

# 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, December 2, 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 28, 2011\* *Review/Action*
4. Maintenance - None
5. Planning and Scheduling - None
6. Paratransit and Accessible Services - None
7. Staff Reports *Information Only*
  - a. Fixed Route Monthly Report – October 2011\*
  - b. LINK Monthly Report – October 2011\*
8. Committee Comments *Discussion Only*
9. Future Agenda Items *Discussion Only*
10. Next Scheduled Meeting
11. 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](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.

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez  
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.

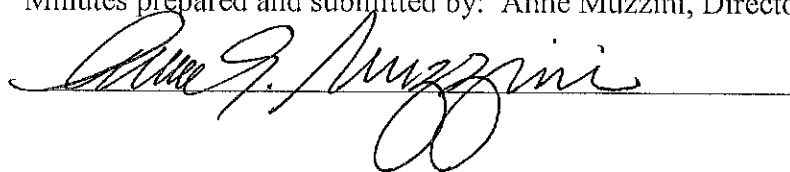
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<b>Directors in Attendance:</b>	Directors Earling Horn, Gayle Uilkema, Bob Simmons, and Dave Hudson
<b>Staff:</b>	Rick Ramacier, Anne Muzzini, Laramie Bowron
<b>Public and Advisory Committee:</b>	Marci McGuire, Charles Hogle
<b>Call to Order:</b>	Meeting called to order at 9:30 a.m. by Director Horn

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1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None.
3. **Approval of O&S Summary Minutes for October 7, 2011:** Minutes were approved.
4. **Selection of Chair:**
5. **Maintenance:** There were no items.
6. **Planning and Scheduling:**
  - a) **Year End Performance Reports:** Mr. Bowron presented fixed route year end performance in accordance with adopted standards. Total passenger boardings was up (3.3%) slightly from the prior year while the total revenue hours were slightly down (3.2%) resulting in an increase in the productivity from 14.76 to 15.79 passengers per hour. The cost per passenger dropped by 2.5% from \$7.49 to \$7.30. Director Uilkema asked about the increase in the number of missed trips and Mr. Ramacier explained that in December of last year there was a shortage of drivers pushing the number of missed trips up.
  - b) **Van Donations:** The Committee considered the request of nonprofit organizations for the remaining used vans. As these vans would not be part of the community van program the terms of the agreement would not include reimbursement for maintenance or painting. The Committee directed staff to donate vans to nonprofits that were inside the service area, could certify their nonprofit status, and could demonstrate their ability to get them painted. Organizations that met these criteria include the Pleasant Hill Recreation Center, the Martinez Boys and Girls Club, and the Episcopal Church in Concord.
7. **Paratransit and Accessible Services:** There were no items
8. **Staff Reports**
  - a. **Fixed Route Reports – September 2011:** The reports were reviewed and discussed.
  - b. **LINK Monthly Reports – September 2011:** The reports were reviewed.
9. **Committee Comments:** There was discussion about MTC's sustainability study and LAVTA's strategy for providing paratransit service through their contract with American Logistics. Mr. Ramacier promised to report back on both items at future meetings.
10. **Future Agenda Items:**
11. **Next Scheduled Meetings: December 2, 2011 and January 6, 2012 at 9:00 a.m. at 3338 Mt. Diablo Boulevard in Lafayette.**
12. **Adjournment:** The meeting was adjourned at 10:30 am

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



Agenda Item 7.a

**TO:** O&S Committee

**DATE:** November 9, 2011

**FROM:** Anne Muzzini  
Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

**Fixed Route Operating Reports for October 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>	<b>FY 2012</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	283,352		
Average Weekday	12,246	11,578	
Pass/Rev Hour	16.1	16.2	FY11 Goal > 17.0
Missed Trips	0.11%	0.09%	FY11 Goal < 0.25%
Miles between Road Calls	29,899	45,798	FY11 Goal > 18,000

