

# County Connection

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

## OPERATIONS & SCHEDULING MEETING AGENDA

**Friday, May 31, 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 May 3, 2013\*
4. Maintenance – None
5. Planning and Scheduling
  - a. Alamo Creek T-1 Service Proposal\*
  - b. Update on DVC Student Pass Work
6. Paratransit and Accessible Services
  - a. First Transit Service Contract – Update\*
  - b. Update on Paratransit Workshop Planning
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

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\*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 Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or [hill@cccta.org](mailto:hill@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, June 20, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, June 5, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Friday, July 12, 9:30 a.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, June 6, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Operations & Scheduling:	To be determined, 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  
**May 3, 2013, 8:00 a.m.**

**Directors:** Directors Bob Simmons, Jack Weir, Candace Andersen, Dave Hudson, Erling Horn

**Staff:** Rick Ramacier, Scott Mitchell, Laramie Bowron, 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 April 5, 2013:** Minutes were approved.
4. **Maintenance:** No Items.
5. **Planning and Scheduling:**
  - a. Service Cuts in Response to Transit Performance Initiative (TPI) – Mr. Bowron explained how MTC will be allocating TPI funds based on passengers and productivity. He proposed that very unproductive mid-day trips on Route #2, 5, and 25 be eliminated to boost productivity on those routes and the system overall. All routes and trips were analyzed and trips that carried less than 4 passenger boardings were then reviewed further to determine if cost savings could result given operations and scheduling feasibility. Mr. Hoffman suggested that the route #25 be re-routed to serve California Ave. There was a lot of discussion about the process and in the end a majority of the committee supported the service changes proposed. The item was referred for discussion and action at the Board level.
  - b. DVC Student Pass – Ms. Muzzini updated the Committee on progress being made toward a DVC student pass. She explained that it will take a vote of the students or action by the College Board to budget for the fare subsidy. She summarized discussions with the Finance Director and the Dean of Students. The Committee asked to schedule the next meeting at DVC and have representatives of the college present. They asked that staff be sure to communicate with Karen Mitchoff, Lynn Overcashier, and Peter Garcia.
6. **Paratransit and Accessible Services:** None
7. **Staff Reports**
  - a. Fixed Route Monthly Report – March 2013 – Ms. Muzzini presented the fixed-route report which was approved without comment.
  - b. LINK Monthly Report – Marc 2013 - Mr. Ramacier presented the LINK 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 31st
11. **Adjournment** – meeting was adjourned at 9:30 a.m.

**To:** Operations and Scheduling Committee

**Date:** May 23, 2013

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

**Reviewed by:**

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**Subject:** Alamo Creek T-1 Service Proposal

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**Background:** In 2005 the County approved an assessment fee for Alamo Creek property owners to pay for a transit benefit. The County Service Area (CSA) includes 1,074 parcels and most are paying the \$377.62 assessment per year for single family residences. The total fee amount generated is equal to \$349,986 per year. Because no service has been implemented, the balance in the account has accumulated and will be equal to \$1.5 million at the end of FY12-13.

**Current Status:** County Connection staff has been urging Public Works staff to do the necessary planning and implement service. Recently the project was given higher priority and a new staff person has been assigned to get service off the ground. He is considering funding private commute shuttles, Traffix school service, and general public dial-a-ride and has asked for a proposal from County Connection. A vision for transit service has been developed whereby residents in the CSA would call to arrange for a pick up and would ride free. They could travel to specified park and ride lots, the WC BART station, and any destination within the designated service area.

**Proposal:** A service that provides same day and advance reservations and is tailored to meet the needs of the Alamo Creek, Monterosso, and Ponderosa Colony community (the CSA). General public dial a ride service is flexible and can be utilized by everyone; students, commuters, and seniors. To make this happen County Connection would provide a LINK type van with a driver (hopefully the same one every day) who takes reservations on the cell phone... like a cab driver. Over time patterns will emerge with regular riders providing the backbone of the service. The van will be kept within a specified service area so it is available to respond to ride requests. We propose limiting the destinations to those near Camino Tassajara and along the 680 corridor between the Danville Park and Ride lot and the Walnut Creek BART station.

The cost for the service would be based on the current First Transit contract rate for van service which is approximately \$60 per hour. The total cost to provide service from 6 till 10 am and from 3 till 7 pm on weekdays would be \$156,000 a year. (8 hrs revenue time; 2 hours deadhead = 10 hrs billing per wkday; 260 weekdays per year; \$60 per hour).

