

## 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, May 6, 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.*

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|--|-------------------------|
| 1. Approval of Agenda Items                      |                         |
| 2. Public Comment and/or Communication           |                         |
| 3. Approval of Summary Minutes of April 1, 2011* | <i>Review/Action</i>    |
| 4. Maintenance – No items                        | <i>Review/Action</i>    |
| 5. Planning and Scheduling                       |                         |
| a. Concord Pavilion Service*                     | <i>Review/Action</i>    |
| b. Clipper Implementation Update*                | <i>Review/Action</i>    |
| 6. Paratransit and Accessible Services           |                         |
| 7. Staff Reports                                 | <i>Information Only</i> |
| a. Fixed Route Monthly Report – March 2011*      |                         |
| b. LINK Monthly Report – March 2011*             |                         |
| 8. Committee Comments                            | <i>Discussion Only</i>  |
| 9. Future Agenda Items                           | <i>Discussion Only</i>  |
| 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, April 1, 2011, @ 9:00 a.m.

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**Directors in Attendance:** Director Horn, Director Uilkema, Director Schroder  
**Staff:** Anne Muzzini, Rick Ramacier  
**Guests:** Marci McGuire, Ralph Hoffman  
**Advisory Committee:** Charles Hogle  
**Call to Order:** Meeting called to order at 9:00 a.m. by Director Horn

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1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** Ms. McGuire reported on the changing conditions at the ACE train parking situation in Pleasanton. Mr. Hoffman discussed City of Walnut Creek actions to continue funding the Free Ride Trolley.
3. **Approval of O&S Summary Minutes for March 4th, 2011:** Minutes were approved.
4. **Maintenance:** None
5. **Planning and Scheduling:**
  - a) **Route #25:** Ms. Muzzini explained further marketing efforts to gain ridership on the Route #25 but told the committee that ridership is still very low and related to boardings and alightings at the BART stations. She informed the committee that if the route was going to be eliminated at the fall bid, it would be necessary to hold the public hearing in April. The Committee debated and decided to defer action to cut the route.
6. **Paratransit and Accessible Services:**
  - a) **First Transit Contract Extension:** Mr. Ramacier reported that the First Transit Contract had reached the end of the first term and that a one year extension that will keep the fixed and hourly rates flat. There will be an increase in the allowable fuel cap. The agreement allows for two one-year extensions. The Committee discussed fuel price impacts then approved staff recommendation to extend the contract.
7. **Staff Reports**
  - a. **Fixed Route Reports – February 2011:** The reports were reviewed and discussed.
  - b. **LINK Monthly Reports – February 2011:** The reports were reviewed.
8. **Committee Comments:** The Committee spent time talking about fuel prices and the impact on fixed route ridership as well as a new Route #96X trip that will be paid for by Bishop Ranch. Staff explained what had been found on the Colette O’Keefe complaint from the prior committee meeting. Mr. Ramacier spoke to questions on federal legislation and MTC’s sustainability study.
9. **Future Agenda Items:** Community van project
10. **Next Scheduled Meeting:** The next meetings are scheduled for: **May 6, June 3, and July 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:

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Anne Muzzini  
Director of Planning and Marketing

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Date

**To:** Operations and Scheduling Committee  
**From:** Laramie Bowron, Manager of Planning  
**Reviewed By:**

**Date:** May 6, 2011

**SUBJECT: Concord Pavilion Service**

**SUMMARY OF ISSUES:**

Last year the Board authorized entering into an agreement with LIVE NATION for the Sleep Train Pavilion concert bus service. The A&F Committee recommended a premium fare of \$5 per round trip and the final board action set a LIVE Nation price of \$1,600 per concert. This memo is to report on last year's service as well as report on the 2011 Summer Concert series.

For the 2011 Concert Series, a private charter company expressed interest in providing the service, and per FTA Charter Regulations, County Connection is no longer allowed to pursue a contract with LIVE NATION for the upcoming concert series.

