

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

**Friday, December 6, 2013
8:30 a.m.**

**Pleasant Hill City Hall
Community Room
100 Gregory Ln.
Pleasant Hill, 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 November 8, 2013
4. Maintenance - None
5. Board Policies and Programs
 - a. Overview of County Connection's Disadvantaged Business Enterprise (DBE) Program
6. Planning and Scheduling
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, 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 Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or 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, December 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, December 4, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Friday, January 10, 9:30 a.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, December 5, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	December 6, 8:30 a.m., 3338 Mt. Diablo Blvd, Lafayette

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
Supervisor Andersen, District 2, Lamorinda Office
3338 Mt. Diablo Blvd, Lafayette, CA
November 8, 2013, 8:30 a.m.

Directors: Directors Candace Andersen, Dave Hudson, Jack Weir, Robert Storer

Staff: Rick Ramacier, Bill Churchill, and Anne Muzzini

Public and Advisory Committee: None

Call to Order: Meeting called to order at 8:30 a.m. by Director Andersen

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None
3. **Approval of O&S Summary Minutes for September 6 and October 11:** Minutes were approved.
4. **Maintenance:** No Items.
5. **Paratransit and Accessible Services:**
 - a. Paratransit RFP – Final Draft Scope of Work – Mr. Churchill presented the key points in the scope of work for paratransit services. He highlighted changes from the existing scope of work that are targeted to improve complaint processing and management staff retention. The Committee received his report and forwarded the draft RFP to the Board for adoption.
6. **Planning and Scheduling:**
 - a. Response to BART Crises – Mr. Bowron reviewed ridership data for the three events in October where we modified service; the BART strike, the NTSB closure, and the Orinda station fire. The Committee discussed the lack of media response to County Connection’s response and in general the need to get greater exposure to local transit.
7. **Staff Reports**
 - a. Fixed Route Monthly Report – September 2013 – Ms. Muzzini presented the fixed-route report and noted that ridership was higher than last year. The report was approved without comment.
 - b. LINK Monthly Report – September 2013 - Mr. Churchill presented the LINK report which was approved without comment.
8. **Committee Comments** – None.
9. **Future Agenda Items** – Adaptive Service Plan
10. **Next Scheduled Meeting** –The next meeting is scheduled for December 6th at 8:30am at the City of Pleasant Hill Conference Room. Note new location for O&S.
11. **Adjournment** – meeting was adjourned at 9:30 a.m.

To: O&S Committee

Date: November 20, 2013

From: Kristina Vassallo, Civil Rights Administrator

Reviewed by:

SUBJECT: Overview of County Connection's Disadvantaged Business Enterprise (DBE) Program

Summary:

The U.S. Department of Transportation (U.S. DOT) revised its Disadvantaged Business Enterprise (DBE) program by issuing a rule to help ensure fair competition for U.S. DOT-assisted contracts. Based on a provision in the Moving Ahead for Progress in the 21st Century Act (MAP-21) that reauthorized the U.S. DOT DBE Program, the rule ensures a level playing field on which minority, women and other disadvantaged small businesses can compete for federally assisted contracts. The rule, 49 CFR Part 26 (Regulations) titled, "Participation by Disadvantaged Business Enterprises in Department of Transportation Programs," was published in the Federal Register on February 2, 1999 and became effective March 4, 1999. The DBE Regulations were amended at various times and now require recipients to establish and submit overall goals for review every three years.

As a recipient of federal financial assistance from FTA, staff recently completed the *FY2014 through FY2016 DBE Overall Goal and Goal Setting Methodology (DBE Report)* and recommended a goal of seven percent (7%) for FTA-assisted contracts. The proposed three-year overall goal of 7% DBE participation is based on current and prior-year contracting opportunities in grants received or anticipated to be received from FTA that County Connection will expend in FY2014 through FY2016. This methodology includes an assessment of (1) the number, type and total dollar value of FTA-assisted contracting opportunities; (2) a two-step process prescribed in the U.S. DOT Regulations consisting of an analysis of the availability of DBE contractors/subcontractors relative to all businesses that are ready, willing and able to participate (referred to as "relative availability of DBEs"); and (3) the use of race-neutral methods to achieve the three-year goal.

The Board of Directors adopted this goal on July 18, 2013 and it submitted to FTA on July 23, 2013. For FY2011 through FY2013, an overall goal of 7% was recommended and approved. County Connection achieved 9.2% DBE participation for the first six months of the federal fiscal year 2013 (October 1, 2012 through March 31, 2013). Previous DBE achievements were 10% for FFY2012, 15.5% for FFY2011 and 6% for FFY2010.

The Regulations require all U.S. DOT recipients in their state to participate in a Unified Certification Program (UCP). County Connection currently certifies firms as DBEs or ACDBEs, in which they are included in the UCP DBE Database. In compliance with rule 49 CFR Part 26.83, County Connection must undergo an extensive analysis of a firm who submits an application to be certified as a DBE. Processes include the analysis of ownership, size standards, financial information, work history, licensing information, and conducting an on-site/job-site interview. Only firms that are certified are listed in the database and counted for participation toward County Connection's overall goal in relation to FTA assisted contracts per 49 CFR Part 26.55.

