

The County Connection

2477 Arnold Industrial Way

Concord, CA 94520-5326

(925) 676-7500

www.cccta.org

MEETING NOTICE & AGENDA

Operations & Scheduling Committee

Walnut Creek City Hall
City Manager's Conference Room – 3rd Floor
1666 North Main Street, Walnut Creek
Wednesday, July 11, 2012, 10:30 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 June 8, 2012*
4. Administration – None
5. Planning and Scheduling
 - a. ACE Train Service Extension*
 - b. Transit Response to Oakland Fire*
6. Paratransit and Accessible Services - None
7. Staff Reports – Information Only
 - a. June 2012 Web Statistics*
 - b. Fixed Route Monthly Report – May 2012*
 - c. LINK Monthly Report – May 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
Karen Mitchoff, 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, June 8, 2012, @ 9:00 a.m.

Director in Attendance: Directors Earling Horn, Bob Simmons, and Karen Mitchoff

Staff: Rick Ramacier, Anne Muzzini, and Laramie Bowron

Public and Advisory Committee: Marci McGuire and Collet O'Keefe

Call to Order: Meeting called to order at 9:00 a.m. by Director Horn

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None
3. **Approval of O&S Summary Minutes for March 2, 2012:** Minutes were approved.
4. **Administration:**
 - a. Future Meeting Location – The Committee discussed of changes to Board representation and decided to change the location of the next meetings to Walnut Creek City Hall, 3rd floor conference room. Subsequent meeting dates were set for Wednesday July 11th, Friday August 3rd, and Friday September 7th.
5. **Planning and Scheduling**
 - a. Ridership Trends – Staff presented Committee an update on the ridership trends for the past 2-years along with an explanation of the new ‘adjustment factor’ that has made ridership in FY12 appear lower than prior years. The Board supported the analysis and wanted to be kept aware of any dramatic change in the adjustment factor in the future.
 - b. Operations Analysis – Staff presented a portion of the FY12 Short Range Transit Plan currently in development. The section presented included a route-level assessment of the service in FY11 as well as short and long-term planning activities. Director Simmons proposed some edits and clarifications including changing a planning item to the Walnut Creek *Transit* Village, as well as including Shadelands, the Naval Weapons Station, and Contra Costa Blvd development in the long-term planning activities.
6. **Paratransit and Accessible Services**
 - a. LINK Paratransit Contract Extension – Rick presented an analysis and explanation recommending the extension of CCCTA’s contract with LINK for paratransit services. The Committee supported the recommendation and agreed that when the contact expires, staff will look into alternatives providers and models of paratransit service.
7. **Staff Reports**
 - a. Fixed Route Monthly Report – April 2012 - approved
 - b. LINK Monthly Report – April 2012 - approved
8. **Verbal Reports**
 - a. Clever Devices Update – Anne Muzzini update the Committee on the implementation of the Cleaver Devices real-time bus notification system and noted its timeline and key features of the software
 - b. BART Late Night Service Update – Staff updated the Committee on the status of CCCTA providing late-night service for those traveling out of San Francisco and going towards the Pittsburg Baypoint BART Station in the evenings once BART ceased its operation. Staff

clarified that they had been approach by BART staff and have given a quote to provide the service but noted that the earliest they could provide it would be in the winter bid.

9. Committee Comments – None

10. Future Agenda Items – None

11. Next Scheduled Meeting – July 11@ 10:30 a.m. at City Manager’s Conference Room – 3rd Floor
1666 North Main Street, Walnut Creek

12. Adjournment – meeting was adjourned at 10:10 a.m.

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

To: Operations and Scheduling Committee

Date: 7/3/2012

From: Anne Muzzini, Director of Planning & Marketing

Reviewed by:

SUBJECT: ACE Train Expansion & Bus Service Change

Summary:

The San Joaquin Regional Rail Commission (SJRRRC) operates the ACE Transit between Stockton and San Jose with stops in between. CCCTA operates the 92X under contract with SJRRRC which connects the Mitchell park and ride, the Danville park and ride, and Bishop Ranch with the train at the Pleasanton station.

Currently the bus meets two trains in the morning and three trains in the evening. Since ridership on the ACE train has been growing, the SJRRRC Board has authorized expansion in October and will be operating another train in the morning and evening. They are requesting that CCCTA expand the 92X service so that we meet additional trains.

Train times – Pleasanton Stop	
5:33am	Currently don't meet – Oct 1 request
6:48am	92X meet
7:53am	92X meet
8:43am	New train – Oct 1 request
4:28pm	92X meet
5:28pm	92X meet
6:28pm	92X meet
7:33pm	New train – no bus service requested

The contract with SJRRRC establishes a cost per hour (\$45.89) and per mile (\$1.74) for service and they currently pay 27% of the cost with the remainder coming from Measure J Express Bus and SWAT TDM funds. The expanded service (2 more 92X trips) will cost an additional \$126,476 and the SJRRRC proposes to pay 100% of this amount.

Action Requested:

Recommend that the Board approve amending the contract with SJRRRC so that two additional trains are met with the 92X and that 100% of the cost is borne by the SJRRRC.



Inter Office Memo

To: O&S Committee

Date: June 29, 2012

From: Bill Churchill
Director of Transportation

Reviewed By:

SUBJECT: Transit Response to Oakland Fire

SUMMARY OF ISSUES: On June 14th 2012 there was a fire in West Oakland adjacent to the BART tracks causing significant damage to the BART infrastructure. The damage required BART to close the tracks to all trains traveling between Oakland and San Francisco for the morning commute creating significant travel delays. Additionally, there was a traffic accident on the bay bridge in the westbound direction at the commute hour creating a huge traffic back-up for those attempting to drive into San Francisco which also had a profound impact on the bus bridge initiated by AC Transit.

CCCTA was aware of the problems and had been in contact with MTC staff and BART staff for most of the day. CCCTA had offered to provide operators and buses to help enhance the bus bridge put in place by AC Transit if those managing the emergency felt the need for more support. AC Transit provided 20-30 buses for most of the day between Oakland and San Francisco while VTA, LAVTA, Vallejo, Tri-Delta provided an additional 20 buses in response to the crises.

