

# County Connection

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

## **OPERATIONS & SCHEDULING COMMITTEE/SPECIAL BOARD OF DIRECTORS MEETING AGENDA**

**Friday, September 6, 2013  
8:00 a.m.**

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

This meeting will be held as a regular meeting of the Operations & Scheduling Committee. However, in the event that a quorum of the full Board of Directors is present, this meeting will be convened as a special meeting of the Board of Directors.

The committee/Board 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/Board.

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of August 2, 2013\*
4. Paratransit Workshop
  - a) Review of current status of paratransit services, and short term and long term challenges\*
  - b) Discussion regarding service delivery alternatives for future provision of paratransit services
5. Staff Reports
  - a. Fixed Route Monthly Report\*
  - b. LINK Monthly Report\*
6. Committee Comments
7. Future Agenda Items
8. Next Scheduled Meeting
9. 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, September 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, October 2, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Friday, September 13, 9:30 a.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, September 5, 8:00 a.m., 3338 Mt. Diablo Blvd., Lafayette
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  
**August 2, 2013, 8:00 a.m.**

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

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

**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:** Mr. Hoffman commented on the potential BART strike and questioned the County Connection's service in the event of a strike. He encouraged the County Connection to run buses from the Concord BART Station instead of the Walnut Creek BART Station.
- 3. Approval of O&S Summary Minutes for July 2, 2013:** Minutes were approved.
- 4. Maintenance:**
  - a. Bus Procurement Contract – Mr. Mitchell reported on County Connection's vehicle replacement plan and reported that a Request for Proposals (RFP) had been released as part of a joint procurement with 22 agencies and that proposals had been submitted by Gillig and BYD. Mr. Mitchell reported that BYD did not meet technical specifications and that Gillig's offer was agreeable. Mr. Mitchell also confirmed that the contracts are written to include specifications unique to the County Connection's needs. Director Hudson asked where, with 22 agencies, the Local Sales Tax is paid. Director Simmons requested that County Connection's legal counsel be asked about this issue and possibly report back to the Committee. Mr. Mitchell responded that he believed that all agencies pay their own sales tax. Director Andersen was surprised that more bids were not received. Mr. Mitchell responded that there are not many diesel bus manufacturers and that larger agencies currently have bigger bus orders and that the other manufacturers could have been more interested in those. Mr. Mitchell added that he followed up with 2 other manufacturers when they did not respond to the RFP to see if they were deterred by the technical specifications but did not receive a response. The Committee approved the contract and will forward it to the full Board for award.
  - b. Authorization to Purchase Seven 29-foot Low Floor Buses from Gillig – Mr. Mitchell requested authority to issue a notice to proceed to Gillig to build seven 29-foot buses. Director Horn asked when these buses would be delivered and Mr. Mitchell responded that buses are usually delivered in 14 months. The Committee approved the item.
- 5. Planning and Scheduling: None**
- 6. Paratransit and Accessible Services:**
  - a. Paratransit Workshop Update – Mr. Ramacier summarized the structure and discussion points he expects for the upcoming Paratransit Workshop. He stated that the goal of the workshop is to craft the scope of work for an RFP for the next paratransit contract. A secondary goal is to provide an in-depth look at alternative methods of service delivery including the American Logistics Company (ALC) model to gauge its applicability as well as other approaches in Contra Costa County. Director

Hudson requested that door-to-door service also be considered and Director Simmons requested that a county-wide contract be considered. Mr. Ramacier responded that those topics would be discussed at the meeting. Director Simmons confirmed that a conference room in the Walnut Creek City Hall had been reserved for the meeting.

**7. Staff Reports**

- a. Fixed Route Monthly Report – June 2013 – Mr. Bowron presented the fixed-route report which was approved without comment.
- b. LINK Monthly Report – May 2013 - Mr. Ramacier presented the LINK report which was approved without comment.

**8. Committee Comments** – Director Hudson commented on an increased emphasis from the California Air Resources Board (CARB) on black carbon bus emissions and also stated that they are considering a greater push for compressed natural gas.

**9. Future Agenda Items** – None discussed.

**10. Next Scheduled Meeting** –The next meeting is scheduled for September 6<sup>th</sup> at 8:30 am.

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

To: Board of Directors

Date: August 30, 2013

From: Bill Churchill, Director of Transportation

Reviewed by:

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

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#### **Background:**

With the anticipation of the end of the existing contract with First Transit, it is appropriate to begin to explore and evaluate the potential for alternative methods of Paratransit service delivery and even more importantly the fundamental organizational structure of the system. Additionally, staff continues to strive for a high quality Paratransit system that is still relevant and affordable within the very dynamic communities that we serve. With this in mind, staff has invested significant effort in conducting research regarding the Paratransit system with the goal of understanding the various challenges posed in maintaining the program both in the short term and distant future. Staff intends to summarize the research and various options available for the Board in order to clarify key policy issues facing County Connection and to facilitate the Board providing direction regarding Paratransit services.

