

County Connection

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

OPERATIONS & SCHEDULING MEETING AGENDA

Friday, May 3, 2013
8:00 a.m.

Walnut Creek City Hall
City Manager's Conference Room – 3rd 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 April 5, 2013*
4. Maintenance – None
5. Planning and Scheduling
 - a. Service Cuts in Response to Transit Performance Initiative*
 - b. Update on DVC Student Pass Work
6. Paratransit and Accessible Services - None
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.

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.

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, May 16, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, May 1, 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, May 2, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Operations & Scheduling:	Friday, June 7, 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) 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) 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
April 5, 2013, 8:00 a.m.

Directors: Directors Bob Simmons, Jack Weir, Candace Andersen, Dave Hudson

Staff: Rick Ramacier, Bill Churchill, and Anne Muzzini

Public and Advisory Committee: Ralph Hoffman

Call to Order: Meeting called to order at 8:00 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 March 1, 2013:** Minutes were approved.
4. **Maintenance:** No Items.
5. **Planning and Scheduling:**
 - a. Update on 93X service BART Walnut Creek to Antioch – Ms Muzzini updated on the Board on ridership impacts of the new limited stop trip on the 93X. Passengers have split between the local and limited trip leaving at 4:06pm with those transferring from Bishop Ranch route 96X taking the direct route home to Antioch. The Committee offered suggestions to marketing the new limited service using social media.
 - b. DVC Student Pass – Ms. Muzzini explained efforts undertaken in the past to get a student pass for DVC and suggested that it was worth another try. Committee members offered to contact College Board members and directed staff to move ahead with outreach to the executive staff at the college.
6. **Paratransit and Accessible Services:**
 - a. Board Workshop on Paratransit – Mr. Churchill and Mr. Ramacier described in detail potential topics for a Board workshop on paratransit. The workshop is scheduled to occur sometime during the summer prior to the development of an RFP for LINK service. Committee members were supportive of the workshop and the topics presented and suggested that in addition to an education session staff prepare specific recommendations.
7. **Staff Reports**
 - a. Fixed Route Monthly Report – February 2013 – Ms. Muzzini presented the fixed-route report which was approved without comment.
 - b. LINK Monthly Report – February 2013 - Mr. Churchill presented the fixed-route report which was approved without comment.
8. **Committee Comments** – None.
9. **Future Agenda Items** – None discussed.
10. **Next Scheduled Meeting** –The next meeting is scheduled for May 3rd at the 3rd Floor 1666 North Main Street, Walnut Creek.
11. **Adjournment** – meeting was adjourned at 9:30 a.m.

To: Operations and Scheduling Committee

Date: February 20, 2013

From: Laramie Bowron, Manager of Planning

Reviewed by:

Subject: Proposed Service Cuts in Light of the Transit Performance Initiative

Background:

In May 2012, the Metropolitan Transportation Commission (MTC) adopted the Transit Sustainability Project recommendations, including the Transit Performance Initiative (TPI). The TPI is a new funding program rewarding transit agencies that improve ridership and service productivity.

MTC has already programmed the \$60 million in Federal funds over a 4 year period based on the following criteria:

- Year 1(FY13): \$15 million distributed based on annual ridership
- Years 2-4 (FY14-16): 15% of the remaining \$45 million is allocated to small operators based on the following formula:
 - 25% based on passenger increase,
 - 25% based on passenger per hour increase, and
 - 50% for annual passengers

Through this formula, County Connection has been allocated \$103,901 in year 1 and \$335,268 in each of years 2, 3 and 4.

Moving forward, the draft *PlanBayArea* dedicates \$500 million to the TPI. It should be noted that although this is not programmed or committed with an actual funding source, it does illustrate a regional focus on productivity and a commitment to the TPI.

Summary of Issues:

With this in mind, staff analyzed the implications of cutting some of the most unproductive service; trips that averaged less than 4 boardings and those that could be coordinated with existing service so as to maximize savings and productivity.

