

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, October 28, 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 October 7, 2011* | Review/Action |
| 4. Selection of Chair | Action |
| 5. Maintenance - None | |
| 6. Planning and Scheduling | |
| a. Year End Performance Reports | Information Only |
| b. Van Donations – Requests will be presented at meeting | Review/Action |
| 7. Paratransit and Accessible Services | |
| 8. Staff Reports | Information Only |
| a. Fixed Route Monthly Report – September 2011* | |
| b. LINK Monthly Report – September 2011* | |
| 9. Committee Comments | Discussion Only |
| 10. Future Agenda Items | Discussion Only |
| 11. Next Scheduled Meeting | |
| 12. Adjournment | |

*Enclosure

2011-2012 O&S Committee
Erling Horn, Lafayette
Dave Hudson, San Ramon
Bob Simmons, Walnut Creek
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.

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Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek


**SUMMARY MINUTES
OPERATIONS & SCHEDULING COMMITTEE
3338 Mt. Diablo Boulevard, Lafayette, CA
Meeting of Friday, October 7, 2011, @ 9:30 a.m.**

Directors in Attendance: Director Horn, Director Uilkema, Director Simmons
Staff: Rick Ramacier, Anne Muzzini, Scott Mitchell
Members of the Public: Marci McGuire, Charles Hogle
Call to Order: Meeting called to order at 9:30 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 September 7, 2011:** Minutes were approved.
4. **Maintenance:** There were no items.
5. **Planning and Scheduling:**
 - a) Cal State East Bay Service Update: Ms. Muzzini reported that Cal State East Bay and CCCTA had come to an agreement after some contractual negotiations delayed service start and now service will begin on Monday October 10th.
 - b) Alamo Creek T-1: Staff presented information gathered about the Alamo Creek T-1 project the key points being that the County was collecting fees equal to \$279,460 per year intended for transit service to the neighborhood and that the County is still in the process of determining how best to use the funds. They plan on drafting a service plan within the next year. Mr. Ramacier suggested that staff come back with a service plan that could be presented to the County. All members agreed to this strategy.
 - c) Route #20 Service Change: Ms. Muzzini explained that the Route #20 was experiencing overcrowding and to address this she is planning on adding several new trips as part of the Winter bid changes. The additional 3.6 hours a day would have been offset by minor cuts to school trippers in the fall that were equal to 5.5 hours a day of service. The Committee supported this minor change that tunes service to ridership.
 - d) Dougherty Valley Agreement with County: Ms. Muzzini described the negotiated agreement whereby the County would use development fees collected for transit service in the Dougherty Valley to buy service above the minimum 5,000 hour per year level on the route #35. In the future the route would be under the wing of the CCCTA Board and service levels determined using system performance indicators. The Committee supported authorizing the General Manager to sign an agreement with the structure described.
 - e) Security Projects: Mr. Mitchell explained the staff recommendation to shift transit security funds from a perimeter security project to ITS peripherals (routers) for the buses and on-board security cameras. There was discussion about the capabilities of routers versus modems, security implications, and future web access. The Committee supported staff recommendation.
6. **Paratransit and Accessible Services:** There were no items
7. **Staff Reports**
 - a. Fixed Route Reports – August 2011: The reports were reviewed and discussed.
 - b. LINK Monthly Reports – August 2011: The reports were reviewed.

8. **Committee Comments:** There was discussion about the APTA conference information and in particular LAVTA's use of American Logistic Corp. to provide paratransit service.
9. **Future Agenda Items:**
10. **Next Scheduled Meeting:** The next meeting is scheduled for **October 28 and December 2 2011 at 9:00 a.m.** at 3338 Mt. Diablo Boulevard in Lafayette.
11. **Adjournment:** The meeting was adjourned at 10:30 am

Minutes prepared and submitted by: Anne Muzzini, Director of Planning and Marketing




The County Connection

Inter Office Memo

Agenda Item 6.a

TO: O&S Committee

DATE: October 21, 2011

FROM: Laramie Bowron 
Manager of Planning

SUBJ: Year-End Report

FY 2010-11 Year-End Report

Analysis

This report illustrates the County Connection's performance during the 2010-11 fiscal year. Performance is based on adopted standards and this report provides a comparison with FY 2009-10 performance. Overall, total ridership as well as average weekday ridership increased this year by 3.6% and 3.8% respectively while operating cost declined by 0.5%. This increased County Connection's efficiency (passengers/revenue hour) by nearly 7% and increased farebox recovery ratio by 0.3% over FY 2009-10.

