

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, February 4, 2011 @ 9:00 a.m.

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 January 7, 2011* *Review/Action*
4. Maintenance *Review/Action*
 - a. Replacement Van Purchase*
5. Planning and Scheduling *Review/Action*
 - a. Mobile Data System for LINK Purchase* *Review/Action*
 - b. Intelligent Transportation System Purchase* *Review/Action*
6. Paratransit and Accessible Services *Information Only*
 - a. Report on LINK Paratransit *Information Only*
7. Staff Reports *Information Only*
 - a. Fixed Route Monthly Report – December 2010*
 - b. LINK Monthly Report – December 2010*
8. Committee Comments *Discussion Only*
9. Future Agenda Items *Discussion Only*
10. Next Scheduled Meeting
11. Adjournment

*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
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, January 7th, 2011, @ 10:00 a.m.

Directors in Attendance: Director Horn, Director Schroder, Director Uilkema
Staff: Anne Muzzini
Guests: Marci McGuire
CAC: Charles Hogle
Call to Order: Meeting called to order at 10:00 a.m. by Director Horn

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** There were no public comments
3. **Approval of O&S Summary Minutes for December 3, 2010:** Minutes were approved.
4. **Maintenance:** None.
5. **Planning and Scheduling:**
 - a) **Service to West Dublin Station:** Ms. Muzzini presented a recommendation that none of the current routes be changed to serve the new West Dublin BART station. The pros and cons for changing the routing of the #97X (Dublin to Bishop Ranch), the #36 (San Ramon Transit Center to Dublin) and the #35 (San Ramon Transit Center to Dublin via Dougherty Valley) were explored. The Committee agreed it was not prudent to move the end of the line or re-route to serve the new BART station because of added running time and/or lack of regional bus connections at the new station.
6. **Paratransit and Accessible Services:** Staff did not make a presentation on the state of the LINK service but promised a report at the next meeting. There was discussion in regards to the replacement of the vans and the opportunity to donate the old equipment to community service organizations.
7. **Staff Reports**
 - a. **Fixed Route Reports – November 2010:** The reports were reviewed and discussed.
 - b. **LINK Monthly Reports – November 2010:** The reports were reviewed.
8. **Committee Comments:**
9. **Future Agenda Items:** Replacement and disposal of vans
10. **Next Scheduled Meeting:** The next meetings are scheduled for: **February 4, March 4th, and April 1, 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:

Anne Muzzini
Director of Planning and Marketing

Date

The County Connection

Inter Office Memo

To: O&S Committee
From: *J. Scott Mitchell*
J. Scott Mitchell
Director of Maintenance

Date: January 26, 2011

Reviewed By: *psib*

SUBJECT: Paratransit Van Replacement

SUMMARY OF ISSUES:

CCCTA needs to replace forty-two (42) 2002 Paratransit vans for the Link service.

The Authority has a Federal Grant available to replace these vehicles.

Grant # CA-90-Y623-00:	\$3,340,622
The local match will come from Bridge Toll #103 95404:	\$281,985
Prop 1B:	\$416,007
TDA #11-0010-21:	<u>\$137,164</u>
Total funds available for this project:	\$4,175,778

Staff would recommend purchasing forty-two vans off of SamTrans Contract #07-SAMTR-M-023, which CCCTA is named in as a consortium participant.

OPTION 1:

Purchase forty-two vehicles from SamTrans Contract #07-SAMTR-M-023.

FINANCIAL IMPLICATION:

Vehicle cost not to exceed \$99,423 each.

OPTION 2:

Release new Request for Proposal for forty-two vans.

FINANCIAL IMPLICATION:

Unknown. Price per vehicle would probably be higher because we would be accepting bids for a smaller number of vehicles.

RECOMMENDATIONS:

Staff recommends that CCCTA purchase forty-two vans from Creative Bus Sales using pricing from SamTrans Contract #07-SAMTR-M-023.

ACTION REQUESTED:

Staff requests and recommends that the O&S Committee recommend the adoption of a resolution authorizing the General Manager to enter into a contract with Creative Bus Sales for the purchase of forty-two Paratransit vans. Total cost of the vehicles including tax and delivery not to exceed \$4,175,778.