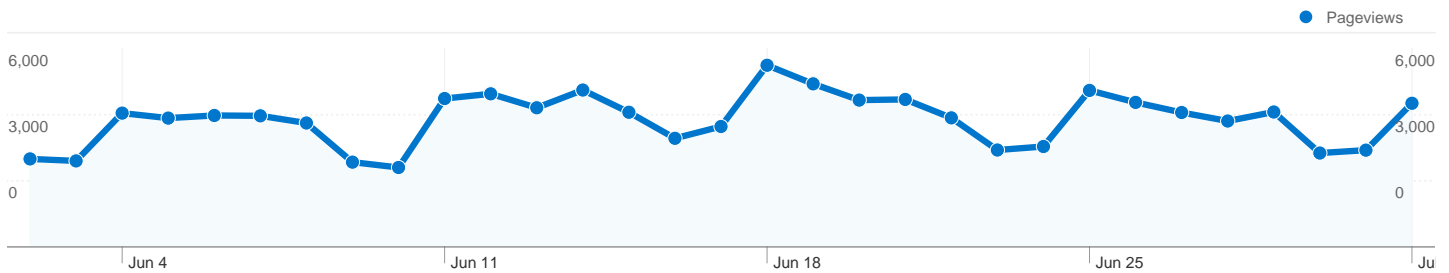
BART was able to open the track and run nearly a normal schedule by 4:30pm, just prior to the evening commute, mitigating the need for CCCTA participation in the bus bridge. MTC staff requested that CCCTA not add additional buses to the bus bridge.

RECOMMENDATIONS: None

FINANCIAL IMPLICATIONS: None

ACTION REQUESTED: For information only.

ATTACHMENTS: None



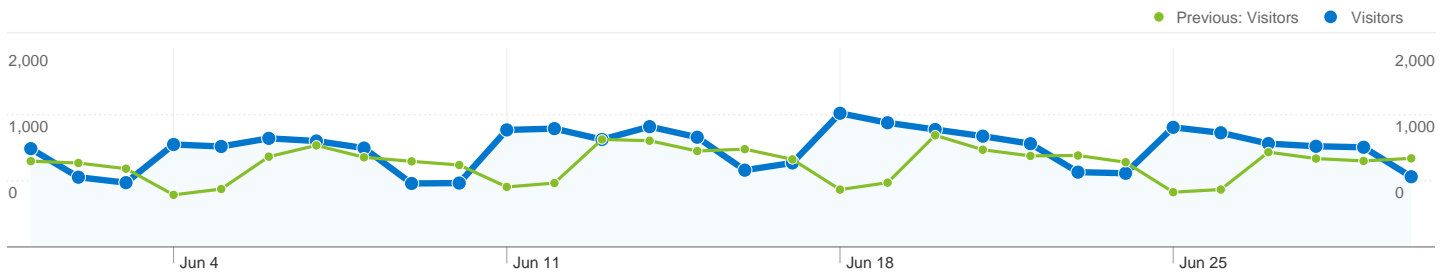
1,308 pages were viewed a total of 119,339 times

Content Performance

Page	Pageviews	Unique Pageviews	Avg. Time on Page	Bounce Rate	% Exit	\$ Index
/	26,910	17,625	00:01:04	23.66%	23.76%	\$0.00
/maps-schedules/	15,233	9,642	00:00:59	18.42%	18.50%	\$0.00
/mobile-schedules/	7,666	4,597	00:00:47	16.61%	12.52%	\$0.00
/fares/	4,286	3,150	00:01:26	44.34%	27.93%	\$0.00
/schedule/6/	2,804	2,419	00:04:18	83.81%	73.79%	\$0.00
/schedule/9/	2,647	2,099	00:02:20	64.18%	47.64%	\$0.00
/schedule/18/	2,497	2,004	00:02:17	68.37%	44.29%	\$0.00
/schedule/98X/	2,347	1,922	00:02:37	83.52%	57.56%	\$0.00
/schedule/20/	2,312	1,877	00:02:30	71.36%	50.00%	\$0.00
/schedule/16/	2,238	1,759	00:02:24	68.67%	45.58%	\$0.00
/schedule/15/	2,140	1,720	00:02:45	75.50%	52.94%	\$0.00
/how-to-ride/	2,109	1,499	00:00:40	34.62%	9.53%	\$0.00
/schedule/21/	2,096	1,676	00:02:27	68.89%	48.28%	\$0.00
/schedule/10/	2,082	1,703	00:02:49	73.45%	52.16%	\$0.00
/schedule/4/	1,663	1,352	00:02:56	74.74%	65.12%	\$0.00
/schedule/35/	1,661	1,292	00:02:19	74.53%	49.25%	\$0.00
/schedule/14/	1,605	1,340	00:02:14	75.00%	50.03%	\$0.00
/schedule/316/	1,565	1,231	00:02:45	74.44%	49.39%	\$0.00
/schedule/11/	1,532	1,216	00:01:47	73.19%	36.95%	\$0.00
/schedule/28/	1,412	1,104	00:02:39	83.01%	48.58%	\$0.00
/schedule/314/	1,262	1,032	00:02:46	68.68%	49.21%	\$0.00

/schedule/96X/	1,222	937	00:02:01	76.53%	45.01%	\$0.00
/driver-login/	1,121	572	00:02:28	37.74%	47.81%	\$0.00
/schedule/7/	1,095	826	00:02:40	79.11%	42.92%	\$0.00
/about/	1,077	831	00:00:41	11.30%	16.43%	\$0.00
/schedule/95X/	990	752	00:01:31	68.31%	31.72%	\$0.00
/schedule/320/	984	799	00:02:15	69.43%	42.17%	\$0.00
/schedule/310/	967	789	00:02:24	74.13%	54.40%	\$0.00
/schedule/321/	959	805	00:02:14	79.61%	55.37%	\$0.00
/schedule/1/	940	703	00:02:04	66.02%	39.68%	\$0.00
/schedule/19/	936	737	00:01:51	66.25%	30.02%	\$0.00
/schedule/36/	912	685	00:01:52	68.27%	37.28%	\$0.00
/schedule/311/	850	676	00:02:18	71.61%	44.00%	\$0.00
/schedule/17/	843	707	00:01:56	84.42%	45.55%	\$0.00
/schedule/93X/	817	611	00:02:19	69.09%	42.96%	\$0.00
/link/	802	603	00:00:43	30.16%	22.19%	\$0.00
/news/	674	475	00:00:26	55.17%	10.68%	\$0.00
/schedule/2/	644	527	00:02:10	78.33%	49.22%	\$0.00
/fares/where-to-buy/	632	470	00:01:45	79.49%	36.87%	\$0.00
/schedule/92X/	487	363	00:02:00	63.74%	35.52%	\$0.00
/how-to-ride/paying-your-fare/	467	392	00:01:21	29.41%	16.92%	\$0.00
/schedule/97X/	453	346	00:01:52	66.67%	37.97%	\$0.00
/schedule/5/	450	372	00:01:57	61.02%	39.78%	\$0.00
/fares/clipper-card/	430	368	00:00:59	43.75%	25.35%	\$0.00
/how-to-ride/places-to-go/	397	307	00:00:40	0.00%	8.56%	\$0.00
/schedule/315/	377	298	00:01:39	67.65%	32.36%	\$0.00
/about/jobs/	375	299	00:01:06	69.12%	51.20%	\$0.00
/some-good-news-for-crowded-buses/	360	286	00:01:55	65.00%	27.78%	\$0.00
/schedule/25/	336	278	00:02:16	69.77%	42.86%	\$0.00
/?force=desktop	319	235	00:01:11	51.61%	21.00%	\$0.00

