

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 November 2, 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 October 5, 2012
4. Maintenance - None
5. Planning and Scheduling - None
6. Paratransit and Accessible Services
 - a. Review & Analysis of CCCTA ADA Paratransit Services*
7. Staff Reports – Information Only
 - a. Fixed Route Monthly Report – September 2012
 - b. LINK Monthly Report – September 2012
8. Committee Comments – Discussion Only
9. Future Agenda Items – Discussion Only
10. Next Scheduled Meeting
11. Adjournment

**Report to be mailed under a separate cover*

FY 2012/2013
O&S Committee
Dave Hudson, San Ramon
Bob Simmons, Walnut Creek
Jack Weir, City of Pleasant Hill
Candace Andersen, 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
Walnut Creek City Hall
City Manager's Conference Room – 3rd Floor
1666 North Main Street, Walnut Creek
Friday October 5, 2012, 9:00 a.m.

Director in Attendance: Directors Bob Simmons, Jack Weir, Candace Andersen

Staff: Rick Ramacier, Scott Mitchell, and Anne Muzzini

Public and Advisory Committee: Marci McGuire, Ralph Hoffman

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

1. **Approval of Agenda Items:** Agenda was approved.
2. **Selection of Chair:** Committee members present agreed on the selection of Bob Simmons as Chair of the O&S Committee
3. **Public Comment and/or Communication:** Mr. Hoffman suggested that the Short Range Transit Plan public hearing and action be delayed until after the election.
4. **Approval of O&S Summary Minutes for September 7, 2012:** Minutes were approved with two abstentions.
5. **Maintenance:** No items
6. **Planning and Scheduling:**
 - a. FY 2011-12 Annual Performance Statistics – The Committee discussed the 4% drop in ridership from FY 2011 to 2012 and staff explained that it was due to a change in the adjustment factor used for to calibrate the automatic passenger counters. Director Simmons asked that an analysis be done for presentation to the Board. There was discussion about ridership in the Monument corridor and marking to the Spanish speaking community. GM Rick Ramacier explained the drop in paratransit on-time performance. Prior “spider” reports had been considered accurate when in fact they were not capturing on-time performance accurately. New, internal reports paint a more accurate picture and are cause to focus efforts on improving on-time performance. The issue will be further addressed in the upcoming contract renewal.
 - b. Adaptive Service Plan – Ms. Muzzini gave a report on the purpose of the adaptive service plan and the status of the procurement of consulting services to perform the work. The adaptive service plan will look at viable service options to traditional fixed route service in low ridership neighborhoods. There was discussion about the reason for hiring a consultant versus doing the work in-house.
 - c. Update on Rollout of BusTracker – Ms. Muzzini explained that BusTracker was very near complete and that she expected final installation by October 20th and final testing and rollout by the mid November. More expensive marketing efforts will be saved until after the election and holidays to get better exposure.
7. **Paratransit and Accessible Services:** No items
8. **Staff Reports**
 - a. Fixed Route Monthly Report – August 2012 - approved
 - b. LINK Monthly Report – August 2012 – approved

9. Committee Comments – Director Simmons updated the members on the status of the Walnut Creek Transit Village project EIR and construction. Director Weir explained that he would not be at the Board meeting as he was attending the ABAG assembly.

10. Future Agenda Items – Paratransit options for service

11. Next Scheduled Meeting – November 2 @ 9:00 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: Anne Muzzini, Director of Planning & Marketing

TO: O & S Committee

DATE: October 29, 2012

FROM: Rick Ramacier
General Manager

SUBJECT: The American Logistics
Company (ALC): Four
Experiences

Background

Most public transit operators provide their paratransit services in common traditional manner where they determine the service policies, provide the capital, and oversee a contractor for maintenance and operation of the services. A typical level of service productivity is about 2.0 passengers per service hour, and average trip costs often exceed \$30.00 per trip.

Over the past few years, some public transit operators have tried an alternative service delivery scheme in an effort to significantly lower their respective cost per trip on paratransit. This model involves a public system determining all service policies and who the users will be of the system. Everything else is turned over to a contractor. This means the contract is providing all of the capital equipment, usually through a series of independent agreements with owner/operators of various vehicles. These owner/operators are responsible for their own vehicles, including maintenance.

The owner/operators charge the private contractor by the trip at rate that covers their costs and allows for profit. The private contractor in turn is compensated by the public transit system via contract with said system. The private contractor is responsible to ensure that all of the owner/operators it sub-contracts with meet all of the legal and contractual requirements that are placed upon the owner/operators through the contract between the private contractor and the public system.

This includes requirements for vehicle type, condition, and safety, for driver drug testing, for on time performance, and other service parameters and standards.

In short, under this newer model of paratransit service delivery, the public system provides the service and contract policies, the list of customers or users, and details operating procedures. The contractor provides dispatch services, scheduling services, and all other operating and maintenance services. Capital needs are accounted for by the private contractor (dispatch and scheduling programs, etc.) or their sub-contractor owner/operators (vehicles, drivers, vehicle maintenance, etc.)

The CCCTA Board expressed an interest in taking a look at this newer service model. The company that is doing the most with this is ALC. Thus, this is becoming known as the ALC model. Four systems in California are currently using ALC for a part or all of their paratransit service delivery. Below is a brief report on these four examples.

Livermore-Amador Valley Transit Authority (LAVTA)

LAVTA moved all their paratransit service to ALC just over a year ago. The results have been mixed, but LAVTA remains committed to the service model. LAVTA staff reports suggest that they have realized a 24% reduction in cost per passenger trip since moving to ALC which equates to a 5% reduction in their total operating expenses. However, ALC has had issues with on time performance (still trying to get data on this) and there have been the occasional stranded passenger that ALC deliver service to. These unfortunate episodes made the news as well. Customer complaints have spiked and remained relatively high (again, data is needed to verify). And, regular long time customers miss their regular drivers. Some customers report being nervous and confused because the vehicle they were provided was not easily recognized as a LAVTA service.

Before LAVTA moved to ALC, they had a fleet of 18 paratransit vehicles. As ALC sub-contractors own their own vehicles, LAVTA will essentially shrink their fleet by 18 vehicles. This will pose a difficult financial challenge should LAVTA choose to leave ALC and go back to a traditional model where they would provide the vehicles to the contractor.