#### **Paratransit Presentation Topics**

Staff will provide the Board with a presentation describing multiple facets of Paratransit services in Contra Costa County from the historical background of what existed in the 1980's, what exists today to potential organizational structures that could be implemented in the future. The following outline provides the range of topics to be discussed in the presentation.

##### **I. LINK History, Background & Funding**

- Staff will provide historical background regarding the evolution of the existing Paratransit system and what existed prior to LINK
- Funding History, Sources and Constraints

##### **II. Current LINK Performance and Paratransit Trends**

- Historical and Current ridership Trends
- Cost Per Pass/Trip over time
- Other Agency Ridership trends
- Background on other non-public Paratransit providers
- Central County Demographics and what it means for projected demand of Paratransit systems in Central County

### **III. Managing Future Growth on LINK Service & Improving Paratransit service Delivery to the Public**

- Mobility Management, Challenges, Potential Benefits & Current Status
- Development of a CTSA
- Joint Contracting for Paratransit Services
- Centralized licensing of Local Taxi Companies

### **IV. RFP Development Options**

- Flexible Contract Span
- Use of Sub-Contractors
- Shift Contract from Hourly rates to charging by the trip
- Provide Scoring advantages for Productivity Plan, Partnerships with other properties or for creative solutions for efficiency improvements

### **V. Board Discussion & Direction**

- Board discussion
- Direction related to RFP development
- Direction regarding final contract structure
- Direction regarding regional Paratransit efforts

### **Desired Outcome**

Staff will seek final direction from the Board regarding incorporating preferred options into a Request for Proposal (RFP) that will ultimately define the scope and characteristics of a contract for Paratransit services to be implemented next July. Staff will also seek direction from the Board regarding County Connection involvement in potential regional Paratransit service efforts.

**TO:** O&S Committee

**DATE:** August 13, 2013

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for July 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 2014		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	234,831		
Average Weekday	9,740	9,740	
Pass/Rev Hour	13.3	13.3	Standard Goal > 17.0
Missed Trips	0.05%	0.05%	Standard Goal < 0.25%
Miles between Road Calls	29,113	29,113	Standard Goal > 18,000

