

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, April 1, 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 March 4, 2011* *Review/Action*
4. Maintenance – No items *Review/Action*
5. Planning and Scheduling
a. Route #25* *Review/Action*
6. Paratransit and Accessible Services
a. First Transit Contract Extension FY 2011-2012* *Review/Action*
7. Staff Reports *Information Only*
a. Fixed Route Monthly Report – February 2011*
b. LINK Monthly Report – February 2011*
8. Committee Comments *Discussion Only*
a. Response to Ms. O'Keefe Complaint
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, March 4th, 2011, @ 9:00 a.m.

Directors in Attendance: Director Horn, Director Uilkema, Director Schroder
Staff: Anne Muzzini, Laramie Bowron, Scott Mitchell
Guests: Marci McGuire, Colette O'Keefe
CAC:
Call to Order: Meeting called to order at 9:00 a.m. by Director Horn

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** Ms. O'Keefe submitted a complaint that customer service had not responded to her request for follow up on a driver behavior problem. She reported that she had called twice to customer service and still had not gotten a satisfactory answer. Ms. Muzzini said she'd look into the complaints and follow up with Ms. O'Keefe. The Committee asked for a report at the next meeting.
3. **Approval of O&S Summary Minutes for February 4th, 2011:** Minutes were approved.
4. **Maintenance:** None
5. **Planning and Scheduling:**
 - a) **Route #25 Ridership Report:** Ms. Muzzini presented the committee with a ridership report show boardings and alightings by stop and noted that the new section of the route was not generating very many new riders. There was discussion about marketing activities and Director Uilkema asked that some type of neighborhood signs be put up that would let people know there was new bus service on Olympic.
6. **Paratransit and Accessible Services:** No items.
7. **Staff Reports**
 - a. **Fixed Route Reports – January 2011:** The reports were reviewed and discussed.
 - b. **LINK Monthly Reports – January 2011:** The reports were reviewed.
8. **Committee Comments:** The Committee spent some time talking about disposal of the vans and the Community van program.
9. **Future Agenda Items:** Community van project, route #25, complaint follow up
10. **Next Scheduled Meeting:** The next meetings are scheduled for: **April 1, 2011 at 9:00 a.m.** at 3338 Mt. Diablo Boulevard in Lafayette.
11. **Adjournment:** The meeting was adjourned at 10:00 am

Minutes prepared and submitted by:

Anne Muzzini
Director of Planning and Marketing

Date

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

Date: March 23, 2011

SUBJECT: Route #25

SUMMARY OF ISSUES:

The O&S Committee supported a reroute of the #25 to attract more riders. Marketing has mailed postcards to homes and followed up on Director Uilkema's suggestion to post neighborhood signs announcing service on the new segment. The locations with good viewing are not willing to let us put up a large sign/banner. At the shopping center at Olympic/Tice, the property manager prohibits signs in windows beyond exclusive manufacturer's co-op agreements.

Another idea developed by the Marketing staff was to add banners on the light poles and offer "free rides" for a month. We contacted both City of Lafayette and County and found that the City of Lafayette won't put them on just a few light poles (Council policy), they are placed along entire length and the cost would be \$15,000. We have not heard from County re: Olympic Blvd. light poles. The fare subsidy would be \$3000 if ridership doubled as a result of the offer.

Marketing staff did make 5 1/2" x 8 1/2" flyers and attempted to staple them to telephone poles but were stopped by the police.

The passenger boardings on this route continue to be at the BART stations with very little use in between. A reason for this may be that it's a less expensive trip to ride the #25 and transfer to another bus (\$2.00 + free transfer) compared to a BART/bus trip (\$1.75 BART fare + \$1.00 bus transfer).

The cost per passenger continues to be one of the highest in the system (\$20/passenger) and the productivity continues to be one of the lowest (4 passengers/hr). For this reason, staff recommends that the route be considered for elimination in the fall and asks for authorization to conduct the required public hearing.

RECOMMENDATIONS:

Authorize staff to conduct public hearing on elimination of the Route #25.

