

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

Wednesday, February 4th, 2015
8:00 a.m.

Supervisor Andersen Office
309 Diablo Rd, Danville, CA

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of January, 2015*
4. Maintenance
 - a. Award Contract for Security Gates*
5. Planning and Scheduling
 - a. Update on Martinez Shuttle Implementation
 - b. Update on Free Shadelands Shuttle
 - c. Update on OnBoard Survey
6. Reports
 - a. Fixed Route Monthly Report*
 - b. LINK Monthly Report*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting
10. Adjournment

*Enclosure

FY2014/2015 O&S Committee

Laura Hoffmeister – Concord, Robert Storer – Danville, Dave Hudson – San Ramon,
Candace Andersen – Contra Costa County

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

Public Comment: Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

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

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

Currently Scheduled Board and Committee Meetings

Board of Directors:	Thursday, February 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Thursday, February 5, 9:00 a.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, March 10, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, February 5, 8:30 a.m., 100 Gregory Ln, Pleasant Hill
Operations & Scheduling:	Wednesday, February 4, 8:00 a.m., 309 Diablo Rd, Danville

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
Supervisor Andersen Office
309 Diablo Road, Danville, CA
January 7, 2015, 8:00 a.m.

Directors: Directors Candace Andersen, Robert Storer, Dave Hudson

Staff: Rick Ramacier, Anne Muzzini,

Public: Mike Meringer, Ralph Hoffman

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

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** Mr. Hoffman made comments about spare the air day. Mr. Meringer introduced himself as an interested member of the public.
3. **Approval of O&S Summary Minutes for December, 2014:** Minutes were approved.
4. **Maintenance:**
5. **Planning and Scheduling:**
 - a. Update on Lamorinda Service Plan – Ms. Muzzini presented this verbal update on the status of the Lamorinda study. Director Hudson questioned the level of growth in the area and the need for more transit service. Director Andersen spoke to the need for more shuttles to Silicon Valley. Everyone concurred that commuters and seniors are the major market.
 - b. Update on Service Items on A&F and MP&L Agendas – Ms. Muzzini explained that the Shadelands business owners had approved funding the fares on Route #7 and the agreement was going before the A&F Committee. The Committee members supported the idea of fares being paid for by the businesses and Mr. Hudson stated that the Dougherty Valley could use something similar. Ms. Muzzini also told the Committee that staff would be recommending use of Cap and Trade funding to support implementation of the Martinez Shuttle.
6. **Staff Reports**
 - a. Fixed Route Monthly Report – Ms. Muzzini presented the fixed-route report which was approved without comment.
 - b. LINK Monthly Report – Mr. Ramacier presented the report which was approved without comment.
7. **Committee Comments** – None.
8. **Future Agenda Items** – None.
9. **Next Scheduled Meeting** –The committee scheduled the next meeting for February 4th at 8:00am at Supervisor Andersen’s Office.
10. **Adjournment** – The meeting was adjourned at 9:30 a.m.

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

To: O&S Committee

Date: January 12, 2015

From: J. Scott Mitchell
Director of Maintenance

Reviewed by:

SUBJECT: Upgrade and Installation of Security Gates

- BACKGROUND:** When Central Contra Costa Transit Authority constructed its facilities at 2477 Arnold Industrial Way, Concord, three (3) gates were installed leading onto the facility. The three gates are identified as follows: the west gate (upper parking lot), the main gate (bus entrance), and east gate (maintenance lower parking lot).
- These gates have provided County Connection with many years of service, however, the equipment is aging and the maintenance hours and costs are steadily increasing. The gates are in need of upgrading and replacement.
- SUMMARY OF ISSUES:** County Connection issued an Invitation For Bids (IFB) for the upgrade and installation of three (3) security gates. The Bid was advertised on County Connection's website and in the Contra Costa Times. At the bid opening date and time, three (3) bids were received from interested contractors. The bids received were 1) Electronic Innovations, Inc., \$78,010.77, 2) Golden Gate Fence Plus Iron Works, Inc., \$87,598.00, and 3) Roe's Construction & Electrical Service, \$166,206.47. All three bids were in compliance.
- OPTION 1:** The O&S Committee recommends that the County Connection Board of Directors award a contract to Electronic Innovations, Inc. for the upgrade and installation of security gates.
- OPTION 2:** The O&S Committee reject all bids and direct staff to re-advertise the Bid.
- OPTION 3:** The O&S Committee recommend to not award a contract.
- FINANCIAL IMPLICATIONS:** County Connection has approved grant funds available for this project. Grant 13-0011-01 (TDA) has \$78,010.77 earmarked for this project. The \$78,010.77 will sufficiently fund the entire security gate upgrade and installation project.
- RECOMMENDATIONS:** Staff recommends that the O&S Committee recommend award of a contract to Electronic Innovations, Inc. for the upgrade and installation of security gates.
- ACTION REQUESTED:** The O&S Committee recommend to the Board of Directors at its February 19, 2015 meeting, the award of a contract by County Connection to Electronic Innovations, Inc. for the upgrade and installation of security gates.

