

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE MEETING AGENDA

**Friday, January 3, 2014
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 December 6, 2013
4. Maintenance - None
5. Planning and Scheduling
 - a. Update on Clipper implementation
 - b. Authorization to conduct public hearings and obtain public input on Adaptive Service Plan recommendations*
6. Staff Reports
 - a. Fixed Route Monthly Report*
 - b. LINK Monthly Report*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting
10. 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, January 16, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, January 8, 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, January 9, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	February 7, 8:30 a.m., 100 Gregory Lane, Pleasant Hill

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
City of Pleasant Hill Community Room
100 Gregory Lane, Pleasant Hill, CA
December 6, 2013, 8:30 a.m.

Directors: Directors Candace Andersen, Jack Weir

Staff: Rick Ramacier, Kristina Vassallo, and Anne Muzzini

Public: 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 November 8, 2013:** Minutes were approved.
4. **Maintenance:** No Items.
5. **Board Policies and Programs:**
 - a. **Overview of County Connection's Disadvantaged Business Enterprise (DBE) Program**
Ms. Vassallo explained that as a federal claimant we are required to adopt a DBE goal and methodology and that in the past our goal has been set at 7% of the total contract dollars. She told the Committee that so far this year we have achieved 9% DBE participation. The Committee discussed the definition of a DBE, current DBE contractors, and FTA actions related to approving agencies DBE goals. The Committee agreed to recommend adoption of the DBE Program presented by staff to the full Board.
6. **Staff Reports**
 - a. **Fixed Route Monthly Report – October 2013** – Ms. Muzzini presented the fixed-route report and noted that ridership was lower than the prior month and attributed it to the student ridership which tends to drop when the free rides distributed by 511 Contra Costa run out. There was discussion about the Route #35 and the growth on Route #92. The report was approved.
 - b. **LINK Monthly Report – October 2013** - Mr. Ramacier presented the LINK report stating that ridership is starting to increase, a trend which has been flat for several years. The report was approved.
7. **Committee Comments** – None.
8. **Future Agenda Items** – Adaptive Service Plan
9. **Next Scheduled Meeting** –The next meeting is scheduled for January 3rd at 8:30am at the City of Pleasant Hill Conference Room.
10. **Adjournment** – meeting was adjourned at 9:30 a.m.

To: Operations and Scheduling Committee

Date: December 18, 2013

From: Anne Muzzini, Director of Planning & Marketing

Reviewed by:

Subject: Authorization to conduct public hearings and obtain public input on Adaptive Service Plan recommendations

Summary of Issues:

The Adaptive Service Plan, adopted by the Board in December, has service change recommendations for Martinez, South Walnut Creek and Shadelands. If implemented there will be changes to Route #2, 5, and 7 in Walnut Creek and Route#18, 19 and 28 in Martinez. The scope of the changes trigger the requirement to conduct public hearings. In addition to formal hearings, staff will be soliciting input through meetings with City staff and will solicit comment via the web. We expect it will take 2 months to gather public input to bring back to the Committee for review.

Attached is the executive summary detailing the service changes that will be presented for public comment.

Recommendation:

Staff recommends that the O&S Committee support proceeding with the public process required to improve service in Walnut Creek and Martinez. Board action is not required.



ADAPTIVE SERVICE PLAN

Executive Summary

Contra Costa County Transportation Authority

November 2013



In partnership with
Fehr and Peers

EXECUTIVE SUMMARY

Traditional fixed route service is an effective mobility option in certain applications and in certain environments. Typically, this includes areas with ample residents and destinations along relatively direct corridors. Where fixed route service tends to underperform is in suburban and rural areas where development density is low and the roadway networks are incomplete or the roadway environment is unsuitable for the walking trips needed to access the service.

The goal of the Adaptive Service Plan is to explore options beyond traditional fixed route service and seek recommendations that might be more effective in meeting the mobility needs of certain focus areas within the CCCTA Transpac service area. In some cases, recommendations might not even include transit service at all. To develop recommendations, a data-driven approach was used, investigating the entire Transpac area, this approach is described in the Report Overview and Figure ES-1.

REPORT OVERVIEW

This report reviews the entire Transpac study area where County Connection operates. Considering numerous factors in combination with input from County Connection staff, the project narrows the study area to four “focus areas” for further analysis of service options. The process of selecting these initial four focus areas can be found in **Chapter 2: Demographic Analysis**.

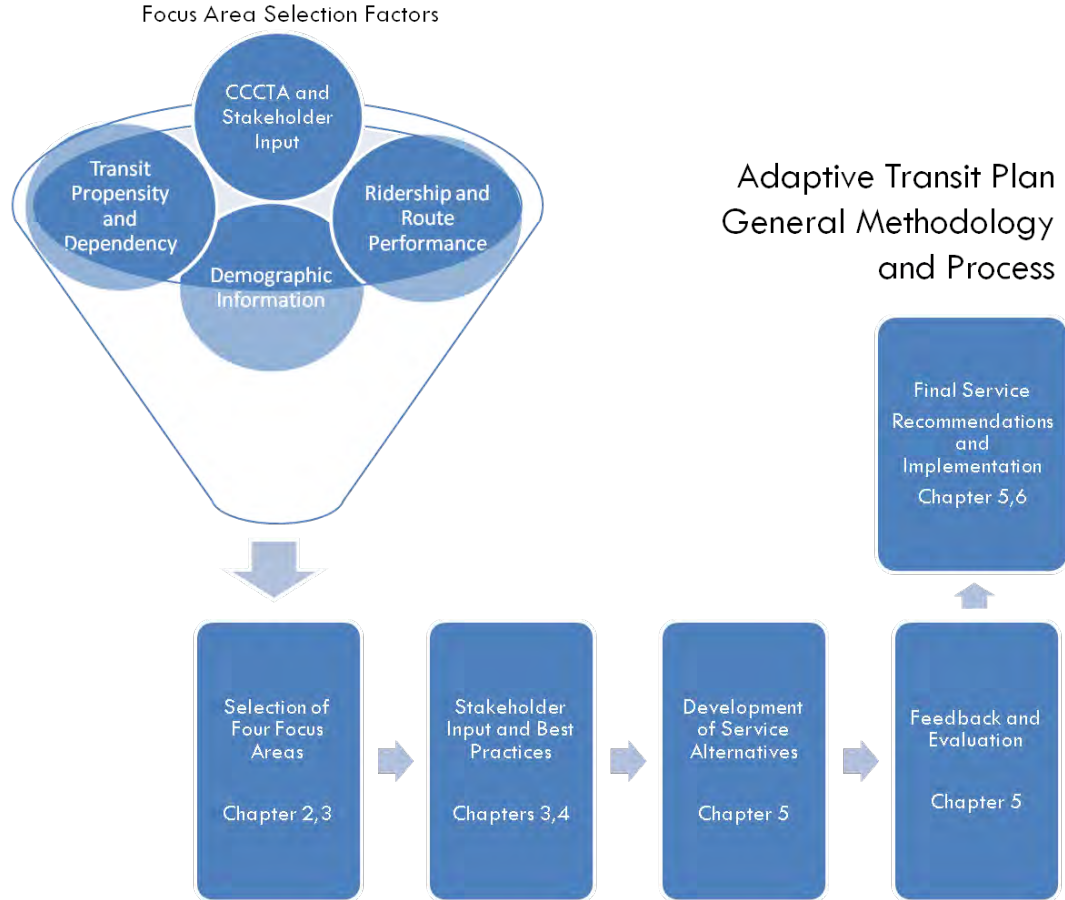
Upon selection of four focus areas, each was reviewed at a much higher level of detail, investigating elements such as major local destinations and attractions, existing transit service, local preference and physical characteristics such as the roadway network and pedestrian network.