FINANCIAL IMPLICATIONS: None at this time

OPTIONS:

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

The County Connection

Inter Office Memo

To: Operations and Scheduling Committee
From: Bill Churchill, Director of Transportation

Date: March 24, 2011
Reviewed By: *[Signature]*

SUBJECT: Contract Extension with First Transit for LINK Paratransit Services in FY 2011-12

SUMMARY OF ISSUES:

First Transit entered into an Agreement with CCCTA on May 21, 2009 for a two year period to provide complementary paratransit services for both CCCTA and BART, with two one-year extensions available. This agreement will expire on June 31, 2011.

First Transit has agreed to a one year contract extension with no increase to the fixed and hourly rates beginning July 1, 2011 and ending June 31, 2012. This contract extension includes an increase to the fuel cap of \$3.50 to \$4.00.

RECOMMENDATIONS:

Staff recommends extension of the Agreement with First Transit for one year beginning July 1, 2011 and ending June 31, 2012.

FINANCIAL IMPLICATIONS:

The proposed extension of purchased Paratransit services assumes no increase to the fixed and hourly rates but does include an increase in the fuel cap from \$3.50 per gallon to \$4.00 per gallon.

OPTIONS:

1. Approve staff recommendation
2. Direct Staff to go to bid on a contract for Paratransit services
3. Other action as determined by the Committee

ACTION REQUESTED:

Forward a resolution to the Board of Directors authorizing the General Manager to execute an extension to the Agreement with First Transit for the provision of Paratransit Services and BART ADA services as described in this memo for period covering July 1, 2011 through June 31, 2012.

ATTACHMENTS:

None

ADDITIONAL INFORMATION:

First Transit has performed well in providing Paratransit services to CCCTA and BART. Agency vehicles are well maintained and the contractor has proven to be responsive to our customers transportation needs. First Transit has continued with success to manage the CCCTA "No Show" policy while maintaining a high level of customer satisfaction. Furthermore, First Transit staff has been highly responsive in meeting Agency reporting requirements as well as gracefully accepting service changes such as the elimination of route 8 services.

First Transit has been very sensitive to the financial strain that CCCTA has been contending with, therefore, they have agreed to a one year contract extension with no increases to the fixed and hourly rates for purchased paratransit services. First Transit has requested a change in the cap for purchasing fuel. Under the existing contract CCCTA pays the full amount of the fuel costs up to a cap of \$3.50 per gallon. Any portion of fuel expense in excess of \$3.50 per gallon is absorbed by First Transit. In order keep the fixed and hourly rates constant First Transit has requested the fuel cap to be modified to \$4.00 per gallon. Although fuel cost has remained under the current cap future fuel costs are expected to be somewhat volatile. Given First Transit willingness to keep all other costs static, staff believes this is a reasonable request.

Agenda Item 7.a

TO: O&S Committee

DATE: March 15, 2011

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for February 2011

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	263,141		
Average Weekday	12,160	11,757	
Pass/Rev Hour	16.0	15.6	FY11 Goal > 17.0
Missed Trips	0.08%	0.12%	FY11 Goal < 0.25%
Miles between Road Calls	31,593	34,034	FY11 Goal > 18,000