1 - 50 of 1,308




19,015 people visited this site

 **37,620 Visits**

Previous: 30,898 (21.76%)

 **19,015 Absolute Unique Visitors**


Previous: 16,745 (13.56%)

 **115,891 Pageviews**

Previous: 99,795 (16.13%)

 **3.08 Average Pageviews**

Previous: 3.23 (-4.62%)

 **00:03:03 Time on Site**

Previous: 00:03:21 (-9.07%)

 **37.46% Bounce Rate**

Previous: 34.82% (7.58%)

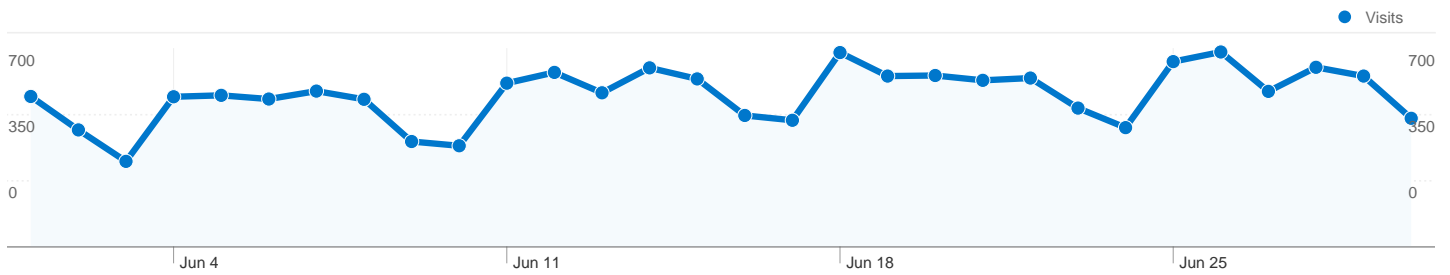
 **38.77% New Visits**

Previous: 42.29% (-8.33%)

Technical Profile

Browser	Visits	% visits
Safari		
Jun 1, 2012 - Jun 30, 2012	11,988	31.87%
Jun 1, 2011 - Jun 30, 2011	7,965	25.78%
% Change	50.51%	23.62%
Internet Explorer		
Jun 1, 2012 - Jun 30, 2012	8,103	21.54%
Jun 1, 2011 - Jun 30, 2011	9,995	32.35%
% Change	-18.93%	-33.42%

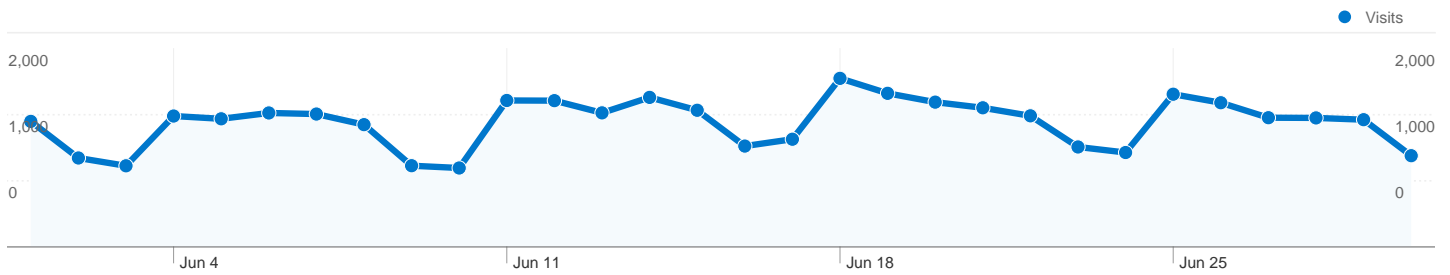
Android Browser		
Jun 1, 2012 - Jun 30, 2012	6,719	17.86%
Jun 1, 2011 - Jun 30, 2011	3,002	9.72%
% Change	123.82%	83.83%
Chrome		
Jun 1, 2012 - Jun 30, 2012	5,192	13.80%
Jun 1, 2011 - Jun 30, 2011	3,680	11.91%
% Change	41.09%	15.88%
Firefox		
Jun 1, 2012 - Jun 30, 2012	4,693	12.47%
Jun 1, 2011 - Jun 30, 2011	5,558	17.99%
% Change	-15.56%	-30.65%



These mobile devices sent 16,078 visits via 11 operating systems

Site Usage

Operating System	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
Visits 16,078 % of Site Total: 42.74%	Pages/Visit 2.76 Site Avg: 3.08 (-10.52%)	Avg. Time on Site 00:02:47 Site Avg: 00:03:03 (-8.83%)	% New Visits 25.49% Site Avg: 38.77% (-34.24%)	Bounce Rate 42.51% Site Avg: 37.46% (13.47%)	
iOS	8,654	2.55	00:02:14	29.57%	44.79%
Android	6,927	3.01	00:03:26	20.01%	39.90%
BlackBerry	345	2.86	00:03:24	22.90%	40.58%
Windows Phone	107	3.21	00:02:18	37.38%	33.64%
SymbianOS	21	1.95	00:01:34	95.24%	57.14%
Samsung	13	4.62	00:03:12	53.85%	30.77%
LGE	3	4.67	00:18:23	0.00%	0.00%
LG	2	3.50	00:03:53	100.00%	0.00%
Nokia	2	2.00	00:03:44	100.00%	0.00%
Sony	2	1.00	00:00:00	100.00%	100.00%
Windows	2	1.50	00:00:49	100.00%	50.00%



