

# County Connection

2477 Arnold Industrial Way    Concord, CA 94520-5326    (925) 676-7500    countyconnection.com

## OPERATIONS & SCHEDULING MEETING AGENDA

**Friday, April 5, 2013**  
**8:00 a.m.**

**Walnut Creek City Hall**  
**City Manager's Conference Room – 3<sup>rd</sup> Floor**  
**1666 North Main Street**  
**Walnut Creek, California**

The committee may take action on each item on the agenda. The action may consist of the recommended action, a related action or no action. Staff recommendations are subject to action and/or change by the committee.

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of March 1, 2013\*
4. Maintenance – None
5. Planning and Scheduling
  - a. Update on new Limited 93X service BART Walnut Creek to Antioch
  - b. DVC Student Pass\*
6. Paratransit and Accessible Services
  - a. Board Workshop on Paratransit\*
  - b. Items to be covered in a Board Paratransit Workshop – to be distributed at meeting
7. Staff Reports
  - a. Fixed Route Monthly Report\*
  - b. LINK Monthly Report\*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting
11. Adjournment

---

\*Enclosure

FY2013/2014 O&S Committee

Dave Hudson – San Ramon, Bob Simmons – Walnut Creek, Jack Weir – Pleasant Hill,  
Candace Andersen – Contra Costa County

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez  
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

**CENTRAL CONTRA COSTA TRANSIT AUTHORITY**

## General Information

**Public Comment:** Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

**Consent Items:** All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

**Availability of Public Records:** All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at [www.countyconnection.com](http://www.countyconnection.com).

**Accessible Public Meetings:** Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Board Clerk, Janet Madrigal, at 2477 Arnold Industrial Way, Concord, CA 94520 or [madrigal@cccta.org](mailto:madrigal@cccta.org).

**Shuttle Service:** With 24-hour notice, a County Connection LINK shuttle can be available at the nearest BART station for individuals who want to attend the meeting. To arrange for the shuttle service, please call Robert Greenwood – 925/680 2072, no later than 24 hours prior to the start of the meeting.

### Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, April 18, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, April 3, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Friday, May 10, 9:30 a.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, April 4, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Operations & Scheduling:	Friday, April 5, 8:00 a.m., Walnut Creek City Offices

**The above meeting schedules are subject to change. Please check the County Connection Website ([www.countyconnection.com](http://www.countyconnection.com)) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.**

**This agenda is posted on County Connection's Website ([www.countyconnection.com](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**Summary Minutes**  
**Operations & Scheduling Committee**  
Walnut Creek City Hall  
City Manager's Conference Room – 3rd Floor  
1666 North Main Street, Walnut Creek  
**March 1, 2013, 8:00 a.m.**

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

**Staff:** Rick Ramacier, Bill Churchill, Anne Muzzini, and Laramie Bowron

**Public and Advisory Committee:** Ralph Hoffman

**Call to Order:** Meeting called to order at 8:03 a.m. by Director Simmons

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** Mr. Hoffman expressed interest in the City of Walnut Creek excluding cars from the downtown area as a means of encouraging more pedestrian and biking activity. He also expressed support for increasing frequency and service hours on County Connection's Route 4.
3. **Approval of O&S Summary Minutes for February 1, 2013:** Minutes were approved.
4. **Maintenance:** No Items.
5. **Planning and Scheduling:**
  - a. Update on TJKM Bus Stop Access Study – Mr. Bowron provided the Committee with preliminary results from the Access Improvement Plan. The current data from TJKM, the consultant, focused on County Connection's Route 10 and showed the various access barriers to bus stops. A process whereby demographic indicators, ridership data, and access to bus stops will form the basis for determining where best to place stop improvement funds. Mr. Weir wanted to make sure that County Connection bus drivers were included in the outreach process once the recommended "top priority" stops were selected. The Committee also wanted assurance that County Connection staff would obtain the database developed by the study team so that it could be shared with the Cities as they do their pedestrian and downtown plans.
  - b. Update on 91X Private Partner Service Agreements – Ms. Muzzini explained that the 91X is 65% funded by private employers; Chevron, Galaxy, and Airport Plaza. Civic Executive Park on Enea Circle in Concord asked to join the funding agreement and get the 91X to make a stop for the employees working there. The cost sharing agreement has been modified so that they share a burden of the private cost (65%) and they are responsible for constructing a bus stop that complies with the City of Concord and County Connection requirements prior to modification of the route. No action was required of the committee. Members were in support of private public partnerships exemplified by the 91X.
6. **Paratransit and Accessible Services:**
  - a. Paratransit Contract Update – Mr. Churchill presented an update on County Connection's contract with First Transit to provide paratransit service. Mr. Churchill stated that a 1-year extension option had been found and that based on prior Board discussion and the importance of the next Request for Proposals (RFP) staff is recommending that the Board exercise that

option. Mr. Ramacier recommended that the item go to the Board for discussion direction. Mr. Simmons made some suggestions for the Board version of the memo and the Committee agreed to take the item to the Board for further discussion.

**7. Staff Reports**

- a. Fixed Route Monthly Report – January 2013 – Ms. Muzzini presented the fixed-route report which was approved without comment.
- b. LINK Monthly Report – January 2013 – Mr. Churchill expressed concern over the declining paratransit ridership and Ms. Andersen suggested the possibility of using a Summer intern to do outreach to senior centers. The report was approved.

**8. Committee Comments** – The Committee asked that a report be brought back regarding any unintended consequences of the Bishop Ranch bus wrap changes that were made. The Committee asked that the agenda include a list of upcoming meetings scheduled.

**9. Future Agenda Items** – The committee expressed interest in an update on the paratransit contract and an update on DVC pass sales.

**10. Next Scheduled Meeting** –The next meeting is scheduled for March 1<sup>st</sup> at the 3<sup>rd</sup> Floor 1666 North Main Street, Walnut Creek.

**11. Adjournment** – meeting was adjourned at 9:00 a.m.

**To:** Operations and Scheduling Committee

**Date:** March 28, 2013

**From:** Anne Muzzini, Director of Planning and Marketing

**Reviewed by:**

---

**SUBJECT:** DVC Pass Analysis

---

Summary of Issues:

County Connection staff is interested in pursuing a student pass with Diablo Valley College in Concord. Student passes are common in university towns and typically all students ride free and the cost is borne through student registration or parking fees.

In 2010 an extensive analysis was done so that the Board could present a price to the college. At that time the college didn't respond. The analysis evaluated student ridership patterns and home location to predict how many new rides would occur if rides were free. A survey of student riders was performed. The analysis is attached to this memo.

It is difficult to predict exactly how a free pass will affect ridership, and for this reason we recommend that an adjustment in the payment each year to reflect actual use of the pass. When Tri Delta implemented their pass for Los Medanos students, they saw an increase in ridership on all routes, even those not serving the college.