One unexpected benefit that LAVTA gained from going with ALC is an ability to serve rather large disabled individuals with large oversized and overweight mobility devices. With the previous contractor using the LAVTA paratransit, the Chair of the LAVTA Advisory Committee would regular break lifts or ramps in attempts to board LAVTA paratransit vehicles. ALC has found a sub-contractor with unique van that can safely and successfully accommodate this individual and others like her on behalf of LAVTA, thereby bring service to a few individuals that were previously unserved.

San Joaquin Regional Transit District (RTD)

San Joaquin RTD has been using ALC for paratransit to various levels since August, 2009. At the time, paratransit service was consuming over 11% of their annual operating budget. By comparison, paratransit costs are consuming roughly 14% of the CCCTA annual operating budget. RTD is a larger agency and service than CCCTA. Smaller transit systems tend to have a larger percentage of their overall costs going to paratransit. Staff is working on getting additional data on this point.

RTD started out giving ALC a small piece of the paratransit service on the rural fringes of their service area. This was not ADA based service. It was actually general public dial-a-ride service. We need to probe further with RTD to find out who was eligible for this service.

After that proved to be acceptable, RTD gave ALC a portion of their ADA paratransit service. It was the services that clearly were trips that had one person per vehicle on them. They did an analysis to determine which ones to give ALC. The rest of their ADA service paratransit service is done in house and is blended with their "Hopper" service. It is done in-house via agreement with the Amalgamated Transit Union (ATU).

The Hopper service evolves from developed ADA trip patterns that can be observed frequently and regularly. These trips are brought together to create flexible hybrid service (same vehicle doing ADA paratransit and fixed route) routes.

RTD maintains that with the pieces of paratransit service that ALC does for them, the cost per passenger trip has gone from a high of \$47 per trip to the current rate of \$29.50 per trip. However, ALC has had on

time performance issues throughout their tenure. Also, they are limited to what they can do in the Stockton area due to lack of qualified and quality sub-contractor owner/operators.

If nothing else, the RTD Hopper concept may have potential within the CCCTA service area.

Orange County Transportation Authority (OCTA)

OCTA has used ALC for a portion of their paratransit for seven years. OCTA is much larger than CCCTA as is their paratransit program. OCTA uses ALC as a sub-contractor to its main paratransit contractor, Veolia. Veolia provides paratransit operations and maintenance services for OCTA out of OCTA facilities and using OCTA vehicles, much like CCCTA does.

Veolia is charged with brokering certain trips to ALC as directed by OCTA in the contract between OCTA and Veolia. OCTA staff is vigilant in making sure Veolia does not keep any trips that they should broker to ALC. OCTA has worked out a productivity method for determining which trips should go to ALC. This method is being update in their new Request for Proposals (RFP) that is out for bid. I should have a copy of that RFP by the time the O&S Committee and later the full Board meet in November.

In the new RFP, OCTA is moving from a cost per trip rule to determine which trips go to ALC to one that is based on passengers per hour. While Veolia has been good about brokering trips to ALC, the cost per trip model can be vulnerable to undue manipulation is the concern.

Through this process, ALC ends up getting trips that are largely in the off peaks, and are solo trips, and more ambulatory than paratransit trips as a whole. As with others, ALC had on time performance issues at first with OCTA. But, they have worked hard this according to OCTA management such that ALC's performance is similar to Veolia's performance.

OCTA does not envision ever giving all the work to ALC. This is because there are not enough owner/operator sub-contractors for OCTA to call upon in Orange County. OCTA regulates the taxi industry for all the cities in Orange County. Before they took over this function, qualified taxi providers (relative to federal and state requirements for public transportation) were few in Orange County. We may have a similar challenge in Contra Costa County as the taxis here are poorly regulated relative to federal drug testing, background checks and the like.

The most interesting thing that OCTA does is successfully requiring their main paratransit contractor to sub-contract trips out to a would-be competitor. They do this without the extra layer of a broker. Almost all public transit systems that use multiple paratransit contractors rely on an independent broker to allocate trips among providers. OCTA has found a way to avoid that layer and cost.

North San Diego County Transit Development Board (NCTD)

This system – like LAVTA – turned their entire paratransit system over to ALC a few years ago. This was a part of an aggressive privatization effort undertaken by NCTD. NCTD had suffocating labor costs that they chose to attack by contracting out as much as possible. They have contracted out their fixed route service as well. They have had constant service issues with ALC. However, we are still trying to learn what is going with this situation. I hope to speak at length with the Executive Director of NCTD this week prior to the O&S Committee meeting.

The data on the paratransit users that the previous NCTD paratransit provider turned over to ALC when ALC took over may have been poor (this is a matter of debate). This would have made the transition for ALC a lot tougher. It also could have led NCTD to misunderstand the nature of their paratransit program and their customers. This in turn would have further made things challenging for ALC.

MEMORANDUM

TO: Rick Ramacier, General Manager
CCCTA Board of Directors

FROM: Phil McGuire,

RE: **Paratransit Service Delivery Options**

DATE: November 15, 2012

Background

Paratransit services for seniors and persons with disabilities have been provided in the Central Contra Costa Transit Authority (CCCTA) service area since long before the passage of the Americans with Disabilities Act in 1990. Early operators of the service included nonprofit agencies and cities including Concord and Walnut Creek.

The ADA was passed in 1990. Its passage changed the landscape regarding services to the special needs population. A study was done in that year regarding the appropriate approach to implementation of the provisions of the new Act. Prior to passage of ADA, paratransit services were provided largely according to locally determined criteria. Communities varied in their provision of services for seniors and the disabled applying differing age criteria or interpretations of eligible disabilities. This changed with the ADA.

The ADA required that transit operators must provide complementary paratransit service to individuals who cannot access the fixed route transit system due to a physical or mental disability. In such cases, the operator is required to provide paratransit service that meets certain specified criteria. The criteria for determining comparability of the paratransit to fixed route service set forth in federal regulations specify that complementary service must:

- Operate in the same service area as the fixed route system. [Minimum service area is $\frac{3}{4}$ mile on each side of a fixed route]
- Have a response time (defined as the elapsed time between a request for service and the provision of service) that is comparable. [Minimum requirement is provision of "next day service"]
- Have comparable fares. [Fares of complementary service can be no more than twice the full fixed route fare]
- ~~Have comparable days and hours of service. [Service must be available at all times fixed route services operate]~~
- Meet requests for any trip purpose. [All trip purposes must be accommodated; no prioritization is allowed]
- Not limit service availability because of capacity constraints. [Patterns of denial cannot be established relating to individuals, use of stand-by lists, or other limiting techniques]

Full compliance with the ADA regulations was required no later than January 26, 1997.

