

The County Connection

2477 Arnold Industrial Way Concord, CA 94520-5326 (925) 676-7500 www.cccta.org

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, June 3, 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 May 6, 2011* *Review/Action*
4. Maintenance *Review/Action*
 - a. Facility Paint Contract*
5. Planning and Scheduling *Review/Action*
 - a. Bus Shelter Status Report* *Information Only*
 - b. Maximum Passenger Loads on Weekend Routes*
6. Paratransit and Accessible Services *Review/Action*
 - a. Community Van Program* *Information Only*
7. Staff Reports – Detail on Wheelchair Boardings *Information Only*
 - a. Fixed Route Monthly Report – April 2011*
 - b. LINK Monthly Report – April 2011*
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.

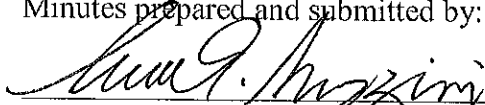
Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek


SUMMARY MINUTES
OPERATIONS & SCHEDULING (O&S) COMMITTEE
3338 Mt. Diablo Boulevard, Lafayette, CA
Meeting of Friday, May 6, 2011, @ 9:00 a.m.

Directors in Attendance: Director Horn, Director Uilkema, Director Schroder
Staff: Anne Muzzini, Rick Ramacier, Laramie Bowron
Guests:
Advisory Committee: Charles Hogle
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:** None
3. **Approval of O&S Summary Minutes for April 1st, 2011:** Minutes were approved.
4. **Maintenance:** None
5. **Planning and Scheduling:**
 - a) **Concord Pavilion Service:** Mr. Bowron reported on Pavilion shuttle performance in 2010 then proceeded to explain that the Pavilion concert shuttle service is covered under the Charter Bus regulations and therefore it has to be made available to private charter operators. This year an interested party responded to the notice and they will be negotiating with LIVE Nation to operate the shuttle. CCCTA is unable to operate, unless negotiations fail, and the private charter operator withdraws. The Committee supported informing the Board and recommending that the General Manager be authorized to enter into an agreement with LIVE Nation only if Charter Regulations are met.
 - b) **Clipper Update:** Mr. Bowron reviewed with the Committee the status of Clipper implementation and the uncertainty of Phase III rollout, when CCCTA is scheduled. He reported that MTC has yet to finish Phase II and does not have a plan for the next phase. Mr. Ramacier reminded the Board that they had sent a combined letter with LAVTA, ECCTA, and WCCTA asking for Clipper and Phase III rollout. The next MTC meeting in June may yield better news.
6. **Paratransit and Accessible Services:** None
7. **Staff Reports**
 - a. **Fixed Route Reports – March 2011:** The reports were reviewed and discussed. Staff will respond to questions about the maximum load on weekends at the next meeting.
 - b. **LINK Monthly Reports – March 2011:** The reports were reviewed. Questions were asked about the increase in companions, the reduction in wheelchair boardings and the YTD increase in no shows. Staff was asked to report back on wheelchair boardings at the next meeting.
8. **Committee Comments:** None
9. **Future Agenda Items:** Community van project
10. **Next Scheduled Meeting:** The next meetings are scheduled for: **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

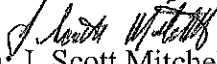
Minutes prepared and submitted by:


Anne Muzzini
Director of Planning and Marketing


Date

To: O&S Committee

Date: May 26, 2011

From: 
J. Scott Mitchell
Director of Maintenance

Reviewed By:

SUBJECT: Fluid Applied Roofing Contract

BACKGROUND:

The Central Contra Costa Transit Authority constructed its facilities at 2477 Arnold Industrial Way in 1986. After 26 years, time has taken its toll on the building roof and trim, and the time has come to replace the coating.

SUMMARY OF ISSUES:

The Authority has issued an Invitation For Bids (IFB) for an Applied Roofing Contract. Bid packages were offered to contractors who have a verified history of doing Fluid Applied Roofing Contracts. The roof coating process that Staff has selected is Eco friendly as it will provide additional insulation in both hot and cold seasons. The bid was advertised in the Contra Costa Times twice and with the Builders Exchange of Concord California. A pre-bid conference was held to allow bidders the opportunity to survey the existing conditions and understand the complexity of the job requirements. At the bid opening on May 20, 2011 at 2:00pm, four (4) bids were received from interested contractors. The four (4) bids received were 1) SLR Solano County Roofing \$613,700 2) Western Roofing Services \$499,241 3) ARC Andy's Roofing Corp. \$216,976 and D.C. Taylor Co. \$185,486. The apparent low bidder was D.C. Taylor Co. Staff has determined that the low bid is responsive and that the bidder is technically responsible to perform the required work.

OPTION 1:

The O&S committee recommends that the CCCTA Board award a contract to D.C. Taylor Co. for the coating contract.

OPTION 2:

The O&S Committee direct staff to re-advertise the procurement.

OPTION 3:

The O&S Committee recommend to not award a contract.

FINANCIAL IMPLICATIONS:

The Authority has approved grant funds available for this project. Funds are available from Grant (Fed) CA-09-Y037 in the amount of \$148,486 and Grant 10-0011-01 (TDA) in the amount of \$37,121. The combined total of \$185,607 will sufficiently fund the entire coating project. The A&F Committee has previously approved the funding source for this project.

RECOMMENDATIONS:

Staffs recommends that the O&S Committee recommend award of a contract to D.C. Taylor Co. for the replacement of coatings for the four (4) buildings.

ACTION REQUESTED:

The O&S Committee recommend to the Board of Directors at its June 16, 2011 meeting, the award of a contract by CCCTA to D.C. Taylor Co. for the replacement covering for the four buildings..

