

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

**Friday, April 11, 2014
8:30 a.m.**

**Pleasant Hill City Hall
Community Room
100 Gregory Ln.
Pleasant Hill, California**

Agenda

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 March 7, 2014*
4. Operations
 - a. Paratransit Maintenance and Operations Contract Award*
5. Planning and Scheduling
 - a. Recommended Service Changes to Routes #2, 5, and 7*
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.

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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, April 17, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, April 30, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, May 13, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, May 1, 8:30 a.m., 3338 Mt. Diablo Blvd., Lafayette
Operations & Scheduling:	Friday, May 2, 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
March 7, 2014, 8:30 a.m.

Directors: Directors Candace Andersen, Jack Weir, Dave Hudson

Staff: Rick Ramacier, Anne Muzzini, Bill Churchill, Scott Mitchell, and Laramie Bowron

Public: Andrew Kleuter, TJKM Consulting

Call to Order: Meeting called to order at 8:33 a.m. by Director Weir

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None
3. **Approval of O&S Summary Minutes for February 3, 2014:** Minutes were approved.
4. **Maintenance:** No Items.
5. **Planning and Scheduling:**
 - a. Access Improvement Project: Mr. Kleuter described the access improvement planning project he managed for County Connection. He explained how bus stops had been ranked, reviewed by Transpac and SWAT, reviewed by bus drivers and eventually the top 50 stops in need of improvement were selected. Improvements and their cost were identified for each of the 50 top stops. The improvements include those necessary to make stops ADA accessible, new sidewalk, lighting, and shelters. The Committee supported the study but wondered why the stops selected weren't evenly distributed throughout the service area. Staff explained that most of the improvements needed are in the older areas and that when development occurs they work with the City to get stop improvements made despite whether the stop is on the top 50 list.
 - b. Fixed Route Peer Comparison: Mr. Bowron presented a peer comparison using data from MTC's statistical summary and the recent sustainability project. This agenda item was suggested after review of the performance audit. The charts show that County Connection's cost per revenue hour is below the average for the Bay Area and comparable to other suburban operators whether they are privately contracted or operated in-house.
6. **Staff Reports**
 - a. Report on Time Synchronization – This item was a follow up on the comments received at the Board meeting suggesting that the on-board computer system was not accurately tracking the time. Mr. Churchill and Mr. Mitchell explained the efforts staff had undergone to ensure that all systems were synchronized with the National Institute of Standards and Technology (NIST) time which is the time showing up on everyone's cell phone.
 - b. Fixed Route Monthly Report – January 2014 – Ms. Muzzini presented the fixed-route report and noted that ridership was higher than the previous month. There was discussion about BART parking at the Lafayette station and recent study results showing that San Ramon residents drive to Lafayette to park at BART. The report was approved.

- c. LINK Monthly Report – January 2014 – Mr. Churchill presented the report indicating that ridership is growing on the LINK systems.
7. **Committee Comments** – None.
8. **Future Agenda Items** – None.
9. **Next Scheduled Meeting** –The next meeting is scheduled for April 11 at 8:30am at the City of Pleasant Hill Conference Room.
10. **Adjournment** – The meeting was adjourned at 9:30 a.m.

Minutes prepared and submitted by: Anne Muzzini, Director of Planning

To: O&S Committee

Date: April 1, 2014

From: William Churchill, Director of Transportation

Subject: Recommendation to Award Contract for Provision of Paratransit Operations & Maintenance Services

Summary:

On December 31, 2013, following board approval, staff released a Request for Proposal (RFP) for the provision of transportation services including LINK and BART ADA Paratransit, Saint Mary's Shuttle, California State University East Bay, Alamo Creek, Concord Police Department and other special transportation services as needed.

Four bids were received by the deadline of March 14th 2014, from the following companies; First Transit, Keolis Transit Services, MV Transportation and Veolia Transportation. All four proposals met the minimum standards set forth in the RFP and were subsequently evaluated. A review panel was formed which evaluated each proposal and interviewed the applicants on Monday March 31st, 2014.

The review panel reached a consensus on their recommendation to award a contract to First Transit Inc. as the highest scoring bidder for the provision of Transportation & Maintenance Services.

Recommendation:

Staff recommends the O&S committee forward to the board, a resolution authorizing the General Manager to enter into an agreement with First Transit Inc. for three years with two one year options for the provision of Paratransit Operations & Maintenance services. The contract will be developed by Legal Counsel with the appropriate mechanisms to provide contractual protections for County Connection

Financial Implications:

The draft FY 2015 budget for purchased transportation is \$5,210,386. The recommended bidder, First Transit, provided a bid of \$5,241,792 for the first year which is slightly higher than the current draft budget. It is important to note the current draft budget for FY 2015 will not be finalized until May 2014. The total cost for the three year contract will be \$16,401,051

Attachments:

Master Evaluation & Scoring Sheet

Additional Background Information:

The O&S Committee work with staff for several months to develop a scope of work for the provision of Paratransit Operations and Maintenance services. From this work a Request for Proposals was developed and released on December 31, 2013.

Four bids were received by the deadline of March 14th 2014, from the following companies; First Transit, Keolis Transit Services, MV Transportation and Veolia Transportation. All four proposals met the minimum standards set forth in the RFP and were subsequently evaluated. A review panel consisting of The General Manager, the Director of Transportation, the Senior Manager of Transportation and two General Managers from other Authorities was formed to evaluate the proposals. Proposals were evaluated by each member of the evaluation team across the following parameters and a combined average score was created.

- | | |
|---|-----|
| 1. Qualifications of the Firm: | 20% |
| <i>Experience in performing similar work, company stability, quality of references</i> | |
| 2. Staffing and Project Organization: | 25% |
| <i>Qualifications of project staff, key personnel, retention of existing employees</i> | |
| 3. Work Plan: | 20% |
| <i>Contractors depth of understanding of County Connection requirements, reasonableness of proposed work plan, appropriateness of resource allocation</i> | |
| 4. Creative Approach/Productivity Improvement Plan: | 10% |
| <i>Proposed creative approaches to reduce costs and improve system productivity</i> | |
| 5. Reasonableness of Cost Proposal: | 25% |
| <i>Reasonableness of price and competitiveness of price as compared to other proposers</i> | |

Additionally, each of the four firms was interviewed by the evaluation team providing the opportunity for each firm to earn an additional twenty five points toward their total score. The interview process was designed to gain a better understanding and receive clarification where necessary regarding the submitted proposals.

Following the interview process the evaluation team, upon review of proposal scoring and interview scoring, reached a consensus on their recommendation to award a contract to First Transit as the highest scoring proposer. While the proposals varied in their strengths and weaknesses from staffing levels to technology solutions and financial viability, in the end the evaluation team was unanimous in its recommendation of First Transit. Please refer to attached evaluation & scoring sheet.

Financial Implications:

Although the evaluation team looked at all components of the proposals, there were two primary areas that received additional focus, reasonableness of the cost proposal and the cost reduction/service improvement plan. From a financial perspective the evaluation team was rather surprised at the wide spread of proposed costs. There was a 4.5 million dollar difference between the lowest cost proposal and the most expensive proposal. The following chart provides a table of total bid costs across the various proposals as well as total hourly cost created by adding the hourly expenses and the fixed monthly expenses together and dividing by the total projected hours of service.