\* Based on Standards from updated SRTP

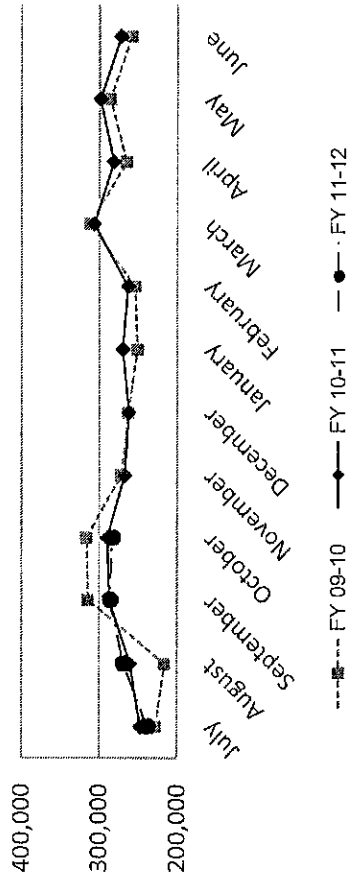
**Analysis**

Average weekday ridership is slightly lower in October (12,246 passengers) from September (12,615 passengers). Average ridership this year is slightly lower compared to October of last year (12,643 passengers). Productivity in October is slightly lower (16.1 passengers per hour) than the September level of 16.6 passengers per hour.

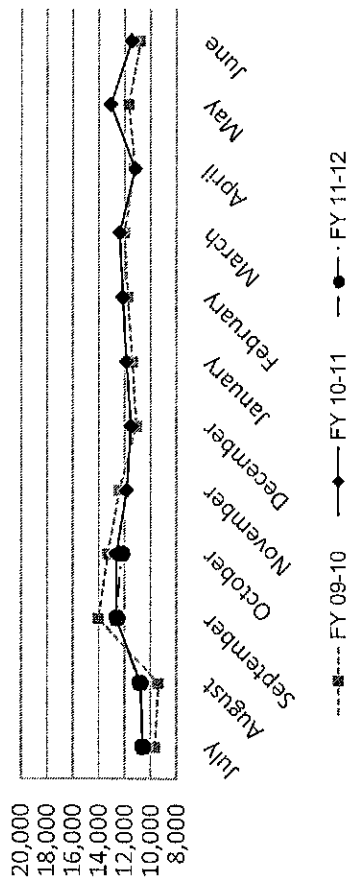
The percentage of missed trips was lower in October (0.11%) than the prior month (September = 0.12%) and higher than the YTD average of 0.09% missed trips.

The number of miles between roadcalls was equal to 29,899 miles in October which is lower than the prior month when we experienced 52,944 miles between roadcalls. The year to date average is 45,798 miles between roadcalls.

