

## 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, January 7, 2011 @ 9:00 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 December 3, 2010\* *Review/Action*
4. Maintenance - None
5. Planning and Scheduling
- a. Service to West Dublin Station\* *Review/Action*
6. Paratransit and Accessible Services
- a. Report on LINK Paratransit *Information Only*
7. Staff Reports *Information Only*
  - a. Fixed Route Monthly Report – November 2010\*
  - b. LINK Monthly Report – November 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, December 3rd, 2010, @ 10:00 a.m.

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**Directors in Attendance:** Director Horn, Director Schroder, Director Uilkema  
**Staff:** Rick Ramacier, Bill Churchill  
**Guests:** Collette O'Keefe, Ralph Hoffman  
**CAC:**  
**Call to Order:** Meeting called to order at 10:00 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 and Mr. Hoffman voices their support for continuing the 98X.
3. **Approval of O&S Summary Minutes for November 5, 2010:** Minutes were approved.
4. **Maintenance:** None.
5. **Planning and Scheduling:**
  - a) Presentation of Route #98X and #25 Schedules and Maps: The Committee reviewed the changes to the Route #98X and #25 to be implemented at the Winter bid change December 26<sup>th</sup>.
  - b) Deadhead analysis: Mr. Ramacier presented information on deadhead hours by fiscal year, and by route. The inherent high level of deadhead for school service was discussed.
6. **Paratransit and Accessible Services:** The Committee asked for a presentation on the status of the paratransit system at the next meeting.
7. **Staff Reports**
  - a. Fixed Route Reports – October 2010: The reports were reviewed and discussed.
  - b. LINK Monthly Reports – October 2010: The reports were reviewed.
8. **Committee Comments:**
9. **Future Agenda Items:** Presentation on Paratransit Service
10. **Next Scheduled Meeting:** The next meetings are scheduled for: **January 7<sup>th</sup> and February 9<sup>th</sup>, 2011 at 9:00 a.m.** at 3338 Mt. Diablo Boulevard in Lafayette.
11. **Adjournment:** The meeting was adjourned at 11:00 am

Minutes prepared and submitted by:

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Anne Muzzini  
Director of Planning and Marketing

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Date

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

**Date:** December 28, 2010

**SUBJECT: Service to the West Dublin Station**

**SUMMARY OF ISSUES:**

The West Dublin BART station is due to open in February of 2011. Three routes currently terminate at the Dublin station and were considered for service to the West Dublin station;

- Route #97X – Bishop Ranch to Dublin BART
- Route #35 – San Ramon Transit Center to Dublin BART via Dougherty Valley
- Route #36 – San Ramon Transit Center to Dublin BART via San Ramon Valley Blvd, Village Parkway, and Dublin Blvd.

Route #97X – Moving this route from Dublin to West Dublin would benefit westbound BART riders going to Bishop Ranch by shortening their commute. This change would negatively affect bus riders transferring from LAVTA routes and the Delta Express at the Dublin station. Bishop Ranch favors keeping the current route which provides connection to the regional hub. Although the shift to West Dublin would shorten the running time of the route it would not be enough time to provide more trips.

Route #35 – Changes to this route require approval of the Dougherty Valley Advisory Committee and moving it to West Dublin would add running time and therefore would necessitate an increase in headways. In addition, the Dublin BART station is a popular destination for current riders.

Route #36 – Changing the terminus of the route would shorten running time, but not allow for additional trips. Current stops on Dublin Blvd would be eliminated and the ability to transfer to LAVTA would be significantly reduced as very few LAVTA routes will be going to the West Dublin station as compared to the Dublin station.

**RECOMMENDATIONS:**

Staff recommends that CCCTA service remain at the Dublin BART station.