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

Date: January 26, 2011

SUBJECT: Mobile Data Terminals (MDT's) for LINK Vans

SUMMARY OF ISSUES:

Staff is recommending that an upgrade to data communication be purchased as part of the LINK van replacement project.

Mobile data terminals (MDT's) will connect LINK vans to dispatch via cellular service. Drivers get pick up and drop off information via their MDT instead of paper manifests and enter actual pick up and drop off information as it occurs.

MDT's allow same day changes to be made easily without voice communication and to transmit actual on-time performance, odometer readings, and vehicle location in real time. Dispatchers are able to see where drivers are, what vans are running late, and move trips to other drivers as necessary.

In most systems that use MDT's, the driver is given only a few trips at a time, as opposed to the whole day's worth of work. This allows cancellations and other same day trip changes to be handled by dispatch without involving the driver. MDT's have the ability to increase the efficiency because same-day adds, moves, and changes can be made on the fly. Another advantage is that it eliminates manual re-entry of actual trip data off the paper manifest, saving clerical work. If CCCTA wants to run a "flex route" where passengers can call in to request a route deviation, same day dispatching will make this possible.

If CCCTA is going to upgrade to enable real time scheduling, now is the time as the cost can be included in the van replacement project.

RECOMMENDATIONS:

Staff recommends that CCCTA purchase MDT's and the PASS software necessary for real time scheduling as part of the van purchase.

FINANCIAL IMPLICATIONS:

The cost of installing MDT's on the vehicles is estimated at \$7,000 a piece. In addition, the PASS scheduling software program will have to be upgraded for a one time price of \$160,000. The annual cell cost is estimated to be \$16,500.

OPTIONS:

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

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

Date: January 26, 2011

SUBJECT: Intelligent Transportation System (ITS) for Fixed Route

SUMMARY OF ISSUES:

Staff is recommending that the voice and data communication system for the fixed route service be upgraded. Capital funds leftover from DVC and the Forty (40) bus purchase enable CCCTA to implement this project now as opposed to the scheduled replacement of the radio system in 2013.

An Intelligent Transportation System (ITS) that utilizes existing onboard computers (Clever Devices IVN) has been designed.

The major components of the ITS system are::

- A replacement radio/ radio control system
- A replacement CAD/AVL (vehicle location) system
- New web-based passenger information system (BusTime)

The project will involve:

- Installation of on-board hardware and software
- Installation of radio controller software and servers at headquarters
- Installation of CAD/AVL (vehicle location) software and server at headquarters
- Installation of BusTime (real time passenger information) software and server
- Installation of modems and cell service for CAD/AVL and BusTime data

It is important to replace our radio control system prior to 2013 as it has become prone to failure. The software is no longer maintained by the developer and breakdowns have a significant impact on operations. The replacement year, 2013, was set based on the federal definition of the useful life for radio systems which is equal to 15 years. The rate of change in this technology, and the lack of reliability of the current system, has made maintaining it for another 3 years difficult at best.

Components of the proposed ITS system are designed to work together. All systems, CAD/AVL, BusTime, radio controller, will use data that is collected and processed by same on-board computer, the Clever IVN or Intelligent Vehicle Network. Data sent from the bus via the cellular network would be used to inform dispatchers and passengers about bus location and on-time performance.

Similar to the purchase of the RSM Ridecheck software this procurement will be a sole-source with Clever Devices. The ITS project is an extension of the Clever Devices data collection, onboard computer data management system in place.

FINANCIAL IMPLICATIONS: The cost estimate for the ITS projects is \$898,000. This compares to the previous estimate for a radio replacement project equal to \$3 Million. The cost is lower now because many of the buses already have upgraded IVN's on board as a result of the recent bus purchase.

Most of the project cost is related to software (\$450,000) and labor (\$240,000). The rest is for onboard hardware, modems, and one year of cell service. CCCTA has servers that can be used and will be responsible for the purchase of the modems. The ongoing cost for cell service is estimated at \$47,000 a year. This estimate is based on recent Sacramento system cell cost where the State contract was used for procurement.

RECOMMENDATIONS: Staff recommends that the Committee approve for Board action the purchase an ITS system the components of which include: a) an upgraded radio/ radio control system, b) a new CAD/AVL system, and c) a new passenger information system - BusTime. The new ITS system will be procured as "sole source" as it is an extension of the Clever Devices Intelligent Vehicle Network. The cost will not exceed \$898,000.

