

# County Connection

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

## **OPERATIONS & SCHEDULING COMMITTEE AGENDA**

**Friday, May 2, 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 April 11, 2014\*
4. Maintenance
  - a. Paratransit Van Replacement\*
5. Planning and Scheduling
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

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\*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](http://www.countyconnection.com).

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or [hill@cccta.org](mailto:hill@cccta.org).

Shuttle Service: With 24-hour notice, a County Connection LINK shuttle can be available at the nearest BART station for individuals who want to attend the meeting. To arrange for the shuttle service, please call Robert Greenwood – 925/680 2072, no later than 24 hours prior to the start of the meeting.

### **Currently Scheduled Board and Committee Meetings**

Board of Directors:	Thursday, May 15, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, May 29, 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 Ln., Pleasant Hill

**The above meeting schedules are subject to change. Please check the County Connection Website ([www.countyconnection.com](http://www.countyconnection.com)) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.**

**This agenda is posted on County Connection's Website ([www.countyconnection.com](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

**Summary Minutes**  
**Operations & Scheduling Committee**  
City of Pleasant Hill Community Room  
100 Gregory Lane, Pleasant Hill, CA  
**April 11, 2014, 8:30 a.m.**

**Directors:** Directors Candace Andersen, Jack Weir, Dave Hudson

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

**Public:** Judy Barrientos, Jomo Sims, and Tyrone Bowie

**Call to Order:** Meeting called to order at 8:34 a.m. by Director Weir

**1. Approval of Agenda Items:** Agenda was approved.

**2. Public Comment and/or Communication:**

- a. Tyrone, Bowie, a First Transit Operator, commented on First Transit's service and scheduling practices. He stated that he was concerned about his clients, many of whom are 60 – 90 years old, waiting too long for service. He concluded by stating that First Transit is failing these clients and that they need to be treated better.
- b. Jomo Sims, a First Transit Shop Steward, commented on First Transit's working conditions. He presented a petition to the Committee signed by 40 individuals stating their dislike of First Transit.
- c. Judy Barrientos, local ATU President and County Connection Operator stated that First Transit was not behaving properly and not offering their employees livable wages.

**3. Approval of O&S Summary Minutes for March 7, 2014:** Minutes were approved.

**4. Operations:**

- a. Paratransit Maintenance and Operations Contract Award: Mr. Churchill presented this item and explained that the paratransit contract award represents the culmination of a yearlong process. He went on to state that County Connection formed an evaluation team consisting of Mr. Churchill, Mr. Ramacier, and two other General Managers to review the 4 bids that were received. Mr. Churchill then described the evaluation methodology including the 10% bonus for retaining current staff. Director Weir asked whether this was a technique used in the past to which Mr. Churchill stated that it is a common practice in the transit industry. Director Andersen asked for more information regarding the bidder with the lowest cost. Mr. Churchill responded by saying that the evaluators looked at the quality of services for the cost. MV had the lowest cost but the highest profit margin. Mr. Churchill went on to say that other red flags included low wages and high part time drivers. This narrowed the proposals to Viola and First Transit. The evaluation team determined that transitioning would be difficult and that Viola was more expensive and overly vague when discussing service improvements. This led the evaluation team to recommend that the paratransit contract be awarded to First Transit. The Committee supported the methodology and recommendation.

Public comment – Jomo Sims stated that the evaluation team needed to look at how each bidder treated their employees. Mr. Ramacier responded by reminding the Committee that the paratransit contract has a fail-safe clause allowing County Connection terminate the agreement should it be needed. Judy Barrientos stated that First Transit does not pay their employees living wages and Tyrone Bowie commented on First Transit's poor scheduling.

**5. Planning and Scheduling:**

- a. Recommended Service Changes to Route #2, 5, and 7: Mr. Bowron presented this item and explained the service changes along with the public outreach and Title VI Analysis. The Committee agreed with the proposal and recommended forwarding the item to the Board for adoption.
- 6. Staff Reports**
- a. Fixed Route Monthly Report – February 2014 – Ms. Muzzini presented the fixed-route report and noted that ridership steady and on pace with previous year’s performance. The report was approved without comment.
  - b. LINK Monthly Report – February 2014 – Mr. Churchill presented the report which was approved without comment.
- 7. Committee Comments** – None.
- 8. Future Agenda Items** – None.
- 9. Next Scheduled Meeting** –The next meeting is scheduled for May 2<sup>nd</sup> at 8:30am at the City of Pleasant Hill Conference Room.
- 10. Adjournment** – The meeting was adjourned at 10:02 a.m.