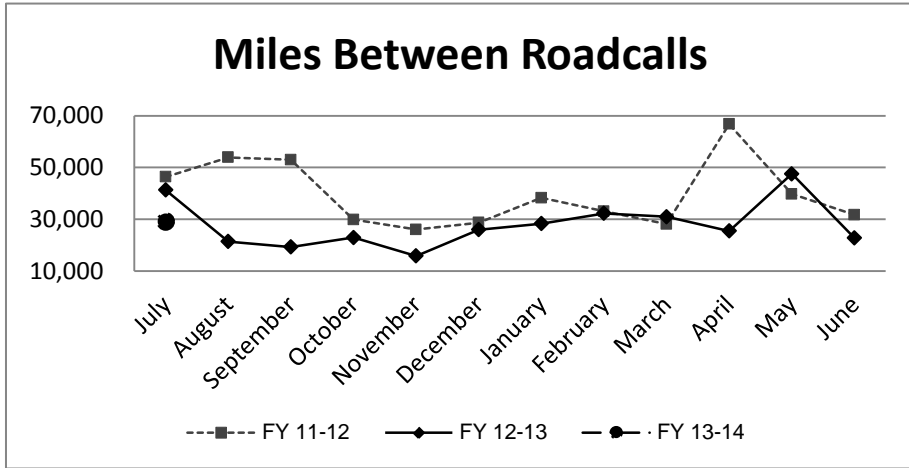
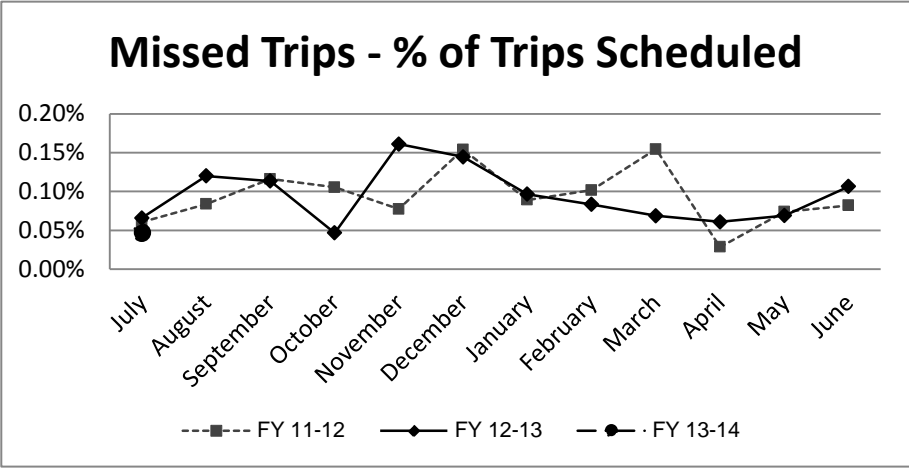
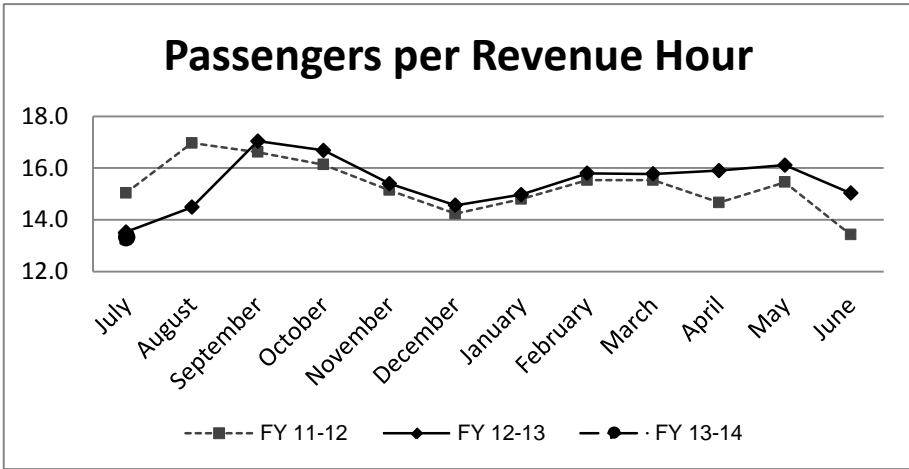
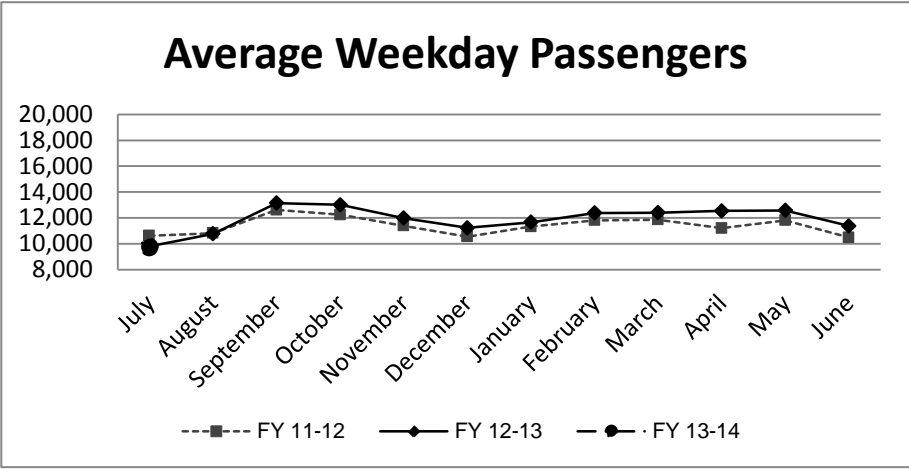
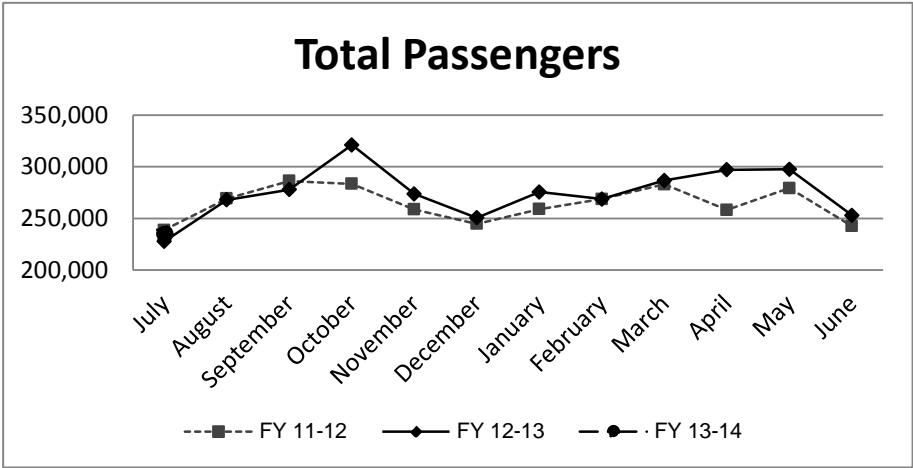
\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in July (9,740 passengers) than June (11,384 passengers). Average weekday ridership was slightly lower compared to July of last year (9,809 passengers). Passengers per hour in July was 13.3, a decrease from 15.0 in June and 13.5 in July 2012.

