

# 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 – 3<sup>rd</sup> Floor  
1666 North Main Street, Walnut Creek  
**Monday December 3, 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 November 2, 2012\*
4. Maintenance –
  - a. Multi-Year Vehicle Procurement\*
5. Planning and Scheduling - None
6. Paratransit and Accessible Services
  - a. Review and Approval of Paratransit Contractor Selection Timeline and Scope of Work\*
7. Staff Reports – Information Only
  - a. Fixed Route Monthly Report – October 2012\*
  - b. LINK Monthly Report – October 2012\*
8. Committee Comments – Discussion Only
9. Future Agenda Items – Selection of Committee meeting dates through May
10. Next Scheduled Meeting
11. Adjournment

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 November 2, 2012, 9:00 a.m.**

**Director in Attendance:** Directors Bob Simmons, Jack Weir, Candace Andersen, and Dave Hudson

**Staff:** Rick Ramacier, Scott Mitchell, Bill Churchill and Laramie Bowron

**Public and Advisory Committee:** Ralph Hoffman, Roger Acuna, and others who failed to leave their names with CCCTA.

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

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** Mr. Hoffman suggested that the CCCTA adopt an alternative governing structure; believing that changing from a JPA to an evenly distributed general election board would better serve Central Contra Costa County. Mr. Acuna (and others who failed to leave their names with CCCTA) were present to discuss overcrowding on Route 20 during the am peak period. They presented photographs to illustrate how difficult it is for those with disabilities to utilize the service when the buses are overcrowded.
3. **Approval of O&S Summary Minutes for October 5, 2012:** Minutes were approved.
4. **Maintenance:** No items.
5. **Planning and Scheduling:** No items.
6. **Paratransit and Accessible Services:**

Review & Analysis of CCCTA ADA Paratransit Services – Mr. Ramacier presented to highlight the best way to deliver paratransit service in CCCTA's service area. This was prepared as a follow up on a Board request. He gave a description of how American Logistics Company (ALC) works and discussed areas where they have been successful. He also noted some shortcomings, including on-time performance. Mr. Ramacier suggested that one solution would be to use ALC on a marginal basis to see what they can handle. He noted that Orange County is dictating which trips ALC gets through their contract. Director Andersen asked if there would be any union issues if service was shifted from First Transit to ALC to which Rick answered likely, because ALC would be hiring independent contractors. She also questioned whether CCCTA can use the RFP to require better on-time performance from ALC to which the answer was also affirmative. She then suggested that staff look into nonprofits and the ADA population and suggested exploring a hybrid model. Director Weir drew a distinction between saving money and losing quality of service and questioned what the savings would be used for. Mr. Ramacier stated that CCCTA needs to get a better estimate of the savings and then have a discussion on what to do with it. All Committee members agreed that this required further discussion and suggested either a full Board or a County-wide goal-setting meeting to discuss paratransit service options and goals to set a strategy for moving forward.

7. **Staff Reports**

- a. Fixed Route Monthly Report – September 2012 – approved.
- b. LINK Monthly Report – September 2012 – approved.

- 8. Committee Comments** – No items.
- 9. Future Agenda Items** – Future Paratransit options discussion.
- 10. Next Scheduled Meeting** – December 3 @ 9:00 a.m. at City Manager’s Conference Room – 3<sup>rd</sup>  
Floor 1666 North Main Street, Walnut Creek
- 11. Adjournment** – meeting was adjourned at 10:15 a.m.

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

**To:** O & S Committee

**Date:** November 27, 2012

**From:** J. Scott Mitchell, Director of Maintenance

**Reviewed By:**

**SUBJECT: Multi-Year Vehicle Procurement**

**SUMMARY OF ISSUES:**

The CCCTA follows the Federal Transit Administration (FTA) guidelines regarding the procurement procedures for the purchase of new vehicles. In recent years, the FTA has nurtured the concept of multi-year bus procurement awards to reduce the administrative costs and delays involved in the single year procurement process. CCCTA has successfully undertaken and awarded a single multi-year procurement contract for transit vehicles from a single manufacturer in multiple configurations.

**RECOMMENDATIONS:**

The CCCTA staff believes it to be in the best interest of the CCCTA to publish, negotiate, and award a multi-year, multi-configuration Request for Proposal for the purchase of the Authority's planned bus purchases over the next 5-year period including options for expansion vehicles if they are needed and funds become available.

**FINANCIAL IMPLICATIONS:**

The cost of producing, advertising and awarding a single multi-year, multi-configuration Request for Proposal would be no greater than a normal bid solicitation. The Authority would enjoy savings over the multi-year period by virtue of not needing to produce, advertise and award additional Request for Proposals saving in legal fees, advertising fees and staff time.

**ACTION REQUESTED:**

Direct staff to develop and award a multi-year Request for Proposal.