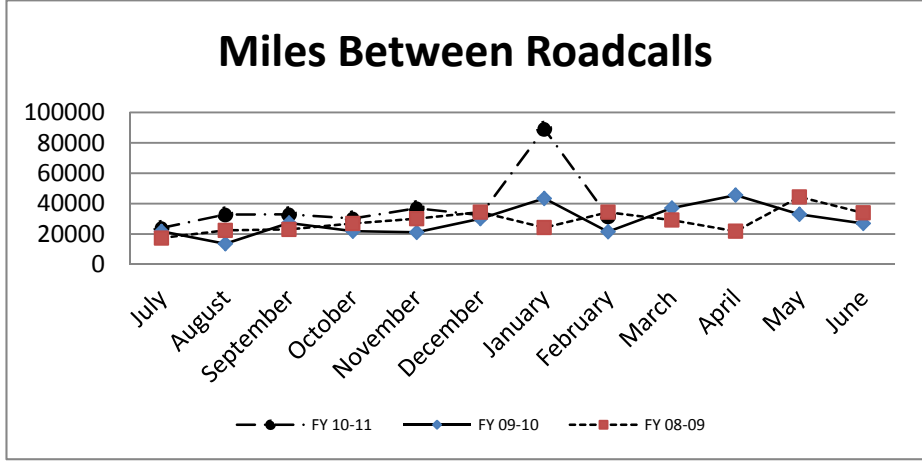
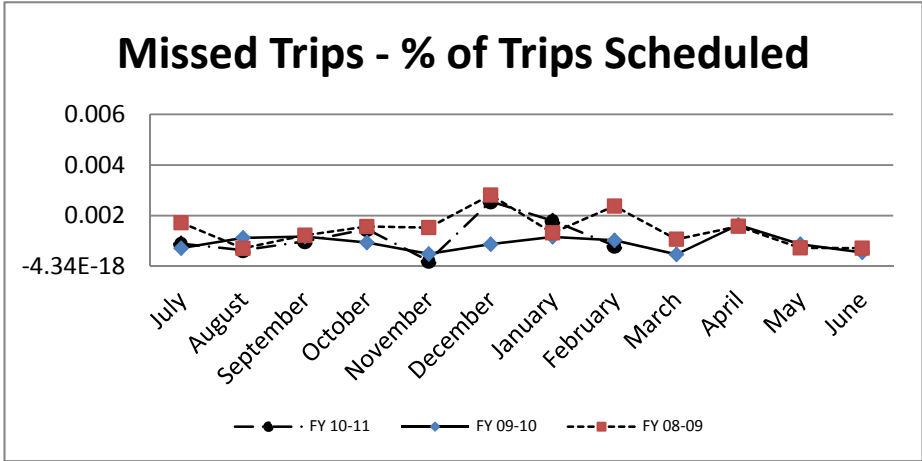
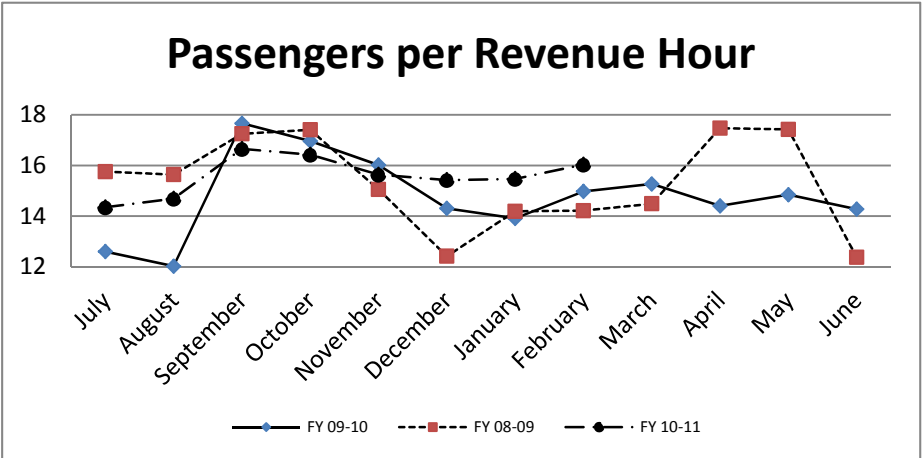