**2010 Pavilion Service**

	Total Hours	Total Passengers	No. of Vehicles Used
April 30 - Sugarland	17.5	182	4
May 25 - Foreigner & Styx	21.8	158	3
May 30 - KBLX Stone Soul Concert	68.5	569	12
June 12 - Sting	37.5	223	8
June 18 - Doobie Brothers & Chicago	30.5	338	5
June 20 - Iron Maiden	50.8	715	8
Aug 1 - Scorpions	30.25	483	6
Aug 13 - Budweiser Superfest	27	440	5
Aug 14 - Mt. Diablo Jazz Festival	55.25	330	6
Aug 25 - Dave Matthews Band	33.5	325	6
Aug 26 - Goo Goo Dolls	19	95	4
Aug 28 - Celtic Woman	11.5	22	3
Oct 23 - Mary J. Blige	21.75	208	4
Oct 26 - Nickelback	25.5	128	6
<b>Total</b>	<b>450.35</b>	<b>4,216</b>	<b>80</b>
Round Trips		2,108	
Revenues			
LIVE Nation Payments	\$ 22,400.00		
Fares (\$5/round trip)	\$ 10,540.00		
<b>Total</b>	<b>\$ 32,940.00</b>		
CCCTA 2009-10 Marginal Cost per Hour	\$ 60.04		
<b>CCCTA Total Marginal Cost</b>	<b>\$ 27,039.01</b>		

**To:** Operations and Scheduling Committee  
**From:** Laramie Bowron, Manager of Planning  
**Reviewed By:**

**Date:** May 6, 2011

**SUBJECT: Clipper Update**

**SUMMARY OF ISSUES:**

In response to a public comment made at the April Board of Directors meeting, staff is seeking to update its Board members as well as the public on MTC's planned Clipper Phase III rollout which includes making the new fare media available to County Connection.

MTC held a Clipper briefing in January to discuss the current program status and update operators on Phase III. Due to unintended expenditures, volatile funding, and technological glitches, MTC has decided to postpone indefinitely the implementation of phase III. MTC has elected instead to focus on completing the implementation of Phase II (which includes Golden Gate, MUNI, Caltrain, AC Transit, BART, SamTrans, and VTA). MTC also plans on waiting for funding to stabilize as its uncertainty has led to a slower rollout of phase II.

Adding to the shortfall is the fact that the Clipper card is currently offered for free, a policy that has been in effect since June 2010 and will continue at least until July 1, 2011. This has resulted in higher-than-expected operating and capital expenses, which affects Phase III rollout.

MTC is holding its next meeting regarding phase III in late June and remains optimistic that the meeting will yield better news for operators included in that phase.

In August 2010 the Board authorized a joint letter from CCCTA, LAVTA, ECCTA, and WCCTA requesting that the four agencies be the first in line in Phase III.

**RECOMMENDATIONS:** Information Only

Agenda Item 7.a

TO: O&S Committee

DATE: April 15, 2011

FROM: Anne Muzzini  
Director of Planning & Marketing

SUBJ: Fixed Route Reports

**Fixed Route Operating Reports for March 2011**

1. Monthly Boarding's Data

The following represent the numbers that are most important to staff in evaluating the performance of the  
FY 2011

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	306,272		
Average Weekday	12,387	11,827	
Pass/Rev Hour	16.1	15.6	FY11 Goal > 17.0
Missed Trips	0.13%	0.12%	FY11 Goal < 0.25%
Miles between Road Calls	29,173	37,654	FY11 Goal > 18,000

\* Based on Standards from updated SRTP

**Analysis**

Average weekday ridership in March (12,387 passengers) is higher compared to the February ridership of 12,160 passengers and 3% higher than March 2010 of 11,993 passengers. See the attached table showing weekday boardings trend. Productivity in March was equal to 16.1 passengers per hour as compared to February's 16.0 passengers per hour.

The percentage of missed trips was higher in March to (0.13%) as compared to the prior month of (0.08%) in February. The YTD average is 0.12% missed trips.