**ATTACHMENTS:**

**CHANGES FROM COMMITTEE:**

**ADDITIONAL BACKGROUND INFORMATION:**

**TO:** O & S Committee

**DATE:** November 27, 2012

**FROM:** Rick Ramacier  
General Manager

**SUBJECT:** Paratransit Request for Proposal  
(RFP) Timeline and Scope of  
Work

### **Background**

Staff has drafted a timeline for processing the paratransit RFP for paratransit operations and maintenance. The timeline is driven to allow enough time for an iterative RFP design process involving staff, the Board of Directors and stakeholders on the front end. It is also driven by leaving County Connection with enough transition time on the back end should the incumbent Contractor not be fully retained.

Staff will review and seek your comment on the draft timeline and project outline with you at your meeting on December 3, 2012. The draft timeline and outline is attached for your reference.

### **Action Requested**

Staff wishes to review the timeline and outline with you to help us prepare the first draft of an RFP for your January meeting. To that end, we wish to discuss the timing of your meetings in January through May of 2013 to coincide with the draft timeline.

# DRAFT

## County Connection Paratransit Request for Proposal (RFP) Project Timeline and Basic Outline

### DECEMBER

- December O&S Committee meeting: present and review draft timeline and outline. Committee to give any additional feedback on the scope of work.
- Committee to set meeting dates for January, February, March, April, and May.
- Staff to produce first draft of RFP scope of work based on Board discussion at the November Board meeting.

### JANUARY

- Staff to present first draft of RFP to the O&S Committee for review and comment including discussion on service approach options. Meeting to be held on January 7<sup>th</sup>, 8<sup>th</sup>, 9<sup>th</sup>, or 10<sup>th</sup>.
- County Connection Advisory Committee to review draft RFP on January 11, 2013.
- Conceptual RFP presented to the Board of Directors at their January 17<sup>th</sup> meeting. This will include service approach options and other broad concepts within the scope of work.
- Staff to revised first draft RFP in response to comments and direction from the Board of Directors.

### FEBRUARY

- Staff to present 2<sup>nd</sup> draft RFP to the Committee at the February meeting. The discussion to facilitate the development of an RFP to be considered by the full Board in February.
- Staff responds to the Committee discussion for an updated draft RFP to be presented to the Board at its February 21, 2013 meeting.
- Board approves draft RFP to form after providing discussion and feedback. Direct the O&S Committee to review final assembled RFP at its March meeting prior to public release of RFP.

### MARCH

- O&S Committee direct staff to release RFP at its meeting on March 1<sup>st</sup>.
- Staff releases and advertises RFP on March 4, 2013.
- Staff holds bidder conference on March 8, 2013.
- Staff puts together review panel.

### APRIL

- Written proposals due on April 5, 2013 at 5:00 pm PT.
- Selection Panel reviews and scores proposals week of April 8, 2013.
- Finalists interviewed by panel week of April 15, 2013.
- Panel makes recommendation decision on April 19, 2013.
- Final proposer and other proposers notified of recommendation going to the O&S Committee.

- Staff prepares detailed analysis of proposals and justification for recommendation.

#### MAY

- Staff formally presents recommendation at O&S Committee meeting on May 1<sup>st</sup>, 2<sup>nd</sup>, or 3<sup>rd</sup>.
- Staff responds to any concerns of the O&S Committee.
- Recommendation brought forward to the Board of Directors for action at meeting of May 16, 2013.
- If Board defers action on recommendation, staff responds in kind by working to prepare actions to address Board concerns.

#### JUNE

- If Board acts on recommendation, staff will prepare and execute any transition\* to a new contractor – should one be part of the final selection. If the incumbent is solely selected, no transition will take place other than to write the new contract.
- If Board does not act on recommendation in May, staff will present new recommendation while incorporating Board direction given in May to the O&S Committee at its June 2013 meeting.
- If Board does not act on recommendation in May, the Board of Directors will take final action at its meeting on June 20, 2013 to award paratransit contract. Any required transition will then commence.

#### JULY

- New or incumbent contractor assumes new contract with County Connection on July 1, 2013. Any remaining transition items continued to be processed to completion.

\* The transition refers to a change in providers. For example, if the incumbent provider First Transit is not awarded the full bid or does not submit a bid, there will be a transition to a new provider. Transitions most often require a lot of prep work and coordination that County Connection will need to oversee. Transitions are time consuming for up to six weeks in some cases. If First Transit is fully retained, no transition would occur.

## Agenda Item 7.a

**TO:** O&S Committee

**DATE:** November 15, 2012

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for October 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>	<b>FY 2013</b>		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	321,040		
Average Weekday	13,015	11,687	
Pass/Rev Hour	16.7	15.4	Standard Goal > 17.0
Missed Trips	0.05%	0.09%	Standard Goal < 0.25%
Miles between Road Calls	22,944	29,693	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