Financial Implications:

An approved DBE Program, which includes a three-year overall DBE goal, will enable CCCTA to continue to be eligible for federal financial assistance.

FTA Contracts
04/01/2013 - 09/30/2013

Name of Company	Professional	Supplies	Other	Construction	Total
FTA Operating Funds (9.7%)					
GL Distribution	\$ 160,942.63	\$ 5,525.85	\$ 69,849.99		\$ 236,318.47
Total Operating Funds	\$ 160,942.63	\$ 5,525.85	\$ 69,849.99	\$ -	\$ 236,318.47
FTA Operating Subcontracts (9.7%)					
RJRB Enterprises, dba, Pacheco Blvd BP @ 60% (DBE)	\$ -	\$ 238,619.78		\$ -	\$ 238,619.78
Walker's Auto Body (DBE)	\$ -		\$ 7,285.29	\$ -	\$ 7,285.29
	\$ -		\$ -	\$ -	\$ -
Total FTA Subcontracts, Operating Funds	\$ -	\$ 238,619.78	\$ 7,285.29	\$ -	\$ 245,905.07
Total Amount x 9.7%	\$ -	\$ 23,146.12	\$ 706.67	\$ -	\$ 23,852.79
Proof					\$ 23,852.79
FTA Capital Contracts:					
Gillig, LLC			43,334.04		\$ 43,334.04
Gillig, LLC	2,702.00				\$ 2,702.00
CDW Government		5,007.00			\$ 5,007.00
Cummins West	\$ 2,602.00				\$ 2,602.00
Grainger Company			2,113.00		\$ 2,113.00
					\$ -
					\$ -
Total FTA Contracts	\$ 5,304.00	\$ 5,007.00	\$ 45,447.04	\$ -	\$ 55,758.04
Proof					\$ 55,758.04
FTA Capital Subcontracts (%):					
		\$ -	\$ -	\$ -	\$ -
Total FTA Subcontracts	\$ -	\$ -	\$ -	\$ -	\$ -
Total Amount x Appropriate Percentage	\$ -	\$ -	\$ -	\$ -	\$ -
					\$ -
Total FTA Subcontracting Awards	\$ -	\$ 23,146.12	\$ 706.67	\$ -	\$ 23,852.79
Total FTA Operating Funds & Capital Contracts	\$ 166,246.63	\$ 10,532.85	\$ 115,297.03	\$ -	\$ 292,076.51
Total FTA Operating/Capital Grants & Local Contrad	\$ 166,246.63	\$ 10,532.85	\$ 115,297.03	\$ -	\$ 292,076.51
Proof					\$ 292,076.51

DBE MASTER LIST
04/01/2013 - 09/30/2013

Type	Name of Company	Total Amount	FTA Funds 9.70%	DBE/WBE	Ethnicity
FTA Operating Funds:					
Other	Cyrus, Inc. (Sub)		\$ -	WBE	Hispanic
Other	East Bay Sign Co.		\$ -	WBE	APA
Prof.	Insight Strategies		\$ -	WBE	Caucasian
Other	New Concept		\$ -	WBE	Caucasian
Supplies	RJRB Enterprises, dba, PB BP (Sub)	238,619.78	\$ 23,146.12	DBE	SA
Other	T.Y. Custom Design		\$ -	WBE	APA
Prof.	Transit Marketing		\$ -	WBE	Caucasian
Other	Universal Environmental		\$ -	MBE	APA
Other	Walker's Auto Body	52,829.91	\$ 5,124.50	WBE	Caucasian
Other	Walker's Auto Body (Sub)	7,285.59	\$ 706.70	WBE	Caucasian
Supplies	Wincal Technology Group	-	\$ -	DBE	APA
	Total Operating Funds	\$ 298,735.28	\$ 28,977.32		
	Proof		\$ 28,977.32		
FTA Capital Contracts):					
	Total FTA Contracts	\$ -	\$ -		
Total FTA Operating Funds & Capital Contracts		\$ 298,735.28	\$ 28,977.32		

UNIFORM REPORT OF DBE AWARDS OR COMMITMENTS AND PAYMENTS

Please refer to the instructions sheet for directions on filling out this form

1 Submitted to (check only one): FHWA FAA FTA - Vendor Number 2584

2 A/P Numbers (FAA Recipients Only):

3 Federal fiscal year in which reporting period fall FY2013

4. Date This Report Submitted: November 26 , 2013

5 Reporting Period

Report due June 1 (for period Oct 1 - March 31)

Report due Dec. 1 (for period April 1 - Sept. 30)