A detailed analysis of each of the focus areas can be found in **Chapter 3: Focus Areas**. Given the context and background provided in these preliminary chapters, the study turns its focus externally to investigate various “adaptive service strategies” that have been employed in other locations around the country. Examples of strategies include deviated fixed route systems, flex-routes and non-fixed route options. A summary of these service delivery models and associated performance measures for their service are provided in **Chapter 4: Service Strategies**.

Chapter 5: Service Plan culminates the background information from each of the focus areas and applies different service strategies. Contrary to the initial expectation of the study, many of the strategies are not considered adaptive service strategies. In fact, in each of the three final focus areas, more traditional services including circulator shuttles and modifications to existing fixed route service are applied. This is not to say that different service strategies were not analyzed. They were deemed to not be applicable to the focus areas in question and enhancements to existing services are believed to be more effective at generating ridership.

Finally, **Chapter 6: Implementation Plan** briefly highlights key implementation tasks and associated organizations that should be involved in bringing service recommendations to fruition.

Figure ES-1 Adaptive Transit Plan General Methodology



FINAL FOCUS AREAS

Trotter/South Walnut Creek

The Trotter/South Walnut Creek focus area conveys two very different stories. Based on the low-density residential land uses and absence of major destinations, Trotter/South Walnut Creek (specifically, areas south of Rudgear Road) has little potential for near-term growth in transit ridership. From a transit operations perspective, it is challenging to justify the need and relevance of traditional fixed-route transit service in this neighborhood. Existing service (Route 2) experiences very low route ridership and productivity, which could warrant the introduction of a flexible service type. However, given that many other neighborhoods in the central county with similar land use characteristics do not have any transit service, even a flexible service type may not be warranted in this area.

On the contrary, the Creekside Drive area has characteristics that lend itself to successful transit service. The combination of high-density housing, constrained parking supply and roadway options that limit access to the area suggest that transit could be competitive with drive alone

trips. While the pedestrian network and connectivity is constrained, the area's proximity to shopping and recreational trails would be supportive of transit service modifications that better serve local needs.

Martinez

Downtown Martinez's combination of jobs density, walkable street network, and relatively close major regional destinations make it an interesting candidate for improvements. Feedback from stakeholders and a review of local demographic data shows that a need and desire for transportation services exists, yet current transit does not seem to fully capitalize on these specific needs. Intra-Martinez trips between the downtown core, the County Regional Hospital, and retail on Route 4 may include markets that could be more efficiently served by transit.

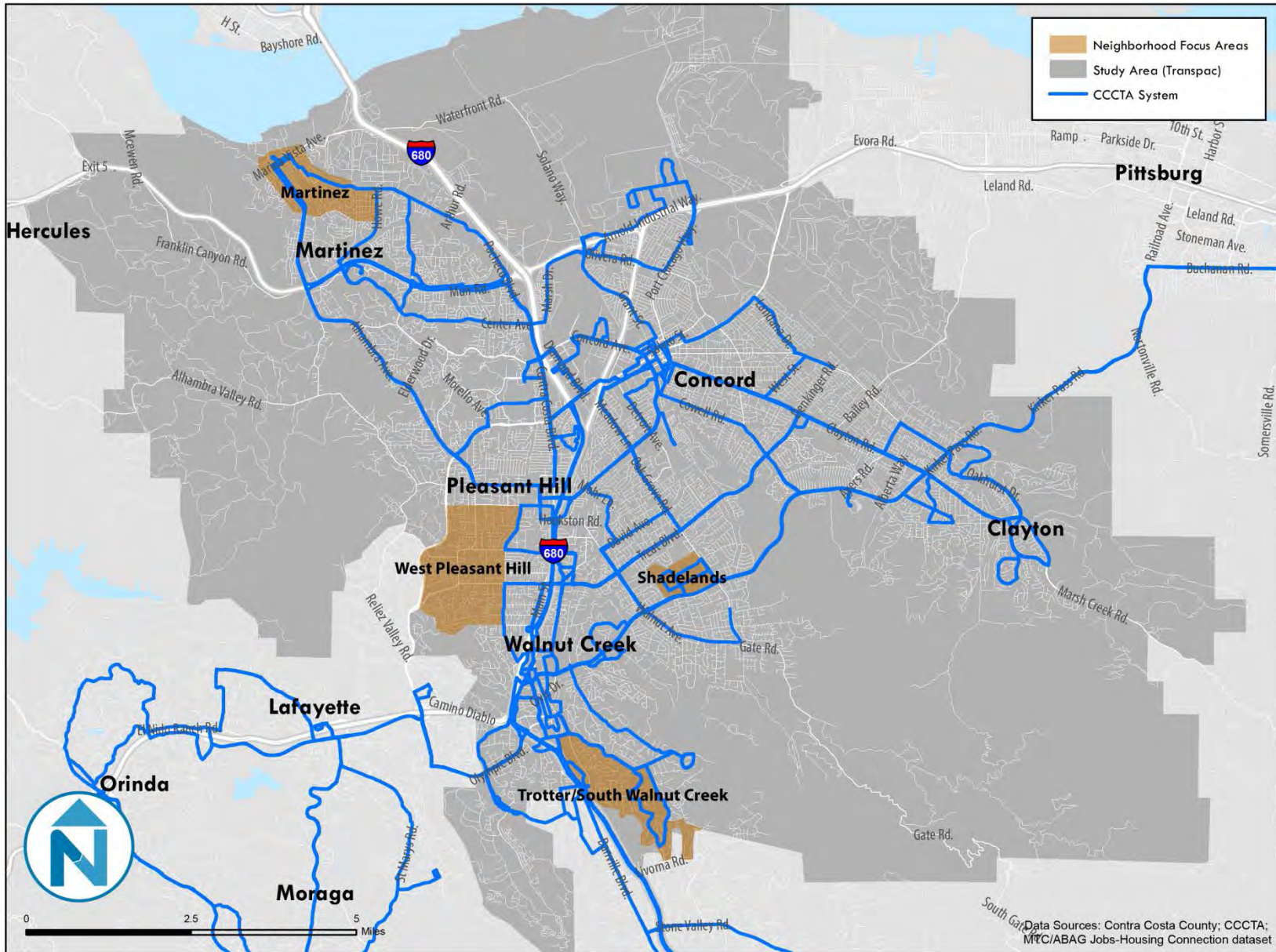
Shadelands

Shadelands is the only commercially-focused (primarily office) site of this study. It is worth noting that many employees who work at Shadelands reside in areas adjacent to or nearby the office park, therefore it may benefit most from improving access for non-motorized transportation modes. Further investigation of this site may include recommendations for "transit-supportive" strategies rather than flexible transit or route modifications. Currently, Route 1 and Route 7 provide transit service between Shadelands and the Walnut Creek and Pleasant Hill BART Stations. However, these do not provide direct, frequent service and may not attract regular commuting employees who would otherwise drive and have access to free parking. As a result, a dedicated Shadelands shuttle may be viable and is a service that has garnered interest from the local business community.

West Pleasant Hill (eliminated from final focus areas)

West Pleasant Hill was one of the four original focus areas selected for preliminary portions of the study. However, after an initial round of analysis, it was determined West Pleasant Hill had the lowest potential for transit service improvements as compared to other focus areas. As a result, this focus area was dropped from the service planning portion of the study.