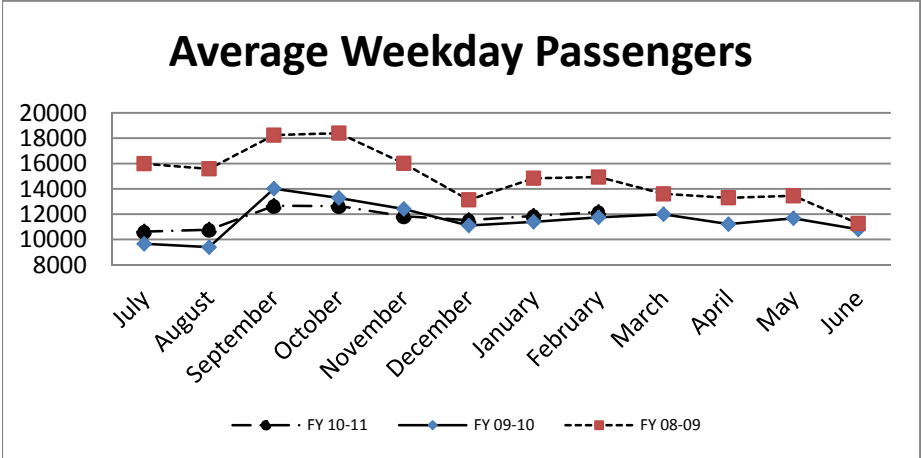
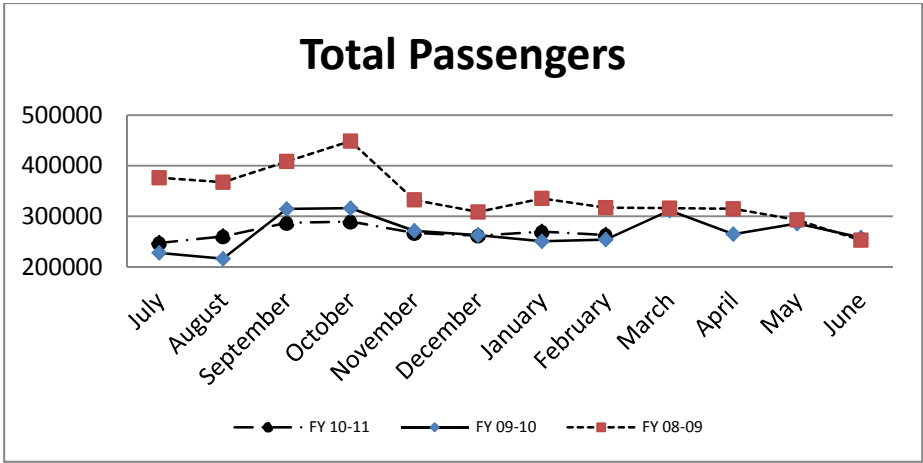
* Based on Standards from updated SRTP