The percentage of missed trips in July was 0.05%. A decrease from the prior month (0.11%).

The number of miles between roadcalls was 29,113 miles in July, higher than the prior month in which there were 22,798 miles between roadcalls.





**TRANSPORTATION and MAINTANCE  
Operation Data Summary**

<b>TRANSPORTATION</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>2013 May</b>	<b>2013 June</b>	<b>2013 July</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	278,449	250,982	298,277	269,325	259,994	283,381	258,396	278,078	280,325	285,350	250,775	262,014	3,255,346
<b>Work Days</b>	31	29	31	29	30	30	28	31	30	30	30	30	359
Revenue Hours	18,496	16,305	19,242	17,777	17,194	18,390	17,003	18,167	18,675	18,466	16,821	17,615	214,152
Operator Pay Hours	31,358	31,780	38,149	32,217	30,111	33,540	28,965	30,787	31,056	33,072	30,920	32,893	384,847
Number of Operators	165	169	168	168	172	172	170	170	170	168	167	177	170
<b>Unscheduled Absences</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>421</b>	<b>355</b>	<b>500</b>	<b>4,338</b>
FT Protection	68	88	35	41	30	61	33	54	80	90	68	87	735
Worker Comp.	94	40	69	48	54	53	98	56	84	86	90	179	951
Sick leave	207	180	253	200	182	229	326	197	202	245	197	234	2,652
<b>Collision Accidents</b>	6	2	3	2	5	4	5	4	3	5	4	2	45
Passenger Accidents	12	11	11	12	8	8	14	21	7	14	14	11	143
Total Chargeable Collisions	5	1	2	2	2	1	1	3	2	2	1	1	23
<b>Chargeable/100K Miles</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>0.70</b>	<b>0.39</b>	<b>0.38</b>	<b>0.70</b>
Number of Trips Scheduled	25,003	22,040	25,666	23,606	22,831	20,706	20,388	20,388	24,630	24,630	22,542	23,574	276,004
Number of Trips Missed	30	25	12	38	33	20	17	14	15	17	24	11	256
<b>Of Trips Scheduled - % Missed</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>0.07%</b>	<b>0.11%</b>	<b>0.05%</b>	<b>0.09%</b>
Of Trips Missed - Mechanical	14	16	7	26	26	14	10	10	13	12	17	9	174
On Time Performance %	89%	86%	86%	87%	86%	91%	88%	89%	90%	88%	89%	88%	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	16	14	14	19	11	11	10	12	12	10	15	13	157
Road Calls for Mechanical	13	13	13	17	10	10	8	9	9	6	13	9	130
<b>Road Calls for Other</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>4</b>	<b>2</b>	<b>4</b>	<b>27</b>
<b>Miles Between Mechanical Road Calls</b>													
Bus Numbers													
100 - 199	8,999	9,238	13,330	9,447	9,200	10,698	8,884	10,458	86,623	11,624	8,063	7,629	
200 - 299	34,306	16,941	39,167	15,017	34,419	37,985	37,364	38,776	16,411	30,854	8,759	28,818	
300 - 399	20,859	9,144	8,639	5,298	41,218	19,091	17,682	19,419	12,809	36,707	11,555	931	
400 - 499	15,132	28,970	32,330	17,607	14,648	19,015	14,159	18,047	34,649	16,995	26,148	26,857	
500 - 519	27,014	45,353	12,182	53,070	8,355	26,561	47,194	16,093	51,847	55,492	24,414	53,173	
900 - 939	31,128	28,642	105,079	18,513	31,039	31,214	44,687	46,750	26,312	33,030	43,530	43,003	
1300-1309										12,721	19,734	23,009	
2000 - 2099	7,876	5,519	16,448	11,914	10,969	11,723	11,898	12,135	8,709	4,872	NA	NA	
Fleet Avg.	21,419	19,306	22,944	15,843	25,999	28,338	32,300	30,989	25,484	47,558	22,798	29,113	25,041
Maintenance Pay Hours	4,522	4,520	4,656	4,162	4,523	4,705	4,142	4,283	3,992	4,151	4,201	4,074	51,931
No. Maint. Employees	27	27	27	26	27	27	27	25	24	24	26	25	26
<b>Maint. Emps/100K Miles</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>8</b>	<b>10</b>	<b>10</b>	<b>1</b>
Unscheduled Absences	0	3	2	4	1	3	4	3	4	1	1	1	2