37,620 visits used 57 languages

Site Usage

Language	Visits	Pages/Visit	Avg. Time on Site	% New Visits	Bounce Rate
en-us	29,020	3.12	00:02:58	43.47%	36.41%
en	7,180	2.99	00:03:25	20.81%	39.50%
zh-cn	261	2.08	00:01:48	19.54%	70.50%
en_us	223	3.05	00:03:38	22.87%	41.70%
es-es	139	2.29	00:01:33	23.02%	56.12%
ko-kr	89	3.45	00:04:29	22.47%	24.72%
ja	87	3.93	00:04:30	39.08%	26.44%
ko	86	3.77	00:03:56	38.37%	10.47%
ja-jp	79	1.49	00:00:33	11.39%	82.28%
zh-tw	74	3.41	00:03:32	29.73%	17.57%
en-gb	71	2.41	00:02:10	60.56%	43.66%
ar	66	1.12	00:00:36	96.97%	93.94%
fr	24	1.33	00:00:11	91.67%	75.00%
*30790cc430790a1130790cd430790ca830790b20	20	2.80	00:02:53	35.00%	40.00%
ru	20	3.50	00:04:12	50.00%	30.00%
es	18	2.83	00:02:15	83.33%	38.89%
de-de	16	4.12	00:02:15	68.75%	31.25%
ru-ru	14	3.71	00:05:33	42.86%	7.14%
sv-se	10	2.60	00:00:56	20.00%	50.00%
c	8	1.00	00:00:00	100.00%	100.00%
es-us	8	3.62	00:04:19	12.50%	50.00%

pt-br	8	5.50	00:11:28	50.00%	25.00%
ro	8	2.62	00:03:02	0.00%	12.50%
de	7	4.29	00:03:55	100.00%	14.29%
es-la	7	1.43	00:01:10	0.00%	71.43%
fr-fr	7	4.29	00:02:37	0.00%	28.57%
*30775594307752e1307755a430775578307753f0	6	3.83	00:11:36	16.67%	33.33%
tr	5	1.00	00:00:00	100.00%	100.00%
zh-hk	5	1.20	00:00:02	40.00%	80.00%
*30789a483078979530789a5830789a2c307898a4	4	1.75	00:01:49	0.00%	25.00%
ar-sa	4	1.00	00:00:00	100.00%	100.00%
es-419	4	15.25	00:20:27	25.00%	0.00%
hu	4	2.50	00:02:10	25.00%	0.00%
ca-es	3	1.00	00:00:00	0.00%	100.00%
cs	3	11.67	00:15:21	66.67%	0.00%
nl	3	3.00	00:00:56	66.67%	33.33%
(not set)	2	1.00	00:00:00	100.00%	100.00%
*3078aeb43078ac013078aec43078ae983078ad10	2	3.50	00:01:50	100.00%	0.00%
it	2	3.50	00:02:18	100.00%	0.00%
lv	2	1.00	00:00:00	50.00%	100.00%
pl	2	1.00	00:00:00	100.00%	100.00%
pt	2	1.00	00:00:00	0.00%	100.00%
ru_RU	2	1.00	00:00:00	0.00%	100.00%
sv	2	5.50	00:04:42	100.00%	50.00%
af-za	1	1.00	00:00:00	100.00%	100.00%
bg	1	1.00	00:00:00	100.00%	100.00%
da	1	3.00	00:03:08	100.00%	0.00%
en-in	1	1.00	00:00:00	100.00%	100.00%
es-cl	1	2.00	00:00:09	100.00%	0.00%
fil	1	1.00	00:00:00	100.00%	100.00%

1 - 50 of 57

Agenda Item 7.a

TO: O&S Committee

DATE: June 18, 2012

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for May 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	279,127		
Average Weekday	11,812	11,479	
Pass/Rev Hour	15.4	15.5	FY11 Goal > 17.0
Missed Trips	0.07%	0.10%	FY11 Goal < 0.25%
Miles between Road Calls	39,758	31,619	FY11 Goal > 18,000