Minutes prepared and submitted by: Laramie Bowron, Manager of Planning

To: O&S Committee

Date: April 23, 2014

From: J. Scott Mitchell  
Director of Maintenance

Reviewed by:

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### SUBJECT: Paratransit Van Replacement

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**SUMMARY OF ISSUES:** County Connection needs to replace eighteen (18) Paratransit vans for the Link service. To be replaced with ten 22-foot cutaways and up to eight minivans.

In March of 2012 the Moronogo Basin Transit Authority in partnership with CalACT put together a consortium Request for Proposal for Paratransit vans. As a member of CalACT, County Connection is eligible to purchase Paratransit vans off of this Contract.

**FINANCIAL IMPLICATION:** County Connection has two Federal Grants to replace these vehicles.

Grant #CA-90-Y985:	\$545,396
Local match will come from Bridge Toll #13-4080-06:	<u>\$109,080</u>
Subtotal:	\$654,476
Grant #CA-90-Z065:	\$581,828
Local match will come from Bridge Toll #13-4080-06:	<u>\$116,365</u>
Subtotal:	\$698,193

**TOTAL FUNDS AVAILABLE FOR THIS PROJECT:** \$1,352,669

**OPTION 1:** Purchase up to eighteen (18) vans off of the MBTA-CalACT Consortium Contract #11-03. Cost not to exceed \$1,352,669.

**FINANCIAL IMPLICATION:** Vehicle cost not to exceed \$1,352,669 total.

**OPTION 2:** Release new Specification and Request for Proposal for ten 22-foot cutaways and up to eight minivans.

**FINANCIAL IMPLICATION:** Unknown. Price per vehicle may be higher because we would be accepting bids on a smaller number of vehicles at a later date.

**RECOMMENDATIONS:** Staff recommends that County Connection purchase ten 22-foot cutaways and up to eight minivans from Creative Bus Sales using pricing from the MBTA-CalACT Consortium Contract #11-03.

**ACTION REQUESTED:** Staff requests and recommends that the O&S Committee recommend the adoption of a resolution authorizing the General Manager to enter into a contract with Creative Bus Sales for the purchase of eighteen (18) Paratransit vans. Total cost of the vehicles including tax and delivery not to exceed \$1,352,669.

### Agenda Item 6.a

**TO:** O&S Committee

**DATE:** April 17, 2014

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for March 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.

	FY 2014		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	286,181		
Average Weekday	12,422	11,948	
Pass/Rev Hour	15.2	15.0	Standard Goal > 17.0
Missed Trips	0.12%	0.12%	Standard Goal < 0.25%
Miles between Road Calls	34,918	28,380	Standard Goal > 18,000

