

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

Friday, March 2, 2012, 10:00 a.m.

The Committee may hear, discuss, deliberate, and/or take action on any item on the agenda

1. Approval of Agenda
2. Public Comment and/or Communication
3. Approval of Summary Minutes of December 2, 2011* - Review/Action
4. Maintenance - None
5. Planning and Scheduling
 - a. ITS Change Order
 - b. Vehicle Surveillance Systems
6. Paratransit and Accessible Services – None
7. Staff Reports – Information Only
 - a. Fixed Route Monthly Report – January 2012*
 - b. LINK Monthly Report – January 2012*
8. Committee Comments – Discussion Only
9. Future Agenda Items – Discussion Only
10. Next Scheduled Meeting
11. Adjournment

*Enclosure

FY 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 above named committee is requested to complete a Speaker Card for submittal to the Committee Chair before the applicable agenda item is discussed. **Accessible Public Meetings:** Upon request, CCCTA will provide written agenda materials in appropriate alternative formats, or disability-related accommodations. Please send a written request and description of the requested materials 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 – Administrative Department, 2477 Arnold Industrial Way, Concord, CA 94520 or madrigal@cccta.org. **Shuttle Service:** With a 24-hour notice, a CCCTA LINK shuttle will be provided from the closest BART station to the meeting location. To arrange for the shuttle, please call Robert Greenwood 925/680-2072.

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, January 6, 2012, @ 9:00 a.m.

Director in Attendance: Directors Earling Horn, Gayle Uilkema, Bob Simmoms, and Dave Hudson

Staff: Anne Muzzini, Laramie Bowron

Public and Advisory Committee: Marci McGuire, Charles Hogle

Call to Order: Meeting called to order at 9:05 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 December 2, 2011:** Minutes were approved.
4. **Maintenance:** There were no items.
5. **Planning and Scheduling**
 - a. **Public Hearing – Rt. 622** – Item was approved.
 - b. **LINK Vehicle Size Analysis** – Overall the Committee supported staff's conclusions that CCCTA currently has the right mix of vehicles. Director Simmons recommended putting the charts on web rather than printing all of them out for the Board meeting. Director Simmons also floated idea of having Board members experience actually boarding and alighting on the various vehicle types while in a wheelchair. Director Horn recommended consolidating charts and recommended including pictures of the vehicles as a reference.
6. **Paratransit and Accessible Services - None**
7. **Staff Reports**
 - a. **Fixed Route Monthly Report** – November 2011 - approved
 - b. **LINK Monthly Report** – November 2011 - approved
8. **Committee Comments - None**
9. **Future Agenda Items** – Director Hudson reminded the committee that the next meeting would be the last chance to prepare for the upcoming Washington D.C. trip.
10. **Next Scheduled Meeting** – February 3, 2012 @ 9:00 a.m. at 3338 Mt. Diablo Boulevard in Lafayette.
11. **Adjournment** – meeting was adjourned at 10:00 a.m.

Minutes prepared and submitted by: Laramie Bowron, Manager of Planning

To: Operations and Scheduling Committee

Date: 2/15/2012

From: Anne Muzzini, Director of Planning & Marketing

Reviewed by:

SUBJECT: ITS Project Change Order

Background:

In February of 2011 the Board approved funding for an Intelligent Transportation System that included replacement of the radio/ radio control system, replacement of the CAD/AVL system, and a new passenger information system (BusTime). The budget amount approved was \$900,000 with the Clever Devices contract amount specified as not to exceed \$800,000.

In September of 2011 the Board approved an increase in the project cost to purchase routers instead of modems and to fund the additional cost (estimated at \$54,000) with Prop 1B security funds. This upgrade will enable WiFi and live streaming from onboard cameras in the future.

Intelligent Vehicle Network (IVN)

The onboard computers that run the CAD/AVL, radio controller, automatic passenger counting (APC) system, voice announcement, and the new Bus Time system are called the IVN's (Intelligent Vehicle Network). There are 121 IVN's in the fixed route fleet; 57 IVN3's (the newest computer with color control screen) and 64 IVN2's (2002 computers with smaller black and white control screen). The control screens are used by the driver to log on and to enter passenger fare information. The IVN2's will need to be upgraded to run the new software being installed and the cost for this was included in the Clever contract (\$985 each, \$63,040 total).

Summary of Issues

Rather than upgrade the IVN2's, staff now recommends that they be replaced with IVN3's so that the on board computers and the display screens are consistent throughout. The additional cost to the project and to the Clever Devices contract will be \$96,000.