**Proposal Cost Comparison
Total Contract Costs and Combined Monthly + Hour Cost/ Total Annual Hours**

		Year 1	Year 2	Year 3	3 Year Total
First Transit	Total Annual Expense	5,241,792.00	5,462,809.00	5,696,450.00	16,401,051.00
	Combined Hourly Rate	52.27	53.45	54.69	
Keolis	Total Annual Expense	6,114,816.00	6,284,830.00	6,545,860.00	18,945,506.00
	Combined Hourly Rate	60.97	61.49	62.85	
MV	Total Annual Expense	4,830,680.00	4,770,279.00	4,804,885.00	14,405,844.00
	Combined Hourly Rate	48.17	46.67	46.13	
Veolia	Total Annual Expense	5,708,295.00	5,983,748.00	6,226,826.00	17,918,869.00
	Combined Hourly Rate	56.92	58.55	59.78	

Although MV Transportation presented the lowest cost proposal it was not sufficient to overcome the total scores when all aspects of the other proposals were evaluated. When considering the reasonableness of the various cost proposals within the context of the services to be provided the clear winner is First Transit. The proposed first contract year proposal represents a 2.3% increase over the projected current year costs. Veolia Transportation provided the closest more expensive first year contract proposal representing a 10.3% increase over the current year projected expenses. Keolis Transportation provided the highest first year contract cost representing an increase of 16.2% over the projected current year expense.

All firms proposed the development of a relationship with taxi companies as one of the methods for improving productivity and reducing costs. None of the firms built any savings into

their proposals but rather stated that as relationships with taxi companies were formed and opportunities to defer rides to taxis the savings would be passed on to County Connection. Through the interview process it became clear the only firm to actually contact and meet with various taxi providers was First Transit. The consensus from the proposers implied that taxi companies in central Contra Costa are not well regulated and need to mature before they can be valuable partners in absorbing some LINK trips. Having said this all proposers expressed a willingness to actively work with a couple of taxi companies to help the process along in meeting the County connection goals.

In addition to developing relationships with taxi providers all firms proposed different software tools that provide enhanced management of the existing Trapeeze paratransit scheduling software that will result in improved on-time performance and ridership productivity. The evaluation team spent considerable time evaluating these tools and interviewing proposers to gain a stronger knowledge of how they work. Similar to developing a relationship with a taxi provider the potential savings for the use of these technological solutions are not built into the base cost proposals but would rather would be passed on to County Connection as the tools are implemented.

Master Evaluation & Scoring Sheet
County Connection Request for Proposal for Paratransit Services

Consolidated Score Sheet

Criteria	Max Points				First Transit	Keolis	MV	Veolia
	Max Points	First Transit	Keolis	MV				
I. Overall Quality of the proposal	5	4.2	4.8	4			4.2	
II. Proposer Management Experience	15	14.4	14.2	13.6			11	
III. Staffing Plan	10	8.8	9	6.6			9.2	
IV. Overall Company Experience in Providing Similar Services	15	15	13	14.8			15	
V. Overall Technical Capability to Provide Quality Service	10	9	9.6	9			9.2	
VI. Financial Viability & Stability of Organization	10	10	9.6	8.2			10	
VII. Reasonableness of Cost Proposal	20	18.3	12.8	13.8			16.8	
VIII. Cost Reduction/Service Improvement Plan	15	9.4	10.8	11.4			9.8	
Subtotal	100	89.1	83.8	81.4			85.2	
VII. Employee retention Preference, CA Labor Code § 1071(d) 10% of Subtotal	10	8.9	8.4	8.1			8.5	
Total Proposer Score	110	98.0	92.2	89.5			93.7	

To: Operations and Scheduling Committee

Date: April 4, 2014

From: Laramie Bowron, Manager of Planning

Reviewed by:

SUBJECT: Recommended Service Changes in Walnut Creek and Martinez

Background:

At the December 2013 Board of Directors meeting, the Board approved the Adaptive Service Analysis Plan. The study focused on alternatives for transit service in areas where the current service is not productive. The consultant team first selected neighborhoods for study and narrowed down the choices to the Trotter/South Walnut Creek area, Downtown Martinez, and Shadelands. Service options were developed and specific recommendations were made to improve service effectiveness in these neighborhoods.

The proposed changes from the Adaptive Service Analysis Plan are listed below:

Walnut Creek

- Re-route the #7 to provide more frequent and direct service between Pleasant Hill BART and Shadelands.
- Eliminate the Route 2 and modify the Route 5 to provide more frequent and direct service from Creekside to Walnut Creek BART.

Martinez

- Modify the #18 and #28 by eliminating service on Howe rd. to increase service to the retail centers on Arnold.
- Eliminate the Route 19 and redirect the service hours to a new community shuttle route.
- Operate a community shuttle between downtown Martinez and retail on Arnold.

Outreach:

Beginning in February staff conducted outreach to receive public comments on these service recommendations. Nearly 200 comments were received.

The public was able to comment on the proposed changes in the following ways:

- Attending public meetings (one in Martinez City Hall and one in the Walnut Creek Library),
- Emailing planning@countyconnection.com,

- Calling County Connection Customer Service,
- Commenting on County Connection’s website, or
- Completing a text survey via Textizen (see attached summary).
- Writing to the Director of Planning

Notices for the public meetings were placed on the buses as well as in the Contra Costa Times and information on the other outreach efforts was placed on buses as well as on County Connection’s website.

Because some individuals submitted comments through more than one avenue, the numbers for total comments and individuals will not match exactly.

The chart below shows the public participation by type:

Venue	# of Comments/Participants
Public Meetings	Martinez - 14
	Walnut Creek - 15
Email	30
Customer Service	14
Textizen	English - 71
	Spanish - 8
Website	29

Route #2 and Route #19

Not surprisingly, most respondents commented on the two routes that were proposed to be eliminated (Routes #2 and #19).

Through the website, customer service, and email, 24 comments were received requesting that service continue on the Route #19. The comments showed that passengers in Martinez depend on the Route 19 to access public health and social services. Many commented at the public meeting that they wanted more frequency on the route.

The Route 2 recommendation generated 19 comments through the website, email, and customer service with only 3 supporting its elimination; though 10 suggested retaining at least the commute service. Most of the respondents (from all public input) use the Route #2 to commute to work or school and Route #19 for work and medical trips.

Route #5

Overall only two people commented on the Route #5 change via the website and both supported the recommendation. Further, 23 respondents who filled out the texting survey supported the change while 14 did not.

Route #7

The change to the Route #7 received 6 comments in favor and 7 in opposition. Comments in support of the recommendation were from those that work in Shadelands and the Children’s Hospital. Comments received via text were also evenly split in their support.

Route #28 and Martinez Shuttle

Though only a minor service change was recommended, the Route 28 generated significant public interest and comments were skewed towards keeping the current routing. The Martinez shuttle was strongly supported but not at the expense of the Route 19.

Recommendation:

Staff recommends the following:

- Make no changes in Martinez
- Route 2: Retain two morning and two evening commute trips. Re-route via Broadway
- Route 5: Streamline service to BART
- Route 7: Streamline service between Shadelands and Pleasant Hill BART

The public comments reflected a significant need for the Route 19 and the need for a modest level of service on the Route 2. As the Martinez Shuttle was contingent on savings from eliminating the Route 19 and the recommended re-routing of Route #28 was not supported, staff has revised the recommendation to keep all current service in Martinez intact and not implement the shuttle.