FAA Annual Report

6 Name of Recipient: Central Contra Costa Transit Authority, 2477 Arnold Industrial Way, Concord, CA 94520

7 Annual DBE Goal(s):

Race Conscious Goal: 0%

Race Neutral Goal: 7%

OVERALL Goal: 7%

	A	B	C	D	E	F	G	H	I
AWARDS/COMMITMENTS MADE DURING THIS REPORTING PERIOD (Total contracts and subcontracts awarded or committed during this reporting period.)	Total Dollars	Total Number	Total to DBEs (Dollars)	Total to DBEs (Number)	Total to DBEs/Race Conscious (Dollars)	Total to DBEs/Race Conscious (Number)	Total to DBEs/Race Neutral (Dollars)	Total to DBEs/Race Neutral (Number)	Percentage of total Dollars to DBEs
8 Prime contracts awarded this period	292,077	47	5,125	1			5,125	1	1.8%
9 Subcontracts awarded/committed this period	23,853	2	23,853	2			23,853	2	8.2%
TOTAL			28,978	3	-	-	28,978	3	9.9%

	A	B	C	D	E	F	G	H	I
DBE AWARDS/COMMITMENTS THIS REPORTING PERIOD BREAKDOWN BY ETHNICITY & GENDER	Black American	Hispanic American	Native American	Sub-Continent Asian American	Asian-Pacific American	Non-Minority Women	Other (not of any other group listed here)	TOTALS (for this reporting period only)	Year-End TOTALS
10 Total Number of Contracts (Prime and Sub)				1		2		3	6
11 Total Dollar Value				23,146		5,832		28,978	56,390

	A	B	C	D	E
ACTUAL PAYMENTS ON CONTRACTS COMPLETED THIS REPORTING PERIOD	Prime Contracts Completed (Number)	Prime Contracts Completed (Dollars)	DBE Participation Needed to Meet Goal (Dollars)	Total DBE Participation (Dollars)	Percentage of Total DBE Participation
12 Race Conscious					0.0%
13 Race Neutral	47	292,077		28,978	9.9%
14 Totals	47	292,077	-	28,978	9.9%

15 Submitted by (Print Name of Authorized Representative): Kristina Vassallo

16. Signature of Authorized Representative:

17 Phone Number: 925-680-2031

18. FAX Number: 925-686-2630

Agenda Item 7.a

TO: O&S Committee

DATE: November 13, 2013

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for October 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>	FY 2014		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	313,760		
Average Weekday	12,752	11,830	
Pass/Rev Hour	15.7	15.2	Standard Goal > 17.0
Missed Trips	0.12%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	20,117	24,887	Standard Goal > 18,000