OPTIONS:

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



Inter Office Memo

Agenda Item 7.a

TO: O&S Committee

DATE: January 13, 2011

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for December 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>	<u>FY 2011</u>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	262,012		
Average Weekday	11,516	11,673	
Pass/Rev Hour	15.4	15.5	FY11 Goal > 17.0
Missed Trips	0.26%	0.11%	FY11 Goal < 0.25%
Miles between Road Calls	32,397	31,114	FY11 Goal > 18,000

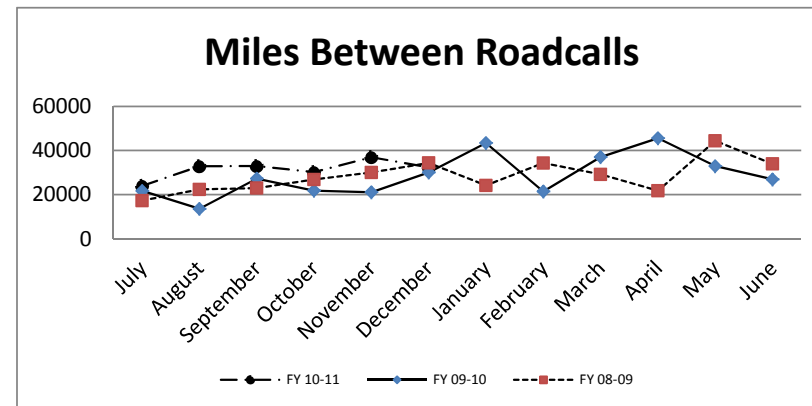
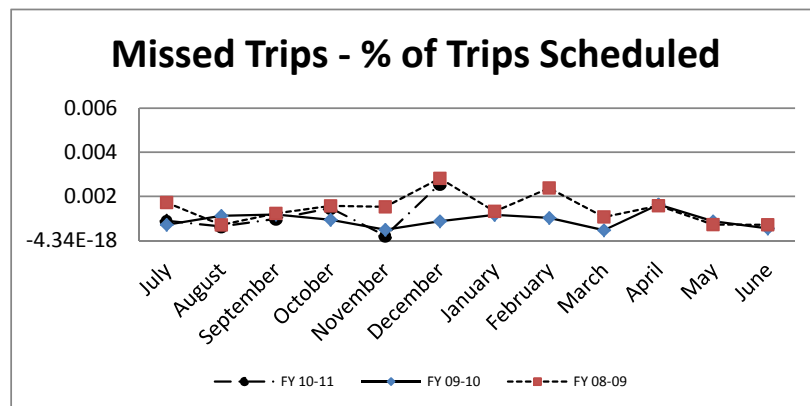
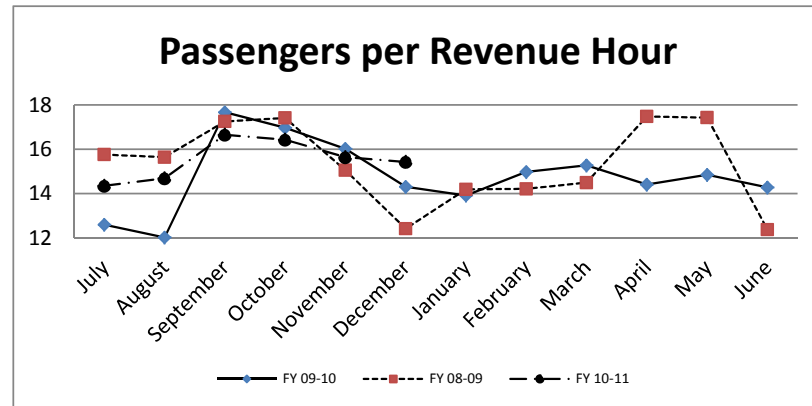
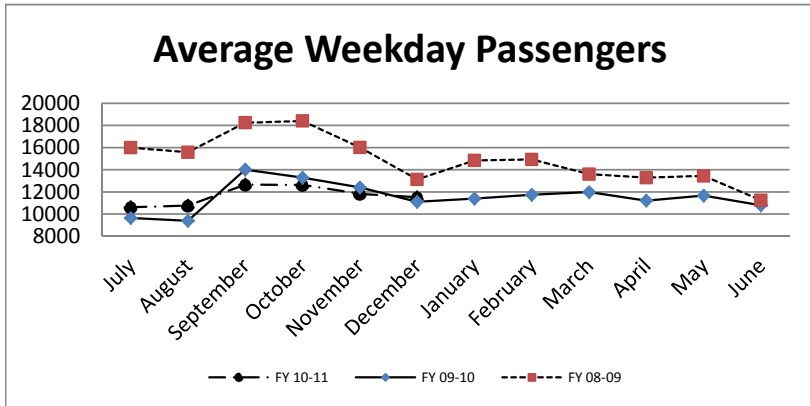
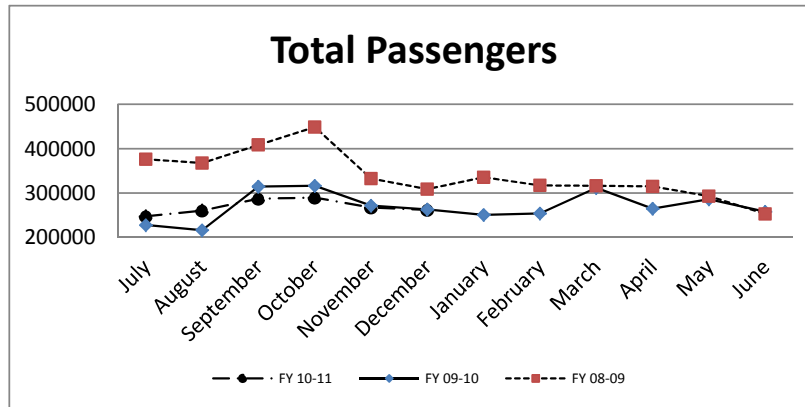
* Based on Standards from updated S RTP