Figure ES-2 Focus Areas



SERVICE RECOMMENDATIONS

Trotter/South Walnut Creek

Eliminate Route 2 and increase transit frequency on Route 5

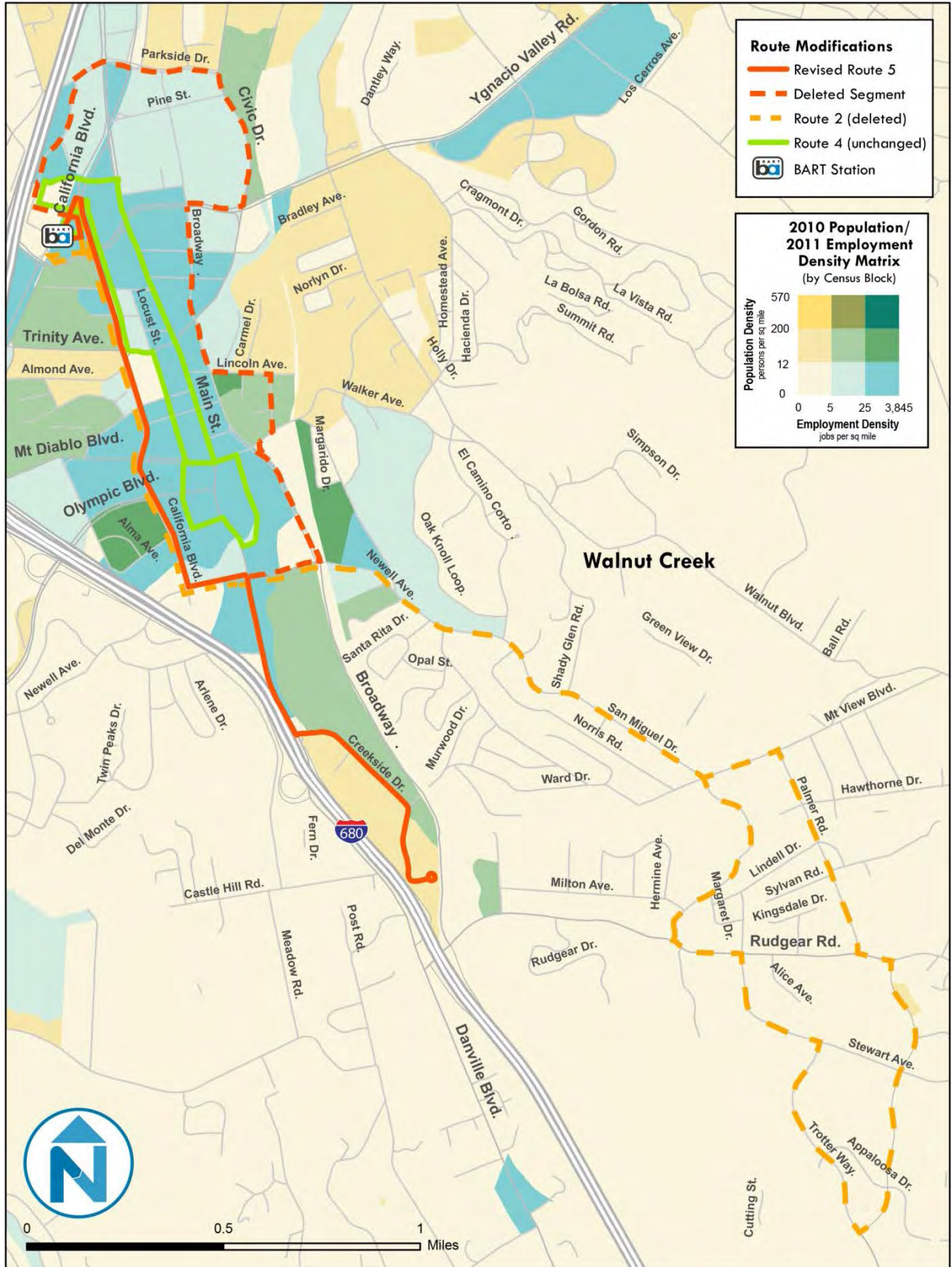
Service recommendations in the Trotter/South Walnut Creek Area include the elimination of Route 2 given its low productivity (nearly 7 boardings per hour) and reallocation of resources to improve Route 5 service on Creekside Drive.

This reallocation of resources would provide improved service to an area with one of the highest population densities in Walnut Creek. School trippers, which carry many students, would continue to operate in the Trotter neighborhood. Given that Route 2 and Route 5 currently interline, this option provides the opportunity for Route 5 to nearly double its frequency to Creekside Drive. This route would enable service frequencies in upwards of 20-25 minutes to residents along Creekside Drive in addition to 30 minute service from Route 21.

Feedback from existing residents of Creekside Drive includes the criticism that Route 5 takes too long to get to BART. It is suggested that Route 5 be realigned to travel on a more direct path to BART using California Boulevard (following Route 21). This would save approximately 1.4 miles (round trip) in travel distance and associated travel time.

The northern and eastern segments of Route 5 (Parkside Drive, Civic Drive, Lincoln, South Broadway, Newell) would be eliminated altogether. Currently, Route 4 operates within ¼ mile of the existing segments of Route 5 proposed for elimination. Route 4 operates more frequently and over a longer service span, thus justifying service elimination of this segment of Route 5.

Figure ES-3 Trotter/South Walnut Creek Recommendations



Data Sources: CCCTA; US Census

Martinez

Modify existing fixed route services and provide a community-focused shuttle in Martinez

Community Shuttle

Based on the service goals and criteria in Martinez, a shuttle service similar to the 2009 Community Based Transportation Plan recommendation is still valid. That recommendation outlined several potential routing options between Downtown and destinations along Highway 4. This plan goes beyond the 2009 recommendations to provide more detailed routing, potential schedules, and other variants that may help the service better meet current community goals.

Preliminary service would be scheduled to operate hourly between approximately 7:00a.m.- 9:30p.m. It is likely that routes would be scheduled to enable timed transfers at the Amtrak station or mid-route for routes traveling to Walnut Creek. Two routing alternatives are possible; one includes a one-way loop route that services Muir Road and Arnold Drive in a counter-clockwise loop and a two-way service on Arnold Way that would have a bus turnaround near Morello Avenue.

It is assumed that a Community Shuttle would have the same fares as all other service. However, fares could be subsidized by the City of Martinez or other entities similar to how the City of Walnut Creek subsidizes fares on the Route 4 Trolley.