\* Based on current standards from updated S RTP

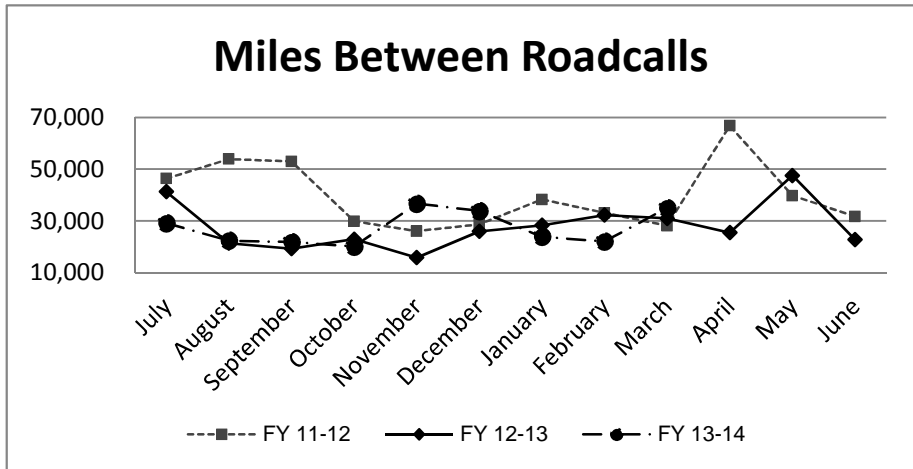
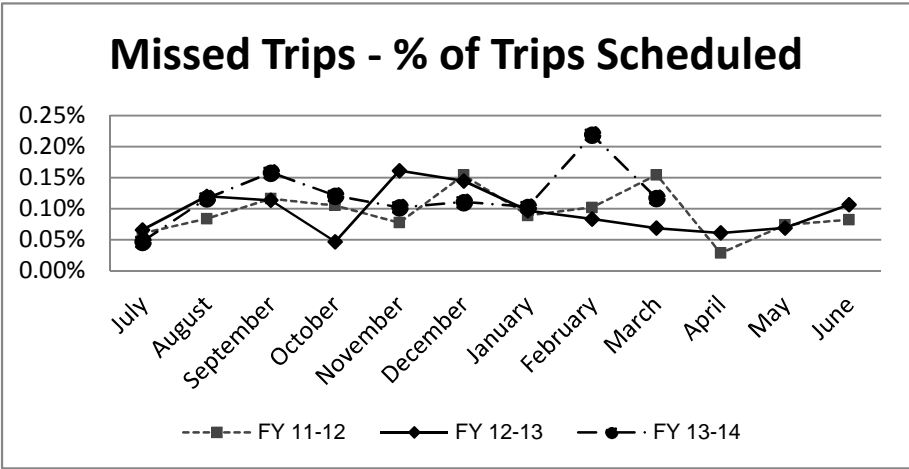
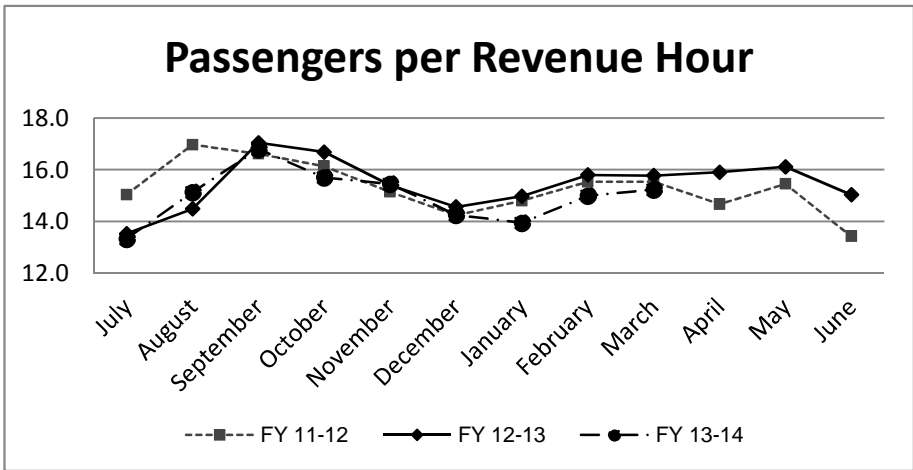
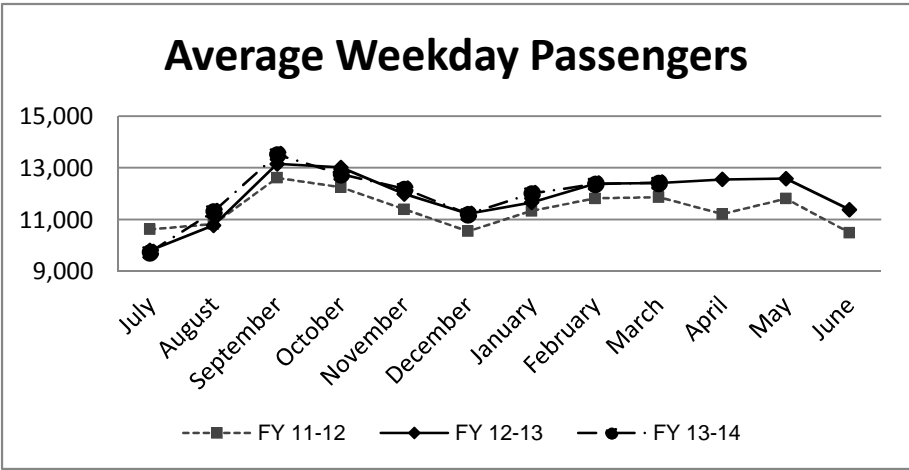
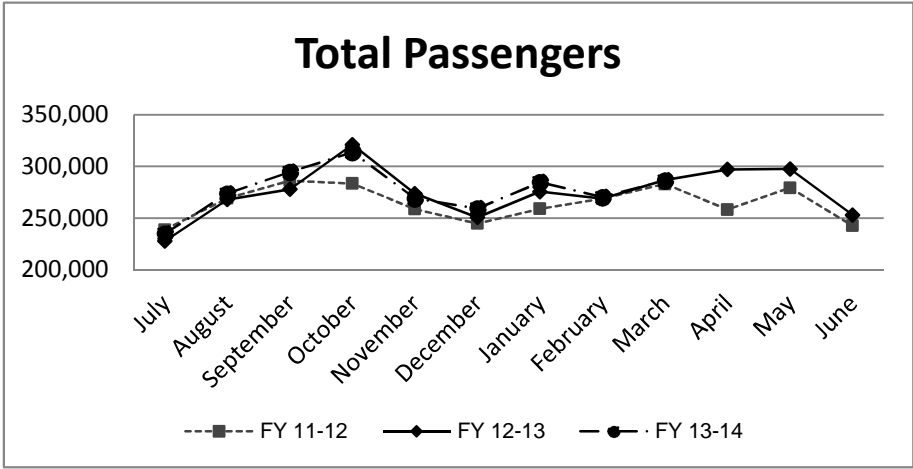
#### Analysis

Average weekday ridership was higher in March (12,422 passengers) than February (12,375 passengers) and slightly higher than March 2013 (12,410 passengers).