At this point staff would like to get Board consensus on the methodology for determining price and direction regarding pursuit of a pass. The data collected in 2010 is still relevant although ridership has increased by 20% as a result of increased Route #20 frequency and growing demand for transit to DVC. In 2010 we were getting an estimated \$142,819 in fare revenues from students who ride to and from DVC and the Board authorized staff to sell an unlimited DVC passes for all students for \$302,045 a year. We assumed that ridership would double if a free pass is given to the students.

Recommendation:

Staff recommends that the Committee review the analysis and determine if it is time to renew our efforts to negotiate a student pass with DVC leadership. The Committee could recommend that the staff be authorized to negotiate with DVC for the implementation of a "student pass" as long as County Connection recoups the predicted lost fare revenue in the first year.

## **DVC Student Pass**

### Background

Student passes are common in university towns and are a convenient way to support transit and reduce auto trips. Las Medanos College had an agreement where student registration fees combined with 511.org TDM funding, covered the cost of lost fare revenues to Tri Delta. A fee of \$2.00 per semester was charged and 511.org matched this with air district TFCA funds for a total of \$4.00 per student. Student fees require the student body to vote to approve them, and there was a decision to not vote on the transit pass funding so the program was discontinued.

County Connection is interested in creating a student pass for DVC. This would require a price to be paid by the college for unlimited student rides. The price would be based on a reasonable estimate for lost fare revenues. There are several options available to DVC for funding a student pass: a) the student body could vote to add a transit fee to the current registration cost, b) the college could increase the parking fee to cover transit passes, or c) the college could have a "club: whereby members paid a specific amount and for that price student club members would get a transit pass for the semester.

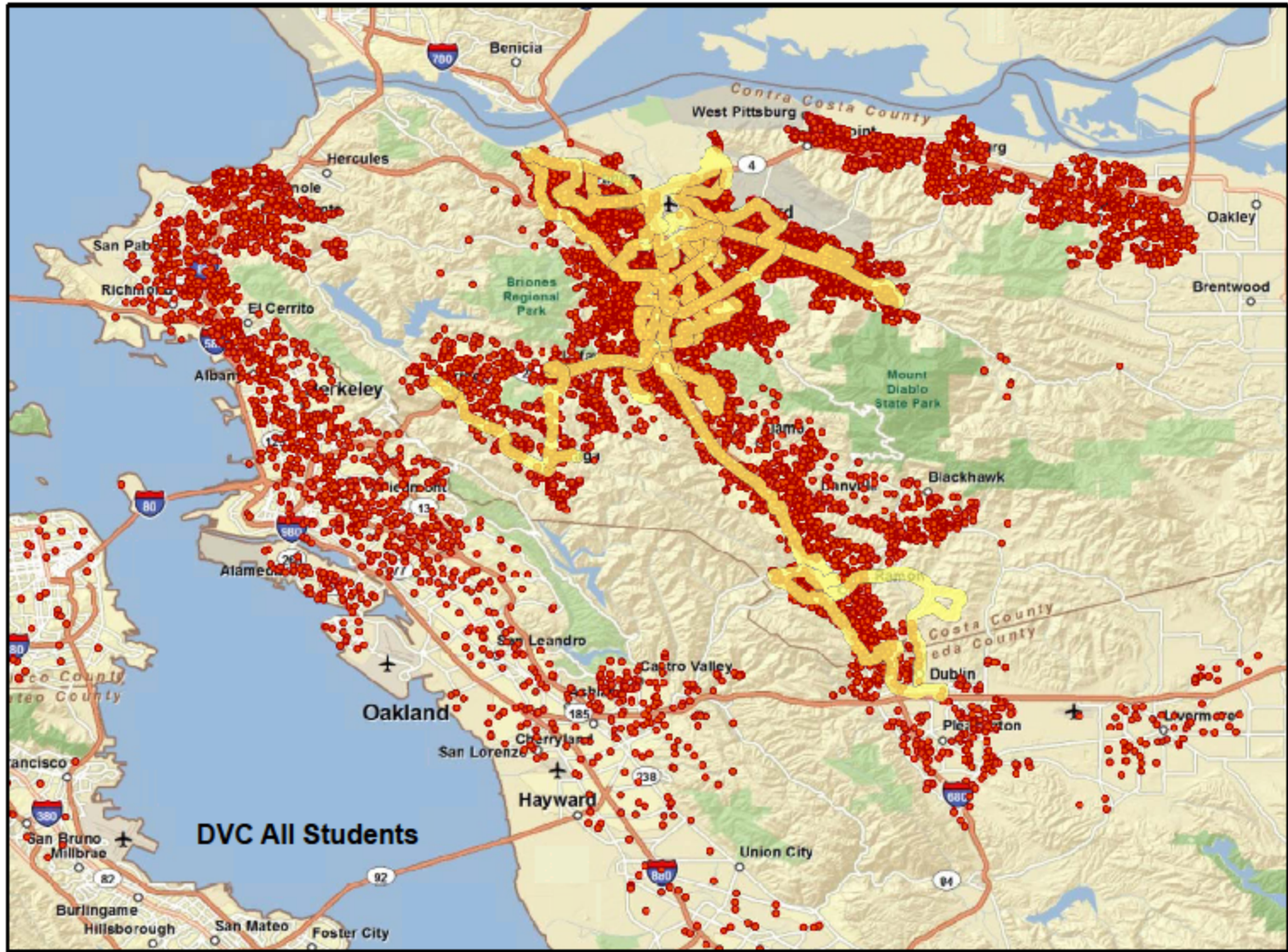
### Analysis

Estimating the value of fare revenues lost if all students ride free is not an exact science. Certainly more students will ride, but how many? In 2010 we did an extensive analysis of ridership patterns and projected future ridership if a free pass were issued. The following data was developed in 2010 but is still relevant to the current situation.