Analysis

Average weekday ridership in December (11,516) was lower than November (11,835) but 4% higher than December last year (11,108). See the attached table showing the average weekday boardings trend. Productivity in December was down slightly to 15.4 passengers per hour as compared to November's 15.6 passengers per hour as a result of lower ridership. December is typically a low ridership month as school ridership is down during the holidays.

The percentage of missed trips was higher in December (0.26%) as compared to the prior month of (0.02%) in November. This represents an increase from 4 missed trips in November to 59 missed trips in December. The number of drivers available to cover high levels of sick and vacation was low resulting in more missed trips. Since then additional drivers have been hired.

The number of miles between roadcalls was equal to 32,397 miles which is lower than prior month when there were 36,969 miles between roadcalls.



TRANSPORTATION and MAINTENANCE
Operations Data Summary

TRANSPORTATION	2009	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	FY10
	December	January	February	March	April	May	June	July	August	September	October	November	December	FISCAL YTD
Number of Buses	131	131	131	131	131	131	131	131	131	131	131	131	131	131
Totals Hub Miles	270,769	260,473	257,503	296,254	273,663	263,604	269,248	239,465	262,880	263,567	271,831	258,784	259,176	1,555,703
Work Days	30	30	28	31	30	30	30	30	31	30	31	29	30	181
Revenue Hours	18,369	18,023	16,967	19,739	18,386	17,969	17,987	17,233	17,560	17,210	17,608	17,088	16,985	103,684
Operator Pay Hours	40,098	30,930	27,886	31,854	31,135	31,854	30,591	30,549	30,929	30,043	32,425	30,939	37,371	154,885
Number of Operators	167	167	167	167	169	168	168	166	166	166	163	162	162	164
FT Extra Board	21	17	45	68	31	63	42	31	29	10	74	23	29	196
Unscheduled Absences	336	282	240	282	366	281	221	319	352	321	395	474	447	2,308
Worker Comp.	97	109	94	126	152	141	125	119	132	113	164	144	164	836
Sick leave	239	173	146	156	214	140	96	200	220	208	231	330	283	1,472
Collision Accidents	2	3	5	4	5	4	8	2	6	3	7	4	8	30
Passenger Accidents	3	15	4	7	16	9	12	8	10	5	6	13	11	53
Total Chargeable Collisions	1	1	2	1	0	3	4	0	1	1	4	1	2	9
Chargeable/100K Miles	0.36	0.38	0.77	0.33	0.00	1.13	1.48	0.00	0.38	0.37	1.47	0.38	0.77	0.57
Number of Trips Scheduled	24,064	22,904	22,420	25,514	24,519	22,964	23,648	22,317	23,711	23,382	23,865	23,014	23,042	139,331
Number of Trips Missed	21	28	23	12	40	20	13	20	15	23	35	5	59	157