Human Service Transportation Setting

In California, there was recognition of a potential role for human service agencies in transportation service deployment many years ago. The Transportation Development ACT (TDA) was passed in 1971. This law dedicated ¼ cent of the State sales tax (LTF) and a portion of the Statewide sales tax on gasoline and diesel (STA) to transportation purposes. TDA continues to be one of the principal sources of transportation funding in California. TDA was amended in 1979 through the Social Service Transportation Improvement Act (AB 120). This amendment to TDA provided for the designation of Consolidated Transportation Services Agencies (CTSA) in every county in California. Agencies eligible for CTSA designation included public entities such as cities, counties, and transit agencies; nonprofit corporations; and private entities under certain circumstances. The potential activities of such agencies, as listed in the statute, included the following:

- Combined purchasing of equipment to realize cost savings,
- Driver training program enhancement
- Centralized dispatching
- Centralized maintenance of agency vehicles
- Centralized administration of social service transportation programs
- Identification and consolidation of funding for social service transportation

Designation of CTSA's is the responsibility of the regional transportation planning agency, which is MTC in the Bay Area. In the 1980's and 1990's, a number of CTSA's were designated in the Bay Area. These were often nonprofit agencies that undertook to implement various of the program objectives of AB 120. Though the statute called for designation of at least one CTSA in each county, there were no sanctions in the law for not doing so. Thus many counties in California have never had a CTSA. Contra Costa County is one of many counties that have never had a CTSA.

With the passage of ADA in 1990 and its full implementation by 1997, MTC rescinded the designation of all CTSA's in the Bay Area. The general context for doing so was the federal mandate for complementary ADA paratransit service and the expectation that this legislation fulfilled all of the requirements formerly filled by CTSA's at least within the required fixed route corridors.

The passage of the federal transit funding law in 2005, SAFETEA-LU, provided formal federal emphasis on human service transportation and also recognized in programs such as the New Freedom that not all transportation needs of the disabled are met through ADA service. New Freedom is a federal funding program directed specifically at services for the disabled beyond those required by ADA.

Status of CCCTA Service for Disabled Persons

CCCTA currently provides complementary ADA paratransit service through a contract with First Transit. Using a contract vendor is a somewhat common approach to the delivery of paratransit service. This service is structured according to the ADA guidelines set forth above. Many transit agencies are reevaluating their approach to paratransit deployment as a result of a variety of pressures. These include: the growth rate in demand for ADA service; limited funds in the current economy available to fulfill this service mandate; emergence of experience around the nation with creative service deployment methods; and, in the Bay Area, MTC's renewed interest in CTSA's as set forth in its Transit Sustainability Project. As these factors apply to CCCTA as well, it is an appropriate time to examine service delivery options locally.

Approaches to ADA Service Delivery for CCCTA

The ADA requirement for complementary paratransit service can be met in a number of ways. In the face of the cost and growth pressures mentioned above, communities are becoming increasingly creative in meeting ADA demand. Though the transit agency is ultimately responsible as the fixed route operator for meeting the requirement, it can do so through a variety of means. A couple of the more innovative approaches have already been suggested for consideration in Contra Costa County. A range of options is presented here.

Status Quo: Service Provided by CCCTA through Contract Vendor

CCCTA currently meets its ADA paratransit obligation through a contract with a national vendor, First Transit. This approach to fulfilling the ADA requirement is relatively common among transit operators. As an alternative, some transit agencies operate this service with in-house resources including drivers and other personnel who are agency employees. There are several national and local contracting companies with expertise in ADA paratransit operations. Transit agencies choosing to purchase this service use a competitive process to select a vendor typically using a combination of experience and price as the determining factors.

Taxi Oriented Options: Contracting with American Logistics Corporation (ALC)

Many transit agencies use local taxi companies to provide some of their ADA paratransit service. This is a relatively common practice often used to cover overflow needs of the local paratransit provider. Local taxi companies sometimes have excess capacity and can be available on short notice to serve ADA trips that are in excess of regular ADA capacity or are at times of day or locations that are difficult to serve with traditional services. Using taxis for ADA service delivery is more common in larger communities where the volume of taxi service is sufficient to cover both routine taxi demand as well as some specialized ADA demand. In smaller communities, available taxi services tend to limit use as the ADA provider simply due to lack of capacity. An additional limitation of taxi providers for ADA paratransit is the common lack of wheelchair capacity in the taxi fleet. This limitation in a setting where demand for lift equipped vehicles is typical can be a significant capacity constraint.

Yet many communities that can serve most of their ADA paratransit needs through a fleet of lift equipped vehicles do find taxi companies to be an available source of capacity for excess and often ambulatory ADA trips. [A number of cities could be listed as examples of use of taxis for overflow. These include Sacramento, Honolulu, Stockton, and others where Paratransit currently works. This information could be included if necessary.]

Yet another alternative service delivery option relying solely on taxis is offered by American Logistics Corporation (ALC). This company relies on dispatching technologies based upon cell phones to arrange ADA paratransit rides through existing local taxi companies. Some communities have chosen this approach to using taxis to serve some or their entire ADA paratransit obligation. With this deployment model, the transit agency typically has an agreement with ALC setting service standards and rates and ALC in turn makes arrangements directly with the taxi companies to deliver the service.

Mobility Management Approach to Senior and Disabled Transportation

Much attention is currently directed at the use of the broad concept of “mobility management” to fulfill some portion of a transit agency’s ADA obligation. Mobility management is a general concept wherein a variety of service delivery strategies are assembled under some form of centralized management to fulfill service requirements. Such hybrid concepts are becoming increasingly popular for meeting special transportation demand because they typically include some very low cost delivery options. Taking a broad mobility management perspective on ADA paratransit requirements introduces a substantial “toolkit” of services. Applying a range of tools in a very proactive manner constitutes the application of demand management to the overall pool of service needs. Agencies vary in how vigorously they apply demand management techniques but at any level they can direct customers to the most appropriate mode option for their trip(s).

Examples of the types of strategies embodied in mobility management are:

- Use of human service agencies to fulfill some portion of subscription service dedicated to their own clients.
- Use of travel training programs including both complex training requirements for individuals such as the developmentally disabled and relatively simple programs such as volunteer ambassadors to acquaint seniors with fixed route transit service.
- Initiation of in-person assessments for ADA eligibility to more accurately determine an individual’s need for paratransit service.
- Inauguration of volunteer driver programs to serve more difficult trips by persons whose travel needs exceed those available through traditional ADA paratransit services.
- Expanded use of second hand vehicle programs to provide equipment for human service agencies serving specialized travel needs.
- Central management of grant programs such as 5310 to direct equipment and services to the most appropriate agencies. The 5310 program is a federal

funding program targeting seniors and disabled persons. Though currently undergoing refinement, it emphasizes equipment purchase and gives priority to nonprofit agencies. In the new federal transportation legislation a portion of the funding may also be used for operating expenses.