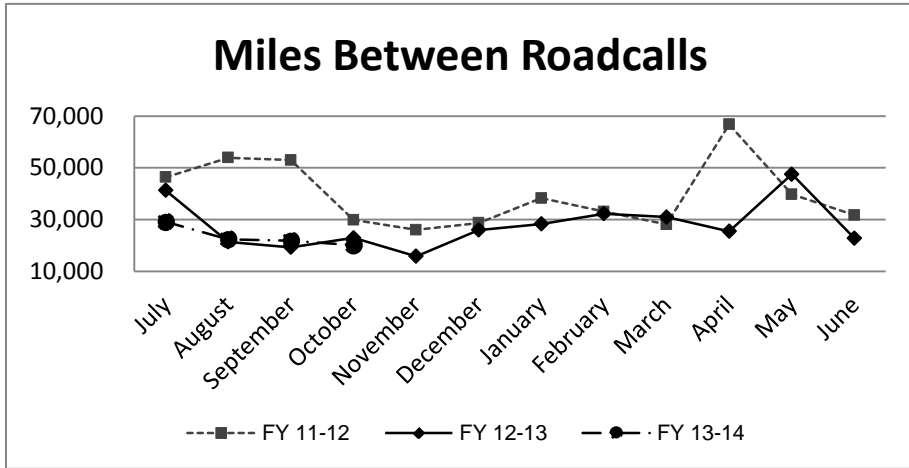
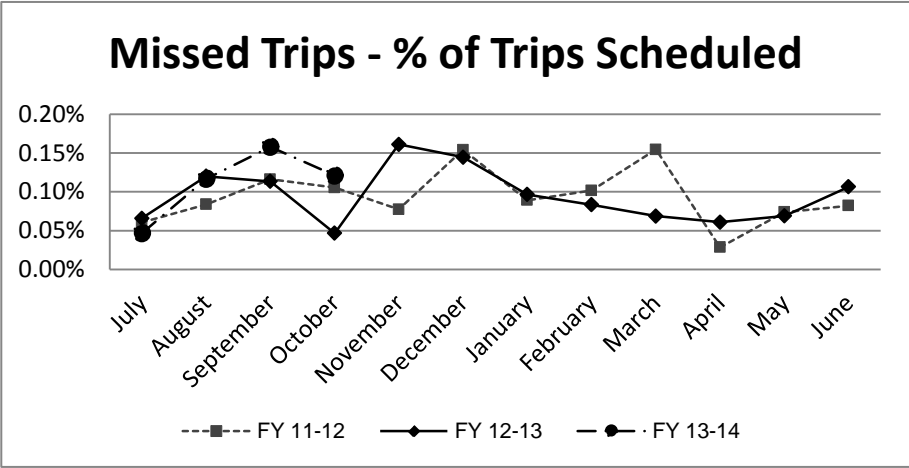
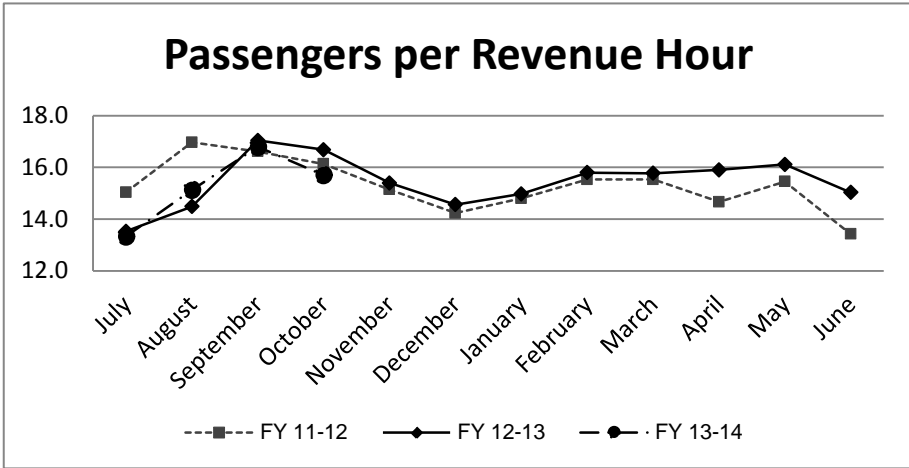
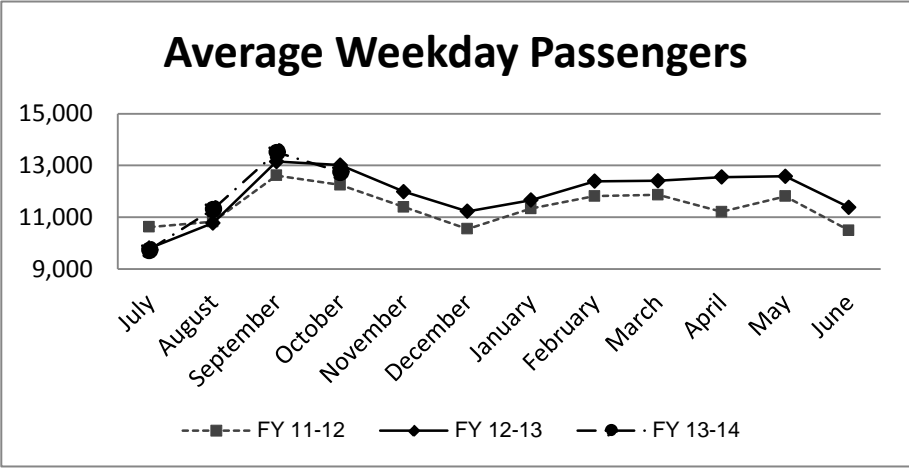
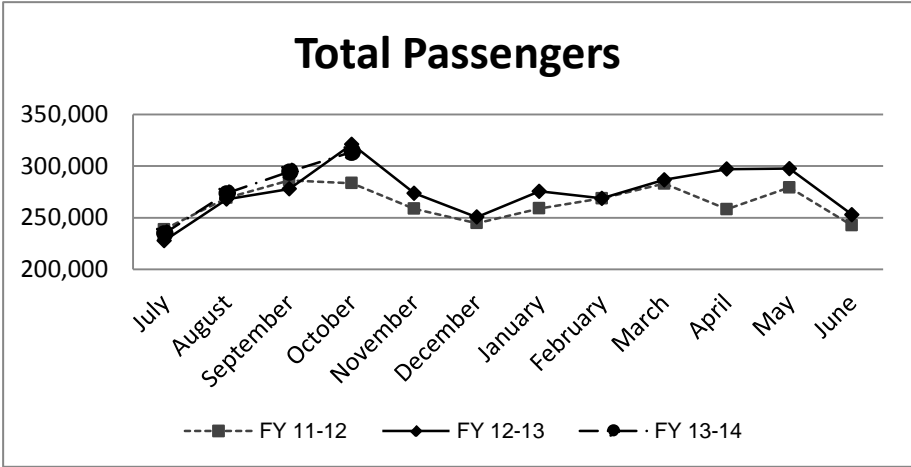
* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in October (12,752 passengers) than September (13,514 passengers) and lower than October 2012 (13,015 passengers). Passengers per hour in October was 15.7, an decrease from 16.8 in September and less than September 2012 when passengers per hour was 16.7.