Of Trips Scheduled - % Missed	0.09%	0.12%	0.10%	0.05%	0.16%	0.09%	0.05%	0.09%	0.06%	0.10%	0.15%	0.02%	0.26%	0.11%
Of Trips Missed - Mechanical	15	10	19	8	18	9	10	18	7	17	11	2	50	105
On Time Performance %	96%	95%	92%	93%	95%	93%	94%	96%	93%	92%	93%	86%	94%	92%
MAINTENANCE														
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	13	11	15	10	7	9	16	16	14	14	10	10	12	76
Road Calls for Mechanical	9	6	12	8	6	8	10	10	8	8	9	7	8	50
Road Calls for Other	4	5	3	2	1	1	6	6	6	6	1	3	4	26
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	10,307	11,009	8,692	11,404	12,386	11,593	11,548	12,695	12,687	10,056	10,213	12,430	12,372	
200 - 299	37,499	37,599	30,109	37,475	33,824	34,594	15,393	33,124	33,144	12,334	15,935	26,521	14,141	
300 - 399	14,228	40,673	13,013	45,850	40,487	38,003	35,151	10,970	39,070	18,851	38,778	36,116	18,990	
400 - 499	29,763	15,639	32,087	34,365	32,424	29,208	14,098	26,066	28,085	15,046	33,258	30,574	30,446	
500 - 519	62,963	48,908	27,745	30,387	56,858	11,363	48,164	14,551	24,755	25,710	25,160	24,606	50,933	
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	79,192	<i>Bus add - 12/09</i>
2000 - 2099	10,803	16,230	14,315	18,340	16,500	15,195	8,374	17,779	7,719	19,438	17,866	18,114	12,960	<i>Series #'s Out of Service - Mar10</i>
9600 - 9629	17,855	23,819	14,145											
9800 - 9809	8,745	15,539	12,081	16,680	5,207	11,721	14,048	11,198	11,888	12,623	12,844	7,614	7,013	
Fleet Avg.	30,085	43,412	21,459	37,032	45,611	32,951	26,925	23,947	32,860	32,946	30,203	36,969	32,397	31,114
Maintenance Pay Hours	4,395	4,788	3,908	4,489	4,381	4,381	4,212	4,343	4,614	4,090	4,437	4,064	4,008	25,556
No. Maint. Employees	27	27	27	26	26	26	26	26	26	26	25	25	25	26
Maint. Emps/100K Miles	10	10	10	9	10	10	10	11	10	10	9	10	10	2
Unscheduled Absences	1	2	3	3	1	6	3	1	1	4	0	2	2	2

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

MONTHLY BOARDINGS
Operations Data Summary

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
December 2010 - Fixed Route Boardings	262,012	Revenue Hours - December10	16,985	Weekdays - December10	21	Fiscal 2011 YTD	1,613,588
Pavilion	0	December09	18,369	December09	22		
Bus Bridge	0	Revenue Miles - December10	188,290	Saturdays - December10	5		
Special Event	0	December09	194,946	December09	4		
				Sundays - December10	4	Fiscal 2010 YTD	1,610,373
				December09	4		
December 2010 Total Boardings	262,012	Passengers per Mile	1.39	Total Days - 2010	30	YTD Trend	99.8%
December 2009 Total Boardings	263,395	Passengers per Hour	15.43	2009	30	Monthly Trend	100.5%