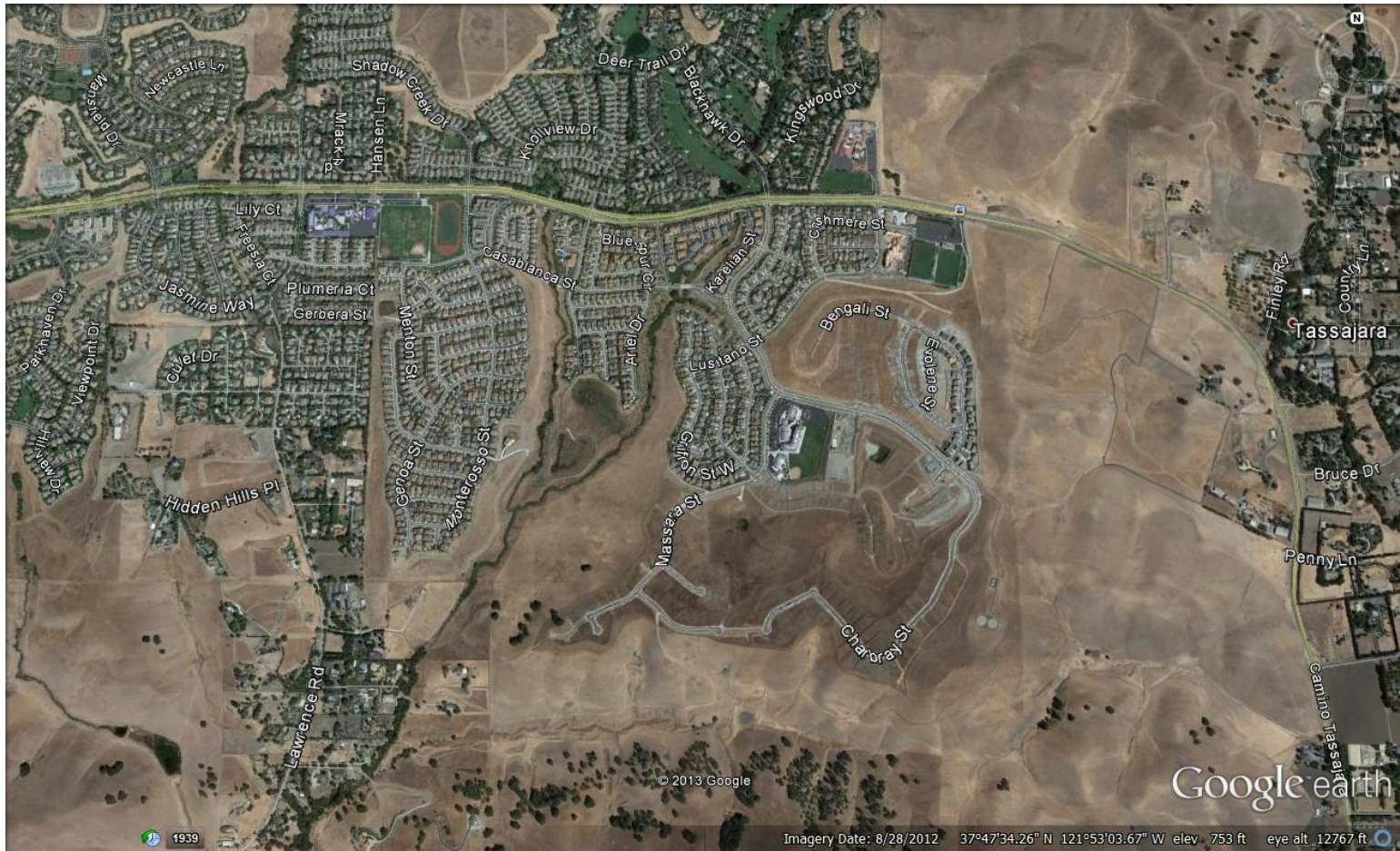
At first we'd use an existing LINK van but after the first year of service, when we have a better idea of the demand and passenger loads, a new vehicle would be bought. The price of the vehicle will be included in our proposal to the County.

Marketing efforts would include using a specially painted van such as the three with the Mt Diablo photo on them. See attached picture. In addition a direct mail flyer and/or door hangers would be targeted to eligible residents – those paying the assessment fee.

**Recommendation:** Staff recommends that the Committee support service to the County for the CSA T-1 that includes the operation of a one van dial a ride service that operates 8 hours a day during the peak on weekdays.









To: O&S Committee

Date: May 23, 2013

From: Bill Churchill, Director of Transportation

Reviewed by:

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**SUBJECT:** First Transit Service Contract – Update

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As previously discussed with the committee, staff has completed the negotiations with First Transit for the third, and final, contract extension for ADA paratransit services and maintenance. The final extension provides for a 2% increase to the hourly and fixed rate of the existing contract. Since this extension does not provide for any modifications to service policies or deployment, staff will bring this standard contract extension to A&F for approval.

This final extension marks the end of the existing contract with First Transit, requiring the development of a new request for proposals (RFP). Since both the O&S committee and the Board have expressed interest in examining alternative service delivery concepts, staff looks forward to discussing these options at the paratransit workshop later this summer. Following this workshop, O&S will provide direction for the development of the Paratransit RFP and the subsequent approval of the final contract.