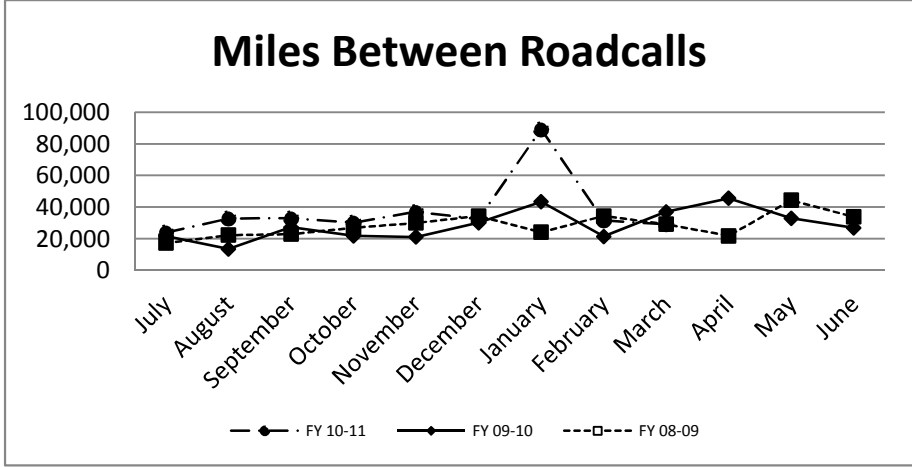
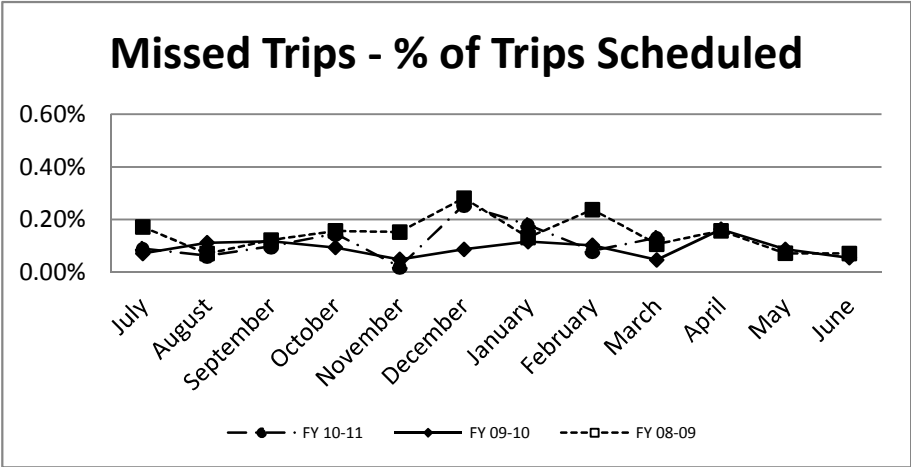
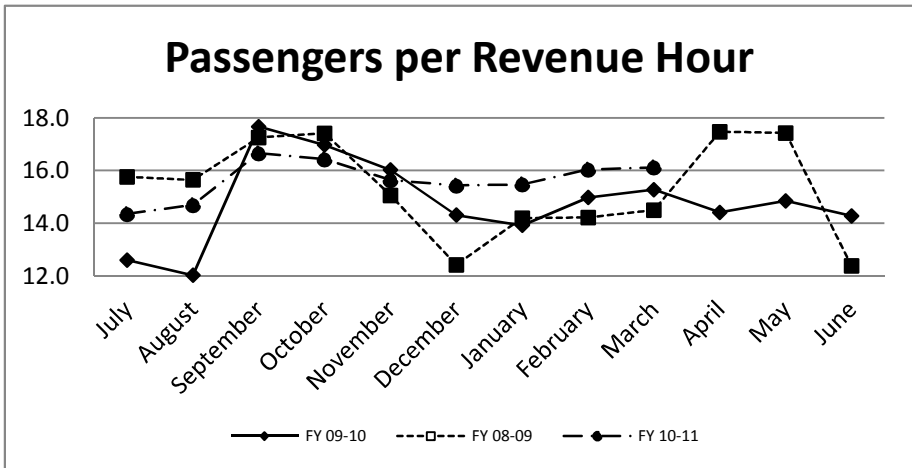
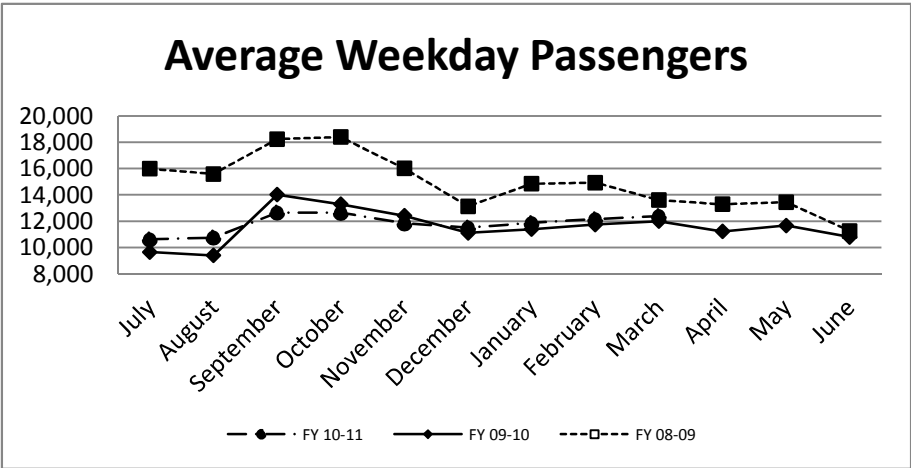
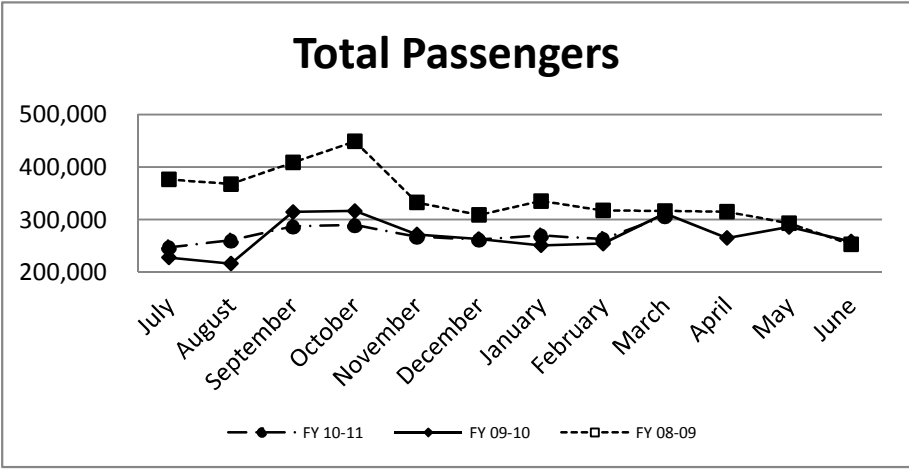
The number of miles between roadcalls was equal to 29,173 miles in March which is lower than prior month of 31,593 miles in February. The year to date average is 37,654 miles between roadcalls.