This report also provides a breakdown of boardings by fare type as well as revenue and nonrevenue miles and hours by month.

CCCTA PERFORMANCE MEASUREMENT

Fiscal Years 2010 and 2011

PERFORMANCE MEASURE	FY 2010	FY 2011	% Change FY10 to FY11
Weekday Passenger Boardings	2,945,303	3,043,868	3.3%
Saturday Passenger Boardings	144,623	148,797	2.9%
Sunday Passenger Boardings	94,416	105,425	11.7%
Fixed Route Total Passengers	3,184,342	3,298,091	3.6%
Other Passengers ⁽¹⁾	51,380	6,431	(87.5%)
Grand Total Passenger Boardings	3,235,722	3,304,522	2.1%
Average Weekday Ridership	11,505	11,937	3.8%
Total Revenue Hours	215,703	208,901	(3.2%)
Total Revenue Miles	2,305,646	2,302,257	(0.1%)
Operating Cost ⁽²⁾	\$24,249,544	\$24,138,503 ⁽³⁾	(0.5%)
Farebox Revenue ⁽²⁾	\$4,175,831	\$4,170,752 ⁽³⁾	(0.1%)
Number of Weekdays	256	255	(0.4%)
Number of Saturdays	51	52	2.0%
Number of Sundays	52	52	0.0%
Total Scheduled Trips	284,085	280,578	(1.2%)
Total Missed Trips	264	323	22.3%
<u>Passenger Boardings per Day</u>			
Weekday	11,505	11,937	3.8%
Saturday	2,836	2,861	0.9%
Sunday	1,816	2,027	11.7%
Other Passengers (Composite Avg/day) ⁽¹⁾	143	18	(87.5%)
Grand Total (Composite Avg/day)	9,013	9,205	2.1%

(1) Other Passengers include Bus Bridges & Special Events

(2) FY09 Operating Cost & Farebox Revenue have been updated to "post Audit" figures

(3) FY10 Operating Cost & Farebox Revenue are not available / will be updated when audit is complete

CCCTA PERFORMANCE INDICATORS

Fiscal Years 2010 and 2011

PERFORMANCE INDICATOR	FY 2010	FY 2011	% Change FY10 to FY11
Passengers/Revenue Hour	14.76	15.79	6.9%
Passengers/Revenue Mile	1.4	1.4	3.7%
Cost/Revenue Hour	\$112.42	\$115.55	2.8%
Cost/Passenger	\$7.49	\$7.30	(2.5%)
Farebox Recovery Ratio	17.2%	17.3%	0.3%
Accidents/100,000 Miles	0.86	0.85	(1.2%)
Maintenance Employee/100,000	0.81	0.79	(1.6%)
Operator OT/Total Operator Hour	6.26%	5.77%	(7.8%)
Percent of Trips On-time Observed	92.7%	93.6%	1.0%
Percent of Trips Missed	0.09%	0.11%	23.9%
Lift Availability	99.83%	99.9%	0.1%
Lift Boardings	13,048	18,542	42.1%

NOTE: 'N/A' = Numbers are not available at the time of this report / will be updated when audit is cc

CCCTA BOARDINGS BY FARETYPE
Fiscal Years 2010 and 2011

Fare Type	FY 2010	% of Total	FY 2011	% of Total	% Change FY10 to FY11
Adult Pass	1,674,785	52%	1,691,966	51%	1.0%
Youth/Student (1)	393,641	12%	394,355	12%	0.2%
Senior & Disabled	333,419	10%	347,166	11%	4.1%
BART-to-CCCTA Transfers	306,579	9%	313,154	9%	2.1%
BUS-to-BUS Transfers	527,298	16%	557,881	17%	5.8%
Totals	3,235,722		3,304,522		2.1%

Note: (1) Includes "St Mary's" & "JFKU"