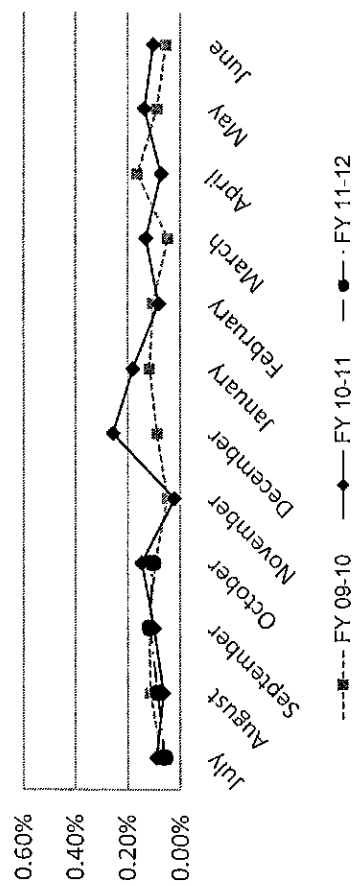
### Total Passengers



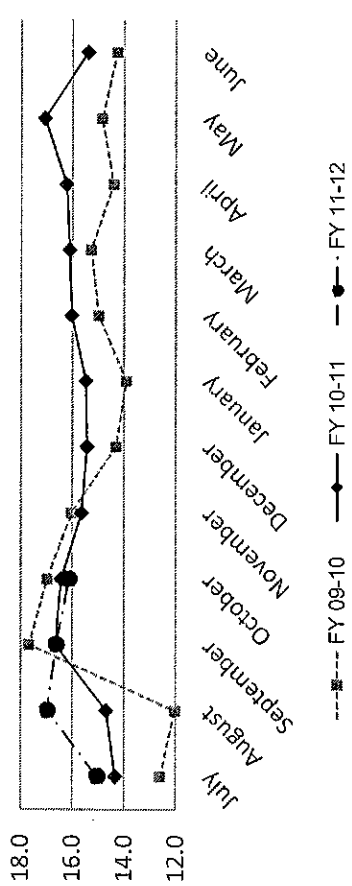
### Average Weekday Passengers



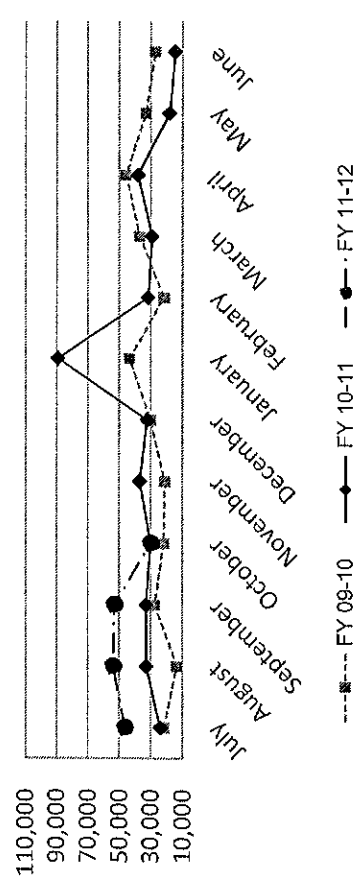
### Missed Trips - % of Trips Scheduled



### Passengers per Revenue Hour



### Miles Between Roadcalls



**TRANSPORTATION and MAINTNANCE**  
Operation Data Summary

TRANSPORTATION	2010 October	2010 November	2010 December	2011 January	2011 February	2011 March	2011 April	2011 May	2011 June	2011 July	2011 August	2011 September	2011 October	FY12 FISCAL YTD
Number of Buses	131	131	131	131	131	131	131	131	131	121	121	121	121	121
Totals Hub Miles	271,831	238,784	259,176	267,614	252,745	291,732	266,823	270,960	262,262	231,807	269,721	264,940	269,092	1,033,560
<b>Work Days</b>	31	29	30	30	28	31	30	30	30	30	31	29	31	30
Revenue Hours	17,608	17,088	16,985	17,430	16,410	18,793	17,344	17,485	17,635	15,865	18,119	17,221	17,566	68,772
Operator Pay Hours	32,425	30,939	37,371	31,225	28,159	31,195	30,644	31,483	29,272	30,344	31,047	30,692	30,692	122,775
Number of Operators	163	162	162	165	165	165	162	166	165	165	162	162	162	163
Unscheduled Absences	469	497	476	411	311	345	296	314	295	428	286	337	197	312
FT Protection	74	23	29	45	30	18	20	53	42	60	67	42	34	203
Worker Comp.	164	144	164	115	80	82	84	88	90	61	74	82	109	326
Sick leave	231	330	283	251	201	245	192	173	163	307	145	213	54	719
<b>Collision Accidents</b>	7	4	8	7	5	8	6	7	5	6	6	7	5	24
Passenger Accidents	6	13	11	3	15	19	10	13	6	15	5	9	17	46
Total Chargeable Collisions	4	1	2	5	3	4	1	1	4	2	4	3	1	10
Chargeable/100K Miles	1.47	0.38	0.77	1.86	1.18	1.37	0.37	0.36	1.52	0.86	1.48	1.13	0.37	0.96
Number of Trips Scheduled	23,865	23,014	23,042	23,394	22,200	25,240	23,455	23,455	23,503	21,500	23,878	23,255	23,739	92,372
Number of Trips Missed	35	5	59	42	18	33	17	32	24	13	20	27	25	85
Of Trips Scheduled - % Missed	0.15%	0.02%	0.26%	0.18%	0.08%	0.13%	0.07%	0.14%	0.10%	0.06%	0.08%	0.12%	0.11%	0.09%
Of Trips Missed - Mechanical	11	2	9	5	14	18	5	15	22	8	6	16	14	44
On Time Performance %	93%	86%	94%	97%	95%	97%	95%	93%	94%	93%	93%	91%	90%	92%
<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%	99%	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	10	12	5	10	15	10	19	26	7	8	12	9	36
Road Calls for Mechanical	9	7	8	3	8	10	7	15	18	5	5	5	6	21
Road Calls for Other	1	3	4	2	2	5	3	4	8	2	3	7	3	15