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
March 2011 - Fixed Route Boardings	302,797	Revenue Hours -	March11	18,793	Weekdays - March11	23	Fiscal 2011 YTD	2,452,624
Pavilion	0		March10	20,194	March10	23		
Bus Bridge	3,475	Revenue Miles -	March11	210,641	Saturdays - March11	4	Fiscal 2010 YTD	2,426,717
Special Event	0		March10	225,732	March10	4		
					Sundays - March11	4		
					March10	4		
<b>March 2011 Total Boardings</b>	<b>306,272</b>	<b>Passengers per Mile</b>	<b>1.45</b>	<b>Total Days - 2010</b>	<b>31</b>	<b>YTD Trend</b>	<b>98.9%</b>	
<b>March 2010 Total Boardings</b>	<b>311,533</b>	<b>Passengers per Hour</b>	<b>16.30</b>	<b>2009</b>	<b>31</b>	<b>Monthly Trend</b>	<b>101.7%</b>	

March 2011 Fixed Route Passenger Total						March 2011	March 2011
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	8,655			8,655	376	14.6
2	Rudgear / Walnut Creek	1,529			1,529	66	7.6
4	Walnut Creek Downtown Shuttle	19,842	1,891	1,425	23,159	863	24.1
4H **	Walnut Creek Extended Holiday Service				0	0	#DIV/0!
5	Creekside / Walnut Creek	1,736			1,736	75	8.1
6	Lafayette / Moraga / Orinda	9,557	615	277	10,449	416	13.9
6L	Orinda / Orinda Village	60			60	3	2.8
7	Shadelands / Pleasant Hill / Walnut Creek	4,962			4,962	216	6.7
9	DVC / Walnut Creek	14,367			14,367	625	15.1
10	Concord / Clayton Rd	23,033			23,033	1,001	25.9
11	Treat Blvd / Oak Grove	7,824			7,824	340	19.1
14	Monument Blvd	14,823			14,823	644	16.4
15	Treat Boulevard	12,950			12,950	563	19.7
16	Alhambra Ave / Monument Blvd	16,563			16,563	720	13.8
17	Olivera/Solano / Salvio / North Concord	6,771			6,771	294	15.5
18	Amtrak / Merello / Pleasant Hill	10,255			10,255	446	14.3
19	Amtrak / Pacheco Blvd / Concord	3,105			3,105	135	9.8
20	DVC / Concord	27,950			27,950	1,215	26.9
21	Walnut Creek / San Ramon Transit Center	14,261			14,261	620	13.7
25	Lafayette / Walnut Creek	1,036			1,036	45	3.9
28	North Concord / Martinez	7,625			7,625	332	11.0
35	Dougherty Valley	8,738			8,738	380	11.7
36	San Ramon / Dublin	5,863			5,863	255	9.6
91X	Concord Commuter Express	853			853	37	10.4
92X	Ace Shuttle Express	4,484			4,484	195	23.5
93X	Kirker Pass Express	5,162			5,162	224	18.1
95X	San Ramon / Danville Express	4,541			4,541	197	19.6
96X	Bishop Ranch Express	11,566			11,566	503	16.3
97X	Bishop Ranch Express	2,477			2,477	108	10.9
98X	Martinez Express	7,857			7,857	342	12.9
250 *	Gael Rail Service	65	86	29	180	7	2.0
301	Rossmoor / John Muir Medical Center		322	231	553		7.7
311	Concord / Oak Grove / Treat Blvd / WC		729	564	1,294		10.7
314	Clayton Rd / Monument Blvd / PH		3,767	2,531	6,298		19.3
315	Concord / Willow Pass / Landana		326	183	510		9.4
316	Alhambra / Merello / Pleasant Hill		1,116	810	1,926		13.7
320	DVC / Concord		773	513	1,287		12.6
321	San Ramon / Walnut Creek		1,040	657	1,697		12.1
600's	Select Service	26,402			26,402	1,148	27.9
<b>TOTALS</b>		<b>284,910</b>	<b>10,667</b>	<b>7,220</b>	<b>302,797</b>	<b>12,387</b>	<b>16.1</b>