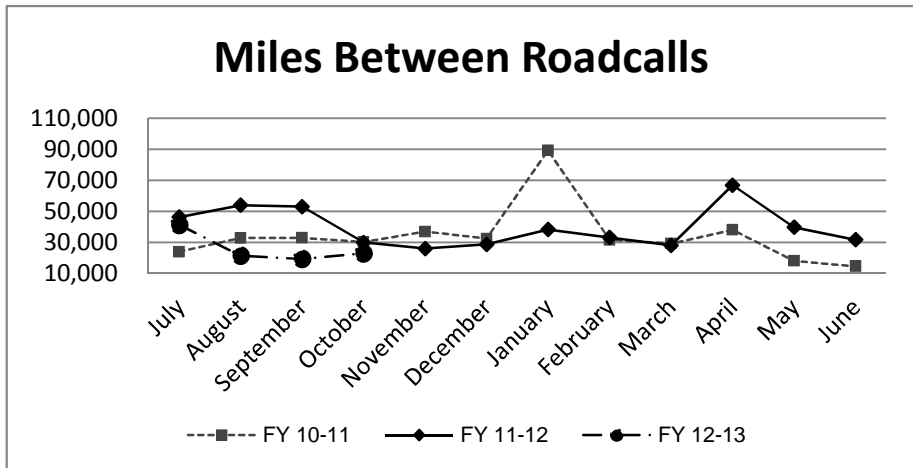
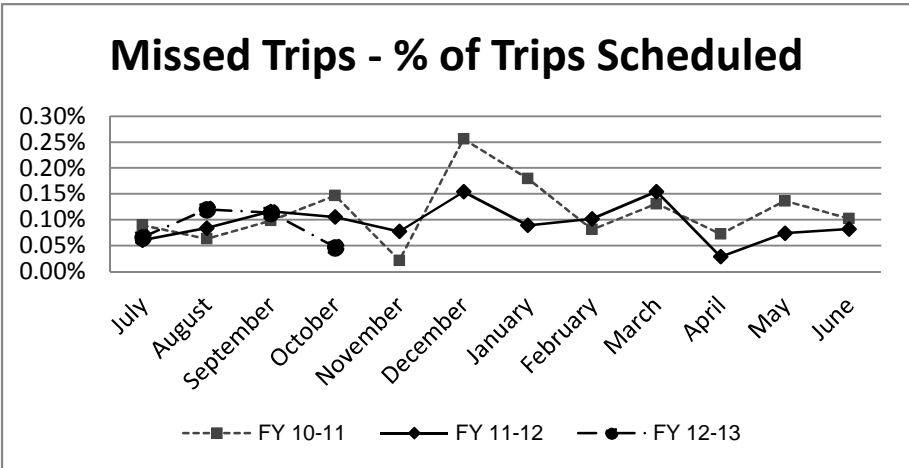
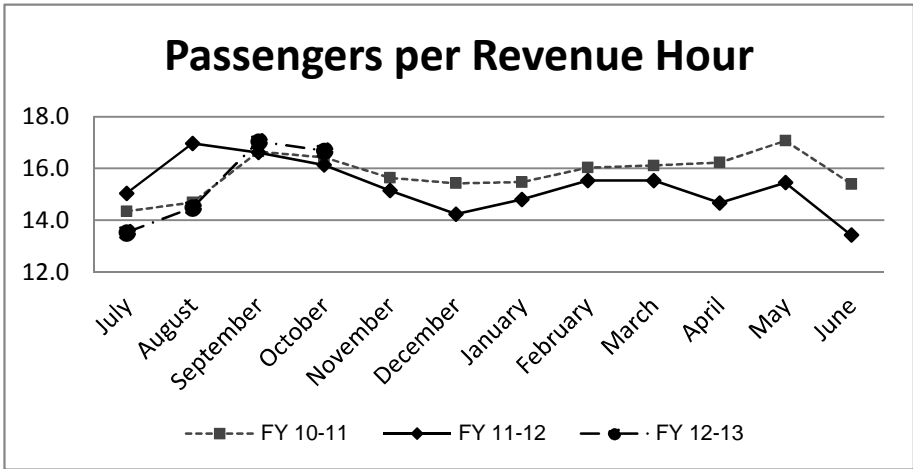
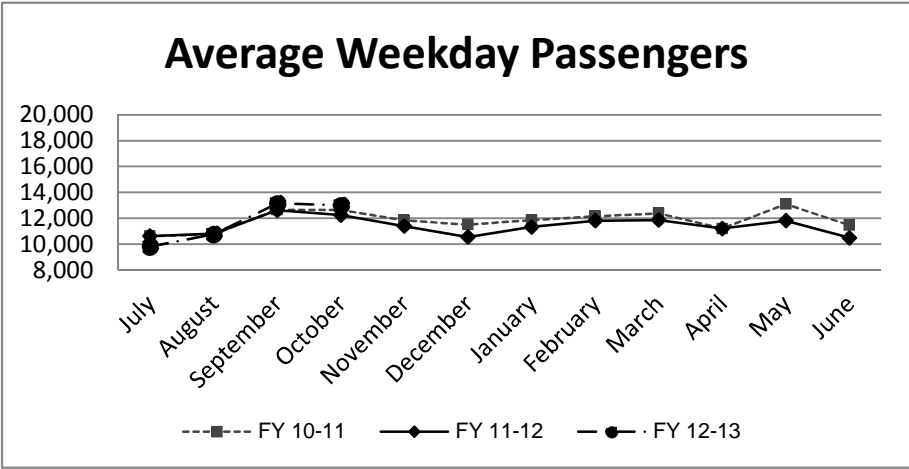
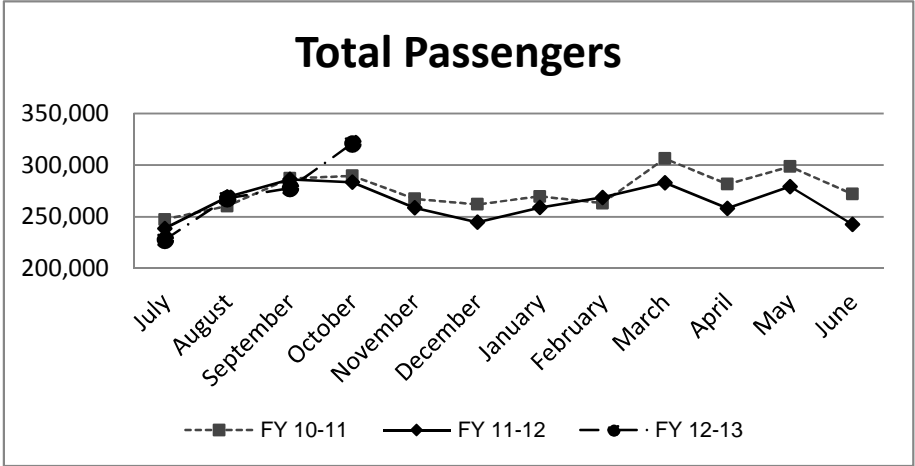
Average weekday ridership in October (13,015 passengers) was slightly lower than the prior month of September (13,151 passengers) but significantly higher than October of last year (12,246 passengers). Productivity was equal to 16.7 passengers per hour a slight drop from the prior month when we had 17.0 passengers per hour.