To: Operations and Scheduling Committee Date: March 25, 2011
From: Anne Muzzini, Director of Planning and Marketing *AM*
Reviewed By: *Sub*

SUBJECT: Bus Shelters Status Report

SUMMARY OF ISSUES:

Advertising versus Non Advertising: Bus shelters within Cities with an advertising contract (CBS Outdoor) have shelters installed and maintained by the contractor in trade for ad revenues. The following jurisdictions have ad contracts:

- Martinez
- Pleasant Hill
- Concord
- Contra Costa County
- San Ramon
- Walnut Creek - council approval; in negotiation

CCCTA Owned: The first shelters purchased by CCCTA were the concrete and steel "bunker" style and many of these are still in service. CCCTA later installed some aluminum shelters. In all cases, whether CBS or CCCTA owned, shelters are maintained through a contract between CBS and the Regional Center.

Recent Activities: The planning staff has developed a funding proposal for a bus stop access project whereby locations would be selected for improvements whether sidewalk, shelter, or information. The Caltrans planning funds (\$90,000) would pay for the design of access projects for as many as 50 stop locations. The specific project designs could then be used to support construction grant opportunities. Potentially Measure J funds for livable communities could be used to make transit access improvements.

In addition to setting the stage for transit access improvement grants, staff has been working to develop the Top 25 bus stops list. Stops are ranked by the number of boardings per day and do not include BART stations. The stops have been analyzed to determine what improvements need to be made, and in some cases there are steps within our control. In some cases this means working with the jurisdiction and CBS to get an ad shelter placed at the stop.

The City of Walnut Creek has decided to pursue an advertising contract and once completed, old shelters will be replaced with new ones that feature solar powered lighting.

Top 26 Stops - Excluding BART, DVC, and Transit Center
Average Weekday - Winter Bid 2010

Stop Description	Ons	Offs	Notes	To Do
BROADWAY PLAZA/FOUNTAIN	156	257	No Shelter	Work with City, CBS Outdoor, Broadway Plaza to get shelter
CONTRA COSTA BLVD/MIKING DR	155	22	City of P.Hill, mid block cross, ad shelter too small, City developing plan for area	Monitor City development plan
MIRAMONTE HIGH SCHOOL	86	0	Waiting canopy, school property	
CHEVRON	78	89	Shelter OK as is	
CLAYTON RD/AYERS RD	77	18	City of Concord, bench, no shelter	Work with City and CBS Outdoor to get ad shelter here
ROSSMOOR SHOPPING CENTER	73	45	Shelter OK as is	
CAMINO PABLO/BROOKWOOD RD	72	2	City of Orinda, shelter here	Shelter upgrade
MONUMENT BLVD/LACEY LN	67	49	City of Concord, bench, no shelter	Work with City and CBS Outdoor to get ad shelter here
MAIN ST/DUNCAN ST	62	5	City of Walnut Creek, no shelter but fountain bench and building overhang	
CAMINO RAMON/BISHOP RANCH 7	61	88	Bishop Ranch shelter	
ACE TRAIN STATION	61	55	No shelter for bus passengers, fairground property	Need to develop new plan for bus area
ST MARYS COLLEGE	60	54	Shelter OK as is	
MONUMENT BLVD/OAK GROVE RD	60	38	City of Concord, has new ad shelter	
SUN VALLEY BLVD/SANTA MONICA DR	59	8	City of Concord, has bench, needs shelter	Work with City and CBS Outdoor to get ad shelter here
ALHAMBRA/COUNTY HOSPITAL	59	10	City of Martinez, old shelter	Could use upgraded shelter

Top 26 Stops - Excluding BART, DVC, and Transit Center
Average Weekday - Winter Bid 2010

Stop Description	Ons	Offs	Notes	To Do
CONTRA COSTA BLVD/GOLF CLUB RD	56	13	City of Pleasant Hill, has bench, needs shelter	Work with City and CBS Outdoor to get ad shelter here
BROADWAY PLAZA/SOUTH MAIN ST	55	6	City of Walnut Creek, no shelter but Stanfords wall like bench	
1301 BROADWAY PLAZA	53	3	City of WC, Macys, bench, no shelter	
SUNSET DR/BISHOP DR	53	24	Bishop Ranch shelter	
CRESCENT PLAZA/CRESCENT DR	50	20	City of Pleasant Hill, has 2 person ad shelter	Could use bigger shelter
CLAYTON RD/GLAZIER DR	46	18	City of Concord, no shelter or bench	Work with City and CBS Outdoor to get ad shelter here
CLAYTON RD/THORNWOOD DR	44	12	City of Concord, no shelter or bench	Work with City and CBS Outdoor to get ad shelter here or at least a bench
CLAYTON RD/KIRKER PASS RD	44	6	City of Concord, no shelter, ?bench	Work with City and CBS Outdoor to get ad shelter here or at least a bench
GATEWAY BLVD/WILLOW PASS RD	43	34	City of Concord, no shelter or bench	Work with City and CBS Outdoor to get ad shelter here or at least a bench
CLAYTON RD/DENKINGER CT	43	18	City of Concord, no shelter, has bench	Work with City and CBS Outdoor to get ad shelter here
MONUMENT BLVD/LACEY LN	40	59	City of Concord, no shelter, has bench	Work with City and CBS Outdoor to get ad shelter here

To: Operations and Scheduling Committee

Date: May 24, 2011

From: Anne Muzzini, Director of Planning and Marketing

Reviewed By: *Putz*

AM

SUBJECT: Maximum Load Report

SUMMARY OF ISSUES:

The Operations and Scheduling Committee asked for a report on the maximum loads carried on weekend routes. The following data shows the highest number of passengers that are ever on the bus at one time in other words the maximum load.

Route	Max Load	
	Saturday	Sunday
4	29	32
6	31	17
301	13	12
311	21	48
314	45	28
315	17	45
316	26	28
320	22	19
321	36	28

During the weekday there are two regular routes with a maximum load less than 12 passengers; route #25 and route #2. Routes with a maximum load of 12 or less could be operated with a paratransit size vehicle.

The weekday maximum load report is attached.