Analysis

Average weekday ridership in February (12,160 passengers) is higher than the January ridership of 11,860 passengers and 4% higher than February last year (11,749 passengers). See the attached table showing weekday boardings trend. Productivity in February was equal to 16.0 passengers per hour as compared to January's 15.5 passengers per hour.

The percentage of missed trips was lower in February to (0.08%) as compared to the prior month of (0.18%) in January. The YTD average is 0.12% missed trips.

The number of miles between roadcalls was equal to 31,593 miles which is lower than prior month. The year to date average is 34,034 miles between roadcalls.



TRANSPORTATION	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2011	2011	FY10 FISCAL YTD
	February	March	April	May	June	July	August	September	October	November	December	January	February	
Number of Buses	131	131	131	131	131	131	131	131	131	131	131	131	131	131
Totals Hub Miles	257,503	296,254	273,663	263,604	269,248	239,465	262,880	263,567	271,831	258,784	259,176	267,614	252,745	2,076,062
Work Days	28	31	30	30	30	30	31	30	31	29	30	30	28	239
Revenue Hours	16,967	19,739	18,386	17,969	17,987	17,233	17,560	17,210	17,608	17,088	16,985	17,430	16,410	137,525
Operator Pay Hours	27,886	31,854	31,135	31,854	30,591	30,549	30,929	30,043	32,425	30,939	37,371	31,225	28,159	254,705
Number of Operators	167	167	169	168	168	166	166	166	163	162	162	165	165	164
Unscheduled Absences	285	350	397	344	263	350	381	331	469	497	476	411	311	3,226
FT Protection	45	68	31	63	42	31	29	10	74	23	29	45	30	271
Worker Comp.	94	126	152	141	125	119	132	113	164	144	164	115	80	1,031
Sick leave	146	156	214	140	96	200	220	208	231	330	283	251	201	1,924
Collision Accidents	5	4	5	4	8	2	6	3	7	4	8	7	5	44
Passenger Accidents	4	7	16	9	12	8	10	5	6	13	11	3	15	59
Total Chargeable Collisions	2	1	0	3	4	0	1	1	4	1	2	5	3	19
Chargeable/100K Miles	0.77	0.33	0.00	1.13	1.48	0.00	0.38	0.37	1.47	0.38	0.77	1.86	1.97	0.91
Number of Trips Scheduled	22,420	25,514	24,519	22,964	23,648	22,317	23,711	23,382	23,865	23,014	23,042	23,394	22,200	184,925
Number of Trips Missed	23	12	40	20	13	20	15	23	35	5	59	42	18	217
Of Trips Scheduled - % Missed	0.10%	0.05%	0.16%	0.09%	0.05%	0.09%	0.06%	0.10%	0.15%	0.02%	0.26%	0.18%	0.08%	0.12%
Of Trips Missed - Mechanical	19	8	18	9	10	18	7	17	11	2	9	5	14	83
On Time Performance %	92%	93%	95%	93%	94%	96%	93%	92%	93%	86%	94%	97%	95%	93%
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	15	10	7	9	16	16	14	14	10	10	12	5	10	91
Road Calls for Mechanical	12	8	6	8	10	10	8	8	9	7	8	3	8	61
Road Calls for Other	3	2	1	1	6	6	6	6	1	3	4	2	2	30
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	8,692	11,404	12,386	11,593	11,548	12,695	12,687	10,056	10,213	12,430	12,372	12,120	10,658	
200 - 299	30,109	37,475	33,824	34,594	15,393	33,124	33,144	12,334	15,935	26,521	14,141	31,605	31,656	
300 - 399	13,013	45,850	40,487	38,003	35,151	10,970	39,070	18,851	38,778	36,116	18,990	33,343	8,663	
400 - 499	32,087	34,365	32,424	29,208	14,098	26,066	28,085	15,046	33,258	30,574	30,446	30,764	26,112	
500 - 519	27,745	30,387	56,858	11,363	48,164	14,551	24,755	25,710	25,160	24,606	50,933	51,424	22,335	
900 - 939	17,182	23,789	70,771	77,837	42,305	31,019	73,059	77,571	25,561	78,204	79,192	89,906	84,529	<i>Bus add - 12/09</i>
2000 - 2099	14,315	18,340	16,500	15,195	8,374	17,779	7,719	19,438	17,866	18,114	12,960	12,864	13,372	
9600 - 9629	14,145													
9800 - 9809	12,081	16,680	5,207	11,721	14,048	11,198	11,888	12,623	12,844	7,614	7,013	5,588	7,086	<i>Series #'s Out of Service - Mar10</i>
Fleet Avg.	21,459	37,032	45,611	32,951	26,925	23,947	32,860	32,946	30,203	36,969	32,397	89,205	31,593	34,034
Maintenance Pay Hours	3,908	4,489	4,381	4,381	4,212	4,343	4,614	4,090	4,437	4,064	4,008	4,229	3,673	33,458
No. Maint. Employees	27	26	26	26	26	26	26	26	25	25	25	24	24	25
Maint. Emps/100K Miles	10	9	10	10	10	11	10	10	9	10	10	9	9	1
Unscheduled Absences	3	3	1	6	3	1	1	4	0	2	2	2	2	2

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

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
February 2011 - Fixed Route Boardings	263,141	Revenue Hours -	February11	16,410	Weekdays - February11	20	Fiscal 2011 YTD 2,146,352
Pavilion	0	February10	16,967	February10	20		
Bus Bridge	0	Revenue Miles -	February11	183,592	Saturdays - February11	4	Fiscal 2010 YTD 2,115,184
Special Event	0	February10	184,029	February10	4		
					Sundays - February11	4	
					February10	4	
February 2011 Total Boardings	263,141	Passengers per Mile	1.43	Total Days - 2010	28	YTD Trend	98.5%
February 2010 Total Boardings	254,076	Passengers per Hour	16.04	2009	28	Monthly Trend	96.4%

