

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, February 1, 2013, 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 December 3, 2012*
4. Maintenance – None
5. Planning and Scheduling
 - a. Evaluation of Service Changes Made Winter Bid*
6. Paratransit and Accessible Services - None
7. Staff Reports – Information Only
 - a. Fixed Route Monthly Report – December 2012*
 - b. LINK Monthly Report – November 2012*
8. Committee Comments – Discussion Only
9. Future Agenda Items - Discussion
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 December 3, 2012, 9:00 a.m.

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

Staff: Rick Ramacier, Scott Mitchell, Bill Churchill and Anne Muzzini

Public and Advisory Committee: None

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:** None
3. **Approval of O&S Summary Minutes for November 2, 2012:** Minutes were approved.
4. **Maintenance:**
 - a. Multi-Year Vehicle Procurement – Mr. Mitchell explained that CCCTA was taking the lead on a consortium purchase of buses that would be a multi-year procurement that is good through 2017. Last time SamTrans led the consortium purchase. Mr. Mitchell asked that the Committee support the release of an RFP with the understanding that the award would come back to the Committee and Board for approval. The Committee gave their approval.
5. **Planning and Scheduling:** No items.
6. **Paratransit and Accessible Services:**

Review & Approval of Paratransit Contractor Selection Timeline and Scope of Work – Mr. Ramacier explained that staff was mistaken and that we don't have to re-bid this year after all. The contract can be extended for one more year under the options for renewal clause with negotiation of the rate. This allows staff longer to put together the re-bid for next year. He explained that new staff had been hired to work under the Director of Operations which will allow Mr. Churchill to spend more time focusing on paratransit issues. The Committee supported taking our time, and considering options. They suggested a half day Board focus session on paratransit and that the time be used to educate and explore options.
7. **Staff Reports**
 - a. Fixed Route Monthly Report – October 2012 – approved.
 - b. LINK Monthly Report – October 2012 – approved.
8. **Committee Comments** – No items.
9. **Future Agenda Items** – Future Paratransit options discussion.
10. **Next Scheduled Meeting** – The Committee agreed to meet the 1st Friday of the month at the 3rd Floor 1666 North Main Street, Walnut Creek. The next meeting was scheduled for January 4th.
11. **Adjournment** – meeting was adjourned at 10:15 a.m.

To: Operations and Scheduling Committee

Date: January 25, 2013

From: Laramie Bowron, Manager of Planning

Reviewed by:

SUBJECT: Winter 2012 Service Changes

Background:

CCCTA has the opportunity to modify service 4 times per year at the driver bid change. The winter service changes were made in response to input from riders, and drivers and were aimed at improving on time performance, connectivity, and capacity. Following is a discussion of the changes made on December 23, 2012.

Route 96X & 97X – One Loop Through Chevron

Routes 96X and 97X take passengers to Bishop Ranch from the Walnut Creek and Dublin/Pleasanton BART Stations, respectively. On time performance has been an issue for some time and is a result of tight running time and unpredictable traffic conditions on 680. To address this staff worked with Bishop Ranch to alter the routing to reduce the stops at Chevron to one per trip. Previously, the buses would stop at Chevron upon entering and leaving Bishop Ranch. The time saved would allow more cushion in the schedule.

As the table below illustrates the routes have experienced better on-time performance.

Route #	November '12	December '12	January '13
96X	72%	66%	76%
97X	70%	65%	86%

New Route 93X Limited

Route 93X experienced overcrowding on the 4:06pm trip from the Walnut Creek BART Station to the Hillcrest Park & Ride lot. This trip was also experiencing poor on-time performance because of the number of people transferring from route 96X and the fact that it waited before departing BART.

In the Winter bid an additional 93X trip was added that departs from Walnut Creek BART at 4:08pm; the 93X Limited. This trip is designed to carry passengers transferring from the 96X and heading to East County and was designed to make only limited stops along Ygnacio Valley Road. Now the 4:06pm bus can to leave on time and passengers boarding along Ygnacio have less crowded buses.

As the table below illustrates, the 4:06pm trip now has a more manageable load and has shown improved on-time performance.