\* Data from Link

\*\* Seasonal Route



Route Description Summary

TRANSPORTATION	2010	2010	2010	2010	2010	2010	2010	2010	2010	2010	2011	2011	2011	FY10
	March	April	May	June	July	August	September	October	November	December	January	February	March	FISCAL YTD
Number of Buses	131	131	131	131	131	131	131	131	131	131	131	131	131	131
Totals Hub Miles	296,254	273,663	263,604	269,248	239,465	262,880	263,567	271,831	258,784	259,176	267,614	252,745	291,732	2,367,794
<b>Work Days</b>	31	30	30	30	30	31	30	31	29	30	30	28	31	270
Revenue Hours	19,739	18,386	17,969	17,987	17,233	17,560	17,210	17,608	17,088	16,985	17,430	16,410	18,793	156,317
Operator Pay Hours	31,854	31,135	31,854	30,591	30,549	30,929	30,043	32,425	30,939	37,371	31,225	28,159	31,195	282,834
Number of Operators	167	169	168	168	166	166	166	163	162	162	165	165	165	164
<b>Unscheduled Absences</b>	<b>350</b>	<b>397</b>	<b>344</b>	<b>263</b>	<b>350</b>	<b>381</b>	<b>331</b>	<b>469</b>	<b>497</b>	<b>476</b>	<b>411</b>	<b>311</b>	<b>345</b>	<b>3,571</b>
FT Protection	68	31	63	42	31	29	10	74	23	29	45	30	18	289
Worker Comp.	126	152	141	125	119	132	113	164	144	164	115	80	82	1,113
Sick leave	156	214	140	96	200	220	208	231	330	283	251	201	245	2,169
<b>Collision Accidents</b>	4	5	4	8	2	6	3	7	4	8	7	5	8	50
Passenger Accidents	7	16	9	12	8	10	5	6	13	11	3	15	19	90
Total Chargeable Collisions	1	0	3	4	0	1	1	4	1	2	5	3	4	21
<b>Chargeable/100K Miles</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>0.77</b>	<b>1.86</b>	<b>1.18</b>	<b>1.37</b>	<b>0.88</b>
Number of Trips Scheduled	25,514	24,519	22,964	23,648	22,317	23,711	23,382	23,865	23,014	23,042	23,394	22,200	25,240	210,165
Number of Trips Missed	12	40	20	13	20	15	23	35	5	59	42	18	33	250
<b>Of Trips Scheduled - % Missed</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>0.26%</b>	<b>0.18%</b>	<b>0.08%</b>	<b>0.13%</b>	<b>0.12%</b>
Of Trips Missed - Mechanical	8	18	9	10	18	7	17	11	2	9	5	14	18	101
On Time Performance %	93%	95%	93%	94%	96%	93%	92%	93%	86%	94%	97%	95%	97%	94%
<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	10	7	9	16	16	14	14	10	10	12	5	10	15	106
Road Calls for Mechanical	8	6	8	10	10	8	8	9	7	8	3	8	10	71
<b>Road Calls for Other</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>4</b>	<b>2</b>	<b>2</b>	<b>5</b>	<b>35</b>
<b>Miles Between Mechanical Road Calls</b>														
Bus Numbers														
100 - 199	11,404	12,386	11,593	11,548	12,695	12,687	10,056	10,213	12,430	12,372	12,120	10,658	14,016	
200 - 299	37,475	33,824	34,594	15,393	33,124	33,144	12,334	15,935	26,521	14,141	31,605	31,656	8,026	
300 - 399	45,850	40,487	38,003	35,151	10,970	39,070	18,851	38,778	36,116	18,990	33,343	8,663	18,262	
400 - 499	34,365	32,424	29,208	14,098	26,066	28,085	15,046	33,258	30,574	30,446	30,764	26,112	36,547	
500 - 519	30,387	56,858	11,363	48,164	14,551	24,755	25,710	25,160	24,606	50,933	51,424	22,335	53,301	
900 - 939	23,789	70,771	77,837	42,305	31,019	73,059	77,571	25,561	78,204	79,192	89,906	84,529	25,028	<i>Bus add - 12/09</i>
2000 - 2099	18,340	16,500	15,195	8,374	17,779	7,719	19,438	17,866	18,114	12,960	12,864	13,372	11,726	
9800 - 9809	16,680	5,207	11,721	14,048	11,198	11,888	12,623	12,844	7,614	7,013	5,588	7,086	7,403	
Fleet Avg.	37,032	45,611	32,951	26,925	23,947	32,860	32,946	30,203	36,969	32,397	89,205	31,593	29,173	33,349
Maintenance Pay Hours	4,489	4,381	4,381	4,212	4,343	4,614	4,090	4,437	4,064	4,008	4,229	3,673	4,196	37,654
No. Maint. Employees	26	26	26	26	26	26	26	25	25	25	24	24	25	25
<b>Maint. Emps/100K Miles</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>10</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>1</b>
Unscheduled Absences	3	1	6	3	1	1	4	0	2	2	2	2	4	2