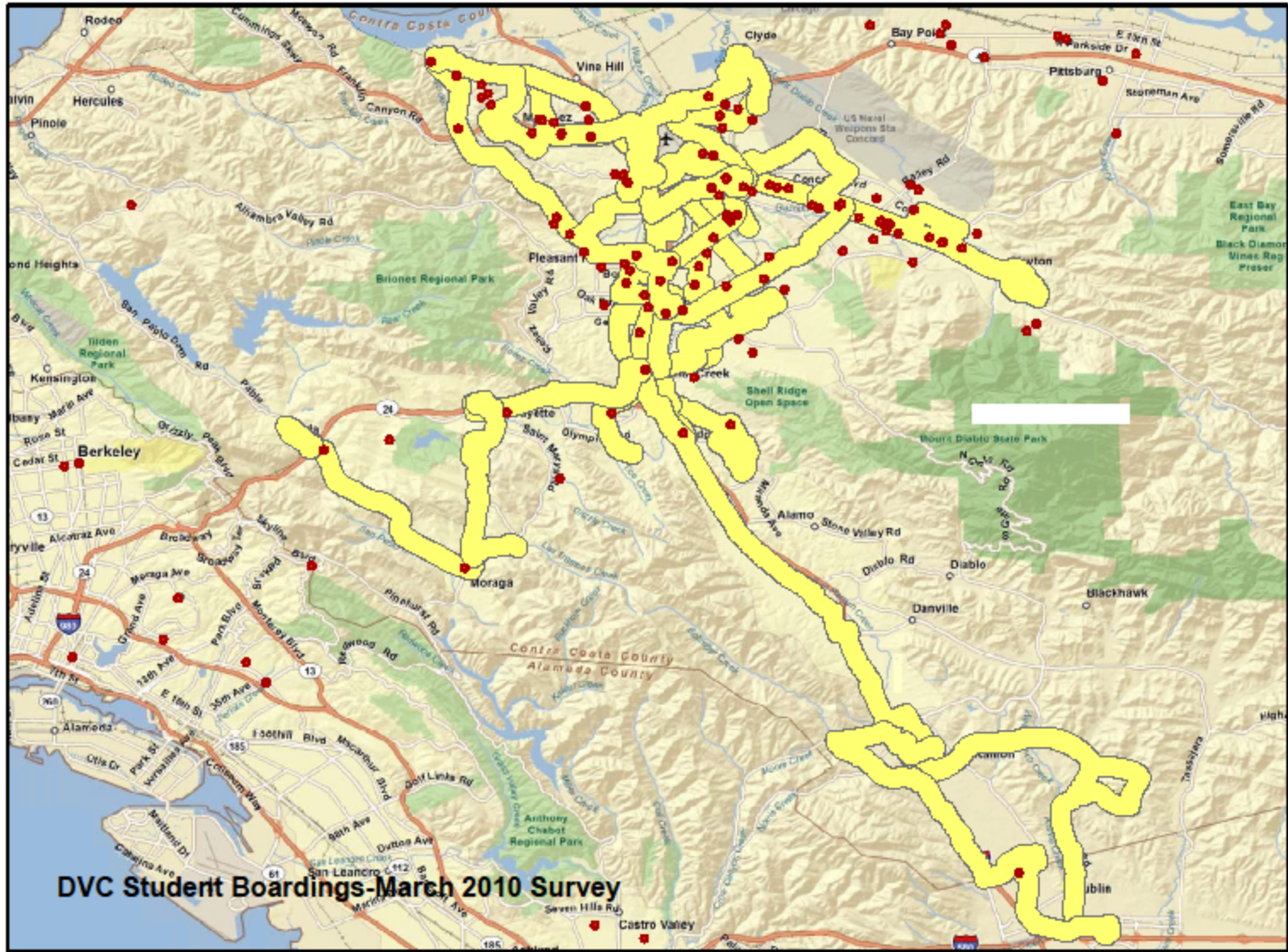
Using the ArcGIS software (GIS – geographic information system) we analyzed the residential location of 17,000. There are DVC students living on every block in our service area. Of the population, 40% of them lived within ¼ mile of a CCCTA route. The map attached shows how the DVC student population is distributed.

We also surveyed student bus riders (167 of them) to see if there was any correlation between transit use and proximity to CCCTA bus routes. It turns out that 60% of the student bus riders surveyed lived within ¼ mile of a CCCTA fixed route bus. Many of the remaining riders traveled from Eastern Contra Costa, Oakland & Berkeley and used CCCTA for only part of their trip. 40% of those surveyed used BART for part of their trip. Most CCCTA bus riders use route #20 (39%) and route #9 (26.8%). The majority of bus riders make 10 one way trips a week to and from DVC, however the average number of trips per week is 6.7. A summary of survey information is attached as an appendix.











## Lost Fare Revenue Estimate

### Fare Revenues Collected by Riders Boarding at DVC

If we look at the RSM Ridecheck data (passenger counts) we see that a total of 8,265 passengers boarded at DVC in February. Based on the following assumptions we estimate that we are collecting a total of **\$142,819** from DVC students now.

- a) 80% of total boardings are students
- b) 9 month school year
- c) average fare = \$1.20

### Calculation of Fares Value of DVC Free Pass

The following options for estimating lost fare revenues are both based on a 6.7 one way trips per week assumption determined from survey data, an average fare of \$1.20 per passenger (which is the systemwide average), and a school year of 36 weeks. Both of these options assume that there would a doubling of the number of riders. Currently there are an estimated 500 students riding the bus and under the free pass options we've estimated 1,044 and 1,016 students respectively. Increasing the mode split from 3% to 6%.

#### One Option – 20% of Students within ¼ mile of CCCTA Route

The number of students that live within ¼ mile of any CCCTA is equal to 6,957 students. If we assume that 20% of them would use the bus then the value of fare revenues would be equal to **\$302,045** a year. Dividing this by a 17,000 students would equal a fee of \$8.90 per student per semester.

#### Another Option – 30% of Students within ¼ of Routes #9, #18, #20, #28, and #10

The number of students living with ¼ mile of a route that serves the college is equal to 3,385 students. If 30% these individuals rode, then the value of fare revenues would be **\$292,464** a year and \$8.60 per student per semester.

### Contract Considerations

Because it is difficult to guess how many students would take advantage of the free pass, it would be a good idea to build in an adjustment the second year based on actual data collected on student pass use.

<b>DVC Student Pass Analysis</b>	
<b>March 2010 Survey Results - Key findings</b>	
190 responses, 164 DVC students	
Trips per week to DVC: average = 6.7	
Many CCCTA riders coming from outside the service area as defined as 1/4 mile from route	
Geocoded 146 addresses; 89 were w/in 1/4 mile of CCCTA route (60%)	
<b>Geocoding of Student Addresses</b>	
DVC Concord - Student Addresses Geocoded = 17,112	
Within 1/4 mile of CCCTA route (40.7%)	6,957
All students within 1/4 mile of Routes #9, 18, 20, 28, 10	3,385
<b>Current Ridership &amp; Fares</b>	
Total DVC boardings (Feb RSM ridecheck)	8,265
If 80% are students	6,612
Total Trips/ Shool Year (x2 for round trip x 9 mos/year)	119,016
Average fare per passenger	\$ 1.20
Fare Revenue per Year	\$ 142,819
Student boardings in Feb	6,612
If 6.7 total trips/student; then 3.3 boardings/week; 4 wks/Feb	
Individuals using bus	501
Percent of total students (17,000)	2.9%
<b>Possible Pricing Strategies</b>	
<b>Scenario #1</b>	
<u>20% of DVC students with 1/4 mile will ride CCCTA bus</u>	
Students w/in 1/4 mile	6,957
15% riders	1,044
Total Passengers/ Shool Year (6.7 trips/wk & 36 wks/year)	251,704
Average fare per passenger	\$ 1.20
Fare Revenue per Year	\$ 302,045
Cost per Student per Semester	\$ 8.9
<b>Scenario #2</b>	
<u>If 30% students within 1/4 mile of Routes #9, 18, 20, 28, 10</u>	1,016
Total Passengers/ Shool Year (6.7 trips/wk & 36 wks/year)	244,939
Average fare per passenger	\$ 1.20
Fare Revenue per Year	\$ 293,926
Cost per Student per Semester	\$ 8.6
<b>Scenario #3</b>	
<u>50% of students w/in 1/4 mile CCCTA route ride</u>	3,479
Total Passengers/ Shool Year (6.7 trips/wk & 36 wks/year)	839,014
Average fare per passenger	\$ 1.20
Fare Revenue per Week	\$ 1,006,817