## Agenda Item 7.a

**TO:** O&S Committee

**DATE:** May 9, 2013

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for April 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>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	297,018		
Average Weekday	12,549	11,897	
Pass/Rev Hour	15.9	15.4	Standard Goal > 17.0
Missed Trips	0.06%	0.10%	Standard Goal < 0.25%
Miles between Road Calls	25,484	26,317	Standard Goal > 18,000

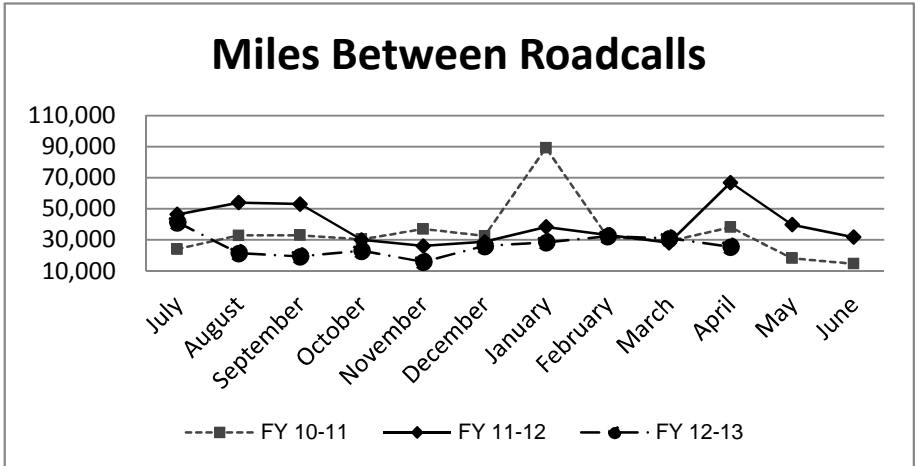
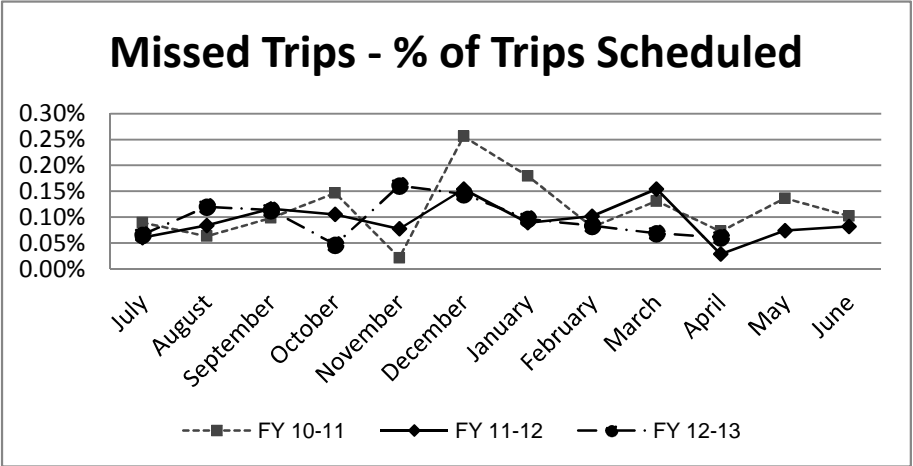
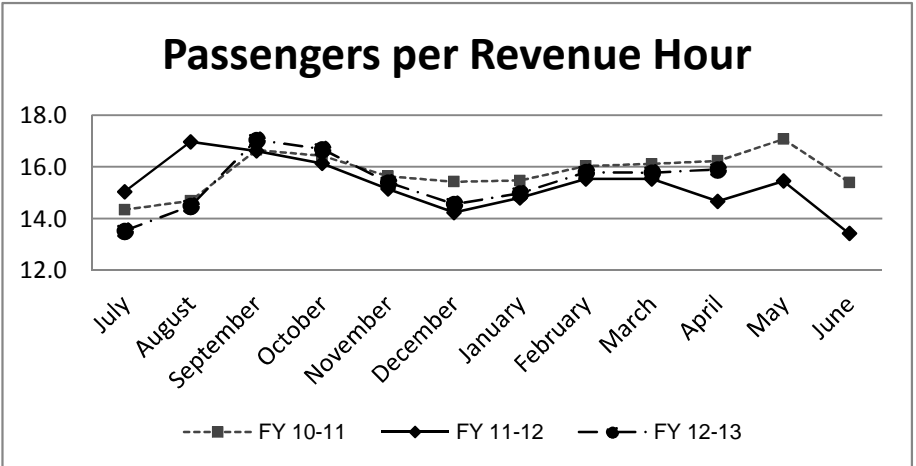
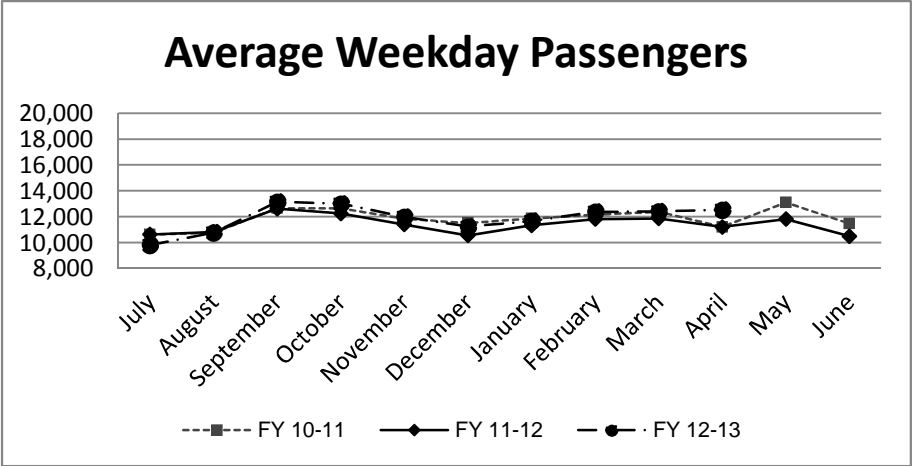
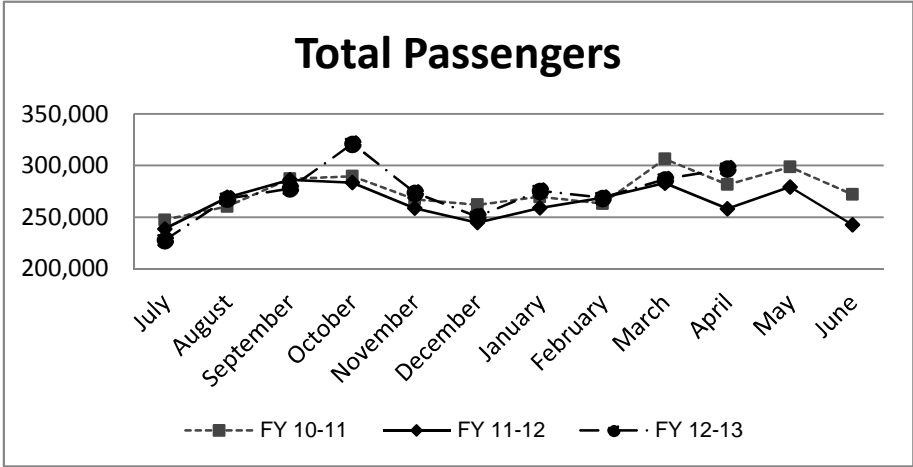
\* Based on current standards from updated S RTP