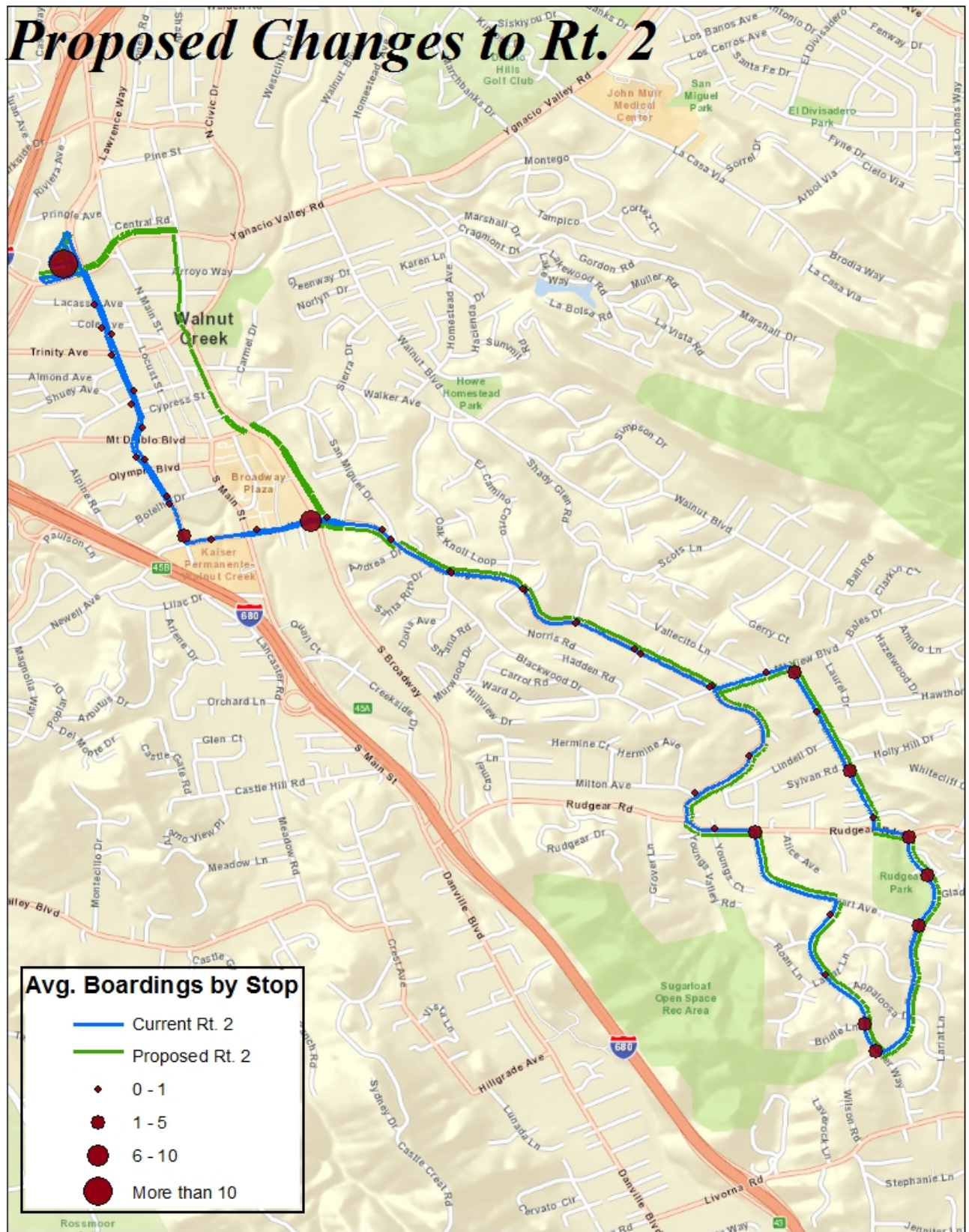
The recommendation for the Route 2 has also been revised to retain 2 morning commute trips and 2 evening commute trips and re-route the service via Broadway instead of California.

Based on the comments received on the Route #5 proposal, staff is supporting the initial recommendation to modify the route to provide more direct service between Creekside and Walnut Creek BART. Staff is recommending that the Route #5 operate on 20-minute headways during peak commute hours and 45 minutes during the midday. Currently the Route 5 operates on 35-minute headways during commute times and over 90 minute headways during midday.

In Walnut Creek, there was support for the modified Route #7 to expedite service between Pleasant Hill BART and Shadelands. It is recommended that this service operate on 15-minute headways between the hours of 7:00am and 10:30am and 3:00pm and 7:00pm. Currently it operates on 45 minute headways.

The maps below illustrate the changes to the Routes #2, #5, and #7.