This list of service delivery or demand management techniques can also include creative use of other resources such as taxis for serving special needs populations. They are not all necessarily provided by the same organization. Yet there is typically some central management of the toolkit to ensure the most appropriate application of a particular strategy. The concept of the CTSA is receiving new attention in California as an appropriate mechanism for overseeing these many service delivery options. New CTSA's have been designated in Stanislaus and San Bernardino Counties within the past two years. In both cases, significant advances have already been achieved in new service creation. These have included travel training programs, agency provision of subscription trips, and volunteer driver programs. In the Bay Area, MTC designated Outreach of Santa Clara County as a CTSA approximately one year ago. This nonprofit agency is the first CTSA to be designated in the Bay Area since reconsideration of the concept by MTC.

CCCTA has a project underway to examine the potential for mobility management for Contra Costa County. County Connection is the lead agency on this project which is evaluating the potential for the entire County. In the course of discussions associated with this project, considerable attention has been directed at the potential for a CTSA in the County. Numerous community meetings and a series of Transportation Summits have presented the CTSA concept to stakeholders. Reaction has generally been positive. The idea that an agency might be formed that would establish many of the service delivery options listed above has gained widespread appeal. These discussions have also highlighted a potential role for the Contra Costa Transportation Authority (CCTA) serving in an interim coordination role as the CTSA option is refined. Important to the acceptance of the concept has been the likely human service orientation of such an agency. MTC staff have been active participants in the meetings on this subject.

A CTSA could serve to organize and/or operate many of the mobility management services. Several of these could contribute directly to meeting CCCTA's demand for ADA paratransit. Any of these services could reduce demand for the traditional paratransit service operated through the First Transit contract though not likely eliminate it. Introduction of a combination of the lower cost services that could make up a mobility management toolkit would reduce the demand for traditional services. In fact, this could be the primary objective for initiating such a program.

A CTSA could be initiated Countywide to provide the range of services across all transit operators in the County. In some other counties including Stanislaus, the CTSA is countywide and crosses multiple operators. There are complexities involved in beginning with such a geographic scope. Not the least of these is the issue of governance of an agency crossing many jurisdictions or operators. This has been successfully overcome in other communities. An alternative that could function in Contra Costa County could be to begin the process within

the CCCTA service area as a model for service innovation with possible expansion Countywide following documentation of positive results. This would allow an organization to begin at a somewhat smaller scale to craft service delivery arrangements which could later be applied Countywide.

Applying the broad mobility management approach to refining CCCTA's paratransit service delivery offers another option for consideration in the range possible approaches. Rather than offering a single alternative to the current contractor model, it provides a combination of service tools that are directed at specific subsets of the ADA paratransit market and are directed at their unique needs. Many of these tools have been documented by other communities to provide much lower cost service than traditional ADA paratransit.

Conclusions

This Memorandum sets forth a continuum of options for the refinement of ADA paratransit service delivery by CCCTA. It is meant to indicate that there are several viable options for addressing ADA costs and service quality. These involve a number of technical details as well as organizational issues. Principal conclusions resulting from this preliminary review are:

1. A range of options are available to address the increasing cost and service implications relating to CCCTA's ADA paratransit obligation.
2. No single option is suited to serving all of the components of service demand that make up the complementary ADA paratransit mandate.
3. There is increasing emphasis both nationally and locally on involving the human service community in serving ADA demand. Broad mobility management efforts are directed at addressing overall demand through a variety of targeted delivery mechanisms that go beyond traditional curb-to-curb paratransit options.
4. Mobility Management options offer possible low cost service delivery tools for CCCTA. These should be further analyzed for possible implementation by the agency.
5. The concept of a CTSA is gaining attention statewide and in the Bay Area as some CTSA's have achieved noteworthy results recently.
6. The CTSA concept needs further analysis for possible application in Contra Costa County. Issues of both service delivery potential and governing structure should be further explored by CCCTA.

Agenda Item 7.a

TO: O&S Committee

DATE: October 12, 2012

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for September 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.

<u>Title</u>	FY 2013		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	277,831		
Average Weekday	13,151	11,245	
Pass/Rev Hour	17.0	15.0	Standard Goal > 17.0
Missed Trips	0.11%	0.10%	Standard Goal < 0.25%
Miles between Road Calls	19,306	31,462	Standard Goal > 18,000