To: Operations and Scheduling Committee

Date: March 29, 2013

From: Bill Churchill, Director of Transportation

Reviewed by:

---

### **SUBJECT: Board Workshop to Study Paratransit Service Options**

---

#### **Background:**

Staff has been directed to negotiate the third one-year option of the contract with First Transit for ADA paratransit services. This would extend the agreement through June 30, 2014. Since this is the final option year, County Connection will need to release an RFP for paratransit services prior to January 2014. Prior to the development of an RFP, the Operations and Scheduling committee suggested that a workshop be held with the full board to gain a greater understanding of current issues, investigate opportunities for greater coordination, and to explore potential alternative service delivery options.

#### **Recommendation:**

Staff requests the committee seek a date during the summer with the full board for a paratransit workshop and discuss topics to be addressed at the workshop.

To: O & S Committee

Date: April 3, 2013

From: Rick Ramacier  
General Manager

Reviewed by:

---

## **SUBJECT:** Items to be covered in a Board paratransit workshop

---

Staff believes a Board workshop on paratransit lasting between 90 and 120 minutes would serve to give the Board a much greater understanding of the key policy issues facing County Connection, and would facilitate the Board giving clear direction to staff therein. Such a workshop could be staged in three distinct but related areas within paratransit service. This memo provides a likely framework for such a workshop.

### **PARATRANSIT SERVICE DEMAND**

Staff will present up-to-date information on:

- Projected ridership demand growth for County Connection paratransit service based on demographic trends, and other ridership projection work.
- Projected growth in the cost of County Connection paratransit service based on historical trends as well as certain future assumptions.
- Projected trends in East Bay Regional Center paratransit services including ridership, funding, and costs.
- Projected ridership growth for other paratransit providers within the county.
- The growing trend of senior group homes and long term health care facilities providing their own transportation.
- Projected growth in senior and disabled fixed route ridership.
- Potential ways County Connection can influence fixed route and/or paratransit demand one way or the other.

### **PARATRANSIT SERVICE DELIVERY OPTIONS**

Staff will present up-to-date information on the alternative service delivery modal most commonly known as the American Logistics Company (ALC) model. This will likely include:

- A recap of the ALC experiences to date.
- An update on the potential for County Connection to use this newer model for a part to all of our paratransit service delivery.
- A discussion of the opportunity costs for moving in this direction which could include the loss of ability to replace paratransit rolling stock, the opportunity to do route deviation with smaller vehicles that provide both the fixed route and the ADA paratransit service in certain low volume corridors or sub-areas.
- The benefit of the paratransit user knowing and trusting their paratransit driver, dispatcher, and reservation staff.
- Discussion of how the County Connection brand either fits in or does not.
- The potential for the ALC model to evolve into one that provides service beyond the senior and disabled community to cover other transit needs that are not easily served otherwise in an efficient manner.



## PARATRANSIT INSTITUTIONAL POSSIBILITIES

Staff will present information on the potential to use a Consolidated Transportation Service Agency (CTSA), on any possibility to partner more closely with the Regional Center, on any potential to share organizational arrangements with the other county operators, and on any potential for greater coordination with other social service providers. Some of the things that we will present or ask you to discuss include:

- Presenting some of the information and recommendations in the Contra Costa Mobility Management study that will be completed this spring.
- Looking at the information in that study regarding the creation and usage of a CTSA.
- Looking at using the Regional Center for some of our service delivery or having them purchase service from us.
- Building upon volunteer based services that use our replaced vehicles.
- Looking at possible opportunities to consider joint contracts for service with other operators.
- Looking at what role – if any – we can play to further increase private senior shuttle tied to senior homes, etc.

Staff will develop a series of options that spin off of the ideas listed above and perhaps one or two more not listed here. We would like to give the Board background information on each area, present it, take questions, and then have you discuss these options. Finally, the Board would be asked to state preferences for select options.

Staff also will seek direction from the Board, based on your discussion at a workshop, on how to incorporate some of the options presented into a Request for Proposals (RFP) for the contract provision of paratransit service. This RFP will be released this fall. So, the workshop should occur before that.

The timing of the workshop should be before we develop the RFP and after the completion of the Contra Costa Mobility Management Plan. Thus, it should be scheduled no earlier than July 1, of this year and no later than September 30. It should take 90 to 120 minutes.

I hope this brief memo helps us have a discussion at your meeting on Friday, April 5, 2013 about holding such a workshop later this year.

## Agenda Item 7.a

**TO:** O&S Committee

**DATE:** March 14, 2013

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for February 2013

#### 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>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	268,666		
Average Weekday	12,388	11,752	
Pass/Rev Hour	15.8	15.3	Standard Goal > 17.0*
Missed Trips	0.08%	0.10%	Standard Goal < 0.25%*
Miles between Road Calls	32,300	27,493	Standard Goal > 18,000*