Passengers per hour in March was 15.2, a slight increase from 15.0 in February and a slight decrease from March 2013 when passengers per hour was 15.8.

The percentage of missed trips in March was 0.12%. A decrease from the prior month (0.22%). The YTD average is 0.12% missed trips.

The number of miles between roadcalls was 34,918 miles in March, higher than the prior month in which there were 22,104 miles between roadcalls. The 12 month average is 28,380 miles between roadcalls.



**TRANSPORTATION and MAINTANCE  
Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2013 March</b>	<b>2013 April</b>	<b>2013 May</b>	<b>2013 June</b>	<b>2013 July</b>	<b>2013 August</b>	<b>2013 September</b>	<b>2013 October</b>	<b>2013 November</b>	<b>2013 December</b>	<b>2014 January</b>	<b>2014 February</b>	<b>2014 March</b>	<b>12 Month TOTALS</b>
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	278,078	280,325	285,350	250,775	262,014	268,767	262,361	301,762	256,603	270,672	286,271	265,243	279,341	3,547,562
<b>Work Days</b>	31	30	30	30	30	31	29	31	29	30	30	28	31	390
Revenue Hours	18,167	18,675	18,466	16,821	17,615	18,080	17,542	19,964	17,407	18,183	20,408	17,773	18,785	237,885
Operator Pay Hours	30,787	31,056	33,072	30,920	32,893	34,577	30,523	32,162	31,322	35,582	35,800	31,009	31,411	421,114
Number of Operators	170	170	168	167	177	175	174	170	170	170	167	173	172	171
<b>Unscheduled Absences</b>	<b>307</b>	<b>366</b>	<b>421</b>	<b>355</b>	<b>500</b>	<b>472</b>	<b>327</b>	<b>413</b>	<b>306</b>	<b>284</b>	<b>399</b>	<b>341</b>	<b>390</b>	<b>4,881</b>
FT Protection	54	80	90	68	87	73	51	53	56	71	47	32	40	802
Worker Comp.	56	84	86	90	179	167	126	110	79	71	119	99	121	1,387
Sick leave	197	202	245	197	234	232	150	250	171	142	233	210	229	2,692
<b>Collision Accidents</b>	4	3	5	4	2	8	8	8	8	6	8	4	3	71
Passenger Accidents	21	7	14	14	11	16	9	12	12	15	10	15	14	170
Total Chargeable Collisions	3	2	2	1	1	4	4	5	0	2	4	4	1	33
<b>Chargeable/100K Miles</b>	<b>1.07</b>	<b>0.71</b>	<b>0.70</b>	<b>0.39</b>	<b>0.38</b>	<b>1.48</b>	<b>1.52</b>		<b>0.00</b>	<b>0.73</b>	<b>1.39</b>	<b>1.50</b>	<b>0.35</b>	<b>0.93</b>
Number of Trips Scheduled	20,388	24,630	24,630	22,542	23,574	24,001	22,781	25,613	22,546	23,490	24,313	22,365	23,931	304,804
Number of Trips Missed	14	15	17	24	11	28	36	31	23	26	25	49	28	327
<b>Of Trips Scheduled - % Missed</b>	<b>0.07%</b>	<b>0.06%</b>	<b>0.07%</b>	<b>0.11%</b>	<b>0.05%</b>	<b>0.12%</b>	<b>0.16%</b>	<b>0.12%</b>	<b>0.10%</b>	<b>0.11%</b>	<b>0.10%</b>	<b>0.22%</b>	<b>0.12%</b>	<b>0.11%</b>
Of Trips Missed - Mechanical	10	13	12	17	9	14	19	16	15	18	13	22	19	197
On Time Performance %	89%	90%	88%	89%	88%	87%	81%	78%	75%	86%	87%	76%	80%	84%
<b>MAINTENANCE</b>														
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	12	12	10	15	13	14	12	16	10	14	19	12	13	172
Road Calls for Mechanical	9	9	6	13	9	12	12	14	7	8	12	6	8	125
<b>Road Calls for Other</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>6</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>47</b>
<b>Miles Between Mechanical Road Calls</b>														
Bus Numbers														
100 - 199	10,458	86,623	11,624	8,063	7,629	10,343	11,137	12,306	7,427	9,542	9,625	9,986	12,246	
200 - 299	38,776	16,411	30,854	8,759	28,818	33,816	29,326	36,386	29,078	14,873	30,841	31,361	34,024	
300 - 399	19,419	12,809	36,707	11,555	931	9,038	35,160	9,806	12,039	41,728	18,804	31,694	12,416	
400 - 499	18,047	34,649	16,995	26,148	26,857	28,227	10,192	16,430	31,221	33,034	11,887	31,638	34,102	
500 - 519	16,093	51,847	55,492	24,414	53,173	26,923	16,944	19,622	47,331	46,279	17,072	12,187	51,811	
900 - 939	46,750	26,312	33,030	43,530	43,003	28,937	20,583	23,843	41,665	22,186	33,256	22,669	28,821	
1300-1309			12,721	19,734	23,009	19,574	22,999	26,748	22,099	21,599	21,552	10,570	23,447	
2000 - 2099	12,135	8,709	4,872	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	
Fleet Avg.	30,989	25,484	47,558	22,798	29,113	22,397	21,863	21,554	36,658	33,834	23,856	22,104	34,918	28,380
Maintenance Pay Hours	4,283	3,992	4,151	4,201	4,074	4,239	4,165	3,076	3,938	3,972	4,095	4,098	4,385	52,671
No. Maint. Employees	25	24	24	26	25	25	25	25	25	25	23	24	24	25
<b>Maint. Emps/100K Miles</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>1</b>
Unscheduled Absences	3	4	1	1	1	4	2	6	4	1	3	0	2	2