February 2011 Fixed Route Passenger Total						February 2011 Weekday Average	February 2011 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	7,699			7,699	385	14.9
2	Rudgear / Walnut Creek	1,402			1,402	70	8.0
4	Walnut Creek Downtown Shuttle	17,445	2,133	1,934	21,512	872	25.3
5	Creekside / Walnut Creek	1,404			1,404	70	7.6
6	Lafayette / Moraga / Orinda	8,147	510	364	9,021	407	13.6
6L	Orinda / Orinda Village	20			20	1	1.1
7	Shadelands / Pleasant Hill / Walnut Creek	4,459			4,459	223	6.9
9	DVC / Walnut Creek	11,902			11,902	595	14.4
10	Concord / Clayton Rd	20,097			20,097	1,005	25.9
11	Treat Blvd / Oak Grove	6,292			6,292	315	17.7
14	Monument Blvd	12,651			12,651	633	16.0
15	Treat Boulevard	10,643			10,643	532	18.7
16	Alhambra Ave / Monument Blvd	14,067			14,067	703	13.5
17	Olivera/Solano / Salvio / North Concord	5,732			5,732	287	15.1
18	Amtrak / Merello / Pleasant Hill	9,097			9,097	455	14.6
19	Amtrak / Pacheco Blvd / Concord	2,926			2,926	146	10.6
20	DVC / Concord	24,216			24,216	1,211	26.8
21	Walnut Creek / San Ramon Transit Center	12,052			12,052	603	13.3
25	Lafayette / Walnut Creek	925			925	46	4.0
28	North Concord / Martinez	6,636			6,636	332	11.0
35	Dougherty Valley	7,445			7,445	372	11.5
36	San Ramon / Dublin	5,142			5,142	257	9.6
91X	Concord Commuter Express	826			826	41	11.5
92X	Ace Shuttle Express	3,716			3,716	186	22.4
93X	Kirker Pass Express	3,676			3,676	184	14.8
95X	San Ramon / Danville Express	3,382			3,382	169	16.8
96X	Bishop Ranch Express	9,764			9,764	488	15.8
97X	Bishop Ranch Express	1,814			1,814	91	9.4
98X	Martinez Express	6,582			6,582	329	12.5
250 *	Gael Rail Service	49	95	69	213	6	2.5
301	Rossmoor / John Muir Medical Center		317	293	610		9.0
311	Concord / Oak Grove / Treat Blvd / WC		765	612	1,377		11.4
314	Clayton Rd / Monument Blvd / PH		4,013	3,064	7,077		21.7
315	Concord / Willow Pass / Landana		329	271	600		11.1
316	Alhambra / Merello / Pleasant Hill		1,173	849	2,022		14.3
320	DVC / Concord		837	568	1,405		14.5
321	San Ramon / Walnut Creek		998	737	1,736		12.4
600's	Select Service	23,005			23,005	1,150	27.6
TOTALS		243,209	11,171	8,761	263,141	12,160	16.0

* Data from Link

** Seasonal Route

JANUARY 2011 PRODUCTIVITY
(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	23,005	1,150	28
20	DVC / Concord	24,216	1,211	27
10	Concord / Clayton Rd	20,097	1,005	26
4	Walnut Creek Downtown Shuttle	21,512	872	25
92X	Ace Shuttle Express	3,716	186	22
314	Clayton Rd / Monument Blvd / Pleasant Hill	7,077	0	22
15	Treat Boulevard	10,643	532	19
11	Treat Blvd / Oak Grove	6,292	315	18
95X	San Ramon / Danville Express	3,382	169	17
14	Monument Blvd	12,651	633	16
96X	Bishop Ranch Express	9,764	488	16
17	Olivera/Solano / Salvio / North Concord	5,732	287	15
1	Rossmoor / Shadelands	7,699	385	15
93X	Kirker Pass Express	3,676	184	15
18	Amtrak / Merello / Pleasant Hill	9,097	455	15
320	DVC / Concord	1,405	0	15
9	DVC / Walnut Creek	11,902	595	14
316	Alhambra / Merello / Pleasant Hill	2,022	0	14
6	Lafayette / Moraga / Orinda	9,021	407	14
16	Alhambra Ave / Monument Blvd	14,067	703	14
21	Walnut Creek / San Ramon Transit Center	12,052	603	13
98X	Martinez Express	6,582	329	12
321	San Ramon / Walnut Creek	1,736	0	12
91X	Concord Commuter Express	826	41	12
35	Dougherty Valley	7,445	372	11
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,377	0	11
315	Concord / Willow Pass / Landana	600	0	11
28	North Concord / Martinez	6,636	332	11
19	Amtrak / Pacheco Blvd / Concord	2,926	146	11
36	San Ramon / Dublin	5,142	257	10
97X	Bishop Ranch Express	1,814	91	9
301	Rossmoor / John Muir Medical Center	610	0	9
2	Rudgear / Walnut Creek	1,402	70	8
5	Creekside / Walnut Creek	1,404	70	8
7	Shadelands / Pleasant Hill / Walnut Creek	4,459	223	7
25	Lafayette / Walnut Creek	925	46	4
250 *	Gael Rail Service	213	6	2
6L	Orinda / Orinda Village	20	1	1