The percentage of missed trips in October was 0.12%. An decrease from the prior month (0.16%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 20,117 miles in October, lower than the prior month in which there were 21,863 miles between roadcalls. The 12 month average is 24,887 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2012 October	2012 November	2012 December	2013 January	2013 February	2013 March	2013 April	2013 May	2013 June	2013 July	2013 August	2013 September	2013 October	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	298,277	269,325	259,994	283,381	258,396	278,078	280,325	285,350	250,775	262,014	268,767	262,361	301,762	3,558,805
Work Days	31	29	30	30	28	31	30	30	30	30	31	29	31	390
Revenue Hours	19,242	17,777	17,194	18,390	17,003	18,167	18,675	18,466	16,821	17,615	18,080	17,542	19,964	234,937
Operator Pay Hours	38,149	32,217	30,111	33,540	28,965	30,787	31,056	33,072	30,920	32,893	34,577	30,523	32,162	418,972
Number of Operators	168	168	172	172	170	170	170	168	167	177	175	174	170	171
Unscheduled Absences	357	289	266	343	457	307	366	421	355	500	472	327	413	4,873
FT Protection	35	41	30	61	33	54	80	90	68	87	73	51	53	756
Worker Comp.	69	48	54	53	98	56	84	86	90	179	167	126	110	1,220
Sick leave	253	200	182	229	326	197	202	245	197	234	232	150	250	2,897
Collision Accidents	3	2	5	4	5	4	3	5	4	2	8	8	8	61
Passenger Accidents	11	12	8	8	14	21	7	14	14	11	16	9	12	157
Total Chargeable Collisions	2	2	2	1	1	3	2	2	1	1	4	4	5	30
Chargeable/100K Miles	0.67	0.74	0.76	0.35	0.38	1.07	0.71	0.70	0.39	0.38	1.48	1.52	1.65	0.84
Number of Trips Scheduled	25,666	23,606	22,831	20,706	20,388	20,388	24,630	24,630	22,542	23,574	24,001	22,781	25,613	301,356
Number of Trips Missed	12	38	33	20	17	14	15	17	24	11	28	36	31	296
Of Trips Scheduled - % Missed	0.05%	0.16%	0.14%	0.10%	0.08%	0.07%	0.06%	0.07%	0.11%	0.05%	0.12%	0.16%	0.12%	0.10%
Of Trips Missed - Mechanical	7	26	26	14	10	10	13	12	17	9	14	19	16	193
On Time Performance %	86%	87%	86%	91%	88%	89%	90%	88%	89%	88%	87%	81%	78%	87%
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	14	19	11	11	10	12	12	10	15	13	14	12	16	169
Road Calls for Mechanical	13	17	10	10	8	9	9	6	13	9	12	12	15	143
Road Calls for Other	1	2	1	1	2	3	3	4	2	4	2	0	1	26
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	13,330	9,447	9,200	10,698	8,884	10,458	86,623	11,624	8,063	7,629	10,343	11,137	12,306	
200 - 299	39,167	15,017	34,419	37,985	37,364	38,776	16,411	30,854	8,759	28,818	33,816	29,326	36,386	
300 - 399	8,639	5,298	41,218	19,091	17,682	19,419	12,809	36,707	11,555	931	9,038	35,160	9,806	
400 - 499	32,330	17,607	14,648	19,015	14,159	18,047	34,649	16,995	26,148	26,857	28,227	10,192	16,430	
500 - 519	12,182	53,070	8,355	26,561	47,194	16,093	51,847	55,492	24,414	53,173	26,923	16,944	19,622	
900 - 939	105,079	18,513	31,039	31,214	44,687	46,750	26,312	33,030	43,530	43,003	28,937	20,583	19,074	
1300-1309								12,721	19,734	23,009	19,574	22,999	26,748	
2000 - 2099	16,448	11,914	10,969	11,723	11,898	12,135	8,709	4,872	NA	NA	NA	NA	NA	
Fleet Avg.	22,944	15,843	25,999	28,338	32,300	30,989	25,484	47,558	22,798	29,113	22,397	21,863	20,117	24,887
Maintenance Pay Hours	4,656	4,162	4,523	4,705	4,142	4,283	3,992	4,151	4,201	4,074	4,239	4,165	3,076	54,370
No. Maint. Employees	27	26	27	27	27	25	24	24	26	25	25	25	25	26
Maint. Emps/100K Miles	9	10	10	10	10	9	9	8	10	10	9	10	8	1
Unscheduled Absences	2	4	1	3	4	3	4	1	1	1	4	2	6	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	
October 2013 - Fixed Route Boardings	313,760	Revenue Hours -	October 2013	19,964	Weekdays - October 13	23	Fiscal 2014 YTD	1,120,431
			October 2012	19,242	October 12	23		
Bus Bridge	3,178	Revenue Miles -	October 2013	219,584	Saturdays - October 13	4	Fiscal 2013YTD	1,094,508
BART Strike - Special Shuttle Service	463		October 2012	217,446	October 12	4		
					Sundays - October 13	4		
					October 12	4		
October 2013 Total Boardings	317,401	Passengers per Mile		1.4	Total Days - 2013	31	YTD Trend	2.4%
October 2012 Total Boardings	321,040	Passengers per Hour		15.90	2012	31	Monthly Trend	(1.1%)

