

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

Friday September 7, 2012, 9:00 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 July 11, 2012*
4. Maintenance
 - a. Heavy Duty Bus Purchase*
5. Planning and Scheduling - None
6. Paratransit and Accessible Services
 - a. LINK No-Show Policy*
7. Staff Reports – Information Only
 - a. Fixed Route Monthly Report – July 2012*
 - b. LINK Monthly Report – July 2012*
8. Committee Comments – Discussion Only
9. Future Agenda Items – Discussion Only
10. Next Scheduled Meeting
11. Adjournment

*Enclosure

FY 2012/2013
O&S Committee
Erling Horn, Lafayette
Dave Hudson, San Ramon
Bob Simmons, Walnut Creek
Robert Storer, Town of Danville

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, July 11, 2012, @ 10:30 a.m.

Director in Attendance: Directors Erling Horn and Bob Simmons

Staff: Rick Ramacier, Anne Muzzini, and Laramie Bowron

Public and Advisory Committee: Marci McGuire

Call to Order: Meeting called to order at 10:30 a.m. by Director Simmons

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None
3. **Approval of O&S Summary Minutes for June 8, 2012:** Minutes were approved.
4. **Administration:** None
5. **Planning and Scheduling**
 - a. ACE Train Service Extension – Staff presented a proposal from ACE to receive bus service to meet an additional two trains. ACE had requested a quote and was presented with a fully-loaded service cost which was agreed upon. Staff recommended and the Committee approved forwarding a resolution to the full Board authorizing an additional year on the existing contract with ACE and the inclusion on the new service with 100% of the cost of the new service covered by ACE.
 - b. Transit Response to Oakland Fire – Staff presented a prepared memo illustrating the response to the fire at the West Oakland BART Station on June 14th. Staff described the process and communication channels used and noted that CCCTA offered buses to support the AC Transit's bus bridge but no buses were used. No action was required.
6. **Paratransit and Accessible Services -** None
7. **Staff Reports**
 - a. June 2012 Web Statistics – Staff presented statistics from the CCCTA.org illustrating specific pages and viewing times on the website. No action was required.
 - b. Fixed Route Monthly Report – May 2012 - approved
 - c. LINK Monthly Report – May 2012 - approved
8. **Committee Comments** – Committee expressed interest in future item on paratransit shared trips.
9. **Future Agenda Items** – None
10. **Next Scheduled Meeting** – August 3 @ 9:00 a.m. at City Manager's Conference Room – 3rd Floor
1666 North Main Street, Walnut Creek
11. **Adjournment** – meeting was adjourned at 11:20 a.m.

To: O&S Committee

Date: August 27, 2012

From: J. Scott Mitchell
Director of Maintenance

Reviewed By:

SUBJECT: Heavy Duty Bus Purchase

SUMMARY OF ISSUES:

CCCTA needs to replace ten (10) 40-foot heavy duty transit buses. The Authority has a Federal Grant available at this time to replace these vehicles. This project is in the CCCTA Capital Replacement Plan and has been approved by MTC for funding.

Project Budget

Federal 5307 CA-90-Y985:	\$5,627,420
Prop 1B - PTMISEA:	\$1,463,184
Life Line:	<u>\$484,534</u>
Total funds available for this project:	\$7,575,138

These vehicles have already been competitively bid on SamTrans Request for Proposal #09-SAMTR-M-001, which CCCTA is named in as a consortium participant.

RECOMMENDATIONS:

Staff requests that the O&S Committee consider recommending to the Full Board that the General Manager be authorized to exercise CCCTA's option on ten (10) heavy duty diesel buses and enter into a contract with the Gillig Corporation to purchase these vehicles under the pricing terms and conditions of SamTrans Request for Proposal #09-SAMTR-M-001. Total cost of the vehicles, spare parts, tax, and delivery not to exceed \$7,575,138.

To: Operations and Scheduling Committee

Date: 8/23/2012

From: Anne Muzzini, Director of Planning & Marketing

Reviewed by:

SUBJECT: No Show Policy Change

Background:

The LINK system has a late cancel/no-show policy that was adopted by the Board and sets out penalties for multiple no-shows or late cancellations. The Federal Transit Administration Triennial Review done in July of 2012 found that the policy does not adequately spell out that a “pattern or practice” of no shows or late cancels is what triggers penalties.