Replacing the IVN2's is recommended because the 2002 computers are 10 years old and despite refurbishing will never be as good as a new IVN3. If we replace the IVN2's the final ITS implementation result in a total upgrade of the onboard computer system. If not, then 64 buses will have 2002 computers and old style monitors.

Staff is confident that the price is reasonable given a May 2011 quote for new IVN3's of \$9,000 apiece. The price given as part of the ITS project is only \$2,485 apiece. (The \$96,000 add-on plus the \$63,040 upgrade cost budgeted equals \$159,040. This divided by 64 units equals \$2,485 each.)

Recommendation:

Staff recommends that the Committee support an increase in the Clever Devices contract in the amount of \$96,000 to replace the IVN2's instead of upgrading them. The change represents an increase of 12% over their contract amount of \$771,874.

Financial Implications:

There are sufficient capital funds for the additional expense and there is no impact on the operating budget. The ITS project accounting is shown below.

ITS Project Summary	
Board Authorization	
Original Project Budget	\$900,000
Increase for Routers	\$54,000
Total	\$954,000
Cost	
Clever Contract (w/o 3rd yr maint)	\$771,874
Routers	\$145,200
Servers spares and other equip	\$36,926
Total Cost	\$954,000
IVN 2 Replacement	\$96,000
Total Cost w/recommendation	\$1,013,074
Funding	
Prop 1 B -PTMISEA - 40Bus Purchase	\$345,518
Prop 1B - TSGP - Security - Routers	\$116,919
TDA - ITS	\$609,900
Total Funding	\$1,072,337

To: O&S Committee

Date: February 23, 2012

From: Bill Churchill, Director of Transportation

Reviewed by:

SUBJECT: Video Surveillance Systems

Summary of Issues:

In an effort to protect Agency assets, limit liability and reduce the expense of insurance claims CCCTA began installing camera systems on buses in 1996. Installation of the surveillance systems had an immediate impact on reducing the Agencies liability and the cost of claims as well as protecting assets. Furthermore, the surveillance has been an invaluable tool for local law enforcement in helping to protect our communities.

Recommendation: None

Financial Implications: N/A

Options:

Provide direction to staff for modification of this analysis

Action Requested:

For Information Only

Attachments: None

Changes Committee: N/A

Background:

By the mid 1990's the number of small claims resulting from instances occurring on buses became financially onerous for the agency. In an effort to protect Agency assets, limit liability and reduce the expense of insurance claims CCCTA began installing camera systems on buses in 1996. By 2002 all buses in the fixed route fleet were equipped with video surveillance systems. Just having cameras visible on the buses had an immediate and profound impact resulting in the reduction of claims against the Agency. Additionally, according the Agencies insurance claims adjuster, as camera system quality has improved the ability to deny claims and reduce payouts has increased dramatically. Over the past two years twenty five claims have been generated against the Agency, fifteen of which were immediately denied based on video evidence.

Union Communication:

Prior to installing cameras in 1996, management convened a series of Meet and confers with the ATU informing the ATU of the primary purpose of the camera systems as well as how management intended to use the systems. Additionally, over the last decade management has initiated a number of meet and confers each time buses were replaced and new camera systems were installed. Management has informed the ATU that a number of specific triggers can initiate the need to pull and view video; an insurance claim, an accident, unreported vehicle damage, a customer service complaint, a law enforcement request and a Supervisor/Management observation of an incident. Management does not and has never randomly pulled video for purposes of evaluating operators. CCCTA does not have enough staff to pull and view more video than is absolutely necessary under the previously mentioned conditions. Currently the fixed route system generates over 4,745 hours of recorded video per week. On average about 10 hours of video is pulled and viewed per week representing 0.21% of the total hours generated.

When video is pulled and viewed under the prior mentioned conditions and an operator is observed violating policy or the law, disciplinary measures are taken. This practice has been in place since the 1996 installation of the camera systems. It is important to note however that video surveillance exonerates operator behavior as often, if not more so than it convicts.

Recently the ATU requested to meet with management regarding the Unions desire to put limitations on management's ability to view video and dispense discipline to operators as a result of video. The ATU has also requested that a more formalized written policy be developed. Management and the ATU have since met several times to discuss these issues and are currently in the process of developing a more formal video policy.

Law Enforcement:

CCCTA staff cooperates with twelve or more different law enforcement agencies on a regular basis. Unfortunately, it is not uncommon for crimes to occur within the sight of CCCTA surveillance systems. When an incident occurs the Agency cooperates with law enforcement and provides video if necessary. It is not always a crime that generates the need for video, there have been missing persons (i.e. missing Alzheimer's patients) that have boarded buses or passed by buses that need to be identified. Finally, law enforcement has used CCCTA generated video to complete accident investigations.

