
400 - 499	31,240	14,296	29,763	15,639	32,087	34,365	32,424	29,208	14,098	26,066	28,085	15,046	33,258	
500 - 519	18,995	54,431	62,963	48,908	27,745	30,387	56,858	11,363	48,164	14,551	24,755	25,710	25,160	
900 - 939			3,639	11,806	17,182	23,789	70,771	77,837	42,305	31,019	73,059	77,571	25,561	<i>Bus add - 12/09</i>
2000 - 2099	18,170	16,523	10,803	16,230	14,315	18,340	16,500	15,195	8,374	17,779	7,719	19,438	17,866	
9600 - 9629	23,132	6,993	17,855	23,819	14,145									<i>Series #'s Out of Service - Mar10</i>
9800 - 9809	12,337	14,513	8,745	15,539	12,081	16,680	5,207	11,721	14,048	11,198	11,888	12,623	12,844	
Fleet Avg.	21,817	21,090	30,085	43,412	21,459	37,032	45,611	32,951	26,925	23,947	32,860	32,946	30,203	29,650
Maintenance Pay Hours	4,358	4,345	4,395	4,788	3,908	4,489	4,381	4,381	4,212	4,343	4,614	4,090	4,437	17,484
No. Maint. Employees	24	26	27	27	27	26	26	26	26	26	26	26	25	26
<b>Maint. Emps/100K Miles</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>2</b>
Unscheduled Absences	5	3	1	2	3	3	1	6	3	1	1	4	0	2



**MONTHLY BOARDINGS  
Operations Data Summary**

**OCTOBER 2010 PRODUCTIVITY**

*(sorted by Pass / Rev Hr - descending order)*

<b>Route</b>	<b>Destination Information</b>	<b>Total</b>	<b>Wkday Avg</b>	<b>Passenger / Rev Hr</b>
600's	Select Service	27,102	1,291	30.6
20	DVC / Concord	26,393	1,257	27.9
4	Walnut Creek Downtown Shuttle	24,183	937	26.1
10	Concord / Clayton Rd	21,822	1,039	26.8
314	Clayton Rd / Monument Blvd / Pleasant Hill	8,837	0	21.9
15	Treat Boulevard	12,016	572	20.1
92X	Ace Shuttle Express	3,202	152	18.4
14	Monument Blvd	15,001	714	18.1
11	Treat Blvd / Oak Grove	6,680	318	17.9
17	Olivera/Solano / Salvio / North Concord	6,650	317	16.6
18	Amtrak / Merello / Pleasant Hill	9,858	469	15.8
9	DVC / Walnut Creek	13,437	640	15.4
1	Rossmoor / Shadelands	8,274	394	15.3
93X	Kirker Pass Express	3,939	188	15.1
6	Lafayette / Moraga / Orinda	10,489	447	14.7
16	Alhambra Ave / Monument Blvd	15,574	742	14.0
21	Walnut Creek / San Ramon Transit Center	13,129	625	13.8
320	DVC / Concord	1,610	0	13.1
96X	Bishop Ranch Express	8,494	404	13.1
316	Alhambra / Merello / Pleasant Hill	2,238	0	12.8
95X	San Ramon / Danville Express	2,548	121	12.1
35	Dougherty Valley	8,170	389	12.0
321	San Ramon / Walnut Creek	2,082	0	11.9
91X	Concord Commuter Express	878	42	11.7
98X	Martinez Express	7,567	360	11.2
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,683	0	11.1
28	North Concord / Martinez	6,927	330	10.9
19	Amtrak / Pacheco Blvd / Concord	2,968	141	10.2
315	Concord / Willow Pass / Landana	683	0	10.1
36	San Ramon / Dublin	5,637	268	10.1
301	Rossmoor / John Muir Medical Center	810	0	9.8
5	Creekside / Walnut Creek	1,613	77	8.3
97X	Bishop Ranch Express	1,624	77	7.9
7	Shadelands / Pleasant Hill / Walnut Creek	4,507	215	6.7
2	Rudgear / Walnut Creek	1,110	53	6.0
6L	Orinda / Orinda Village	101	5	5.1
25	Lafayette / Walnut Creek	1,138	54	4.7
250 *	Gael Rail Service	279	9	2.7