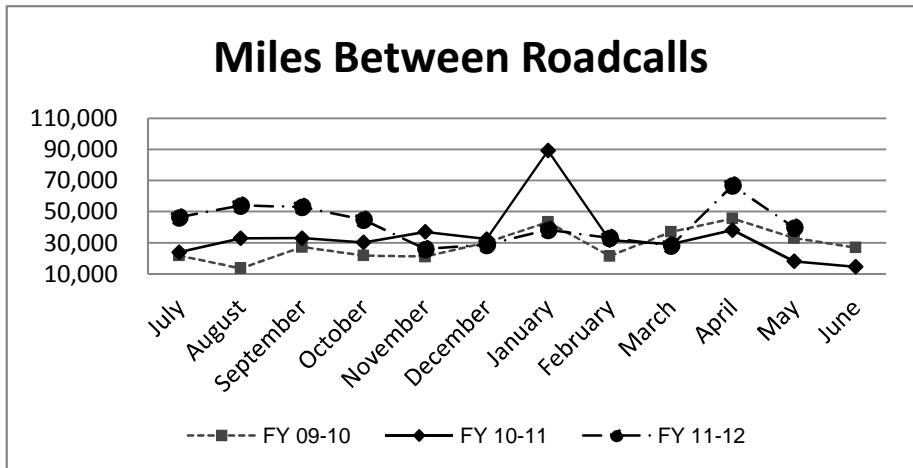
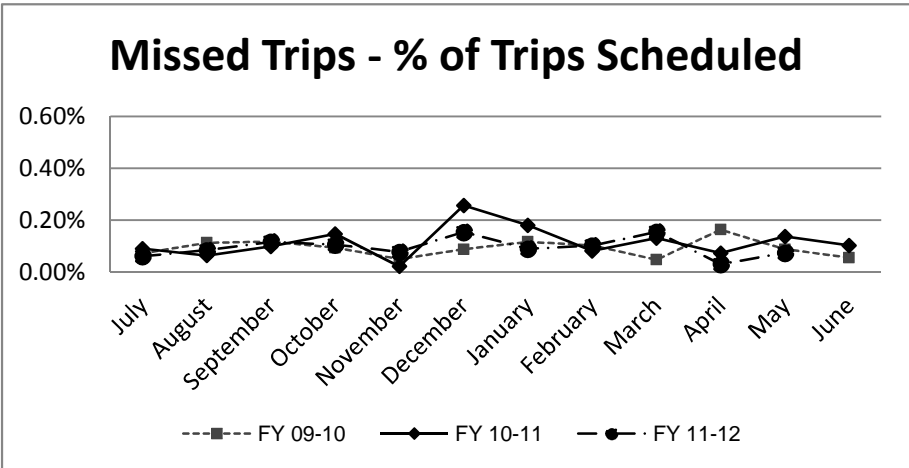
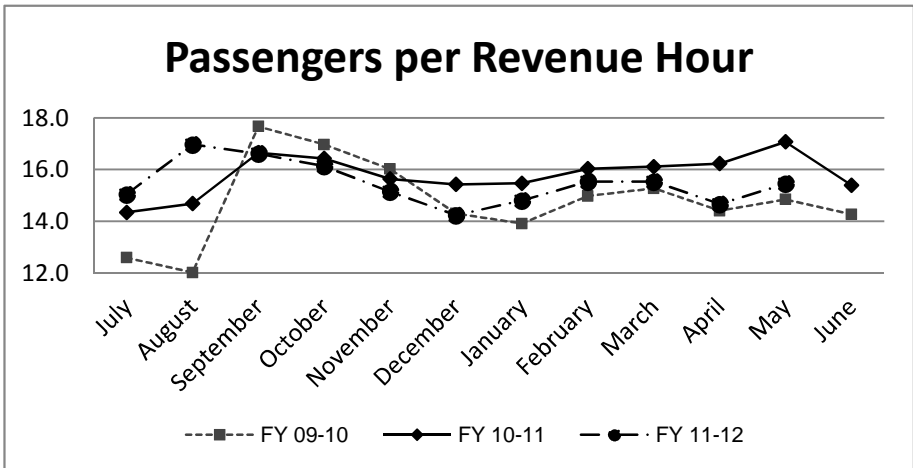
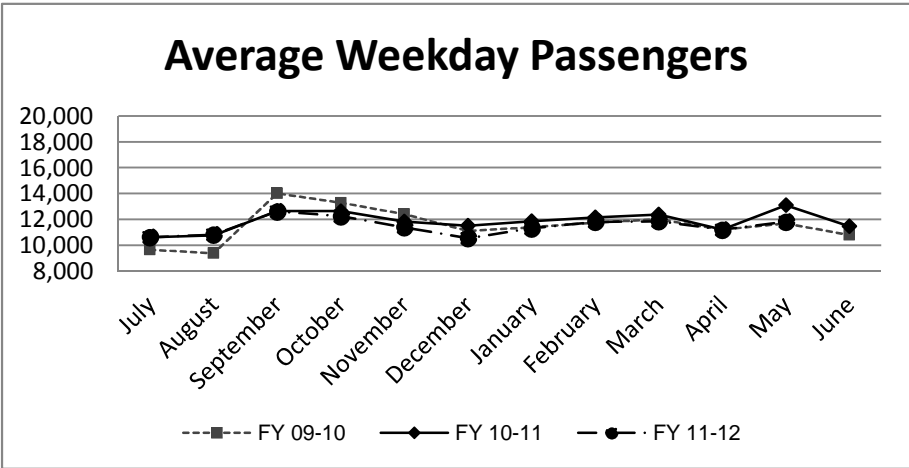
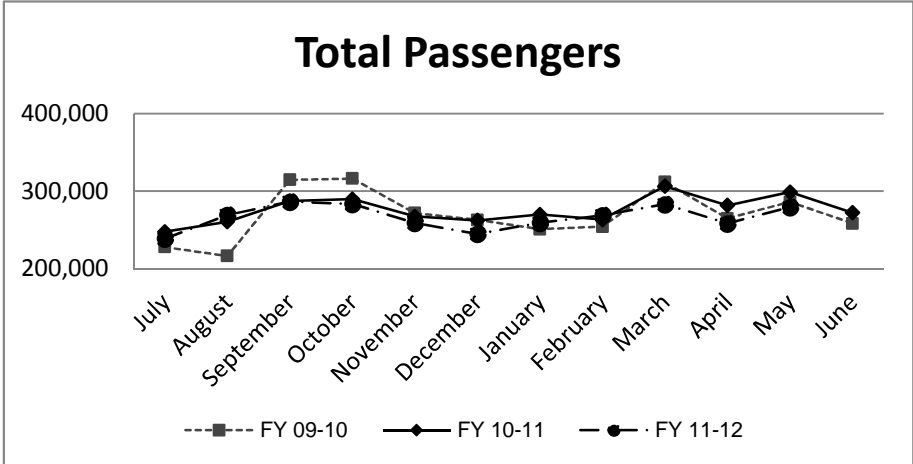
* Based on Standards from updated SRTP

Analysis

Average weekday ridership is higher in May (11,812 passengers) from April (11,210 passengers). Average ridership this year is lower compared to May of last year (13,095 passengers). Productivity in May is slightly higher to 15.4 passengers per hour from the April level of 14.7 passengers per hour.