The following trips were selected and are proposed for cuts:

Route	Trip Start Time	Direction	Avg. Boardings
Route 2 (Walnut Creek BART - Trotter)	8:40 AM	South	1.92
	8:54 AM	North	1.51
	9:40 AM	South	2.45
	9:54 AM	North	1.80
	10:00 AM	South	New
	10:14 AM	North	New
	11:10 AM	South	1.88
	11:24 AM	North	1.10
	6:10 PM	South	5.10
	6:24 PM	North	1.67
	6:55 PM	South	2.00
7:09 PM	North	0.29	
Route 5 (Walnut Creek BART - Creekside)	10:22 AM	South	4.01
	10:40 AM	North	3.21
	11:52 AM	South	3.88
	12:10 PM	North	1.76
	6:25 PM	North	0.42
Route 25 (Walnut Creek BART - Lafayette BART)	10:00 AM	West	1.70
	10:30 AM	East	1.29
	10:50 AM	West	New
	11:00 AM	West	2.97
	11:20 AM	East	New
	11:30 AM	East	1.36
	12:00 PM	West	1.91
	12:30 PM	East	2.15

Since the majority of unproductive service occurs in the mid-day time period and the routes above all operate out of the Walnut Creek BART station, staff is able to reduce the number of vehicles by interlining routes that terminate there.

Because the volume of service being cut is only 2% of the total, significant improvement at the route level has a small effect overall productivity.

Current vs. Proposed Productivity (based on February actual data)

Route	Current			Proposed	
	Revenue Hours	Ridership	Pass/RevHr	Revenue Hours	Pass/RevHr
2	178	1,193	6.70	96	12.43
5	200	1,641	8.21	117	14.03
25	230	1,156	5.02	146	7.93
System	17,003.14	268,665.72	15.80	16,644.48	16.14

Recommendation:

Staff recommends taking small steps to trim unproductive service to remain competitive for future TPI funding. The cuts identified can be made in the Fall without triggering Title VI or public hearing requirements.

Agenda Item 7.a

TO: O&S Committee

DATE: April 15, 2013

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for March 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.

	FY 2013		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	286,590		
Average Weekday	12,410	11,825	
Pass/Rev Hour	15.8	15.4	Standard Goal > 17.0
Missed Trips	0.07%	0.10%	Standard Goal < 0.25%
Miles between Road Calls	30,989	27,383	Standard Goal > 18,000