*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	Jan-11	Feb-11
1	Rossmoor / Shadelands	412	377	385	394	373	381	386	385
2	Rudgear / Walnut Creek	67	66	64	53	53	49	77	70
4	Walnut Creek Downtown Shuttle	1,017	945	915	937	956	973	879	872
4H **	Walnut Creek Extended Holiday Shuttle					35	48		
5	Creekside / Walnut Creek	73	70	74	77	79	76	72	70
6	Lafayette / Moraga / Orinda	302	340	458	447	398	381	392	407
6L	Orinda / Orinda Village	7	2	3	5	3	2	4	1
7	Shadelands / Pleasant Hill / Walnut Creek	237	231	231	215	217	208	229	223
9	DVC / Walnut Creek	606	570	652	640	589	567	571	595
10	Concord / Clayton Rd	948	947	1,016	1,039	970	940	994	1,005
11	Treat Blvd / Oak Grove	287	298	332	318	293	285	308	315
14	Monument Blvd	699	663	719	714	651	657	678	633
15	Treat Boulevard	496	464	594	572	497	486	481	532
16	Alhambra Ave / Monument Blvd	652	662	729	742	701	680	690	703
17	Olivera/Solano / Salvio / North Concord	263	273	341	317	296	291	287	287
18	Amtrak / Merello / Pleasant Hill	404	413	482	469	458	417	411	455
19	Amtrak / Pacheco Blvd / Concord	158	140	142	141	129	134	143	146
20	DVC / Concord	1,065	1,053	1,279	1,257	1,189	1,108	1,029	1,211
21	Walnut Creek / San Ramon Transit Center	645	642	648	625	616	616	604	603
25	Lafayette / Walnut Creek	40	37	57	54	47	38	55	46
28	North Concord / Martinez	283	283	306	330	316	274	304	332
35	Dougherty Valley	356	321	383	389	353	352	372	372
36	San Ramon / Dublin	237	246	256	268	260	257	259	257
91X	Concord Commuter Express	43	47	40	42	40	41	39	41
92X	Ace Shuttle Express	148	158	148	152	171	161	190	186
93X	Kirker Pass Express	175	174	185	188	175	194	181	184
95X	San Ramon / Danville Express	110	113	120	121	153	153	174	169
96X	Bishop Ranch Express	425	395	394	404	425	453	492	488
97X	Bishop Ranch Express	70	78	75	77	84	83	94	91
98X	Martinez Express	358	354	385	360	381	362	318	329
250 *	St Mary's College Gael Rail Shuttle		7	9	9	5	7	7	6
600's	Select Service	38	398	1,242	1,291	957	848	1,144	1,150
TOTALS		10,622	10,763	12,658	12,643	11,835	11,516	11,860	12,160

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

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11
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>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	683	610	540	516	542	574	571	533
4H **	Walnut Creek Extended Holiday Shuttle					12	61		
6	Lafayette / Moraga / Orinda	67	88	167	136	128	66	120	128
250 *	St Mary's College Gael Rail Shuttle	0	8	36	23	23	8	22	24
301	Rossmoor / John Muir Medical Center	90	78	112	94	87	59	91	79
311	Concord / Oak Grove / Treat Blvd / WC	191	206	221	184	226	208	201	191
314	Clayton Rd / Monument Blvd / PH	1,040	1,021	1,062	1,065	979	935	957	1,003
315	Concord / Willow Pass / Landana	82	74	70	92	56	53	73	82
316	Alhambra / Merello / Pleasant Hill	291	289	300	293	297	275	309	293
320	DVC / Concord	206	234	249	207	152	113	164	209
321	San Ramon / Walnut Creek	272	269	284	252	258	230	283	250
TOTALS		2,922	2,878	3,040	2,863	2,760	2,582	2,791	2,793