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



**MONTHLY BOARDINGS  
Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles				Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>March 2014 - Fixed Route Boardings</b>	286,181	Revenue Hours -	March 2014	18,785	Weekdays - March 14	21	Fiscal 2014 YTD	2,489,706	
			March 2013	18,167	March 13	21			
Events		Revenue Miles -	March 2014	207,480	Saturdays - March 14	5	Fiscal 2013 YTD	2,449,417	
			March 2013	203,777	March 13	5			
<b>March 2014 Total Boardings</b>	<b>286,181</b>	<b>Passengers per Mile</b>		<b>1.4</b>	<b>Total Days - 2013</b>	<b>31</b>	<b>YTD Trend</b>	<b>1.6%</b>	
<b>March 2013 Total Boardings</b>	<b>286,590</b>	<b>Passengers per Hour</b>		<b>15.23</b>	<b>2012</b>	<b>31</b>	<b>Monthly Trend</b>	<b>(0.1%)</b>	

March 2014 Fixed Route Passenger Total						March 2014 Weekday Average	March 2014 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	6,202			6,202	295	11.2
2	Rudgear / Walnut Creek	1,076			1,076	51	7.3
4	Walnut Creek Downtown Shuttle	17,953	2,550	1,864	22,367	855	23.9
5	Creekside / Walnut Creek	1,376			1,376	66	7.6
6	Lafayette / Moraga / Orinda	9,679	688	479	10,847	461	13.7
7	Shadelands / Pleasant Hill / Walnut Creek	4,498			4,498	214	6.4
9	DVC / Walnut Creek	11,448			11,448	545	12.9
10	Concord / Clayton Rd	22,984			22,984	1,094	22.8
11	Treat Blvd / Oak Grove	6,700			6,700	319	16.5
14	Monument Blvd	12,383			12,383	590	14.9
15	Treat Boulevard	11,544			11,544	550	17.7
16	Alhambra Ave / Monument Blvd	15,274			15,274	727	14.0
17	Olivera/Solano / Salvio / North Concord	5,231			5,231	249	13.2
18	Amtrak / Merello / Pleasant Hill	9,869			9,869	470	14.6
19	Amtrak / Pacheco Blvd / Concord	2,898			2,898	138	10.0
20	DVC / Concord	24,988			24,988	1,190	24.4
21	Walnut Creek / San Ramon Transit Center	12,523			12,523	596	11.9
25	Lafayette / Walnut Creek	1,425			1,425	68	6.9
28	North Concord / Martinez	7,332			7,332	349	11.6
35	Dougherty Valley	9,480			9,480	451	13.5
36	San Ramon / Dublin	5,258			5,258	250	8.9
91X	Concord Commuter Express	862			862	41	9.4
92X	Ace Shuttle Express	4,602			4,602	219	18.5
93X	Kirker Pass Express	5,009			5,009	239	16.8
95X	San Ramon / Danville Express	3,391			3,391	161	16.0
96X	Bishop Ranch Express	12,580			12,580	599	17.5
97X	Bishop Ranch Express	2,357			2,357	112	10.4
98X	Martinez Express	8,900			8,900	424	16.0
250 *	Gael Rail Service	179	166	124	469	22	4.7
260 *	Cal State East Bay / Concord Bart	217			217	13	1.5
301	Rossmoor / John Muir Medical Center		298	173	471	0	5.2
310	Concord Bart / Clayton Rd / Kirker Pass		2,145	1,735	3,881	0	27.7
311	Concord / Oak Grove / Treat Blvd / WC		1,275	918	2,193	0	14.5
314	Clayton Rd / Monument Blvd / PH		3,203	2,208	5,411	0	19.8
315	Concord / Willow Pass / Landana		326	274	600	0	9.0
316	Alhambra / Merello / Pleasant Hill		1,688	1,167	2,855	0	13.9
320	DVC / Concord		1,088	736	1,824	0	14.6
321	San Ramon / Walnut Creek		1,259	947	2,206	0	10.5
600's	Select Service	22,448			22,448	1,069	22.1
ALAMO *	Alamo Creek / BART Walnut Creek	202			202	10	1.2
<b>TOTALS</b>		<b>260,868</b>	<b>14,688</b>	<b>10,625</b>	<b>286,181</b>	<b>12,422</b>	<b>15.2</b>