The percentage of missed trips in May is (0.07%) as compared to the prior month (April = 0.03%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was equal to 39,758 miles in May which is lower than the prior month when we experienced 66,788 miles between roadcalls. The year to date average is 31,619 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2011 May	2011 June	2011 July	2011 August	2011 September	2011 October	2011 November	2011 December	2012 January	2012 February	2012 March	2012 April	2012 May	13 Month TOTALS	
Number of Buses	131	131	121	121	121	121	121	121	121	121	121	121	121	123	
Totals Hub Miles	270,960	262,262	231,807	269,721	264,940	269,092	260,169	258,233	267,933	264,761	281,156	267,150	278,303	3,446,487	
Work Days	30	30	30	31	29	31	29	30	30	29	31	30	30	390	
Revenue Hours	17,485	17,635	15,865	18,119	17,221	17,566	17,081	17,178	17,455	17,293	18,220	17,602	18,067	226,788	
Operator Pay Hours	31,483	29,272	30,344	31,047	30,692	29,729	29,324	34,775	32,316	29,839	31,195	30,306	31,155	401,477	
Number of Operators	166	165	165	162	162	162	162	165	165	160	164	162	161	163	
Unscheduled Absences	314	295	428	286	337	197	303	354	461	402	420	412	307	4,516	
FT Protection	53	42	60	67	42	34	53	48	85	45	53	50	45	677	
Worker Comp.	88	90	61	74	82	109	115	98	123	144	109	113	87	1,293	
Sick leave	173	163	307	145	213	54	135	208	253	213	258	249	175	2,546	
Collision Accidents	7	5	6	6	7	5	6	6	3	4	4	2	10	71	
Passenger Accidents	13	6	15	5	9	17	12	7	9	11	13	11	10	138	
Total Chargeable Collisions	1	4	2	4	3	1	4	3	1	4	1	2	2	32	
Chargeable/100K Miles	0.36	1.52	0.86	1.48	1.13	0.37	1.53	1.16	0.37	1.51	0.35	0.74	0.71	0.92	
Number of Trips Scheduled	23,455	23,503	21,500	23,878	23,255	23,739	23,256	22,740	23,581	23,581	24,600	23,581	24,359	305,028	
Number of Trips Missed	32	24	13	20	27	25	18	35	21	24	38	7	18	302	
Of Trips Scheduled - % Missed	0.14%	0.10%	0.06%	0.08%	0.12%	0.11%	0.08%	0.15%	0.09%	0.10%	0.15%	0.03%	0.07%	0.10%	
Of Trips Missed - Mechanical	15	22	8	6	16	14	13	7	7	13	20	3	7	151	
On Time Performance %	93%	94%	93%	93%	91%	90%	95%	94%	94%	96%	90%	90%	88%	92%	
MAINTENANCE															
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Lifts Operative - Ave %	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Total Road Calls	19	26	7	8	12	9	14	15	9	13	15	6	8	161	
Road Calls for Mechanical	15	18	5	5	5	6	10	9	7	8	10	4	7	109	
Road Calls for Other	4	8	2	3	7	3	4	6	2	5	5	2	1	52	
Miles Between Mechanical Road Calls															
Bus Numbers															
100 - 199	12,606	13,156	10,504	10,451	11,933	11,714	10,034	7,925	9,375	11,781	11,930	11,249	12,214	Bus add - 12/09 Out of Service July 2011	
200 - 299	29,211	17,089	30,673	32,912	33,165	11,770	28,653	31,222	34,037	30,338	33,067	32,494	16,426		
300 - 399	16,592	5,601	31,636	12,167	34,484	18,219	20,226	13,142	22,031	11,844	6,224	40,903	39,175		
400 - 499	35,114	12,787	25,113	31,447	8,414	31,903	30,953	17,596	15,892	30,471	36,198	31,581	34,388		
500 - 519	7,117	16,015	42,248	51,277	49,334	49,376	23,634	15,928	50,808	26,619	52,607	52,074	27,108		
900 - 939	45,641	87,974	77,156	90,065	87,870	90,495	23,475	90,839	86,996	45,332	48,365	8,643	93,324		
2000 - 2099	11,722	3,881	14,477	17,068	14,499	13,855	8,910	5,846	10,873	12,736	13,282	11,936	12,134		
9800 - 9809	7,994	9,806													
Fleet Avg.	18,064	14,570	46,361	53,944	52,988	44,849	26,017	28,693	38,276	33,095	28,116	66,788	39,758		31,619
Maintenance Pay Hours	4,067	3,897	3,976	4,093	3,744	4,086	4,160	4,418	4,762	4,457	4,581	4,311	4,437		54,988
No. Maint. Employees	25	24	25	23	24	22	26	27	27	27	26	26	25	25	
Maint. Emps/100K Miles	9	9	11	9	9	8	10	10	10	10	9	10	9	1	
Unscheduled Absences	1	0	1	2	3	1	3	1	2	1	7	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		
May 2012 - Fixed Route Boardings	279,127	Revenue Hours -	May 12	18,067	Weekdays -	May 12	22	
			May 11	17,485		May 11	21	
Bus Bridge		Revenue Miles -	May 12	201,819	Saturdays -	May 12	4	
Special Event			May 11	186,497		May 11	4	
					Sundays -	May 12	4	
						May 11	5	
May 2012 Total Boardings	279,127	Passengers per Mile		1.4	Total Days - 2012	30	YTD Trend	(3.5%)
May 2011 Total Boardings	298,529	Passengers per Hour		15.45	2011	30	Monthly Trend	(6.5%)

May 2012 Fixed Route Passenger Total						May 2012	May 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	8,020			8,020	365	14.1
2	Rudgear / Walnut Creek	1,326			1,326	60	6.8
4	Walnut Creek Downtown Shuttle	18,714	1,714	1,253	21,681	851	23.2
5	Creekside / Walnut Creek	1,111			1,111	51	5.1
6	Lafayette / Moraga / Orinda	9,160	491	394	10,045	416	13.5
7	Shadelands / Pleasant Hill / Walnut Creek	5,530			5,530	251	7.8
9	DVC / Walnut Creek	12,105			12,105	550	13.3
10	Concord / Clayton Rd	22,349			22,349	1,016	26.2
11	Treat Blvd / Oak Grove	6,655			6,655	303	17.0
14	Monument Blvd	13,624			13,624	619	15.7
15	Treat Boulevard	10,831			10,831	492	17.3
16	Alhambra Ave / Monument Blvd	16,008			16,008	728	14.0
17	Olivera/Solano / Salvio / North Concord	5,146			5,146	234	12.6
18	Amtrak / Merello / Pleasant Hill	9,994			9,994	454	14.6
19	Amtrak / Pacheco Blvd / Concord	3,022			3,022	137	9.9
20	DVC / Concord	24,113			24,113	1,096	23.6
21	Walnut Creek / San Ramon Transit Center	13,483			13,483	613	12.6
25	Lafayette / Walnut Creek	1,430			1,430	65	5.7
28	North Concord / Martinez	5,504			5,504	250	8.3
35	Dougherty Valley	7,968			7,968	362	11.2
36	San Ramon / Dublin	5,390			5,390	245	9.2
91X	Concord Commuter Express	913			913	41	11.4
92X	Ace Shuttle Express	3,115			3,115	142	17.1
93X	Kirker Pass Express	4,883			4,883	222	18.3
95X	San Ramon / Danville Express	4,188			4,188	190	18.9
96X	Bishop Ranch Express	10,568			10,568	480	15.4
97X	Bishop Ranch Express	2,040			2,040	93	9.4
98X	Martinez Express	7,623			7,623	347	13.1
250 *	Gael Rail Service	103	89	46	238	17	4.7
260 *	Cal State East Bay / Concord Bart	113			113	6	1.7
301	Rossmoor / John Muir Medical Center		273	220	493	0	6.9
310	Concord Bart / Clayton Rd / Kirker Pass		1,651	1,306	2,957	0	27.5
311	Concord / Oak Grove / Treat Blvd / WC		948	662	1,610	0	13.3
314	Clayton Rd / Monument Blvd / PH		2,542	1,739	4,281	0	19.6
315	Concord / Willow Pass / Landana		309	181	490	0	9.2
316	Alhambra / Merello / Pleasant Hill		1,406	796	2,202	0	15.9
320	DVC / Concord		849	609	1,458	0	14.7
321	San Ramon / Walnut Creek		984	795	1,779	0	12.8
600's	Select Service	24,842			24,842	1,129	27.9
TOTALS		259,869	11,257	8,001	279,127	11,812	15.4