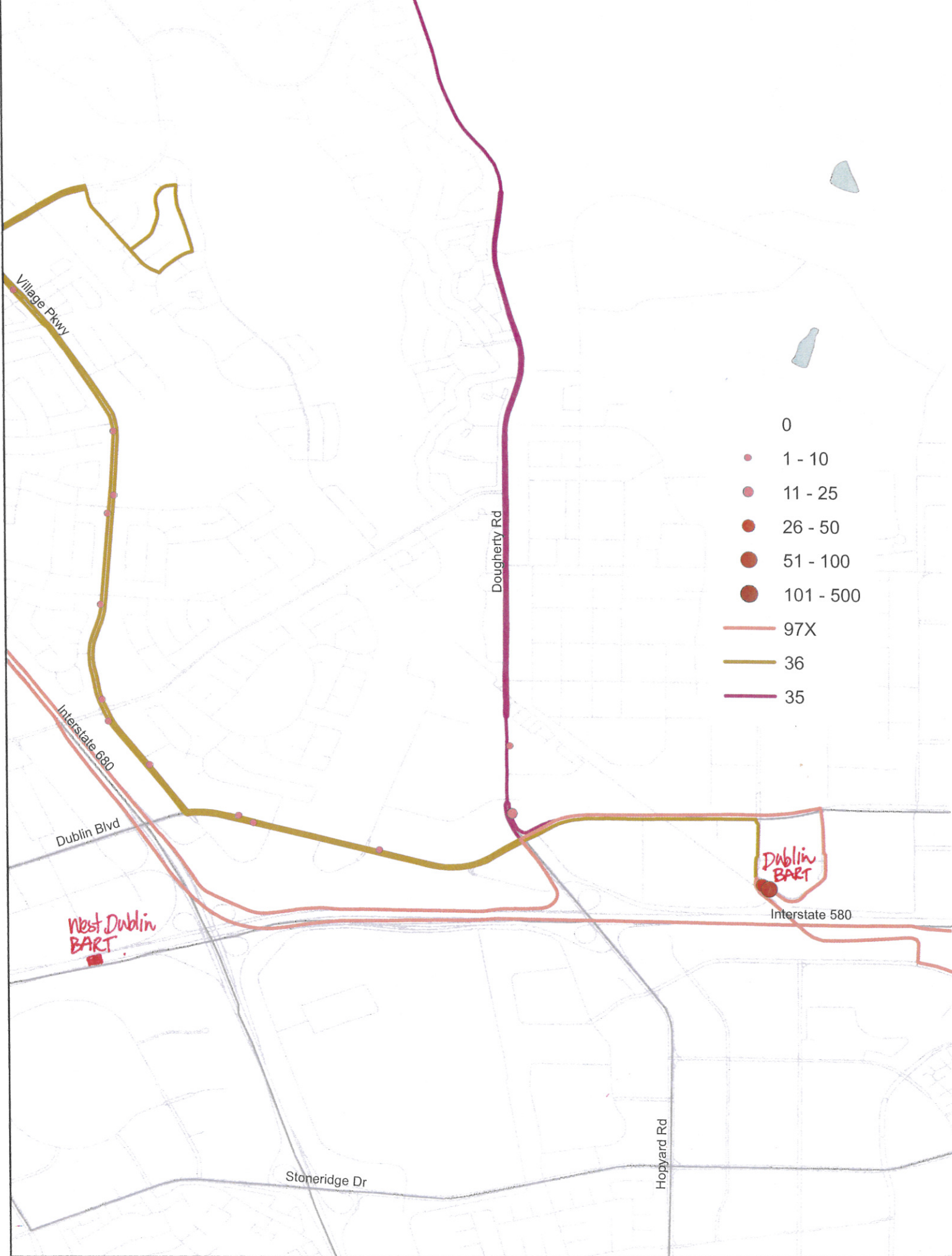
**FINANCIAL IMPLICATIONS:** None.

**OPTIONS:**

1. Support staff recommendation
2. Other action as determined by the Committee

**ATTACHMENT:**

Map of Routes Serving Dublin





Agenda Item 7.a

TO: O&S Committee

DATE: December 13, 2010

FROM: Anne Muzzini  
Director of Planning & Marketing

SUBJ: Fixed Route Reports

**Fixed Route Operating Reports for November 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	267,216		
Average Weekday	11,835	11,704	
Pass/Rev Hour	15.6	15.6	FY11 Goal > 17.0
Missed Trips	0.02%	0.08%	FY11 Goal < 0.25%
Miles between Road Calls	36,969	30,870	FY11 Goal > 18,000

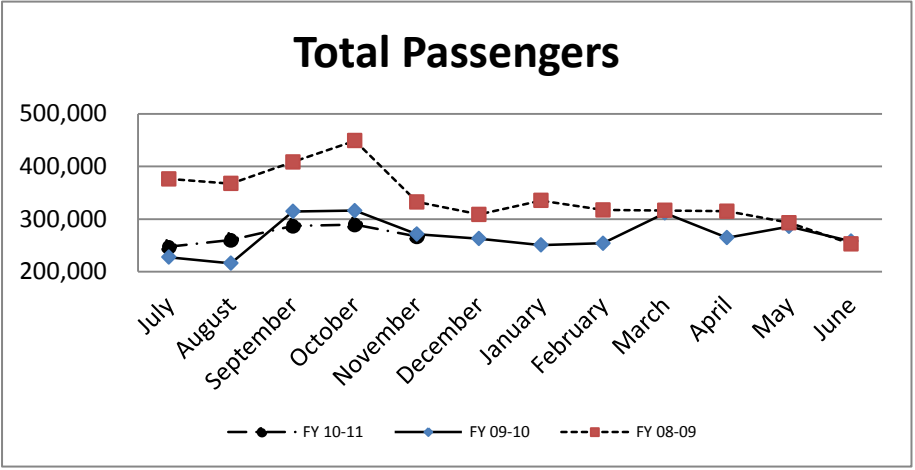
\* Based on Standards from updated SRTP

**Analysis**

Average weekday ridership in November (11,835 passengers) is lower compared to the October ridership of 12,643 passengers and 5% lower than October 2009 of 12,408 passenger. See the attached table showing weekday boardings trend. Productivity in November was down to 15.6 passengers per hour as compared to October's 16.4 passengers per hour. November is typically the slightly lower due to the holiday which creates fewer school days in the month.