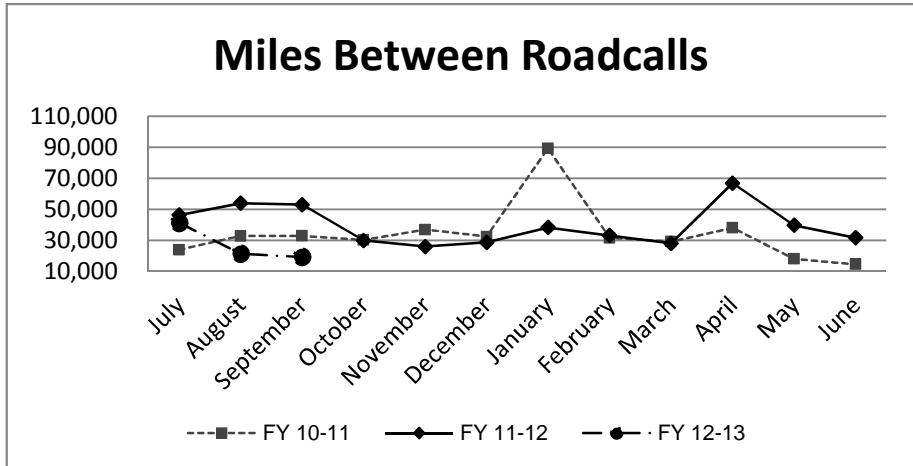
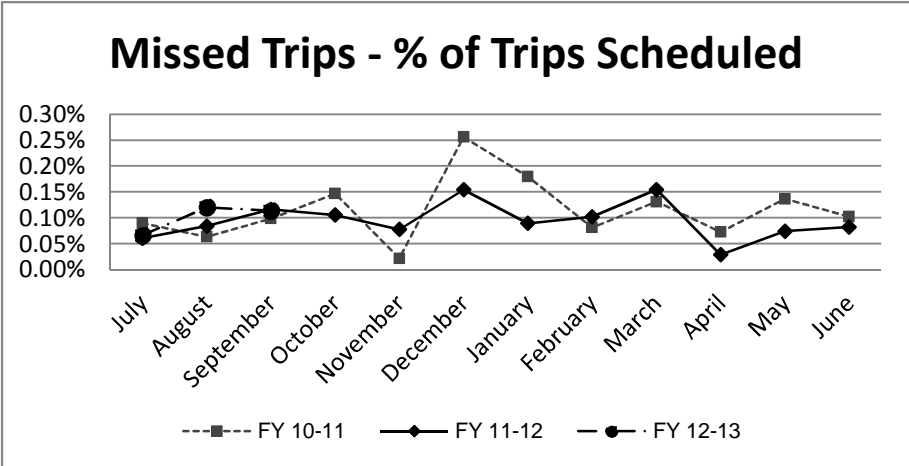
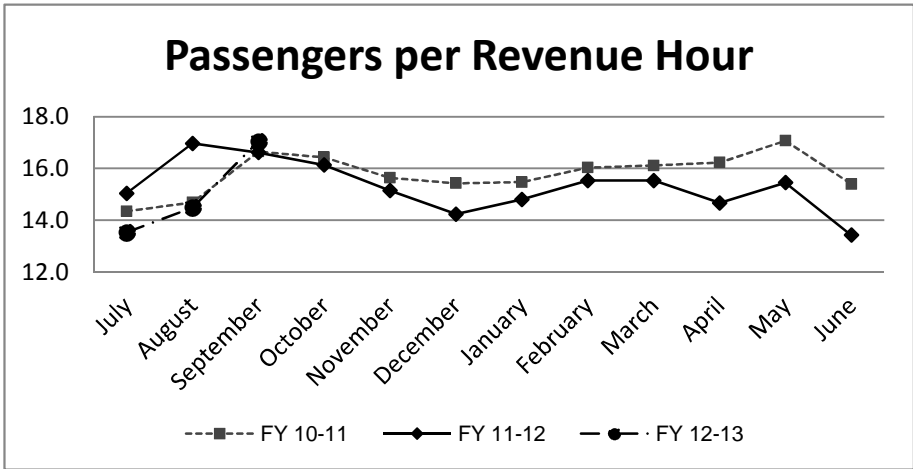
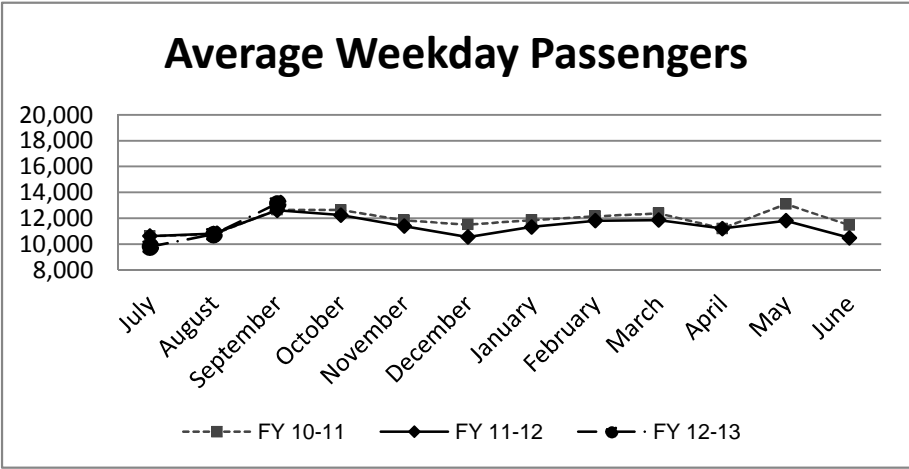
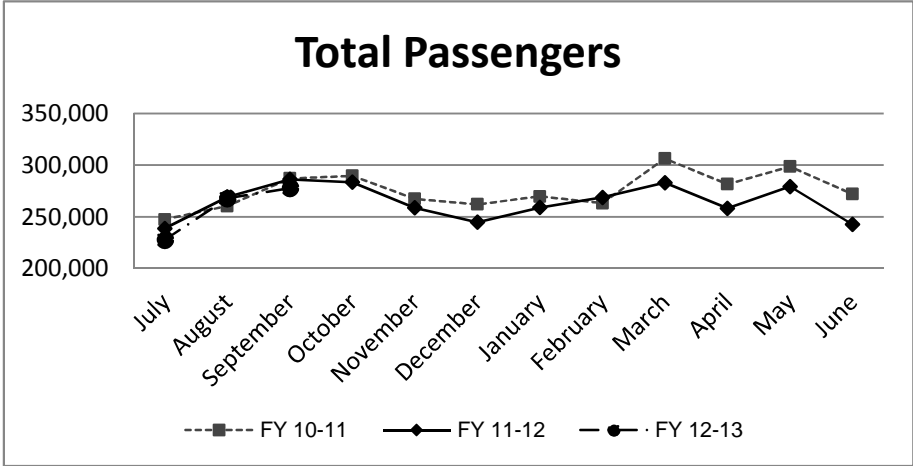
* Based on current standards from updated S RTP

Analysis

Average weekday ridership increased in September (13,151 passengers) compared to August (10,776 passengers). Average ridership this year was also higher compared to September of last year when ridership was 12,615 passengers. Productivity in September is higher at 17.0 passengers per hour from the August level of 14.5 passengers per hour.

The percentage of missed trips in September was slightly lower 0.11% compared to August when then percentage of missed trips was 0.12%. The YTD average is 0.10% missed trips.