\* Data from Link    \*\* Seasonal Route

## Operations Data Summary

### MARCH 2014 PRODUCTIVITY

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

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
310	Concord Bart / Clayton Rd / Kirker Pass	3,881		27.7
20	DVC / Concord	24,988	1,190	24.4
4	Walnut Creek Downtown Shuttle	22,367	855	23.9
10	Concord / Clayton Rd	22,984	1,094	22.8
600's	Select Service	22,448	1,069	22.1
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,411		19.8
92X	Ace Shuttle Express	4,602	219	18.5
15	Treat Boulevard	11,544	550	17.7
96X	Bishop Ranch Express	12,580	599	17.5
93X	Kirker Pass Express	5,009	239	16.8
11	Treat Blvd / Oak Grove	6,700	319	16.5
95X	San Ramon / Danville Express	3,391	161	16.0
98X	Martinez Express	8,900	424	16.0
14	Monument Blvd	12,383	590	14.9
18	Amtrak / Merello / Pleasant Hill	9,869	470	14.6
320	DVC / Concord	1,824		14.6
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	2,193		14.5
16	Alhambra Ave / Monument Blvd	15,274	727	14.0
316	Alhambra / Merello / Pleasant Hill	2,855		13.9
6	Lafayette / Moraga / Orinda / Orinda Village	10,847	461	13.7
35	Dougherty Valley	9,480	451	13.5
17	Olivera/Solano / Salvio / North Concord	5,231	249	13.2
9	DVC / Walnut Creek	11,448	545	12.9
21	Walnut Creek / San Ramon Transit Center	12,523	596	11.9
28	North Concord / Martinez	7,332	349	11.6
1	Rossmoor / Shadelands	6,202	295	11.2
321	San Ramon / Walnut Creek	2,206		10.5
97X	Bishop Ranch Express	2,357	112	10.4
19	Amtrak / Pacheco Blvd / Concord	2,898	138	10.0
91X	Concord Commuter Express	862	41	9.4
315	Concord / Willow Pass / Landana	600		9.0
36	San Ramon / Dublin	5,258	250	8.9
5	Creekside / Walnut Creek	1,376	66	7.6
2	Rudgear / Walnut Creek	1,076	51	7.3
25	Lafayette / Walnut Creek	1,425	68	6.9
7	Shadelands / Pleasant Hill / Walnut Creek	4,498	214	6.4
301	Rossmoor / John Muir Medical Center	471		5.2
250 *	Gael Rail Service	469	22	4.7
260 *	Cal State East Bay / Concord Bart	217	13	1.5
ALAMO *	Alamo Creek / BART Walnut Creek	202	10	1.2