\* Based on current standards from updated SRTP

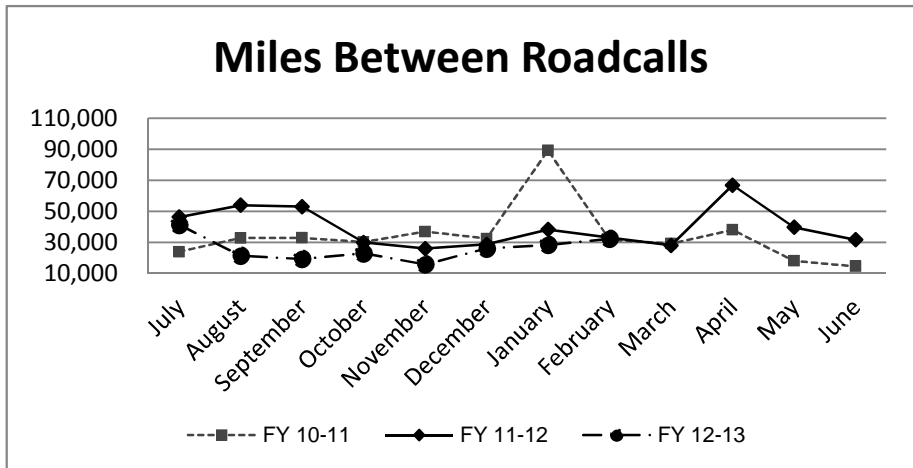
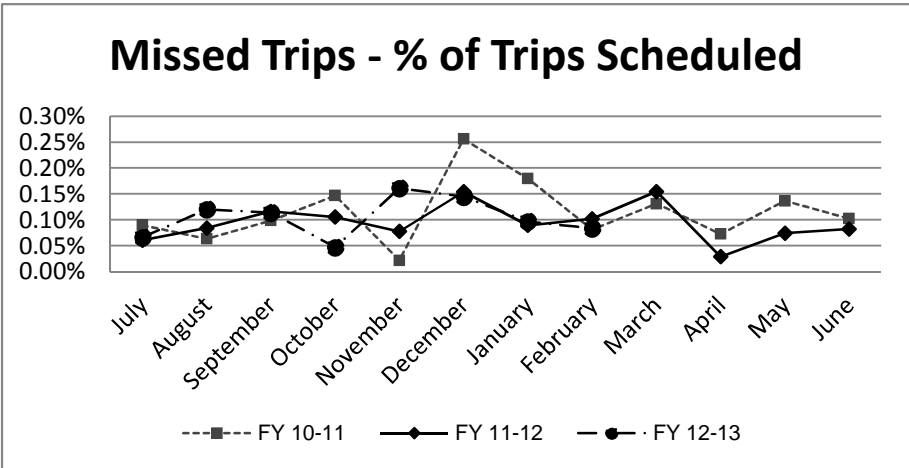
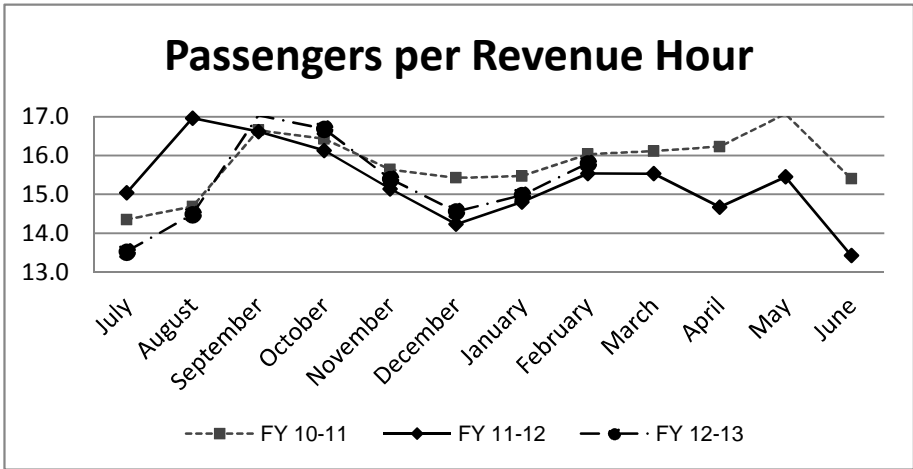
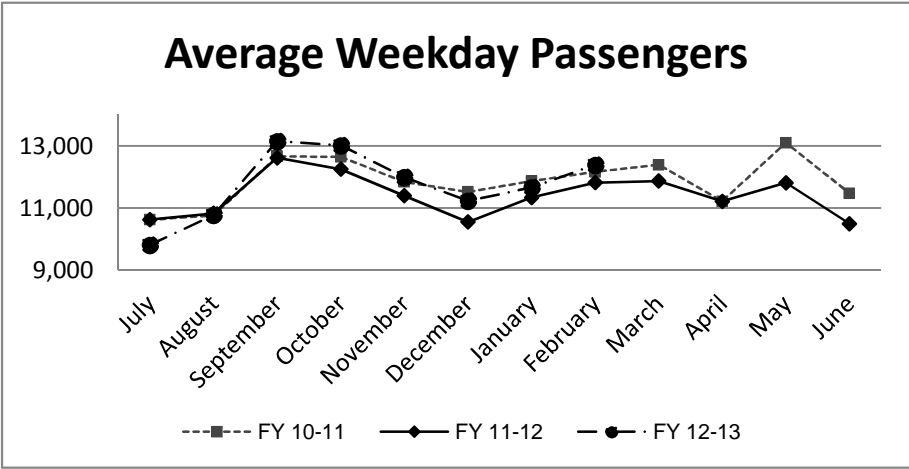
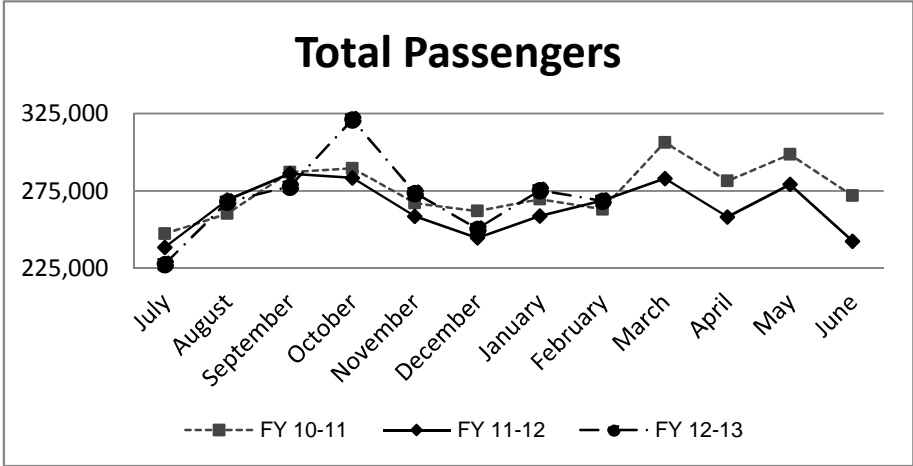
#### Analysis

While total ridership declined from January (275,450) to February (268,666) average weekday ridership increased to 12,388 in February from 11,660 in January. Average ridership this year is higher compared to February of last year (11,817 passengers). Productivity in February is slightly higher to 15.8 passengers per hour from the January level of 15.0 passengers per hour.

The percentage of missed trips in February (0.08%) as compared to the prior month January (0.10%). The YTD average is 0.10% missed trips.

The number of miles between roadcalls was 32,300 miles in February which is higher than the prior month when we experienced 28,338 miles between roadcalls. The 12 month average is 27,493 miles between roadcalls.