* Data from Link ** Seasonal Route

Operations Data Summary
MAY 2012 PRODUCTIVITY
(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	24,842	1,129	27.9
310	Concord Bart / Clayton Rd / Kirker Pass	2,957	0	27.5
10	Concord / Clayton Rd	22,349	1,016	26.2
20	DVC / Concord	24,113	1,096	23.6
4	Walnut Creek Downtown Shuttle	21,681	851	23.2
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,281	0	19.6
95X	San Ramon / Danville Express	4,188	190	18.9
93X	Kirker Pass Express	4,883	222	18.3
15	Treat Boulevard	10,831	492	17.3
92X	Ace Shuttle Express	3,115	142	17.1
11	Treat Blvd / Oak Grove	6,655	303	17.0
316	Alhambra / Merello / Pleasant Hill	2,202	0	15.9
14	Monument Blvd	13,624	619	15.7
96X	Bishop Ranch Express	10,568	480	15.4
320	DVC / Concord	1,458	0	14.7
18	Amtrak / Merello / Pleasant Hill	9,994	454	14.6
1	Rossmoor / Shadelands	8,020	365	14.1
16	Alhambra Ave / Monument Blvd	16,008	728	14.0
6	Lafayette / Moraga / Orinda / Orinda Village	10,045	416	13.5
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,610	0	13.3
9	DVC / Walnut Creek	12,105	550	13.3
98X	Martinez Express	7,623	347	13.1
321	San Ramon / Walnut Creek	1,779	0	12.8
17	Olivera/Solano / Salvio / North Concord	5,146	234	12.6
21	Walnut Creek / San Ramon Transit Center	13,483	613	12.6
91X	Concord Commuter Express	913	41	11.4
35	Dougherty Valley	7,968	362	11.2
19	Amtrak / Pacheco Blvd / Concord	3,022	137	9.9
97X	Bishop Ranch Express	2,040	93	9.4
315	Concord / Willow Pass / Landana	490	0	9.2
36	San Ramon / Dublin	5,390	245	9.2
28	North Concord / Martinez	5,504	250	8.3
7	Shadelands / Pleasant Hill / Walnut Creek	5,530	251	7.8
301	Rossmoor / John Muir Medical Center	493	0	6.9
2	Rudgear / Walnut Creek	1,326	60	6.8
25	Lafayette / Walnut Creek	1,430	65	5.7
5	Creekside / Walnut Creek	1,111	51	5.1
250 *	Gael Rail Service	238	17	4.7
260 *	Cal State East Bay / Concord Bart	113	6	1.7

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12
1	Rossmoor / Shadelands	399	393	393	365	368	361	355	330	354	359	381	376	365
2	Rudgear / Walnut Creek	68	56	62	61	64	70	60	50	56	65	60	59	60
4	Walnut Creek Downtown Shuttle	909	948	993	949	960	905	904	919	869	895	919	851	851
4H **	Walnut Creek Extended Holiday Shuttle							4	32					
5	Creekside / Walnut Creek	76	76	73	65	70	73	63	69	46	67	63	48	51
6	Lafayette / Moraga / Orinda	406	307	308	325	513	498	467	364	455	462	466	415	416
7	Shadelands / Pleasant Hill / Walnut Creek	226	231	233	224	217	210	205	193	231	218	232	230	251
9	DVC / Walnut Creek	679	658	589	610	602	602	563	490	519	554	554	522	550
10	Concord / Clayton Rd	1,112	1,034	948	941	1,079	1,046	978	973	928	985	984	955	1,016
11	Treat Blvd / Oak Grove	345	273	254	272	330	307	309	284	297	316	317	291	303
14	Monument Blvd	714	661	661	586	639	635	595	567	596	598	599	600	619
15	Treat Boulevard	589	488	462	420	519	502	471	433	466	473	471	449	492
16	Alhambra Ave / Monument Blvd	865	842	745	678	745	711	645	634	661	684	689	685	728
17	Olivera/Solano / Salvio / North Concord	285	243	248	228	247	228	203	199	197	207	210	205	234
18	Amtrak / Merello / Pleasant Hill	474	418	402	428	490	469	430	376	399	447	437	411	454
19	Amtrak / Pacheco Blvd / Concord	161	146	153	148	153	147	131	119	136	137	120	133	137
20	DVC / Concord	1,270	1,108	1,037	1,155	1,242	1,205	1,154	1,040	952	1,204	1,165	1,078	1,096
21	Walnut Creek / San Ramon Transit Center	695	656	598	571	633	626	588	556	625	588	594	572	613
25	Lafayette / Walnut Creek	52	53	54	47	54	56	56	52	57	50	58	58	65
28	North Concord / Martinez	324	302	271	294	323	287	298	274	296	312	297	199	250
35	Dougherty Valley	401	356	341	313	377	350	334	322	353	363	362	302	362
36	San Ramon / Dublin	263	249	244	227	261	274	228	224	237	251	239	234	245
91X	Concord Commuter Express	43	44	43	41	40	34	33	34	30	39	27	34	41
92X	Ace Shuttle Express	186	204	181	188	189	177	186	150	183	160	158	149	142
93X	Kirker Pass Express	217	202	178	196	198	207	198	178	203	203	210	210	222
95X	San Ramon / Danville Express	185	177	169	163	177	176	163	163	169	182	179	182	190
96X	Bishop Ranch Express	495	514	502	462	477	483	451	436	498	495	529	481	480
97X	Bishop Ranch Express	114	95	110	103	107	98	82	83	85	87	95	99	93
98X	Martinez Express	360	338	329	322	338	340	320	316	327	360	336	338	347
250 *	St Mary's College Gael Rail Shuttle	9			3	15	14	16	9	12	14	16	12	10
260 *	Cal State East Bay / Concord Bart						5	4	2	7	4	2	6	9
600's	Select Service	1,180	400	41	443	1,194	1,161	910	684	1,075	1,049	1,108	1,036	1,129
TOTALS		13,095	11,469	10,625	10,825	12,615	12,246	11,394	10,549	11,311	11,817	11,867	11,210	11,812
				10,625	10,828	12,623	12,256	11,405	10,555	11,321	11,826	11,878	11,218	11,821
<i>NOTE: * Data comes from Link Operators ** These are seasonal routes</i>				0	-3	-8	-11	-12	-5	-10	-10	-11	-9	-9