The percentage of missed trips was lower in November to (0.02%) as compared to the prior month of (0.15%) in October, and well within the goal set by the Board (0.25%). The YTD average is 0.08% missed trips.

The number of miles between roadcalls was equal to 36,969 miles which is higher than prior month. The year to date average is 30,870 miles between roadcalls.



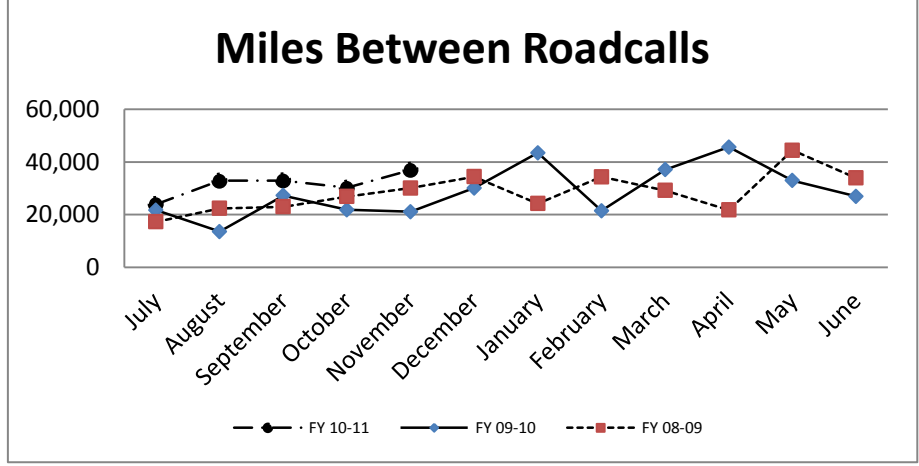
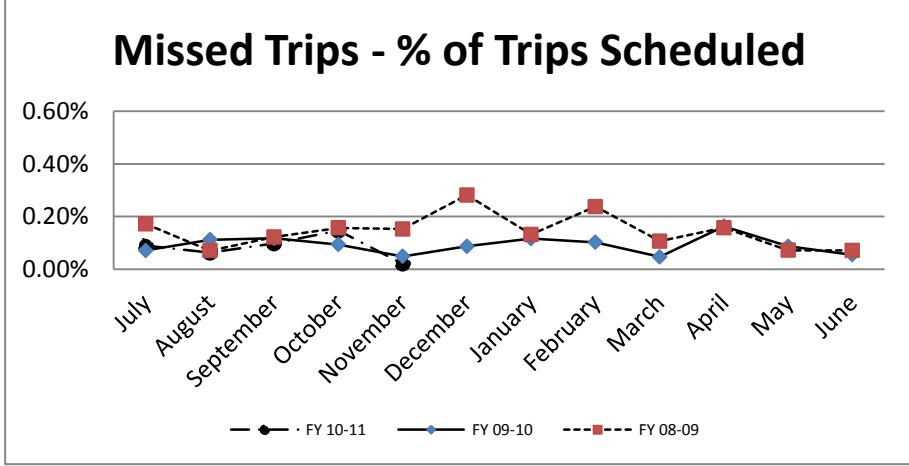
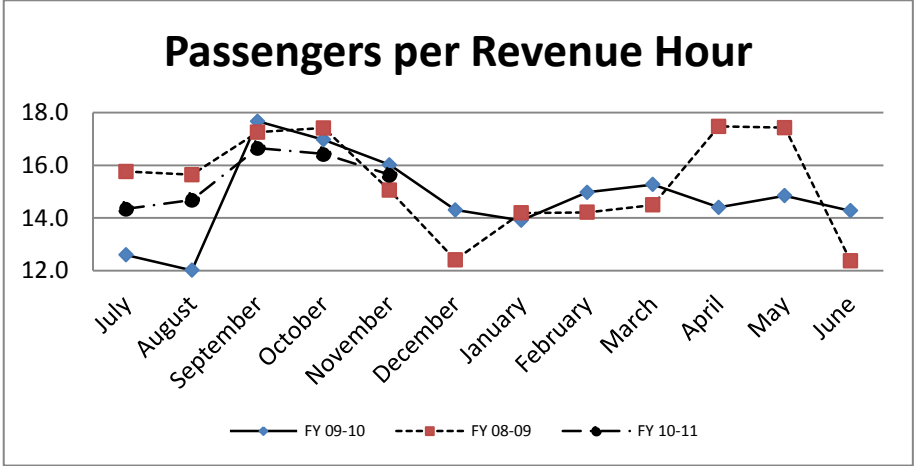
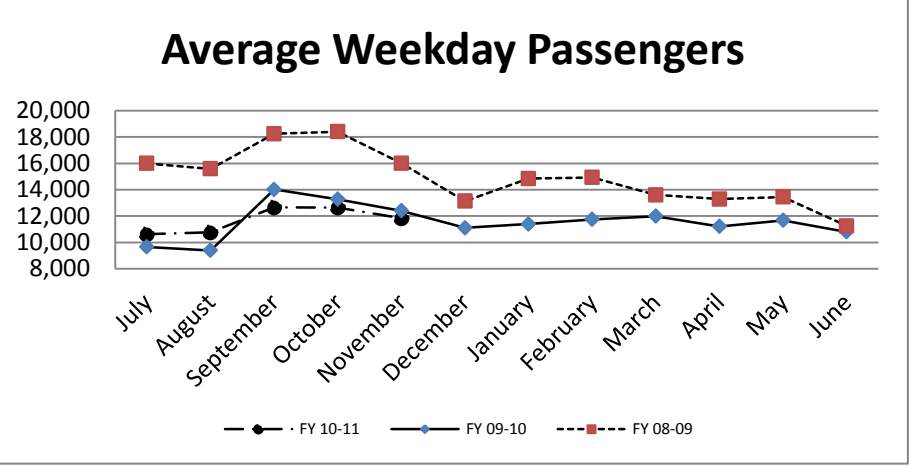
Total Passengers  
 FY 07-08  
 FY 08-09  
 FY 09-10  
 FY 10-11