RECOMMENDATIONS: None at this time

FINANCIAL IMPLICATIONS: None at this time

2010 Winter Bid Load Factor			
Weekday Route	Max Load	Average Seats	Load Factor
649	5	39	12.8%
607	7	39	17.9%
616	8	39	20.5%
610	9	39	23.1%
608	10	39	25.6%
609	10	39	25.6%
25	10	32	31.3%
2	8	23	34.8%
97X	15	43	34.9%
98X	14	39	35.9%
19	16	39	41.0%
28	16	39	41.0%
627	16	39	41.0%
7	17	39	43.6%
16	18	39	46.2%
36	18	39	46.2%
6	19	39	48.7%
603	20	39	51.3%
15	21	39	53.8%
622	21	39	53.8%
9	22	39	56.4%
11	22	39	56.4%
613	22	39	56.4%
626	22	39	56.4%
17	23	39	59.0%
612	23	39	59.0%
619	23	39	59.0%
5	14	23	60.9%
35	24	39	61.5%
14	27	39	69.2%
636	27	39	69.2%
1	16	23	69.6%
625	28	39	71.8%
18	29	39	74.4%
21	29	39	74.4%
614	29	39	74.4%
91X	29	39	74.4%
10	30	39	76.9%
615	30	39	76.9%
601	31	39	79.5%
611	31	39	79.5%
95X	32	39	82.1%
605	19	23	82.6%
635	35	39	89.7%
92X	39	43	90.7%
4	21	23	91.3%
96X	40	43	93.0%
93X	41	43	95.3%
20	39	39	100.0%
623	39	39	100.0%

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

Date: March 27, 2011

SUBJECT: Community Van Program

SUMMARY OF ISSUES:

The Community Van Program was developed as a way to support nonprofit community agencies that provide transportation to ADA eligible riders. Used vans were given to agencies through a process that ensured that they were able to provide insurance, maintain it, and certification that they were providing trips to individuals who would be LINK riders otherwise.

Board authorization: The general manager was authorized to implement the community van program in Resolution 2006-025 which is attached.

Vans available: Staff has analyzed the forty two vans due for replacement and has picked the ten in the best condition. Mileage on the selected vehicles range from 198,000 to 270,000 miles.

Funding: There is a grant (Lifeline) approved to fund maintenance expenses incurred by agencies for these vans, however the match requirement is 50%. In 20006 agencies were given a \$5,000 credit paid on a reimbursement method.

Agencies: These successfully met the requirements in the 2006 program: Mt. Diablo Rehab., City of San Ramon Senior Center, City of Lafayette Senior Transportation Project, and the Contra Costa ARC (Assoc. of Retarded Citizens).

Process:

- 1) Staff will solicit applications (attached) from Community Based Organizations. Applications will be evaluated in terms of the criteria of the program:
 - Financial capacity and ability to operate the vehicle
 - Service to ADA rider population
 - Willingness to sign certifications and assurances
- 2) Review of applications at staff, and advisory committee level.
- 3) Board award and contract approval

RECOMMENDATIONS:

Staff recommends that the O&S Committee support implementation of the 2011 Community Van Program and that ten 2002 retired vans be made available.

Community Connection Van Application Requirements

1. Description of your Community Based Organization, including
 - a. Number of Years in Existence
 - b. Program location and hours of operation
 - c. Mission or Purpose
 - d. Major client group and where they live
 - e. Program eligibility criteria
 - f. Number of clients
 - g. Legal status (non profit, government sponsored, etc)
 - h. Major funding Sources
 - i. Governing body description and organizational chart
 - j. Description of how the CBO coordinates service with other agencies, if applicable
2. Description of need for the vehicle, including
 - a. Number of vehicles owned now
 - b. Whether or not your program includes the use of fixed route transportation for those clients that can use fixed route
 - c. How clients currently access services
 - d. How having the van will benefit your program clients
3. Description of how the CBO will meet the ADA rider criteria
 - a. Provide information on how the CBO will meet the minimum criteria of 50 trips per month to ADA eligible clients. How many trips per month will the CBO provide with this vehicle, and how many of those trips will be provided to ADA eligible individuals
 - b. If CBO can exceed the 50 trips per month, please describe how many additional trips can be expected per month, and the basis for this assumption (extra points will be given for those who can exceed 50 trips per month)
4. Financial Capacity
 - a. Description of funding sources, and a five year funding history
 - b. Most current agency/program financial audit
 - c. Transportation budget including: one year drivers salary, benefits, insurance premiums, fuel cost.
5. Certifications and Assurances:
 - a. CBO will: repaint vans, provide insurance, provide necessary reports, agrees to terms and conditions, cover all operating cost.

RESOLUTION NO. 2006-025

BOARD OF DIRECTORS, CENTRAL CONTRA COSTA TRANSIT AUTHORITY

* * *

AUTHORIZING THE GENERAL MANAGER TO IMPLEMENT A PROGRAM FOR USE OF SURPLUS LINK VANS BY COMMUNITY BASED PROGRAMS

WHEREAS, the County of Contra Costa and the Cities of Clayton, Concord, the Town of Danville, Lafayette, Martinez, the Town of Moraga, Orinda, Pleasant Hill, San Ramon and Walnut Creek (hereinafter "Member Jurisdictions") have formed the Central Contra Costa Transit Authority ("CCCTA"), a joint exercise of powers agency created under California Government Code Section 6500 et seq., for the joint exercise of certain powers to provide coordinated and integrated public transportation services within the area of its Member Jurisdictions; and

WHEREAS, the CCCTA Board of Directors desires to support community based programs that provide or wish to provide transportation services to elderly and disabled persons in support of CCCTA goals and the goals of the community based programs; and

WHEREAS, CCCTA has surplus vans which have been replaced through the MTC Capital Priorities process that still maintain a useful life; and

WHEREAS, CCCTA has established guidelines to make these vans available to community based programs that provide both protection for CCCTA and opportunities for the community based organization that receives the vehicle; and

WHEREAS, the provision of these vans to community based programs will ease the demand on LINK for service to some ADA eligible individuals and, at the same time, be available to provide transportation through the community based organization to other individuals.