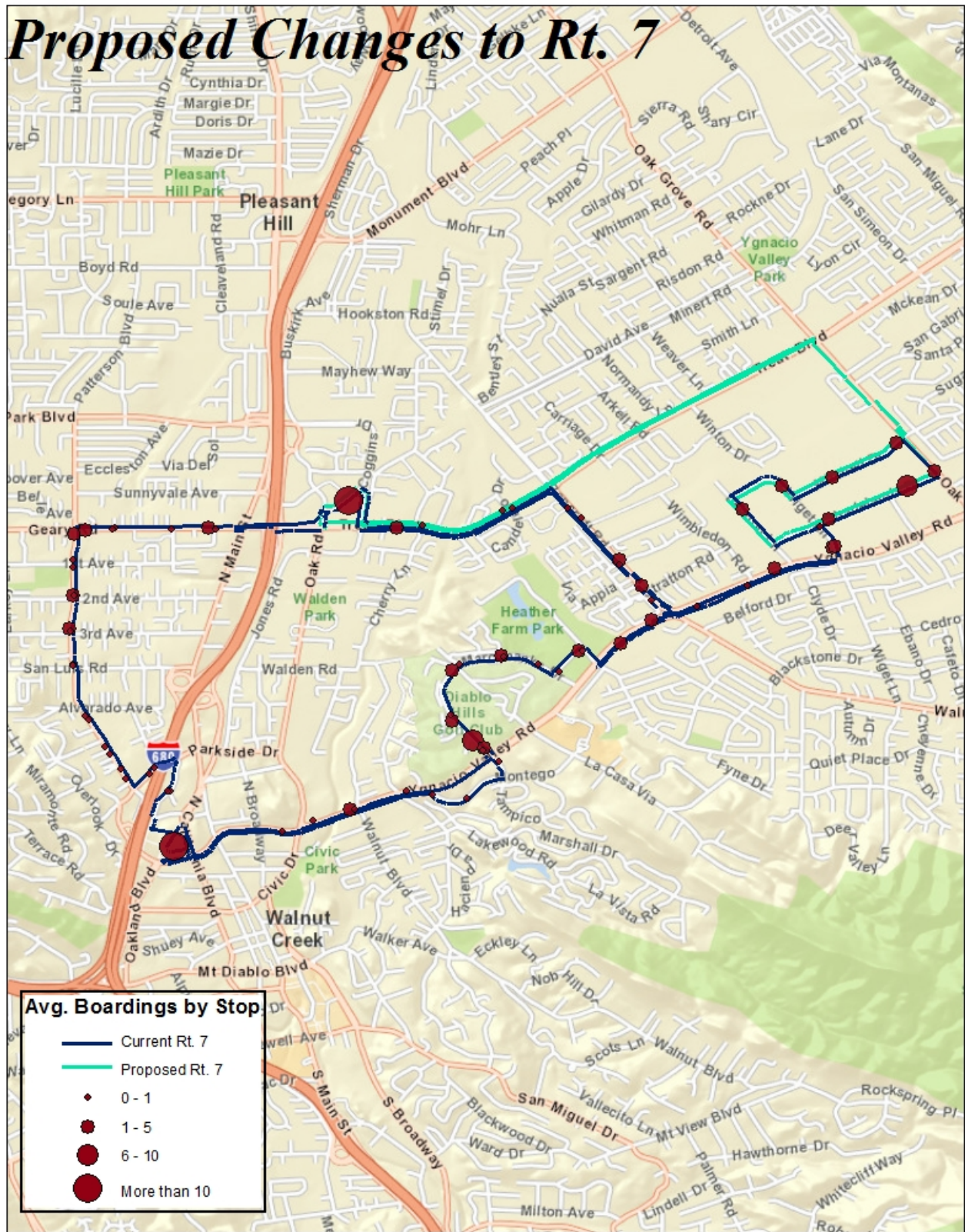
Proposed Changes to Rt. 2



Proposed Changes to Rt. 5



Proposed Changes to Rt. 7



Title VI:

Because the level of service that is proposed qualifies as a “Major Service Change”, staff has conducted an Equity Analysis. The Census 2010 census-tract data was used to compare the

change in revenue miles and hours in minority tracts to non-minority tracts and low-income tracts to non-low-income tracts. Based on Census 2010 data 37.1% of the population residing in County Connection’s service area is minority so any census tract with greater than 37.1% minority population is designated a “minority tract.” Because 5.7% of the population residing in County Connection’s service area is determined to be below the poverty level, any tract with greater than 5.7% below the poverty level is designated a “low-income tract.”

The tables below compare the proposed service change in revenue miles and hours operated in low-income to non-low-income and minority to non-minority tracts. The data shows that although total revenue hours and miles will decrease slightly, the service going to low-income and minority tracts will increase (with the exception of low-income revenue miles which would decline 0.01%).

	Current	Proposed	% Difference
Low-Income Rt. Miles	112.02	112.01	-0.01%
Non-Low-Income Rt. Miles	316.68	262.59	-17.08%
Total Rt. Miles	428.70	374.60	-12.62%
Low-Income Rt. Hours	12.74	13.71	7.65%
Non-Low-Income Rt. Hours	35.15	27.34	-22.23%
Total Rt. Hours	47.89	41.05	-14.28%

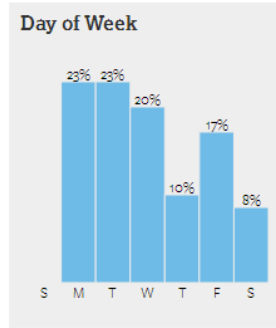
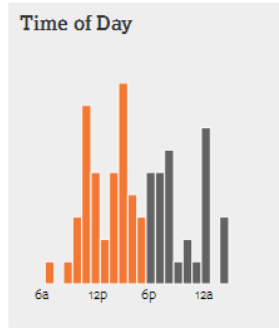
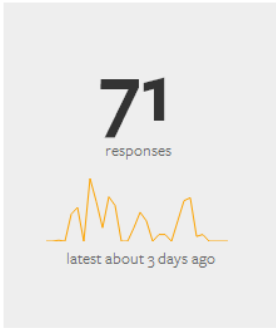
	Current	Proposed	% Difference
Minority Rt. Miles	63.83	92.09	44.27%
Non-Minority Rt. Miles	364.87	283.63	-22.27%
Total Rt. Miles	428.70	374.60	-12.62%
Minority Rt. Hours	6.85	11.80	72.26%
Non-Minority Rt. Hours	41.04	29.35	-28.47%
Total Rt. Hours	47.89	41.05	-14.28%

This data demonstrates that the service recommendations will not have a disproportionate burden on low-income and minority populations.

Recommendation:

Staff recommends the O&S Committee review the proposed service changes and forward it to the Board for approval. If approved at the April Board meeting, service changes would take effect at the Fall Bid (August 17, 2014).

Attachment: Summary of Textizen Survey Responses



Assigned phone
1(925) 301-9650

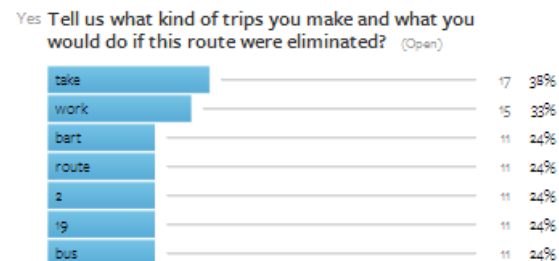
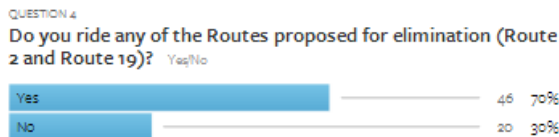
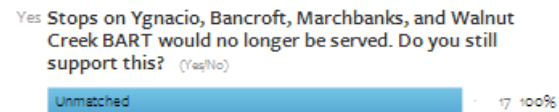
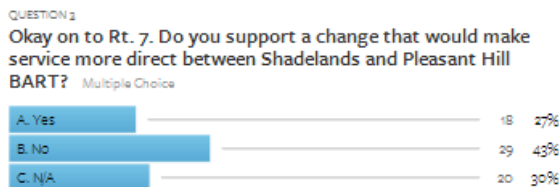
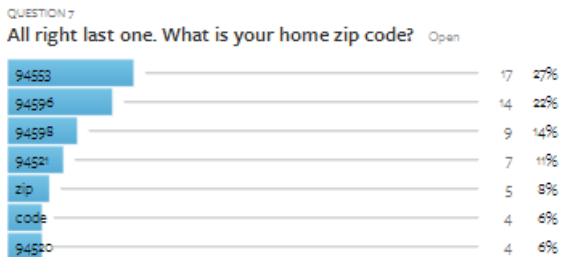
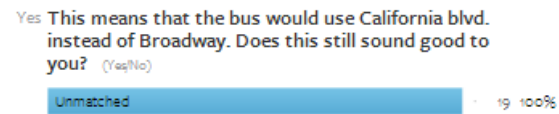
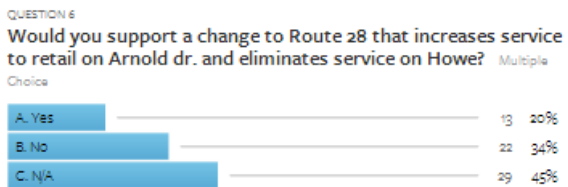
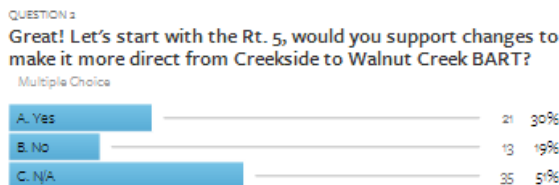
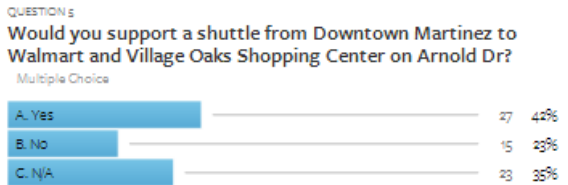
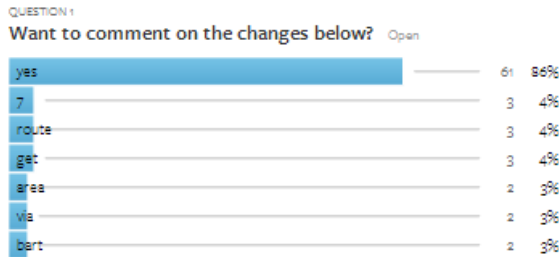
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English