In September there were 19,306 miles between which is lower than the prior month when we experienced 21,419 miles between roadcalls. The 12 month average is 31,462 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2011 October	2011 November	2011 December	2012 January	2012 February	2012 March	2012 April	2012 May	2012 June	2012 July	2012 August	2012 September	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	269,092	260,169	258,233	267,933	264,761	281,156	267,150	278,303	253,651	247,826	278,449	250,982	3,177,705
Work Days	31	29	30	30	29	31	30	30	30	30	31	29	360
Revenue Hours	17,566	17,081	17,178	17,455	17,293	18,220	17,602	18,067	17,046	16,832	18,496	16,305	209,141
Operator Pay Hours	29,729	29,324	34,775	32,316	29,839	31,195	30,306	31,155	30,023	29,970	31,358	31,780	371,769
Number of Operators	162	162	165	165	160	164	162	161	161	165	165	169	163
Unscheduled Absences	197	303	354	461	402	420	412	307	365	337	369	308	4,235
FT Protection	34	53	48	85	45	53	50	45	59	29	68	88	657
Worker Comp.	109	115	98	123	144	109	113	87	96	112	94	40	1,240
Sick leave	54	135	208	253	213	258	249	175	210	196	207	180	2,338
Collision Accidents	5	6	6	3	4	4	2	10	6	5	6	2	59
Passenger Accidents	17	12	7	9	11	13	11	10	12	8	12	11	133
Total Chargeable Collisions	1	4	3	1	4	1	2	2	1	2	5	1	27
Chargeable/100K Miles	0.37	1.53	1.16	0.37	1.51	0.35	0.74	0.71	0.39	0.80	1.79	0.39	0.84
Number of Trips Scheduled	23,739	23,256	22,740	23,581	23,581	24,600	23,581	24,359	23,124	22,782	25,003	22,040	282,386
Number of Trips Missed	25	18	35	21	24	38	7	18	19	15	30	25	275
Of Trips Scheduled - % Missed	0.11%	0.08%	0.15%	0.09%	0.10%	0.15%	0.03%	0.07%	0.08%	0.07%	0.12%	0.11%	0.10%
Of Trips Missed - Mechanical	14	13	7	7	13	20	3	7	15	10	14	16	139
On Time Performance %	90%	95%	94%	94%	96%	90%	90%	88%	88%	90%	89%	86%	91%
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	9	14	15	9	13	15	6	8	12	6	16	14	137
Road Calls for Mechanical	6	10	9	7	8	10	4	7	8	6	13	13	101
Road Calls for Other	3	4	6	2	5	5	2	1	4	0	3	1	36
Miles Between Mechanical Road Calls													
Bus Numbers													
100 - 199	11,714	10,034	7,925	9,375	11,781	11,930	11,249	12,214	9,647	12,445	8,999	9,238	
200 - 299	11,770	28,653	31,222	34,037	30,338	33,067	32,494	16,426	35,164	27,631	34,306	16,941	
300 - 399	18,219	20,226	13,142	22,031	11,844	6,224	40,903	39,175	35,450	34,557	20,859	9,144	
400 - 499	31,903	30,953	17,596	15,892	30,471	36,198	31,581	34,388	23,555	29,747	15,132	28,970	
500 - 519	49,376	23,634	15,928	50,808	26,619	52,607	52,074	27,108	48,677	44,991	27,014	45,353	
900 - 939	90,495	23,475	90,839	86,996	45,332	48,365	8,643	93,324	29,483	41,234	31,128	28,642	
2000 - 2099	13,855	8,910	5,846	10,873	12,736	13,282	11,936	12,134	12,708	15,987	7,876	5,519	
Fleet Avg.	29,899	26,017	28,693	38,276	33,095	28,116	66,788	39,758	31,706	41,304	21,419	19,306	31,462
Maintenance Pay Hours	4,086	4,160	4,418	4,762	4,457	4,581	4,311	4,437	4,093	4,395	4,522	4,520	52,740
No. Maint. Employees	22	26	27	27	27	26	26	25	27	26	27	27	26
Maint. Emps/100K Miles	8	10	10	10	10	9	10	9	11	10	10	11	1
Unscheduled Absences	1	3	1	2	1	7	1	2	4	3	0	3	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	
September 2012 - Fixed Route Boardings	277,831	Revenue Hours - September 12	16,305	Weekdays - September 12	19	Fiscal 2013 YTD	773,468
		September 11	17,221	September 11	21		
Bus Bridge		Revenue Miles - September 12	180,703	Saturdays - September 12	5	Fiscal 2012YTD	793,856
Special Event		September 11	192,018	September 11	4		
				Sundays - September 12	5		
				September 11	4		
September 2012 Total Boardings	277,831	Passengers per Mile	1.5	Total Days - 2012	29	YTD Trend	(2.6%)
September 2011 Total Boardings	286,117	Passengers per Hour	17.04	2011	29	Monthly Trend	(2.9%)

September 2012 Fixed Route Passenger Total						September 2012	September 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	6,758			6,758	356	13.8
2	Rudgear / Walnut Creek	1,449			1,449	76	8.6
4	Walnut Creek Downtown Shuttle	18,062	3,278	2,865	24,205	951	28.1
4H **	Walnut Creek Extended Holiday Service				0	0	#DIV/0!
5	Creekside / Walnut Creek	1,590			1,590	84	8.4
6	Lafayette / Moraga / Orinda	10,253	894	577	11,724	540	17.5
7	Shadelands / Pleasant Hill / Walnut Creek	4,545			4,545	239	7.4
9	DVC / Walnut Creek	12,192			12,192	642	15.5
10	Concord / Clayton Rd	21,864			21,864	1,151	24.0
11	Treat Blvd / Oak Grove	6,696			6,696	352	19.0
14	Monument Blvd	12,725			12,725	670	17.1
15	Treat Boulevard	10,294			10,294	542	17.8
16	Alhambra Ave / Monument Blvd	13,685			13,685	720	14.3
17	Olivera/Solano / Salvio / North Concord	4,546			4,546	239	12.9
18	Amtrak / Merello / Pleasant Hill	9,590			9,590	505	16.2
19	Amtrak / Pacheco Blvd / Concord	2,934			2,934	154	11.2
20	DVC / Concord	25,807			25,807	1,358	29.2
21	Walnut Creek / San Ramon Transit Center	12,123			12,123	638	13.1
25	Lafayette / Walnut Creek	1,353			1,353	71	6.2
28	North Concord / Martinez	6,315			6,315	332	11.0
35	Dougherty Valley	7,795			7,795	410	12.6
36	San Ramon / Dublin	4,877			4,877	257	9.6
91X	Concord Commuter Express	1,624			1,624	85	27.7
92X	Ace Shuttle Express	3,401			3,401	179	21.6
93X	Kirker Pass Express	4,322			4,322	227	18.7
95X	San Ramon / Danville Express	3,284			3,284	173	17.2
96X	Bishop Ranch Express	10,038			10,038	528	16.9
97X	Bishop Ranch Express	1,587			1,587	84	8.5
98X	Martinez Express	7,214			7,214	380	14.3
250 *	Gael Rail Service	94	164	117	375	12	3.7
260 *	Cal State East Bay / Concord Bart	15			15	8	2.0
301	Rossmoor / John Muir Medical Center		382	315	697	0	7.5
310	Concord Bart / Clayton Rd / Kirker Pass		1,996	1,488	3,483	0	25.9
311	Concord / Oak Grove / Treat Blvd / WC		1,205	1,019	2,224	0	14.7
314	Clayton Rd / Monument Blvd / PH		3,400	2,383	5,783	0	21.2
315	Concord / Willow Pass / Landana		325	191	517	0	7.7
316	Alhambra / Merello / Pleasant Hill		1,763	1,260	3,023	0	15.1
320	DVC / Concord		1,160	741	1,900	0	15.2
321	San Ramon / Walnut Creek		1,450	991	2,440	0	12.3
Owl	Bart Night Owl Service				0	0	#DIV/0!
600's	Select Service	22,835			22,835	1,202	29.3
TOTALS		249,867	16,016	11,947	277,831	13,151	17.0