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
1	Rossmoor / Shadelands	360	359	351	338	287	310	320	309	301	271	273	290	295
2	Rudgear / Walnut Creek	68	66	67	60	44	55	65	57	62	51	52	53	51
4	Walnut Creek Downtown Shuttle	933	897	909	1,002	803	998	923	798	932	884	862	846	855
4H **	Walnut Creek Extended Holiday Shuttle									26	30			
5	Creekside / Walnut Creek	81	81	81	73	68	78	79	87	80	78	58	69	66
6	Lafayette / Moraga / Orinda	462	466	458	309	248	316	528	449	436	378	447	445	461
7	Shadelands / Pleasant Hill / Walnut Creek	231	229	251	246	219	239	231	206	210	186	206	219	214
9	DVC / Walnut Creek	554	598	593	539	499	556	626	570	551	512	522	549	545
10	Concord / Clayton Rd	1,077	1,079	1,085	997	878	1,045	1,154	1,104	1,086	1,008	1,030	1,037	1,094
11	Treat Blvd / Oak Grove	323	324	332	302	241	277	329	332	286	267	300	302	319
14	Monument Blvd	634	632	642	644	558	621	651	638	626	568	569	586	590
15	Treat Boulevard	568	509	534	488	468	459	565	579	507	478	531	520	550
16	Alhambra Ave / Monument Blvd	698	713	729	694	639	680	744	743	716	656	695	691	727
17	Olivera/Solano / Salvio / North Concord	241	247	256	244	232	250	287	260	245	234	229	248	249
18	Amtrak / Merello / Pleasant Hill	477	461	474	417	353	426	544	498	483	436	459	474	470
19	Amtrak / Pacheco Blvd / Concord	153	148	160	145	119	137	149	149	138	121	145	137	138
20	DVC / Concord	1,160	1,231	1,148	1,019	956	1,218	1,387	1,324	1,252	1,106	1,212	1,286	1,190
21	Walnut Creek / San Ramon Transit Center	608	627	617	606	561	595	644	611	608	562	584	585	596
25	Lafayette / Walnut Creek	64	66	65	56	80	70	79	74	55	59	59	67	68
28	North Concord / Martinez	301	320	320	294	263	313	358	332	316	293	356	346	349
35	Dougherty Valley	395	428	441	422	357	408	480	448	431	404	433	449	451
36	San Ramon / Dublin	253	248	262	229	197	229	256	242	236	222	233	250	250
91X	Concord Commuter Express	43	41	48	44	41	45	42	36	40	31	38	37	41
92X	Ace Shuttle Express	171	185	178	203	205	220	230	227	205	192	218	230	219
93X	Kirker Pass Express	231	234	233	236	245	229	238	250	214	201	223	244	239
95X	San Ramon / Danville Express	168	168	174	173	151	163	171	151	150	128	167	162	161
96X	Bishop Ranch Express	528	526	520	543	489	578	594	545	528	497	550	584	599
97X	Bishop Ranch Express	106	111	118	134	116	120	129	113	115	96	110	111	112
98X	Martinez Express	393	384	399	384	379	411	459	470	425	387	426	429	424
250 *	St Mary's College Gael Rail Shuttle	10	17	10			17	34	29	27	14	16	18	22
260 *	Cal State East Bay / Concord Bart	13	23	21	14			35	26	22	20	20	20	13
600's	Select Service	1,115	1,147	1,118	539	46	266	1,235	1,117	929	865	1,000	1,096	1,069
ALAMO *	Alamo Creek / BART Walnut Creek												11	10
<b>TOTALS</b>		<b>12,410</b>	<b>12,549</b>	<b>12,581</b>	<b>11,384</b>	<b>9,740</b>	<b>11,315</b>	<b>13,514</b>	<b>12,752</b>	<b>12,189</b>	<b>11,212</b>	<b>12,008</b>	<b>12,375</b>	<b>12,422</b>

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

## Operations Data Summary

### AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
<b>SATURDAY</b>		<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>	<i>5 Days</i>	<i>4Days</i>	<i>4Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	601	595	556	611	698	604	570	470	619	482	566	498	510
4H **	Walnut Creek Extended Holiday Shuttle									18	86			
6	Lafayette / Moraga / Orinda	122	150	136	62	64	81	171	123	132	65	114	122	138
250 *	St Mary's College Gael Rail Shuttle	33	48	21			5	63	50	41	16	36	36	33
301	Rossmoor / John Muir Medical Center	76	71	63	59	59	79	66	65	70	65	68	78	60
310	Concord Bart / Clayton Rd / Kirker Pass	432	394	453	427	396	428	429	424	428	335	441	418	429
311	Concord / Oak Grove / Treat Blvd / WC	231	264	243	234	233	260	240	251	258	214	263	234	255
314	Clayton Rd / Monument Blvd / PH	665	612	641	621	594	679	619	638	646	502	589	564	641
315	Concord / Willow Pass / Landana	61	56	55	52	52	59	54	68	67	56	55	66	65
316	Alhambra / Merello / Pleasant Hill	361	346	353	342	330	334	356	352	343	261	359	312	338
320	DVC / Concord	229	219	212	230	235	237	209	226	210	168	225	201	218
321	San Ramon / Walnut Creek	255	270	272	258	262	276	271	260	252	201	267	243	252
<b>TOTALS</b>		<b>3,066</b>	<b>3,024</b>	<b>3,006</b>	<b>2,896</b>	<b>2,922</b>	<b>3,043</b>	<b>3,048</b>	<b>2,929</b>	<b>3,084</b>	<b>2,454</b>	<b>2,982</b>	<b>2,771</b>	<b>2,938</b>