The U.S.DOT regulations implementing ADA address the issue of no-show policies in ADA complementary paratransit programs. Specifically, 49 CFR 37.125(h) states that:

The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA paratransit eligible individuals who establish a pattern or practice of missing scheduled trips.

The no-show policy being used by East Bay Paratransit was reviewed with Mr. Prangly, the triennial auditor, to determine what would be acceptable language. Based on his acceptance of their policy only minor changes are necessary. The proposed modifications are shown in the strike out version attached.

Recommendation:

Staff recommends that the Committee approve the proposed changes to the no-show/late cancellation policy to include language specifying that a pattern or practice of no-shows is required.

Financial Implications:

There are no financial implications that would result from the change recommended.

SUBJECT: LINK Late Cancellation/No-Show Policy

POLICY: An individual who demonstrates a pattern or practice of repeated no shows or late cancellations are in violation of the Late Cancellation/No Show-Policy. The basic penalty results in loss of service after two late cancels or no shows within one month. ~~cancels or is a no show for two or more trips per month without sufficient notice has committed a violation of the Late Cancellation/No-Show Policy (“violation”).~~—An individual who violates the Late Cancellation/No-Show Policy will be subject to a loss of service for one month for the first violation, two months for the second violation, and three months for the third violation in a calendar year. Sufficient notice is defined as one hour prior to pick-up time in determining no-shows and twenty-four hours prior to pick-up time in determining cancellations. An individual is considered a no-show if the County Connection is not notified one hour before the scheduled pick-up time or if the driver waits five minutes after the pick-up time and the individual is not ready for boarding. Of course, exception will be made for illness or other emergencies (including cancellation of a doctor's appointment by the doctor).

Individuals who have subscription service, and violate the Late Cancellation/No-Show Policy, will be subject to a loss of their subscription service. Individuals who lose their subscription service due to a violation of this policy will not have their subscription service reinstated and will not be eligible for future subscription service.

Individuals who are subject to a loss of service due to violation of the Late Cancellation/No-Show Policy will be notified in writing of the proposed suspension and the basis for the suspension, and the individuals will have the opportunity to be heard and to present information and arguments. The County Connection will issue a written notice of the decision, including the reasons for the decision. The individual may appeal the decision within sixty (60) days of the decision to suspend service. The individual will have the opportunity to be heard and to present information and arguments before an individual or panel not involved in the initial decision to suspend service. The County Connection will issue a written notice of the decision, including the reasons for it.

DATE OF ADOPTION: February 17, 2000

Agenda Item 7.a

TO: O&S Committee

DATE: August 3, 2012

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for July 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 2013

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	227,686		
Average Weekday	9,809	9,809	
Pass/Rev Hour	13.5	13.5	Standard Goal > 17.0
Missed Trips	0.07%	0.07%	Standard Goal < 0.25%
Miles between Road Calls	41,304	41,304	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership is lower in July (9,809 passengers) from June (10,494 passengers). Average weekday ridership this year (9,809 passengers) is lower compared to July of last year (10,625 passengers). Productivity in July is equal to 13.5 passengers per hour up from the June level of 13.4 passengers per hour.

The percentage of missed trips in July was 0.07% and is slightly lower than the prior month (June = 0.08%).