**Miles Between Mechanical Road Calls**

Bus Numbers	2010 October	2010 November	2010 December	2011 January	2011 February	2011 March	2011 April	2011 May	2011 June	2011 July	2011 August	2011 September	2011 October	FY12 FISCAL YTD
100 - 199	10,213	12,430	12,372	12,120	10,658	14,016	11,024	12,606	13,156	10,504	10,451	11,933	11,714	
200 - 299	15,935	26,521	14,141	31,605	31,656	8,026	27,689	29,211	17,089	30,673	32,912	33,165	11,770	
300 - 399	38,778	36,116	18,990	33,343	8,663	18,262	37,475	16,592	5,601	31,636	12,167	34,484	18,219	
400 - 499	33,258	30,574	30,446	30,764	26,112	36,547	33,259	35,114	12,787	25,113	31,447	8,414	31,903	
500 - 519	25,160	24,606	50,933	51,424	22,335	53,301	47,902	7,117	16,015	42,248	51,277	49,334	49,376	
900 - 939	25,561	78,204	79,192	89,906	84,529	25,028	43,507	45,641	87,974	77,156	90,065	87,870	90,495	
2000 - 2099	17,866	18,114	12,960	12,864	13,372	11,726	13,806	11,722	3,881	14,477	17,068	14,499	13,855	
9800 - 9809	12,844	7,614	7,013	5,588	7,086	7,403	8,654	7,994	9,806	46,361	53,944	52,988	29,899	
Fleet Avg.	30,203	36,969	32,397	89,205	31,593	29,173	38,118	18,064	14,570	46,361	53,944	52,988	29,899	45,798
Maintenance Pay Hours	4,437	4,064	4,008	4,229	3,673	4,196	4,154	4,067	3,897	3,976	4,093	3,744	4,086	15,899
No. Maint. Employees	25	25	25	24	24	25	26	25	24	25	25	24	22	24
Maint. Emps/100K Miles	9	10	10	9	9	9	10	9	9	11	9	9	8	9
Unscheduled Absences	0	2	2	2	2	4	5	1	0	1	2	3	1	2

*Bus add - 12/09*  
*Out of Service July 2011*

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

**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles				Service Days		Fiscal YTD Comparison Passenger Boardings	
October 2011 - Fixed Route Boardings	283,352	Revenue Hours -	October 11	17,566	Weekdays -	October 11	21	Fiscal 2012 YTD	1,077,209
			October 10	17,608		October 10	21		
Bus Bridge	0	Revenue Miles -	October 11	196,102	Saturdays -	October 11	5	Fiscal 2011 YTD	1,084,361
Special Event	0		October 10	196,275		October 10	5		
					Sundays -	October 11	5		
			October 10			October 10	5		
<b>October 2011 Total Boardings</b>	<b>283,352</b>	<b>Passengers per Mile</b>		<b>1.44</b>	<b>Total Days - 2011</b>		<b>31</b>	<b>YTD Trend</b>	<b>100.7%</b>
<b>October 2010 Total Boardings</b>	<b>289,589</b>	<b>Passengers per Hour</b>		<b>16.13</b>	<b>2010</b>		<b>31</b>	<b>Monthly Trend</b>	<b>102.2%</b>