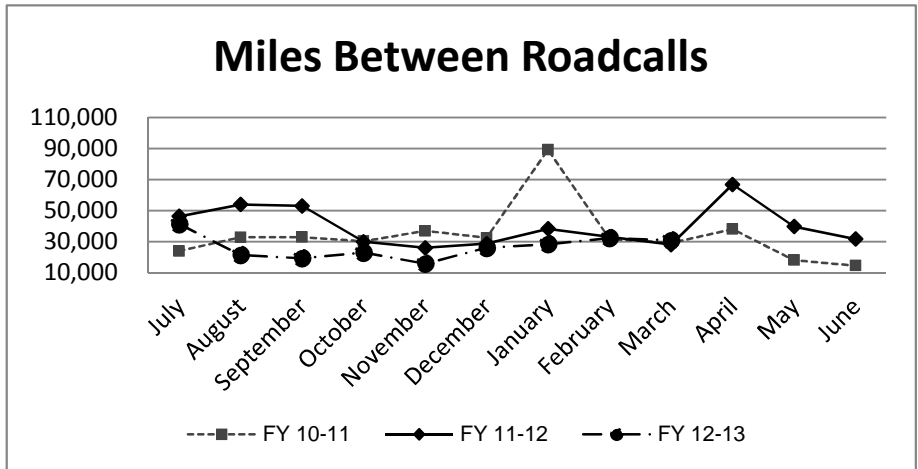
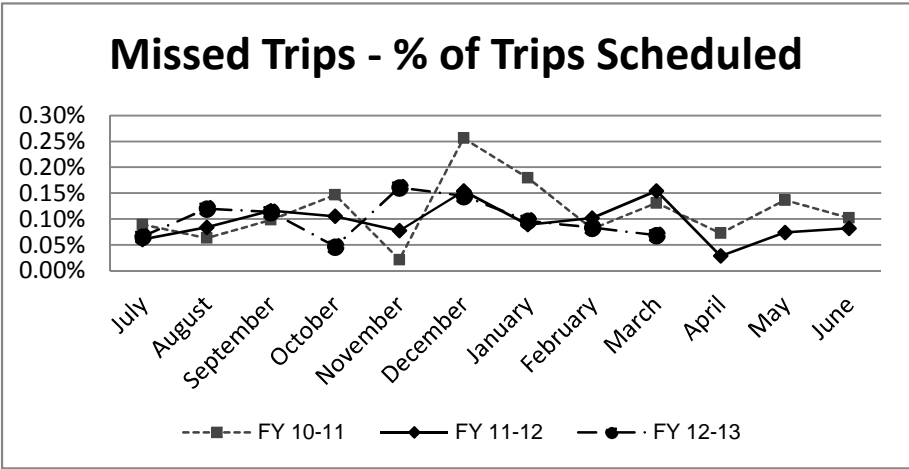
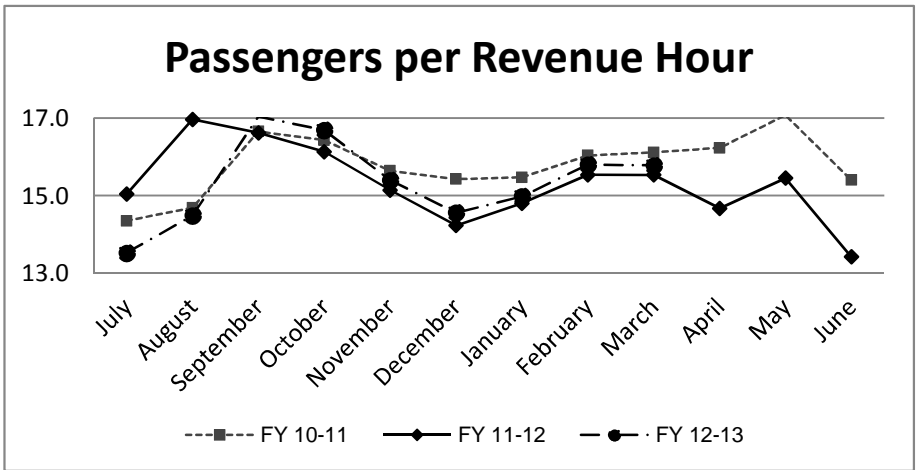
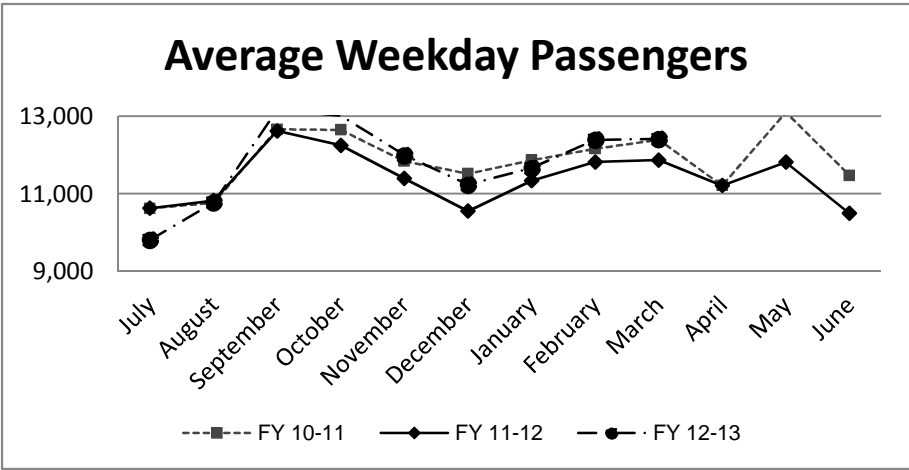
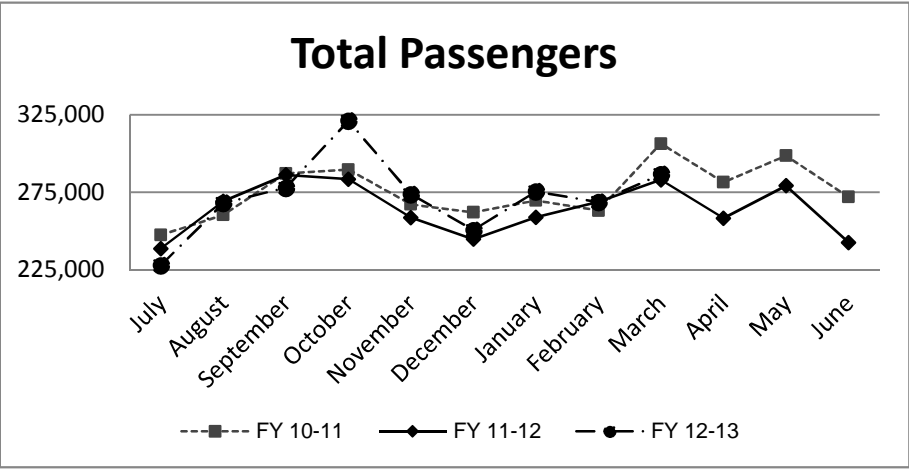
* Based on current standards from updated SRTP