October 2013 Fixed Route Passenger Total						October 2013	October 2013
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	7,098			7,098	309	11.7
2	Rudgear / Walnut Creek	1,301			1,301	57	6.5
4	Walnut Creek Downtown Shuttle	18,350	1,881	1,643	21,874	798	22.6
4H **	Walnut Creek Extended Holiday Service				0	0	
5	Creekside / Walnut Creek	1,994			1,994	87	8.8
6	Lafayette / Moraga / Orinda	10,327	492	404	11,223	449	14.3
7	Shadelands / Pleasant Hill / Walnut Creek	4,746			4,746	206	6.2
9	DVC / Walnut Creek	13,112			13,112	570	13.6
10	Concord / Clayton Rd	25,399			25,399	1,104	23.0
11	Treat Blvd / Oak Grove	7,643			7,643	332	17.2
14	Monument Blvd	14,668			14,668	638	16.1
15	Treat Boulevard	13,308			13,308	579	18.8
16	Alhambra Ave / Monument Blvd	17,081			17,081	743	14.3
17	Olivera/Solano / Salvio / North Concord	5,985			5,985	260	13.9
18	Amtrak / Merello / Pleasant Hill	11,460			11,460	498	15.5
19	Amtrak / Pacheco Blvd / Concord	3,431			3,431	149	10.8
20	DVC / Concord	30,451			30,451	1,324	27.0
21	Walnut Creek / San Ramon Transit Center	14,054			14,054	611	12.0
25	Lafayette / Walnut Creek	1,704			1,704	74	6.5
28	North Concord / Martinez	7,643			7,643	332	11.0
35	Dougherty Valley	10,308			10,308	448	13.8
36	San Ramon / Dublin	5,571			5,571	242	8.7
91X	Concord Commuter Express	822			822	36	8.2
92X	Ace Shuttle Express	5,225			5,225	227	19.2
93X	Kirker Pass Express	5,749			5,749	250	17.6
95X	San Ramon / Danville Express	3,481			3,481	151	15.0
96X	Bishop Ranch Express	12,526			12,526	545	16.6
97X	Bishop Ranch Express	2,600			2,600	113	10.5
98X	Martinez Express	10,817			10,817	470	17.7
250 *	Gael Rail Service	261	201	151	613	29	6.8
260 *	Cal State East Bay / Concord Bart	489			489	26	3.0
301	Rossmoor / John Muir Medical Center		258	218	476	0	6.8
310	Concord Bart / Clayton Rd / Kirker Pass		1,698	1,317	3,015	0	26.9
311	Concord / Oak Grove / Treat Blvd / WC		1,006	800	1,806	0	14.9
314	Clayton Rd / Monument Blvd / PH		2,552	1,751	4,303	0	19.7
315	Concord / Willow Pass / Landana		273	175	447	0	8.2
316	Alhambra / Merello / Pleasant Hill		1,408	1,055	2,463	0	15.1
320	DVC / Concord		904	461	1,366	0	13.7
321	San Ramon / Walnut Creek		1,040	773	1,813	0	10.9
600's	Select Service	25,695			25,695	1,117	25.3
TOTALS		293,298	11,714	8,748	313,760	12,752	15.7

* Data from Link ** Seasonal Route

Operations Data Summary

OCTOBER 2013 PRODUCTIVITY

(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
20	DVC / Concord	30,451	1,324	27.0
310	Concord Bart / Clayton Rd / Kirker Pass	3,015	0	26.9
600's	Select Service	25,695	1,117	25.3
10	Concord / Clayton Rd	25,399	1,104	23.0
4	Walnut Creek Downtown Shuttle	21,874	798	22.6
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,303	0	19.7
92X	Ace Shuttle Express	5,225	227	19.2
15	Treat Boulevard	13,308	579	18.8
98X	Martinez Express	10,817	470	17.7
93X	Kirker Pass Express	5,749	250	17.6
11	Treat Blvd / Oak Grove	7,643	332	17.2
96X	Bishop Ranch Express	12,526	545	16.6
14	Monument Blvd	14,668	638	16.1
18	Amtrak / Merello / Pleasant Hill	11,460	498	15.5
316	Alhambra / Merello / Pleasant Hill	2,463	0	15.1
95X	San Ramon / Danville Express	3,481	151	15.0
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,806	0	14.9
16	Alhambra Ave / Monument Blvd	17,081	743	14.3
6	Lafayette / Moraga / Orinda / Orinda Village	11,223	449	14.3
17	Olivera/Solano / Salvio / North Concord	5,985	260	13.9
35	Dougherty Valley	10,308	448	13.8
320	DVC / Concord	1,366	0	13.7
9	DVC / Walnut Creek	13,112	570	13.6
21	Walnut Creek / San Ramon Transit Center	14,054	611	12.0
1	Rossmoor / Shadelands	7,098	309	11.7
28	North Concord / Martinez	7,643	332	11.0
321	San Ramon / Walnut Creek	1,813	0	10.9
19	Amtrak / Pacheco Blvd / Concord	3,431	149	10.8
97X	Bishop Ranch Express	2,600	113	10.5
5	Creekside / Walnut Creek	1,994	87	8.8
36	San Ramon / Dublin	5,571	242	8.7
91X	Concord Commuter Express	822	36	8.2
315	Concord / Willow Pass / Landana	447	0	8.2
250 *	Gael Rail Service	613	29	6.8
301	Rossmoor / John Muir Medical Center	476	0	6.8
25	Lafayette / Walnut Creek	1,704	74	6.5
2	Rudgear / Walnut Creek	1,301	57	6.5
7	Shadelands / Pleasant Hill / Walnut Creek	4,746	206	6.2
260 *	Cal State East Bay / Concord Bart	489	26	3.0