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the Central Contra Costa Transit Authority, that the General Manager, or his designee, is hereby authorized to implement a program to make surplus LINK vans available to community based programs in a manner that releases CCCTA from liability and also supports the use of the vehicle for the provision of transportation to ADA eligible individuals that might otherwise use LINK in a form approved by CCCTA Legal Counsel.

Regularly passed and adopted this 15th day of December, 2005 by the following vote:

AYES: Directors Angeli, Dessayer, Horn, Hudson, Manning, Rainey, Schroder, and Uilkema

NOES: None

ABSTENTIONS: None

ABSENT: Directors Hoffmeister, Shimansky and Wheatland

Susanne Angeli, Chair, Board of Directors

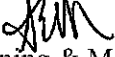
ATTEST:

Janet Madrigal, Clerk to the Board

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 April 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	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 S RTP

Analysis

Average weekday ridership in April (12,279 passengers) is consistent with the prior month of March (12,387 passengers), and higher than April of last year (11,217 passengers). See the attached table showing weekday boardings trend. Productivity in April was equal to 16.2 passengers per hour as compared to March's 16.1 passengers per hour.

The percentage of missed trips was lower in April (0.07%) as compared to the prior month of in March (0.13%) . The YTD average is 0.11% missed trips.

The number of miles between roadcalls was equal to 38,118 miles in April which is higher than prior month of 29,173 miles in March. The year to date average is 37,654 miles between roadcalls.

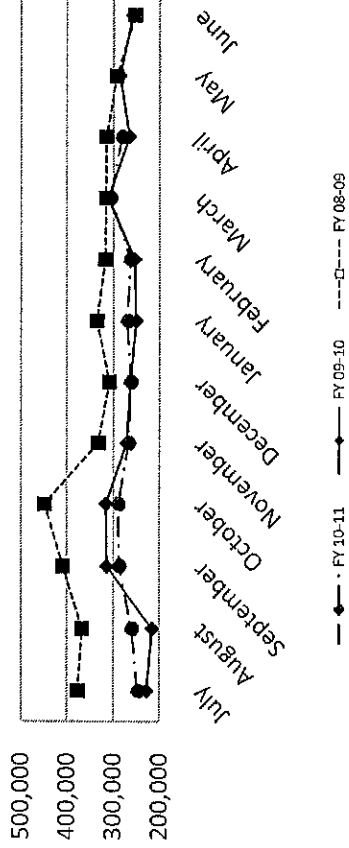
TRANSPORTATION		2010 April	2010 May	2010 June	2010 July	2010 August	2010 September	2010 October	2010 November	2010 December	2011 January	2011 February	2011 March	2011 April	FY10 FISCAL YTD
Number of Buses		131	131	131	131	131	131	131	131	131	131	131	131	131	131
Totals Hub Miles		273,663	263,604	269,248	239,465	262,880	263,567	271,831	258,784	259,176	267,614	252,745	291,732	266,823	2,634,617
Work Days		30	30	30	30	31	30	31	29	30	30	28	31	30	300
Revenue Hours		18,386	17,969	17,987	17,233	17,560	17,210	17,608	17,088	16,985	17,430	16,410	18,793	17,344	173,661
Operator Pay Hours		31,135	31,854	30,591	30,549	30,929	30,043	32,425	30,939	37,371	31,225	28,159	31,195	30,644	313,479
Number of Operators		169	168	168	166	166	166	163	162	162	165	165	165	162	164
Unscheduled Absences		397	344	263	350	381	331	469	497	476	411	311	345	345	3,916
FT Protection		31	63	42	31	29	10	74	23	29	45	30	18	20	309
Worker Comp.		152	141	125	119	132	113	164	144	164	115	80	82	84	1,197
Sick leave		214	140	96	200	220	208	231	330	283	251	201	245	192	2,361
Collision Accidents		5	4	8	2	6	3	7	4	8	7	5	8	6	56
Passenger Accidents		16	9	12	8	10	5	6	13	11	3	15	19	10	100
Total Chargeable Collisions		0	3	4	0	1	1	4	1	2	5	3	4	1	22
Chargeable/100K Miles		0.00	1.13	1.48	0.00	0.38	0.37	1.47	0.38	0.77	1.86	1.18	1.37	0.37	0.83
Number of Trips Scheduled		24,519	22,964	23,648	22,317	23,711	23,382	23,865	23,014	23,042	23,394	22,200	25,240	23,455	233,620
Number of Trips Missed		40	20	13	20	15	23	35	5	59	42	18	33	17	267
Of Trips Scheduled - % Missed		0.16%	0.09%	0.05%	0.09%	0.06%	0.10%	0.15%	0.02%	0.26%	0.18%	0.08%	0.13%	0.07%	0.11%
Of Trips Missed - Mechanical		18	9	10	18	7	17	11	2	9	5	14	18	5	106
On Time Performance %		95%	93%	94%	96%	93%	92%	93%	86%	94%	97%	95%	97%	95%	94%
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		7	9	16	16	14	14	10	10	12	5	10	15	10	116
Road Calls for Mechanical		6	8	10	10	8	8	9	7	8	3	8	10	7	78
Road Calls for Other		1	1	6	6	6	6	1	3	4	2	2	5	3	38