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

**MONTHLY BOARDINGS**  
**Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>July 2013 - Fixed Route Boardings</b>	234,831	Revenue Hours -	July 2013	17,615	Weekdays - July 13	22	Fiscal 2014 YTD	234,831
			July 2012	16,832	July 12	21		
Bus Bridge		Revenue Miles -	July 2013	196,044	Saturdays - July 13	4	Fiscal 2013YTD	227,686
Special Event(s)			July 2012	187,442	July 12	4		
					Sundays - July 13	4		
					July 12	5		
<b>July 2013 Total Boardings</b>	<b>234,831</b>	<b>Passengers per Mile</b>		<b>1.2</b>	<b>Total Days - 2013</b>	<b>30</b>	<b>YTD Trend</b>	<b>3.1%</b>
<b>July 2012 Total Boardings</b>	<b>227,686</b>	<b>Passengers per Hour</b>		<b>13.33</b>	<b>2012</b>	<b>30</b>	<b>Monthly Trend</b>	<b>3.1%</b>

July 2013 Fixed Route Passenger Total						July 2013 Weekday Average	July 2013 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	6,312			6,312	287	10.9
2	Rudgear / Walnut Creek	973			973	44	5.0
4	Walnut Creek Downtown Shuttle	17,665	2,793	1,943	22,402	803	24.0
5	Creekside / Walnut Creek	1,498			1,498	68	6.8
6	Lafayette / Moraga / Orinda	5,448	255	260	5,963	248	8.0
7	Shadelands / Pleasant Hill / Walnut Creek	4,812			4,812	219	6.8
9	DVC / Walnut Creek	10,988			10,988	499	12.0
10	Concord / Clayton Rd	19,320			19,320	878	18.3
11	Treat Blvd / Oak Grove	5,298			5,298	241	12.9
14	Monument Blvd	12,279			12,279	558	14.1
15	Treat Boulevard	10,294			10,294	468	15.1
16	Alhambra Ave / Monument Blvd	14,050			14,050	639	12.3
17	Olivera/Solano / Salvio / North Concord	5,095			5,095	232	12.6
18	Amtrak / Merello / Pleasant Hill	7,766			7,766	353	11.2
19	Amtrak / Pacheco Blvd / Concord	2,611			2,611	119	8.6
20	DVC / Concord	21,041			21,041	956	20.3
21	Walnut Creek / San Ramon Transit Center	12,338			12,338	561	11.5
25	Lafayette / Walnut Creek	1,759			1,759	80	7.0
28	North Concord / Martinez	5,778			5,778	263	8.7
35	Dougherty Valley	7,860			7,860	357	11.0
36	San Ramon / Dublin	4,332			4,332	197	7.4
91X	Concord Commuter Express	905			905	41	11.2
92X	Ace Shuttle Express	4,501			4,501	205	17.3
93X	Kirker Pass Express	5,390			5,390	245	17.2
95X	San Ramon / Danville Express	3,316			3,316	151	15.0
96X	Bishop Ranch Express	10,759			10,759	489	15.1
97X	Bishop Ranch Express	2,550			2,550	116	11.6
98X	Martinez Express	8,328			8,328	379	14.3
301	Rossmoor / John Muir Medical Center		235	204	439	0	6.3
310	Concord Bart / Clayton Rd / Kirker Pass		1,584	1,395	2,979	0	26.6
311	Concord / Oak Grove / Treat Blvd / WC		931	828	1,759	0	14.5
314	Clayton Rd / Monument Blvd / PH		2,377	1,814	4,191	0	19.2
315	Concord / Willow Pass / Landana		208	129	337	0	6.2
316	Alhambra / Merello / Pleasant Hill		1,320	931	2,251	0	14.1
320	DVC / Concord		939	560	1,499	0	14.8
321	San Ramon / Walnut Creek		1,047	794	1,841	0	11.5
600's	Select Service	1,019			1,019	46	25.9
<b>TOTALS</b>		<b>214,284</b>	<b>11,689</b>	<b>8,858</b>	<b>234,831</b>	<b>9,740</b>	<b>13.3</b>