Analysis

Average weekday ridership is higher in March (12,410 passengers) from February (12,388 passengers). Average ridership this year is higher compared to March of last year (11,867 passengers). Productivity in March is equal to 15.8 passengers per hour from the February level of 15.8 passengers per hour.

The percentage of missed trips in February (0.07%) as compared to the prior month February (0.08%). The YTD average is 0.10% missed trips.

The number of miles between roadcalls was 30,989 miles in March which is lower than the prior month when we experienced 32,300 miles between roadcalls. The 12 month average is 27,383 miles between roadcalls.



TRANSPORTATION and MAINTANCE
Operation Data Summary

TRANSPORTATION	2012 March	2012 April	2012 May	2012 June	2012 July	2012 August	2012 September	2012 October	2012 November	2012 December	2013 January	2013 February	2013 March	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	281,156	267,150	278,303	253,651	247,826	278,449	250,982	298,277	269,325	259,994	283,381	258,396	278,078	3,504,968
Work Days	31	30	30	30	30	31	29	31	29	30	30	28	31	390
Revenue Hours	18,220	17,602	18,067	17,046	16,832	18,496	16,305	19,242	17,777	17,194	18,390	17,003	18,167	230,342
Operator Pay Hours	31,195	30,306	31,155	30,023	29,970	31,358	31,780	38,149	32,217	30,111	33,540	28,965	30,787	409,554
Number of Operators	164	162	161	161	165	165	169	168	168	172	172	170	170	167
Unscheduled Absences	420	412	307	365	337	369	308	357	289	266	343	457	307	4,537
FT Protection	53	50	45	59	29	68	88	35	41	30	61	33	54	646
Worker Comp.	109	113	87	96	112	94	40	69	48	54	53	98	56	1,029
Sick leave	258	249	175	210	196	207	180	253	200	182	229	326	197	2,862
Collision Accidents	4	2	10	6	5	6	2	3	2	5	4	5	4	58
Passenger Accidents	13	11	10	12	8	12	11	11	12	8	8	14	21	151
Total Chargeable Collisions	1	2	2	1	2	5	1	2	2	2	1	1	3	25
Chargeable/100K Miles	0.35	0.74	0.71	0.39	0.80	1.79	0.39	0.67	0.74	0.76	0.35	0.38	1.07	0.71
Number of Trips Scheduled	24,600	23,581	24,359	23,124	22,782	25,003	22,040	25,666	23,606	22,831	20,706	20,388	20,388	299,074
Number of Trips Missed	38	7	18	19	15	30	25	12	38	33	20	17	14	286
Of Trips Scheduled - % Missed	0.15%	0.03%	0.07%	0.08%	0.07%	0.12%	0.11%	0.05%	0.16%	0.14%	0.10%	0.08%	0.07%	0.10%
Of Trips Missed - Mechanical	20	3	7	15	10	14	16	7	26	26	14	10	10	178
On Time Performance %	90%	90%	88%	88%	90%	89%	86%	86%	87%	86%	91%	88%	89%	88%
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	6	8	12	6	16	14	14	19	11	11	10	12	154
Road Calls for Mechanical	10	4	7	8	6	13	13	13	17	10	10	8	9	128
Road Calls for Other	5	2	1	4	0	3	1	1	2	1	1	2	3	26
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	11,930	11,249	12,214	9,647	12,445	8,999	9,238	13,330	9,447	9,200	10,698	8,884	10,458	
200 - 299	33,067	32,494	16,426	35,164	27,631	34,306	16,941	39,167	15,017	34,419	37,985	37,364	38,776	
300 - 399	6,224	40,903	39,175	35,450	34,557	20,859	9,144	8,639	5,298	41,218	19,091	17,682	19,419	
400 - 499	36,198	31,581	34,388	23,555	29,747	15,132	28,970	32,330	17,607	14,648	19,015	14,159	18,047	
500 - 519	52,607	52,074	27,108	48,677	44,991	27,014	45,353	12,182	53,070	8,355	26,561	47,194	16,093	
900 - 939	48,365	8,643	93,324	29,483	41,234	31,128	28,642	105,079	18,513	31,039	31,214	44,687	46,750	
2000 - 2099	13,282	11,936	12,134	12,708	15,987	7,876	5,519	16,448	11,914	10,969	11,723	11,898	12,135	
Fleet Avg.	28,116	66,788	39,758	31,706	41,304	21,419	19,306	22,944	15,843	25,999	28,338	32,300	30,989	27,383
Maintenance Pay Hours	4,581	4,311	4,437	4,093	4,395	4,522	4,520	4,656	4,162	4,523	4,705	4,142	4,283	57,329
No. Maint. Employees	26	26	25	27	26	27	27	27	26	27	27	27	25	26
Maint. Emps/100K Miles	9	10	9	11	10	10	11	9	10	10	10	10	9	1
Unscheduled Absences	7	1	2	4	3	0	3	2	4	1	3	4	3	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		
March 2013 - Fixed Route Boardings	286,590	Revenue Hours -	March 2013	18,167	Weekdays -	March 13	21	Fiscal 2013 YTD	2,449,417
			March 2012	18,220		March 12	22		
Bus Bridge		Revenue Miles -	March 2013	203,777	Saturdays -	March 13	5	Fiscal 2012YTD	2,391,038
Special Event			March 2012	204,334		March 12	4		
					Sundays -	March 13	5		
						March 12	4		
March 2013 Total Boardings	286,590	Passengers per Mile		1.4	Total Days - 2013	31	YTD Trend	2.4%	
March 2012 Total Boardings	282,995	Passengers per Hour		15.78	2012	30	Monthly Trend	1.3%	