Figure ES-4 Martinez Community Recommended Shuttle Routing



Data Sources: CCCTA

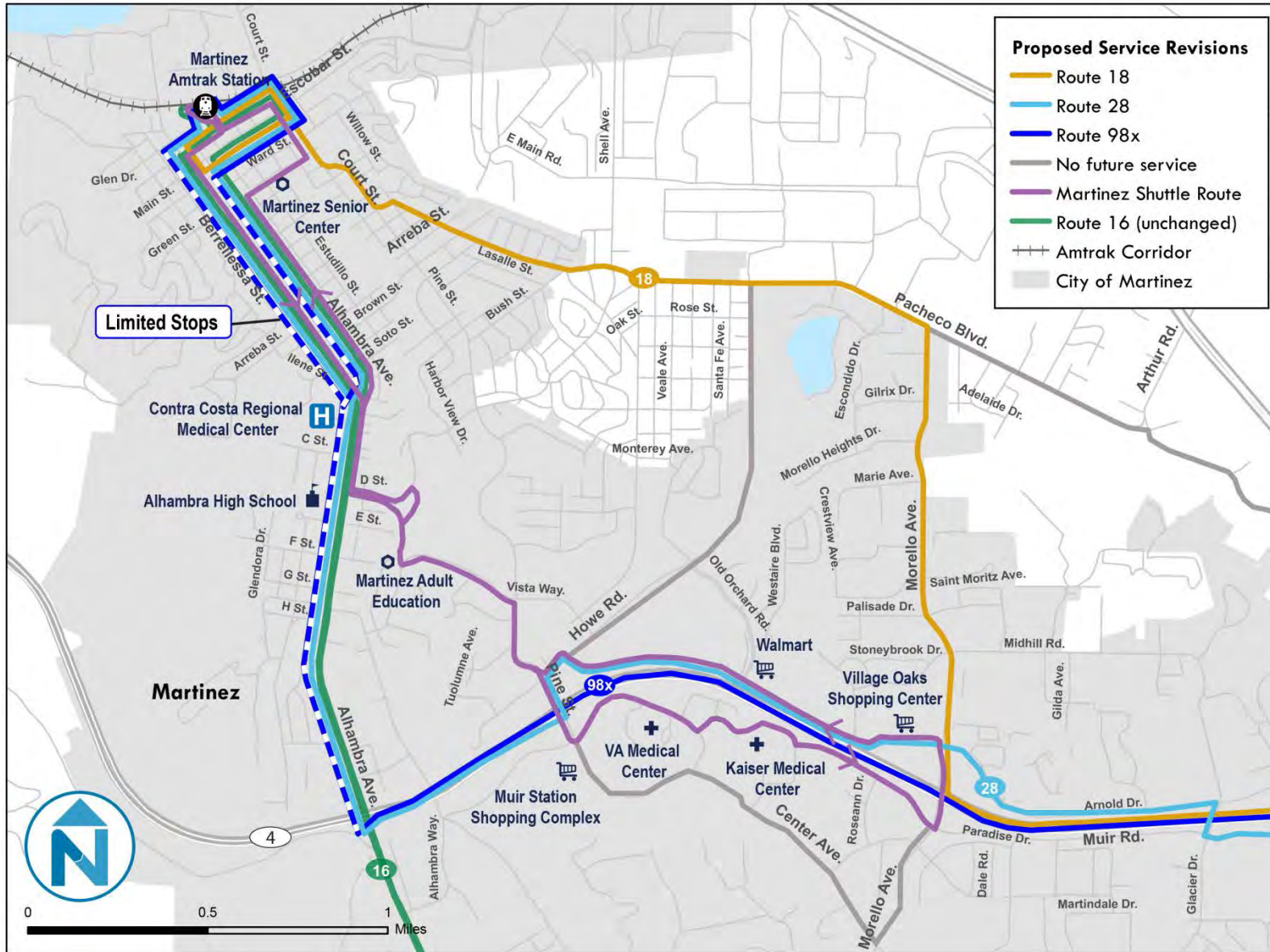
Fixed Route Modifications (Martinez Focus Area)

Several modifications are recommended to existing routes in the Martinez area including the elimination of Route 19. The route modifications described below assume that a Community Shuttle would be implemented and are designed to complement that service. The elimination of Route 19 will free up resources that could help support the initiation of a Community Shuttle service.

Route Number	Proposed Service Change	Implications on Service Hours	Additional Comments
16	No service changes	N/A	If additional resources become available, it is recommended that service frequencies be set at hourly clockface headways (0:30 minute frequencies) for passenger convenience. Current frequency is 40 minutes between trips.
18	Route realignment: Route 18 and Route 28 switch alignments between Morello Avenue and Pacheco Boulevard. Route 18 now travels on Highway 4.	Any route efficiencies due to alignment changes should be used towards improving route frequency.	The proposed route provides a slightly faster travel time which could marginally improve frequencies. However, if additional resources become available, it is recommended that service frequencies be standardized at hourly (0:60) headways for passenger convenience. Current frequencies vary.
19	Route elimination: All segments of route are recommended to be eliminated due to low ridership.	Route elimination provides approximately 13.8 (13:50) weekday fixed route service hours to be applied towards other services.	Route eliminated
28	Route realignment: Route 28 would be realigned from Pacheco Boulevard to Alhambra Avenue and Berrellesa Avenue. The route would also serve Arnold Drive and previous segments of Route 18 (Arnold Drive, Muir Road)	Any route efficiencies due to alignment changes should be used towards improving route frequency.	The proposed route provides a slightly faster travel time which could marginally improve frequencies. However, if additional resources become available, it is recommended that service frequencies be standardized at hourly (0:60) headways for passenger convenience.
98X	Stop Reduction: Eliminate low-ridership stops to improve overall travel time. Stop location: Stop directly at DVC on both northbound and southbound trips.	Any route efficiencies due to alignment changes should be used towards improving route frequency.	The proposed route provides a slightly faster travel time which could marginally improve frequencies. However, if additional resources become available, it is recommended that service frequencies be standardized at hourly (0:30) headways for passenger convenience.

ADAPTIVE SERVICE PLAN | FINAL REPORT
CCCTA

Figure ES-5 Martinez Area CCCTA Service Recommendations



Data Sources: CCCTA

Shadelands

Establish dedicated BART Shuttle to Shadelands and support efforts to organize a Shadelands Transportation Management Association (TMA)