**TRANSPORTATION and MAINTANCE**  
**Operation Data Summary**

<b>TRANSPORTATION</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>2012 November</b>	<b>2012 December</b>	<b>2013 January</b>	<b>2013 February</b>	<b>12 Month TOTALS</b>
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	264,761	281,156	267,150	278,303	253,651	247,826	278,449	250,982	298,277	269,325	259,994	283,381	258,396	3,491,651
<b>Work Days</b>	29	31	30	30	30	30	31	29	31	29	30	30	28	388
Revenue Hours	17,293	18,220	17,602	18,067	17,046	16,832	18,496	16,305	19,242	17,777	17,194	18,390	17,003	229,469
Operator Pay Hours	29,839	31,195	30,306	31,155	30,023	29,970	31,358	31,780	38,149	32,217	30,111	33,540	28,965	408,605
Number of Operators	160	164	162	161	161	165	165	169	168	168	172	172	170	166
<b>Unscheduled Absences</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>289</b>	<b>266</b>	<b>343</b>	<b>457</b>	<b>4,632</b>
FT Protection	45	53	50	45	59	29	68	88	35	41	30	61	33	637
Worker Comp.	144	109	113	87	96	112	94	40	69	48	54	53	98	1,117
Sick leave	213	258	249	175	210	196	207	180	253	200	182	229	326	2,878
<b>Collision Accidents</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>2</b>	<b>5</b>	<b>4</b>	<b>5</b>	<b>58</b>
Passenger Accidents	11	13	11	10	12	8	12	11	11	12	8	8	14	141
Total Chargeable Collisions	4	1	2	2	1	2	5	1	2	2	2	1	1	26
<b>Chargeable/100K Miles</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>0.74</b>	<b>0.76</b>	<b>0.35</b>	<b>0.38</b>	<b>0.74</b>
Number of Trips Scheduled	23,581	24,600	23,581	24,359	23,124	22,782	25,003	22,040	25,666	23,606	22,831	20,706	20,388	302,267
Number of Trips Missed	24	38	7	18	19	15	30	25	12	38	33	20	17	296
<b>Of Trips Scheduled - % Missed</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>0.16%</b>	<b>0.14%</b>	<b>0.10%</b>	<b>0.08%</b>	<b>0.10%</b>
Of Trips Missed - Mechanical	13	20	3	7	15	10	14	16	7	26	26	14	10	181
On Time Performance %	96%	90%	90%	88%	88%	90%	89%	86%	86%	87%	86%	91%	88%	89%
<b>MAINTENANCE</b>														
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	13	15	6	8	12	6	16	14	14	19	11	11	10	155
Road Calls for Mechanical	8	10	4	7	8	6	13	13	13	17	10	10	8	127
<b>Road Calls for Other</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>2</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>28</b>
<b>Miles Between Mechanical Road Calls</b>														
Bus Numbers														
100 - 199	11,781	11,930	11,249	12,214	9,647	12,445	8,999	9,238	13,330	9,447	9,200	10,698	8,884	
200 - 299	30,338	33,067	32,494	16,426	35,164	27,631	34,306	16,941	39,167	15,017	34,419	37,985	37,364	
300 - 399	11,844	6,224	40,903	39,175	35,450	34,557	20,859	9,144	8,639	5,298	41,218	19,091	17,682	
400 - 499	30,471	36,198	31,581	34,388	23,555	29,747	15,132	28,970	32,330	17,607	14,648	19,015	14,159	
500 - 519	26,619	52,607	52,074	27,108	48,677	44,991	27,014	45,353	12,182	53,070	8,355	26,561	47,194	
900 - 939	45,332	48,365	8,643	93,324	29,483	41,234	31,128	28,642	105,079	18,513	31,039	31,214	44,687	
2000 - 2099	12,736	13,282	11,936	12,134	12,708	15,987	7,876	5,519	16,448	11,914	10,969	11,723	11,898	
Fleet Avg.	33,095	28,116	66,788	39,758	31,706	41,304	21,419	19,306	22,944	15,843	25,999	28,338	32,300	27,493
Maintenance Pay Hours	4,457	4,581	4,311	4,437	4,093	4,395	4,522	4,520	4,656	4,162	4,523	4,705	4,142	57,503
No. Maint. Employees	27	26	26	25	27	26	27	27	27	26	27	27	27	27
<b>Maint. Emps/100K Miles</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>10</b>	<b>10</b>	<b>10</b>	<b>10</b>	<b>1</b>
Unscheduled Absences	1	7	1	2	4	3	0	3	2	4	1	3	4	3

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>February 2013 - Fixed Route Boardings</b>	268,666	Revenue Hours - February 2013	17,003	Weekdays - February 13	20	Fiscal 2013 YTD	2,162,827
		February 2012	17,298	February 12	21		
Bus Bridge		Revenue Miles - February 2013	189,849	Saturdays - February 13	4	Fiscal 2012YTD	2,108,042
Special Event		February 2012	191,868	February 12	4		
				Sundays - February 13	4		
				February 12	4		
<b>February 2013 Total Boardings</b>	<b>268,666</b>	<b>Passengers per Mile</b>	<b>1.4</b>	<b>Total Days - 2012</b>	<b>28</b>	<b>YTD Trend</b>	<b>2.6%</b>
<b>February 2012 Total Boardings</b>	<b>268,721</b>	<b>Passengers per Hour</b>	<b>15.80</b>	<b>2011</b>	<b>29</b>	<b>Monthly Trend</b>	<b>(0.0%)</b>