Routes that have seen the biggest increase in the average weekday boardings from last year include Routes #10 and #20 which serve DVC students and Route #96X which serves Bishop Ranch employees. As a result of crowding on the #20, several trips were added this year to expand capacity. PGE employees began to move in to Bishop Ranch and this may be the cause for ridership growth on the 96X.

The percentage of missed trips in October was equal to 0.05% and is lower than the prior month of September (0.11%). The YTD average is 0.09% missed trips.

The number of miles between roadcalls was 22,944 miles in October which is higher than the prior month of September (19,306 miles). The 12 month average is 29,693 miles between roadcalls.





**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2011 November</b>	<b>2011 December</b>	<b>2012 January</b>	<b>2012 February</b>	<b>2012 March</b>	<b>2012 April</b>	<b>2012 May</b>	<b>2012 June</b>	<b>2012 July</b>	<b>2012 August</b>	<b>2012 September</b>	<b>2012 October</b>	<b>12 Month TOTALS</b>
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	260,169	258,233	267,933	264,761	281,156	267,150	278,303	253,651	247,826	278,449	250,982	298,277	3,206,890
<b>Work Days</b>	29	30	30	29	31	30	30	30	30	31	29	31	360
Revenue Hours	17,081	17,178	17,455	17,293	18,220	17,602	18,067	17,046	16,832	18,496	16,305	19,242	210,817
Operator Pay Hours	29,324	34,775	32,316	29,839	31,195	30,306	31,155	30,023	29,970	31,358	31,780	38,149	380,188
Number of Operators	162	165	165	160	164	162	161	161	165	165	169	168	164
<b>Unscheduled Absences</b>	<b>303</b>	<b>354</b>	<b>461</b>	<b>402</b>	<b>420</b>	<b>412</b>	<b>307</b>	<b>365</b>	<b>337</b>	<b>369</b>	<b>308</b>	<b>357</b>	<b>4,395</b>
FT Protection	53	48	85	45	53	50	45	59	29	68	88	35	658
Worker Comp.	115	98	123	144	109	113	87	96	112	94	40	69	1,200
Sick leave	135	208	253	213	258	249	175	210	196	207	180	253	2,537
<b>Collision Accidents</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>10</b>	<b>6</b>	<b>5</b>	<b>6</b>	<b>2</b>	<b>3</b>	<b>57</b>
Passenger Accidents	12	7	9	11	13	11	10	12	8	12	11	11	127
Total Chargeable Collisions	4	3	1	4	1	2	2	1	2	5	1	2	28
<b>Chargeable/100K Miles</b>	<b>1.53</b>	<b>1.16</b>	<b>0.37</b>	<b>1.51</b>	<b>0.35</b>	<b>0.74</b>	<b>0.71</b>	<b>0.39</b>	<b>0.80</b>	<b>1.79</b>	<b>0.39</b>	<b>0.67</b>	<b>0.87</b>
Number of Trips Scheduled	23,256	22,740	23,581	23,581	24,600	23,581	24,359	23,124	22,782	25,003	22,040	25,666	284,313
Number of Trips Missed	18	35	21	24	38	7	18	19	15	30	25	12	262
<b>Of Trips Scheduled - % Missed</b>	<b>0.08%</b>	<b>0.15%</b>	<b>0.09%</b>	<b>0.10%</b>	<b>0.15%</b>	<b>0.03%</b>	<b>0.07%</b>	<b>0.08%</b>	<b>0.07%</b>	<b>0.12%</b>	<b>0.11%</b>	<b>0.05%</b>	<b>0.09%</b>
Of Trips Missed - Mechanical	13	7	7	13	20	3	7	15	10	14	16	7	132
On Time Performance %	95%	94%	94%	96%	90%	90%	88%	88%	90%	89%	86%	86%	90%
<b>MAINTENANCE</b>													
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	14	15	9	13	15	6	8	12	6	16	14	14	142
Road Calls for Mechanical	10	9	7	8	10	4	7	8	6	13	13	13	108
<b>Road Calls for Other</b>	<b>4</b>	<b>6</b>	<b>2</b>	<b>5</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>34</b>
<b>Miles Between Mechanical Road Calls</b>													
<b>Bus Numbers</b>													
100 - 199	10,034	7,925	9,375	11,781	11,930	11,249	12,214	9,647	12,445	8,999	9,238	13,330	
200 - 299	28,653	31,222	34,037	30,338	33,067	32,494	16,426	35,164	27,631	34,306	16,941	39,167	
300 - 399	20,226	13,142	22,031	11,844	6,224	40,903	39,175	35,450	34,557	20,859	9,144	8,639	
400 - 499	30,953	17,596	15,892	30,471	36,198	31,581	34,388	23,555	29,747	15,132	28,970	32,330	
500 - 519	23,634	15,928	50,808	26,619	52,607	52,074	27,108	48,677	44,991	27,014	45,353	12,182	
900 - 939	23,475	90,839	86,996	45,332	48,365	8,643	93,324	29,483	41,234	31,128	28,642	105,079	
2000 - 2099	8,910	5,846	10,873	12,736	13,282	11,936	12,134	12,708	15,987	7,876	5,519	16,448	
Fleet Avg.	26,017	28,693	38,276	33,095	28,116	66,788	39,758	31,706	41,304	21,419	19,306	22,944	29,693
Maintenance Pay Hours	4,160	4,418	4,762	4,457	4,581	4,311	4,437	4,093	4,395	4,522	4,520	4,656	53,310
No. Maint. Employees	26	27	27	27	26	26	25	27	26	27	27	27	27
<b>Maint. Emps/100K Miles</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>11</b>	<b>10</b>	<b>10</b>	<b>11</b>	<b>9</b>	<b>1</b>
Unscheduled Absences	3	1	2	1	7	1	2	4	3	0	3	2	2