March 2012 Fixed Route Passenger Total							March 2013	March 2013
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour	
1	Rossmoor / Shadelands	7,564			7,564	360	13.7	
2	Rudgear / Walnut Creek	1,422			1,422	68	7.5	
4	Walnut Creek Downtown Shuttle	19,589	3,007	2,652	25,248	933	27.0	
5	Creekside / Walnut Creek	1,702			1,702	81	8.1	
6	Lafayette / Moraga / Orinda	9,695	610	468	10,774	462	14.7	
7	Shadelands / Pleasant Hill / Walnut Creek	4,859			4,859	231	7.2	
9	DVC / Walnut Creek	11,628			11,628	554	13.4	
10	Concord / Clayton Rd	22,617			22,617	1,077	22.5	
11	Treat Blvd / Oak Grove	6,791			6,791	323	17.4	
14	Monument Blvd	13,318			13,318	634	16.0	
15	Treat Boulevard	11,930			11,930	568	18.6	
16	Alhambra Ave / Monument Blvd	14,654			14,654	698	13.5	
17	Olivera/Solano / Salvio / North Concord	5,059			5,059	241	13.0	
18	Amtrak / Merello / Pleasant Hill	10,010			10,010	477	15.1	
19	Amtrak / Pacheco Blvd / Concord	3,210			3,210	153	11.0	
20	DVC / Concord	24,363			24,363	1,160	24.7	
21	Walnut Creek / San Ramon Transit Center	12,760			12,760	608	12.5	
25	Lafayette / Walnut Creek	1,340			1,340	64	5.6	
28	North Concord / Martinez	6,319			6,319	301	10.0	
35	Dougherty Valley	8,286			8,286	395	12.2	
36	San Ramon / Dublin	5,323			5,323	253	9.5	
91X	Concord Commuter Express	899			899	43	11.9	
92X	Ace Shuttle Express	3,589			3,589	171	14.4	
93X	Kirker Pass Express	4,857			4,857	231	16.3	
95X	San Ramon / Danville Express	3,528			3,528	168	16.7	
96X	Bishop Ranch Express	11,096			11,096	528	16.6	
97X	Bishop Ranch Express	2,233			2,233	106	10.8	
98X	Martinez Express	8,249			8,249	393	14.8	
250 *	Gael Rail Service	93	167	98	358	10	3.6	
260 *	Cal State East Bay / Concord Bart	203			203	13	1.5	
301	Rossmoor / John Muir Medical Center		378	170	548	0	6.1	
310	Concord Bart / Clayton Rd / Kirker Pass		2,158	1,425	3,583	0	25.6	
311	Concord / Oak Grove / Treat Blvd / WC		1,154	853	2,006	0	13.2	
314	Clayton Rd / Monument Blvd / PH		3,323	2,102	5,424	0	19.9	
315	Concord / Willow Pass / Landana		305	195	500	0	7.5	
316	Alhambra / Merello / Pleasant Hill		1,807	1,114	2,922	0	14.7	
320	DVC / Concord		1,146	708	1,854	0	14.7	
321	San Ramon / Walnut Creek		1,274	865	2,139	0	10.7	
600's	Select Service	23,425			23,425	1,115	28.3	
TOTALS		260,612	15,329	10,649	286,590	12,410	15.8	