Fixed Route Miles & Hours

MONTH	REVENUE HOURS	NON-REVENUE HOURS	REVENUE MILES	NON-REVENUE MILES
July-2010	17,232.88	1,800.35	184,072.2	48,627.5
August-2010	17,614.61	2,202.93	196,809.5	58,021.6
September-2010	17,282.27	2,659.51	191,470.6	67,590.0
October-2010	17,607.97	2,709.71	196,275.3	68,724.3
November-2010	17,088.35	2,491.05	190,053.5	63,836.9
December-2010	16,985.25	2,047.47	188,289.7	54,621.1
January-2011	17,423.10	2,603.30	192,452.1	66,649.3
February-2011	16,410.26	2,525.40	183,591.9	64,377.1
March-2011	18,792.64	2,887.81	211,230.3	73,614.8
April-2011	17,343.69	2,683.42	189,869.7	68,260.7
May-2011	17,485.39	2,660.73	186,497.5	67,828.3
June-2011	17,635.08	2,190.36	191,644.3	58,167.0
TOTAL ⁽¹⁾	208,901.49	29,462.04	2,302,256.7	760,318.6

Missed Trips

% Missed Trips	REVENUE HOURS	NON-REVENUE HOURS	REVENUE MILES	NON-REVENUE MILES
0.11%	(239.90)	N/A	(2,643.9)	N/A

Grand Total	⁽²⁾ 208,661.59	29,462.04	⁽²⁾ 2,299,612.8	760,318.6
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Note: (1) Total is all hours & miles including Bus Bridges & Special Events

(2) Grand Total is Revenue miles & hours' minus Miss trips as calculated by the Line Summary data

Special Event Passengers

Month	Pavilion	Bus Bridge	Other	Totals
Jul-10				
Aug-10	1,695		66	1,761
Sep-10	510			510
Oct-10	336			336
Nov-10			153	153
Dec-10			1,310	1,310
Jan-11				
Feb-11				
Mar-11		3,475		3,475
Apr-11				
May-11				
Jun-11		349		349
Totals	2,541	3,824	1,529	7,894

Special Event Hours & Miles

Month	Rev. Miles	Rev. Hours	Dead Miles	Dead Hours
Jul-10				
Aug-10	565.5	32.50	210.0	10.00
Sep-10	224.8	12.92	63.0	3.00
Oct-10	152.3	8.75	70.0	3.33
Nov-10	113.2	25.62		
Dec-10	777.8	176.80		
Jan-11				
Feb-11				
Mar-11	1,243.0	103.58	76.0	6.33
Apr-11				
May-11				
Jun-11	313.0	26.08		
Totals	3,389.5	386.25	419.0	22.66



Inter Office Memo

Agenda Item 7.a

TO: O&S Committee

DATE: October 19, 2011

FROM: Laramie Bowron
Manager of Planning *LB*

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for September 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.

Title	FY 2012		Annual Goal
	Current Month	YTD Avg	
Total Passengers	286,117		
Average Weekday	12,615	11,355	
Pass/Rev Hour	16.6	16.2	FY11 Goal > 17.0
Missed Trips	0.12%	0.09%	FY11 Goal < 0.25%
Miles between Road Calls	52,988	51,098	FY11 Goal > 18,000

* Based on Standards from updated S RTP

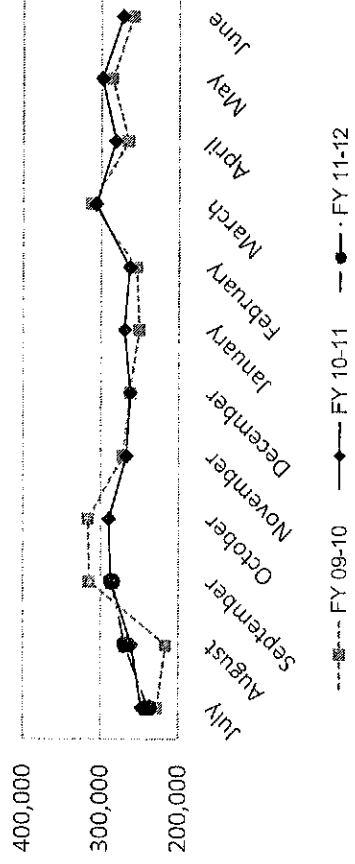
Analysis

Average weekday ridership is higher in September (12,615 passengers) from August (10,825 passengers), which is typical with the addition of school routes. Average weekday ridership this year is equal to September of last year (260,346 passengers). Productivity in September is slightly lower to 16.6 passengers per hour from the August level of 14.9 passengers per hour. The fall schedule, which includes school trips, began on August 21, 2011.