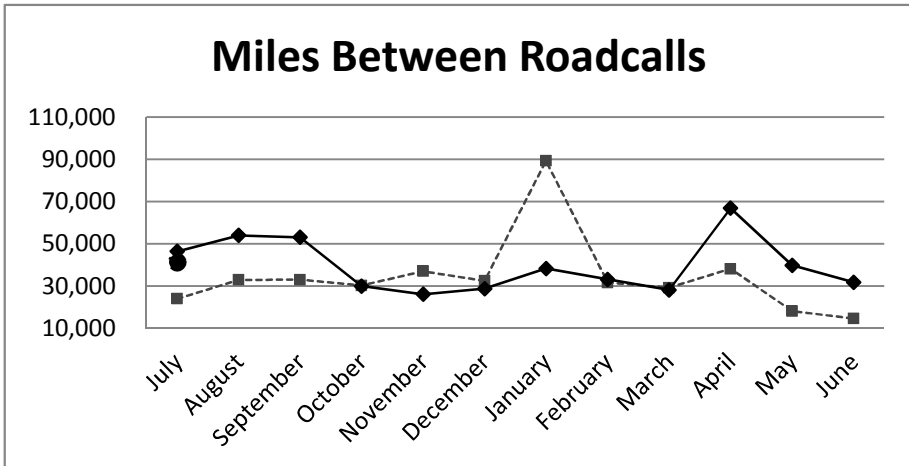
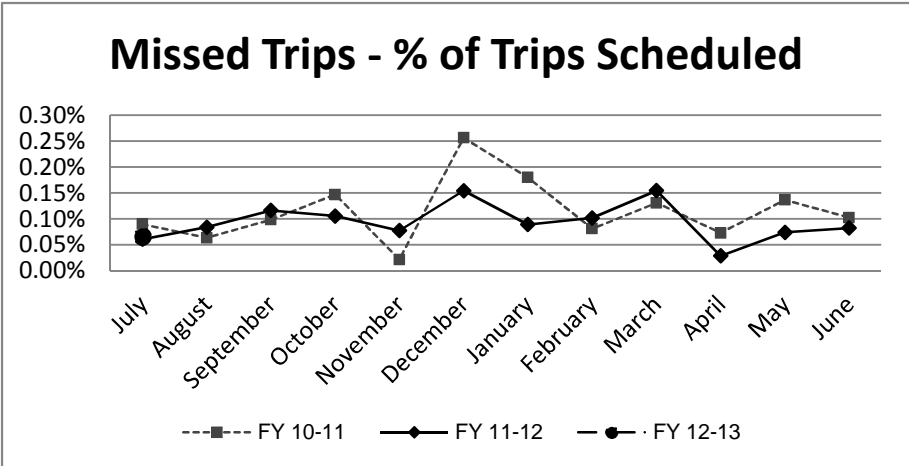
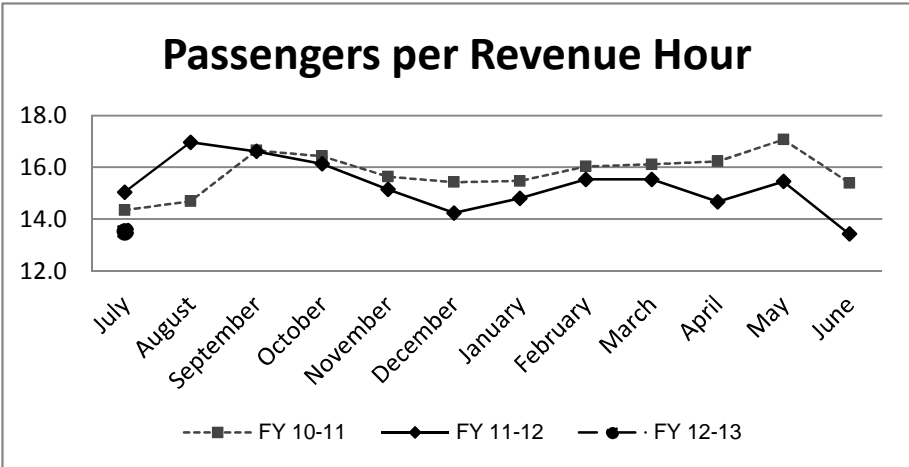
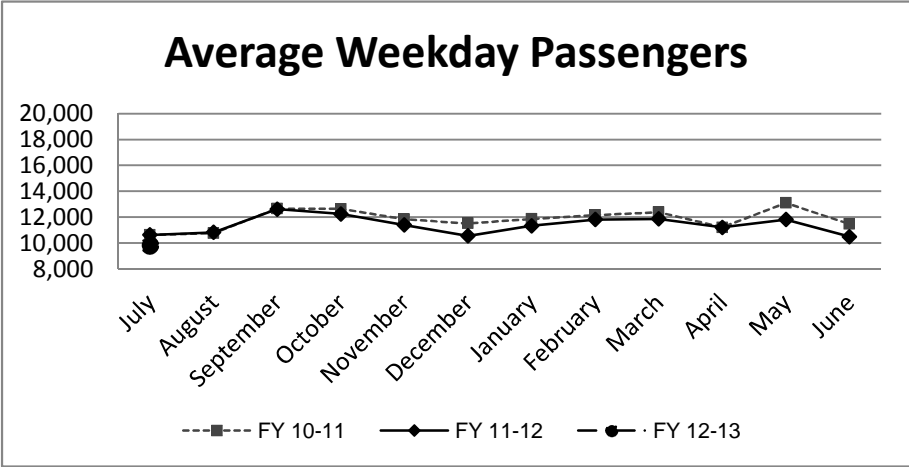
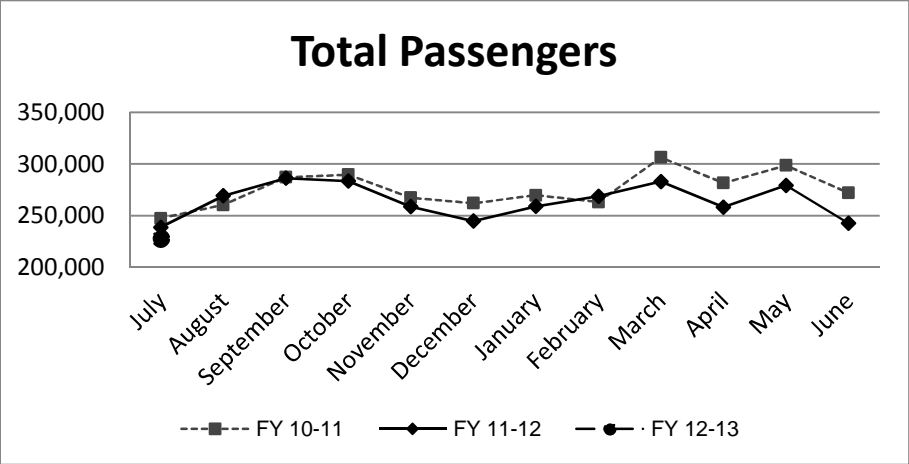
The number of miles between roadcalls was equal to 41,304 miles in July which is higher than the prior month when we experienced 31,706 miles between roadcalls. The 12 month average is 37,446 miles between roadcalls.