Average Weekday Passengers  
 FY 07-08  
 FY 08-09  
 FY 09-10  
 FY 10-11

Passengers per Revenue Hour  
 FY 07-08  
 FY 08-09  
 FY 09-10  
 FY 10-11

Trips Scheduled  
 FY 07-08  
 FY 08-09  
 FY 09-10  
 FY 10-11

Miles Between Roadcalls  
 FY 07-08  
 FY 08-09  
 FY 09-10  
 FY 10-11



**FIXED ROUTE REPORT CALCULATION DATA**

July	August	September	October	November	December	January	February	March	April	May	June	Total	Avg.
318,929	375,055	359,179	419,511	364,196	314,319	366,087	350,711	358,489	387,195	379,902	411,096	4,404,670	367,056
376,281	367,496	408,434	448,739	332,492	308,650	335,324	317,203	316,246	314,857	292,878	252,815	4,071,415	339,285
227,795	216,146	314,550	316,215	271,467	262,763	250,735	254,076	311,533	264,783	285,866	258,017	3,233,947	269,496
<b>247,315</b>	<b>260,346</b>	<b>287,110</b>	<b>289,589</b>	<b>267,216</b>								<b>1,351,576</b>	<b>270,315</b>

**ekday Pass.**

13,955	15,179	17,239	17,227	16,256	14,287	15,182	15,731	15,799	16,585	16,852	17,811	192,103	16,009
15,989	15,582	18,241	18,399	16,010	13,132	14,838	14,930	13,604	13,292	13,450	11,256	178,724	14,894
9,658	9,394	14,014	13,283	12,408	11,108	11,395	11,749	11,993	11,217	11,673	10,797	138,689	11,557
<b>10,622</b>	<b>10,763</b>	<b>12,658</b>	<b>12,643</b>	<b>11,835</b>								<b>58,520</b>	<b>11,704</b>

**Per Rev Hour**

14.3	15.2	16.8	16.9	16.0	13.8	15.1	15.1	15.1	15.7	15.8	17.6	187.4	15.6
15.8	15.6	17.3	17.4	15.1	12.4	14.2	14.2	14.5	17.5	17.4	12.4	183.7	15.3
12.6	12.0	17.7	17.0	16.0	14.3	13.9	15.0	15.3	14.4	14.8	14.3	177.3	14.8
<b>14.3</b>	<b>14.7</b>	<b>16.7</b>	<b>16.4</b>	<b>15.6</b>								<b>77.8</b>	<b>15.6</b>

**% Missed**

0.28%	0.17%	0.05%	0.11%	0.07%	0.11%	0.10%	0.18%	0.09%	0.11%	0.08%	0.05%	1.40%	0.12%
0.17%	0.07%	0.12%	0.16%	0.15%	0.28%	0.13%	0.24%	0.11%	0.16%	0.07%	0.07%	1.74%	0.14%
0.07%	0.11%	0.12%	0.09%	0.05%	0.09%	0.12%	0.10%	0.05%	0.16%	0.09%	0.05%	1.10%	0.09%
<b>0.09%</b>	<b>0.06%</b>	<b>0.10%</b>	<b>0.15%</b>	<b>0.02%</b>								<b>0.42%</b>	<b>0.08%</b>

**i. Call**

24,905	20,953	33,510	36,107	15,553	20,462	27,152	30,152	46,517	19,975	28,220	30,065	333,571	27,798
17,316	22,369	22,974	26,879	30,065	34,362	24,195	34,321	29,166	21,798	44,374	33,914	341,733	28,478
21,728	13,570	27,247	21,817	21,090	30,085	43,412	21,459	37,032	45,611	32,951	26,925	342,927	28,577
<b>23,947</b>	<b>32,860</b>	<b>32,946</b>	<b>30,203</b>	<b>36,969</b>								<b>156,925</b>	<b>30,870</b>