Rt #93X	Boardings	Avg. Load	On-Time Performance
4:06pm - old	31	25	17.3%
4:06pm - new	17	14	71.6%
<i>New 4:08pm</i>	15	15	72.2%

Additional Route 20 Trip

Route 20 runs between Concord BART and DVC and was experiencing overcrowding in the morning, in particular on the 8:45am trip. A new 8:30am trip was added to increase capacity. This change was made in response to complaints from passengers some who attended the November Operations and Scheduling Committee meeting. The Committee heard complaints from passengers unable to board the bus due to overcrowding and from disabled individuals who couldn't get on.

The table below shows the Average Load and On-Time Performance before and after the service change. All three trips that existed before the change have experienced lighter loads and improved on-time performance as a result of adding a trip.

Rt #20	8:15am Trip		<i>New 8:30am Trip</i>	8:45am Trip		9:00am Trip	
	Before	<i>After</i>		Before	<i>After</i>	Before	<i>After</i>
Avg. Load	23.68	21.82	12.80	37.87	17.00	31.06	17.25
On-Time Performance	84.9%	96.1%	81.6%	71.6%	73.3%	59.6%	73.3%

Recommendation:

Information Only

Agenda Item 7.a

TO: O&S Committee

DATE: January 22, 2013

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for December 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>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	250,509		
Average Weekday	11,229	11,661	
Pass/Rev Hour	14.6	15.3	Standard Goal > 17.0
Missed Trips	0.14%	0.10%	Standard Goal < 0.25%
Miles between Road Calls	25,999	27,808	Standard Goal > 18,000