Miles Between Mechanical Road Calls

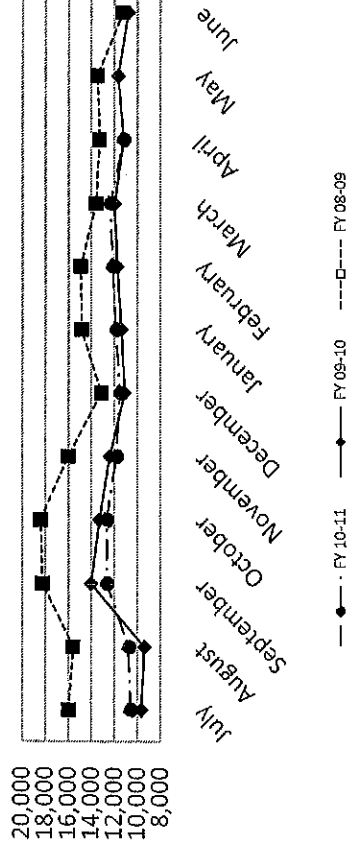
Bus Numbers	12,695	12,687	10,056	10,213	12,430	12,372	12,120	10,658	14,016	11,024
100 - 199	12,386	11,593	11,548	12,386	12,430	12,372	12,120	10,658	14,016	11,024
200 - 299	33,824	34,594	15,393	15,935	26,521	14,141	31,605	31,656	8,026	27,689
300 - 399	40,487	38,003	35,151	38,778	36,116	18,990	33,343	8,663	18,262	37,475
400 - 499	32,424	29,208	14,098	33,258	30,574	30,446	30,764	26,112	36,547	33,259
500 - 519	56,858	11,363	48,164	26,066	24,606	50,933	51,424	22,335	53,301	47,902
900 - 939	70,771	77,837	42,305	14,551	78,204	79,192	89,906	84,529	25,028	43,507
2000 - 2099	16,500	15,195	8,374	31,019	18,114	12,960	12,864	13,372	11,726	13,806
9800 - 9809	5,207	11,721	14,048	11,198	7,614	7,013	5,588	7,086	7,403	8,654
Fleet Avg.	45,611	32,951	26,925	30,203	36,969	32,397	89,205	31,593	29,173	38,118
Maintenance Pay Hours	4,381	4,381	4,212	4,343	4,064	4,008	4,229	3,673	4,196	4,154
No. Maint. Employees	26	26	26	26	25	25	24	24	25	26
Maint. Empls/100K Miles	10	10	10	11	10	10	9	9	9	10
Unscheduled Absences	1	6	3	1	2	2	2	2	4	5

Bus add - 12/09

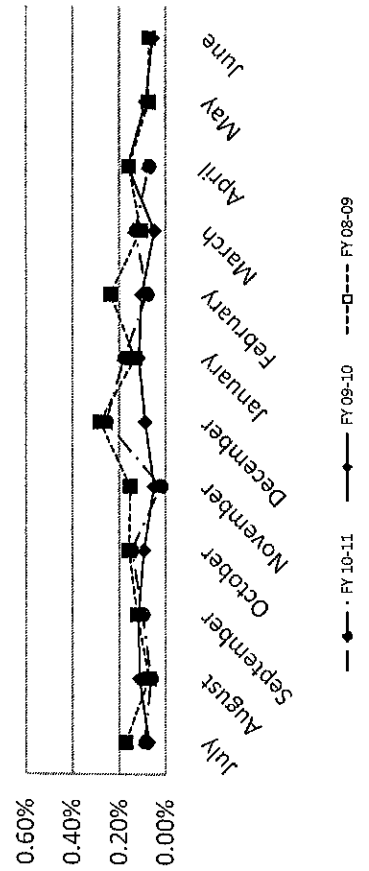
Total Passengers



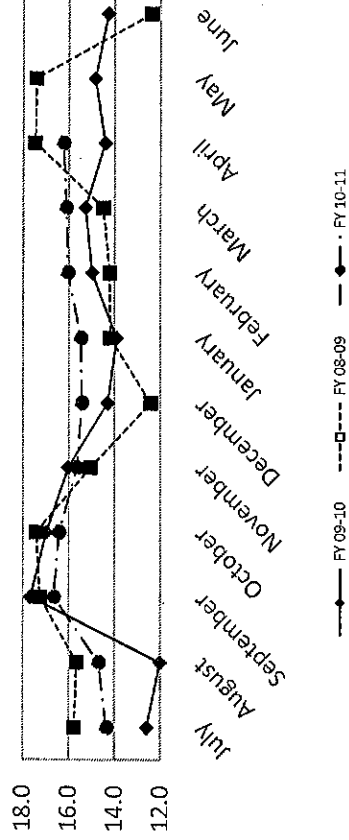
Average Weekday Passengers



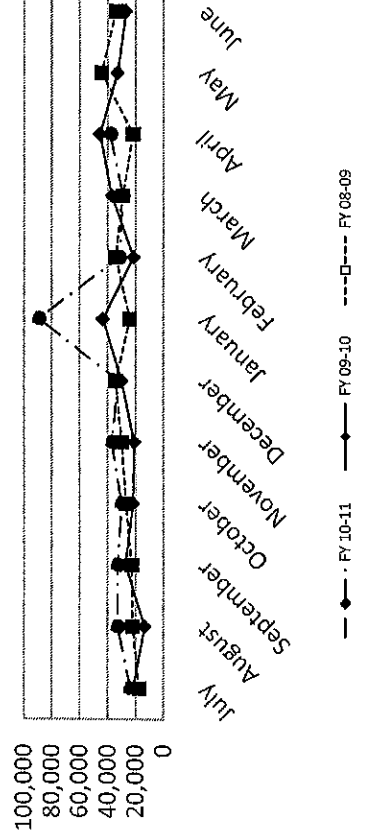
Missed Trips - % of Trips Scheduled



Passengers per Revenue Hour



Miles Between Roadcalls



Route Description Summary

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
April 2011 - Fixed Route Boardings	281,454	Revenue Hours -	April 11	17,344	Weekdays - April 11	21	Fiscal 2011 YTD	2,734,078
Pavilion	0		April 10	18,397	April 10	22		
Bus Bridge	0	Revenue Miles -	April 11	189,870	Saturdays - April 11	5	Fiscal 2010 YTD	2,691,839
Special Event	0		April 10	202,560	April 10	4		
					Sundays - April 11	4		
					April 10	4		
April 2011 Total Boardings	281,454	Passengers per Mile	1.48	Total Days - 2011	30	YTD Trend	98.4%	
April 2010 Total Boardings	265,121	Passengers per Hour	16.23	2010	30	Monthly Trend	93.8%	