\* Data from Link    \*\* Seasonal Route

## Operations Data Summary

### JULY 2013 PRODUCTIVITY

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

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
310	Concord Bart / Clayton Rd / Kirker Pass	2,979	0	26.6
600's	Select Service	1,019	46	25.9
4	Walnut Creek Downtown Shuttle	22,402	803	24.0
20	DVC / Concord	21,041	956	20.3
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,191	0	19.2
10	Concord / Clayton Rd	19,320	878	18.3
92X	Ace Shuttle Express	4,501	205	17.3
93X	Kirker Pass Express	5,390	245	17.2
15	Treat Boulevard	10,294	468	15.1
96X	Bishop Ranch Express	10,759	489	15.1
95X	San Ramon / Danville Express	3,316	151	15.0
320	DVC / Concord	1,499	0	14.8
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,759	0	14.5
98X	Martinez Express	8,328	379	14.3
316	Alhambra / Merello / Pleasant Hill	2,251	0	14.1
14	Monument Blvd	12,279	558	14.1
11	Treat Blvd / Oak Grove	5,298	241	12.9
17	Olivera/Solano / Salvio / North Concord	5,095	232	12.6
16	Alhambra Ave / Monument Blvd	14,050	639	12.3
9	DVC / Walnut Creek	10,988	499	12.0
97X	Bishop Ranch Express	2,550	116	11.6
321	San Ramon / Walnut Creek	1,841	0	11.5
21	Walnut Creek / San Ramon Transit Center	12,338	561	11.5
91X	Concord Commuter Express	905	41	11.2
18	Amtrak / Merello / Pleasant Hill	7,766	353	11.2
35	Dougherty Valley	7,860	357	11.0
1	Rossmoor / Shadelands	6,312	287	10.9
28	North Concord / Martinez	5,778	263	8.7
19	Amtrak / Pacheco Blvd / Concord	2,611	119	8.6
6	Lafayette / Moraga / Orinda / Orinda Village	5,963	248	8.0
36	San Ramon / Dublin	4,332	197	7.4
25	Lafayette / Walnut Creek	1,759	80	7.0
5	Creekside / Walnut Creek	1,498	68	6.8
7	Shadelands / Pleasant Hill / Walnut Creek	4,812	219	6.8
301	Rossmoor / John Muir Medical Center	439	0	6.3
315	Concord / Willow Pass / Landana	337	0	6.2
2	Rudgear / Walnut Creek	973	44	5.0