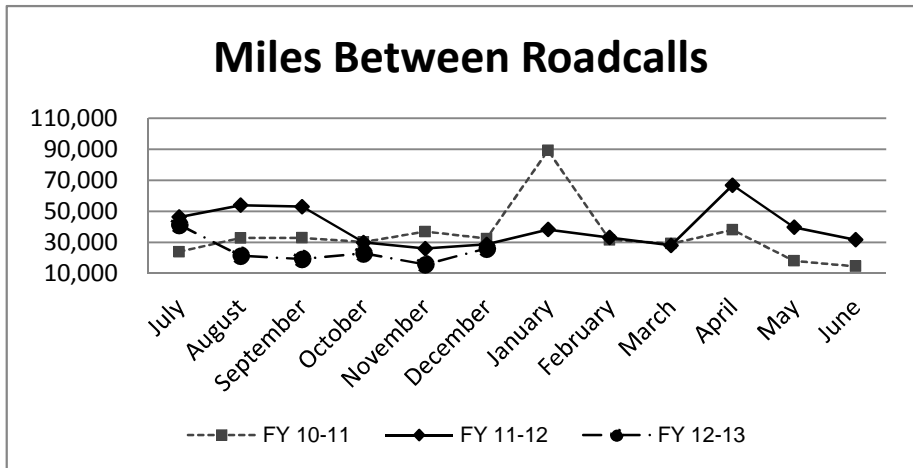
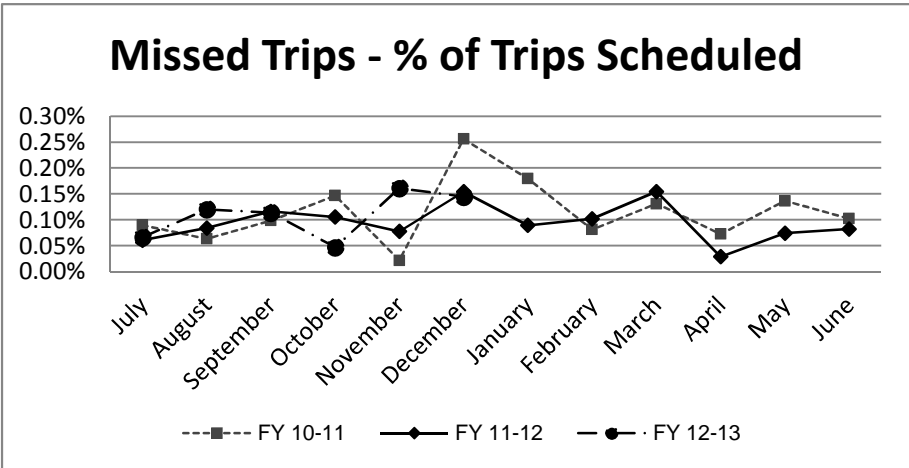
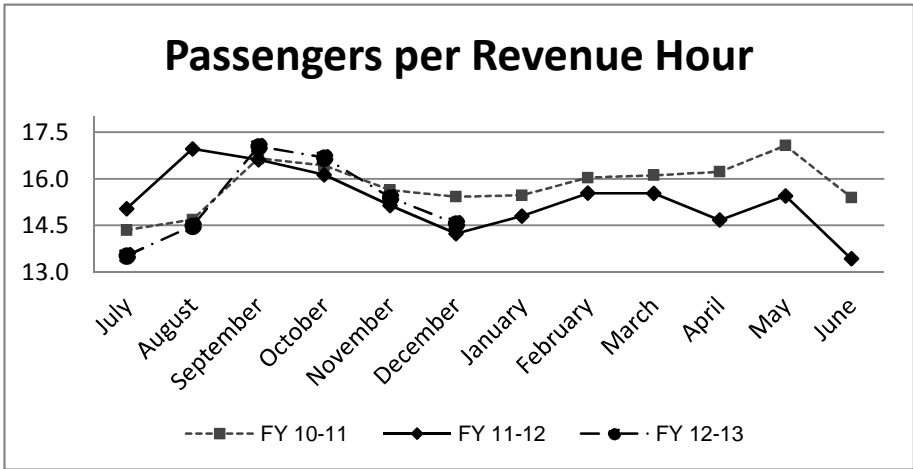
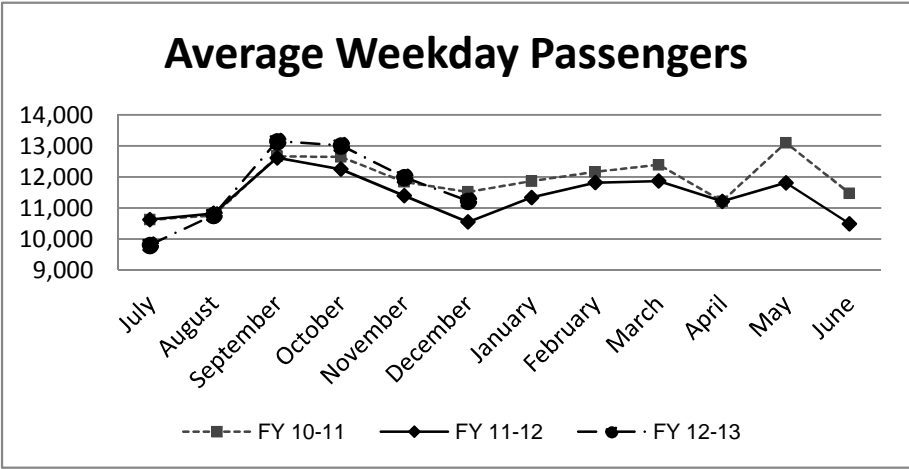
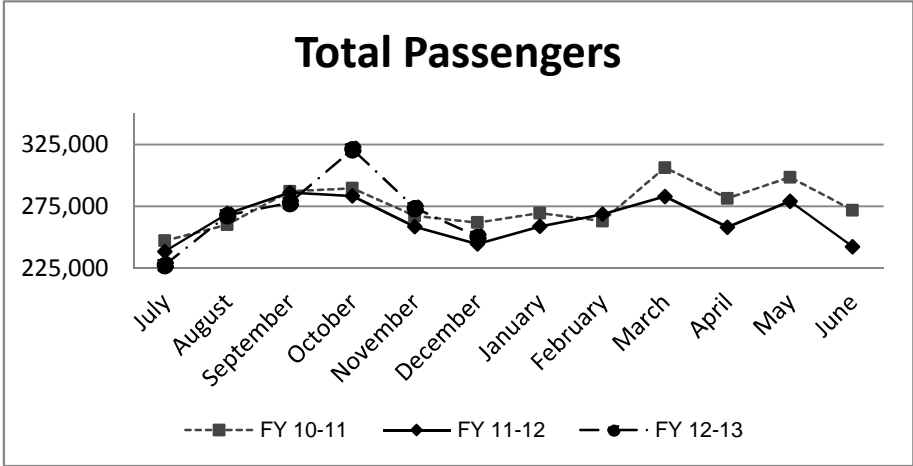
* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in December (11,229 passengers) than November (11,988 passengers). However December 2012 saw an average weekday increase of 680 passengers over December the prior year. Higher ridership was due to increases on school routes as well as increases on routes #15 and #18. Productivity in December was 14.6 passengers per hour compared to the November level of 15.4 passengers per hour.