Operations Data Summary

AVERAGE V

Route	Destination Information	May-11	Jun-11	Jul-11
SATURDAY		<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	540	513	568
4H **	Walnut Creek Extended Holiday Shuttle			
6	Lafayette / Moraga / Orinda	136	101	93
250 *	St Mary's College Gael Rail Shuttle	13		
301	Rossmoor / John Muir Medical Center	79	82	112
310	Concord Bart / Clayton Rd / Kirker Pass			0
311	Concord / Oak Grove / Treat Blvd / WC	236	218	229
314	Clayton Rd / Monument Blvd / PH	1,145	1,078	1,139
315	Concord / Willow Pass / Landana	79	57	78
316	Alhambra / Merello / Pleasant Hill	349	287	331
320	DVC / Concord	237	221	277
321	San Ramon / Walnut Creek	272	238	267
TOTALS		3,087	2,796	3,094

Route	Destination Information	May-11	Jun-11	Jul-11
SUNDAY		<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	422	402	416
6	Lafayette / Moraga / Orinda	96	49	63
250 *	St Mary's College Gael Rail Shuttle	7		
301	Rossmoor / John Muir Medical Center	63	62	59
310	Concord Bart / Clayton Rd / Kirker Pass			
311	Concord / Oak Grove / Treat Blvd / WC	169	163	181
314	Clayton Rd / Monument Blvd / PH	807	767	770
315	Concord / Willow Pass / Landana	55	44	80
316	Alhambra / Merello / Pleasant Hill	265	215	227
320	DVC / Concord	148	138	141
321	San Ramon / Walnut Creek	205	178	187
TOTALS		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, Rivieria 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, Clayton 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

Route Description Summary

Route #	Description
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, Cresce 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 Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancinco Pkwy, Old Quarry 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, Chilpancinco Pkwy, Old Quarry Rd, DVC
609	BART Walnut Creek, Ygnacio Valley Rd, Marchbanks Dr, Walnut Ave
610	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirkwood Dr, Oakhurst Dr, Center St, Marsh Creek Rd, Mountaire Pkwy, Mountaire Cir
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord

Route Description Summary

Route #	Description
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 Village Pkwy, Dublin Blvd, BART Dublin

**CCCTA LINK
MONTHLY OPERATING SUMMARY
MARCH FY11/12**

SUMMARY	MARCH FY 10/11	MARCH FY 11/12	YTD FY 10/11	YTD FY 11/12
1 TOTAL CLIENTS	14,267	12,848	113,292	112,138
2 TOTAL ATTENDANTS	1,489	846	9,181	8,398
3 TOTAL COMPANIONS	63	104	640	717
4 TOTAL PASSENGERS	15,819	13,798	123,113	121,253
5 TOTAL SERVICE DAYS	31	31	271	269
6 VEHICLE REVENUE HOURS	7,696	6,614	61,273	59,095
7 VEHICLE SERVICE HOURS	9,248	8,192	74,750	72,479
8 VEHICLE NON REV HOURS	1,552	1,577	13,477	13,332
9 VEHICLE SERVICE MILES	148,713	127,254	1,168,489	1,124,485
10 VEHICLE REVENUE MILES	124,245	107,401	962,446	944,657
11 VEHICLE NON REV MILES	24,468	22,879	205,844	197,787
12 PASS. PER REVENUE HOUR	2.06	2.09	2.01	2.05
13 CLIENT PER REVENUE HOUR	1.85	1.94	1.85	1.90
14 PASS. PER SERVICE HOUR	1.71	1.68	1.65	1.67
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,321	1,118	8,513	8,744
18 SAME DAY TRIPS	166	224	1,839	2,116
19 SUBSCRIPTION TRIPS	9,707	8,358	67,943	72,590
20 DEMAND	4,560	4,382	32,659	38,645
21 FAREBOX REVENUE	\$16,585.00	\$13,691.28	\$129,737.00	\$122,176.28
22 PREPAID CLIENTS	\$30,922.50	\$9,703.50	\$230,427.00	\$99,111.50
23 COLLECTED BILLING	\$2,008.00	\$45,252.30	\$68,316.60	\$263,102.60
24 TOTAL REVENUE COLLECTED	\$49,515.50	\$68,647.08	\$428,480.60	\$484,390.38
25 CHARGEABLE ACCIDENTS	2	0	2	4
26 SERVICE COMPLAINTS	1	1	0	4
27 SERVICE COMMENDATIONS	2	2	0	13
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	2	25	18
30 DRIVER TURNOVER	0.0	0.0	2.08	4.9
31 SCHEDULE ADHERENCE	93%	94%	95%	100%
32 WHEELCHAIR BOARDING'S	4,041	3,370	29,464	29,773
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	8,865	11,064	N/A	N/A
35 UNDUPLICATED CLIENTS	1,133	1,124	N/A	N/A
36 NO-SHOWS	57	70	618	547
37 CANCELS	2,260	3,308	16,743	22,013
38 AVG. TRIP LENGTH (MILES)	9.4	9.2	9.5	9.3
39 AVG. SM BUSES IN SERVICE	5	3	5	NA
40 AVG. BUSES IN SERVICE	48	48	48	NA
41 TOTAL FUEL/GALLONS	19,475	18,164	162,116	159,242
42 FLEET M.P.G.	7.8	7.0	7.2	7.1