Route	Destination Information	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14
<b>SUNDAY</b>		<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>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	530	436	440	458	486	468	446	411	547	590	391	354	373
6	Lafayette / Moraga / Orinda	94	118	83	53	65	70	112	101	108	96	96	99	96
250 *	St Mary's College Gael Rail Shuttle	20	18	14			6	44	38	37	23	23	26	25
301	Rossmoor / John Muir Medical Center	34	61	47	52	51	46	67	55	61	74	41	46	35
310	Concord Bart / Clayton Rd / Kirker Pass	285	345	338	334	349	379	386	329	348	442	358	323	347
311	Concord / Oak Grove / Treat Blvd / WC	171	185	192	182	207	187	204	200	177	225	182	176	184
314	Clayton Rd / Monument Blvd / PH	420	429	432	422	454	534	499	438	480	597	433	399	442
315	Concord / Willow Pass / Landana	39	38	32	28	32	25	41	44	56	57	45	46	55
316	Alhambra / Merello / Pleasant Hill	223	243	256	242	233	249	278	264	277	330	240	213	233
320	DVC / Concord	142	140	151	163	140	187	163	115	153	195	140	125	147
321	San Ramon / Walnut Creek	173	198	189	195	198	216	183	193	194	229	189	177	189
<b>TOTALS</b>		<b>2,130</b>	<b>2,211</b>	<b>2,176</b>	<b>2,130</b>	<b>2,215</b>	<b>2,367</b>	<b>2,425</b>	<b>2,187</b>	<b>2,438</b>	<b>2,857</b>	<b>2,138</b>	<b>1,985</b>	<b>2,125</b>

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

## Route Description Summary

Route #	Description
1	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
5	BART Walnut Creek, Rivieria Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, 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
<b>Alamo Creek Shuttle</b>	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

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

SUMMARY	MARCH FY 12/13	MARCH FY 13/14	YTD FY 12/13	YTD FY 13/14
1 TOTAL CLIENTS	12,403	12,780	106,910	111,297
2 TOTAL ATTENDANTS	732	700	7,291	6,831
3 TOTAL COMPANIONS	77	71	644	596
4 TOTAL PASSENGERS	13,212	13,551	114,845	118,724
5 TOTAL SERVICE DAYS	31	31	269	269
6 VEHICLE REVENUE HOURS	6,127	6,081	55,678	55,256
7 VEHICLE SERVICE HOURS	7,666	7,478	69,255	69,181
8 VEHICLE NON REV HOURS	1,539	1,397	13,425	13,926
9 VEHICLE SERVICE MILES	128,087	123,675	1,085,264	1,105,596
10 VEHICLE REVENUE MILES	107,098	103,049	898,505	909,268
11 VEHICLE NON REV MILES	20,989	20,626	186,759	196,328
12 PASS. PER REVENUE HOUR	2.16	2.23	2.06	2.15
13 CLIENT PER REVENUE HOUR	2.02	2.10	1.92	2.01
14 PASS. PER SERVICE HOUR	1.72	1.81	1.66	1.72
15 PASS. PER SERVICE MILE	0.10	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.12	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1028	1,221	8,468	10,275
18 SAME DAY TRIPS	115	96	1,524	1,398
19 SUBSCRIPTION TRIPS	6,597	6,302	64,868	53,710
20 DEMAND	5,807	6,477	51,766	57,679
21 FAREBOX REVENUE	\$12,753.13	\$ 13,146.80	\$112,349.56	\$107,949.35
22 PREPAID CLIENTS	\$10,520.00	\$ 10,931.00	\$90,501.00	\$84,405.39
23 COLLECTED BILLING	\$33,060.00	\$ 24,198.00	\$267,358.00	\$217,938.00
24 TOTAL REVENUE COLLECTED	\$56,333.13	\$ 48,275.80	\$470,208.56	\$410,292.74
25 CHARGEABLE ACCIDENTS	0	0	1	5
26 SERVICE COMPLAINTS	0	3	0	12
27 SERVICE COMMENDATIONS	0	1	6	17
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	5	19	29
30 DRIVER TURNOVER	0%	2.4%	9.6%	10.6%
31 SCHEDULE ADHERENCE	85%	87%	96%	88%
32 WHEELCHAIR BOARDING'S	2,876	3,200	27,563	31,833
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,700	6,971	NA	N/A
35 UNDUPLICATED CLIENTS	1,162	1,115	NA	N/A
36 NO-SHOWS	66	80	491	659
37 CANCELS	1,552	1,377	15,789	16,573
38 AVG. TRIP LENGTH (MILES)	9.7	9.1	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	16,978	17,357	147,703	153,786
42 FLEET M.P.G.	7.5	7.1	7.3	7.2