October 2011 Fixed Route Passenger Total						October 2011 Weekday Average	October 2011 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	7,591			7,591	361	14.0
2	Rudgear / Walnut Creek	1,466			1,466	70	8.4
4	Walnut Creek Downtown Shuttle	19,012	2,680	2,113	23,806	905	25.4
5	Creekside / Walnut Creek	1,533			1,533	73	7.6
6	Lafayette / Moraga / Orinda	10,457	744	716	11,917	498	16.3
7	Shadelands / Pleasant Hill / Walnut Creek	4,400			4,400	210	6.5
9	DVC / Walnut Creek	12,636			12,636	602	14.5
10	Concord / Clayton Rd	21,964			21,964	1,046	27.0
11	Treat Blvd / Oak Grove	6,449			6,449	307	17.3
14	Monument Blvd	13,344			13,344	635	16.1
15	Treat Boulevard	10,533			10,533	502	17.6
16	Alhambra Ave / Monument Blvd	14,931			14,931	711	13.7
17	Olivera/Solano / Salvio / North Concord	4,793			4,793	228	12.3
18	Amtrak / Merello / Pleasant Hill	9,856			9,856	469	15.0
19	Amtrak / Pacheco Blvd / Concord	3,090			3,090	147	10.7
20	DVC / Concord	25,296			25,296	1,205	26.7
21	Walnut Creek / San Ramon Transit Center	13,149			13,149	626	13.2
25	Lafayette / Walnut Creek	1,173			1,173	56	4.9
28	North Concord / Martinez	6,018			6,018	287	9.5
35	Dougherty Valley	7,341			7,341	350	10.8
36	San Ramon / Dublin	5,757			5,757	274	10.3
91X	Concord Commuter Express	718			718	34	9.5
92X	Ace Shuttle Express	3,712			3,712	177	20.4
93X	Kirker Pass Express	4,340			4,340	207	17.0
95X	San Ramon / Danville Express	3,699			3,699	176	17.5
96X	Bishop Ranch Express	10,142			10,142	483	15.5
97X	Bishop Ranch Express	2,056			2,056	98	9.9
98X	Martinez Express	7,135			7,135	340	12.9
250 *	Gael Rail Service	112	209	111	432	14	4.3
260 *	Cal State East Bay / Concord Bart	68			68	5	1.3
301	Rossmoor / John Muir Medical Center		473	340	812	0	8.8
310	Concord Bart / Clayton Rd / Kirker Pass		2,177	1,621	3,798	0	28.3
311	Concord / Oak Grove / Treat Blvd / WC		1,084	897	1,982	0	13.1
314	Clayton Rd / Monument Blvd / PH		3,294	2,347	5,641	0	41.4
315	Concord / Willow Pass / Landana		332	241	573	0	8.5
316	Alhambra / Merello / Pleasant Hill		1,533	1,112	2,646	0	15.2
320	DVC / Concord		1,079	737	1,816	0	29.0
321	San Ramon / Walnut Creek		1,411	939	2,351	0	13.5
600's	Select Service	24,387			24,387	1,161	28.7
<b>TOTALS</b>		<b>257,159</b>	<b>15,018</b>	<b>11,175</b>	<b>283,352</b>	<b>12,246</b>	<b>16.1</b>