**TRANSPORTATION and MAINTENANCE  
Operations Data Summary**

<b>TRANSPORTATION</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>2010 November</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	253,077	270,769	260,473	257,503	296,254	273,663	263,604	269,248	239,465	262,880	263,567	271,831	258,784	1,296,527
<b>Work Days</b>	29	30	30	28	31	30	30	30	30	31	30	31	29	151
Revenue Hours	16,903	18,369	18,023	16,967	19,739	18,386	17,969	17,987	17,233	17,560	17,210	17,608	17,088	86,699
Operator Pay Hours	30,191	40,098	30,930	27,886	31,854	31,135	31,854	30,591	30,549	30,929	30,043	32,425	30,939	156,382
Number of Operators	168	167	167	167	167	169	168	168	166	166	166	163	162	165
FT Extra Board	20	21	17	45	68	31	63	42	31	29	10	74	N/A	218
<b>Unscheduled Absences</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>395</b>	<b>1,782</b>
Worker Comp.	117	97	109	94	126	152	141	125	119	132	113	164	N/A	692
Sick leave	214	239	173	146	156	214	140	96	200	220	208	231	N/A	1,090
<b>Collision Accidents</b>	9	2	3	5	4	5	4	8	2	6	3	7	4	22
Passenger Accidents	9	3	15	4	7	16	9	12	8	10	5	6	13	42
Total Chargeable Collisions	4	1	1	2	1	0	3	4	0	1	1	4	1	7
<b>Chargeable/100K Miles</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>0.38</b>	<b>0.53</b>
Number of Trips Scheduled	22,502	24,064	22,904	22,420	25,514	24,519	22,964	23,648	22,317	23,711	23,382	23,865	23,014	116,656
Number of Trips Missed	11	21	28	23	12	40	20	13	20	15	23	35	5	98
<b>Of Trips Scheduled - % Missed</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>0.02%</b>	<b>0.08%</b>
Of Trips Missed - Mechanical	4	15	10	19	8	18	9	10	18	7	17	11	2	55
On Time Performance %	93%	96%	95%	92%	93%	95%	93%	94%	96%	93%	92%	93%	86%	92%
<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	14	13	11	15	10	7	9	16	16	14	14	10	10	64
Road Calls for Mechanical	12	9	6	12	8	6	8	10	10	8	8	9	7	42
<b>Road Calls for Other</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>3</b>	<b>22</b>
<b>Miles Between Mechanical Road Calls</b>														
Bus Numbers														
100 - 199	10,438	10,307	11,009	8,692	11,404	12,386	11,593	11,548	12,695	12,687	10,056	10,213	12,430	
200 - 299	36,215	37,499	37,599	30,109	37,475	33,824	34,594	15,393	33,124	33,144	12,334	15,935	26,521	
300 - 399	36,422	14,228	40,673	13,013	45,850	40,487	38,003	35,151	10,970	39,070	18,851	38,778	36,116	
400 - 499	14,296	29,763	15,639	32,087	34,365	32,424	29,208	14,098	26,066	28,085	15,046	33,258	30,574	
500 - 519	54,431	62,963	48,908	27,745	30,387	56,858	11,363	48,164	14,551	24,755	25,710	25,160	24,606	
900 - 939		3,639	11,806	17,182	23,789	70,771	77,837	42,305	31,019	73,059	77,571	25,561	78,204	<i>Bus add - 12/09</i>
2000 - 2099	16,523	10,803	16,230	14,315	18,340	16,500	15,195	8,374	17,779	7,719	19,438	17,866	18,114	
9600 - 9629	6,993	17,855	23,819	14,145										<i>Series #'s Out of Service - Mar10</i>
9800 - 9809	14,513	8,745	15,539	12,081	16,680	5,207	11,721	14,048	11,198	11,888	12,623	12,844	7,614	
Fleet Avg.	21,090	30,085	43,412	21,459	37,032	45,611	32,951	26,925	23,947	32,860	32,946	30,203	36,969	30,870
Maintenance Pay Hours	4,345	4,395	4,788	3,908	4,489	4,381	4,381	4,212	4,343	4,614	4,090	4,437	4,064	21,548
No. Maint. Employees	26	27	27	27	26	26	26	26	26	26	26	25	25	26
<b>Maint. Emps/100K Miles</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>10</b>	<b>2</b>
Unscheduled Absences	3	1	2	3	3	1	6	3	1	1	4	0	2	2