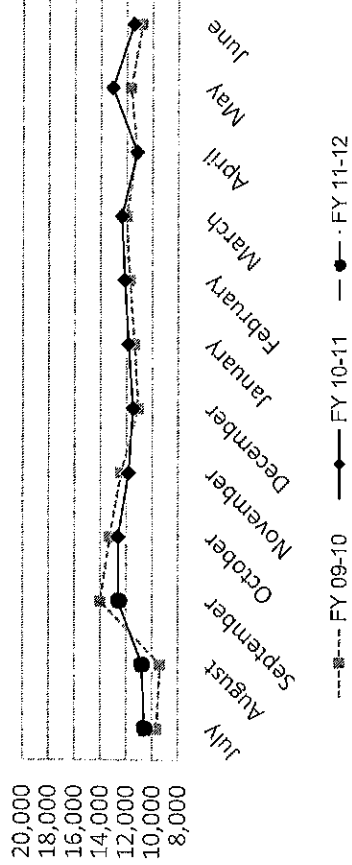
The percentage of missed trips was higher in September (0.12%) as compared to the prior month (August = 0.08%) but still remains far below the adopted standard. The YTD average is 0.09% missed trips.

The number of miles between roadcalls was equal to 52,988 miles in September which is lower than the prior month when we experienced 53,944 miles between roadcalls. The year to date average is 51,098 miles between roadcalls.