February 2012 Fixed Route Passenger Total						February 2013	February 2013
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	6,976			6,976	349	13.2
2	Rudgear / Walnut Creek	1,193			1,193	60	6.6
4	Walnut Creek Downtown Shuttle	16,805	2,326	1,715	20,846	840	24.1
5	Creekside / Walnut Creek	1,641			1,641	82	8.2
6	Lafayette / Moraga / Orinda	9,167	480	389	10,036	458	14.7
7	Shadelands / Pleasant Hill / Walnut Creek	4,252			4,252	213	6.6
9	DVC / Walnut Creek	11,491			11,491	575	13.9
10	Concord / Clayton Rd	21,860			21,860	1,093	22.8
11	Treat Blvd / Oak Grove	6,180			6,180	309	16.7
14	Monument Blvd	12,769			12,769	638	16.1
15	Treat Boulevard	11,015			11,015	551	18.1
16	Alhambra Ave / Monument Blvd	14,536			14,536	727	14.0
17	Olivera/Solano / Salvio / North Concord	4,513			4,513	226	12.3
18	Amtrak / Merello / Pleasant Hill	9,673			9,673	484	15.3
19	Amtrak / Pacheco Blvd / Concord	2,918			2,918	146	10.5
20	DVC / Concord	26,221			26,221	1,311	27.9
21	Walnut Creek / San Ramon Transit Center	11,686			11,686	584	12.0
25	Lafayette / Walnut Creek	1,156			1,156	58	5.0
28	North Concord / Martinez	6,374			6,374	319	10.5
35	Dougherty Valley	8,182			8,182	409	12.6
36	San Ramon / Dublin	4,874			4,874	244	9.1
91X	Concord Commuter Express	823			823	41	11.5
92X	Ace Shuttle Express	3,518			3,518	176	14.8
93X	Kirker Pass Express	4,394			4,394	220	15.5
95X	San Ramon / Danville Express	3,764			3,764	188	18.7
96X	Bishop Ranch Express	10,038			10,038	502	16.0
97X	Bishop Ranch Express	2,090			2,090	105	10.6
98X	Martinez Express	7,848			7,848	392	14.8
250 *	Gael Rail Service	135	125	92	352	17	4.1
260 *	Cal State East Bay / Concord Bart	315			315	20	2.3
301	Rossmoor / John Muir Medical Center		171	157	328	0	4.5
310	Concord Bart / Clayton Rd / Kirker Pass		1,773	1,320	3,093	0	27.6
311	Concord / Oak Grove / Treat Blvd / WC		1,045	752	1,797	0	14.9
314	Clayton Rd / Monument Blvd / PH		2,514	1,789	4,303	0	20.0
315	Concord / Willow Pass / Landana		236	132	368	0	6.8
316	Alhambra / Merello / Pleasant Hill		1,436	980	2,415	0	15.3
320	DVC / Concord		926	658	1,583	0	15.8
321	San Ramon / Walnut Creek		1,128	764	1,892	0	11.9
600's	Select Service	21,353			21,353	1,068	29.0
<b>TOTALS</b>		<b>247,758</b>	<b>12,161</b>	<b>8,747</b>	<b>268,666</b>	<b>12,388</b>	<b>15.8</b>

\* Data from Link    \*\* Seasonal Route

## Operations Data Summary

### FEBRUARY 2013 PRODUCTIVITY

*(sorted by Pass / Rev Hr - decending order)*

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	21,353	1,068	29.0
20	DVC / Concord	26,221	1,311	27.9
310	Concord Bart / Clayton Rd / Kirker Pass	3,093	0	27.6
4	Walnut Creek Downtown Shuttle	20,846	840	24.1
10	Concord / Clayton Rd	21,860	1,093	22.8
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,303	0	20.0
95X	San Ramon / Danville Express	3,764	188	18.7
15	Treat Boulevard	11,015	551	18.1
11	Treat Blvd / Oak Grove	6,180	309	16.7
14	Monument Blvd	12,769	638	16.1
96X	Bishop Ranch Express	10,038	502	16.0
320	DVC / Concord	1,583	0	15.8
93X	Kirker Pass Express	4,394	220	15.5
18	Amtrak / Merello / Pleasant Hill	9,673	484	15.3
316	Alhambra / Merello / Pleasant Hill	2,415	0	15.3
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,797	0	14.9
98X	Martinez Express	7,848	392	14.8
92X	Ace Shuttle Express	3,518	176	14.8
6	Lafayette / Moraga / Orinda / Orinda Village	10,036	458	14.7
16	Alhambra Ave / Monument Blvd	14,536	727	14.0
9	DVC / Walnut Creek	11,491	575	13.9
1	Rossmoor / Shadelands	6,976	349	13.2
35	Dougherty Valley	8,182	409	12.6
17	Olivera/Solano / Salvio / North Concord	4,513	226	12.3
21	Walnut Creek / San Ramon Transit Center	11,686	584	12.0
321	San Ramon / Walnut Creek	1,892	0	11.9
91X	Concord Commuter Express	823	41	11.5
97X	Bishop Ranch Express	2,090	105	10.6
28	North Concord / Martinez	6,374	319	10.5
19	Amtrak / Pacheco Blvd / Concord	2,918	146	10.5
36	San Ramon / Dublin	4,874	244	9.1
5	Creekside / Walnut Creek	1,641	82	8.2
315	Concord / Willow Pass / Landana	368	0	6.8
7	Shadelands / Pleasant Hill / Walnut Creek	4,252	213	6.6
2	Rudgear / Walnut Creek	1,193	60	6.6
25	Lafayette / Walnut Creek	1,156	58	5.0
301	Rossmoor / John Muir Medical Center	328	0	4.5
250 *	Gael Rail Service	352	17	4.1
260 *	Cal State East Bay / Concord Bart	315	20	2.3

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
1	Rossmoor / Shadelands	359	381	376	365	349	357	336	356	380	326	325	342	349
2	Rudgear / Walnut Creek	65	60	59	60	50	50	58	76	64	62	60	65	60
4	Walnut Creek Downtown Shuttle	895	919	851	851	848	836	880	951	874	878	918	859	840
4H **	Walnut Creek Extended Holiday Shuttle										25	28		
5	Creekside / Walnut Creek	67	63	48	51	53	65	64	84	74	71	66	78	82
6	Lafayette / Moraga / Orinda	462	466	415	416	319	284	318	540	510	467	359	422	458
7	Shadelands / Pleasant Hill / Walnut Creek	218	232	230	251	234	231	234	239	228	213	195	216	213
9	DVC / Walnut Creek	554	554	522	550	531	558	563	642	605	576	523	551	575
10	Concord / Clayton Rd	985	984	955	1,016	927	894	979	1,151	1,133	1,038	979	1,016	1,093
11	Treat Blvd / Oak Grove	316	317	291	303	265	271	284	352	349	304	263	288	309
14	Monument Blvd	598	599	600	619	591	581	609	670	664	634	596	627	638
15	Treat Boulevard	473	471	449	492	456	404	427	542	548	513	487	498	551
16	Alhambra Ave / Monument Blvd	684	689	685	728	691	660	652	720	715	674	658	645	727
17	Olivera/Solano / Salvio / North Concord	207	210	205	234	208	215	203	239	251	215	205	233	226
18	Amtrak / Merello / Pleasant Hill	447	437	411	454	408	387	438	505	506	463	432	447	484
19	Amtrak / Pacheco Blvd / Concord	137	120	133	137	145	141	150	154	149	144	121	140	146
20	DVC / Concord	1,204	1,165	1,078	1,096	955	972	1,117	1,358	1,346	1,224	1,075	1,177	1,311
21	Walnut Creek / San Ramon Transit Center	588	594	572	613	576	584	570	638	659	610	561	573	584
25	Lafayette / Walnut Creek	50	58	58	65	61	64	60	71	63	57	56	57	58
28	North Concord / Martinez	312	297	199	250	244	265	291	332	329	316	286	295	319
35	Dougherty Valley	363	362	302	362	317	312	334	410	431	390	360	374	409
36	San Ramon / Dublin	251	239	234	245	213	224	230	257	251	245	233	249	244
91X	Concord Commuter Express	39	27	34	41	30	36	55	85	90	54	35	39	41
92X	Ace Shuttle Express	160	158	149	142	138	149	158	179	203	197	154	191	176
93X	Kirker Pass Express	203	210	210	222	221	206	214	227	227	192	149	213	220
95X	San Ramon / Danville Express	182	179	182	190	174	163	164	173	181	170	135	173	188
96X	Bishop Ranch Express	495	529	481	480	465	457	464	528	524	505	467	493	502
97X	Bishop Ranch Express	87	95	99	93	81	76	103	84	108	108	84	110	105
98X	Martinez Express	360	336	338	347	322	324	351	380	372	361	336	348	392
250 *	St Mary's College Gael Rail Shuttle	14	16	12	10			7	12	12	19	4	8	17
260 *	Cal State East Bay / Concord Bart	4	2	6	9	4			8	6	7	3	19	20
Owl	Bart Night Owl Service													
600's	Select Service	1,049	1,108	1,036	1,129	622	43	469	1,202	1,169	961	1,446	923	1,068
<b>TOTALS</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>	<b>11,988</b>	<b>11,229</b>	<b>11,660</b>	<b>12,388</b>