#### Analysis

Average weekday ridership is higher in April (12,549 passengers) than March (12,410 passengers) and significantly higher than April of last year (11,210). Productivity in April was 15.9 passengers per hour compared to the prior month's productivity of 15.8 passengers per hour.

The percentage of missed trips in April (0.06%) as compared to the prior month March (0.07%). The YTD average is 0.10% missed trips.

The number of miles between roadcalls was 25,484 miles in April which is lower than the prior month when we experienced 30,989 miles between roadcalls. The 12 month average is 26,317 miles between roadcalls.



**TRANSPORTATION and MAINTANCE  
Operation Data Summary**

<b>TRANSPORTATION</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>2013 March</b>	<b>2013 April</b>	<b>12 Month TOTALS</b>
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	278,303	253,651	247,826	278,449	250,982	298,277	269,325	259,994	283,381	258,396	278,078	280,325	3,236,987
<b>Work Days</b>	30	30	30	31	29	31	29	30	30	28	31	30	359
Revenue Hours	18,067	17,046	16,832	18,496	16,305	19,242	17,777	17,194	18,390	17,003	18,167	18,675	213,195
Operator Pay Hours	31,155	30,023	29,970	31,358	31,780	38,149	32,217	30,111	33,540	28,965	30,787	31,056	379,109
Number of Operators	161	161	165	165	169	168	168	172	172	170	170	170	168
<b>Unscheduled Absences</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>307</b>	<b>366</b>	<b>4,071</b>
FT Protection	45	59	29	68	88	35	41	30	61	33	54	80	623
Worker Comp.	87	96	112	94	40	69	48	54	53	98	56	84	891
Sick leave	175	210	196	207	180	253	200	182	229	326	197	202	2,557
<b>Collision Accidents</b>	10	6	5	6	2	3	2	5	4	5	4	3	55
Passenger Accidents	10	12	8	12	11	11	12	8	8	14	21	7	134
Total Chargeable Collisions	2	1	2	5	1	2	2	2	1	1	3	2	24
<b>Chargeable/100K Miles</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>1.07</b>	<b>0.71</b>	<b>0.74</b>
Number of Trips Scheduled	24,359	23,124	22,782	25,003	22,040	25,666	23,606	22,831	20,706	20,388	20,388	24,630	275,523
Number of Trips Missed	18	19	15	30	25	12	38	33	20	17	14	15	256
<b>Of Trips Scheduled - % Missed</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>0.07%</b>	<b>0.06%</b>	<b>0.09%</b>
Of Trips Missed - Mechanical	7	15	10	14	16	7	26	26	14	10	10	13	168
On Time Performance %	88%	88%	90%	89%	86%	86%	87%	86%	91%	88%	89%	90%	88%
<b>MAINTENANCE</b>													
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	8	12	6	16	14	14	19	11	11	10	12	12	145
Road Calls for Mechanical	7	8	6	13	13	13	17	10	10	8	9	9	123
<b>Road Calls for Other</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>3</b>	<b>3</b>	<b>22</b>
<b>Miles Between Mechanical Road Calls</b>													
<b>Bus Numbers</b>													
100 - 199	12,214	9,647	12,445	8,999	9,238	13,330	9,447	9,200	10,698	8,884	10,458	86,623	
200 - 299	16,426	35,164	27,631	34,306	16,941	39,167	15,017	34,419	37,985	37,364	38,776	16,411	
300 - 399	39,175	35,450	34,557	20,859	9,144	8,639	5,298	41,218	19,091	17,682	19,419	12,809	
400 - 499	34,388	23,555	29,747	15,132	28,970	32,330	17,607	14,648	19,015	14,159	18,047	34,649	
500 - 519	27,108	48,677	44,991	27,014	45,353	12,182	53,070	8,355	26,561	47,194	16,093	51,847	
900 - 939	93,324	29,483	41,234	31,128	28,642	105,079	18,513	31,039	31,214	44,687	46,750	26,312	
2000 - 2099	12,134	12,708	15,987	7,876	5,519	16,448	11,914	10,969	11,723	11,898	12,135	8,709	
Fleet Avg.	39,758	31,706	41,304	21,419	19,306	22,944	15,843	25,999	28,338	32,300	30,989	25,484	26,317