MONTHLY BOARDINGS
Operations Data Summary

Fixed Route Boardings		Passengers by Revenue Hrs/Miles				Service Days		Fiscal YTD Comparison Passenger Boardings	
July 2012 - Fixed Route Boardings	227,686	Revenue Hours -	July 12	16,832	Weekdays -	July 12	21	Fiscal 2013 YTD	227,686
			July 11	15,865		July 11	20		
Bus Bridge		Revenue Miles -	July 12	187,442	Saturdays -	July 12	4	Fiscal 2012 YTD	238,590
Special Event			July 11	177,298		July 11	5		
					Sundays -	July 12	5		
			July 11			July 11	5		
July 2012 Total Boardings	227,686	Passengers per Mile		1.2	Total Days - 2012	30	YTD Trend	(4.6%)	
July 2011 Total Boardings	238,590	Passengers per Hour		13.53	2011	30	Monthly Trend	(4.6%)	

July 2012 Fixed Route Passenger Total						July 2012	July 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,492			7,492	357	13.8
2	Rudgear / Walnut Creek	1,049			1,049	50	5.6
4	Walnut Creek Downtown Shuttle	17,566	1,986	1,788	21,340	836	23.3
5	Creekside / Walnut Creek	1,372			1,372	65	6.5
6	Lafayette / Moraga / Orinda	5,955	296	287	6,539	284	9.0
7	Shadelands / Pleasant Hill / Walnut Creek	4,841			4,841	231	7.2
9	DVC / Walnut Creek	11,708			11,708	558	13.4
10	Concord / Clayton Rd	18,770			18,770	894	18.6
11	Treat Blvd / Oak Grove	5,693			5,693	271	14.6
14	Monument Blvd	12,203			12,203	581	14.7
15	Treat Boulevard	8,486			8,486	404	13.1
16	Alhambra Ave / Monument Blvd	13,862			13,862	660	12.7
17	Olivera/Solano / Salvio / North Concord	4,508			4,508	215	11.6
18	Amtrak / Merello / Pleasant Hill	8,118			8,118	387	12.4
19	Amtrak / Pacheco Blvd / Concord	2,970			2,970	141	10.2
20	DVC / Concord	20,417			20,417	972	20.9
21	Walnut Creek / San Ramon Transit Center	12,263			12,263	584	12.0
25	Lafayette / Walnut Creek	1,334			1,334	64	5.5
28	North Concord / Martinez	5,573			5,573	265	8.8
35	Dougherty Valley	6,556			6,556	312	9.6
36	San Ramon / Dublin	4,704			4,704	224	8.4
91X	Concord Commuter Express	753			753	36	10.0
92X	Ace Shuttle Express	3,134			3,134	149	18.0
93X	Kirker Pass Express	4,324			4,324	206	16.9
95X	San Ramon / Danville Express	3,433			3,433	163	16.2
96X	Bishop Ranch Express	9,591			9,591	457	14.5
97X	Bishop Ranch Express	1,603			1,603	76	7.7
98X	Martinez Express	6,806			6,806	324	12.2
301	Rossmoor / John Muir Medical Center		256	236	492	0	6.1
310	Concord Bart / Clayton Rd / Kirker Pass		1,596	1,876	3,472	0	28.8
311	Concord / Oak Grove / Treat Blvd / WC		831	927	1,759	0	12.9
314	Clayton Rd / Monument Blvd / PH		2,137	2,728	4,865	0	19.7
315	Concord / Willow Pass / Landana		236	215	451	0	7.5
316	Alhambra / Merello / Pleasant Hill		1,361	1,182	2,543	0	14.2
320	DVC / Concord		907	854	1,761	0	15.6
321	San Ramon / Walnut Creek		1,047	956	2,003	0	11.1
600's	Select Service	898			898	43	25.2
TOTALS		205,983	10,653	11,050	227,686	9,809	13.5