December 2010 Fixed Route Passenger Total						December 2010	December 2010
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	8,006			8,006	381	14.8
2	Rudgear / Walnut Creek	1,029			1,029	49	5.6
4	Walnut Creek Downtown Shuttle	20,441	2,870	1,400	24,710	973	28.5
4H **	Walnut Creek Extended Holiday Service	1,003	307		1,310	48	7.4
5	Creekside / Walnut Creek	1,604			1,604	76	8.2
6	Lafayette / Moraga / Orinda	8,003	331	207	8,540	381	12.5
6L	Orinda / Orinda Village	50			50	2	2.6
7	Shadelands / Pleasant Hill / Walnut Creek	4,367			4,367	208	6.5
9	DVC / Walnut Creek	11,902			11,902	567	13.7
10	Concord / Clayton Rd	19,737			19,737	940	24.3
11	Treat Blvd / Oak Grove	5,990			5,990	285	16.0
14	Monument Blvd	13,805			13,805	657	16.7
15	Treat Boulevard	10,199			10,199	486	16.9
16	Alhambra Ave / Monument Blvd	14,271			14,271	680	12.8
17	Olivera/Solano / Salvio / North Concord	6,103			6,103	291	15.4
18	Amtrak / Merello / Pleasant Hill	8,758			8,758	417	14.1
19	Amtrak / Pacheco Blvd / Concord	2,814			2,814	134	9.7
20	DVC / Concord	23,269			23,269	1,108	24.6
21	Walnut Creek / San Ramon Transit Center	12,928			12,928	616	13.6
25	Lafayette / Walnut Creek	806			806	38	3.3
28	North Concord / Martinez	5,753			5,753	274	9.1
35	Dougherty Valley	7,384			7,384	352	10.8
36	San Ramon / Dublin	5,389			5,389	257	9.6
91X	Concord Commuter Express	858			858	41	11.4
92X	Ace Shuttle Express	3,371			3,371	161	19.3
93X	Kirker Pass Express	4,082			4,082	194	15.7
95X	San Ramon / Danville Express	3,203			3,203	153	15.2
96X	Bishop Ranch Express	9,504			9,504	453	15.0
97X	Bishop Ranch Express	1,736			1,736	83	8.6
98X	Martinez Express	7,599			7,599	362	11.3
250 *	Gael Rail Service	58	41	18	117	7	1.3
301	Rossmoor / John Muir Medical Center		294	263	557	0	9.6
311	Concord / Oak Grove / Treat Blvd / WC		1,040	608	1,648	0	15.7
314	Clayton Rd / Monument Blvd / PH		4,674	2,780	7,454	0	26.1
315	Concord / Willow Pass / Landana		264	126	390	0	7.7
316	Alhambra / Merello / Pleasant Hill		1,374	706	2,080	0	17.1
320	DVC / Concord		566	456	1,022	0	11.5
321	San Ramon / Walnut Creek		1,151	706	1,857	0	15.1
600's	Select Service	17,807			17,807	848	31.9
TOTALS		241,831	12,911	7,269	262,012	11,516	15.4

* Data from Link

** Seasonal Route

Operations Data Summary

DECEMBER 2010 PRODUCTIVITY

(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	#VALUE!	#VALUE!	#VALUE!
4	Walnut Creek Downtown Shuttle	24,710	973	28.5
314	Clayton Rd / Monument Blvd / Pleasant Hill	7,454		26.1
20	DVC / Concord	23,269	1,108	24.6
10	Concord / Clayton Rd	19,737	940	24.3
92X	Ace Shuttle Express	3,371	161	19.3
316	Alhambra / Merello / Pleasant Hill	2,080		17.1
15	Treat Boulevard	10,199	486	16.9
14	Monument Blvd	13,805	657	16.7
11	Treat Blvd / Oak Grove	5,990	285	16.0
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,648		15.7
93X	Kirker Pass Express	4,082	194	15.7
17	Olivera/Solano / Salvio / North Concord	6,103	291	15.4
95X	San Ramon / Danville Express	3,203	153	15.2
321	San Ramon / Walnut Creek	1,857		15.1
96X	Bishop Ranch Express	9,504	453	15.0
1	Rossmoor / Shadelands	8,006	381	14.8
18	Amtrak / Merello / Pleasant Hill	8,758	417	14.1
9	DVC / Walnut Creek	11,902	567	13.7
21	Walnut Creek / San Ramon Transit Center	12,928	616	13.6
16	Alhambra Ave / Monument Blvd	14,271	680	12.8
6	Lafayette / Moraga / Orinda	8,540	381	12.5
320	DVC / Concord	1,022		11.5
91X	Concord Commuter Express	858	41	11.4
98X	Martinez Express	7,599	362	11.3
35	Dougherty Valley	7,384	352	10.8
19	Amtrak / Pacheco Blvd / Concord	2,814	134	9.7
36	San Ramon / Dublin	5,389	257	9.6
301	Rossmoor / John Muir Medical Center	557		9.6
28	North Concord / Martinez	5,753	274	9.1
97X	Bishop Ranch Express	1,736	83	8.6
5	Creekside / Walnut Creek	1,604	76	8.2
315	Concord / Willow Pass / Landana	390		7.7
4H **	Walnut Creek Extended Holiday Service	1,310	48	7.4
7	Shadelands / Pleasant Hill / Walnut Creek	4,367	208	6.5
2	Rudgear / Walnut Creek	1,029	49	5.6
25	Lafayette / Walnut Creek	806	38	3.3
6L	Orinda / Orinda Village	50	2	2.6
250 *	Gael Rail Service	117	7	1.3