\* Data from Link    \*\* Seasonal Route

## Operations Data Summary

### OCTOBER 2011 PRODUCTIVITY

*(sorted by Pass / Rev Hr - descending order)*

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,641		41
320	DVC / Concord	1,816		29
600's	Select Service	24,387	1,161	29
310	Concord Bart / Clayton Rd / Kirker Pass	3,798		28
10	Concord / Clayton Rd	21,964	1,046	27
20	DVC / Concord	25,296	1,205	27
4	Walnut Creek Downtown Shuttle	23,806	905	25
92X	Ace Shuttle Express	3,712	177	20
15	Treat Boulevard	10,533	502	18
95X	San Ramon / Danville Express	3,699	176	17
11	Treat Blvd / Oak Grove	6,449	307	17
93X	Kirker Pass Express	4,340	207	17
6	Lafayette / Moraga / Orinda / Orinda Village	11,917	498	16
14	Monument Blvd	13,344	635	16
96X	Bishop Ranch Express	10,142	483	15
316	Alhambra / Merello / Pleasant Hill	2,646		15
18	Amtrak / Merello / Pleasant Hill	9,856	469	15
9	DVC / Walnut Creek	12,636	602	15
1	Rossmoor / Shadelands	7,591	361	14
16	Alhambra Ave / Monument Blvd	14,931	711	14
321	San Ramon / Walnut Creek	2,351		13
21	Walnut Creek / San Ramon Transit Center	13,149	626	13
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,982		13
98X	Martinez Express	7,135	340	13
17	Olivera/Solano / Salvio / North Concord	4,793	228	12
35	Dougherty Valley	7,341	350	11
19	Amtrak / Pacheco Blvd / Concord	3,090	147	11
36	San Ramon / Dublin	5,757	274	10
97X	Bishop Ranch Express	2,056	98	10
91X	Concord Commuter Express	718	34	10
28	North Concord / Martinez	6,018	287	9
301	Rossmoor / John Muir Medical Center	812		9
315	Concord / Willow Pass / Landana	573		9
2	Rudgear / Walnut Creek	1,466	70	8
5	Creekside / Walnut Creek	1,533	73	8
7	Shadelands / Pleasant Hill / Walnut Creek	4,400	210	7
25	Lafayette / Walnut Creek	1,173	56	5
250 *	Gael Rail Service	432	14	4
260 *	Cal State East Bay / Concord Bart	68	5	1

NOTE: \* Data comes from Link Operators

\*\* These are seasonal routes

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11
1	Rossmoor / Shadelands	373	381	386	385	376	422	399	393	393	365	368	361
2	Rudgear / Walnut Creek	53	49	77	70	66	67	68	56	62	61	64	70
4	Walnut Creek Downtown Shuttle	956	973	879	872	863	920	909	948	993	949	960	905
4H**	Walnut Creek Extended Holiday Shuttle	35	48										
5	Creekside / Walnut Creek	79	76	72	70	75	76	76	76	73	65	70	73
6	Lafayette / Moraga / Orinda	400	383	396	408	418	375	406	307	308	325	513	498
7	Shadelands / Pleasant Hill / Walnut Creek	217	208	229	223	216	220	226	231	233	224	217	210
9	DVC / Walnut Creek	589	567	571	595	625	591	679	658	589	610	602	602
10	Concord / Clayton Rd	970	940	994	1,005	1,001	1,046	1,112	1,034	948	941	1,079	1,046
11	Treat Blvd / Oak Grove	293	285	308	315	340	329	345	273	254	272	330	307
14	Monument Blvd	631	657	678	633	644	644	714	661	661	586	639	635
15	Treat Boulevard	497	486	481	532	563	557	589	488	462	420	519	502
16	Alhambra Ave / Monument Blvd	701	680	690	703	720	738	865	842	745	678	745	711
17	Olivera/Solano / Salvio / North Concord	296	291	287	287	294	275	285	243	248	228	247	228
18	Antrak / Merello / Pleasant Hill	458	417	411	455	446	450	474	418	402	428	490	469
19	Antrak / Pacheco Blvd / Concord	129	134	143	146	135	151	161	146	153	148	153	147
20	DVC / Concord	1,189	1,108	1,029	1,211	1,215	1,135	1,270	1,108	1,037	1,155	1,242	1,205
21	Walnut Creek / San Ramon Transit Center	616	616	604	603	620	629	695	656	598	571	633	626
25	Lafayette / Walnut Creek	47	38	55	46	45	49	52	53	54	47	54	56
28	North Concord / Martinez	316	274	304	332	332	287	324	302	271	294	323	287
35	Dougherty Valley	353	352	372	372	380	384	401	356	341	313	377	350
36	San Ramon / Dublin	260	257	259	257	255	262	263	249	244	227	261	274
91X	Concord Commuter Express	40	41	39	41	37	43	43	44	43	41	40	34
92X	Ace Shuttle Express	171	161	190	186	195	184	186	204	181	188	189	177
93X	Kirker Pass Express	175	194	181	184	224	223	217	202	178	196	198	207
95X	San Ramon / Danville Express	153	153	174	169	197	182	185	177	169	163	177	176
96X	Bishop Ranch Express	425	453	492	488	503	495	495	514	502	462	477	483
97X	Bishop Ranch Express	84	83	94	91	108	102	114	95	110	103	107	98
98X	Martinez Express	381	362	318	329	342	352	360	338	329	322	338	340
250 *	St Mary's College Gael Rail Shuttle	5	7	7	6	7	8	9			3	15	14
260 *	Cal State East Bay / Concord Bart												5
600's	Select Service	957	848	1,144	1,150	1,148	1,087	1,180	400	41	443	1,194	1,161
<b>TOTALS</b>		<b>11,835</b>	<b>11,516</b>	<b>11,860</b>	<b>12,160</b>	<b>12,387</b>	<b>12,279</b>	<b>13,095</b>	<b>11,469</b>	<b>10,625</b>	<b>10,828</b>	<b>12,623</b>	<b>12,256</b>