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Results public?
No

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Agenda Item 6.a

TO: O&S Committee

DATE: March 17, 2014

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for February 2014

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	270,260		
Average Weekday	12,375	11,888	
Pass/Rev Hour	15.0	15.0	Standard Goal > 17.0
Missed Trips	0.22%	0.12%	Standard Goal < 0.25%
Miles between Road Calls	22,104	28,213	Standard Goal > 18,000

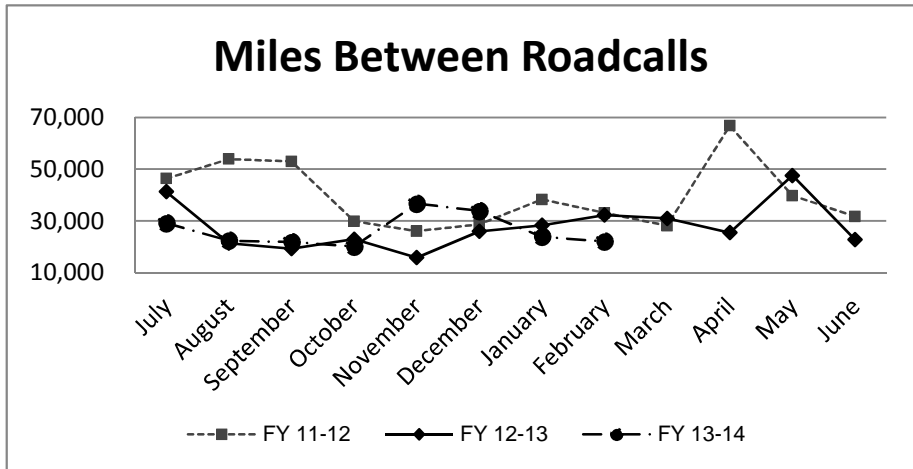
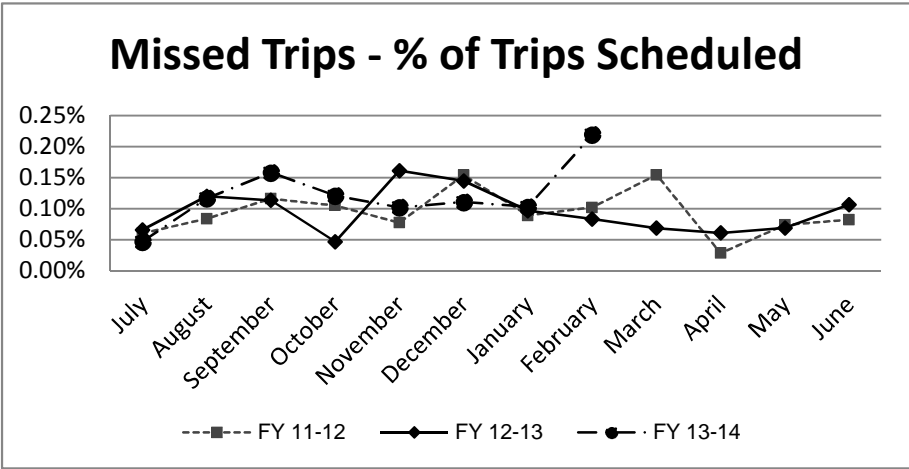
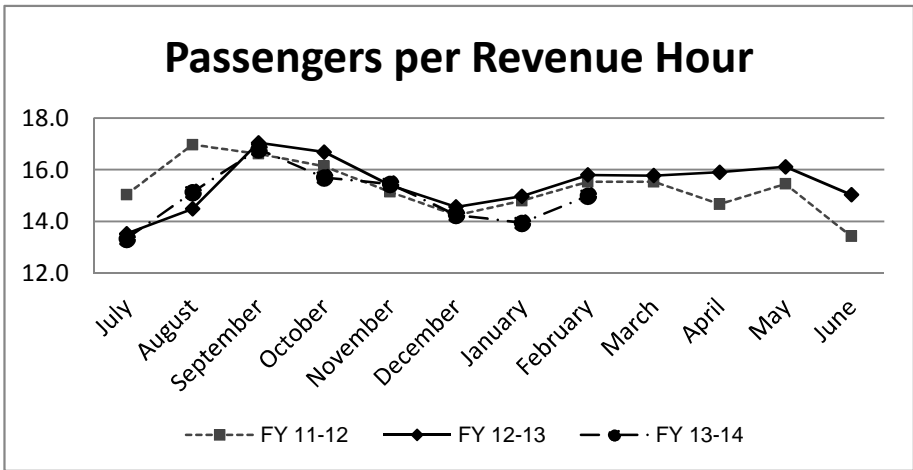
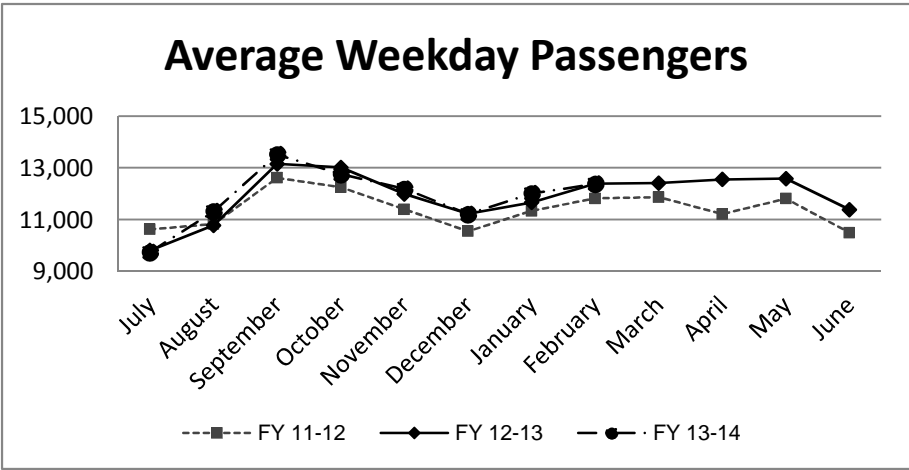
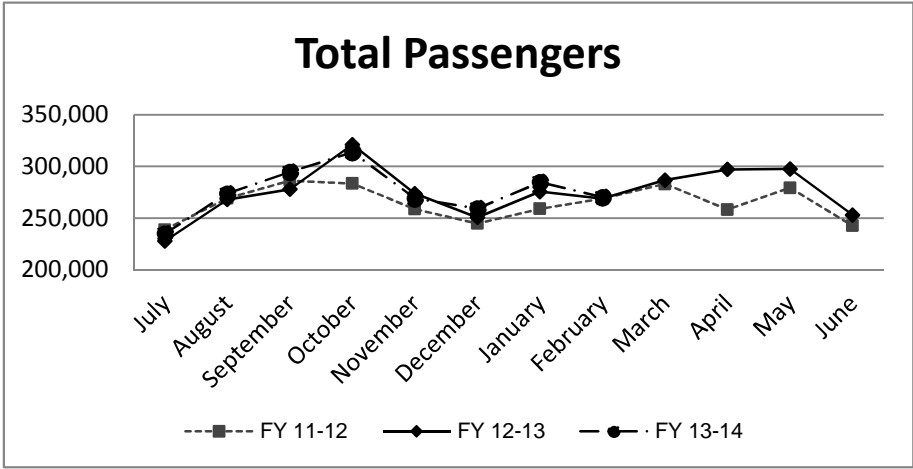
* Based on current standards from updated S RTP