* Data from Link ** Seasonal Route



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2011 August	2011 September	2011 October	2011 November	2011 December	2012 January	2012 February	2012 March	2012 April	2012 May	2012 June	2012 July	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	269,721	264,940	269,092	260,169	258,233	267,933	264,761	281,156	267,150	278,303	253,651	247,826	3,182,935
Work Days	31	29	31	29	30	30	29	31	30	30	30	30	360
Revenue Hours	18,119	17,221	17,566	17,081	17,178	17,455	17,293	18,220	17,602	18,067	17,046	16,832	209,681
Operator Pay Hours	31,047	30,692	29,729	29,324	34,775	32,316	29,839	31,195	30,306	31,155	30,023	29,970	370,370
Number of Operators	162	162	162	162	165	165	160	164	162	161	161	165	163
Unscheduled Absences	286	337	197	303	354	461	402	420	412	307	365	337	4,181
FT Protection	67	42	34	53	48	85	45	53	50	45	59	29	610
Worker Comp.	74	82	109	115	98	123	144	109	113	87	96	112	1,262
Sick leave	145	213	54	135	208	253	213	258	249	175	210	196	2,309
Collision Accidents	6	7	5	6	6	3	4	4	2	10	6	5	64
Passenger Accidents	5	9	17	12	7	9	11	13	11	10	12	8	124
Total Chargeable Collisions	4	3	1	4	3	1	4	1	2	2	1	2	28
Chargeable/100K Miles	1.48	1.13	0.37	1.53	1.16	0.37	1.51	0.35	0.74	0.71	0.39	0.80	0.87
Number of Trips Scheduled	23,878	23,255	23,739	23,256	22,740	23,581	23,581	24,600	23,581	24,359	23,124	22,782	282,476
Number of Trips Missed	20	27	25	18	35	21	24	38	7	18	19	15	267
Of Trips Scheduled - % Missed	0.08%	0.12%	0.11%	0.08%	0.15%	0.09%	0.10%	0.15%	0.03%	0.07%	0.08%	0.07%	0.09%
Of Trips Missed - Mechanical	6	16	14	13	7	7	13	20	3	7	15	10	131
On Time Performance %	93%	91%	90%	95%	94%	94%	96%	90%	90%	88%	88%	90%	92%
MAINTENANCE													
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	8	12	9	14	15	9	13	15	6	8	12	6	127
Road Calls for Mechanical	5	5	6	10	9	7	8	10	4	7	8	6	85
Road Calls for Other	3	7	3	4	6	2	5	5	2	1	4	0	42
Miles Between Mechanical Road Calls													
Bus Numbers													
100 - 199	10,451	11,933	11,714	10,034	7,925	9,375	11,781	11,930	11,249	12,214	9,647	12,445	
200 - 299	32,912	33,165	11,770	28,653	31,222	34,037	30,338	33,067	32,494	16,426	35,164	27,631	
300 - 399	12,167	34,484	18,219	20,226	13,142	22,031	11,844	6,224	40,903	39,175	35,450	34,557	
400 - 499	31,447	8,414	31,903	30,953	17,596	15,892	30,471	36,198	31,581	34,388	23,555	29,747	
500 - 519	51,277	49,334	49,376	23,634	15,928	50,808	26,619	52,607	52,074	27,108	48,677	44,991	
900 - 939	90,065	87,870	90,495	23,475	90,839	86,996	45,332	48,365	8,643	93,324	29,483	41,234	
2000 - 2099	17,068	14,499	13,855	8,910	5,846	10,873	12,736	13,282	11,936	12,134	12,708	15,987	
Fleet Avg.	53,944	52,988	29,899	26,017	28,693	38,276	33,095	28,116	66,788	39,758	31,706	41,304	37,446
Maintenance Pay Hours	4,093	3,744	4,086	4,160	4,418	4,762	4,457	4,581	4,311	4,437	4,093	4,395	51,536
No. Maint. Employees	23	24	22	26	27	27	27	26	26	25	27	26	26
Maint. Emps/100K Miles	9	9	8	10	10	10	10	9	10	9	11	10	1
Unscheduled Absences	2	3	1	3	1	2	1	7	1	2	4	3	3