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



## Route Description Summary

## AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
1	Rossmoor / Shadelands	412	377	385	394	373	381	386	385	376			
2	Rudgear / Walnut Creek	67	66	64	53	53	49	77	70	66			
4	Walnut Creek Downtown Shuttle	1,017	945	915	937	956	973	879	872	863			
4H **	Walnut Creek Extended Holiday Shuttle					35	48					0	
5	Creekside / Walnut Creek	73	70	74	77	79	76	72	70	75			
6	Lafayette / Moraga / Orinda	302	340	458	447	398	381	392	407	416			
6L	Orinda / Orinda Village	7	2	3	5	3	2	4	1	3			
7	Shadelands / Pleasant Hill / Walnut Creek	237	231	231	215	217	208	229	223	216			
9	DVC / Walnut Creek	606	570	652	640	589	567	571	595	625			
10	Concord / Clayton Rd	948	947	1,016	1,039	970	940	994	1,005	1,001			
11	Treat Blvd / Oak Grove	287	298	332	318	293	285	308	315	340			
14	Monument Blvd	699	663	719	714	651	657	678	633	644			
15	Treat Boulevard	496	464	594	572	497	486	481	532	563			
16	Alhambra Ave / Monument Blvd	652	662	729	742	701	680	690	703	720			
17	Olivera/Solano / Salvio / North Concord	263	273	341	317	296	291	287	287	294			
18	Amtrak / Merello / Pleasant Hill	404	413	482	469	458	417	411	455	446			
19	Amtrak / Pacheco Blvd / Concord	158	140	142	141	129	134	143	146	135			
20	DVC / Concord	1,065	1,053	1,279	1,257	1,189	1,108	1,029	1,211	1,215			
21	Walnut Creek / San Ramon Transit Center	645	642	648	625	616	616	604	603	620			
25	Lafayette / Walnut Creek	40	37	57	54	47	38	55	46	45			
28	North Concord / Martinez	283	283	306	330	316	274	304	332	332			
35	Dougherty Valley	356	321	383	389	353	352	372	372	380			
36	San Ramon / Dublin	237	246	256	268	260	257	259	257	255			
91X	Concord Commuter Express	43	47	40	42	40	41	39	41	37			
92X	Ace Shuttle Express	148	158	148	152	171	161	190	186	195			
93X	Kirker Pass Express	175	174	185	188	175	194	181	184	224			
95X	San Ramon / Danville Express	110	113	120	121	153	153	174	169	197			
96X	Bishop Ranch Express	425	395	394	404	425	453	492	488	503			
97X	Bishop Ranch Express	70	78	75	77	84	83	94	91	108			
98X	Martinez Express	358	354	385	360	381	362	318	329	342			
250 *	St Mary's College Gael Rail Shuttle		7	9	9	5	7	7	6	7			
600's	Select Service	38	398	1,242	1,291	957	848	1,144	1,150	1,148			
<b>TOTALS</b>		<b>10,622</b>	<b>10,763</b>	<b>12,658</b>	<b>12,643</b>	<b>11,835</b>	<b>11,516</b>	<b>11,860</b>	<b>12,160</b>	<b>12,387</b>			

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 Summary

## AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
<b>SATURDAY</b>		<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	683	610	540	516	542	574	571	533	473			
4H **	Walnut Creek Extended Holiday Shuttle					12	61			0			
6	Lafayette / Moraga / Orinda	67	88	167	136	128	66	120	128	154			
250 *	St Mary's College Gael Rail Shuttle	0	8	36	23	23	8	22	24	22			
301	Rossmoor / John Muir Medical Center	90	78	112	94	87	59	91	79	81			
311	Concord / Oak Grove / Treat Blvd / WC	191	206	221	184	226	208	201	191	182			
314	Clayton Rd / Monument Blvd / PH	1,040	1,021	1,062	1,065	979	935	957	1,003	942			
315	Concord / Willow Pass / Landana	82	74	70	92	56	53	73	82	82			
316	Alhambra / Merello / Pleasant Hill	291	289	300	293	297	275	309	293	279			
320	DVC / Concord	206	234	249	207	152	113	164	209	193			
321	San Ramon / Walnut Creek	272	269	284	252	258	230	283	250	260			
<b>TOTALS</b>		<b>2,922</b>	<b>2,878</b>	<b>3,040</b>	<b>2,863</b>	<b>2,760</b>	<b>2,582</b>	<b>2,791</b>	<b>2,793</b>	<b>2,667</b>	<b>0</b>	<b>0</b>	<b>0</b>