*NOTE: \* Data comes from Link Operators*

*\*\* These are seasonal routes*

**Operations Data Summary**

**AVERAGE WEEKDAY BOARDINGS TREND**

<b>Route</b>	<b>Destination Information</b>	<b>Jul-12</b>	<b>Aug-12</b>	<b>Sep-12</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>	<b>Apr-13</b>	<b>May-13</b>	<b>Jun-13</b>	<b>Jul-13</b>
1	Rossmoor / Shadelands	357	336	356	380	326	325	342	349	360	359	351	338	287
2	Rudgear / Walnut Creek	50	58	76	64	62	60	65	60	68	66	67	60	44
4	Walnut Creek Downtown Shuttle	836	880	951	874	878	918	859	840	933	897	909	1,002	803
4H **	Walnut Creek Extended Holiday Shuttle					25	28							
5	Creekside / Walnut Creek	65	64	84	74	71	66	78	82	81	81	81	73	68
6	Lafayette / Moraga / Orinda	284	318	540	510	467	359	422	458	462	466	458	309	248
7	Shadelands / Pleasant Hill / Walnut Creek	231	234	239	228	213	195	216	213	231	229	251	246	219
9	DVC / Walnut Creek	558	563	642	605	576	523	551	575	554	598	593	539	499
10	Concord / Clayton Rd	894	979	1,151	1,133	1,038	979	1,016	1,093	1,077	1,079	1,085	997	878
11	Treat Blvd / Oak Grove	271	284	352	349	304	263	288	309	323	324	332	302	241
14	Monument Blvd	581	609	670	664	634	596	627	638	634	632	642	644	558
15	Treat Boulevard	404	427	542	548	513	487	498	551	568	509	534	488	468
16	Alhambra Ave / Monument Blvd	660	652	720	715	674	658	645	727	698	713	729	694	639
17	Olivera/Solano / Salvio / North Concord	215	203	239	251	215	205	233	226	241	247	256	244	232
18	Amtrak / Merello / Pleasant Hill	387	438	505	506	463	432	447	484	477	461	474	417	353
19	Amtrak / Pacheco Blvd / Concord	141	150	154	149	144	121	140	146	153	148	160	145	119
20	DVC / Concord	972	1,117	1,358	1,346	1,224	1,075	1,177	1,311	1,160	1,231	1,148	1,019	956
21	Walnut Creek / San Ramon Transit Center	584	570	638	659	610	561	573	584	608	627	617	606	561
25	Lafayette / Walnut Creek	64	60	71	63	57	56	57	58	64	66	65	56	80
28	North Concord / Martinez	265	291	332	329	316	286	295	319	301	320	320	294	263
35	Dougherty Valley	312	334	410	431	390	360	374	409	395	428	441	422	357
36	San Ramon / Dublin	224	230	257	251	245	233	249	244	253	248	262	229	197
91X	Concord Commuter Express	36	55	85	90	54	35	39	41	43	41	48	44	41
92X	Ace Shuttle Express	149	158	179	203	197	154	191	176	171	185	178	203	205
93X	Kirker Pass Express	206	214	227	227	192	149	213	220	231	234	233	236	245
95X	San Ramon / Danville Express	163	164	173	181	170	135	173	188	168	168	174	173	151
96X	Bishop Ranch Express	457	464	528	524	505	467	493	502	528	526	520	543	489
97X	Bishop Ranch Express	76	103	84	108	108	84	110	105	106	111	118	134	116
98X	Martinez Express	324	351	380	372	361	336	348	392	393	384	399	384	379
250 *	St Mary's College Gael Rail Shuttle		7	12	12	19	4	8	17	10	17	10		
260 *	Cal State East Bay / Concord Bart			8	6	7	3	19	20	13	23	21	14	
600's	Select Service	43	469	1,202	1,169	961	1,446	923	1,068	1,115	1,147	1,118	539	46
<b>TOTALS</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>12,581</b>	<b>11,384</b>	<b>9,740</b>

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

## Operations Data Summary

### AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
<b>SATURDAY</b>		<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>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	397	524	656	569	641	788	534	581	601	595	556	611	698
4H **	Walnut Creek Extended Holiday Shuttle					23	145							0
6	Lafayette / Moraga / Orinda	59	85	179	143	141	116	95	120	122	150	136	62	64
250 *	St Mary's College Gael Rail Shuttle		4	33	30	31	14	26	31	33	48	21		0
301	Rossmoor / John Muir Medical Center	51	66	76	72	67	73	72	43	76	71	63	59	59
310	Concord Bart / Clayton Rd / Kirker Pass	319	416	399	418	415	474	361	443	432	394	453	427	396
311	Concord / Oak Grove / Treat Blvd / WC	166	213	241	246	256	269	211	261	231	264	243	234	233
314	Clayton Rd / Monument Blvd / PH	427	642	680	691	645	797	595	628	665	612	641	621	594
315	Concord / Willow Pass / Landana	47	64	65	73	75	79	55	59	61	56	55	52	52
316	Alhambra / Merello / Pleasant Hill	272	353	353	367	379	451	345	359	361	346	353	342	330
320	DVC / Concord	181	247	232	250	233	249	205	231	229	219	212	230	235
321	San Ramon / Walnut Creek	209	290	290	299	274	314	263	282	255	270	272	258	262
<b>TOTALS</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>	<b>3,006</b>	<b>2,896</b>	<b>2,922</b>

Route	Destination Information	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13
<b>SUNDAY</b>		<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>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	447	406	573	421	439	619	381	429	530	436	440	458	486
6	Lafayette / Moraga / Orinda	72	87	115	118	96	70	76	97	94	118	83	53	65
250 *	St Mary's College Gael Rail Shuttle		3	23	20	13	10	22	23	20	18	14		0
301	Rossmoor / John Muir Medical Center	59	66	63	57	49	71	51	39	34	61	47	52	51
310	Concord Bart / Clayton Rd / Kirker Pass	469	316	298	303	332	352	305	330	285	345	338	334	349
311	Concord / Oak Grove / Treat Blvd / WC	232	176	204	221	217	230	168	188	171	185	192	182	207
314	Clayton Rd / Monument Blvd / PH	682	443	477	497	523	553	426	447	420	429	432	422	454
315	Concord / Willow Pass / Landana	54	35	38	48	41	45	38	33	39	38	32	28	32
316	Alhambra / Merello / Pleasant Hill	296	241	252	242	240	308	210	245	223	243	256	242	233
320	DVC / Concord	213	161	148	143	177	177	126	164	142	140	151	163	140
321	San Ramon / Walnut Creek	239	191	198	196	180	234	171	191	173	198	189	195	198
<b>TOTALS</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>	<b>2,176</b>	<b>2,130</b>	<b>2,215</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, Chilpancinco 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
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
649	DVC, Galaxy Way / Meridian Park Blvd ,Concord BART