Conclusion:

Clearly the use of surveillance systems on buses has had the intended impact of reducing the cost of unwarranted claims and enhanced the ability to protect Agency assets. Video has also improved the Agencies ability to more effectively deal with customer complaints as well as filter out complaints that clearly have no merit. Bus surveillance systems has also proven to be an invaluable asset for multiple law enforcements agencies throughout Contra Costa County.

Agenda Item 7.a

TO: O&S Committee

DATE: February 16, 2012

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for January 2012

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.

FY 2012			
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	258,371		
Average Weekday	11,311	11,367	
Pass/Rev Hour	14.8	15.6	FY11 Goal > 17.0
Missed Trips	0.09%	0.10%	FY11 Goal < 0.25%
Miles between Road Calls	38,276	31,797	FY11 Goal > 18,000

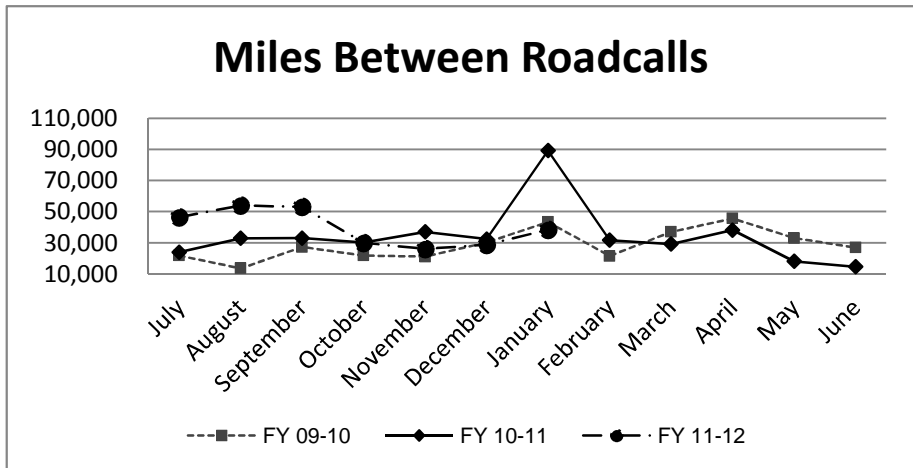
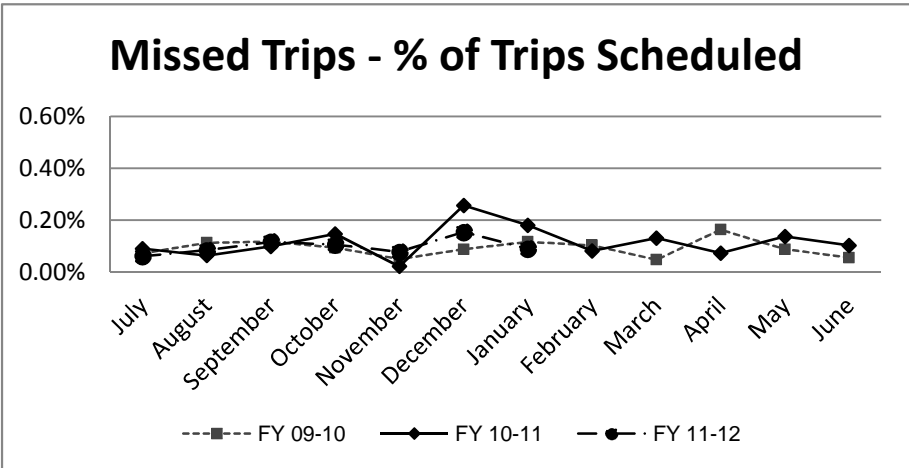
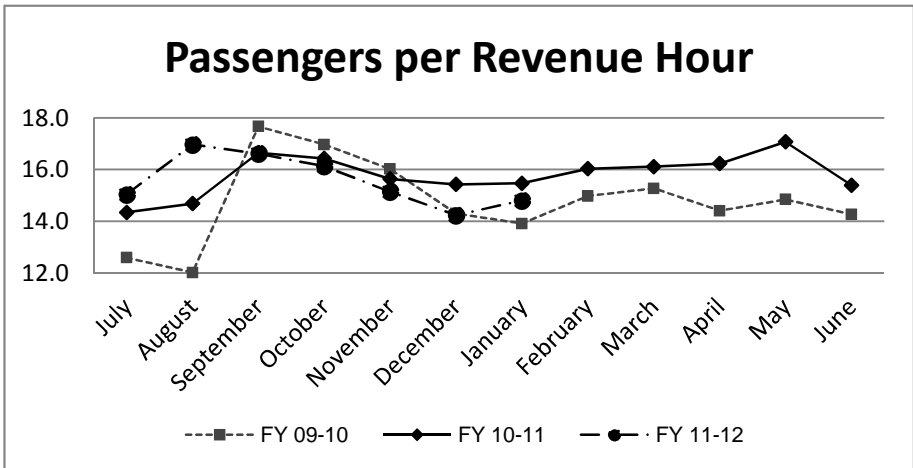
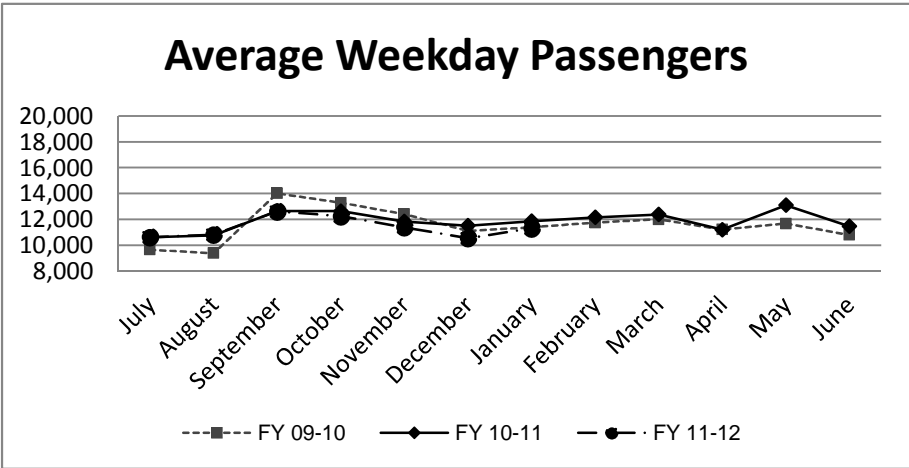
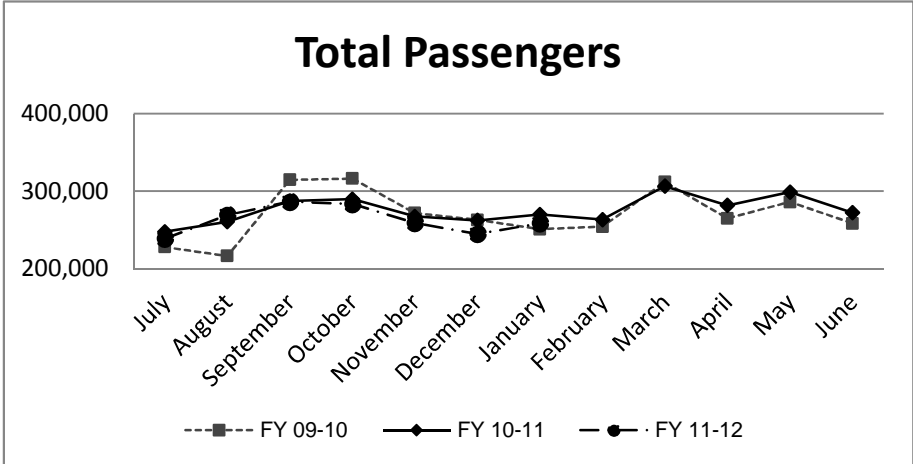
** Based on Standards from updated SRTP*