Route	Destination Information	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11
<b>SUNDAY</b>		<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	420	469	457	384	413	350	394	483	356			
6	Lafayette / Moraga / Orinda	36	61	103	84	89	52	76	91	69			
250 *	St Mary's College Gael Rail Shuttle	0	10	18	17	19	5	11	17	7			
301	Rossmoor / John Muir Medical Center	56	68	87	68	73	66	35	73	58			
311	Concord / Oak Grove / Treat Blvd / WC	172	159	161	153	153	152	132	153	141			
314	Clayton Rd / Monument Blvd / PH	772	743	748	702	668	695	687	766	633			
315	Concord / Willow Pass / Landana	54	54	50	45	46	32	58	68	46			
316	Alhambra / Merello / Pleasant Hill	172	192	227	154	195	177	203	212	202			
320	DVC / Concord	91	134	122	115	94	114	125	142	128			
321	San Ramon / Walnut Creek	143	182	186	165	159	177	159	184	164			
<b>TOTALS</b>		<b>1,917</b>	<b>2,072</b>	<b>2,158</b>	<b>1,886</b>	<b>1,909</b>	<b>1,817</b>	<b>1,879</b>	<b>2,190</b>	<b>1,805</b>	<b>0</b>	<b>0</b>	<b>0</b>

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 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
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, 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, 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
92X	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, 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, 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

Route Description Summary

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, Chilpancingo 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  
MARCH FY10/11**

SUMMARY	MARCH FY09/10	MARCH FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	14,267	14,040	117,684	113,292
2 TOTAL ATTENDANTS	1,489	1,009	10,278	9,181
3 TOTAL COMPANIONS	63	97	1,704	640
4 TOTAL PASSENGERS	15,819	15,146	129,666	123,113
5 TOTAL SERVICE DAYS	31	31	269	271
6 VEHICLE REVENUE HOURS	7,696	7,279	63,063	61,273
7 VEHICLE SERVICE HOURS	9,248	8,917	76,286	74,750
8 VEHICLE NON REV HOURS	1,552	1,638	13,223	13,477
9 VEHICLE SERVICE MILES	148,713	141,206	1,232,504	1,168,489
10 VEHICLE REVENUE MILES	124,245	116,511	1,018,239	962,446
11 VEHICLE NON REV MILES	24,468	24,655	214,265	205,844
12 PASS. PER REVENUE HOUR	2.06	2.08	2.06	2.01
13 CLIENT PER REVENUE HOUR	1.85	1.93	1.87	1.85
14 PASS. PER SERVICE HOUR	1.71	1.70	1.70	1.65
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	1,321	1,038	21,077	8,513
18 SAME DAY TRIPS	166	248	1,018	1,839
19 SUBSCRIPTION TRIPS	9,707	9,454	43,624	67,943
20 DEMAND	4,560	4,496	19,652	32,659
21 FAREBOX REVENUE	\$16,585.00	\$15,819.50	\$144,027.13	\$129,737.00
22 PREPAID CLIENTS	\$30,922.50	\$30,478.50	\$204,509.78	\$230,427.00
23 COLLECTED BILLING	\$2,008.00	\$1,536.00	\$85,874.00	\$68,316.60
24 TOTAL REVENUE COLLECTED	\$49,515.50	\$47,834.00	\$434,410.91	\$428,480.60
25 CHARGEABLE ACCIDENTS	2	0	8	2
26 SERVICE COMPLAINTS	1	0	6	0
27 SERVICE COMMENDATIONS	2	0	13	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	3	25	25
30 DRIVER TURNOVER	0.0	2.1	8.0	2.08
31 SCHEDULE ADHERENCE	93%	94%	94%	95%
32 WHEELCHAIR BOARDING'S	4,041	3,520	33,336	29,464
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,865	10,149	N/A	N/A
35 UNDUPLICATED CLIENTS	1,133	1,083	N/A	N/A
36 NO-SHOWS	57	60	358	618
37 CANCELS	2,260	1,959	17,269	16,743
38 AVG. TRIP LENGTH (MILES)	9.4	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	19,475	18,416	172,334	162,116
42 FLEET M.P.G.	7.8	7.7	7.2	7.2
43 DRIVER ROAD CHECK	182	16	472	386
44 RIDER SURVEY'S	8	10	26	89
QUARTERLY STARTS (3RD)				
45 AMB LIFT BOARDINGS	5,604	9,060	16,488	26,232