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

Operations Data Summary

JULY 2012 PRODUCTIVITY

(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
310	Concord Bart / Clayton Rd / Kirker Pass	3,472	0	28.8
600's	Select Service	898	43	25.2
4	Walnut Creek Downtown Shuttle	21,340	836	23.3
20	DVC / Concord	20,417	972	20.9
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,865	0	19.7
10	Concord / Clayton Rd	18,770	894	18.6
92X	Ace Shuttle Express	3,134	149	18.0
93X	Kirker Pass Express	4,324	206	16.9
95X	San Ramon / Danville Express	3,433	163	16.2
320	DVC / Concord	1,761	0	15.6
14	Monument Blvd	12,203	581	14.7
11	Treat Blvd / Oak Grove	5,693	271	14.6
96X	Bishop Ranch Express	9,591	457	14.5
316	Alhambra / Merello / Pleasant Hill	2,543	0	14.2
1	Rossmoor / Shadelands	7,492	357	13.8
9	DVC / Walnut Creek	11,708	558	13.4
15	Treat Boulevard	8,486	404	13.1
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,759	0	12.9
16	Alhambra Ave / Monument Blvd	13,862	660	12.7
18	Amtrak / Merello / Pleasant Hill	8,118	387	12.4
98X	Martinez Express	6,806	324	12.2
21	Walnut Creek / San Ramon Transit Center	12,263	584	12.0
17	Olivera/Solano / Salvio / North Concord	4,508	215	11.6
321	San Ramon / Walnut Creek	2,003	0	11.1
19	Amtrak / Pacheco Blvd / Concord	2,970	141	10.2
91X	Concord Commuter Express	753	36	10.0
35	Dougherty Valley	6,556	312	9.6
6	Lafayette / Moraga / Orinda / Orinda Village	6,539	284	9.0
28	North Concord / Martinez	5,573	265	8.8
36	San Ramon / Dublin	4,704	224	8.4
97X	Bishop Ranch Express	1,603	76	7.7
315	Concord / Willow Pass / Landana	451	0	7.5
7	Shadelands / Pleasant Hill / Walnut Creek	4,841	231	7.2
5	Creekside / Walnut Creek	1,372	65	6.5
301	Rossmoor / John Muir Medical Center	492	0	6.1
2	Rudgear / Walnut Creek	1,049	50	5.6
25	Lafayette / Walnut Creek	1,334	64	5.5