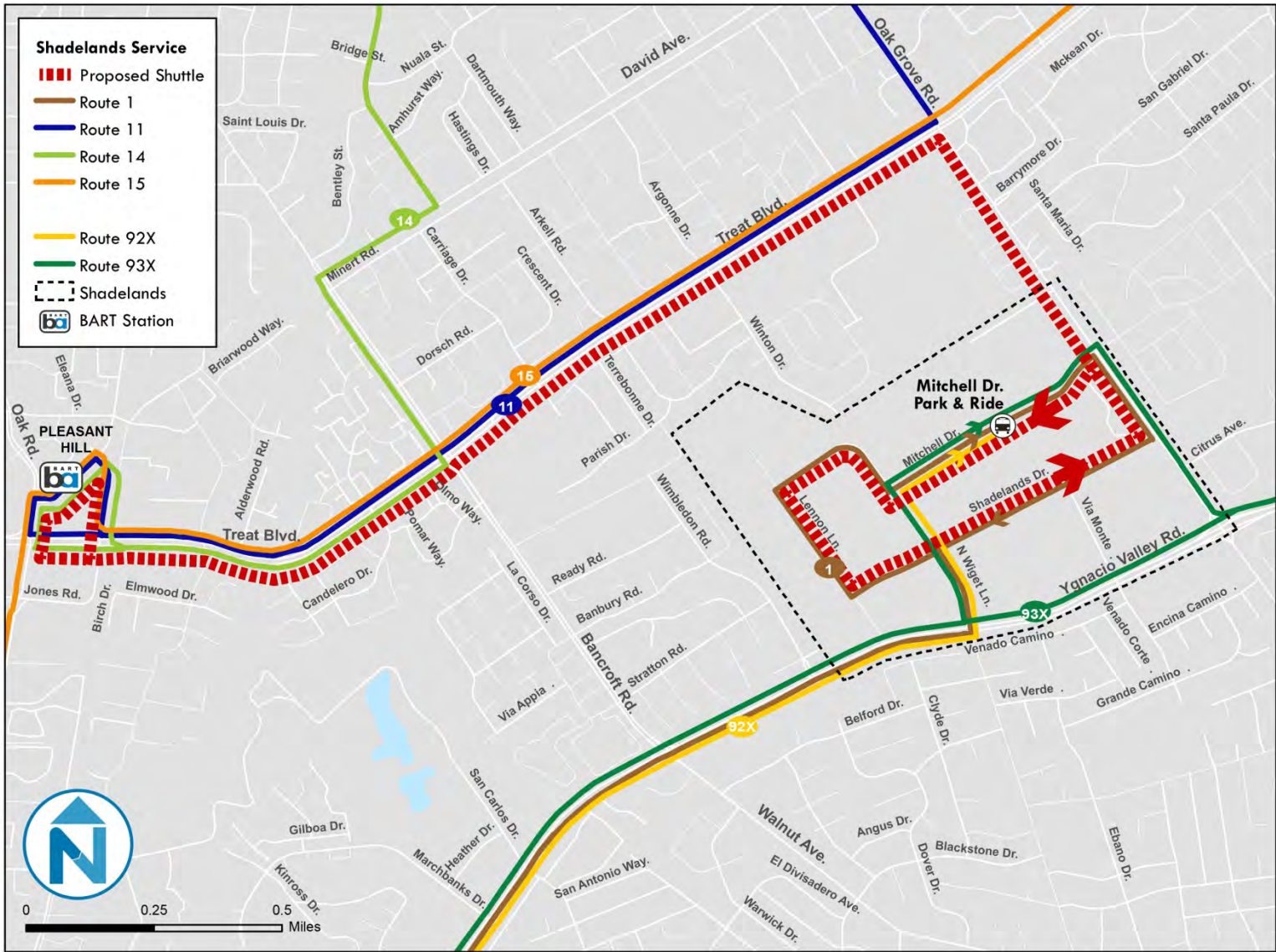
Shadelands BART Shuttle

Compared to the existing County Connection service, a dedicated BART shuttle could reduce travel times between destinations in Shadelands and Pleasant Hill BART. Presently, the fastest County Connection trip from the Mitchell Park and Ride takes approximately 24 minutes (Route 7, one-way). A dedicated service could reduce the travel time to approximately 18-20 minutes. Travel time savings would be achieved by reducing the total number of stops and utilizing a travel corridor with less variable traffic congestion than the current alignment.

Increasing the frequency of operations would also make the service more attractive to potential users. 15 minute (peak) service frequency would match BART train arrivals at Pleasant Hill BART and provide a much higher level of travel flexibility as compared to current transit options. Given the limited information about potential ridership demand and needs, it is preliminarily proposed that service operate between 7 a.m. and 10 a.m. in the morning and between 3 p.m. and 7:30 p.m. in the evening. Route 7 that currently serves Shadelands should not duplicate the Shadelands Shuttle. Instead, it should be truncated (to save resources) and not directly serve Shadelands or the route could be eliminated altogether to provide resources for a shuttle.

Figure ES-6 Shadelands Shuttle Alignment

Note: Route 7 is no longer shown and is assumed to be replaced by a Shadelands Shuttle.



Data Sources: Contra Costa County

Establishment of a Shadelands Transportation Management Association (TMA)

In an area like Shadelands that is already served by transit, a TMA may serve as a sounding board or decision-making body that could articulate certain “on-campus” transit needs to County Connection or lead the charge in improving transit amenities such as stops, shelters or even creating a new consolidated “transit hub.”

As of September 2013, it has been rumored that numerous companies in Shadelands are exploring the formation of a Property Based Improvement District (PBID). A PBID could establish the administrative foundation under which a TMA could operate. It is recommended that County Connection continue to maintain involvement with any organized efforts within the Shadelands Office Park related to transportation.

Agenda Item 7.a

TO: O&S Committee

DATE: December 16, 2013

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for November 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	268,956		
Average Weekday	12,189	11,902	
Pass/Rev Hour	15.5	15.3	Standard Goal > 17.0
Missed Trips	0.10%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	36,658	25,672	Standard Goal > 18,000

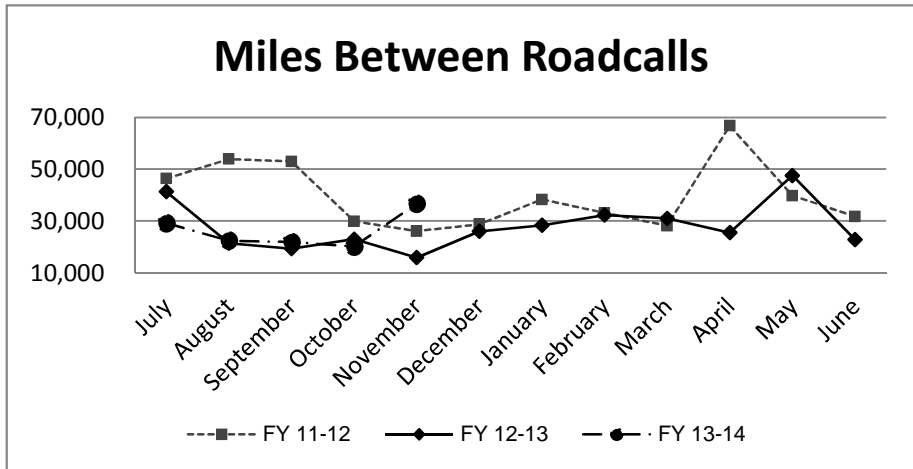
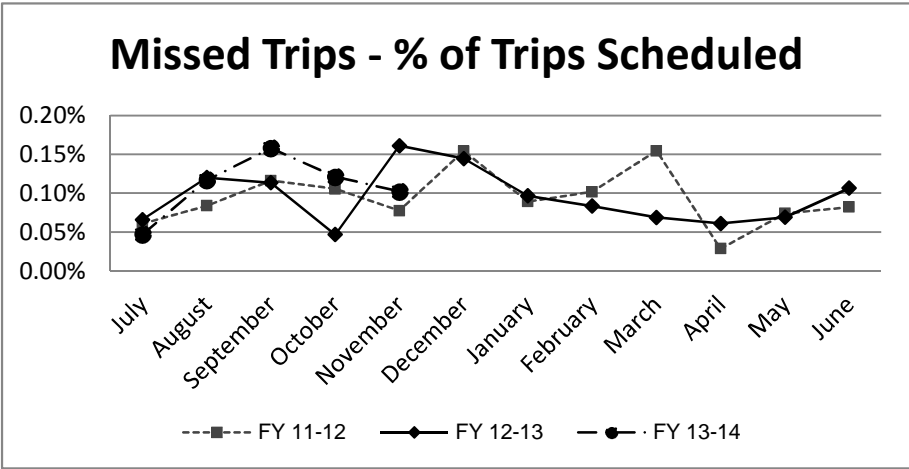
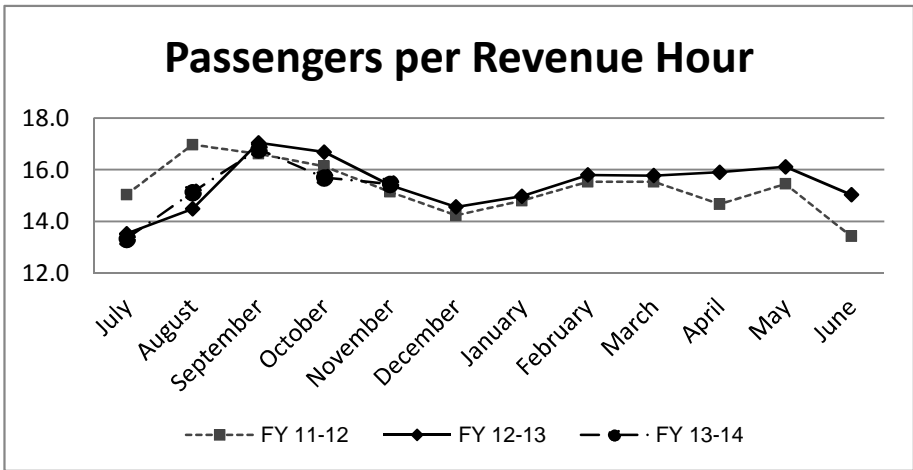
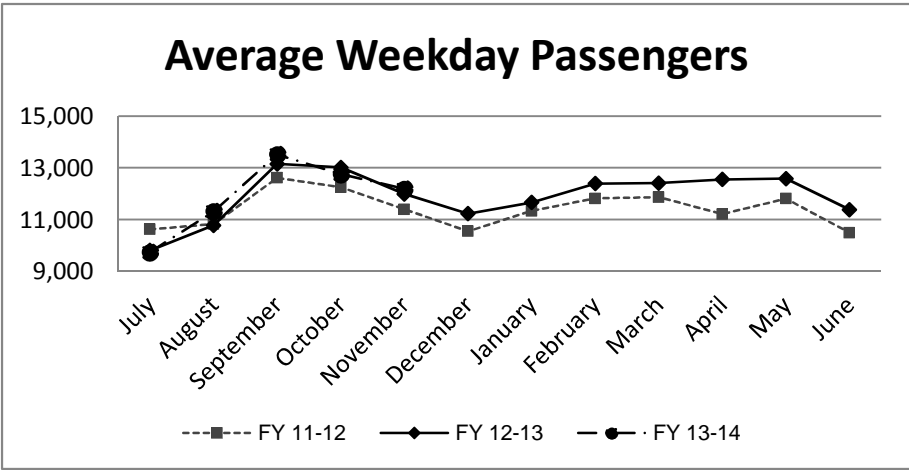
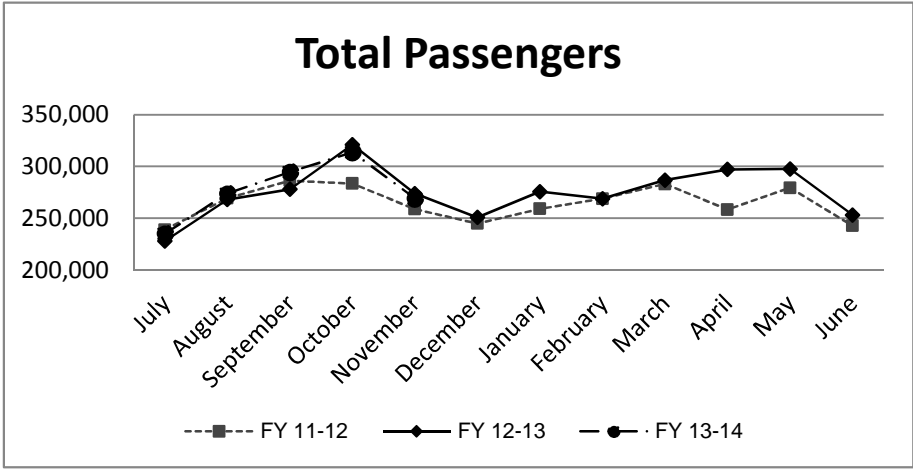
* Based on current standards from updated SRTIP