**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison	
November 2010 - Fixed Route Boardings	267,216	Revenue Hours - November10	17,088	Weekdays - November10	21	<b>Fiscal 2011 YTD</b>	<b>1,351,576</b>
Pavilion	0	November09	16,924	November09	20		
Bus Bridge	0	Revenue Miles - November10	190,053	Saturdays - November10	4	<b>Fiscal 2010 YTD</b>	<b>1,346,978</b>
Special Event	0	November09	169,133	November09	4		
				Sundays - November10	4		
				November09	5		
<b>November 2010 Total Boardings</b>	<b>267,216</b>	<b>Passengers per Mile</b>	<b>1.41</b>	<b>Total Days - 2010</b>	<b>29</b>	<b>YTD Trend</b>	<b>99.7%</b>
<b>November 2009 Total Boardings</b>	<b>271,467</b>	<b>Passengers per Hour</b>	<b>15.64</b>	<b>2009</b>	<b>29</b>	<b>Monthly Trend</b>	<b>101.6%</b>

November 2010 Fixed Route Passenger Total						November 2010	November 2010
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,826			<b>7,826</b>	373	14.5
2	Rudgear / Walnut Creek	1,109			<b>1,109</b>	53	6.0
4	Walnut Creek Downtown Shuttle	20,086	2,166	1,650	<b>23,903</b>	956	26.9
4H **	Walnut Creek Extended Holiday Service	104	49		<b>153</b>	35	6.0
5	Creekside / Walnut Creek	1,650			<b>1,650</b>	79	8.5
6	Lafayette / Moraga / Orinda	8,354	512	356	<b>9,222</b>	398	13.3
6L	Orinda / Orinda Village	53			<b>53</b>	3	2.7
7	Shadelands / Pleasant Hill / Walnut Creek	4,556			<b>4,556</b>	217	6.8
9	DVC / Walnut Creek	12,361			<b>12,361</b>	589	14.2
10	Concord / Clayton Rd	20,375			<b>20,375</b>	970	25.0
11	Treat Blvd / Oak Grove	6,149			<b>6,149</b>	293	16.5
14	Monument Blvd	13,671			<b>13,671</b>	651	16.5
15	Treat Boulevard	10,428			<b>10,428</b>	497	17.4
16	Alhambra Ave / Monument Blvd	14,717			<b>14,717</b>	701	13.2
17	Olivera/Solano / Salvio / North Concord	6,212			<b>6,212</b>	296	15.7
18	Amtrak / Merello / Pleasant Hill	9,618			<b>9,618</b>	458	15.4
19	Amtrak / Pacheco Blvd / Concord	2,703			<b>2,703</b>	129	9.3
20	DVC / Concord	24,979			<b>24,979</b>	1,189	26.4
21	Walnut Creek / San Ramon Transit Center	12,928			<b>12,928</b>	616	13.6
25	Lafayette / Walnut Creek	983			<b>983</b>	47	4.1
28	North Concord / Martinez	6,632			<b>6,632</b>	316	10.5
35	Dougherty Valley	7,412			<b>7,412</b>	353	10.9
36	San Ramon / Dublin	5,466			<b>5,466</b>	260	9.8
91X	Concord Commuter Express	844			<b>844</b>	40	11.2
92X	Ace Shuttle Express	3,596			<b>3,596</b>	171	20.6
93X	Kirker Pass Express	3,683			<b>3,683</b>	175	14.2
95X	San Ramon / Danville Express	3,203			<b>3,203</b>	153	15.1
96X	Bishop Ranch Express	8,924			<b>8,924</b>	425	13.8
97X	Bishop Ranch Express	1,766			<b>1,766</b>	84	8.5
98X	Martinez Express	7,994			<b>7,994</b>	381	11.9
250 *	Gael Rail Service	49	90	75	<b>214</b>	5	2.4
301	Rossmoor / John Muir Medical Center		349	293	<b>642</b>	0	9.7
311	Concord / Oak Grove / Treat Blvd / WC		903	611	<b>1,513</b>	0	12.6
314	Clayton Rd / Monument Blvd / PH		3,918	2,674	<b>6,592</b>	0	20.2
315	Concord / Willow Pass / Landana		225	184	<b>408</b>	0	7.4
316	Alhambra / Merello / Pleasant Hill		1,188	782	<b>1,970</b>	0	14.2
320	DVC / Concord		609	376	<b>986</b>	0	10.0
321	San Ramon / Walnut Creek		1,033	636	<b>1,669</b>	0	11.9
600's	Select Service	20,105			<b>20,105</b>	957	30.6
<b>TOTALS</b>		<b>248,538</b>	<b>11,041</b>	<b>7,637</b>	<b>267,216</b>	<b>11,835</b>	<b>15.6</b>