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12
1	Rossmoor / Shadelands	393	365	368	361	355	330	354	359	381	376	365	349	357
2	Rudgear / Walnut Creek	62	61	64	70	60	50	56	65	60	59	60	50	50
4	Walnut Creek Downtown Shuttle	993	949	960	905	904	919	869	895	919	851	851	848	836
4H **	Walnut Creek Extended Holiday Shuttle					4	32							
5	Creekside / Walnut Creek	73	65	70	73	63	69	46	67	63	48	51	53	65
6	Lafayette / Moraga / Orinda	308	325	513	498	467	364	455	462	466	415	416	319	284
7	Shadelands / Pleasant Hill / Walnut Creek	233	224	217	210	205	193	231	218	232	230	251	234	231
9	DVC / Walnut Creek	589	610	602	602	563	490	519	554	554	522	550	531	558
10	Concord / Clayton Rd	948	941	1,079	1,046	978	973	928	985	984	955	1,016	927	894
11	Treat Blvd / Oak Grove	254	272	330	307	309	284	297	316	317	291	303	265	271
14	Monument Blvd	661	586	639	635	595	567	596	598	599	600	619	591	581
15	Treat Boulevard	462	420	519	502	471	433	466	473	471	449	492	456	404
16	Alhambra Ave / Monument Blvd	745	678	745	711	645	634	661	684	689	685	728	691	660
17	Olivera/Solano / Salvio / North Concord	248	228	247	228	203	199	197	207	210	205	234	208	215
18	Amtrak / Merello / Pleasant Hill	402	428	490	469	430	376	399	447	437	411	454	408	387
19	Amtrak / Pacheco Blvd / Concord	153	148	153	147	131	119	136	137	120	133	137	145	141
20	DVC / Concord	1,037	1,155	1,242	1,205	1,154	1,040	952	1,204	1,165	1,078	1,096	955	972
21	Walnut Creek / San Ramon Transit Center	598	571	633	626	588	556	625	588	594	572	613	576	584
25	Lafayette / Walnut Creek	54	47	54	56	56	52	57	50	58	58	65	61	64
28	North Concord / Martinez	271	294	323	287	298	274	296	312	297	199	250	244	265
35	Dougherty Valley	341	313	377	350	334	322	353	363	362	302	362	317	312
36	San Ramon / Dublin	244	227	261	274	228	224	237	251	239	234	245	213	224
91X	Concord Commuter Express	43	41	40	34	33	34	30	39	27	34	41	30	36
92X	Ace Shuttle Express	181	188	189	177	186	150	183	160	158	149	142	138	149
93X	Kirker Pass Express	178	196	198	207	198	178	203	203	210	210	222	221	206
95X	San Ramon / Danville Express	169	163	177	176	163	163	169	182	179	182	190	174	163
96X	Bishop Ranch Express	502	462	477	483	451	436	498	495	529	481	480	465	457
97X	Bishop Ranch Express	110	103	107	98	82	83	85	87	95	99	93	81	76
98X	Martinez Express	329	322	338	340	320	316	327	360	336	338	347	322	324
250 *	St Mary's College Gael Rail Shuttle		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	4	
600's	Select Service	41	443	1,194	1,161	910	684	1,075	1,049	1,108	1,036	1,129	622	43
TOTALS		10,625	10,825	12,615	12,246	11,394	10,549	11,311	11,817	11,867	11,210	11,812	10,494	9,809

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12
SATURDAY		<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	568	607	582	536	541	501	556	620	538	577	343	465	397
4H **	Walnut Creek Extended Holiday Shuttle					16	69							
6	Lafayette / Moraga / Orinda	93	60	168	149	124	115	148	122	116	97	98	76	59
250 *	St Mary's College Gael Rail Shuttle		3	61	42	30	21	33	30	35	28	18		
301	Rossmoor / John Muir Medical Center	112	79	79	95	72	74	80	80	67	57	55	78	51
310	Concord Bart / Clayton Rd / Kirker Pass	0	415	421	435	407	389	395	418	362	299	330	403	319
311	Concord / Oak Grove / Treat Blvd / WC	229	229	208	217	200	216	230	258	206	188	190	217	166
314	Clayton Rd / Monument Blvd / PH	1,139	601	644	659	611	636	561	648	573	521	508	721	427
315	Concord / Willow Pass / Landana	78	74	65	66	82	77	63	77	68	46	62	66	47
316	Alhambra / Merello / Pleasant Hill	331	297	334	307	300	290	259	329	316	259	281	290	272
320	DVC / Concord	277	263	239	216	193	224	209	233	196	192	170	259	181
321	San Ramon / Walnut Creek	267	270	263	282	223	228	231	249	217	192	197	239	209
TOTALS		3,094	2,899	3,062	3,004	2,798	2,839	2,764	3,064	2,694	2,457	2,251	2,814	2,131