**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
JULY FY 13/14**

<b>SUMMARY</b>	<b>JULY FY 12/13</b>	<b>JULY FY 13/14</b>	<b>YTD FY 12/13</b>	<b>YTD FY 13/14</b>
1 <b>TOTAL CLIENTS</b>	11,634	12,754	11,634	12,754
2 <b>TOTAL ATTENDANTS</b>	785	832	785	832
3 <b>TOTAL COMPANIONS</b>	89	83	89	83
4 <b>TOTAL PASSENGERS</b>	12,508	13,669	12,508	13,669
5 <b>TOTAL SERVICE DAYS</b>	30	30	30	30
6 <b>VEHICLE REVENUE HOURS</b>	6,522	6,404	6,522	6,404
7 <b>VEHICLE SERVICE HOURS</b>	7,973	8,166	7,973	8,166
8 <b>VEHICLE NON REV HOURS</b>	1,451	1,762	1,451	1,762
9 <b>VEHICLE SERVICE MILES</b>	119,712	127,154	119,712	127,154
10 <b>VEHICLE REVENUE MILES</b>	97,621	104,010	97,621	104,010
11 <b>VEHICLE NON REV MILES</b>	22,091	23,144	22,091	23,144
12 <b>PASS. PER REVENUE HOUR</b>	1.92	2.13	1.92	2.13
13 <b>CLIENT PER REVENUE HOUR</b>	1.78	1.99	1.78	1.99
14 <b>PASS. PER SERVICE HOUR</b>	1.57	1.67	1.57	1.67
15 <b>PASS. PER SERVICE MILE</b>	0.10	0.11	0.10	0.11
16 <b>PASS. PER REVENUE MILE</b>	0.13	0.13	0.13	0.13
17 <b>TOTAL TRANSFER TRIPS</b>	972	1,194	972	1,194
18 <b>SAME DAY TRIPS</b>	183	186	183	186
19 <b>SUBSCRIPTION TRIPS</b>	6,647	6,386	6,647	6,386
20 <b>DEMAND</b>	5,006	6,366	5,006	6,366
21 <b>FAREBOX REVENUE</b>	\$12,963.02	\$12,663.04	\$12,963.02	\$12,663.04
22 <b>PREPAID CLIENTS</b>	\$11,746.00	\$10,256.50	\$11,746.00	\$10,256.50
23 <b>COLLECTED BILLING</b>	\$41,342.00	\$6,036.00	\$41,342.00	\$6,036.00
24 <b>TOTAL REVENUE COLLECTED</b>	\$66,051.02	\$28,955.54	\$66,051.02	\$28,955.54
25 <b>CHARGEABLE ACCIDENTS</b>	0	2	0	2
26 <b>SERVICE COMPLAINTS</b>	0	2	0	2
27 <b>SERVICE COMMENDATIONS</b>	0	3	0	3
28 <b>SERVICE DENIALS</b>	0	0	0	0
29 <b>ROAD CALLS</b>	1	1	1	1
30 <b>DRIVER TURNOVER</b>	0%	0%	0%	0%
31 <b>SCHEDULE ADHERENCE</b>	94%	87%	94%	87%
32 <b>WHEELCHAIR BOARDING'S</b>	3,244	3,519	3,244	3,519
33 <b>W/C LIFT AVAILABILITY</b>	100%	100%	100%	100%
34 <b>REGISTERED CLIENTS</b>	6,253	6,845	NA	NA
35 <b>UNDUPLICATED CLIENTS</b>	963	1,215	NA	NA
36 <b>NO-SHOWS</b>	40	74	40	74
37 <b>CANCELS</b>	1,869	1,690	1,869	1,690
38 <b>AVG. TRIP LENGTH (MILES)</b>	10	9.3	10	9.3
39 <b>AVG. SM BUSES IN SERVICE</b>	8	8	8	8
40 <b>AVG. BUSES IN SERVICE</b>	55	55	55	55
41 <b>TOTAL FUEL/GALLONS</b>	16,330	17,911	16,330	17,911
42 <b>FLEET M.P.G.</b>	7.3	7.1	7.3	7.1