Analysis

Average weekday ridership is higher in January (11,311 passengers) from December (10,549 passengers). Average ridership this year is slightly lower compared to January of last year (11,860 passengers). Productivity in January is slightly higher to 14.8 passengers per hour from the December level of 14.2 passengers per hour.

The percentage of missed trips was lower in January (0.09%) as compared to the prior month (December = 0.15%). The YTD average is 0.09% missed trips.

The number of miles between roadcalls was equal to 38,276 miles in January which is higher than the prior month when we experienced 28,693 miles between roadcalls. The year to date average is 31,797 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2011 January	2011 February	2011 March	2011 April	2011 May	2011 June	2011 July	2011 August	2011 September	2011 October	2011 November	2011 December	2012 January	13 Month TOTALS
Number of Buses	131	131	131	131	131	131	121	121	121	121	121	121	121	126
Totals Hub Miles	267,614	252,745	291,732	266,823	270,960	262,262	231,807	269,721	264,940	269,092	260,169	258,233	267,933	3,434,031
Work Days	30	28	31	30	30	30	30	31	29	31	29	30	30	389
Revenue Hours	17,430	16,410	18,793	17,344	17,485	17,635	15,865	18,119	17,221	17,566	17,081	17,178	17,455	225,583
Operator Pay Hours	31,225	28,159	31,195	30,644	31,483	29,272	30,344	31,047	30,692	29,729	29,324	34,775	32,316	400,205
Number of Operators	165	165	165	162	166	165	165	162	162	162	162	165	165	164
Unscheduled Absences	411	311	345	296	314	295	428	286	337	197	303	354	461	4,338
FT Protection	45	30	18	20	53	42	60	67	42	34	53	48	85	597
Worker Comp.	115	80	82	84	88	90	61	74	82	109	115	98	123	1,201
Sick leave	251	201	245	192	173	163	307	145	213	54	135	208	253	2,540
Collision Accidents	7	5	8	6	7	5	6	6	7	5	6	6	3	77
Passenger Accidents	3	15	19	10	13	6	15	5	9	17	12	7	9	140
Total Chargeable Collisions	5	3	4	1	1	4	2	4	3	1	4	3	1	36
Chargeable/100K Miles	1.86	1.18	1.37	0.37	0.36	1.52	0.86	1.48	1.13	0.37	1.53	1.16	0.37	1.04
Number of Trips Scheduled	23,394	22,200	25,240	23,455	23,455	23,503	21,500	23,878	23,255	23,739	23,256	22,740	23,581	303,196
Number of Trips Missed	42	18	33	17	32	24	13	20	27	25	18	35	21	325
Of Trips Scheduled - % Missed	0.18%	0.08%	0.13%	0.07%	0.14%	0.10%	0.06%	0.08%	0.12%	0.11%	0.08%	0.15%	0.09%	0.11%
Of Trips Missed - Mechanical	5	14	18	5	15	22	8	6	16	14	13	7	7	150
On Time Performance %	97%	95%	97%	95%	93%	94%	93%	93%	91%	90%	95%	94%	94%	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%	99%	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	5	10	15	10	19	26	7	8	12	9	14	15	9	159
Road Calls for Mechanical	3	8	10	7	15	18	5	5	5	6	10	9	7	108
Road Calls for Other	2	2	5	3	4	8	2	3	7	3	4	6	2	51
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	12,120	10,658	14,016	11,024	12,606	13,156	10,504	10,451	11,933	11,714	10,034	7,925	9,375	
200 - 299	31,605	31,656	8,026	27,689	29,211	17,089	30,673	32,912	33,165	11,770	28,653	31,222	34,037	
300 - 399	33,343	8,663	18,262	37,475	16,592	5,601	31,636	12,167	34,484	18,219	20,226	13,142	22,031	
400 - 499	30,764	26,112	36,547	33,259	35,114	12,787	25,113	31,447	8,414	31,903	30,953	17,596	15,892	
500 - 519	51,424	22,335	53,301	47,902	7,117	16,015	42,248	51,277	49,334	49,376	23,634	15,928	50,808	
900 - 939	89,906	84,529	25,028	43,507	45,641	87,974	77,156	90,065	87,870	90,495	23,475	90,839	86,996	<i>Bus add - 12/09</i>
2000 - 2099	12,864	13,372	11,726	13,806	11,722	3,881	14,477	17,068	14,499	13,855	8,910	5,846	10,873	<i>Out of Service July 2011</i>
9800 - 9809	5,588	7,086	7,403	8,654	7,994	9,806								
Fleet Avg.	89,205	31,593	29,173	38,118	18,064	14,570	46,361	53,944	52,988	29,899	26,017	28,693	38,276	31,797
Maintenance Pay Hours	4,229	3,673	4,196	4,154	4,067	3,897	3,976	4,093	3,744	4,086	4,160	4,418	4,762	53,454
No. Maint. Employees	24	24	25	26	25	24	25	23	24	22	26	27	27	25
Maint. Emps/100K Miles	9	9	9	10	9	9	11	9	9	8	10	10	10	1
Unscheduled Absences	2	2	4	5	1	0	1	2	3	1	3	1	2	2

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		
January 2012 - Fixed Route Boardings	258,371	Revenue Hours -	January 12	17,455	Weekdays -	January 12	21	Fiscal 2012 YTD	1,838,847
			January 11	17,430		January 11	21		
Bus Bridge		Revenue Miles -	January 12	194,499	Saturdays -	January 12	4	Fiscal 2011YTD	1,883,211
Special Event			January 11	192,530		January 11	5		
					Sundays -	January 12	5		
						January 11	4		
January 2012 Total Boardings	258,371	Passengers per Mile		1	Total Days - 2011	30		YTD Trend	(2.4%)
December 2010 Total Boardings	269,623	Passengers per Hour		15	2010	30		Monthly Trend	(4.2%)