* Data from Link ** Seasonal Route

Operations Data Summary
MARCH 2013 PRODUCTIVITY
(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	23,425	1,115	28.3
4	Walnut Creek Downtown Shuttle	25,248	933	27.0
310	Concord Bart / Clayton Rd / Kirker Pass	3,583	0	25.6
20	DVC / Concord	24,363	1,160	24.7
10	Concord / Clayton Rd	22,617	1,077	22.5
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,424	0	19.9
15	Treat Boulevard	11,930	568	18.6
11	Treat Blvd / Oak Grove	6,791	323	17.4
95X	San Ramon / Danville Express	3,528	168	16.7
96X	Bishop Ranch Express	11,096	528	16.6
93X	Kirker Pass Express	4,857	231	16.3
14	Monument Blvd	13,318	634	16.0
18	Amtrak / Merello / Pleasant Hill	10,010	477	15.1
98X	Martinez Express	8,249	393	14.8
320	DVC / Concord	1,854	0	14.7
6	Lafayette / Moraga / Orinda / Orinda Village	10,774	462	14.7
316	Alhambra / Merello / Pleasant Hill	2,922	0	14.7
92X	Ace Shuttle Express	3,589	171	14.4
1	Rossmoor / Shadelands	7,564	360	13.7
16	Alhambra Ave / Monument Blvd	14,654	698	13.5
9	DVC / Walnut Creek	11,628	554	13.4
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	2,006	0	13.2
17	Olivera/Solano / Salvio / North Concord	5,059	241	13.0
21	Walnut Creek / San Ramon Transit Center	12,760	608	12.5
35	Dougherty Valley	8,286	395	12.2
91X	Concord Commuter Express	899	43	11.9
19	Amtrak / Pacheco Blvd / Concord	3,210	153	11.0
97X	Bishop Ranch Express	2,233	106	10.8
321	San Ramon / Walnut Creek	2,139	0	10.7
28	North Concord / Martinez	6,319	301	10.0
36	San Ramon / Dublin	5,323	253	9.5
5	Creekside / Walnut Creek	1,702	81	8.1
2	Rudgear / Walnut Creek	1,422	68	7.5
315	Concord / Willow Pass / Landana	500	0	7.5
7	Shadelands / Pleasant Hill / Walnut Creek	4,859	231	7.2
301	Rossmoor / John Muir Medical Center	548	0	6.1
25	Lafayette / Walnut Creek	1,340	64	5.6
250 *	Gael Rail Service	358	10	3.6
260 *	Cal State East Bay / Concord Bart	203	13	1.5