NOTE: * Data comes from Link Operators

** These are seasonal routes

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10
1	Rossmoor / Shadelands	412	377	385	394	373	381
2	Rudgear / Walnut Creek	67	66	64	53	53	49
4	Walnut Creek Downtown Shuttle	1,017	945	915	937	956	973
4H **	Walnut Creek Extended Holiday Shuttle					35	48
5	Creekside / Walnut Creek	73	70	74	77	79	76
6	Lafayette / Moraga / Orinda	302	340	458	447	398	381
6L	Orinda / Orinda Village	7	2	3	5	3	2
7	Shadelands / Pleasant Hill / Walnut Creek	237	231	231	215	217	208
9	DVC / Walnut Creek	606	570	652	640	589	567
10	Concord / Clayton Rd	948	947	1,016	1,039	970	940
11	Treat Blvd / Oak Grove	287	298	332	318	293	285
14	Monument Blvd	699	663	719	714	651	657
15	Treat Boulevard	496	464	594	572	497	486
16	Alhambra Ave / Monument Blvd	652	662	729	742	701	680
17	Olivera/Solano / Salvio / North Concord	263	273	341	317	296	291
18	Amtrak / Merello / Pleasant Hill	404	413	482	469	458	417
19	Amtrak / Pacheco Blvd / Concord	158	140	142	141	129	134
20	DVC / Concord	1,065	1,053	1,279	1,257	1,189	1,108
21	Walnut Creek / San Ramon Transit Center	645	642	648	625	616	616
25	Lafayette / Walnut Creek	40	37	57	54	47	38
28	North Concord / Martinez	283	283	306	330	316	274
35	Dougherty Valley	356	321	383	389	353	352
36	San Ramon / Dublin	237	246	256	268	260	257
91X	Concord Commuter Express	43	47	40	42	40	41
92X	Ace Shuttle Express	148	158	148	152	171	161
93X	Kirker Pass Express	175	174	185	188	175	194
95X	San Ramon / Danville Express	110	113	120	121	153	153
96X	Bishop Ranch Express	425	395	394	404	425	453
97X	Bishop Ranch Express	70	78	75	77	84	83
98X	Martinez Express	358	354	385	360	381	362
250 *	St Mary's College Gael Rail Shuttle		7	9	9	5	7
600's	Select Service	38	398	1,242	1,291	957	848
TOTALS		10,622	10,763	12,658	12,643	11,835	11,516

NOTE: * Data comes from Link Operators

** These are seasonal routes

Operations Data Trend

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10
SATURDAY		<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	683	610	540	516	542	574
4H **	Walnut Creek Extended Holiday Shuttle	0	0	0		12	61
6	Lafayette / Moraga / Orinda	67	88	167	136	128	66
250 *	St Mary's College Gael Rail Shuttle	0	8	36	23	23	8
301	Rossmoor / John Muir Medical Center	90	78	112	94	87	59
311	Concord / Oak Grove / Treat Blvd / WC	191	206	221	184	226	208
314	Clayton Rd / Monument Blvd / PH	1,040	1,021	1,062	1,065	979	935
315	Concord / Willow Pass / Landana	82	74	70	92	56	53
316	Alhambra / Merello / Pleasant Hill	291	289	300	293	297	275
320	DVC / Concord	206	234	249	207	152	113
321	San Ramon / Walnut Creek	272	269	284	252	258	230
TOTALS		2,922	2,878	3,040	2,863	2,760	2,582