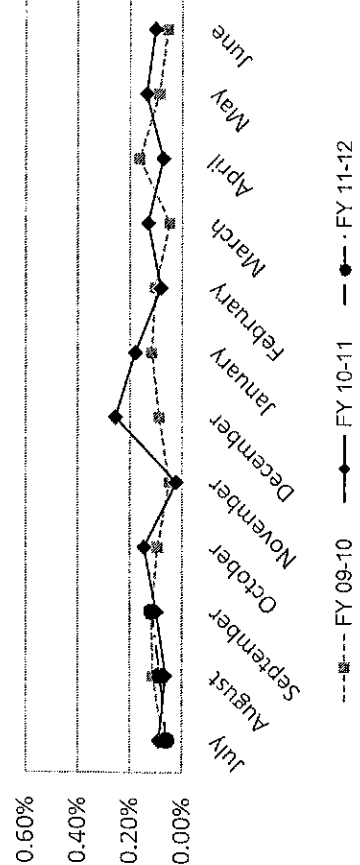
Total Passengers



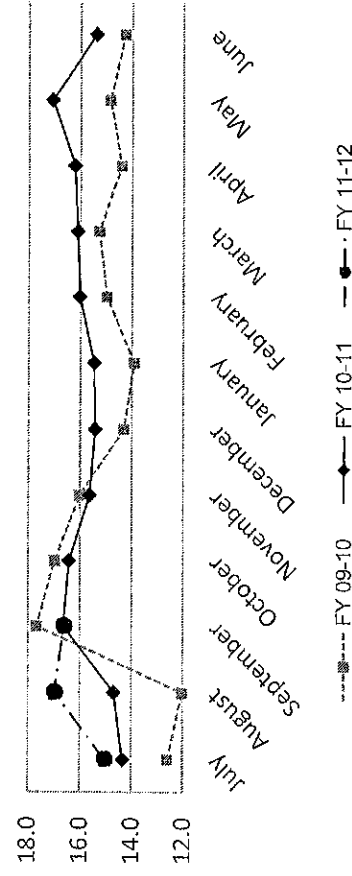
Average Weekday Passengers



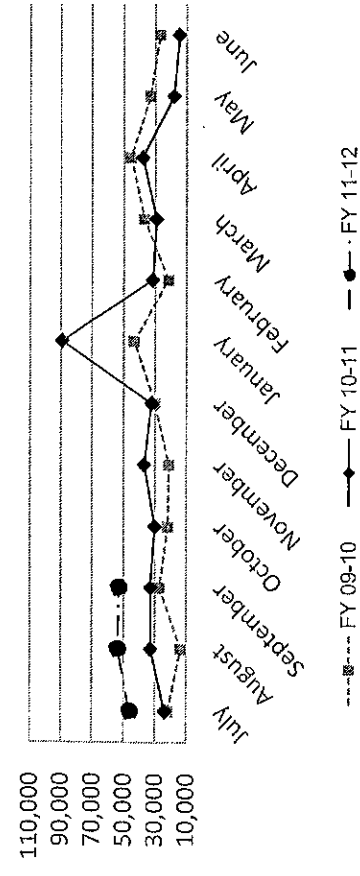
Missed Trips - % of Trips Scheduled



Passengers per Revenue Hour



Miles Between Roadcalls



**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles				Service Days		Fiscal YTD Comparison Passenger Boardings	
September 2011 - Fixed Route Boardings	286,117	Revenue Hours - September 11	17,221	Weekdays - September 11	21	Fiscal 2012 YTD	793,856	Fiscal 2011 YTD	794,771
Bus Bridge	0	September 10	17,282	September 10	21				
Special Event	0	Revenue Miles - September 11	192,018	Saturdays - September 11	4				
		September 10	191,471	September 10	4				
				Sundays - September 11	4				
				September 10	4				
September 2011 Total Boardings	286,117	Passengers per Mile	1.49	Total Days - 2011	29	YTD Trend	100.1%		
September 2010 Total Boardings	287,110	Passengers per Hour	16.61	2010	29	Monthly Trend	100.3%		

September 2011 Fixed Route Passenger Total							September 2011 Weekday Average	September 2011 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total			
1	Rossmoor / Shadelands	7,730			7,730	368	14.3	
2	Rudgear / Walnut Creek	1,347			1,347	64	7.7	
4	Walnut Creek Downtown Shuttle	20,165	2,327	1,836	24,328	960	27.1	
5	Creekside / Walnut Creek	1,478			1,478	70	7.3	
6	Lafayette / Moraga / Orinda	10,778	670	487	11,935	513	16.7	
7	Shadelands / Pleasant Hill / Walnut Creek	4,562			4,562	217	6.8	
9	DVC / Walnut Creek	12,651			12,651	602	14.5	
10	Concord / Clayton Rd	22,669			22,669	1,079	27.9	
11	Treat Blvd / Oak Grove	6,934			6,934	330	18.5	
14	Monument Blvd	13,424			13,424	639	16.2	
15	Treat Boulevard	10,903			10,903	519	18.2	
16	Alhambra Ave / Monument Blvd	15,637			15,637	745	14.3	
17	Olivera/Solano / Salvio / North Concord	5,197			5,197	247	13.4	
18	Amtrak / Merello / Pleasant Hill	10,292			10,292	490	15.7	
19	Amtrak / Pacheco Blvd / Concord	3,221			3,221	153	11.1	
20	DVC / Concord	26,089			26,089	1,242	27.5	
21	Walnut Creek / San Ramon Transit Center	13,301			13,301	633	13.4	
25	Lafayette / Walnut Creek	1,129			1,129	54	4.7	
28	North Concord / Martinez	6,777			6,777	323	10.7	
35	Dougherty Valley	7,911			7,911	377	11.6	
36	San Ramon / Dublin	5,484			5,484	261	9.8	
91X	Concord Cominuter Express	837			837	40	11.1	
92X	Ace Shuttle Express	3,963			3,963	189	21.7	
93X	Kirker Pass Express	4,159			4,159	198	16.3	
95X	San Ramon / Danville Express	3,714			3,714	177	17.6	
96X	Bishop Ranch Express	10,008			10,008	477	15.1	
97X	Bishop Ranch Express	2,238			2,238	107	10.4	
98X	Martinez Express	7,096			7,096	338	12.8	
250 *	Gael Rail Service	145	242	114	501	15	5.3	
301	Rossmoor / John Muir Medical Center		317	267	584	0	8.0	
310	Concord Bart / Clayton Rd / Kirker Pass		1,685	1,317	3,002	0	27.9	
311	Concord / Oak Grove / Treat Blvd / WC		830	752	1,582	0	13.1	
314	Clayton Rd / Monument Blvd / PH		2,575	1,789	4,364	0	20.0	
315	Concord / Willow Pass / Landana		260	184	443	0	8.2	
316	Alhambra / Merello / Pleasant Hill		1,334	981	2,315	0	16.5	
320	DVC / Concord		955	540	1,495	0	14.7	
321	San Ramon / Walnut Creek		1,052	682	1,734	0	12.4	
600's	Select Service	25,083			25,083	1,194	29.8	
TOTALS		264,922	12,247	8,948	286,117	12,615	16.6	