* Data from Link ** Seasonal Route

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

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	22,835	1,202	29.3
20	DVC / Concord	25,807	1,358	29.2
4	Walnut Creek Downtown Shuttle	24,205	951	28.1
91X	Concord Commuter Express	1,624	85	27.7
310	Concord Bart / Clayton Rd / Kirker Pass	3,483		25.9
10	Concord / Clayton Rd	21,864	1,151	24.0
92X	Ace Shuttle Express	3,401	179	21.6
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,783		21.2
11	Treat Blvd / Oak Grove	6,696	352	19.0
93X	Kirker Pass Express	4,322	227	18.7
15	Treat Boulevard	10,294	542	17.8
6	Lafayette / Moraga / Orinda / Orinda Village	11,724	540	17.5
95X	San Ramon / Danville Express	3,284	173	17.2
14	Monument Blvd	12,725	670	17.1
96X	Bishop Ranch Express	10,038	528	16.9
18	Amtrak / Merello / Pleasant Hill	9,590	505	16.2
9	DVC / Walnut Creek	12,192	642	15.5
320	DVC / Concord	1,900		15.2
316	Alhambra / Merello / Pleasant Hill	3,023		15.1
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	2,224		14.7
98X	Martinez Express	7,214	380	14.3
16	Alhambra Ave / Monument Blvd	13,685	720	14.3
1	Rossmoor / Shadelands	6,758	356	13.8
21	Walnut Creek / San Ramon Transit Center	12,123	638	13.1
17	Olivera/Solano / Salvio / North Concord	4,546	239	12.9
35	Dougherty Valley	7,795	410	12.6
321	San Ramon / Walnut Creek	2,440		12.3
19	Amtrak / Pacheco Blvd / Concord	2,934	154	11.2
28	North Concord / Martinez	6,315	332	11.0
36	San Ramon / Dublin	4,877	257	9.6
2	Rudgear / Walnut Creek	1,449	76	8.6
97X	Bishop Ranch Express	1,587	84	8.5
5	Creekside / Walnut Creek	1,590	84	8.4
315	Concord / Willow Pass / Landana	517		7.7
301	Rossmoor / John Muir Medical Center	697		7.5
7	Shadelands / Pleasant Hill / Walnut Creek	4,545	239	7.4
25	Lafayette / Walnut Creek	1,353	71	6.2
250 *	Gael Rail Service	375	12	3.7
260 *	Cal State East Bay / Concord Bart	15	8	2.0

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
1	Rossmoor / Shadelands	368	361	355	330	354	359	381	376	365	349	357	336	356
2	Rudgear / Walnut Creek	64	70	60	50	56	65	60	59	60	50	50	58	76
4	Walnut Creek Downtown Shuttle	960	905	904	919	869	895	919	851	851	848	836	880	951
4H **	Walnut Creek Extended Holiday Shuttle			4	32									
5	Creekside / Walnut Creek	70	73	63	69	46	67	63	48	51	53	65	64	84
6	Lafayette / Moraga / Orinda	513	498	467	364	455	462	466	415	416	319	284	318	540
7	Shadelands / Pleasant Hill / Walnut Creek	217	210	205	193	231	218	232	230	251	234	231	234	239
9	DVC / Walnut Creek	602	602	563	490	519	554	554	522	550	531	558	563	642
10	Concord / Clayton Rd	1,079	1,046	978	973	928	985	984	955	1,016	927	894	979	1,151
11	Treat Blvd / Oak Grove	330	307	309	284	297	316	317	291	303	265	271	284	352
14	Monument Blvd	639	635	595	567	596	598	599	600	619	591	581	609	670
15	Treat Boulevard	519	502	471	433	466	473	471	449	492	456	404	427	542
16	Alhambra Ave / Monument Blvd	745	711	645	634	661	684	689	685	728	691	660	652	720
17	Olivera/Solano / Salvio / North Concord	247	228	203	199	197	207	210	205	234	208	215	203	239
18	Amtrak / Merello / Pleasant Hill	490	469	430	376	399	447	437	411	454	408	387	438	505
19	Amtrak / Pacheco Blvd / Concord	153	147	131	119	136	137	120	133	137	145	141	150	154
20	DVC / Concord	1,242	1,205	1,154	1,040	952	1,204	1,165	1,078	1,096	955	972	1,117	1,358
21	Walnut Creek / San Ramon Transit Center	633	626	588	556	625	588	594	572	613	576	584	570	638
25	Lafayette / Walnut Creek	54	56	56	52	57	50	58	58	65	61	64	60	71
28	North Concord / Martinez	323	287	298	274	296	312	297	199	250	244	265	291	332
35	Dougherty Valley	377	350	334	322	353	363	362	302	362	317	312	334	410
36	San Ramon / Dublin	261	274	228	224	237	251	239	234	245	213	224	230	257
91X	Concord Commuter Express	40	34	33	34	30	39	27	34	41	30	36	55	85
92X	Ace Shuttle Express	189	177	186	150	183	160	158	149	142	138	149	158	179
93X	Kirker Pass Express	198	207	198	178	203	203	210	210	222	221	206	214	227
95X	San Ramon / Danville Express	177	176	163	163	169	182	179	182	190	174	163	164	173
96X	Bishop Ranch Express	477	483	451	436	498	495	529	481	480	465	457	464	528
97X	Bishop Ranch Express	107	98	82	83	85	87	95	99	93	81	76	103	84
98X	Martinez Express	338	340	320	316	327	360	336	338	347	322	324	351	380
250 *	St Mary's College Gael Rail Shuttle	15	14	16	9	12	14	16	12	10			7	12
260 *	Cal State East Bay / Concord Bart		5	4	2	7	4	2	6	9	4			8
Owl	Bart Night Owl Service													
600's	Select Service	1,194	1,161	910	684	1,075	1,049	1,108	1,036	1,129	622	43	469	1,202
TOTALS		12,615	12,246	11,394	10,549	11,311	11,817	11,867	11,210	11,812	10,494	9,809	10,776	13,151