The percentage of missed trips in December was 0.14% as compared to the prior month level of 0.16%. The YTD average is 0.10% missed trips.

The number of miles between roadcalls was 25,999 miles in December which is higher than the prior month when we experienced 15,843 miles between roadcalls. The 12 month average is 27,808 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2011 December	2012 January	2012 February	2012 March	2012 April	2012 May	2012 June	2012 July	2012 August	2012 September	2012 October	2012 November	2012 December	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	258,233	267,933	264,761	281,156	267,150	278,303	253,651	247,826	278,449	250,982	298,277	269,325	259,994	3,476,040
Work Days	30	30	29	31	30	30	30	30	31	29	31	29	30	390
Revenue Hours	17,178	17,455	17,293	18,220	17,602	18,067	17,046	16,832	18,496	16,305	19,242	17,777	17,194	228,708
Operator Pay Hours	34,775	32,316	29,839	31,195	30,306	31,155	30,023	29,970	31,358	31,780	38,149	32,217	30,111	413,192
Number of Operators	165	165	160	164	162	161	161	165	165	169	168	168	172	165
Unscheduled Absences	354	461	402	420	412	307	365	337	369	308	357	289	266	4,647
FT Protection	48	85	45	53	50	45	59	29	68	88	35	41	30	676
Worker Comp.	98	123	144	109	113	87	96	112	94	40	69	48	54	1,187
Sick leave	208	253	213	258	249	175	210	196	207	180	253	200	182	2,784
Collision Accidents	6	3	4	4	2	10	6	5	6	2	3	2	5	58
Passenger Accidents	7	9	11	13	11	10	12	8	12	11	11	12	8	135
Total Chargeable Collisions	3	1	4	1	2	2	1	2	5	1	2	2	2	28
Chargeable/100K Miles	1.16	0.37	1.51	0.35	0.74	0.71	0.39	0.80	1.79	0.39	0.67	0.74	0.76	0.80
Number of Trips Scheduled	22,740	23,581	23,581	24,600	23,581	24,359	23,124	22,782	25,003	22,040	25,666	23,606	22,831	307,494
Number of Trips Missed	35	21	24	38	7	18	19	15	30	25	12	38	33	315
Of Trips Scheduled - % Missed	0.15%	0.09%	0.10%	0.15%	0.03%	0.07%	0.08%	0.07%	0.12%	0.11%	0.05%	0.16%	0.14%	0.10%
Of Trips Missed - Mechanical	7	7	13	20	3	7	15	10	14	16	7	26	26	171
On Time Performance %	94%	94%	96%	90%	90%	88%	88%	90%	89%	86%	86%	87%	86%	90%
MAINTENANCE														
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	15	9	13	15	6	8	12	6	16	14	14	19	11	158
Road Calls for Mechanical	9	7	8	10	4	7	8	6	13	13	13	17	10	125
Road Calls for Other	6	2	5	5	2	1	4	0	3	1	1	2	1	33
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	7,925	9,375	11,781	11,930	11,249	12,214	9,647	12,445	8,999	9,238	13,330	9,447	9,200	
200 - 299	31,222	34,037	30,338	33,067	32,494	16,426	35,164	27,631	34,306	16,941	39,167	15,017	34,419	
300 - 399	13,142	22,031	11,844	6,224	40,903	39,175	35,450	34,557	20,859	9,144	8,639	5,298	41,218	
400 - 499	17,596	15,892	30,471	36,198	31,581	34,388	23,555	29,747	15,132	28,970	32,330	17,607	14,648	
500 - 519	15,928	50,808	26,619	52,607	52,074	27,108	48,677	44,991	27,014	45,353	12,182	53,070	8,355	
900 - 939	90,839	86,996	45,332	48,365	8,643	93,324	29,483	41,234	31,128	28,642	105,079	18,513	31,039	
2000 - 2099	5,846	10,873	12,736	13,282	11,936	12,134	12,708	15,987	7,876	5,519	16,448	11,914	10,969	
Fleet Avg.	28,693	38,276	33,095	28,116	66,788	39,758	31,706	41,304	21,419	19,306	22,944	15,843	25,999	27,808
Maintenance Pay Hours	4,418	4,762	4,457	4,581	4,311	4,437	4,093	4,395	4,522	4,520	4,656	4,162	4,523	57,836
No. Maint. Employees	27	27	27	26	26	25	27	26	27	27	27	26	27	27
Maint. Emps/100K Miles	10	10	10	9	10	9	11	10	10	11	9	10	10	1
Unscheduled Absences	1	2	1	7	1	2	4	3	0	3	2	4	1	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	
December 2012 - Fixed Route Boardings	250,346	Revenue Hours - December 12	17,194	Weekdays - December 12	20	Fiscal 2013 YTD	1,618,712
		December 11	17,178	December 11	21		
Bus Bridge		Revenue Miles - December 12	189,149	Saturdays - December 12	5	Fiscal 2012YTD	1,580,476
Special Event (WC Marathon)	163	December 11	190,430	December 11	5		
				Sundays - December 12	5		
				December 11	4		
December 2012 Total Boardings	250,509	Passengers per Mile	1.3	Total Days - 2012	30	YTD Trend	2.4%
December 2011 Total Boardings	244,632	Passengers per Hour	14.57	2011	30	Monthly Trend	2.4%