January 2012 Fixed Route Passenger Total						January 2012	January 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,426			7,426	354	13.6
2	Rudgear / Walnut Creek	1,179			1,179	56	6.3
4	Walnut Creek Downtown Shuttle	18,246	2,223	2,004	22,474	869	24.5
5	Creekside / Walnut Creek	976			976	46	4.6
6	Lafayette / Moraga / Orinda	9,560	591	454	10,605	455	14.7
7	Shadelands / Pleasant Hill / Walnut Creek	4,844			4,844	231	7.2
9	DVC / Walnut Creek	10,892			10,892	519	12.5
10	Concord / Clayton Rd	19,495			19,495	928	24.0
11	Treat Blvd / Oak Grove	6,246			6,246	297	16.7
14	Monument Blvd	12,517			12,517	596	15.1
15	Treat Boulevard	9,795			9,795	466	16.4
16	Alhambra Ave / Monument Blvd	13,882			13,882	661	12.7
17	Olivera/Solano / Salvio / North Concord	4,128			4,128	197	10.6
18	Amtrak / Merello / Pleasant Hill	8,387			8,387	399	12.8
19	Amtrak / Pacheco Blvd / Concord	2,854			2,854	136	9.8
20	DVC / Concord	19,995			19,995	952	20.5
21	Walnut Creek / San Ramon Transit Center	13,134			13,134	625	12.9
25	Lafayette / Walnut Creek	1,196			1,196	57	5.0
28	North Concord / Martinez	6,224			6,224	296	9.8
35	Dougherty Valley	7,417			7,417	353	10.9
36	San Ramon / Dublin	4,985			4,985	237	8.9
91X	Concord Commuter Express	640			640	30	8.4
92X	Ace Shuttle Express	3,834			3,834	183	22.0
93X	Kirker Pass Express	4,253			4,253	203	16.7
95X	San Ramon / Danville Express	3,540			3,540	169	16.7
96X	Bishop Ranch Express	10,453			10,453	498	15.7
97X	Bishop Ranch Express	1,792			1,792	85	8.7
98X	Martinez Express	6,877			6,877	327	12.3
250 *	Gael Rail Service	97	130	106	333	12	3.9
260 *	Cal State East Bay / Concord Bart	91			91	7	1.8
301	Rossmoor / John Muir Medical Center		319	277	596	0	7.4
310	Concord Bart / Clayton Rd / Kirker Pass		1,581	1,435	3,016	0	24.9
311	Concord / Oak Grove / Treat Blvd / WC		921	745	1,666	0	12.2
314	Clayton Rd / Monument Blvd / PH		2,242	2,060	4,302	0	17.6
315	Concord / Willow Pass / Landana		253	156	409	0	6.8
316	Alhambra / Merello / Pleasant Hill		1,037	1,041	2,078	0	13.3
320	DVC / Concord		836	691	1,527	0	13.8
321	San Ramon / Walnut Creek		925	809	1,735	0	11.0
600's	Select Service	22,578			22,578	1,075	27.4
TOTALS		237,534	11,058	9,779	258,371	11,311	14.8

* Data from Link ** Seasonal Route

Operations Data Summary

JANUARY 2012 PRODUCTIVITY

(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	22,578	1,075	27
310	Concord Bart / Clayton Rd / Kirker Pass	3,016	0	25
4	Walnut Creek Downtown Shuttle	22,474	869	24
10	Concord / Clayton Rd	19,495	928	24
92X	Ace Shuttle Express	3,834	183	22
20	DVC / Concord	19,995	952	21
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,302	0	18
95X	San Ramon / Danville Express	3,540	169	17
11	Treat Blvd / Oak Grove	6,246	297	17
93X	Kirker Pass Express	4,253	203	17
15	Treat Boulevard	9,795	466	16
96X	Bishop Ranch Express	10,453	498	16
14	Monument Blvd	12,517	596	15
6	Lafayette / Moraga / Orinda / Orinda Village	10,605	455	15
320	DVC / Concord	1,527	0	14
1	Rossmoor / Shadelands	7,426	354	14
316	Alhambra / Merello / Pleasant Hill	2,078	0	13
21	Walnut Creek / San Ramon Transit Center	13,134	625	13
18	Amtrak / Merello / Pleasant Hill	8,387	399	13
16	Alhambra Ave / Monument Blvd	13,882	661	13
9	DVC / Walnut Creek	10,892	519	13
98X	Martinez Express	6,877	327	12
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,666	0	12
321	San Ramon / Walnut Creek	1,735	0	11
35	Dougherty Valley	7,417	353	11
17	Olivera/Solano / Salvio / North Concord	4,128	197	11
19	Amtrak / Pacheco Blvd / Concord	2,854	136	10
28	North Concord / Martinez	6,224	296	10
36	San Ramon / Dublin	4,985	237	9
97X	Bishop Ranch Express	1,792	85	9
91X	Concord Commuter Express	640	30	8
301	Rossmoor / John Muir Medical Center	596	0	7
7	Shadelands / Pleasant Hill / Walnut Creek	4,844	231	7
315	Concord / Willow Pass / Landana	409	0	7
2	Rudgear / Walnut Creek	1,179	56	6
25	Lafayette / Walnut Creek	1,196	57	5
5	Creekside / Walnut Creek	976	46	5
250 *	Gael Rail Service	333	12	4
260 *	Cal State East Bay / Concord Bart	91	7	2