*NOTE: \* Data comes from Link Operators*

*\*\* These are seasonal routes*

**MONTHLY BOARDINGS  
Operations Data Summary**

**AVERAGE WEEKDAY BOARDINGS TREND**

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
1	Rossmoor / Shadelands	412	377	385	394								
2	Rudgear / Walnut Creek	67	66	64	53								
4	Walnut Creek Downtown Shuttle	1,017	945	915	937								
5	Creekside / Walnut Creek	73	70	74	77								
6	Lafayette / Moraga / Orinda	302	340	458	447								
6L	Orinda / Orinda Village	7	2	3	5								
7	Shadelands / Pleasant Hill / Walnut Creek	237	231	231	215								
9	DVC / Walnut Creek	606	570	652	640								
10	Concord / Clayton Rd	948	947	1,016	1,039								
11	Treat Blvd / Oak Grove	287	298	332	318								
14	Monument Blvd	699	663	719	714								
15	Treat Boulevard	496	464	594	572								
16	Alhambra Ave / Monument Blvd	652	662	729	742								
17	Olivera/Solano / Salvio / North Concord	263	273	341	317								
18	Amtrak / Merello / Pleasant Hill	404	413	482	469								
19	Amtrak / Pacheco Blvd / Concord	158	140	142	141								
20	DVC / Concord	1,065	1,053	1,279	1,257								
21	Walnut Creek / San Ramon Transit Center	645	642	648	625								
25	Lafayette / Walnut Creek	40	37	57	54								
28	North Concord / Martinez	283	283	306	330								
35	Dougherty Valley	356	321	383	389								
36	San Ramon / Dublin	237	246	256	268								
91X	Concord Commuter Express	43	47	40	42								
92X	Ace Shuttle Express	148	158	148	152								
93X	Kirker Pass Express	175	174	185	188								
95X	San Ramon / Danville Express	110	113	120	121								
96X	Bishop Ranch Express	425	395	394	404								
97X	Bishop Ranch Express	70	78	75	77								
98X	Martinez Express	358	354	385	360								
250 *	St Mary's College Gael Rail Shuttle		7	9	9								
600's	Select Service	38	398	1,242	1,291								
<b>TOTALS</b>		<b>10,622</b>	<b>10,763</b>	<b>12,658</b>	<b>12,643</b>								

*NOTE: \* Data comes from Link Operators      \*\* These are seasonal routes*

Avg Wkdy Trend



**MONTHLY BOARDINGS  
Operations Data Summary**

**AVERAGE WEEKEND BOARDINGS TREND**

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
<b>SATURDAY</b>		<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>3 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	683	610	540	516								
6	Lafayette / Moraga / Orinda	67	88	167	136								
250 *	St Mary's College Gael Rail Shuttle	0	8	36	23								
301	Rossmoor / John Muir Medical Center	90	78	112	94								
311	Concord / Oak Grove / Treat Blvd / WC	191	206	221	184								
314	Clayton Rd / Monument Blvd / PH	1,040	1,021	1,062	1,065								
315	Concord / Willow Pass / Landana	82	74	70	92								
316	Alhambra / Merello / Pleasant Hill	291	289	300	293								
320	DVC / Concord	206	234	249	207								
321	San Ramon / Walnut Creek	272	269	284	252								
<b>TOTALS</b>		<b>2,922</b>	<b>2,878</b>	<b>3,040</b>	<b>2,863</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
<b>SUNDAY</b>		<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	420	469	457	384								
6	Lafayette / Moraga / Orinda	36	61	103	84								
250 *	St Mary's College Gael Rail Shuttle	0	10	18	17								
301	Rossmoor / John Muir Medical Center	56	68	87	68								
311	Concord / Oak Grove / Treat Blvd / WC	172	159	161	153								
314	Clayton Rd / Monument Blvd / PH	772	743	748	702								
315	Concord / Willow Pass / Landana	54	54	50	45								
316	Alhambra / Merello / Pleasant Hill	172	192	227	154								
320	DVC / Concord	91	134	122	115								
321	San Ramon / Walnut Creek	143	182	186	165								
<b>TOTALS</b>		<b>1,917</b>	<b>2,072</b>	<b>2,158</b>	<b>1,886</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

*NOTE: \* Data comes from Link Operators      \*\* These are seasonal routes*

**MONTHLY BOARDINGS  
Operations Data Summary**

<b>Route #</b>	<b>Description</b>
1	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
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
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
5	BART Walnut Creek, Riviera Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
6L	BART Orinda, Orinda Wy
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
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette