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

**MONTHLY BOARDINGS  
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings		
<b>October 2012 - Fixed Route Boardings</b>	321,040	Revenue Hours -	October 12	19,242	Weekdays -	October 12	23	Fiscal 2013 YTD	1,094,508
			October 11	17,566		October 11	21		
Bus Bridge		Revenue Miles -	October 12	217,446	Saturdays -	October 12	4	Fiscal 2012YTD	1,077,209
Special Event			October 11	196,102		October 11	5		
					Sundays -	October 12	4		
			October 11	5					
<b>October 2012 Total Boardings</b>	<b>321,040</b>	<b>Passengers per Mile</b>		<b>1.5</b>	<b>Total Days - 2012</b>	<b>31</b>	<b>YTD Trend</b>	<b>1.6%</b>	
<b>October 2011 Total Boardings</b>	<b>283,352</b>	<b>Passengers per Hour</b>		<b>16.68</b>	<b>2011</b>	<b>31</b>	<b>Monthly Trend</b>	<b>13.3%</b>	

October 2012 Fixed Route Passenger Total							October 2012 Weekday Average	October 2012 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total			
1	Rossmoor / Shadelands	8,736			8,736	380	14.7	
2	Rudgear / Walnut Creek	1,465			1,465	64	7.2	
4	Walnut Creek Downtown Shuttle	20,111	2,277	1,683	24,072	874	24.8	
5	Creekside / Walnut Creek	1,692			1,692	74	7.4	
6	Lafayette / Moraga / Orinda	11,719	572	474	12,764	510	16.5	
7	Shadelands / Pleasant Hill / Walnut Creek	5,253			5,253	228	7.1	
9	DVC / Walnut Creek	13,920			13,920	605	14.6	
10	Concord / Clayton Rd	26,067			26,067	1,133	23.6	
11	Treat Blvd / Oak Grove	8,032			8,032	349	18.8	
14	Monument Blvd	15,283			15,283	664	17.0	
15	Treat Boulevard	12,609			12,609	548	18.0	
16	Alhambra Ave / Monument Blvd	16,445			16,445	715	14.2	
17	Olivera/Solano / Salvio / North Concord	5,764			5,764	251	13.5	
18	Amtrak / Merello / Pleasant Hill	11,647			11,647	506	16.2	
19	Amtrak / Pacheco Blvd / Concord	3,437			3,437	149	10.8	
20	DVC / Concord	30,955			30,955	1,346	29.0	
21	Walnut Creek / San Ramon Transit Center	15,165			15,165	659	13.5	
25	Lafayette / Walnut Creek	1,450			1,450	63	5.5	
28	North Concord / Martinez	7,574			7,574	329	10.9	
35	Dougherty Valley	9,922			9,922	431	13.3	
36	San Ramon / Dublin	5,779			5,779	251	9.4	
91X	Concord Commuter Express	2,071			2,071	90	24.4	
92X	Ace Shuttle Express	4,659			4,659	203	17.1	
93X	Kirker Pass Express	5,225			5,225	227	18.7	
95X	San Ramon / Danville Express	4,160			4,160	181	18.0	
96X	Bishop Ranch Express	12,050			12,050	524	16.6	
97X	Bishop Ranch Express	2,486			2,486	108	11.0	
98X	Martinez Express	8,546			8,546	372	14.0	
250 *	Gael Rail Service	96	120	79	295	12	3.4	
260 *	Cal State East Bay / Concord Bart	123			123	6	1.8	
301	Rossmoor / John Muir Medical Center		289	229	519	0	7.6	
310	Concord Bart / Clayton Rd / Kirker Pass		1,673	1,212	2,885	0	26.7	
311	Concord / Oak Grove / Treat Blvd / WC		985	885	1,869	0	15.3	
314	Clayton Rd / Monument Blvd / PH		2,766	1,989	4,755	0	21.8	
315	Concord / Willow Pass / Landana		292	192	485	0	8.8	
316	Alhambra / Merello / Pleasant Hill		1,466	968	2,435	0	15.3	
320	DVC / Concord		1,002	573	1,575	0	15.7	
321	San Ramon / Walnut Creek		1,196	783	1,979	0	12.4	
600's	Select Service	26,893			26,893	1,169	28.6	
<b>TOTALS</b>		<b>299,334</b>	<b>12,638</b>	<b>9,068</b>	<b>321,040</b>	<b>13,015</b>	<b>16.7</b>	

\* Data from Link    \*\* Seasonal Route

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

<b>Route</b>	<b>Destination Information</b>	<b>Total</b>	<b>Wkday Avg</b>	<b>Passenger / Rev Hr</b>
20	DVC / Concord	30,955	1,346	29.0
600's	Select Service	26,893	1,169	28.6
310	Concord Bart / Clayton Rd / Kirker Pass	2,885		26.7
4	Walnut Creek Downtown Shuttle	24,072	874	24.8
91X	Concord Commuter Express	2,071	90	24.4
10	Concord / Clayton Rd	26,067	1,133	23.6
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,755		21.8
11	Treat Blvd / Oak Grove	8,032	349	18.8
93X	Kirker Pass Express	5,225	227	18.7
15	Treat Boulevard	12,609	548	18.0
95X	San Ramon / Danville Express	4,160	181	18.0
92X	Ace Shuttle Express	4,659	203	17.1
14	Monument Blvd	15,283	664	17.0
96X	Bishop Ranch Express	12,050	524	16.6
6	Lafayette / Moraga / Orinda / Orinda Village	12,764	510	16.5
18	Amtrak / Merello / Pleasant Hill	11,647	506	16.2
320	DVC / Concord	1,575		15.7
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,869		15.3
316	Alhambra / Merello / Pleasant Hill	2,435		15.3
1	Rossmoor / Shadelands	8,736	380	14.7
9	DVC / Walnut Creek	13,920	605	14.6
16	Alhambra Ave / Monument Blvd	16,445	715	14.2
98X	Martinez Express	8,546	372	14.0
21	Walnut Creek / San Ramon Transit Center	15,165	659	13.5
17	Olivera/Solano / Salvio / North Concord	5,764	251	13.5
35	Dougherty Valley	9,922	431	13.3
321	San Ramon / Walnut Creek	1,979		12.4
97X	Bishop Ranch Express	2,486	108	11.0
28	North Concord / Martinez	7,574	329	10.9
19	Amtrak / Pacheco Blvd / Concord	3,437	149	10.8
36	San Ramon / Dublin	5,779	251	9.4
315	Concord / Willow Pass / Landana	485		8.8
301	Rossmoor / John Muir Medical Center	519		7.6
5	Creekside / Walnut Creek	1,692	74	7.4
2	Rudgear / Walnut Creek	1,465	64	7.2
7	Shadelands / Pleasant Hill / Walnut Creek	5,253	228	7.1
25	Lafayette / Walnut Creek	1,450	63	5.5
250 *	Gael Rail Service	295	12	3.4
260 *	Cal State East Bay / Concord Bart	123	6	1.8