April 2011 Fixed Route Passenger Total						April 2011	April 2011
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	8,858			8,858	422	16.4
2	Rudgear / Walnut Creek	1,397			1,397	67	7.5
4	Walnut Creek Downtown Shuttle	19,321	2,998	1,366	23,685	920	26.2
5	Creekside / Walnut Creek	1,606			1,606	76	8.3
6	Lafayette / Moraga / Orinda	7,827	725	350	8,901	373	12.6
6L	Orinda / Orinda Village	40			40	2	2.1
7	Shadelands / Pleasant Hill / Walnut Creek	4,626			4,626	220	6.8
9	DVC / Walnut Creek	12,413			12,413	591	14.3
10	Concord / Clayton Rd	21,956			21,956	1,046	27.0
11	Treat Blvd / Oak Grove	6,899			6,899	329	18.5
14	Monument Blvd	13,533			13,533	644	16.3
15	Treat Boulevard	11,693			11,693	557	19.5
16	Alhambra Ave / Monument Blvd	15,507			15,507	738	14.2
17	Oliviera/Solano / Salvio / North Concord	5,782			5,782	275	14.5
18	Amtrak / Merello / Pleasant Hill	9,445			9,445	450	14.4
19	Amtrak / Pacheco Blvd / Concord	3,177			3,177	151	10.9
20	DVC / Concord	23,841			23,841	1,135	25.2
21	Walnut Creek / San Ramon Transit Center	13,204			13,204	629	13.9
25	Lafayette / Walnut Creek	1,023			1,023	49	4.2
28	North Concord / Martinez	6,017			6,017	287	9.5
35	Dougherty Valley	8,056			8,056	384	11.8
36	San Ramon / Dublin	5,507			5,507	262	9.8
91X	Concord Commuter Express	909			909	43	12.1
92X	Ace Shuttle Express	3,864			3,864	184	22.2
93X	Kirker Pass Express	4,690			4,690	223	18.0
95X	San Ramon / Danville Express	3,821			3,821	182	18.0
96X	Bishop Ranch Express	10,403			10,403	495	16.0
97X	Bishop Ranch Express	2,146			2,146	102	10.5
98X	Martinez Express	7,394			7,394	352	13.3
250 *	Gael Rail Service	74	69	30	173	8	1.8
301	Rossmoor / John Muir Medical Center		483	230	713	0	9.5
311	Concord / Oak Grove / Treat Blvd / WC		1,089	523	1,612	0	11.8
314	Clayton Rd / Monument Blvd / PH		5,708	3,053	8,760	0	24.1
315	Concord / Willow Pass / Landana		466	269	736	0	12.2
316	Alhambra / Merello / Pleasant Hill		1,662	790	2,452	0	15.5
320	DVC / Concord		1,121	567	1,688	0	14.7
321	San Ramon / Walnut Creek		1,390	706	2,096	0	13.3
600's	Select Service	22,831			22,831	1,087	25.8
TOTALS		257,859	15,712	7,883	281,454	12,279	16.2

* Data from Link

** Seasonal Route

APRIL 2011 PRODUCTIVITY

(sorted by 'Pass / Rev Hr' - descending)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
10	Concord / Clayton Rd	21,956	1,046	27
4	Walnut Creek Downtown Shuttle	23,685	920	26
600's	Select Service	22,831	1,087	26
20	DVC / Concord	23,841	1,135	25
314	Clayton Rd / Monument Blvd / Pleasant Hill	8,760		24
92X	Ace Shuttle Express	3,864	184	22
15	Treat Boulevard	11,693	557	20
11	Treat Blvd / Oak Grove	6,899	329	18
93X	Kirker Pass Express	4,690	223	18
95X	San Ramon / Danville Express	3,821	182	18
1	Rossmoor / Shadelands	8,858	422	16
14	Monument Blvd	13,533	644	16
96X	Bishop Ranch Express	10,403	495	16
316	Alhambra / Merello / Pleasant Hill	2,452		15
320	DVC / Concord	1,688		15
17	Olivera/Solano / Salvio / North Concord	5,782	275	14
18	Amtrak / Merello / Pleasant Hill	9,445	450	14
9	DVC / Walnut Creek	12,413	591	14
16	Alhambra Ave / Monument Blvd	15,507	738	14
21	Walnut Creek / San Ramon Transit Center	13,204	629	14
98X	Martinez Express	7,394	352	13
321	San Ramon / Walnut Creek	2,096		13
6	Lafayette / Moraga / Orinda	8,901	373	13
315	Concord / Willow Pass / Landana	736		12
91X	Concord Commuter Express	909	43	12
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,612		12
35	Dougherty Valley	8,056	384	12
19	Amtrak / Pacheco Blvd / Concord	3,177	151	11
97X	Bishop Ranch Express	2,146	102	11
36	San Ramon / Dublin	5,507	262	10
301	Rossmoor / John Muir Medical Center	713		9
28	North Concord / Martinez	6,017	287	9
5	Creekside / Walnut Creek	1,606	76	8
2	Rudgear / Walnut Creek	1,397	67	8
7	Shadelands / Pleasant Hill / Walnut Creek	4,626	220	7
25	Lafayette / Walnut Creek	1,023	49	4
6L	Orinda / Orinda Village	40	2	2
250 *	Gael Rail Service	173	8	2