December 2012 Fixed Route Passenger Total						December 2012	December 2012
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	6,504			6,504	325	12.6
2	Rudgear / Walnut Creek	1,193			1,193	60	6.7
4	Walnut Creek Downtown Shuttle	18,352	3,152	2,476	23,980	918	26.7
4H **	Walnut Creek Extended Holiday Service	512	578		1,090	28	9.3
5	Creekside / Walnut Creek	1,310			1,310	66	6.6
6	Lafayette / Moraga / Orinda	7,184	462	281	7,927	359	11.3
7	Shadelands / Pleasant Hill / Walnut Creek	3,900			3,900	195	6.1
9	DVC / Walnut Creek	10,469			10,469	523	12.7
10	Concord / Clayton Rd	19,576			19,576	979	20.4
11	Treat Blvd / Oak Grove	5,269			5,269	263	14.2
14	Monument Blvd	11,910			11,910	596	15.2
15	Treat Boulevard	9,731			9,731	487	16.0
16	Alhambra Ave / Monument Blvd	13,153			13,153	658	12.9
17	Olivera/Solano / Salvio / North Concord	4,092			4,092	205	11.1
18	Amtrak / Merello / Pleasant Hill	8,638			8,638	432	13.8
19	Amtrak / Pacheco Blvd / Concord	2,418			2,418	121	8.7
20	DVC / Concord	21,495			21,495	1,075	23.2
21	Walnut Creek / San Ramon Transit Center	11,227			11,227	561	11.5
25	Lafayette / Walnut Creek	1,113			1,113	56	4.8
28	North Concord / Martinez	5,718			5,718	286	9.5
35	Dougherty Valley	7,200			7,200	360	11.1
36	San Ramon / Dublin	4,651			4,651	233	8.7
91X	Concord Commuter Express	705			705	35	9.8
92X	Ace Shuttle Express	3,077			3,077	154	19.0
93X	Kirker Pass Express	2,972			2,972	149	11.8
95X	San Ramon / Danville Express	2,698			2,698	135	13.4
96X	Bishop Ranch Express	9,348			9,348	467	14.8
97X	Bishop Ranch Express	1,685			1,685	84	8.5
98X	Martinez Express	6,729			6,729	336	12.6
250 *	Gael Rail Service	31	56	39	126	4	1.3
260 *	Cal State East Bay / Concord Bart	44			44	3	0.7
301	Rossmoor / John Muir Medical Center		293	286	579	0	6.7
310	Concord Bart / Clayton Rd / Kirker Pass		1,897	1,409	3,305	0	24.5
311	Concord / Oak Grove / Treat Blvd / WC		1,076	921	1,998	0	13.2
314	Clayton Rd / Monument Blvd / PH		3,190	2,210	5,400	0	19.8
315	Concord / Willow Pass / Landana		316	179	496	0	7.1
316	Alhambra / Merello / Pleasant Hill		1,802	1,233	3,035	0	15.2
320	DVC / Concord		998	710	1,708	0	13.7
321	San Ramon / Walnut Creek		1,255	936	2,191	0	11.0
600's	Select Service	21,684			21,684	1,446	29.6
TOTALS		224,590	15,075	10,681	250,346	11,229	14.6