Analysis

Average weekday ridership was lower in November (12,189 passengers) than October (12,752 passengers) and lower than November 2012 (11,988 passengers). Passengers per hour in November was 15.5, a decrease from 15.7 in October and more than November 2012 when passengers per hour was 15.4.

The percentage of missed trips in November was 0.10%. An decrease from the prior month (0.12%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 36,658 miles in November, higher than the prior month in which there were 20,117 miles between roadcalls. The 12 month average is 25,672 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2012 November	2012 December	2013 January	2013 February	2013 March	2013 April	2013 May	2013 June	2013 July	2013 August	2013 September	2013 October	2013 November	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	269,325	259,994	283,381	258,396	278,078	280,325	285,350	250,775	262,014	268,767	262,361	301,762	256,603	3,517,131
Work Days	29	30	30	28	31	30	30	30	30	31	29	31	29	388
Revenue Hours	17,777	17,194	18,390	17,003	18,167	18,675	18,466	16,821	17,615	18,080	17,542	19,964	17,407	233,101
Operator Pay Hours	32,217	30,111	33,540	28,965	30,787	31,056	33,072	30,920	32,893	34,577	30,523	32,162	31,322	412,144
Number of Operators	168	172	172	170	170	170	168	167	177	175	174	170	170	171
Unscheduled Absences	289	266	343	457	307	366	421	355	500	472	327	413	306	4,822
FT Protection	41	30	61	33	54	80	90	68	87	73	51	53	56	777
Worker Comp.	48	54	53	98	56	84	86	90	179	167	126	110	79	1,230
Sick leave	200	182	229	326	197	202	245	197	234	232	150	250	171	2,815
Collision Accidents	2	5	4	5	4	3	5	4	2	8	8	8	8	66
Passenger Accidents	12	8	8	14	21	7	14	14	11	16	9	12	12	158
Total Chargeable Collisions	2	2	1	1	3	2	2	1	1	4	4	5	0	28
Chargeable/100K Miles	0.74	0.76	0.35	0.38	1.07	0.71	0.70	0.39	0.38	1.48	1.52	1.65	0.00	0.79
Number of Trips Scheduled	23,606	22,831	20,706	20,388	20,388	24,630	24,630	22,542	23,574	24,001	22,781	25,613	22,546	298,236
Number of Trips Missed	38	33	20	17	14	15	17	24	11	28	36	31	23	307
Of Trips Scheduled - % Missed	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%	0.10%
Of Trips Missed - Mechanical	26	26	14	10	10	13	12	17	9	14	19	16	15	201
On Time Performance %	87%	86%	91%	88%	89%	90%	88%	89%	88%	87%	81%	78%	75%	86%
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	19	11	11	10	12	12	10	15	13	14	12	16	10	165
Road Calls for Mechanical	17	10	10	8	9	9	6	13	9	12	12	14	7	136
Road Calls for Other	2	1	1	2	3	3	4	2	4	2	0	2	3	29
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	9,447	9,200	10,698	8,884	10,458	86,623	11,624	8,063	7,629	10,343	11,137	12,306	7,427	
200 - 299	15,017	34,419	37,985	37,364	38,776	16,411	30,854	8,759	28,818	33,816	29,326	36,386	29,078	
300 - 399	5,298	41,218	19,091	17,682	19,419	12,809	36,707	11,555	931	9,038	35,160	9,806	12,039	
400 - 499	17,607	14,648	19,015	14,159	18,047	34,649	16,995	26,148	26,857	28,227	10,192	16,430	31,221	
500 - 519	53,070	8,355	26,561	47,194	16,093	51,847	55,492	24,414	53,173	26,923	16,944	19,622	47,331	
900 - 939	18,513	31,039	31,214	44,687	46,750	26,312	33,030	43,530	43,003	28,937	20,583	23,843	41,665	
1300-1309							12,721	19,734	23,009	19,574	22,999	26,748	22,099	
2000 - 2099	11,914	10,969	11,723	11,898	12,135	8,709	4,872	NA	NA	NA	NA	NA	NA	
Fleet Avg.	15,843	25,999	28,338	32,300	30,989	25,484	47,558	22,798	29,113	22,397	21,863	21,554	36,658	25,861
Maintenance Pay Hours	4,162	4,523	4,705	4,142	4,283	3,992	4,151	4,201	4,074	4,239	4,165	3,076	3,938	53,652
No. Maint. Employees	26	27	27	27	25	24	24	26	25	25	25	25	25	25
Maint. Emps/100K Miles	10	10	10	10	9	9	8	10	10	9	10	8	10	1
Unscheduled Absences	4	1	3	4	3	4	1	1	1	4	2	6	4	3

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

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings		
November 2013 - Fixed Route Boardings	268,956	Revenue Hours -	November 2013	17,407	Weekdays -	November 13	20	Fiscal 2014 YTD	1,389,387
			November 2012	17,777		November 12	21		
Bus Bridge		Revenue Miles -	November 2013	190,046	Saturdays -	November 13	5	Fiscal 2013 YTD	1,368,203
Special Service			November 2012	194,564		November 12	4		
					Sundays -	November 13	4		
						November 12	4		
November 2013 Total Boardings	268,956	Passengers per Mile		1.4	Total Days - 2013	29	YTD Trend	1.5%	
November 2012 Total Boardings	273,694	Passengers per Hour		15.45	2012	29	Monthly Trend	(1.7%)	