\* Data from Link

\*\* Seasonal Route

**NOVEMBER 2010 PRODUCTIVITY**

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

<b>Route</b>	<b>Destination Information</b>	<b>Total</b>	<b>Wkday Avg</b>	<b>Passenger / Rev Hr</b>
4	Walnut Creek Downtown Shuttle	23,903	956	27
20	DVC / Concord	24,979	1,189	26
10	Concord / Clayton Rd	20,375	970	25
92X	Ace Shuttle Express	3,596	171	21
314	Clayton Rd / Monument Blvd / Pleasant Hill	6,592	0	20
15	Treat Boulevard	10,428	497	17
14	Monument Blvd	13,671	651	17
11	Treat Blvd / Oak Grove	6,149	293	16
17	Olivera/Solano / Salvio / North Concord	6,212	296	16
18	Amtrak / Merello / Pleasant Hill	9,618	458	15
95X	San Ramon / Danville Express	3,203	153	15
1	Rossmoor / Shadelands	7,826	373	14
9	DVC / Walnut Creek	12,361	589	14
93X	Kirker Pass Express	3,683	175	14
316	Alhambra / Merello / Pleasant Hill	1,970	0	14
96X	Bishop Ranch Express	8,924	425	14
21	Walnut Creek / San Ramon Transit Center	12,928	616	14
6	Lafayette / Moraga / Orinda	9,222	398	13
16	Alhambra Ave / Monument Blvd	14,717	701	13
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,513	0	13
321	San Ramon / Walnut Creek	1,669	0	12
98X	Martinez Express	7,994	381	12
91X	Concord Commuter Express	844	40	11
35	Dougherty Valley	7,412	353	11
28	North Concord / Martinez	6,632	316	10
320	DVC / Concord	986	0	10
36	San Ramon / Dublin	5,466	260	10
301	Rossmoor / John Muir Medical Center	642	0	10
19	Amtrak / Pacheco Blvd / Concord	2,703	129	9
97X	Bishop Ranch Express	1,766	84	9
5	Creekside / Walnut Creek	1,650	79	8
315	Concord / Willow Pass / Landana	408	0	7
7	Shadelands / Pleasant Hill / Walnut Creek	4,556	217	7
2	Rudgear / Walnut Creek	1,109	53	6
4H **	Walnut Creek Extended Holiday Service	153	35	6
25	Lafayette / Walnut Creek	983	47	4
6L	Orinda / Orinda Village	53	3	3
250 *	Gael Rail Service	214	5	2

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

## AVERAGE WEEKDAY BOARDINGS

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10
1	Rossmoor / Shadelands	412	377	385	394	373	
2	Rudgear / Walnut Creek	67	66	64	53	53	
4	Walnut Creek Downtown Shuttle	1,017	945	915	937	956	
4H **	Walnut Creek Extended Holiday Shuttle		0	0	0	35	
5	Creekside / Walnut Creek	73	70	74	77	79	
6	Lafayette / Moraga / Orinda	302	340	458	447	398	
6L	Orinda / Orinda Village	7	2	3	5	3	
7	Shadelands / Pleasant Hill / Walnut Creek	237	231	231	215	217	
9	DVC / Walnut Creek	606	570	652	640	589	
10	Concord / Clayton Rd	948	947	1,016	1,039	970	
11	Treat Blvd / Oak Grove	287	298	332	318	293	
14	Monument Blvd	699	663	719	714	651	
15	Treat Boulevard	496	464	594	572	497	
16	Alhambra Ave / Monument Blvd	652	662	729	742	701	
17	Olivera/Solano / Salvio / North Concord	263	273	341	317	296	
18	Amtrak / Merello / Pleasant Hill	404	413	482	469	458	
19	Amtrak / Pacheco Blvd / Concord	158	140	142	141	129	
20	DVC / Concord	1,065	1,053	1,279	1,257	1,189	
21	Walnut Creek / San Ramon Transit Center	645	642	648	625	616	
25	Lafayette / Walnut Creek	40	37	57	54	47	
28	North Concord / Martinez	283	283	306	330	316	
35	Dougherty Valley	356	321	383	389	353	
36	San Ramon / Dublin	237	246	256	268	260	
91X	Concord Commuter Express	43	47	40	42	40	
92X	Ace Shuttle Express	148	158	148	152	171	
93X	Kirker Pass Express	175	174	185	188	175	
95X	San Ramon / Danville Express	110	113	120	121	153	
96X	Bishop Ranch Express	425	395	394	404	425	
97X	Bishop Ranch Express	70	78	75	77	84	
98X	Martinez Express	358	354	385	360	381	
250 *	St Mary's College Gael Rail Shuttle		7	9	9	5	
600's	Select Service	38	398	1,242	1,291	957	
<b>TOTALS</b>		<b>10,622</b>	<b>10,763</b>	<b>12,658</b>	<b>12,643</b>	<b>11,835</b>	

## AVERAGE WEEKEND BOARDINGS

<b>Route</b>	<b>Destination Information</b>	<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>	<b>Oct-10</b>	<b>Nov-10</b>
<b>SATURDAY</b>		<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	683	610	540	516	542
4H **	Walnut Creek Extended Holiday Shuttle	0	0	0		12
6	Lafayette / Moraga / Orinda	67	88	167	136	128
250 *	St Mary's College Gael Rail Shuttle	0	8	36	23	23
301	Rossmoor / John Muir Medical Center	90	78	112	94	87
311	Concord / Oak Grove / Treat Blvd / WC	191	206	221	184	226
314	Clayton Rd / Monument Blvd / PH	1,040	1,021	1,062	1,065	979
315	Concord / Willow Pass / Landana	82	74	70	92	56
316	Alhambra / Merello / Pleasant Hill	291	289	300	293	297
320	DVC / Concord	206	234	249	207	152
321	San Ramon / Walnut Creek	272	269	284	252	258
<b>TOTALS</b>		<b>2,922</b>	<b>2,878</b>	<b>3,040</b>	<b>2,863</b>	<b>2,760</b>