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
1	Rossmoor / Shadelands	381	376	365	349	357	336	356	380	326	325	342	349	360
2	Rudgear / Walnut Creek	60	59	60	50	50	58	76	64	62	60	65	60	68
4	Walnut Creek Downtown Shuttle	919	851	851	848	836	880	951	874	878	918	859	840	933
4H **	Walnut Creek Extended Holiday Shuttle									25	28			
5	Creekside / Walnut Creek	63	48	51	53	65	64	84	74	71	66	78	82	81
6	Lafayette / Moraga / Orinda	466	415	416	319	284	318	540	510	467	359	422	458	462
7	Shadelands / Pleasant Hill / Walnut Creek	232	230	251	234	231	234	239	228	213	195	216	213	231
9	DVC / Walnut Creek	554	522	550	531	558	563	642	605	576	523	551	575	554
10	Concord / Clayton Rd	984	955	1,016	927	894	979	1,151	1,133	1,038	979	1,016	1,093	1,077
11	Treat Blvd / Oak Grove	317	291	303	265	271	284	352	349	304	263	288	309	323
14	Monument Blvd	599	600	619	591	581	609	670	664	634	596	627	638	634
15	Treat Boulevard	471	449	492	456	404	427	542	548	513	487	498	551	568
16	Alhambra Ave / Monument Blvd	689	685	728	691	660	652	720	715	674	658	645	727	698
17	Olivera/Solano / Salvio / North Concord	210	205	234	208	215	203	239	251	215	205	233	226	241
18	Amtrak / Merello / Pleasant Hill	437	411	454	408	387	438	505	506	463	432	447	484	477
19	Amtrak / Pacheco Blvd / Concord	120	133	137	145	141	150	154	149	144	121	140	146	153
20	DVC / Concord	1,165	1,078	1,096	955	972	1,117	1,358	1,346	1,224	1,075	1,177	1,311	1,160
21	Walnut Creek / San Ramon Transit Center	594	572	613	576	584	570	638	659	610	561	573	584	608
25	Lafayette / Walnut Creek	58	58	65	61	64	60	71	63	57	56	57	58	64
28	North Concord / Martinez	297	199	250	244	265	291	332	329	316	286	295	319	301
35	Dougherty Valley	362	302	362	317	312	334	410	431	390	360	374	409	395
36	San Ramon / Dublin	239	234	245	213	224	230	257	251	245	233	249	244	253
91X	Concord Commuter Express	27	34	41	30	36	55	85	90	54	35	39	41	43
92X	Ace Shuttle Express	158	149	142	138	149	158	179	203	197	154	191	176	171
93X	Kirker Pass Express	210	210	222	221	206	214	227	227	192	149	213	220	231
95X	San Ramon / Danville Express	179	182	190	174	163	164	173	181	170	135	173	188	168
96X	Bishop Ranch Express	529	481	480	465	457	464	528	524	505	467	493	502	528
97X	Bishop Ranch Express	95	99	93	81	76	103	84	108	108	84	110	105	106
98X	Martinez Express	336	338	347	322	324	351	380	372	361	336	348	392	393
250 *	St Mary's College Gael Rail Shuttle	16	12	10			7	12	12	19	4	8	17	10
260 *	Cal State East Bay / Concord Bart	2	6	9	4			8	6	7	3	19	20	13
600's	Select Service	1,108	1,036	1,129	622	43	469	1,202	1,169	961	1,446	923	1,068	1,115
TOTALS		11,867	11,210	11,812	10,494	9,809	10,776	13,151	13,015	11,988	11,229	11,660	12,388	12,410

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
SATURDAY		<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>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	538	577	343	465	397	524	656	569	641	788	534	581	601
4H **	Walnut Creek Extended Holiday Shuttle									23	145			
6	Lafayette / Moraga / Orinda	116	97	98	76	59	85	179	143	141	116	95	120	122
250 *	St Mary's College Gael Rail Shuttle	35	28	18			4	33	30	31	14	26	31	33
301	Rossmoor / John Muir Medical Center	67	57	55	78	51	66	76	72	67	73	72	43	76
310	Concord Bart / Clayton Rd / Kirker Pass	362	299	330	403	319	416	399	418	415	474	361	443	432
311	Concord / Oak Grove / Treat Blvd / WC	206	188	190	217	166	213	241	246	256	269	211	261	231
314	Clayton Rd / Monument Blvd / PH	573	521	508	721	427	642	680	691	645	797	595	628	665
315	Concord / Willow Pass / Landana	68	46	62	66	47	64	65	73	75	79	55	59	61
316	Alhambra / Merello / Pleasant Hill	316	259	281	290	272	353	353	367	379	451	345	359	361
320	DVC / Concord	196	192	170	259	181	247	232	250	233	249	205	231	229
321	San Ramon / Walnut Creek	217	192	197	239	209	290	290	299	274	314	263	282	255
TOTALS		2,694	2,457	2,251	2,814	2,131	2,903	3,203	3,159	3,181	3,769	2,762	3,040	3,066