* Data from Link ** Seasonal Route

Operations Data Summary

DECEMBER 2012 PRODUCTIVITY

(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	21,684	1,446	29.6
4	Walnut Creek Downtown Shuttle	23,980	918	26.7
310	Concord Bart / Clayton Rd / Kirker Pass	3,305	0	24.5
20	DVC / Concord	21,495	1,075	23.2
10	Concord / Clayton Rd	19,576	979	20.4
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,400	0	19.8
92X	Ace Shuttle Express	3,077	154	19.0
15	Treat Boulevard	9,731	487	16.0
14	Monument Blvd	11,910	596	15.2
316	Alhambra / Merello / Pleasant Hill	3,035	0	15.2
96X	Bishop Ranch Express	9,348	467	14.8
11	Treat Blvd / Oak Grove	5,269	263	14.2
18	Amtrak / Merello / Pleasant Hill	8,638	432	13.8
320	DVC / Concord	1,708	0	13.7
95X	San Ramon / Danville Express	2,698	135	13.4
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,998	0	13.2
16	Alhambra Ave / Monument Blvd	13,153	658	12.9
9	DVC / Walnut Creek	10,469	523	12.7
98X	Martinez Express	6,729	336	12.6
1	Rossmoor / Shadelands	6,504	325	12.6
93X	Kirker Pass Express	2,972	149	11.8
21	Walnut Creek / San Ramon Transit Center	11,227	561	11.5
6	Lafayette / Moraga / Orinda / Orinda Village	7,927	359	11.3
35	Dougherty Valley	7,200	360	11.1
17	Olivera/Solano / Salvio / North Concord	4,092	205	11.1
321	San Ramon / Walnut Creek	2,191	0	11.0
91X	Concord Commuter Express	705	35	9.8
28	North Concord / Martinez	5,718	286	9.5
4H **	Walnut Creek Extended Holiday Service	1,090	28	9.3
19	Amtrak / Pacheco Blvd / Concord	2,418	121	8.7
36	San Ramon / Dublin	4,651	233	8.7
97X	Bishop Ranch Express	1,685	84	8.5
315	Concord / Willow Pass / Landana	496	0	7.1
2	Rudgear / Walnut Creek	1,193	60	6.7
301	Rossmoor / John Muir Medical Center	579	0	6.7
5	Creekside / Walnut Creek	1,310	66	6.6
7	Shadelands / Pleasant Hill / Walnut Creek	3,900	195	6.1
25	Lafayette / Walnut Creek	1,113	56	4.8
250 *	Gael Rail Service	126	4	1.3
260 *	Cal State East Bay / Concord Bart	44	3	0.7