Maintenance Pay Hours	4,437	4,093	4,395	4,522	4,520	4,656	4,162	4,523	4,705	4,142	4,283	3,992	52,430
No. Maint. Employees	25	27	26	27	27	27	26	27	27	27	25	24	26
<b>Maint. Emps/100K Miles</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>9</b>	<b>9</b>	<b>1</b>
Unscheduled Absences	2	4	3	0	3	2	4	1	3	4	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**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>April 2013 - Fixed Route Boardings</b>	297,018	Revenue Hours -	April 2013	18,675	Weekdays - April 13	22	Fiscal 2013 YTD	2,746,435
			April 2012	17,602	April 12	21		
Bus Bridge		Revenue Miles -	April 2013	209,150	Saturdays - April 13	4	Fiscal 2012YTD	2,649,236
Special Event			April 2012	195,428	April 12	5		
					Sundays - April 13	4		
					April 12	4		
<b>April 2013 Total Boardings</b>	<b>297,018</b>	<b>Passengers per Mile</b>		<b>1.4</b>	<b>Total Days - 2013</b>	<b>30</b>	<b>YTD Trend</b>	<b>3.7%</b>
<b>April 2012 Total Boardings</b>	<b>258,198</b>	<b>Passengers per Hour</b>		<b>15.90</b>	<b>2012</b>	<b>30</b>	<b>Monthly Trend</b>	<b>15.0%</b>

April 2013 Fixed Route Passenger Total							April 2013	April 2013
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour	
1	Rossmoor / Shadelands	7,898			7,898	359	13.6	
2	Rudgear / Walnut Creek	1,462			1,462	66	7.4	
4	Walnut Creek Downtown Shuttle	19,741	2,378	1,742	23,862	897	25.4	
5	Creekside / Walnut Creek	1,784			1,784	81	8.1	
6	Lafayette / Moraga / Orinda	10,262	601	473	11,337	466	15.2	
7	Shadelands / Pleasant Hill / Walnut Creek	5,036			5,036	229	7.1	
9	DVC / Walnut Creek	13,157			13,157	598	14.4	
10	Concord / Clayton Rd	23,738			23,738	1,079	22.5	
11	Treat Blvd / Oak Grove	7,124			7,124	324	17.5	
14	Monument Blvd	13,909			13,909	632	16.0	
15	Treat Boulevard	11,195			11,195	509	16.7	
16	Alhambra Ave / Monument Blvd	15,676			15,676	713	13.7	
17	Olivera/Solano / Salvio / North Concord	5,440			5,440	247	13.4	
18	Amtrak / Merello / Pleasant Hill	10,153			10,153	461	14.6	
19	Amtrak / Pacheco Blvd / Concord	3,251			3,251	148	10.7	
20	DVC / Concord	27,072			27,072	1,231	26.2	
21	Walnut Creek / San Ramon Transit Center	13,793			13,793	627	12.9	
25	Lafayette / Walnut Creek	1,445			1,445	66	5.7	
28	North Concord / Martinez	7,030			7,030	320	10.6	
35	Dougherty Valley	9,414			9,414	428	13.2	
36	San Ramon / Dublin	5,465			5,465	248	9.3	
91X	Concord Commuter Express	911			911	41	11.6	
92X	Ace Shuttle Express	4,074			4,074	185	15.6	
93X	Kirker Pass Express	5,157			5,157	234	16.5	
95X	San Ramon / Danville Express	3,688			3,688	168	16.7	
96X	Bishop Ranch Express	11,562			11,562	526	16.5	
97X	Bishop Ranch Express	2,441			2,441	111	11.2	
98X	Martinez Express	8,439			8,439	384	14.5	
250 *	Gael Rail Service	132	190	72	394	17	4.6	
260 *	Cal State East Bay / Concord Bart	389			389	23	2.7	
301	Rossmoor / John Muir Medical Center		284	245	529	0	7.1	
310	Concord Bart / Clayton Rd / Kirker Pass		1,574	1,379	2,953	0	26.2	
311	Concord / Oak Grove / Treat Blvd / WC		1,055	740	1,796	0	14.9	
314	Clayton Rd / Monument Blvd / PH		2,449	1,715	4,164	0	19.1	
315	Concord / Willow Pass / Landana		224	151	375	0	6.9	
316	Alhambra / Merello / Pleasant Hill		1,383	971	2,353	0	14.8	
320	DVC / Concord		876	561	1,437	0	14.6	
321	San Ramon / Walnut Creek		1,082	791	1,873	0	11.7	
600's	Select Service	25,242			25,242	1,147	28.3	
<b>TOTALS</b>		<b>276,080</b>	<b>12,095</b>	<b>8,842</b>	<b>297,018</b>	<b>12,549</b>	<b>15.9</b>	