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



## Operations Data Summary

### AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
<b>SATURDAY</b>		<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>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	620	538	577	343	465	397	524	656	569	641	788	534	581
4H **	Walnut Creek Extended Holiday Shuttle										23	145	0	0
6	Lafayette / Moraga / Orinda	122	116	97	98	76	59	85	179	143	141	116	95	120
250 *	St Mary's College Gael Rail Shuttle	30	35	28	18			4	33	30	31	14	26	31
301	Rossmoor / John Muir Medical Center	80	67	57	55	78	51	66	76	72	67	73	72	43
310	Concord Bart / Clayton Rd / Kirker Pass	418	362	299	330	403	319	416	399	418	415	474	361	443
311	Concord / Oak Grove / Treat Blvd / WC	258	206	188	190	217	166	213	241	246	256	269	211	261
314	Clayton Rd / Monument Blvd / PH	648	573	521	508	721	427	642	680	691	645	797	595	628
315	Concord / Willow Pass / Landana	77	68	46	62	66	47	64	65	73	75	79	55	59
316	Alhambra / Merello / Pleasant Hill	329	316	259	281	290	272	353	353	367	379	451	345	359
320	DVC / Concord	233	196	192	170	259	181	247	232	250	233	249	205	231
321	San Ramon / Walnut Creek	249	217	192	197	239	209	290	290	299	274	314	263	282
<b>TOTALS</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>	<b>3,181</b>	<b>3,769</b>	<b>2,762</b>	<b>3,040</b>

Route	Destination Information	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
<b>SUNDAY</b>		<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>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	425	488	640	313	359	447	406	573	421	439	619	381	429
6	Lafayette / Moraga / Orinda	95	90	99	98	55	72	87	115	118	96	70	76	97
250 *	St Mary's College Gael Rail Shuttle	25	26	21	12			3	23	20	13	10	22	23
301	Rossmoor / John Muir Medical Center	50	47	60	55	63	59	66	63	57	49	71	51	39
310	Concord Bart / Clayton Rd / Kirker Pass	312	311	351	327	340	469	316	298	303	332	352	305	330
311	Concord / Oak Grove / Treat Blvd / WC	167	193	216	165	165	232	176	204	221	217	230	168	188
314	Clayton Rd / Monument Blvd / PH	410	423	558	435	480	682	443	477	497	523	553	426	447
315	Concord / Willow Pass / Landana	57	44	49	45	40	54	35	38	48	41	45	38	33
316	Alhambra / Merello / Pleasant Hill	229	200	259	199	188	296	241	252	242	240	308	210	245
320	DVC / Concord	149	125	175	152	137	213	161	148	143	177	177	126	164
321	San Ramon / Walnut Creek	160	167	198	199	194	239	191	198	196	180	234	171	191
<b>TOTALS</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>	<b>2,307</b>	<b>2,670</b>	<b>1,973</b>	<b>2,187</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 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  
FEBRUARY FY12/13**

SUMMARY	FEBRUARY FY 11/12	FEBRUARY FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	12,360	11,188	99,290	94,507
2 TOTAL ATTENDANTS	819	744	7,552	6,559
3 TOTAL COMPANIONS	87	72	613	567
4 TOTAL PASSENGERS	13,266	12,004	107,455	101,633
5 TOTAL SERVICE DAYS	29	28	238	238
6 VEHICLE REVENUE HOURS	6,386	5,614	52,481	49,859
7 VEHICLE SERVICE HOURS	7,867	6,875	64,287	61,936
8 VEHICLE NON REV HOURS	1,480	1,261	11,755	11,765
9 VEHICLE SERVICE MILES	119,412	113,176	997,231	957,177
10 VEHICLE REVENUE MILES	101,186	95,092	837,256	791,407
11 VEHICLE NON REV MILES	21,432	18,084	174,908	167,351
12 PASS. PER REVENUE HOUR	2.08	2.14	2.05	2.04
13 CLIENT PER REVENUE HOUR	1.94	1.99	1.89	1.90
14 PASS. PER SERVICE HOUR	1.69	1.75	1.67	1.64
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	995	888	7,626	7,440
18 SAME DAY TRIPS	240	180	1,892	1,409
19 SUBSCRIPTION TRIPS	8,048	7,785	64,232	58,271
20 DEMAND	4,210	6,480	34,263	45,959
21 FAREBOX REVENUE	\$13,329.50	\$12,081.22	\$108,485.00	\$99,596.43
22 PREPAID CLIENTS	\$9,238.00	\$8,949.00	\$89,408.00	\$79,981.00
23 COLLECTED BILLING	\$21,292.00	\$2,206.00	\$217,850.30	\$234,298.00
24 TOTAL REVENUE COLLECTED	\$43,859.50	\$23,236.22	\$415,743.30	\$413,875.43
25 CHARGEABLE ACCIDENTS	1	0	4	1
26 SERVICE COMPLAINTS	0	0	3	0
27 SERVICE COMMENDATIONS	2	0	11	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	0	3	16	18
30 DRIVER TURNOVER	2.4%	1.2%	4.9%	9.0%
31 SCHEDULE ADHERENCE	93%	74%	94%	89%
32 WHEELCHAIR BOARDING'S	3,203	2,695	26,403	24,687
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	10,973	6,011	N/A	NA
35 UNDUPLICATED CLIENTS	1,438	1,046	N/A	NA
36 NO-SHOWS	56	43	477	425
37 CANCELS	2,848	1,507	18,705	14,237
38 AVG. TRIP LENGTH (MILES)	9.0	9.4	9.3	9.4
39 AVG. SM BUSES IN SERVICE	3	8	3	8
40 AVG. BUSES IN SERVICE	48	55	48	55
41 TOTAL FUEL/GALLONS	16,534	15,840	141,078	132,332
42 FLEET M.P.G.	7.2	7.1	7.1	7.2