Analysis

Average weekday ridership was higher in February (12,375 passengers) than January (12,008 passengers) and slightly lower than February 2013 (12,388 passengers). Passengers per hour in February was 15.0, an increase from 13.9 in January and a slight decrease from February 2013 when passengers per hour was 15.8.

The percentage of missed trips in February was 0.22%. An increase from the prior month (0.10%). The YTD average is 0.12% missed trips.

The number of miles between roadcalls was 22,104 miles in February, lower than the prior month in which there were 23,856 miles between roadcalls. The 12 month average is 28,213 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2013 February	2013 March	2013 April	2013 May	2013 June	2013 July	2013 August	2013 September	2013 October	2013 November	2013 December	2013 January	2013 February	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	258,396	278,078	280,325	285,350	250,775	262,014	268,767	262,361	301,762	256,603	270,672	286,271	265,243	3,526,617
Work Days	28	31	30	30	30	30	31	29	31	29	30	30	28	387
Revenue Hours	17,003	18,167	18,675	18,466	16,821	17,615	18,080	17,542	19,964	17,407	18,183	20,408	17,773	236,104
Operator Pay Hours	28,965	30,787	31,056	33,072	30,920	32,893	34,577	30,523	32,162	31,322	35,582	35,800	31,009	418,668
Number of Operators	170	170	170	168	167	177	175	174	170	170	170	167	173	171
Unscheduled Absences	457	307	366	421	355	500	472	327	413	306	284	399	341	4,948
FT Protection	33	54	80	90	68	87	73	51	53	56	71	47	32	795
Worker Comp.	98	56	84	86	90	179	167	126	110	79	71	119	99	1,364
Sick leave	326	197	202	245	197	234	232	150	250	171	142	233	210	2,789
Collision Accidents	5	4	3	5	4	2	8	8	8	8	6	8	4	73
Passenger Accidents	14	21	7	14	14	11	16	9	12	12	15	10	15	170
Total Chargeable Collisions	1	3	2	2	1	1	4	4	5	0	2	4	4	33
Chargeable/100K Miles	0.38	1.07	0.71	0.70	0.39	0.38	1.48	1.52		0.00	0.73	1.39	1.50	0.93
Number of Trips Scheduled	20,388	20,388	24,630	24,630	22,542	23,574	24,001	22,781	25,613	22,546	23,490	24,313	22,365	301,261
Number of Trips Missed	17	14	15	17	24	11	28	36	31	23	26	25	49	316
Of Trips Scheduled - % Missed	0.08%	0.07%	0.06%	0.07%	0.11%	0.05%	0.12%	0.16%	0.12%	0.10%	0.11%	0.10%	0.22%	0.10%
Of Trips Missed - Mechanical	10	10	13	12	17	9	14	19	16	15	18	13	22	188
On Time Performance %	88%	89%	90%	88%	89%	88%	87%	81%	78%	75%	86%	87%	76%	85%
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	10	12	12	10	15	13	14	12	16	10	14	19	12	169
Road Calls for Mechanical	8	9	9	6	13	9	12	12	14	7	8	12	6	125
Road Calls for Other	2	3	3	4	2	4	2	0	2	3	6	7	6	44
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	8,884	10,458	86,623	11,624	8,063	7,629	10,343	11,137	12,306	7,427	9,542	9,625	9,986	
200 - 299	37,364	38,776	16,411	30,854	8,759	28,818	33,816	29,326	36,386	29,078	14,873	30,841	31,361	
300 - 399	17,682	19,419	12,809	36,707	11,555	931	9,038	35,160	9,806	12,039	41,728	18,804	31,694	
400 - 499	14,159	18,047	34,649	16,995	26,148	26,857	28,227	10,192	16,430	31,221	33,034	11,887	31,638	
500 - 519	47,194	16,093	51,847	55,492	24,414	53,173	26,923	16,944	19,622	47,331	46,279	17,072	12,187	
900 - 939	44,687	46,750	26,312	33,030	43,530	43,003	28,937	20,583	23,843	41,665	22,186	33,256	22,669	
1300-1309				12,721	19,734	23,009	19,574	22,999	26,748	22,099	21,599	21,552	10,570	
2000 - 2099	11,898	12,135	8,709	4,872	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Fleet Avg.	32,300	30,989	25,484	47,558	22,798	29,113	22,397	21,863	21,554	36,658	33,834	23,856	22,104	28,213
Maintenance Pay Hours	4,142	4,283	3,992	4,151	4,201	4,074	4,239	4,165	3,076	3,938	3,972	4,095	4,098	52,427
No. Maint. Employees	27	25	24	24	26	25	25	25	25	25	25	23	24	25
Maint. Emps/100K Miles	10	9	9	8	10	10	9	10	8	10	9	8	9	1
Unscheduled Absences	4	3	4	1	1	1	4	2	6	4	1	3	0	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	
February 2014 - Fixed Route Boardings	266,524	Revenue Hours -	February 2014	17,773	Weekdays - February 14	20	Fiscal 2014 YTD	2,203,524	
			February 2013	17,003	February 13	20			
Bus Bridge - BART Derailment	3,736	Revenue Miles -	February 2014	195,132	Saturdays - February 14	4	Fiscal 2013 YTD	2,162,827	
			February 2013	189,849	February 13	4			
					Sundays - February 14	4			
					February 13	4			
February 2014 Total Boardings	270,260	Passengers per Mile	1.4	Total Days - 2013	28	YTD Trend	1.9%		
December 2013 Total Boardings	268,666	Passengers per Hour	15.21	2012	28	Monthly Trend	0.6%		