**APRIL 2013 PRODUCTIVITY**  
(sorted by Pass / Rev Hr - decending order)

<b>Route</b>	<b>Destination Information</b>	<b>Total</b>	<b>Wkday Avg</b>	<b>Passenger / Rev Hr</b>
600's	Select Service	25,242	1,147	28.3
20	DVC / Concord	27,072	1,231	26.2
310	Concord Bart / Clayton Rd / Kirker Pass	2,953		26.2
4	Walnut Creek Downtown Shuttle	23,862	897	25.4
10	Concord / Clayton Rd	23,738	1,079	22.5
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,164		19.1
11	Treat Blvd / Oak Grove	7,124	324	17.5
15	Treat Boulevard	11,195	509	16.7
95X	San Ramon / Danville Express	3,688	168	16.7
93X	Kirker Pass Express	5,157	234	16.5
96X	Bishop Ranch Express	11,562	526	16.5
14	Monument Blvd	13,909	632	16.0
92X	Ace Shuttle Express	4,074	185	15.6
6	Lafayette / Moraga / Orinda / Orinda Village	11,337	466	15.2
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,796		14.9
316	Alhambra / Merello / Pleasant Hill	2,353		14.8
320	DVC / Concord	1,437		14.6
18	Amtrak / Merello / Pleasant Hill	10,153	461	14.6
98X	Martinez Express	8,439	384	14.5
9	DVC / Walnut Creek	13,157	598	14.4
16	Alhambra Ave / Monument Blvd	15,676	713	13.7
1	Rossmoor / Shadelands	7,898	359	13.6
17	Olivera/Solano / Salvio / North Concord	5,440	247	13.4
35	Dougherty Valley	9,414	428	13.2
21	Walnut Creek / San Ramon Transit Center	13,793	627	12.9
321	San Ramon / Walnut Creek	1,873		11.7
91X	Concord Commuter Express	911	41	11.6
97X	Bishop Ranch Express	2,441	111	11.2
19	Amtrak / Pacheco Blvd / Concord	3,251	148	10.7
28	North Concord / Martinez	7,030	320	10.6
36	San Ramon / Dublin	5,465	248	9.3
5	Creekside / Walnut Creek	1,784	81	8.1
2	Rudgear / Walnut Creek	1,462	66	7.4
301	Rossmoor / John Muir Medical Center	529		7.1
7	Shadelands / Pleasant Hill / Walnut Creek	5,036	229	7.1
315	Concord / Willow Pass / Landana	375		6.9
25	Lafayette / Walnut Creek	1,445	66	5.7
250 *	Gael Rail Service	394	17	4.6
260 *	Cal State East Bay / Concord Bart	389	23	2.7