NOTE: * Data comes from Link Operators

** These are seasonal routes

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12
1	Rossmoor / Shadelands	386	385	376	422	399	393	393	365	368	361	355	330	354
2	Rudgear / Walnut Creek	77	70	66	67	68	56	62	61	64	70	60	50	56
4	Walnut Creek Downtown Shuttle	879	872	863	920	909	948	993	949	960	905	904	919	869
4H **	Walnut Creek Extended Holiday Shuttle											4	32	
5	Creekside / Walnut Creek	72	70	75	76	76	76	73	65	70	73	63	69	46
6	Lafayette / Moraga / Orinda	396	408	418	375	406	307	308	325	513	498	467	364	455
7	Shadelands / Pleasant Hill / Walnut Creek	229	223	216	220	226	231	233	224	217	210	205	193	231
9	DVC / Walnut Creek	571	595	625	591	679	658	589	610	602	602	563	490	519
10	Concord / Clayton Rd	994	1,005	1,001	1,046	1,112	1,034	948	941	1,079	1,046	978	973	928
11	Treat Blvd / Oak Grove	308	315	340	329	345	273	254	272	330	307	309	284	297
14	Monument Blvd	678	633	644	644	714	661	661	586	639	635	595	567	596
15	Treat Boulevard	481	532	563	557	589	488	462	420	519	502	471	433	466
16	Alhambra Ave / Monument Blvd	690	703	720	738	865	842	745	678	745	711	645	634	661
17	Olivera/Solano / Salvio / North Concord	287	287	294	275	285	243	248	228	247	228	203	199	197
18	Amtrak / Merello / Pleasant Hill	411	455	446	450	474	418	402	428	490	469	430	376	399
19	Amtrak / Pacheco Blvd / Concord	143	146	135	151	161	146	153	148	153	147	131	119	136
20	DVC / Concord	1,029	1,211	1,215	1,135	1,270	1,108	1,037	1,155	1,242	1,205	1,154	1,040	952
21	Walnut Creek / San Ramon Transit Center	604	603	620	629	695	656	598	571	633	626	588	556	625
25	Lafayette / Walnut Creek	55	46	45	49	52	53	54	47	54	56	56	52	57
28	North Concord / Martinez	304	332	332	287	324	302	271	294	323	287	298	274	296
35	Dougherty Valley	372	372	380	384	401	356	341	313	377	350	334	322	353
36	San Ramon / Dublin	259	257	255	262	263	249	244	227	261	274	228	224	237
91X	Concord Commuter Express	39	41	37	43	43	44	43	41	40	34	33	34	30
92X	Ace Shuttle Express	190	186	195	184	186	204	181	188	189	177	186	150	183
93X	Kirker Pass Express	181	184	224	223	217	202	178	196	198	207	198	178	203
95X	San Ramon / Danville Express	174	169	197	182	185	177	169	163	177	176	163	163	169
96X	Bishop Ranch Express	492	488	503	495	495	514	502	462	477	483	451	436	498
97X	Bishop Ranch Express	94	91	108	102	114	95	110	103	107	98	82	83	85
98X	Martinez Express	318	329	342	352	360	338	329	322	338	340	320	316	327
250 *	St Mary's College Gael Rail Shuttle	7	6	7	8	9			3	15	14	16	9	12
260 *	Cal State East Bay / Concord Bart										5	4	2	7
600's	Select Service	1,144	1,150	1,148	1,087	1,180	400	41	443	1,194	1,161	910	684	1,075
TOTALS		11,860	12,160	12,387	12,279	13,095	11,469	10,625	10,825	12,615	12,246	11,394	10,549	11,311