February 2014 Fixed Route Passenger Total							February 2014 Weekday Average	February 2014 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total			
1	Rossmoor / Shadelands	5,793			5,793	290	11.0	
2	Rudgear / Walnut Creek	1,054			1,054	53	7.5	
4	Walnut Creek Downtown Shuttle	16,915	1,993	1,418	20,325	846	23.6	
5	Creekside / Walnut Creek	1,381			1,381	69	8.1	
6	Lafayette / Moraga / Orinda	8,909	487	397	9,793	445	13.6	
7	Shadelands / Pleasant Hill / Walnut Creek	4,388			4,388	219	6.6	
9	DVC / Walnut Creek	10,984			10,984	549	13.0	
10	Concord / Clayton Rd	20,734			20,734	1,037	21.6	
11	Treat Blvd / Oak Grove	6,045			6,045	302	15.6	
14	Monument Blvd	11,720			11,720	586	14.8	
15	Treat Boulevard	10,392			10,392	520	16.7	
16	Alhambra Ave / Monument Blvd	13,825			13,825	691	13.3	
17	Olivera/Solano / Salvio / North Concord	4,953			4,953	248	13.2	
18	Amtrak / Merello / Pleasant Hill	9,483			9,483	474	14.7	
19	Amtrak / Pacheco Blvd / Concord	2,735			2,735	137	9.9	
20	DVC / Concord	25,716			25,716	1,286	26.4	
21	Walnut Creek / San Ramon Transit Center	11,696			11,696	585	11.7	
25	Lafayette / Walnut Creek	1,345			1,345	67	7.3	
28	North Concord / Martinez	6,910			6,910	346	11.4	
35	Dougherty Valley	8,975			8,975	449	13.4	
36	San Ramon / Dublin	4,995			4,995	250	8.9	
91X	Concord Commuter Express	732			732	37	8.4	
92X	Ace Shuttle Express	4,604			4,604	230	19.5	
93X	Kirker Pass Express	4,889			4,889	244	17.2	
95X	San Ramon / Danville Express	3,236			3,236	162	16.1	
96X	Bishop Ranch Express	11,678			11,678	584	17.1	
97X	Bishop Ranch Express	2,224			2,224	111	10.3	
98X	Martinez Express	8,573			8,573	429	16.2	
250 *	Gael Rail Service	141	142	105	388	18	4.5	
260 *	Cal State East Bay / Concord Bart	340			340	20	2.5	
301	Rossmoor / John Muir Medical Center		312	186	498	0	7.2	
310	Concord Bart / Clayton Rd / Kirker Pass		1,672	1,292	2,965	0	26.4	
311	Concord / Oak Grove / Treat Blvd / WC		935	704	1,640	0	13.6	
314	Clayton Rd / Monument Blvd / PH		2,258	1,595	3,853	0	17.7	
315	Concord / Willow Pass / Landana		264	185	449	0	8.4	
316	Alhambra / Merello / Pleasant Hill		1,246	851	2,097	0	12.8	
320	DVC / Concord		804	499	1,303	0	13.0	
321	San Ramon / Walnut Creek		970	707	1,677	0	10.0	
600's	Select Service	21,924			21,924	1,096	22.9	
ALAMO *	Alamo Creek / BART Walnut Creek	211			211	11	1.1	
TOTALS		247,499	11,084	7,941	266,524	12,375	15.0	

* Data from Link ** Seasonal Route

Operations Data Summary

FEBRUARY 2014 PRODUCTIVITY

(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
20	DVC / Concord	25,716	1,286	26.4
310	Concord Bart / Clayton Rd / Kirker Pass	2,965		26.4
4	Walnut Creek Downtown Shuttle	20,325	846	23.6
600's	Select Service	21,924	1,096	22.9
10	Concord / Clayton Rd	20,734	1,037	21.6
92X	Ace Shuttle Express	4,604	230	19.5
314	Clayton Rd / Monument Blvd / Pleasant Hill	3,853		17.7
93X	Kirker Pass Express	4,889	244	17.2
96X	Bishop Ranch Express	11,678	584	17.1
15	Treat Boulevard	10,392	520	16.7
98X	Martinez Express	8,573	429	16.2
95X	San Ramon / Danville Express	3,236	162	16.1
11	Treat Blvd / Oak Grove	6,045	302	15.6
14	Monument Blvd	11,720	586	14.8
18	Amtrak / Merello / Pleasant Hill	9,483	474	14.7
6	Lafayette / Moraga / Orinda / Orinda Village	9,793	445	13.6
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,640		13.6
35	Dougherty Valley	8,975	449	13.4
16	Alhambra Ave / Monument Blvd	13,825	691	13.3
17	Olivera/Solano / Salvio / North Concord	4,953	248	13.2
9	DVC / Walnut Creek	10,984	549	13.0
320	DVC / Concord	1,303		13.0
316	Alhambra / Merello / Pleasant Hill	2,097		12.8
21	Walnut Creek / San Ramon Transit Center	11,696	585	11.7
28	North Concord / Martinez	6,910	346	11.4
1	Rossmoor / Shadelands	5,793	290	11.0
97X	Bishop Ranch Express	2,224	111	10.3
321	San Ramon / Walnut Creek	1,677		10.0
19	Amtrak / Pacheco Blvd / Concord	2,735	137	9.9
36	San Ramon / Dublin	4,995	250	8.9
315	Concord / Willow Pass / Landana	449		8.4
91X	Concord Commuter Express	732	37	8.4
5	Creekside / Walnut Creek	1,381	69	8.1
2	Rudgear / Walnut Creek	1,054	53	7.5
25	Lafayette / Walnut Creek	1,345	67	7.3
301	Rossmoor / John Muir Medical Center	498		7.2
7	Shadelands / Pleasant Hill / Walnut Creek	4,388	219	6.6
250 *	Gael Rail Service	388	18	4.5
260 *	Cal State East Bay / Concord Bart	340	20	2.5
ALAMO *	Alamo Creek / BART Walnut Creek	211	11	1.1

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14
1	Rossmoor / Shadelands	349	360	359	351	338	287	310	320	309	301	271	273	290
2	Rudgear / Walnut Creek	60	68	66	67	60	44	55	65	57	62	51	52	53
4	Walnut Creek Downtown Shuttle	840	933	897	909	1,002	803	998	923	798	932	884	862	846
4H **	Walnut Creek Extended Holiday Shuttle										26	30		
5	Creekside / Walnut Creek	82	81	81	81	73	68	78	79	87	80	78	58	69
6	Lafayette / Moraga / Orinda	458	462	466	458	309	248	316	528	449	436	378	447	445
7	Shadelands / Pleasant Hill / Walnut Creek	213	231	229	251	246	219	239	231	206	210	186	206	219
9	DVC / Walnut Creek	575	554	598	593	539	499	556	626	570	551	512	522	549
10	Concord / Clayton Rd	1,093	1,077	1,079	1,085	997	878	1,045	1,154	1,104	1,086	1,008	1,030	1,037
11	Treat Blvd / Oak Grove	309	323	324	332	302	241	277	329	332	286	267	300	302
14	Monument Blvd	638	634	632	642	644	558	621	651	638	626	568	569	586
15	Treat Boulevard	551	568	509	534	488	468	459	565	579	507	478	531	520
16	Alhambra Ave / Monument Blvd	727	698	713	729	694	639	680	744	743	716	656	695	691
17	Olivera/Solano / Salvio / North Concord	226	241	247	256	244	232	250	287	260	245	234	229	248
18	Amtrak / Merello / Pleasant Hill	484	477	461	474	417	353	426	544	498	483	436	459	474
19	Amtrak / Pacheco Blvd / Concord	146	153	148	160	145	119	137	149	149	138	121	145	137
20	DVC / Concord	1,311	1,160	1,231	1,148	1,019	956	1,218	1,387	1,324	1,252	1,106	1,212	1,286
21	Walnut Creek / San Ramon Transit Center	584	608	627	617	606	561	595	644	611	608	562	584	585
25	Lafayette / Walnut Creek	58	64	66	65	56	80	70	79	74	55	59	59	67
28	North Concord / Martinez	319	301	320	320	294	263	313	358	332	316	293	356	346
35	Dougherty Valley	409	395	428	441	422	357	408	480	448	431	404	433	449
36	San Ramon / Dublin	244	253	248	262	229	197	229	256	242	236	222	233	250
91X	Concord Commuter Express	41	43	41	48	44	41	45	42	36	40	31	38	37
92X	Ace Shuttle Express	176	171	185	178	203	205	220	230	227	205	192	218	230
93X	Kirker Pass Express	220	231	234	233	236	245	229	238	250	214	201	223	244
95X	San Ramon / Danville Express	188	168	168	174	173	151	163	171	151	150	128	167	162
96X	Bishop Ranch Express	502	528	526	520	543	489	578	594	545	528	497	550	584
97X	Bishop Ranch Express	105	106	111	118	134	116	120	129	113	115	96	110	111
98X	Martinez Express	392	393	384	399	384	379	411	459	470	425	387	426	429
250 *	St Mary's College Gael Rail Shuttle	17	10	17	10			17	34	29	27	14	16	18
260 *	Cal State East Bay / Concord Bart	20	13	23	21	14			35	26	22	20	20	20
600's	Select Service	1,068	1,115	1,147	1,118	539	46	266	1,235	1,117	929	865	1,000	1,096
ALAMO *	Alamo Creek / BART Walnut Creek													10.55
TOTALS		12,388	12,410	12,549	12,581	11,384	9,740	11,315	13,514	12,752	12,189	11,212	12,008	12,375