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
1	Rossmoor / Shadelands	355	330	354	359	381	376	365	349	357	336	356	380	326	325
2	Rudgear / Walnut Creek	60	50	56	65	60	59	60	50	50	58	76	64	62	60
4	Walnut Creek Downtown Shuttle	904	919	869	895	919	851	851	848	836	880	951	874	878	918
4H **	Walnut Creek Extended Holiday Shuttle	4	32											25	28
5	Creekside / Walnut Creek	63	69	46	67	63	48	51	53	65	64	84	74	71	66
6	Lafayette / Moraga / Orinda	467	364	455	462	466	415	416	319	284	318	540	510	467	359
7	Shadelands / Pleasant Hill / Walnut Creek	205	193	231	218	232	230	251	234	231	234	239	228	213	195
9	DVC / Walnut Creek	563	490	519	554	554	522	550	531	558	563	642	605	576	523
10	Concord / Clayton Rd	978	973	928	985	984	955	1,016	927	894	979	1,151	1,133	1,038	979
11	Treat Blvd / Oak Grove	309	284	297	316	317	291	303	265	271	284	352	349	304	263
14	Monument Blvd	595	567	596	598	599	600	619	591	581	609	670	664	634	596
15	Treat Boulevard	471	433	466	473	471	449	492	456	404	427	542	548	513	487
16	Alhambra Ave / Monument Blvd	645	634	661	684	689	685	728	691	660	652	720	715	674	658
17	Olivera/Solano / Salvio / North Concord	203	199	197	207	210	205	234	208	215	203	239	251	215	205
18	Amtrak / Merello / Pleasant Hill	430	376	399	447	437	411	454	408	387	438	505	506	463	432
19	Amtrak / Pacheco Blvd / Concord	131	119	136	137	120	133	137	145	141	150	154	149	144	121
20	DVC / Concord	1,154	1,040	952	1,204	1,165	1,078	1,096	955	972	1,117	1,358	1,346	1,224	1,075
21	Walnut Creek / San Ramon Transit Center	588	556	625	588	594	572	613	576	584	570	638	659	610	561
25	Lafayette / Walnut Creek	56	52	57	50	58	58	65	61	64	60	71	63	57	56
28	North Concord / Martinez	298	274	296	312	297	199	250	244	265	291	332	329	316	286
35	Dougherty Valley	334	322	353	363	362	302	362	317	312	334	410	431	390	360
36	San Ramon / Dublin	228	224	237	251	239	234	245	213	224	230	257	251	245	233
91X	Concord Commuter Express	33	34	30	39	27	34	41	30	36	55	85	90	54	35
92X	Ace Shuttle Express	186	150	183	160	158	149	142	138	149	158	179	203	197	154
93X	Kirker Pass Express	198	178	203	203	210	210	222	221	206	214	227	227	192	149
95X	San Ramon / Danville Express	163	163	169	182	179	182	190	174	163	164	173	181	170	135
96X	Bishop Ranch Express	451	436	498	495	529	481	480	465	457	464	528	524	505	467
97X	Bishop Ranch Express	82	83	85	87	95	99	93	81	76	103	84	108	108	84
98X	Martinez Express	320	316	327	360	336	338	347	322	324	351	380	372	361	336
250 *	St Mary's College Gael Rail Shuttle	16	9	12	14	16	12	10			7	12	12	19	4
260 *	Cal State East Bay / Concord Bart	4	2	7	4	2	6	9	4			8	6	7	3
600's	Select Service	910	684	1,075	1,049	1,108	1,036	1,129	622	43	469	1,202	1,169	961	1,446
TOTALS		11,394	10,549	11,311	11,817	11,867	11,210	11,812	10,494	9,809	10,776	13,151	13,015	11,988	11,229

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
SATURDAY		<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>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	541	501	556	620	538	577	343	465	397	524	656	569	641	788
4H **	Walnut Creek Extended Holiday Shuttle	16	69											23	145
6	Lafayette / Moraga / Orinda	124	115	148	122	116	97	98	76	59	85	179	143	141	116
250 *	St Mary's College Gael Rail Shuttle	30	21	33	30	35	28	18			4	33	30	31	14
301	Rossmoor / John Muir Medical Center	72	74	80	80	67	57	55	78	51	66	76	72	67	73
310	Concord Bart / Clayton Rd / Kirker Pass	407	389	395	418	362	299	330	403	319	416	399	418	415	474
311	Concord / Oak Grove / Treat Blvd / WC	200	216	230	258	206	188	190	217	166	213	241	246	256	269
314	Clayton Rd / Monument Blvd / PH	611	636	561	648	573	521	508	721	427	642	680	691	645	797
315	Concord / Willow Pass / Landana	82	77	63	77	68	46	62	66	47	64	65	73	75	79
316	Alhambra / Merello / Pleasant Hill	300	290	259	329	316	259	281	290	272	353	353	367	379	451
320	DVC / Concord	193	224	209	233	196	192	170	259	181	247	232	250	233	249
321	San Ramon / Walnut Creek	223	228	231	249	217	192	197	239	209	290	290	299	274	314
TOTALS		2,798	2,839	2,764	3,064	2,694	2,457	2,251	2,814	2,131	2,903	3,203	3,159	3,181	3,769