November 2013 Fixed Route Passenger Total						November 2013 Weekday Average	November 2013 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	6,016			6,016	301	11.4
2	Rudgear / Walnut Creek	1,246			1,246	62	6.9
4	Walnut Creek Downtown Shuttle	18,644	3,094	2,187	23,924	932	27.0
4H **	Walnut Creek Extended Holiday Service	26	92		118	26	11.2
5	Creekside / Walnut Creek	1,608			1,608	80	8.0
6	Lafayette / Moraga / Orinda	8,714	659	432	9,804	436	14.2
7	Shadelands / Pleasant Hill / Walnut Creek	4,208			4,208	210	6.3
9	DVC / Walnut Creek	11,023			11,023	551	13.1
10	Concord / Clayton Rd	21,726			21,726	1,086	22.6
11	Treat Blvd / Oak Grove	5,714			5,714	286	14.8
14	Monument Blvd	12,513			12,513	626	15.8
15	Treat Boulevard	10,131			10,131	507	16.5
16	Alhambra Ave / Monument Blvd	14,314			14,314	716	13.8
17	Olivera/Solano / Salvio / North Concord	4,894			4,894	245	13.0
18	Amtrak / Merello / Pleasant Hill	9,654			9,654	483	15.0
19	Amtrak / Pacheco Blvd / Concord	2,755			2,755	138	10.0
20	DVC / Concord	25,032			25,032	1,252	25.6
21	Walnut Creek / San Ramon Transit Center	12,155			12,155	608	11.9
25	Lafayette / Walnut Creek	1,102			1,102	55	4.8
28	North Concord / Martinez	6,329			6,329	316	10.5
35	Dougherty Valley	8,623			8,623	431	13.3
36	San Ramon / Dublin	4,710			4,710	236	8.4
91X	Concord Commuter Express	791			791	40	9.1
92X	Ace Shuttle Express	4,091			4,091	205	17.3
93X	Kirker Pass Express	4,283			4,283	214	15.1
95X	San Ramon / Danville Express	2,994			2,994	150	14.9
96X	Bishop Ranch Express	10,564			10,564	528	16.2
97X	Bishop Ranch Express	2,290			2,290	115	10.6
98X	Martinez Express	8,509			8,509	425	16.0
250 *	Gael Rail Service	213	203	148	564	27	5.8
260 *	Cal State East Bay / Concord Bart	325			325	22	2.5
301	Rossmoor / John Muir Medical Center		348	245	594	0	7.2
310	Concord Bart / Clayton Rd / Kirker Pass		2,142	1,393	3,535	0	28.1
311	Concord / Oak Grove / Treat Blvd / WC		1,289	709	1,998	0	14.7
314	Clayton Rd / Monument Blvd / PH		3,232	1,920	5,151	0	21.0
315	Concord / Willow Pass / Landana		335	224	559	0	9.2
316	Alhambra / Merello / Pleasant Hill		1,714	1,106	2,820	0	15.3
320	DVC / Concord		1,050	611	1,661	0	14.6
321	San Ramon / Walnut Creek		1,261	776	2,038	0	10.7
600's	Select Service	18,586			18,586	929	26.8
TOTALS		243,785	15,419	9,751	268,956	12,189	15.5

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

Operations Data Summary

NOVEMBER 2013 PRODUCTIVITY

(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
310	Concord Bart / Clayton Rd / Kirker Pass	3,535	0	28.1
4	Walnut Creek Downtown Shuttle	23,924	932	27.0
600's	Select Service	18,586	929	26.8
20	DVC / Concord	25,032	1,252	25.6
10	Concord / Clayton Rd	21,726	1,086	22.6
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,151	0	21.0
92X	Ace Shuttle Express	4,091	205	17.3
15	Treat Boulevard	10,131	507	16.5
96X	Bishop Ranch Express	10,564	528	16.2
98X	Martinez Express	8,509	425	16.0
14	Monument Blvd	12,513	626	15.8
316	Alhambra / Merello / Pleasant Hill	2,820	0	15.3
93X	Kirker Pass Express	4,283	214	15.1
18	Amtrak / Merello / Pleasant Hill	9,654	483	15.0
95X	San Ramon / Danville Express	2,994	150	14.9
11	Treat Blvd / Oak Grove	5,714	286	14.8
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,998	0	14.7
320	DVC / Concord	1,661	0	14.6
6	Lafayette / Moraga / Orinda / Orinda Village	9,804	436	14.2
16	Alhambra Ave / Monument Blvd	14,314	716	13.8
35	Dougherty Valley	8,623	431	13.3
9	DVC / Walnut Creek	11,023	551	13.1
17	Olivera/Solano / Salvio / North Concord	4,894	245	13.0
21	Walnut Creek / San Ramon Transit Center	12,155	608	11.9
1	Rossmoor / Shadelands	6,016	301	11.4
4H **	Walnut Creek Extended Holiday Service	118	26	11.2
321	San Ramon / Walnut Creek	2,038	0	10.7
97X	Bishop Ranch Express	2,290	115	10.6
28	North Concord / Martinez	6,329	316	10.5
19	Amtrak / Pacheco Blvd / Concord	2,755	138	10.0
315	Concord / Willow Pass / Landana	559	0	9.2
91X	Concord Commuter Express	791	40	9.1
36	San Ramon / Dublin	4,710	236	8.4
5	Creekside / Walnut Creek	1,608	80	8.0
301	Rossmoor / John Muir Medical Center	594	0	7.2
2	Rudgear / Walnut Creek	1,246	62	6.9
7	Shadelands / Pleasant Hill / Walnut Creek	4,208	210	6.3
250 *	Gael Rail Service	564	27	5.8
25	Lafayette / Walnut Creek	1,102	55	4.8
260 *	Cal State East Bay / Concord Bart	325	22	2.5