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14
SATURDAY		4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	5 Days	4Days	4Days	5 Days	5 Days	4Days	4Days
4	Walnut Creek Downtown Shuttle	581	601	595	556	611	698	604	570	470	619	482	566	498
4H **	Walnut Creek Extended Holiday Shuttle										18	86		
6	Lafayette / Moraga / Orinda	120	122	150	136	62	64	81	171	123	132	65	114	122
250 *	St Mary's College Gael Rail Shuttle	31	33	48	21			5	63	50	41	16	36	36
301	Rossmoor / John Muir Medical Center	43	76	71	63	59	59	79	66	65	70	65	68	78
310	Concord Bart / Clayton Rd / Kirker Pass	443	432	394	453	427	396	428	429	424	428	335	441	418
311	Concord / Oak Grove / Treat Blvd / WC	261	231	264	243	234	233	260	240	251	258	214	263	234
314	Clayton Rd / Monument Blvd / PH	628	665	612	641	621	594	679	619	638	646	502	589	564
315	Concord / Willow Pass / Landana	59	61	56	55	52	52	59	54	68	67	56	55	66
316	Alhambra / Merello / Pleasant Hill	359	361	346	353	342	330	334	356	352	343	261	359	312
320	DVC / Concord	231	229	219	212	230	235	237	209	226	210	168	225	201
321	San Ramon / Walnut Creek	282	255	270	272	258	262	276	271	260	252	201	267	243
TOTALS		3,040	3,066	3,024	3,006	2,896	2,922	3,043	3,048	2,929	3,084	2,454	2,982	2,771

Route	Destination Information	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14
SUNDAY		4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	5 Days	4 Days	4 Days	4 Days	4 Days
4	Walnut Creek Downtown Shuttle	429	530	436	440	458	486	468	446	411	547	590	391	354
6	Lafayette / Moraga / Orinda	97	94	118	83	53	65	70	112	101	108	96	96	99
250 *	St Mary's College Gael Rail Shuttle	23	20	18	14			6	44	38	37	23	23	26
301	Rossmoor / John Muir Medical Center	39	34	61	47	52	51	46	67	55	61	74	41	46
310	Concord Bart / Clayton Rd / Kirker Pass	330	285	345	338	334	349	379	386	329	348	442	358	323
311	Concord / Oak Grove / Treat Blvd / WC	188	171	185	192	182	207	187	204	200	177	225	182	176
314	Clayton Rd / Monument Blvd / PH	447	420	429	432	422	454	534	499	438	480	597	433	399
315	Concord / Willow Pass / Landana	33	39	38	32	28	32	25	41	44	56	57	45	46
316	Alhambra / Merello / Pleasant Hill	245	223	243	256	242	233	249	278	264	277	330	240	213
320	DVC / Concord	164	142	140	151	163	140	187	163	115	153	195	140	125
321	San Ramon / Walnut Creek	191	173	198	189	195	198	216	183	193	194	229	189	177
TOTALS		2,187	2,130	2,211	2,176	2,130	2,215	2,367	2,425	2,187	2,438	2,857	2,138	1,985

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, Chilpancino 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, Chilpancino 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, Chilpancino 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 , BART Concord
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

CCCTA LINK
MONTHLY OPERATING SUMMARY
FEBRUARY FY 13/14

SUMMARY	FEBRUARY FY 12/13	FEBRUARY FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	11,188	12,038	94,507	98,517
2 TOTAL ATTENDANTS	744	607	6,559	6,131
3 TOTAL COMPANIONS	72	72	567	525
4 TOTAL PASSENGERS	12,004	12,717	101,633	105,173
5 TOTAL SERVICE DAYS	28	28	238	238
6 VEHICLE REVENUE HOURS	5,614	5,898	49,552	49,175
7 VEHICLE SERVICE HOURS	6,875	7,292	61,589	61,704
8 VEHICLE NON REV HOURS	1,261	1,394	11,886	12,529
9 VEHICLE SERVICE MILES	113,176	118,422	957,177	981,921
10 VEHICLE REVENUE MILES	95,092	98,539	791,407	806,219
11 VEHICLE NON REV MILES	18,084	19,883	165,770	175,702
12 PASS. PER REVENUE HOUR	2.14	2.16	2.05	2.14
13 CLIENT PER REVENUE HOUR	1.99	2.04	1.91	2.00
14 PASS. PER SERVICE HOUR	1.75	1.74	1.65	1.70
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	888	1,168	7,440	9,054
18 SAME DAY TRIPS	180	100	1,409	1,302
19 SUBSCRIPTION TRIPS	7,785	5,800	58,271	47,408
20 DEMAND	6,480	6,238	45,959	51,202
21 FAREBOX REVENUE	\$12,081.22	\$12,980.79	\$99,596.43	\$94,802.55
22 PREPAID CLIENTS	\$8,949.00	\$10,653.89	\$79,981.00	\$73,474.39
23 COLLECTED BILLING	\$2,206.00	\$24,476.00	\$234,298.00	\$193,740.00
24 TOTAL REVENUE COLLECTED	\$23,236.22	\$48,110.68	\$413,875.43	\$362,016.94
25 CHARGEABLE ACCIDENTS	0	0	1	5
26 SERVICE COMPLAINTS	0	2	0	9
27 SERVICE COMMENDATIONS	0	0	6	16
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	2	18	24
30 DRIVER TURNOVER	1%	3.5%	9.0%	8.2%
31 SCHEDULE ADHERENCE	74%	87%	89%	99%
32 WHEELCHAIR BOARDING'S	2,695	4,229	24,687	28,633
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,011	6,553	NA	N/A
35 UNDUPLICATED CLIENTS	1,046	1,051	NA	N/A
36 NO-SHOWS	43	76	425	579
37 CANCELS	1,507	1,285	14,237	15,196
38 AVG. TRIP LENGTH (MILES)	9.4	9.3	9.4	9.3
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	15,840	15,039	130,725	136,429
42 FLEET M.P.G.	7.1	7.9	7.3	7.2