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

**AVERAGE WEEKDAY BOARDINGS TREND**

Route	Destination Information	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	Increase from April 2012
1	Rossmoor / Shadelands	376	365	349	357	336	356	380	326	325	342	349	360	359	-17
2	Rudgear / Walnut Creek	59	60	50	50	58	76	64	62	60	65	60	68	66	7
4	Walnut Creek Downtown Shuttle	851	851	848	836	880	951	874	878	918	859	840	933	897	46
4H **	Walnut Creek Extended Holiday Shuttle								25	28					0
5	Creekside / Walnut Creek	48	51	53	65	64	84	74	71	66	78	82	81	81	33
6	Lafayette / Moraga / Orinda	415	416	319	284	318	540	510	467	359	422	458	462	466	52
7	Shadelands / Pleasant Hill / Walnut Creek	230	251	234	231	234	239	228	213	195	216	213	231	229	-1
9	DVC / Walnut Creek	522	550	531	558	563	642	605	576	523	551	575	554	598	76
<b>10</b>	<b>Concord / Clayton Rd</b>	<b>955</b>	<b>1,016</b>	<b>927</b>	<b>894</b>	<b>979</b>	<b>1,151</b>	<b>1,133</b>	<b>1,038</b>	<b>979</b>	<b>1,016</b>	<b>1,093</b>	<b>1,077</b>	<b>1,079</b>	<b>124</b>
11	Treat Blvd / Oak Grove	291	303	265	271	284	352	349	304	263	288	309	323	324	33
14	Monument Blvd	600	619	591	581	609	670	664	634	596	627	638	634	632	32
15	Treat Boulevard	449	492	456	404	427	542	548	513	487	498	551	568	509	60
16	Alhambra Ave / Monument Blvd	685	728	691	660	652	720	715	674	658	645	727	698	713	28
17	Olivera/Solano / Salvio / North Concord	205	234	208	215	203	239	251	215	205	233	226	241	247	42
18	Amtrak / Merello / Pleasant Hill	411	454	408	387	438	505	506	463	432	447	484	477	461	51
19	Amtrak / Pacheco Blvd / Concord	133	137	145	141	150	154	149	144	121	140	146	153	148	15
<b>20</b>	<b>DVC / Concord</b>	<b>1,078</b>	<b>1,096</b>	<b>955</b>	<b>972</b>	<b>1,117</b>	<b>1,358</b>	<b>1,346</b>	<b>1,224</b>	<b>1,075</b>	<b>1,177</b>	<b>1,311</b>	<b>1,160</b>	<b>1,231</b>	<b>153</b>
21	Walnut Creek / San Ramon Transit Center	572	613	576	584	570	638	659	610	561	573	584	608	627	55
25	Lafayette / Walnut Creek	58	65	61	64	60	71	63	57	56	57	58	64	66	8
<b>28</b>	<b>North Concord / Martinez</b>	<b>199</b>	<b>250</b>	<b>244</b>	<b>265</b>	<b>291</b>	<b>332</b>	<b>329</b>	<b>316</b>	<b>286</b>	<b>295</b>	<b>319</b>	<b>301</b>	<b>320</b>	<b>120</b>
<b>35</b>	<b>Dougherty Valley</b>	<b>302</b>	<b>362</b>	<b>317</b>	<b>312</b>	<b>334</b>	<b>410</b>	<b>431</b>	<b>390</b>	<b>360</b>	<b>374</b>	<b>409</b>	<b>395</b>	<b>428</b>	<b>126</b>
36	San Ramon / Dublin	234	245	213	224	230	257	251	245	233	249	244	253	248	15
91X	Concord Commuter Express	34	41	30	36	55	85	90	54	35	39	41	43	41	7
92X	Ace Shuttle Express	149	142	138	149	158	179	203	197	154	191	176	171	185	37
93X	Kirker Pass Express	210	222	221	206	214	227	227	192	149	213	220	231	234	25
95X	San Ramon / Danville Express	182	190	174	163	164	173	181	170	135	173	188	168	168	-14
96X	Bishop Ranch Express	481	480	465	457	464	528	524	505	467	493	502	528	526	44
97X	Bishop Ranch Express	99	93	81	76	103	84	108	108	84	110	105	106	111	12
98X	Martinez Express	338	347	322	324	351	380	372	361	336	348	392	393	384	46
250 *	St Mary's College Gael Rail Shuttle	12	10			7	12	12	19	4	8	17	10	17	5
260 *	Cal State East Bay / Concord Bart	6	9	4			8	6	7	3	19	20	13	23	17
600's	Select Service	1,036	1,129	622	43	469	1,202	1,169	961	1,446	923	1,068	1,115	1,147	111
<b>TOTALS</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>	<b>12,410</b>	<b>12,549</b>	<b>1,346</b>

**AVERAGE WEEKEND BOARDINGS TREND**

Route	Destination Information	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13
<b>SATURDAY</b>		<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>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	577	343	465	397	524	656	569	641	788	534	581	601	595
4H **	Walnut Creek Extended Holiday Shuttle								23	145				0
6	Lafayette / Moraga / Orinda	97	98	76	59	85	179	143	141	116	95	120	122	150
250 *	St Mary's College Gael Rail Shuttle	28	18			4	33	30	31	14	26	31	33	48
301	Rossmoor / John Muir Medical Center	57	55	78	51	66	76	72	67	73	72	43	76	71
310	Concord Bart / Clayton Rd / Kirker Pass	299	330	403	319	416	399	418	415	474	361	443	432	394
311	Concord / Oak Grove / Treat Blvd / WC	188	190	217	166	213	241	246	256	269	211	261	231	264
314	Clayton Rd / Monument Blvd / PH	521	508	721	427	642	680	691	645	797	595	628	665	612
315	Concord / Willow Pass / Landana	46	62	66	47	64	65	73	75	79	55	59	61	56
316	Alhambra / Merello / Pleasant Hill	259	281	290	272	353	353	367	379	451	345	359	361	346
320	DVC / Concord	192	170	259	181	247	232	250	233	249	205	231	229	219
321	San Ramon / Walnut Creek	192	197	239	209	290	290	299	274	314	263	282	255	270
<b>TOTALS</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>	<b>3,066</b>	<b>3,024</b>