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
1	Rossmoor / Shadelands	326	325	342	349	360	359	351	338	287	310	320	309	301
2	Rudgear / Walnut Creek	62	60	65	60	68	66	67	60	44	55	65	57	62
4	Walnut Creek Downtown Shuttle	878	918	859	840	933	897	909	1,002	803	998	923	798	932
4H **	Walnut Creek Extended Holiday Shuttle	25	28											26
5	Creekside / Walnut Creek	71	66	78	82	81	81	81	73	68	78	79	87	80
6	Lafayette / Moraga / Orinda	467	359	422	458	462	466	458	309	248	316	528	449	436
7	Shadelands / Pleasant Hill / Walnut Creek	213	195	216	213	231	229	251	246	219	239	231	206	210
9	DVC / Walnut Creek	576	523	551	575	554	598	593	539	499	556	626	570	551
10	Concord / Clayton Rd	1,038	979	1,016	1,093	1,077	1,079	1,085	997	878	1,045	1,154	1,104	1,086
11	Treat Blvd / Oak Grove	304	263	288	309	323	324	332	302	241	277	329	332	286
14	Monument Blvd	634	596	627	638	634	632	642	644	558	621	651	638	626
15	Treat Boulevard	513	487	498	551	568	509	534	488	468	459	565	579	507
16	Alhambra Ave / Monument Blvd	674	658	645	727	698	713	729	694	639	680	744	743	716
17	Olivera/Solano / Salvio / North Concord	215	205	233	226	241	247	256	244	232	250	287	260	245
18	Amtrak / Merello / Pleasant Hill	463	432	447	484	477	461	474	417	353	426	544	498	483
19	Amtrak / Pacheco Blvd / Concord	144	121	140	146	153	148	160	145	119	137	149	149	138
20	DVC / Concord	1,224	1,075	1,177	1,311	1,160	1,231	1,148	1,019	956	1,218	1,387	1,324	1,252
21	Walnut Creek / San Ramon Transit Center	610	561	573	584	608	627	617	606	561	595	644	611	608
25	Lafayette / Walnut Creek	57	56	57	58	64	66	65	56	80	70	79	74	55
28	North Concord / Martinez	316	286	295	319	301	320	320	294	263	313	358	332	316
35	Dougherty Valley	390	360	374	409	395	428	441	422	357	408	480	448	431
36	San Ramon / Dublin	245	233	249	244	253	248	262	229	197	229	256	242	236
91X	Concord Commuter Express	54	35	39	41	43	41	48	44	41	45	42	36	40
92X	Ace Shuttle Express	197	154	191	176	171	185	178	203	205	220	230	227	205
93X	Kirker Pass Express	192	149	213	220	231	234	233	236	245	229	238	250	214
95X	San Ramon / Danville Express	170	135	173	188	168	168	174	173	151	163	171	151	150
96X	Bishop Ranch Express	505	467	493	502	528	526	520	543	489	578	594	545	528
97X	Bishop Ranch Express	108	84	110	105	106	111	118	134	116	120	129	113	115
98X	Martinez Express	361	336	348	392	393	384	399	384	379	411	459	470	425
250 *	St Mary's College Gael Rail Shuttle	19	4	8	17	10	17	10			17	34	29	27
260 *	Cal State East Bay / Concord Bart	7	3	19	20	13	23	21	14			35	26	22
600's	Select Service	961	1,446	923	1,068	1,115	1,147	1,118	539	46	266	1,235	1,117	929
TOTALS		11,988	11,229	11,660	12,388	12,410	12,549	12,581	11,384	9,740	11,315	13,514	12,752	12,189

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
SATURDAY		<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>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	641	788	534	581	601	595	556	611	698	604	570	470	619
4H **	Walnut Creek Extended Holiday Shuttle	23	145											18
6	Lafayette / Moraga / Orinda	141	116	95	120	122	150	136	62	64	81	171	123	132
250 *	St Mary's College Gael Rail Shuttle	31	14	26	31	33	48	21			5	63	50	41
301	Rossmoor / John Muir Medical Center	67	73	72	43	76	71	63	59	59	79	66	65	70
310	Concord Bart / Clayton Rd / Kirker Pass	415	474	361	443	432	394	453	427	396	428	429	424	428
311	Concord / Oak Grove / Treat Blvd / WC	256	269	211	261	231	264	243	234	233	260	240	251	258
314	Clayton Rd / Monument Blvd / PH	645	797	595	628	665	612	641	621	594	679	619	638	646
315	Concord / Willow Pass / Landana	75	79	55	59	61	56	55	52	52	59	54	68	67
316	Alhambra / Merello / Pleasant Hill	379	451	345	359	361	346	353	342	330	334	356	352	343
320	DVC / Concord	233	249	205	231	229	219	212	230	235	237	209	226	210
321	San Ramon / Walnut Creek	274	314	263	282	255	270	272	258	262	276	271	260	252
TOTALS		3,181	3,769	2,762	3,040	3,066	3,024	3,006	2,896	2,922	3,043	3,048	2,929	3,084

Route	Destination Information	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13
SUNDAY		<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>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	439	619	381	429	530	436	440	458	486	468	446	411	547
6	Lafayette / Moraga / Orinda	96	70	76	97	94	118	83	53	65	70	112	101	108
250 *	St Mary's College Gael Rail Shuttle	13	10	22	23	20	18	14			6	44	38	37
301	Rossmoor / John Muir Medical Center	49	71	51	39	34	61	47	52	51	46	67	55	61
310	Concord Bart / Clayton Rd / Kirker Pass	332	352	305	330	285	345	338	334	349	379	386	329	348
311	Concord / Oak Grove / Treat Blvd / WC	217	230	168	188	171	185	192	182	207	187	204	200	177
314	Clayton Rd / Monument Blvd / PH	523	553	426	447	420	429	432	422	454	534	499	438	480
315	Concord / Willow Pass / Landana	41	45	38	33	39	38	32	28	32	25	41	44	56
316	Alhambra / Merello / Pleasant Hill	240	308	210	245	223	243	256	242	233	249	278	264	277
320	DVC / Concord	177	177	126	164	142	140	151	163	140	187	163	115	153
321	San Ramon / Walnut Creek	180	234	171	191	173	198	189	195	198	216	183	193	194
TOTALS		2,307	2,670	1,973	2,187	2,130	2,211	2,176	2,130	2,215	2,367	2,425	2,187	2,438

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

Routes 4H - 250 -260 (line #17 - 43 - #44) are hidden when not in service(UNHIDE lines when in service)

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, Chilpancinc 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, Chilpancinc 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
NOVEMBER FY 13/14

SUMMARY	NOVEMBER FY 12/13	NOVEMBER FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	11,621	11,277	61,150	62,450
2 TOTAL ATTENDANTS	836	747	4,320	4,116
3 TOTAL COMPANIONS	58	74	359	331
4 TOTAL PASSENGERS	12,515	12,098	65,829	66,897
5 TOTAL SERVICE DAYS	29	29	150	150
6 VEHICLE REVENUE HOURS	5,801	5,701	32,378	31,420
7 VEHICLE SERVICE HOURS	7,201	7,172	40,164	39,563
8 VEHICLE NON REV HOURS	1,400	1,471	7,786	8,143
9 VEHICLE SERVICE MILES	117,927	113,694	616,424	627,440
10 VEHICLE REVENUE MILES	97,944	93,357	508,114	514,861
11 VEHICLE NON REV MILES	19,983	20,337	106,729	112,579
12 PASS. PER REVENUE HOUR	2.16	2.12	2.03	2.13
13 CLIENT PER REVENUE HOUR	2.00	1.98	1.89	1.99
14 PASS. PER SERVICE HOUR	1.74	1.69	1.64	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	896	985	4,784	5,605
18 SAME DAY TRIPS	217	145	799	878
19 SUBSCRIPTION TRIPS	8,287	5,309	35,717	30,074
20 DEMAND	5,600	5,992	27,820	32,416
21 FAREBOX REVENUE	\$12,040.23	\$11,333.19	\$64,723.21	\$56,468.34
22 PREPAID CLIENTS	\$11,192.00	\$7,910.00	\$52,905.00	\$44,340.50
23 COLLECTED BILLING	\$28,918.00	\$734.00	\$136,944.00	\$100,764.00
24 TOTAL REVENUE COLLECTED	\$52,150.23	\$19,977.19	\$254,572.21	\$201,572.84
25 CHARGEABLE ACCIDENTS	0	0	0	3
26 SERVICE COMPLAINTS	0	2	0	7
27 SERVICE COMMENDATIONS	2	1	3	13
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	1	11	16
30 DRIVER TURNOVER	0%	1.2%	4.9%	1.2%
31 SCHEDULE ADHERENCE	73%	87%	82%	88%
32 WHEELCHAIR BOARDING'S	4,277	3,134	16,208	18,007
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,252	6,175	NA	NA
35 UNDUPLICATED CLIENTS	1,224	1,104	NA	NA
36 NO-SHOWS	63	95	277	361
37 CANCELS	1,539	1,525	9,742	9,545
38 AVG. TRIP LENGTH (MILES)	9.4	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	16,526	16,130	87,603	88,805
42 FLEET M.P.G.	7.1	7.0	7.0	7.1