Route	Destination Information	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
SUNDAY		<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>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	414	431	401	425	488	640	313	359	447	406	573	421	439	619
6	Lafayette / Moraga / Orinda	127	82	91	95	90	99	98	55	72	87	115	118	96	70
250 *	St Mary's College Gael Rail Shuttle	20	14	21	25	26	21	12			3	23	20	13	10
301	Rossmoor / John Muir Medical Center	38	43	55	50	47	60	55	63	59	66	63	57	49	71
310	Concord Bart / Clayton Rd / Kirker Pass	298	309	287	312	311	351	327	340	469	316	298	303	332	352
311	Concord / Oak Grove / Treat Blvd / WC	156	167	149	167	193	216	165	165	232	176	204	221	217	230
314	Clayton Rd / Monument Blvd / PH	437	531	412	410	423	558	435	480	682	443	477	497	523	553
315	Concord / Willow Pass / Landana	53	58	31	57	44	49	45	40	54	35	38	48	41	45
316	Alhambra / Merello / Pleasant Hill	188	240	208	229	200	259	199	188	296	241	252	242	240	308
320	DVC / Concord	136	137	138	149	125	175	152	137	213	161	148	143	177	177
321	San Ramon / Walnut Creek	179	173	162	160	167	198	199	194	239	191	198	196	180	234
TOTALS		2,045	2,183	1,956	2,078	2,115	2,627	2,000	2,021	2,763	2,124	2,389	2,267	2,307	2,670

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 Pisgah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancingo Pkwy, Old Quarry Rd, DVC
609	BART Walnut Creek, Ygnacio Valley Rd, Marchbanks Dr, Walnut Ave
610	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirkwood Dr, Oakhurst Dr, Center St, Marsh Creek Rd, Mountaire Pkwy, Mountaire Cir
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
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
NOVEMBER FY12/13**

SUMMARY	NOVEMBER FY 11/12	NOVEMBER FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	12,032	11,621	63,593	61,150
2 TOTAL ATTENDANTS	1,003	836	5,122	4,320
3 TOTAL COMPANIONS	67	58	401	359
4 TOTAL PASSENGERS	13102	12,515	69,116	65,829
5 TOTAL SERVICE DAYS	29	29	149	150
6 VEHICLE REVENUE HOURS	6,382	5,801	33,350	32,411
7 VEHICLE SERVICE HOURS	7,883	7,201	40,679	40,002
8 VEHICLE NON REV HOURS	1,502	1,400	7,279	7,591
9 VEHICLE SERVICE MILES	119,522	117,927	636,461	616,424
10 VEHICLE REVENUE MILES	102,541	97,944	535,956	508,114
11 VEHICLE NON REV MILES	20,856	19,983	108,648	108,310
12 PASS. PER REVENUE HOUR	2.05	2.16	2.07	2.03
13 CLIENT PER REVENUE HOUR	1.89	2.00	1.91	1.89
14 PASS. PER SERVICE HOUR	1.66	1.74	1.70	1.65
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	901	896	4,788	4,784
18 SAME DAY TRIPS	224	217	1,211	799
19 SUBSCRIPTION TRIPS	7723	8,287	40849	35,717
20 DEMAND	4186	5,600	22269	27,820
21 FAREBOX REVENUE	\$12,416.00	\$12,040.23	\$69,934.00	\$64,723.21
22 PREPAID CLIENTS	\$10,192.00	\$11,192.00	\$60,574.00	\$52,905.00
23 COLLECTED BILLING	\$18,186.00	\$28,918.00	\$133,578.00	\$136,944.00
24 TOTAL REVENUE COLLECTED	\$40,794.00	\$52,150.23	\$264,086.00	\$254,572.21
25 CHARGEABLE ACCIDENTS	0	0	2	0
26 SERVICE COMPLAINTS	0	0	3	0
27 SERVICE COMMENDATIONS	2	2	6	3
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	2	13	11
30 DRIVER TURNOVER	2	0.0	5	6.0
31 SCHEDULE ADHERENCE	92%	73%	112%	82%
32 WHEELCHAIR BOARDING'S	3349	4,277	17058	16,208
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	9442	6,252	N/A	NA
35 UNDUPLICATED CLIENTS	1040	1,224	N/A	NA
36 NO-SHOWS	69	63	324	277
37 CANCELS	1844	1,539	9723	9,742
38 AVG. TRIP LENGTH (MILES)	9.1	9.4	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	16,227	16,526	91,268	87,603
42 FLEET M.P.G.	7.4	7.1	7.0	7.0