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
SATURDAY		<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>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	582	536	541	501	556	620	538	577	343	465	397	524	656
4H **	Walnut Creek Extended Holiday Shuttle			16	69									
6	Lafayette / Moraga / Orinda	168	149	124	115	148	122	116	97	98	76	59	85	179
250 *	St Mary's College Gael Rail Shuttle	61	42	30	21	33	30	35	28	18			4	33
301	Rossmoor / John Muir Medical Center	79	95	72	74	80	80	67	57	55	78	51	66	76
310	Concord Bart / Clayton Rd / Kirker Pass	421	435	407	389	395	418	362	299	330	403	319	416	399
311	Concord / Oak Grove / Treat Blvd / WC	208	217	200	216	230	258	206	188	190	217	166	213	241
314	Clayton Rd / Monument Blvd / PH	644	659	611	636	561	648	573	521	508	721	427	642	680
315	Concord / Willow Pass / Landana	65	66	82	77	63	77	68	46	62	66	47	64	65
316	Alhambra / Merello / Pleasant Hill	334	307	300	290	259	329	316	259	281	290	272	353	353
320	DVC / Concord	239	216	193	224	209	233	196	192	170	259	181	247	232
321	San Ramon / Walnut Creek	263	282	223	228	231	249	217	192	197	239	209	290	290
TOTALS		3,062	3,004	2,798	2,839	2,764	3,064	2,694	2,457	2,251	2,814	2,131	2,903	3,203

Route	Destination Information	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
SUNDAY		<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>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	459	423	414	431	401	425	488	640	313	359	447	406	573
6	Lafayette / Moraga / Orinda	122	143	127	82	91	95	90	99	98	55	72	87	115
250 *	St Mary's College Gael Rail Shuttle	29	22	20	14	21	25	26	21	12			3	23
301	Rossmoor / John Muir Medical Center	67	68	38	43	55	50	47	60	55	63	59	66	63
310	Concord Bart / Clayton Rd / Kirker Pass	329	324	298	309	287	312	311	351	327	340	469	316	298
311	Concord / Oak Grove / Treat Blvd / WC	188	179	156	167	149	167	193	216	165	165	232	176	204
314	Clayton Rd / Monument Blvd / PH	447	469	437	531	412	410	423	558	435	480	682	443	477
315	Concord / Willow Pass / Landana	46	48	53	58	31	57	44	49	45	40	54	35	38
316	Alhambra / Merello / Pleasant Hill	245	222	188	240	208	229	200	259	199	188	296	241	252
320	DVC / Concord	135	147	136	137	138	149	125	175	152	137	213	161	148
321	San Ramon / Walnut Creek	170	188	179	173	162	160	167	198	199	194	239	191	198
TOTALS		2,237	2,235	2,045	2,183	1,956	2,078	2,115	2,627	2,000	2,021	2,763	2,124	2,389

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, 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

Route Description Summary

Route #	Description
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
314	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancingo Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave., Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pischah 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
631	Minert Rd, Weaver Ln, Oak Grove, Monument Blvd, Fry Way, Clayton Rd, Detroit Ave, Walters Way, BART Concord
632	Minert Rd, San Miguel Dr, Galloway Rd, Monument Blvd, Meadow Ln, Mohr Ln, Del Rio Cr, BART Pleasant Hill
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
Owl	Bart Night Owl Service

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

SUMMARY	SEPTEMBER FY 11/12	SEPTEMBER FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	13,080	11,762	38,543	35,850
2 TOTAL ATTENDANTS	969	907	2,978	2,613
3 TOTAL COMPANIONS	92	65	261	222
4 TOTAL PASSENGERS	14,141	12,734	41,782	38,685
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	6,780	7,856	20,117	21,379
7 VEHICLE SERVICE HOURS	8,228	6,375	24,500	22,979
8 VEHICLE NON REV HOURS	1,448	1,481	4,383	4,562
9 VEHICLE SERVICE MILES	135,306	116,002	389,952	359,433
10 VEHICLE REVENUE MILES	113,441	95,101	323,265	293,573
11 VEHICLE NON REV MILES	21,865	20,901	66,687	65,860
12 PASS. PER REVENUE HOUR	2.09	1.62	2.08	1.81
13 CLIENT PER REVENUE HOUR	1.93	1.50	1.92	1.68
14 PASS. PER SERVICE HOUR	1.72	2.00	1.71	1.68
15 PASS. PER SERVICE MILE	0.10	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.12	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	913	915	2,948	2,833
18 SAME DAY TRIPS	266	113	773	461
19 SUBSCRIPTION TRIPS	8,277	6,278	24,935	20,025
20 DEMAND	4,705	5,496	13,359	15,948
21 FAREBOX REVENUE	\$14,362.00	\$12,524.96	\$43,119.00	\$38,811.27
22 PREPAID CLIENTS	\$11,102.00	\$9,787.50	\$36,809.00	\$31,967.50
23 COLLECTED BILLING	\$15,532.00	\$59,976.00	\$83,568.00	\$106,982.00
24 TOTAL REVENUE COLLECTED	\$40,996.00	\$82,288.46	\$163,496.00	\$177,760.77
25 CHARGEABLE ACCIDENTS	1	0	2	0
26 SERVICE COMPLAINTS	1	0	3	0
27 SERVICE COMMENDATIONS	2	0	3	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	1	8	4
30 DRIVER TURNOVER	1	0	5	5
31 SCHEDULE ADHERENCE	92%	67%	96%	78%
32 WHEELCHAIR BOARDING'S	3,406	2,376	10,208	9,218
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	9,374	6,399	N/A	NA
35 UNDUPLICATED CLIENTS	1,065	1,270	N/A	NA
36 NO-SHOWS	77	56	198	143
37 CANCELS	1,826	1,392	6,080	6,647
38 AVG. TRIP LENGTH (MILES)	9.6	9.1	9.3	9.3
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	18,537	16,651	56,047	53,072
42 FLEET M.P.G.	7.3	7.0	7.0	6.8