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
1	Rossmoor / Shadelands	380	326	325	342	349	360	359	351	338	287	310	320	309
2	Rudgear / Walnut Creek	64	62	60	65	60	68	66	67	60	44	55	65	57
4	Walnut Creek Downtown Shuttle	874	878	918	859	840	933	897	909	1,002	803	998	923	798
4H **	Walnut Creek Extended Holiday Shuttle		25	28										
5	Creekside / Walnut Creek	74	71	66	78	82	81	81	81	73	68	78	79	87
6	Lafayette / Moraga / Orinda	510	467	359	422	458	462	466	458	309	248	316	528	449
7	Shadelands / Pleasant Hill / Walnut Creek	228	213	195	216	213	231	229	251	246	219	239	231	206
9	DVC / Walnut Creek	605	576	523	551	575	554	598	593	539	499	556	626	570
10	Concord / Clayton Rd	1,133	1,038	979	1,016	1,093	1,077	1,079	1,085	997	878	1,045	1,154	1,104
11	Treat Blvd / Oak Grove	349	304	263	288	309	323	324	332	302	241	277	329	332
14	Monument Blvd	664	634	596	627	638	634	632	642	644	558	621	651	638
15	Treat Boulevard	548	513	487	498	551	568	509	534	488	468	459	565	579
16	Alhambra Ave / Monument Blvd	715	674	658	645	727	698	713	729	694	639	680	744	743
17	Olivera/Solano / Salvio / North Concord	251	215	205	233	226	241	247	256	244	232	250	287	260
18	Amtrak / Merello / Pleasant Hill	506	463	432	447	484	477	461	474	417	353	426	544	498
19	Amtrak / Pacheco Blvd / Concord	149	144	121	140	146	153	148	160	145	119	137	149	149
20	DVC / Concord	1,346	1,224	1,075	1,177	1,311	1,160	1,231	1,148	1,019	956	1,218	1,387	1,324
21	Walnut Creek / San Ramon Transit Center	659	610	561	573	584	608	627	617	606	561	595	644	611
25	Lafayette / Walnut Creek	63	57	56	57	58	64	66	65	56	80	70	79	74
28	North Concord / Martinez	329	316	286	295	319	301	320	320	294	263	313	358	332
35	Dougherty Valley	431	390	360	374	409	395	428	441	422	357	408	480	448
36	San Ramon / Dublin	251	245	233	249	244	253	248	262	229	197	229	256	242
91X	Concord Commuter Express	90	54	35	39	41	43	41	48	44	41	45	42	36
92X	Ace Shuttle Express	203	197	154	191	176	171	185	178	203	205	220	230	227
93X	Kirker Pass Express	227	192	149	213	220	231	234	233	236	245	229	238	250
95X	San Ramon / Danville Express	181	170	135	173	188	168	168	174	173	151	163	171	151
96X	Bishop Ranch Express	524	505	467	493	502	528	526	520	543	489	578	594	545
97X	Bishop Ranch Express	108	108	84	110	105	106	111	118	134	116	120	129	113
98X	Martinez Express	372	361	336	348	392	393	384	399	384	379	411	459	470
250 *	St Mary's College Gael Rail Shuttle	12	19	4	8	17	10	17	10			17	34	29
260 *	Cal State East Bay / Concord Bart	6	7	3	19	20	13	23	21	14			35	26
600's	Select Service	1,169	961	1,446	923	1,068	1,115	1,147	1,118	539	46	266	1,235	1,117
TOTALS		13,015	11,988	11,229	11,660	12,388	12,410	12,549	12,581	11,384	9,740	11,315	13,514	12,752

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SATURDAY		<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>5 Days</i>	<i>4Days</i>	<i>4Days</i>
4	Walnut Creek Downtown Shuttle	569	641	788	534	581	601	595	556	611	698	604	570	470
4H **	Walnut Creek Extended Holiday Shuttle		23	145										
6	Lafayette / Moraga / Orinda	143	141	116	95	120	122	150	136	62	64	81	171	123
250 *	St Mary's College Gael Rail Shuttle	30	31	14	26	31	33	48	21			5	63	50
301	Rossmoor / John Muir Medical Center	72	67	73	72	43	76	71	63	59	59	79	66	65
310	Concord Bart / Clayton Rd / Kirker Pass	418	415	474	361	443	432	394	453	427	396	428	429	424
311	Concord / Oak Grove / Treat Blvd / WC	246	256	269	211	261	231	264	243	234	233	260	240	251
314	Clayton Rd / Monument Blvd / PH	691	645	797	595	628	665	612	641	621	594	679	619	638
315	Concord / Willow Pass / Landana	73	75	79	55	59	61	56	55	52	52	59	54	68
316	Alhambra / Merello / Pleasant Hill	367	379	451	345	359	361	346	353	342	330	334	356	352
320	DVC / Concord	250	233	249	205	231	229	219	212	230	235	237	209	226
321	San Ramon / Walnut Creek	299	274	314	263	282	255	270	272	258	262	276	271	260
TOTALS		3,159	3,181	3,769	2,762	3,040	3,066	3,024	3,006	2,896	2,922	3,043	3,048	2,929