* Data from Link

** Seasonal Route

Operations Data Summary

SEPTEMBER 2011 PRODUCTIVITY

(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	25,083	1,194	30
10	Concord / Clayton Rd	22,669	1,079	28
310	Concord Bart / Clayton Rd / Kirker Pass	3,002	0	28
20	DVC / Concord	26,089	1,242	28
4	Walnut Creek Downtown Shuttle	24,328	960	27
92X	Ace Shuttle Express	3,963	189	22
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,364	0	20
11	Treat Blvd / Oak Grove	6,934	330	19
15	Treat Boulevard	10,903	519	18
95X	San Ramon / Danville Express	3,714	177	18
6	Lafayette / Moraga / Orinda / Orinda Village	11,935	513	17
316	Alhambra / Merello / Pleasant Hill	2,315	0	17
93X	Kirker Pass Express	4,159	198	16
14	Monument Blvd	13,424	639	16
18	Amtrak / Merello / Pleasant Hill	10,292	490	16
96X	Bishop Ranch Express	10,008	477	15
320	DVC / Concord	1,495	0	15
9	DVC / Walnut Creek	12,651	602	15
16	Alhambra Ave / Monument Blvd	15,637	745	14
1	Rossmoor / Shadelands	7,730	368	14
21	Walnut Creek / San Ramon Transit Center	13,301	633	13
17	Olivera/Solano / Salvio / North Concord	5,197	247	13
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,582	0	13
98X	Martinez Express	7,096	338	13
321	San Ramon / Walnut Creek	1,734	0	12
35	Dougherty Valley	7,911	377	12
91X	Concord Commuter Express	837	40	11
19	Amtrak / Pacheco Blvd / Concord	3,221	153	11
28	North Concord / Martinez	6,777	323	11
97X	Bishop Ranch Express	2,238	107	10
36	San Ramon / Dublin	5,484	261	10
315	Concord / Willow Pass / Landana	443	0	8
301	Rossmoor / John Muir Medical Center	584	0	8
2	Rudgear / Walnut Creek	1,347	64	8
5	Creekside / Walnut Creek	1,478	70	7
7	Shadelands / Pleasant Hill / Walnut Creek	4,562	217	7
250 *	Gael Rail Service	501	15	5
25	Lafayette / Walnut Creek	1,129	54	5