<b>Route</b>	<b>Destination Information</b>	<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>	<b>Oct-10</b>	<b>Nov-10</b>
<b>SUNDAY</b>		<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	420	469	457	384	413
6	Lafayette / Moraga / Orinda	36	61	103	84	89
250 *	St Mary's College Gael Rail Shuttle	0	10	18	17	19
301	Rossmoor / John Muir Medical Center	56	68	87	68	73
311	Concord / Oak Grove / Treat Blvd / WC	172	159	161	153	153
314	Clayton Rd / Monument Blvd / PH	772	743	748	702	668
315	Concord / Willow Pass / Landana	54	54	50	45	46
316	Alhambra / Merello / Pleasant Hill	172	192	227	154	195
320	DVC / Concord	91	134	122	115	94
321	San Ramon / Walnut Creek	143	182	186	165	159
<b>TOTALS</b>		<b>1,917</b>	<b>2,072</b>	<b>2,158</b>	<b>1,886</b>	<b>1,909</b>

**MONTHLY BOARDINGS**  
**Operations Data Summary**

Route #	Description
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

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

SUMMARY	November FY09/10	November FY 10/11	YTD FY09/10	YTD FY10/11
TOTAL CLIENTS	12,157	12,174	66,266	63,452
TOTAL ATTENDANTS	995	904	5,639	5,450
TOTAL COMPANIONS	76	65	426	300
TOTAL PASSENGERS	13,228	13,143	72,331	69,202
TOTAL SERVICE DAYS	29	30	150	152
VEHICLE REVENUE HOURS	6,525	6,552	35,335	34,486
VEHICLE SERVICE HOURS	7,999	7,968	42,891	41,870
VEHICLE NON REV HOURS	1,474	1,417	7,556	7,384
VEHICLE SERVICE MILES	125,553	123,165	700,600	654,860
VEHICLE REVENUE MILES	108,004	103,228	580,629	539,213
VEHICLE NON REV MILES	17,549	22,483	119,971	115,488
PASS. PER REVENUE HOUR	2.03	2.01	2.05	2.01
CLIENT PER REVENUE HOUR	1.86	1.86	1.88	1.84
PASS. PER SERVICE HOUR	1.65	1.65	1.69	1.65
PASS. PER SERVICE MILE	0.11	0.11	0.10	0.11
PASS. PER REVENUE MILE	0.12	0.13	0.12	0.13
TOTAL TRANSFER TRIPS	1,446	1,023	6,687	5,569
SAME DAY TRIPS	88	255	411	1,110
*SUBSCRIPTION TRIPS	8,570	8,351	N/A	41,965
*DEMAND	3,587	3,743	N/A	20,866
FAREBOX REVENUE	\$15,060.00	\$13,910.00	\$82,606.00	\$72,778.50
PREPAID CLIENTS	\$22,507.00	\$26,484.00	\$103,624.72	\$134,666.50
COLLECTED BILLING	\$17,748.00	\$8,333.00	\$55,540.00	\$30,559.00
<b>TOTAL REVENUE COLLECTED</b>	<b>\$55,315.00</b>	<b>\$48,727.00</b>	<b>\$241,770.72</b>	<b>\$238,004.00</b>
CHARGEABLE ACCIDENTS	2	0	3	0
SERVICE COMPLAINTS	1	0	5	0
SERVICE COMMENDATIONS	0	0	4	0
SERVICE DENIALS	0	0	0	0
ROAD CALLS	4	2	17	16
DRIVER TURNOVER	0.0	0.0	4.0	2.90
SCHEDULE ADHERENCE	94%	95%	94%	94.3%
WHEELCHAIR BOARDING'S	3,586	3,206	18,834	16,692
W/C LIFT AVAILABILITY	100%	100%	100%	100%
REGISTERED CLIENTS	8,546	9,630	N/A	N/A
UNDUPLICATED CLIENTS	1,130	1,098	N/A	N/A
NO-SHOWS	10	43	154	412
CANCELS	1,864	1,782	9,008	9,445
AVG. TRIP LENGTH (MILES)	9.5	9.4	9.7	9.5
AVG. SM BUSES IN SERVICE	3	3	3	3
AVG. BUSES IN SERVICE	48	48	48	48
TOTAL FUEL/GALLONS	14,565.0	16,411	97,051.0	91,728.5
FLEET M.P.G.	8.62	7.51	7.22	7.14
*DRIVER ROAD CHECK	36	32	N/A	294
*RIDER SURVEY'S	2	10	N/A	43
*STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
AMB LIFT BOARDINGS	N/A	0	5,408	9,079