**MONTHLY BOARDINGS  
Operations Data Summary**

<b>Route #</b>	<b>Description</b>
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
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
607	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Oak Grove Rd, Walnut Ave
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC
609	BART Walnut Creek, Ygnacio Valley Rd, Marchbanks Dr, Walnut Ave
610	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirkwood Dr, Oakhurst Dr, Center St, Marsh Creek Rd, Mountaire Pkwy, Mountaire Cir
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

**To:** Board of Directors  
**From:** Bill Churchill, Director of Transportation

**Date:** November 22 2010  
**Reviewed By:**

**SUBJECT:** LINK Monthly Operating Report – October 2010

**SUMMARY OF ISSUES:** Presented for your review is the monthly operating report for LINK for October 2010

**RECOMMENDATIONS:** Information only

**FINANCIAL IMPLICATIONS:** N/A

**OPTIONS:** Information only

**ACTION REQUESTED:** Information only

**ATTACHMENTS:** *CCCTA LINK Monthly Operating Summary, October, 2010*

**ADDITIONAL INFORMATION:**

**CCCTA LINK**  
**MONTHLY OPERATING SUMMARY**  
**October FY10/11**

SUMMARY	October FY09/10	October FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	14,384	13,014	54,109	51,278
2 TOTAL ATTENDANTS	1,073	1,119	4,644	4,546
3 TOTAL COMPANIONS	90	75	350	235
4 TOTAL PASSENGERS	15,547	14,208	59,103	56,059
5 TOTAL SERVICE DAYS	31	31	121	122
6 VEHICLE REVENUE HOURS	7,682.52	6,936.13	28,810.20	27,934.70
7 VEHICLE SERVICE HOURS	9,186.65	8,425.71	34,892.30	33,901.57
8 VEHICLE NON REV HOURS	1,504.13	1,489.57	6,081.80	5,966.86
9 VEHICLE SERVICE MILES	151,737	132,478	575,047	531,695
10 VEHICLE REVENUE MILES	125,808	110,187	472,625	435,985
11 VEHICLE NON REV MILES	25,929	22,291	102,422	93,005
12 PASS. PER REVENUE HOUR	2.02	2.05	2.05	2.01
13 CLIENT PER REVENUE HOUR	1.87	1.88	1.88	1.84
14 PASS. PER SERVICE HOUR	1.69	1.69	1.69	1.65
15 PASS. PER SERVICE MILE	0.10	0.11	0.10	0.11
16 PASS. PER REVENUE MILE	0.12	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,612	1,135	5,241	4,546
18 SAME DAY TRIPS	116	243	323	855
19 *SUBSCRIPTION TRIPS	N/A	8,504	N/A	33,614
20 *DEMAND	N/A	4,402	N/A	17,123
21 FAREBOX REVENUE	\$17,853.50	\$15,381.50	\$67,546.00	\$58,868.50
22 PREPAID CLIENTS	\$23,209.90	\$32,395.00	\$81,177.72	\$108,182.50
23 COLLECTED BILLING	\$8,692.00	\$7,074.00	\$37,792.00	\$22,226.00
24 TOTAL REVENUE COLLECTED	\$49,755.40	\$54,850.50	\$186,515.72	\$189,277.00
25 CHARGEABLE ACCIDENTS	1	0	1	0
26 SERVICE COMPLAINTS	1	0	4	0
27 SERVICE COMMENDATIONS	1	0	4	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	3	13	14
30 DRIVER TURNOVER	0.0	0.0	1.4	2.90
31 SCHEDULE ADHERENCE	95%	92.4%	95%	94.2%
32 WHEELCHAIR BOARDING'S	3,929	3,339	15,248	13,486
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,468	8,887	N/A	N/A
35 UNDUPLICATED CLIENTS	1,177	1,106	N/A	N/A
36 NO-SHOWS	31	47	144	369
37 CANCELS	1,868	1,952	7,144	7,663
38 AVG. TRIP LENGTH (MILES)	9.8	9.3	9.7	9.5
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	21,105.0	20,148.4	82,486.0	75,317.5
42 FLEET M.P.G.	7.19	6.58	6.97	7.06
43 *DRIVER ROAD CHECK	N/A	28	N/A	262
44 *RIDER SURVEY'S	N/A	13	N/A	33
*STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	N/A	0	5,408	9,079