Route	Destination Information	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-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>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>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	640	313	359	447	406	573	421	439	619	381	429	530	436
6	Lafayette / Moraga / Orinda	99	98	55	72	87	115	118	96	70	76	97	94	118
250 *	St Mary's College Gael Rail Shuttle	21	12			3	23	20	13	10	22	23	20	18
301	Rossmoor / John Muir Medical Center	60	55	63	59	66	63	57	49	71	51	39	34	61
310	Concord Bart / Clayton Rd / Kirker Pass	351	327	340	469	316	298	303	332	352	305	330	285	345
311	Concord / Oak Grove / Treat Blvd / WC	216	165	165	232	176	204	221	217	230	168	188	171	185
314	Clayton Rd / Monument Blvd / PH	558	435	480	682	443	477	497	523	553	426	447	420	429
315	Concord / Willow Pass / Landana	49	45	40	54	35	38	48	41	45	38	33	39	38
316	Alhambra / Merello / Pleasant Hill	259	199	188	296	241	252	242	240	308	210	245	223	243
320	DVC / Concord	175	152	137	213	161	148	143	177	177	126	164	142	140
321	San Ramon / Walnut Creek	198	199	194	239	191	198	196	180	234	171	191	173	198
<b>TOTALS</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>	<b>2,130</b>	<b>2,211</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  
APRIL FY12/13**

SUMMARY	APRIL FY 11/12	APRIL FY 12/13	YTD FY 11/12	YTD FY 12/13
1 TOTAL CLIENTS	12,008	12,636	124,146	119,546
2 TOTAL ATTENDANTS	788	842	9,186	8,133
3 TOTAL COMPANIONS	80	70	797	714
4 TOTAL PASSENGERS	12,876	13,548	134,129	128,393
5 TOTAL SERVICE DAYS	30	30	299	299
6 VEHICLE REVENUE HOURS	6,111	6,190	65,206	62,176
7 VEHICLE SERVICE HOURS	7,623	7,727	80,053	77,329
8 VEHICLE NON REV HOURS	1,512	1,537	14,845	14,841
9 VEHICLE SERVICE MILES	121,256	127,461	1,263,711	1,212,725
10 VEHICLE REVENUE MILES	98,866	106,258	1,044,021	1,004,763
11 VEHICLE NON REV MILES	22,390	21,203	219,690	209,543
12 PASS. PER REVENUE HOUR	2.11	2.19	2.06	2.06
13 CLIENT PER REVENUE HOUR	1.96	2.04	1.90	1.92
14 PASS. PER SERVICE HOUR	1.69	1.75	1.68	1.66
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	966	1,055	9,710	9,523
18 SAME DAY TRIPS	153	105	2,269	1,629
19 SUBSCRIPTION TRIPS	7,864	6,594	80,454	71,462
20 DEMAND	4,026	6,040	42,671	57,806
21 FAREBOX REVENUE	\$12,372.19	\$13,489.24	\$134,548.47	\$125,838.80
22 PREPAID CLIENTS	\$10,727.00	\$10,607.50	\$109,838.50	\$101,108.50
23 COLLECTED BILLING	\$17,330.00	\$32,200.00	\$280,432.60	\$299,558.00
24 TOTAL REVENUE COLLECTED	\$40,429.19	\$56,296.74	\$524,819.57	\$526,505.30
25 CHARGEABLE ACCIDENTS	0	0	4	1
26 SERVICE COMPLAINTS	0	0	4	0
27 SERVICE COMMENDATIONS	0	4	13	10
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	3	21	22
30 DRIVER TURNOVER	0.0%	1.2%	4.9%	10.8%
31 SCHEDULE ADHERENCE	95%	84%	100%	87%
32 WHEELCHAIR BOARDING'S	3,123	2,493	32,896	30,056
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	13,772	6,771	N/A	NA
35 UNDUPLICATED CLIENTS	1,132	1,253	N/A	NA
36 NO-SHOWS	52	92	599	583
37 CANCELS	3,207	1,717	25,220	17,506
38 AVG. TRIP LENGTH (MILES)	9.4	9.4	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	16,021	16,067	175,263	165,378
42 FLEET M.P.G.	7.6	7.9	7.2	7.3