Route	Destination Information	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12
SUNDAY		<i>5 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>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	416	424	459	423	414	431	401	425	488	640	313	359	447
6	Lafayette / Moraga / Orinda	63	91	122	143	127	82	91	95	90	99	98	55	72
250 *	St Mary's College Gael Rail Shuttle		2	29	22	20	14	21	25	26	21	12		
301	Rossmoor / John Muir Medical Center	59	63	67	68	38	43	55	50	47	60	55	63	59
310	Concord Bart / Clayton Rd / Kirker Pass		339	329	324	298	309	287	312	311	351	327	340	469
311	Concord / Oak Grove / Treat Blvd / WC	181	170	188	179	156	167	149	167	193	216	165	165	232
314	Clayton Rd / Monument Blvd / PH	770	424	447	469	437	531	412	410	423	558	435	480	682
315	Concord / Willow Pass / Landana	80	54	46	48	53	58	31	57	44	49	45	40	54
316	Alhambra / Merello / Pleasant Hill	227	256	245	222	188	240	208	229	200	259	199	188	296
320	DVC / Concord	141	149	135	147	136	137	138	149	125	175	152	137	213
321	San Ramon / Walnut Creek	187	167	170	188	179	173	162	160	167	198	199	194	239
TOTALS		2,123	2,139	2,237	2,235	2,045	2,183	1,956	2,078	2,115	2,627	2,000	2,021	2,763

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

Routes 4H - 250 -260 (line #17 - 43 - #44) are hidden when not in service(UNHIDE lines when in service)

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, 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, Chilpancinco Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave., Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC
609	BART Walnut Creek, Ygnacio Valley Rd, Marchbanks Dr, Walnut Ave
610	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirkwood Dr, Oakhurst Dr, Center St, Marsh Creek Rd, Mountaire Pkwy, Mountaire Cir
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin

**CCCTA LINK
MONTHLY OPERATING SUMMARY
JULY FY12/13**

SUMMARY	JULY FY 11/12	JULY FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	11,853	11,634	11,853	11,634
2 TOTAL ATTENDANTS	976	785	976	785
3 TOTAL COMPANIONS	65	89	65	89
4 TOTAL PASSENGERS	12,894	12,508	12,894	12,508
5 TOTAL SERVICE DAYS	30	30	30	30
6 VEHICLE REVENUE HOURS	6,258	6,522	6,258	6,522
7 VEHICLE SERVICE HOURS	7,619	7,973	7,619	7,973
8 VEHICLE NON REV HOURS	1,361	1,451	1,361	1,451
9 VEHICLE SERVICE MILES	118,199	119,712	118,199	119,712
10 VEHICLE REVENUE MILES	96,972	97,621	96,972	97,621
11 VEHICLE NON REV MILES	21,227	22,091	21,227	22,091
12 PASS. PER REVENUE HOUR	2	2	2	2
13 CLIENT PER REVENUE HOUR	2	2	2	2
14 PASS. PER SERVICE HOUR	2	2	2	2
15 PASS. PER SERVICE MILE	0	0	0	0
16 PASS. PER REVENUE MILE	0	0	0	0
17 TOTAL TRANSFER TRIPS	837	972	837	972
18 SAME DAY TRIPS	219	183	219	183
19 SUBSCRIPTION TRIPS	7,820	6,647	7,820	6,647
20 DEMAND	3,957	5,006	3,957	5,006
21 FAREBOX REVENUE	13,316	12,963	13,316	12,963
22 PREPAID CLIENTS	12,242	11,746	12,242	11,746
23 COLLECTED BILLING	44,816	41,342	44,816	41,342
24 TOTAL REVENUE COLLECTED	70,374	66,051	70,374	66,051
25 CHARGEABLE ACCIDENTS	-	-	-	-
26 SERVICE COMPLAINTS	2	-	2	-
27 SERVICE COMMENDATIONS	1	-	1	-
28 SERVICE DENIALS	-	-	-	-
29 ROAD CALLS	2	1	2	1
30 DRIVER TURNOVER	3	-	-	-
31 SCHEDULE ADHERENCE	1	1	1	1
32 WHEELCHAIR BOARDING'S	3,276	3,244	3,276	3,244
33 W/C LIFT AVAILABILITY	1	1	1	1
34 REGISTERED CLIENTS	1,037	963	NA	NA
35 UNDUPLICATED CLIENTS	9,272	6,253	NA	NA
36 NO-SHOWS	52	40	52	40
37 CANCELS	2,096	1,869	2,096	1,869
38 AVG. TRIP LENGTH (MILES)	9	10	9	10
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	18,045	16,330	18,045	16,330
42 FLEET M.P.G.	7	7	7	7