*NOTE: * Data comes from Link Operators*

*** These are seasonal routes*

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11
1	Rossmoor / Shadelands	394	373	381	386	385	376	422	399	393	393	365	368
2	Rudgear / Walnut Creek	53	53	49	77	70	66	67	68	56	62	61	64
4	Walnut Creek Downtown Shuttle	937	956	973	879	872	863	920	909	948	993	949	960
4H **	Walnut Creek Extended Holiday Shuttle		35	48									
5	Creekside / Walnut Creek	77	79	76	72	70	75	76	76	76	73	65	70
6	Lafayette / Moraga / Orinda	452	400	383	396	408	418	375	406	307	308	325	513
7	Shadelands / Pleasant Hill / Walnut Creek	215	217	208	229	223	216	220	226	231	233	224	217
9	DVC / Walnut Creek	640	589	567	571	595	625	591	679	658	589	610	602
10	Concord / Clayton Rd	1,039	970	940	994	1,005	1,001	1,046	1,112	1,034	948	941	1,079
11	Treat Blvd / Oak Grove	318	293	285	308	315	340	329	345	273	254	272	330
14	Monument Blvd	714	651	657	678	633	644	644	714	661	661	586	639
15	Treat Boulevard	572	497	486	481	532	563	557	589	488	462	420	519
16	Alhambra Ave / Monument Blvd	742	701	680	690	703	720	738	865	842	745	678	745
17	Olivera/Solano / Salvio / North Concord	317	296	291	287	287	294	275	285	243	248	228	247
18	Amtrak / Merello / Pleasant Hill	469	458	417	411	455	446	450	474	418	402	428	490
19	Amtrak / Pacheco Blvd / Concord	141	129	134	143	146	135	151	161	146	153	148	153
20	DVC / Concord	1,257	1,189	1,108	1,029	1,211	1,215	1,135	1,270	1,108	1,037	1,155	1,242
21	Walnut Creek / San Ramon Transit Center	625	616	616	604	603	620	629	695	656	598	571	633
25	Lafayette / Walnut Creek	54	47	38	55	46	45	49	52	53	54	47	54
28	North Concord / Martinez	330	316	274	304	332	332	287	324	302	271	294	323
35	Dougherty Valley	389	353	352	372	372	380	384	401	356	341	313	377
36	San Ramon / Dublin	268	260	257	259	257	255	262	263	249	244	227	261
91X	Concord Commuter Express	42	40	41	39	41	37	43	43	44	43	41	40
92X	Ace Shuttle Express	152	171	161	190	186	195	184	186	204	181	188	189
93X	Kirker Pass Express	188	175	194	181	184	224	223	217	202	178	196	198
95X	San Ramon / Danville Express	121	153	153	174	169	197	182	185	177	169	163	177
96X	Bishop Ranch Express	404	425	453	492	488	503	495	495	514	502	462	477
97X	Bishop Ranch Express	77	84	83	94	91	108	102	114	95	110	103	107
98X	Martinez Express	360	381	362	318	329	342	352	360	338	329	322	338
250 *	St Mary's College Gael Rail Shuttle	9	5	7	7	6	7	8	9			3	15
600's	Select Service	1,291	957	848	1,144	1,150	1,148	1,087	1,180	400	41	443	1,194
TOTALS		12,643	11,835	11,516	11,860	12,160	12,387	12,279	13,095	11,469	10,625	10,825	12,615

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
		5 Days	4 Days	5 Days	4 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days
SATURDAY											
4	Walnut Creek Downtown Shuttle	516	542	574	571	533	473	600	540	513	568
4H **	Walnut Creek Extended Holiday Shuttle		12	61							
6	Lafayette / Moraga / Orinda	136	128	66	120	128	154	145	136	101	93
250 *	St Mary's College Gael Rail Shuttle	23	23	8	22	24	22	14	13		
301	Rossmoor / John Muir Medical Center	94	87	59	91	79	81	97	79	82	112
310	Concord Bart / Clayton Rd / Kirker Pass										
311	Concord / Oak Grove / Treat Blvd / WC	184	226	208	201	191	182	218	236	218	229
314	Clayton Rd / Monument Blvd / PH	1,065	979	935	957	1,003	942	1,142	1,145	1,078	1,139
315	Concord / Willow Pass / Landana	92	56	53	73	82	82	93	79	57	78
316	Alhambra / Merello / Pleasant Hill	293	297	275	309	293	279	332	349	287	331
320	DVC / Concord	207	152	113	164	209	193	224	237	221	277
321	San Ramon / Walnut Creek	252	258	230	283	250	260	278	272	238	267
TOTALS		2,863	2,760	2,582	2,791	2,793	2,667	3,142	3,087	2,796	3,094