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	Mar-11	Apr-11	May-11	Jun-11
1	Rossmoor / Shadelands	412	377	385	394	373	381	386	385	376	422		
2	Rudgear / Walnut Creek	67	66	64	53	53	49	77	70	66	67		
4	Walnut Creek Downtown Shuttle	1,017	945	915	937	936	973	879	872	863	920		
4H **	Walnut Creek Extended Holiday Shuttle					35	48			0	0		
5	Creekside / Walnut Creek	73	70	74	77	79	76	72	70	75	76		
6	Lafayette / Moraga / Orinda	302	340	458	447	398	381	392	407	416	373		
6L	Orinda / Orinda Village	7	2	3	5	3	2	4	1	3	2		
7	Shadelands / Pleasant Hill / Walnut Creek	237	231	231	215	217	208	229	223	216	220		
9	DVC / Walnut Creek	606	570	652	640	589	567	571	595	625	591		
10	Concord / Clayton Rd	948	947	1,016	1,039	970	940	994	1,005	1,001	1,046		
11	Treat Blvd / Oak Grove	287	298	332	318	293	285	308	315	340	329		
14	Monument Blvd	699	663	719	714	651	657	678	633	644	644		
15	Treat Boulevard	496	464	594	572	497	486	481	532	563	557		
16	Alhambra Ave / Monument Blvd	652	662	729	742	701	680	690	703	720	738		
17	Olivera/Solano / Salvio / North Concord	263	273	341	317	296	291	287	287	294	275		
18	Amtrak / Merello / Pleasant Hill	404	413	482	469	458	417	411	455	446	450		
19	Amtrak / Pacheco Blvd / Concord	158	140	142	141	129	134	143	146	135	151		
20	DVC / Concord	1,065	1,053	1,279	1,257	1,189	1,108	1,029	1,211	1,215	1,135		
21	Walnut Creek / San Ramon Transit Center	645	642	648	625	616	616	604	603	620	629		
25	Lafayette / Walnut Creek	40	37	57	54	47	38	55	46	45	49		
28	North Concord / Martinez	283	283	306	330	316	274	304	332	332	287		
35	Dougherty Valley	356	321	383	389	353	352	372	372	380	384		
36	San Ramon / Dublin	237	246	256	268	260	257	259	257	255	262		
91X	Concord Commuter Express	43	47	40	42	40	41	39	41	37	43		
92X	Ace Shuttle Express	148	158	148	152	171	161	190	186	195	184		
93X	Kirker Pass Express	175	174	185	188	175	194	181	184	224	223		
95X	San Ramon / Danville Express	110	113	120	121	153	153	174	169	197	182		
96X	Bishop Ranch Express	425	395	394	404	425	453	492	488	503	495		
97X	Bishop Ranch Express	70	78	75	77	84	83	94	91	108	102		
98X	Martinez Express	358	354	385	360	381	362	318	329	342	352		
250 *	St Mary's College Gael Rail Shuttle		7	9	9	5	7	7	6	7	8		
600's	Select Service	38	398	1,242	1,291	957	848	1,144	1,150	1,148	1,087		
TOTALS		10,622	10,763	12,658	12,643	11,835	11,516	11,860	12,160	12,387	12,279		

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	Mar-11	Apr-11	May-11	Jun-11
		5 Days	4 Days	4 Days	5 Days	4 Days	5 Days	4 Days	4 Days	4 Days	5 Days	4 Days	4 Days
SATURDAY													
4	Walnut Creek Downtown Shuttle	683	610	540	516	542	574	571	533	473	600		
4H **	Walnut Creek Extended Holiday Shuttle				61	12	0			0			
6	Lafayette / Moraga / Orinda	67	88	167	136	128	66	120	128	154	145		
250 *	St Mary's College Gael Rail Shuttle	0	8	36	23	23	8	22	24	22	14		
301	Rossmoor / John Muir Medical Center	90	78	112	94	87	59	91	79	81	97		
311	Concord / Oak Grove / Treat Blvd / WC	191	206	221	184	226	208	201	191	182	218		
314	Clayton Rd / Monument Blvd / PH	1,040	1,021	1,062	1,065	979	935	957	1,003	942	1,142		
315	Concord / Willow Pass / Landana	82	74	70	92	56	53	73	82	82	93		
316	Alhambra / Merello / Pleasant Hill	291	289	300	293	297	275	309	293	279	332		
320	DVC / Concord	206	234	249	207	152	113	164	209	193	224		
321	San Ramon / Walnut Creek	272	269	284	252	258	230	283	250	260	278		
TOTALS		2,922	2,878	3,040	2,863	2,760	2,582	2,791	2,793	2,667	3,142	0	0

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
		4 Days	5 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	4 Days	5 Days	4 Days
SUNDAY													
4	Walnut Creek Downtown Shuttle	420	469	457	384	413	350	394	483	356	341		
6	Lafayette / Moraga / Orinda	36	61	103	84	89	52	76	91	69	87		
250 *	St Mary's College Gael Rail Shuttle	0	10	18	17	19	5	11	17	7	8		
301	Rossmoor / John Muir Medical Center	56	68	87	68	73	66	35	73	58	58		
311	Concord / Oak Grove / Treat Blvd / WC	172	159	161	153	153	152	132	153	141	131		
314	Clayton Rd / Monument Blvd / PH	772	743	748	702	668	695	687	766	633	763		
315	Concord / Willow Pass / Landana	54	54	50	45	46	32	58	68	46	67		
316	Alhambra / Merello / Pleasant Hill	172	192	227	154	195	177	203	212	202	197		
320	DVC / Concord	91	134	122	115	94	114	125	142	128	142		
321	San Ramon / Walnut Creek	143	182	186	165	159	177	159	184	164	176		
TOTALS		1,917	2,072	2,158	1,886	1,909	1,817	1,879	2,190	1,805	1,971	0	0

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, Riviera Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
6L	BART Orinda, Orinda Wy
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, 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 Lt, Village Pkwy, Dublin Blvd, BART Dublin

Operations Data Summary

RAMP EVENTS BY ROUTE

(sort by YTD Total - decending order)