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11
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>	<i>5 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	420	469	457	384	413	350	394	483
6	Lafayette / Moraga / Orinda	36	61	103	84	89	52	76	91
250 *	St Mary's College Gael Rail Shuttle	0	10	18	17	19	5	11	17
301	Rossmoor / John Muir Medical Center	56	68	87	68	73	66	35	73
311	Concord / Oak Grove / Treat Blvd / WC	172	159	161	153	153	152	132	153
314	Clayton Rd / Monument Blvd / PH	772	743	748	702	668	695	687	766
315	Concord / Willow Pass / Landana	54	54	50	45	46	32	58	68
316	Alhambra / Merello / Pleasant Hill	172	192	227	154	195	177	203	212
320	DVC / Concord	91	134	122	115	94	114	125	142
321	San Ramon / Walnut Creek	143	182	186	165	159	177	159	184
TOTALS		1,917	2,072	2,158	1,886	1,909	1,817	1,879	2,190

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

Routes 4H & 250 (line #17 & #44) are hidden when not in service (UNHIDE lines when routes are in service)

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
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, Bue Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancino Pkwy, Old Quarry Rd, DVC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak
35	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, E Branch Pkwy, Windemere Pkwy, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
36	BART Dublin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Fircrest Ln, San Ramon Valley Blvd, Tareyton Ave, Bollinger Canyon Rd, Crow Canyon Rd, Executive Pkwy, San Ramon Transit Center
91X	BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, O
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
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, M 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, Chilpancino 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, Rivieria 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, Tassa 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 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, Fire Ln, Village Pkwy, Dublin Blvd, BART Dublin

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

SUMMARY	February FY09/10	February FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	12,441	11,816	103,417	99,252
2 TOTAL ATTENDANTS	1,306	833	8,789	8,172
3 TOTAL COMPANIONS	44	97	1,641	543
4 TOTAL PASSENGERS	13,791	12,746	113,847	107,967
5 TOTAL SERVICE DAYS	28	28	238	240
6 VEHICLE REVENUE HOURS	6,565	6,193	55,367	53,994
7 VEHICLE SERVICE HOURS	7,832	7,642	67,038	65,833
8 VEHICLE NON REV HOURS	1,268	1,450	11,606	11,839
9 VEHICLE SERVICE MILES	128,014	118,977	1,083,791	1,027,283
10 VEHICLE REVENUE MILES	103,643	98,337	893,994	845,935
11 VEHICLE NON REV MILES	20,968	20,640	187,662	181,189
12 PASS. PER REVENUE HOUR	2.10	2.06	2.06	2.00
13 CLIENT PER REVENUE HOUR	1.90	1.91	1.87	1.84
14 PASS. PER SERVICE HOUR	1.76	1.67	1.70	1.64
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	991	944	19,756	8,348
18 SAME DAY TRIPS	147	228	852	1,865
19 SUBSCRIPTION TRIPS	8,262	8,138	33,917	66,508
20 DEMAND	4,179	3,613	15,092	31,906
21 FAREBOX REVENUE	\$15,049.00	\$13,127.50	\$127,442.13	\$113,917.50
22 PREPAID CLIENTS	\$25,146.50	\$35,747.00	\$173,587.28	\$199,948.50
23 COLLECTED BILLING	\$17,164.00	\$12,432.00	\$83,866.00	\$66,780.60
24 TOTAL REVENUE COLLECTED	\$57,359.50	\$61,306.50	\$384,895.41	\$380,646.60
25 CHARGEABLE ACCIDENTS	1	1	6	2
26 SERVICE COMPLAINTS	0	0	5	0
27 SERVICE COMMENDATIONS	1	0	11	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	0	21	22
30 DRIVER TURNOVER	2.7	1.5	8.0	2.08
31 SCHEDULE ADHERENCE	95%	94%	95%	95%
32 WHEELCHAIR BOARDING'S	3,413	2,884	29,295	25,944
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,803	8,733	N/A	N/A
35 UNDUPLICATED CLIENTS	1,126	1,058	N/A	N/A
36 NO-SHOWS	38	35	301	558
37 CANCELS	1,928	1,511	15,009	14,784
38 AVG. TRIP LENGTH (MILES)	9.3	9.3	9.5	9.5
39 AVG. SM BUSES IN SERVICE	5	5	5	5
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	17,059	16,666	152,859	143,700
42 FLEET M.P.G.	7.5	7.1	7.1	7.1
43 DRIVER ROAD CHECK	157	21	290	370
44 RIDER SURVEY'S	5	8	18	79
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	0	N/A	10,884	17,172