Route	Destination Information	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13
SUNDAY		<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>5 Days</i>
4	Walnut Creek Downtown Shuttle	421	439	619	381	429	530	436	440	458	486	468	446	411
6	Lafayette / Moraga / Orinda	118	96	70	76	97	94	118	83	53	65	70	112	101
250 *	St Mary's College Gael Rail Shuttle	20	13	10	22	23	20	18	14			6	44	38
301	Rossmoor / John Muir Medical Center	57	49	71	51	39	34	61	47	52	51	46	67	55
310	Concord Bart / Clayton Rd / Kirker Pass	303	332	352	305	330	285	345	338	334	349	379	386	329
311	Concord / Oak Grove / Treat Blvd / WC	221	217	230	168	188	171	185	192	182	207	187	204	200
314	Clayton Rd / Monument Blvd / PH	497	523	553	426	447	420	429	432	422	454	534	499	438
315	Concord / Willow Pass / Landana	48	41	45	38	33	39	38	32	28	32	25	41	44
316	Alhambra / Merello / Pleasant Hill	242	240	308	210	245	223	243	256	242	233	249	278	264
320	DVC / Concord	143	177	177	126	164	142	140	151	163	140	187	163	115
321	San Ramon / Walnut Creek	196	180	234	171	191	173	198	189	195	198	216	183	193
TOTALS		2,267	2,307	2,670	1,973	2,187	2,130	2,211	2,176	2,130	2,215	2,367	2,425	2,187

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, Riviera 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
OCTOBER FY 13/14**

SUMMARY	OCTOBER FY 12/13	OCTOBER FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	13,679	13,717	49,529	51,173
2 TOTAL ATTENDANTS	871	871	3,484	3,369
3 TOTAL COMPANIONS	79	63	301	257
4 TOTAL PASSENGERS	14,629	14,651	53,314	54,799
5 TOTAL SERVICE DAYS	31	31	121	121
6 VEHICLE REVENUE HOURS	6,851	6,945	26,749	25,719
7 VEHICLE SERVICE HOURS	8,503	8,638	32,963	32,391
8 VEHICLE NON REV HOURS	1,653	1,693	6,214	6,672
9 VEHICLE SERVICE MILES	139,064	137,422	498,497	513,746
10 VEHICLE REVENUE MILES	116,597	113,246	410,170	421,504
11 VEHICLE NON REV MILES	22,467	24,176	88,327	92,242
12 PASS. PER REVENUE HOUR	2.14	2.11	1.99	2.13
13 CLIENT PER REVENUE HOUR	2.00	1.98	1.85	1.99
14 PASS. PER SERVICE HOUR	1.72	1.70	1.62	1.69
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	1055	1,215	3,888	4,620
18 SAME DAY TRIPS	121	129	582	733
19 SUBSCRIPTION TRIPS	7,405	6,517	27,430	24,765
20 DEMAND	6,272	7,212	22,220	26,424
21 FAREBOX REVENUE	\$13,871.71	\$13,635.04	\$52,682.98	\$45,135.15
22 PREPAID CLIENTS	\$9,745.50	\$10,288.00	\$41,713.00	\$36,430.50
23 COLLECTED BILLING	\$1,044.00	\$29,956.00	\$108,026.00	\$100,030.00
24 TOTAL REVENUE COLLECTED	\$24,661.21	\$53,879.04	\$202,421.98	\$181,595.65
25 CHARGEABLE ACCIDENTS	0	0	0	3
26 SERVICE COMPLAINTS	0	1	0	5
27 SERVICE COMMENDATIONS	1	2	1	12
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	5	6	9	15
30 DRIVER TURNOVER	0%	0%	4.9%	0%
31 SCHEDULE ADHERENCE	69%	86%	88%	99%
32 WHEELCHAIR BOARDING'S	2,713	3,579	11,931	14,873
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	7,386	7,484	NA	NA
35 UNDUPLICATED CLIENTS	1,412	1,232	NA	NA
36 NO-SHOWS	71	56	214	266
37 CANCELS	1,556	1,778	8,203	8,020
38 AVG. TRIP LENGTH (MILES)	9.5	9.4	9.4	9.4
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	18,005	18,863	71,077	72,675
42 FLEET M.P.G.	7.7	7.3	7.0	7.1