Route	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	YTD Total
20	262	219	449	500	612	494	438	347	392	282			3,995
10	172	238	363	305	366	401	430	341	369	365			3,350
28	209	175	221	463	358	349	485	368	265	294			3,187
16	219	315	236	292	233	192	210	231	187	252			2,367
15	195	187	291	164	223	128	161	78	199	186			1,812
14	132	188	170	168	137	111	187	118	136	166			1,513
11	248	128	161	185	127	124	176	58	101	68			1,376
9	160	165	153	206	253	104	92	79	83	66			1,361
4	174	161	117	89	108	108	103	89	105	173			1,227
21	180	132	112	74	128	92	113	67	100	70			1,068
98X	125	105	75	142	107	71	43	100	115	172			1,055
314	92	103	120	104	54	57	53	98	76	134			891
18	131	49	62	69	49	47	51	129	162	129			878
6	121	142	177	152	120	41	18	27	32	42			872
17	99	75	101	62	58	51	61	74	116	80			777
35	104	120	34	25	55	79	114	94	76	59			760
1	102	78	26	61	73	85	57	67	80	72			701
36	91	136	122	56	39	5	27	42	8	45			571
7	58	49	32	11	43	31	82	24	21	37			388
19	68	26	25	47	46	21	21	51	43	30			378
600's		24	33	39	35	68	40	7	27	21			294
5	13	24	61	8	8	51	26	13	27	22			253
25	52	45	22	11	5		7	22	40	36			240
96X	25	16	8	15	20	15	27	23	38	53			240
2	18	24	28	37	30	15	44	12	8	5			221
320	44	17	28	28	9	15		16	26	34			217
311	32	24	20	25	4	6	14	23	27	39			214
316	37	6	12	8	7	11	5	31	24	29			170
95X	14	14	3	5	5	18	31	7	25	24			146
93X	11	15	16	8	11	6	17	8	22	6			120
321	7	15	3	33	17	11		12	1	6			105
97X	3	3	6	13	10	8	3	7	5	16			74
315	8	9	2	5			8	13	3	16			64
301	5	2	2	2	12		5	12	1	12			53
91X	2		5			5		0	2	8			22
92X	2	3			2	8	1	1	1	0			18
6L		1					1	0	0	1			3
Total	3,215	3,033	3,296	3,412	3,364	2,828	3,151	2,689	2,943	3,050	0	0	30,981
÷ 2 =	1,608	1,517	1,648	1,706	1,682	1,414	1,576	1,345	1,472	1,525	0	0	15,491

NOTE: * Data comes from Link Operators

** These are seasonal routes

CCCTA LINK
MONTHLY OPERATING SUMMARY
APRIL FY10/11

SUMMARY	APRIL FY09/10	APRIL FY 10/11	YTD FY09/10	YTD FY10/11
1 TOTAL CLIENTS	12,793	12,904	130,477	126,196
2 TOTAL ATTENDANTS	1,318	1,219	11,596	10,400
3 TOTAL COMPANIONS	55	78	1,759	718
4 TOTAL PASSENGERS	14,166	14,201	143,832	137,314
5 TOTAL SERVICE DAYS	30	30	299	301
6 VEHICLE REVENUE HOURS	7,134	6,401	70,196	67,674
7 VEHICLE SERVICE HOURS	8,626	7,946	84,912	82,696
8 VEHICLE NON REV HOURS	1,493	1,545	14,716	15,023
9 VEHICLE SERVICE MILES	134,992	128,077	1,367,496	1,296,566
10 VEHICLE REVENUE MILES	110,455	106,811	1,128,694	1,069,257
11 VEHICLE NON REV MILES	24,537	21,266	238,802	227,110
12 PASS. PER REVENUE HOUR	1.99	2.22	2.05	2.03
13 CLIENT PER REVENUE HOUR	1.79	2.02	1.86	1.86
14 PASS. PER SERVICE HOUR	1.64	1.79	1.69	1.66
15 PASS. PER SERVICE MILE	0.10	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,143	934	12,320	9,447
18 SAME DAY TRIPS	174	252	1,192	2,091
19 SUBSCRIPTION TRIPS	8,564	8,762	52,188	76,705
20 DEMAND	4,096	4,061	23,748	36,630
21 FAREBOX REVENUE	\$14,415.50	\$14,161.50	\$158,442.63	\$143,898.50
22 PREPAID CLIENTS	\$25,929.50	\$27,359.19	\$230,439.28	\$28,016.19
23 COLLECTED BILLING	\$10,392.00	\$6,672.00	\$96,266.00	\$74,988.60
24 TOTAL REVENUE COLLECTED	\$50,737.00	\$48,192.69	\$485,147.91	\$246,903.29
25 CHARGEABLE ACCIDENTS	1	0	9	2
26 SERVICE COMPLAINTS	1	1	7	1
27 SERVICE COMMENDATIONS	1	0	14	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	5	2	30	27
30 DRIVER TURNOVER	0.0	0.0	8.0	2.08
31 SCHEDULE ADHERENCE	94%	94%	94%	95%
32 WHEELCHAIR BOARDING'S	3,740	3,256	37,076	32,720
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,943	9,304	N/A	N/A
35 UNDUPLICATED CLIENTS	1,097	1,104	N/A	N/A
36 NO-SHOWS	56	46	414	664
37 CANCELS	2,289	1,856	19,558	18,599
38 AVG. TRIP LENGTH (MILES)	9.5	9.0	9.5	9.4
39 AVG. SM BUSES IN SERVICE	5	5	5	5
40 AVG. BUSES IN SERVICE	48	48	48	48
41 TOTAL FUEL/GALLONS	18,856	18,163	191,190	180,279
42 FLEET M.P.G.	7.2	7.1	7.2	7.2
43 DRIVER ROAD CHECK	133	22	605	408
44 RIDER SURVEY'S	8	12	34	101
45 AMB LIFT BOARDINGS	0	0	16,488	26,232