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SATURDAY		<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	571	533	473	600	540	513	568
4H **	Walnut Creek Extended Holiday Shuttle							
6	Lafayette / Moraga / Orinda	120	128	154	145	136	101	93
250 *	St Mary's College Gael Rail Shuttle	22	24	22	14	13		
301	Rossmoor / John Muir Medical Center	91	79	81	97	79	82	112
310	Concord Bart / Clayton Rd / Kirker Pass							0
311	Concord / Oak Grove / Treat Blvd / WC	201	191	182	218	236	218	229
314	Clayton Rd / Monument Blvd / PH	957	1,003	942	1,142	1,145	1,078	1,139
315	Concord / Willow Pass / Landana	73	82	82	93	79	57	78
316	Alhambra / Merello / Pleasant Hill	309	293	279	332	349	287	331
320	DVC / Concord	164	209	193	224	237	221	277
321	San Ramon / Walnut Creek	283	250	260	278	272	238	267
TOTALS		2,791	2,793	2,667	3,142	3,087	2,796	3,094

Route	Destination Information	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11
SUNDAY		<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	394	483	356	341	422	402	416
6	Lafayette / Moraga / Orinda	76	91	69	87	96	49	63
250 *	St Mary's College Gael Rail Shuttle	11	17	7	8	7		
301	Rossmoor / John Muir Medical Center	35	73	58	58	63	62	59
310	Concord Bart / Clayton Rd / Kirker Pass							
311	Concord / Oak Grove / Treat Blvd / WC	132	153	141	131	169	163	181
314	Clayton Rd / Monument Blvd / PH	687	766	633	763	807	767	770
315	Concord / Willow Pass / Landana	58	68	46	67	55	44	80
316	Alhambra / Merello / Pleasant Hill	203	212	202	197	265	215	227
320	DVC / Concord	125	142	128	142	148	138	141
321	San Ramon / Walnut Creek	159	184	164	176	205	178	187
TOTALS		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, 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
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, Riviera 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
JANUARY FY11/12**

SUMMARY	JANUARY FY 10/11	JANUARY FY 11/12	YTD FY 10/11	YTD FY 11/12
1 TOTAL CLIENTS	12,162	11,850	87,436	86,930
2 TOTAL ATTENDANTS	896	766	7,339	6,733
3 TOTAL COMPANIONS	77	65	446	526
4 TOTAL PASSENGERS	13,135	12,681	95,221	94,189
5 TOTAL SERVICE DAYS	30	30	212	209
6 VEHICLE REVENUE HOURS	6,579.37	6,413	47,802	46,095
7 VEHICLE SERVICE HOURS	8,026.59	7,834	58,191	56,420
8 VEHICLE NON REV HOURS	1,447.23	1,421	10,389	10,275
9 VEHICLE SERVICE MILES	127,659	122,618	908,306	877,819
10 VEHICLE REVENUE MILES	105,600	100,691	747,598	736,070
11 VEHICLE NON REV MILES	22,059	22,414	160,549	153,476
12 PASS. PER REVENUE HOUR	2.00	1.98	1.99	2.04
13 CLIENT PER REVENUE HOUR	1.85	1.85	1.83	1.89
14 PASS. PER SERVICE HOUR	1.64	1.62	1.64	1.67
15 PASS. PER SERVICE MILE	0.10	0.10	0.10	0.11
16 PASS. PER REVENUE MILE	0.12	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	962	992	7,404	6,631
18 SAME DAY TRIPS	253	217	1,637	1,652
19 SUBSCRIPTION TRIPS	8,386	7,905	58,370	56,184
20 DEMAND	3,684	3,838	28,293	30,053
21 FAREBOX REVENUE	\$13,771.50	\$12,276.00	\$100,790.00	\$95,155.50
22 PREPAID CLIENTS	\$1,360.00	\$8,943.00	\$164,201.50	\$80,170.00
23 COLLECTED BILLING	\$11,411.60	\$16,866.00	\$54,348.60	\$196,558.30
24 TOTAL REVENUE COLLECTED	\$26,543.10	\$38,085.00	\$319,340.10	\$371,883.80
25 CHARGEABLE ACCIDENTS	1	0	1	3
26 SERVICE COMPLAINTS	0	0	0	3
27 SERVICE COMMENDATIONS	0	1	0	8
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	1	22	16
30 DRIVER TURNOVER	0.0	1.2	2.9	4.9
31 SCHEDULE ADHERENCE	95%	94%	96%	99%
32 WHEELCHAIR BOARDING'S	3,144	3,108	23,060	23,200
33 W/C LIFT AVAILABILITY	100%	100%	100%	100
34 REGISTERED CLIENTS	9,168	10,887	N/A	N/A
35 UNDUPLICATED CLIENTS	1,039	1,300	N/A	N/A
36 NO-SHOWS	65	48	523	421
37 CANCELS	1,723	2,939	13,273	15,857
38 AVG. TRIP LENGTH (MILES)	9.7	9.7	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	17,473	15,660	127,034	124,544
42 FLEET M.P.G.	7.3	7.8	7.2	7.0