Route	Destination Information	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
SUNDAY		<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>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	488	640	313	359	447	406	573	421	439	619	381	429	530
6	Lafayette / Moraga / Orinda	90	99	98	55	72	87	115	118	96	70	76	97	94
250 *	St Mary's College Gael Rail Shuttle	26	21	12			3	23	20	13	10	22	23	20
301	Rossmoor / John Muir Medical Center	47	60	55	63	59	66	63	57	49	71	51	39	34
310	Concord Bart / Clayton Rd / Kirker Pass	311	351	327	340	469	316	298	303	332	352	305	330	285
311	Concord / Oak Grove / Treat Blvd / WC	193	216	165	165	232	176	204	221	217	230	168	188	171
314	Clayton Rd / Monument Blvd / PH	423	558	435	480	682	443	477	497	523	553	426	447	420
315	Concord / Willow Pass / Landana	44	49	45	40	54	35	38	48	41	45	38	33	39
316	Alhambra / Merello / Pleasant Hill	200	259	199	188	296	241	252	242	240	308	210	245	223
320	DVC / Concord	125	175	152	137	213	161	148	143	177	177	126	164	142
321	San Ramon / Walnut Creek	167	198	199	194	239	191	198	196	180	234	171	191	173
TOTALS		2,115	2,627	2,000	2,021	2,763	2,124	2,389	2,267	2,307	2,670	1,973	2,187	2,130

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
Owl	Bart Night Owl Service

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

SUMMARY	MARCH FY 11/12	MARCH FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	12,848	12,403	112,138	106,910
2 TOTAL ATTENDANTS	846	732	8,398	7,291
3 TOTAL COMPANIONS	104	77	717	644
4 TOTAL PASSENGERS	13,798	13,212	121,253	114,845
5 TOTAL SERVICE DAYS	31	31	269	269
6 VEHICLE REVENUE HOURS	6,614	6,127	59,095	55,986
7 VEHICLE SERVICE HOURS	8,192	7,666	72,479	69,602
8 VEHICLE NON REV HOURS	1,577	1,539	13,332	13,304
9 VEHICLE SERVICE MILES	130,280	128,087	1,142,455	1,085,264
10 VEHICLE REVENUE MILES	107,401	107,098	945,155	898,505
11 VEHICLE NON REV MILES	22,879	20,989	197,300	188,340
12 PASS. PER REVENUE HOUR	2.09	2.16	2.05	2.05
13 CLIENT PER REVENUE HOUR	1.94	2.02	1.90	1.91
14 PASS. PER SERVICE HOUR	1.68	1.72	1.67	1.65
15 PASS. PER SERVICE MILE	0.11	0.10	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.12	0.13	0.13
17 TOTAL TRANSFER TRIPS	1118	1,028	8,744	8,468
18 SAME DAY TRIPS	224	115	2,116	1,524
19 SUBSCRIPTION TRIPS	8,358	6,597	72,590	64,868
20 DEMAND	4,382	5,807	38,645	51,766
21 FAREBOX REVENUE	\$13,691.28	\$12,753.13	\$122,176.28	\$112,349.56
22 PREPAID CLIENTS	\$9,703.50	\$10,520.00	\$99,111.50	\$90,501.00
23 COLLECTED BILLING	\$45,252.30	\$33,060.00	\$263,102.60	\$267,358.00
24 TOTAL REVENUE COLLECTED	\$68,647.08	\$56,333.13	\$484,390.38	\$470,208.56
25 CHARGEABLE ACCIDENTS	0	0	4	1
26 SERVICE COMPLAINTS	1	0	4	0
27 SERVICE COMMENDATIONS	2	0	13	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	1	18	19
30 DRIVER TURNOVER	0.0%	0.0%	4.9%	9.6%
31 SCHEDULE ADHERENCE	94%	85%	95%	96%
32 WHEELCHAIR BOARDING'S	3,370	2,876	29,773	27,563
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	11,064	6,700	N/A	NA
35 UNDUPLICATED CLIENTS	1,124	1,162	N/A	NA
36 NO-SHOWS	70	66	547	491
37 CANCELS	3,308	1,552	22,013	15,789
38 AVG. TRIP LENGTH (MILES)	9.4	9.7	9.4	9.4
39 AVG. SM BUSES IN SERVICE	3	8	NA	8
40 AVG. BUSES IN SERVICE	48	55	NA	55
41 TOTAL FUEL/GALLONS	18,164	16,978	159,242	149,310
42 FLEET M.P.G.	7.2	7.5	7.2	7.3