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10
SUNDAY		<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	420	469	457	384	413	350
6	Lafayette / Moraga / Orinda	36	61	103	84	89	52
250 *	St Mary's College Gael Rail Shuttle	0	10	18	17	19	5
301	Rossmoor / John Muir Medical Center	56	68	87	68	73	66
311	Concord / Oak Grove / Treat Blvd / WC	172	159	161	153	153	152
314	Clayton Rd / Monument Blvd / PH	772	743	748	702	668	695
315	Concord / Willow Pass / Landana	54	54	50	45	46	32
316	Alhambra / Merello / Pleasant Hill	172	192	227	154	195	177
320	DVC / Concord	91	134	122	115	94	114
321	San Ramon / Walnut Creek	143	182	186	165	159	177
TOTALS		1,917	2,072	2,158	1,886	1,909	1,817

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

Route Description 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, Rivieria 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, Chilpancingo 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

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
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
December FY10/11

SUMMARY	December FY09/10	December FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	12,684	11,822	78,950	75,274
2 TOTAL ATTENDANTS	983	993	6,622	6,443
3 TOTAL COMPANIONS	73	69	499	369
4 TOTAL PASSENGERS	13,740	12,884	86,071	82,086
5 TOTAL SERVICE DAYS	30	30	180	182
6 VEHICLE REVENUE HOURS	6,918	6,736	42,252	41,222
7 VEHICLE SERVICE HOURS	8,461	8,294	51,352	50,164
8 VEHICLE NON REV HOURS	1,543	1,558	9,034	8,942
9 VEHICLE SERVICE MILES	129,447	125,787	830,047	780,647
10 VEHICLE REVENUE MILES	106,002	102,785	686,631	641,998
11 VEHICLE NON REV MILES	24,713	23,002	144,684	138,490
12 PASS. PER REVENUE HOUR	1.99	1.91	2.04	1.99
13 CLIENT PER REVENUE HOUR	1.83	1.76	1.87	1.83
14 PASS. PER SERVICE HOUR	1.62	1.55	1.68	1.64
15 PASS. PER SERVICE MILE	0.11	0.10	0.10	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,080	873	7,767	6,442
18 SAME DAY TRIPS	135	274	546	1,384
19 *SUBSCRIPTION TRIPS	8,869	8,019	17,439	49,984
20 *DEMAND	3,815	3,743	7,402	24,609
21 FAREBOX REVENUE	\$15,402.63	\$14,240.50	\$98,008.63	\$87,019.00
22 PREPAID CLIENTS	\$21,372.00	\$28,175.00	\$124,996.72	\$162,841.50
23 COLLECTED BILLING	\$1,200.00	\$12,378.00	\$56,740.00	\$42,937.00
24 TOTAL REVENUE COLLECTED	\$37,974.63	\$54,793.50	\$279,745.35	\$292,797.50
25 CHARGEABLE ACCIDENTS	2	0	5	0
26 SERVICE COMPLAINTS	1	0	4	0
27 SERVICE COMMENDATIONS	4	0	8	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	3	17	19
30 DRIVER TURNOVER	1.3	0.0	5.3	2.90
31 SCHEDULE ADHERENCE	97%	95%	96%	94.3%
32 WHEELCHAIR BOARDING'S	3,663	3,224	22,497	19,916
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,665	8,019	N/A	N/A
35 UNDUPLICATED CLIENTS	1,126	1,066	N/A	N/A
36 NO-SHOWS	47	46	201	458
37 CANCELS	2,217	2,105	11,255	11,550
38 AVG. TRIP LENGTH (MILES)	9.4	9.8	9.6	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	22,268.0	17,832	119,319.0	109,560.5
42 FLEET M.P.G.	5.8	7.1	7.0	7.1
43 *DRIVER ROAD CHECK	28	22	64	316
44 *RIDER SURVEY'S	0	10	2	53
*STARTED REPORTING 12-01-09				
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	5,476	8,093	10,884	17,172