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

**Operations Data Summary**

**AVERAGE WEEKDAY BOARDINGS TREND**

<b>Route</b>	<b>Destination Information</b>	<b>Oct-11</b>	<b>Nov-11</b>	<b>Dec-11</b>	<b>Jan-12</b>	<b>Feb-12</b>	<b>Mar-12</b>	<b>Apr-12</b>	<b>May-12</b>	<b>Jun-12</b>	<b>Jul-12</b>	<b>Aug-12</b>	<b>Sep-12</b>	<b>Oct-12</b>
1	Rossmoor / Shadelands	361	355	330	354	359	381	376	365	349	357	336	356	380
2	Rudgear / Walnut Creek	70	60	50	56	65	60	59	60	50	50	58	76	64
4	Walnut Creek Downtown Shuttle	905	904	919	869	895	919	851	851	848	836	880	951	874
4H **	Walnut Creek Extended Holiday Shuttle		4	32										
5	Creekside / Walnut Creek	73	63	69	46	67	63	48	51	53	65	64	84	74
6	Lafayette / Moraga / Orinda	498	467	364	455	462	466	415	416	319	284	318	540	510
7	Shadelands / Pleasant Hill / Walnut Creek	210	205	193	231	218	232	230	251	234	231	234	239	228
9	DVC / Walnut Creek	602	563	490	519	554	554	522	550	531	558	563	642	605
10	Concord / Clayton Rd	1,046	978	973	928	985	984	955	1,016	927	894	979	1,151	1,133
11	Treat Blvd / Oak Grove	307	309	284	297	316	317	291	303	265	271	284	352	349
14	Monument Blvd	635	595	567	596	598	599	600	619	591	581	609	670	664
15	Treat Boulevard	502	471	433	466	473	471	449	492	456	404	427	542	548
16	Alhambra Ave / Monument Blvd	711	645	634	661	684	689	685	728	691	660	652	720	715
17	Olivera/Solano / Salvio / North Concord	228	203	199	197	207	210	205	234	208	215	203	239	251
18	Amtrak / Merello / Pleasant Hill	469	430	376	399	447	437	411	454	408	387	438	505	506
19	Amtrak / Pacheco Blvd / Concord	147	131	119	136	137	120	133	137	145	141	150	154	149
20	DVC / Concord	1,205	1,154	1,040	952	1,204	1,165	1,078	1,096	955	972	1,117	1,358	1,346
21	Walnut Creek / San Ramon Transit Center	626	588	556	625	588	594	572	613	576	584	570	638	659
25	Lafayette / Walnut Creek	56	56	52	57	50	58	58	65	61	64	60	71	63
28	North Concord / Martinez	287	298	274	296	312	297	199	250	244	265	291	332	329
35	Dougherty Valley	350	334	322	353	363	362	302	362	317	312	334	410	431
36	San Ramon / Dublin	274	228	224	237	251	239	234	245	213	224	230	257	251
91X	Concord Commuter Express	34	33	34	30	39	27	34	41	30	36	55	85	90
92X	Ace Shuttle Express	177	186	150	183	160	158	149	142	138	149	158	179	203
93X	Kirker Pass Express	207	198	178	203	203	210	210	222	221	206	214	227	227
95X	San Ramon / Danville Express	176	163	163	169	182	179	182	190	174	163	164	173	181
96X	Bishop Ranch Express	483	451	436	498	495	529	481	480	465	457	464	528	524
97X	Bishop Ranch Express	98	82	83	85	87	95	99	93	81	76	103	84	108
98X	Martinez Express	340	320	316	327	360	336	338	347	322	324	351	380	372
250 *	St Mary's College Gael Rail Shuttle	14	16	9	12	14	16	12	10			7	12	12
260 *	Cal State East Bay / Concord Bart	5	4	2	7	4	2	6	9	4			8	6
600's	Select Service	1,161	910	684	1,075	1,049	1,108	1,036	1,129	622	43	469	1,202	1,169
<b>TOTALS</b>		<b>12,246</b>	<b>11,394</b>	<b>10,549</b>	<b>11,311</b>	<b>11,817</b>	<b>11,867</b>	<b>11,210</b>	<b>11,812</b>	<b>10,494</b>	<b>9,809</b>	<b>10,776</b>	<b>13,151</b>	<b>13,015</b>

## Operations Data Summary

### AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
<b>SATURDAY</b>		<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>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	536	541	501	556	620	538	577	343	465	397	524	656	569
4H **	Walnut Creek Extended Holiday Shuttle		16	69										
6	Lafayette / Moraga / Orinda	149	124	115	148	122	116	97	98	76	59	85	179	143
250 *	St Mary's College Gael Rail Shuttle	42	30	21	33	30	35	28	18			4	33	30
301	Rossmoor / John Muir Medical Center	95	72	74	80	80	67	57	55	78	51	66	76	72
310	Concord Bart / Clayton Rd / Kirker Pass	435	407	389	395	418	362	299	330	403	319	416	399	418
311	Concord / Oak Grove / Treat Blvd / WC	217	200	216	230	258	206	188	190	217	166	213	241	246
314	Clayton Rd / Monument Blvd / PH	659	611	636	561	648	573	521	508	721	427	642	680	691
315	Concord / Willow Pass / Landana	66	82	77	63	77	68	46	62	66	47	64	65	73
316	Alhambra / Merello / Pleasant Hill	307	300	290	259	329	316	259	281	290	272	353	353	367
320	DVC / Concord	216	193	224	209	233	196	192	170	259	181	247	232	250
321	San Ramon / Walnut Creek	282	223	228	231	249	217	192	197	239	209	290	290	299
<b>TOTALS</b>		<b>3,004</b>	<b>2,798</b>	<b>2,839</b>	<b>2,764</b>	<b>3,064</b>	<b>2,694</b>	<b>2,457</b>	<b>2,251</b>	<b>2,814</b>	<b>2,131</b>	<b>2,903</b>	<b>3,203</b>	<b>3,159</b>