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



Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

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

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

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, Baneroft 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
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, 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  
OCTOBER FY11/12

SUMMARY	OCTOBER FY 10/11	OCTOBER FY 11/12	YTD FY 10/11	YTD FY 11/12
1 TOTAL CLIENTS	13,014	13,018	51,278	51,561
2 TOTAL ATTENDANTS	1,119	1,141	4,546	4,119
3 TOTAL COMPANIONS	75	73	235	334
4 TOTAL PASSENGERS	14,208	14,232	56,059	56,014
5 TOTAL SERVICE DAYS	31	30	122	120
6 VEHICLE REVENUE HOURS	6,936	6,851	27,935	26,968
7 VEHICLE SERVICE HOURS	8,426	8,245	33,902	32,745
8 VEHICLE NON REV HOURS	1,490	1,394	5,967	5,777
9 VEHICLE SERVICE MILES	132,478	126,987	531,695	516,939
10 VEHICLE REVENUE MILES	110,187	110,150	435,985	433,415
11 VEHICLE NON REV MILES	22,291	21,105	93,005	87,792
12 PASS. PER REVENUE HOUR	2.05	2.08	2.01	2.08
13 CLIENT PER REVENUE HOUR	1.88	1.90	1.84	1.91
14 PASS. PER SERVICE HOUR	1.69	1.73	1.65	1.71
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	1,135	939	4,546	3,887
18 SAME DAY TRIPS	243	214	855	987
19 SUBSCRIPTION TRIPS	8,504	8,191	33,614	33,126
20 DEMAND	4,402	4,724	17,123	18,083
21 FAREBOX REVENUE	\$15,381.50	\$14,399.00	\$58,868.50	\$57,518.00
22 PREPAID CLIENTS	\$32,395.00	\$13,573.00	\$108,182.50	\$50,382.00
23 COLLECTED BILLING	\$7,074.00	\$31,824.00	\$22,226.00	\$115,392.00
24 TOTAL REVENUE COLLECTED	\$54,850.50	\$59,796.00	\$189,277.00	\$223,292.00
25 CHARGEABLE ACCIDENTS	0	0	0	2
26 SERVICE COMPLAINTS	0	0	0	3
27 SERVICE COMMENDATIONS	0	1	0	4
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	4	14	12
30 DRIVER TURNOVER	0	0	3	5
31 SCHEDULE ADHERENCE	92%	92%	94%	96%
32 WHEELCHAIR BOARDING'S	3,339	3,501	13,486	13,709
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,887	9,018	N/A	N/A
35 UNDUPLICATED CLIENTS	1,106	1,077	N/A	N/A
36 NO-SHOWS	47	57	369	255
37 CANCELS	1,952	1,799	7,663	7,879
38 AVG. TRIP LENGTH (MILES)	9.3	8.9	9.5	9.2
39 AVG. SM BUSES IN SERVICE	3	8	3	8
40 AVG. BUSES IN SERVICE	48	55	48	55
41 TOTAL FUEL/GALLONS	20,148	18,994	75,318	75,041
42 FLEET M.P.G.	6.6	6.7	7.1	6.9