Route	Destination Information	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
		5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	4 Days	5 Days	4 Days	5 Days
SUNDAY											
4	Walnut Creek Downtown Shuttle	384	413	350	394	483	356	341	422	402	416
6	Lafayette / Moraga / Orinda	84	89	52	76	91	69	87	96	49	63
250 *	St Mary's College Gael Rail Shuttle	17	19	5	11	17	7	8	7		
301	Rossmoor / John Muir Medical Center	68	73	66	35	73	58	58	63	62	59
310	Concord Bart / Clayton Rd / Kirker Pass										
311	Concord / Oak Grove / Treat Blvd / WC	153	153	152	132	153	141	131	169	163	181
314	Clayton Rd / Monument Blvd / PH	702	668	695	687	766	633	763	807	767	770
315	Concord / Willow Pass / Landana	45	46	32	58	68	46	67	55	44	80
316	Alhambra / Merello / Pleasant Hill	154	195	177	203	212	202	197	265	215	227
320	DVC / Concord	115	94	114	125	142	128	142	148	138	141
321	San Ramon / Walnut Creek	165	159	177	159	184	164	176	205	178	187
TOTALS		1,886	1,909	1,817	1,879	2,190	1,805	1,971	2,237	2,017	2,123

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, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
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, Windmore 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
260	Cal State, East Bay, Concord Bart
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
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, Chilpancingo 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
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancingo Pkwy, Old Quarry Rd, DVC
609	BART Walnut Creek, Ygnacio Valley Rd, Marehbanks 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
SEPTEMBER FY11/12**

SUMMARY	SEPTEMBER FY 10/11	SEPTEMBER FY 11/12	YTD FY 10/11	YTD FY 11/12
1 TOTAL CLIENTS	13,029	13,080	38,264	38,543
2 TOTAL ATTENDANTS	1,135	969	3,427	2,978
3 TOTAL COMPANIONS	41	92	160	261
4 TOTAL PASSENGERS	14,205	14,141	41,851	41,782
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	6,922	6,780	20,999	20,117
7 VEHICLE SERVICE HOURS	8,395	8,228	25,476	24,500
8 VEHICLE NON REV HOURS	1,473	1,448	4,477	4,383
9 VEHICLE SERVICE MILES	130,552	135,306	399,217	389,952
10 VEHICLE REVENUE MILES	108,032	113,441	325,798	323,265
11 VEHICLE NON REV MILES	22,520	21,865	70,714	66,687
12 PASS. PER REVENUE HOUR	2.05	2.09	1.99	2.08
13 CLIENT PER REVENUE HOUR	1.88	1.93	1.82	1.92
14 PASS. PER SERVICE HOUR	1.69	1.72	1.64	1.71
15 PASS. PER SERVICE MILE	0.11	0.10	0.10	0.11
16 PASS. PER REVENUE MILE	0.13	0.12	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,307	913	3,411	2,948
18 SAME DAY TRIPS	112	266	612	773
19 SUBSCRIPTION TRIPS	8,565	8,277	25,110	24,935
20 DEMAND	4,303	4,705	12,721	13,359
21 FAREBOX REVENUE	\$15,054.00	\$14,362.00	\$43,487.00	\$43,119.00
22 PREPAID CLIENTS	\$24,365.00	\$11,102.00	\$75,787.50	\$36,808.75
23 COLLECTED BILLING	\$12,236.00	\$15,532.00	\$15,152.00	\$83,568.00
24 TOTAL REVENUE COLLECTED	\$51,655.00	\$40,996.00	\$134,426.50	\$163,495.75
25 CHARGEABLE ACCIDENTS	0	1	0	2
26 SERVICE COMPLAINTS	0	1	0	3
27 SERVICE COMMENDATIONS	0	2	0	3
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	4	11	8
30 DRIVER TURNOVER	0	1	3	5
31 SCHEDULE ADHERENCE	95%	92%	94%	96%
32 WHEELCHAIR BOARDING'S	3,345	3,406	10,147	10,208
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	9,073	9,374	N/A	N/A
35 UNDUPLICATED CLIENTS	1,080	1,065	N/A	N/A
36 NO-SHOWS	107	77	322	198
37 CANCELS	1,845	1,826	5,711	6,080
38 AVG. TRIP LENGTH (MILES)	9.2	9.6	9.5	9.3
39 AVG. SM BUSES IN SERVICE	3	8	3	8
40 AVG. BUSES IN SERVICE	48	55	48	55
41 TOTAL FUEL/GALLONS	17,780	18,537	55,169	55,559
42 FLEET M.P.G.	7.3	7.3	7.2	7.0