Route	Destination Information	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
<b>SUNDAY</b>		<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>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	423	414	431	401	425	488	640	313	359	447	406	573	421
6	Lafayette / Moraga / Orinda	143	127	82	91	95	90	99	98	55	72	87	115	118
250 *	St Mary's College Gael Rail Shuttle	22	20	14	21	25	26	21	12			3	23	20
301	Rossmoor / John Muir Medical Center	68	38	43	55	50	47	60	55	63	59	66	63	57
310	Concord Bart / Clayton Rd / Kirker Pass	324	298	309	287	312	311	351	327	340	469	316	298	303
311	Concord / Oak Grove / Treat Blvd / WC	179	156	167	149	167	193	216	165	165	232	176	204	221
314	Clayton Rd / Monument Blvd / PH	469	437	531	412	410	423	558	435	480	682	443	477	497
315	Concord / Willow Pass / Landana	48	53	58	31	57	44	49	45	40	54	35	38	48
316	Alhambra / Merello / Pleasant Hill	222	188	240	208	229	200	259	199	188	296	241	252	242
320	DVC / Concord	147	136	137	138	149	125	175	152	137	213	161	148	143
321	San Ramon / Walnut Creek	188	179	173	162	160	167	198	199	194	239	191	198	196
<b>TOTALS</b>		<b>2,235</b>	<b>2,045</b>	<b>2,183</b>	<b>1,956</b>	<b>2,078</b>	<b>2,115</b>	<b>2,627</b>	<b>2,000</b>	<b>2,021</b>	<b>2,763</b>	<b>2,124</b>	<b>2,389</b>	<b>2,267</b>

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

## Route Description Summary

Route #	Description
1	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
5	BART Walnut Creek, 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 Pischgah 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



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

SUMMARY	OCTOBER FY 11/12	OCTOBER FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	13,018	13,679	51,561	49,529
2 TOTAL ATTENDANTS	1,141	871	4,119	3,484
3 TOTAL COMPANIONS	73	79	334	301
<b>4 TOTAL PASSENGERS</b>	<b>14,232</b>	<b>14,629</b>	<b>56,014</b>	<b>53,314</b>
<b>5 TOTAL SERVICE DAYS</b>	<b>31</b>	<b>31</b>	<b>120</b>	<b>121</b>
6 VEHICLE REVENUE HOURS	6,851	7,335	26,968	27,233
7 VEHICLE SERVICE HOURS	8,296	8,964	32,796	33,424
8 VEHICLE NON REV HOURS	1,394	1,629	5,777	6,191
9 VEHICLE SERVICE MILES	126,987	139,064	516,939	498,497
10 VEHICLE REVENUE MILES	110,150	116,597	433,415	410,170
11 VEHICLE NON REV MILES	21,105	22,467	87,792	88,327
12 PASS. PER REVENUE HOUR	2.08	1.99	2.08	1.96
13 CLIENT PER REVENUE HOUR	1.90	1.86	1.91	1.82
14 PASS. PER SERVICE HOUR	1.72	1.63	1.71	1.60
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	939	1,055	3,887	3,888
18 SAME DAY TRIPS	214	121	987	582
19 SUBSCRIPTION TRIPS	8,191	7,405	33,126	27,430
20 DEMAND	4,724	6,272	18,083	22,220
21 FAREBOX REVENUE	\$14,399.00	\$13,871.71	\$57,518.00	\$52,682.98
22 PREPAID CLIENTS	\$13,573.00	\$9,745.50	\$50,382.00	\$41,713.00
23 COLLECTED BILLING	\$31,824.00	\$1,044.00	\$115,392.00	\$108,026.00
<b>24 TOTAL REVENUE COLLECTED</b>	<b>\$59,796.00</b>	<b>\$24,661.21</b>	<b>\$223,292.00</b>	<b>\$202,421.98</b>
25 CHARGEABLE ACCIDENTS	0	0	2	0
26 SERVICE COMPLAINTS	0	0	3	0
27 SERVICE COMMENDATIONS	1	1	4	1
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	5	12	9
30 DRIVER TURNOVER	0	0	5	5
31 SCHEDULE ADHERENCE	92%	69%	96%	88%
32 WHEELCHAIR BOARDING'S	3,501	2,713	13,709	11,931
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	9,018	7,386	N/A	NA
35 UNDUPLICATED CLIENTS	1,077	1,412	N/A	NA
36 NO-SHOWS	57	71	255	214
37 CANCELS	1,799	1,556	7,879	8,203
38 AVG. TRIP LENGTH (MILES)	8.9	9.5	9.2	9.4
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	18,994	18,005	75,041	71,077
42 FLEET M.P.G.	6.7	7.7	6.9	7.0