Agenda Item 7.a

TO: O&S Committee

DATE: January 20, 2015

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for December 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 14-15		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	280,089		
Average Weekday	11,639	12,798	
Pass/Rev Hour	14.7	16.2	Standard Goal > 17.0
Missed Trips	0.17%	0.12%	Standard Goal < 0.25%
Miles between Road Calls	40,634	33,681	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in December (11,639 passengers) than November (12,873 passengers) and higher December 2013 (11,121 passengers).

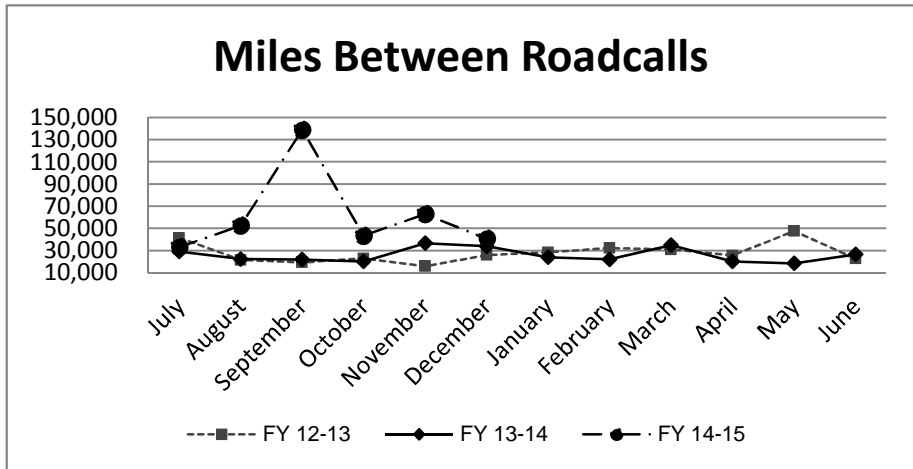
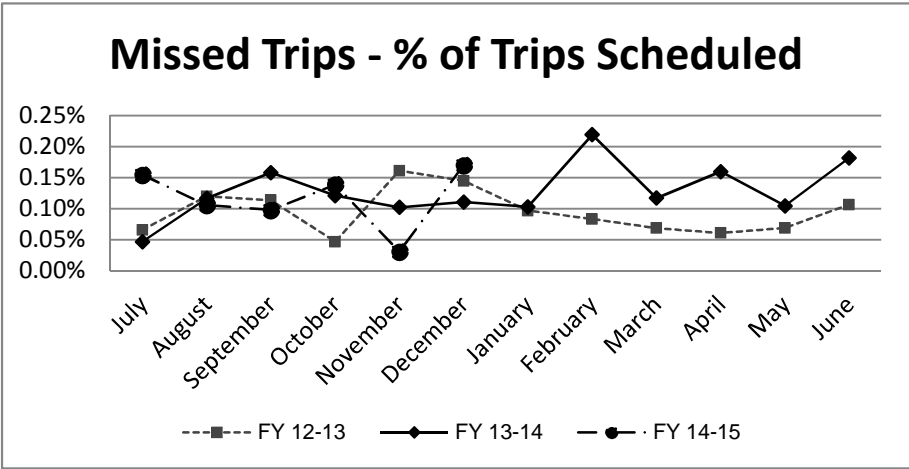
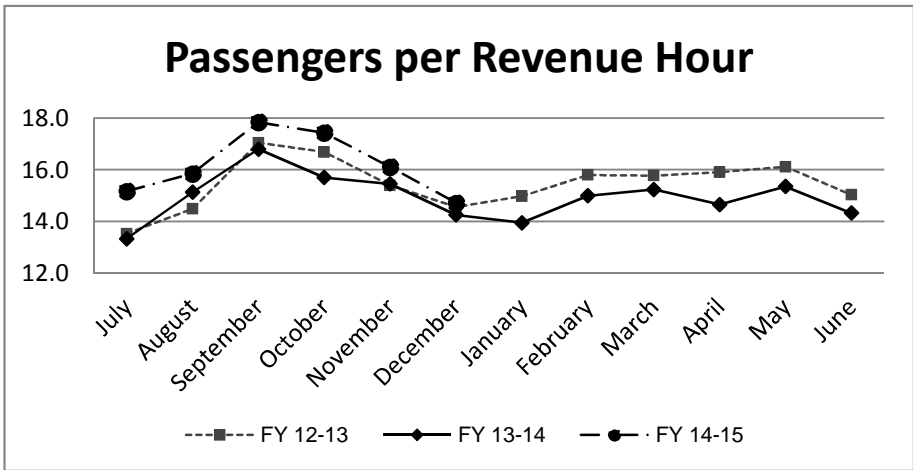
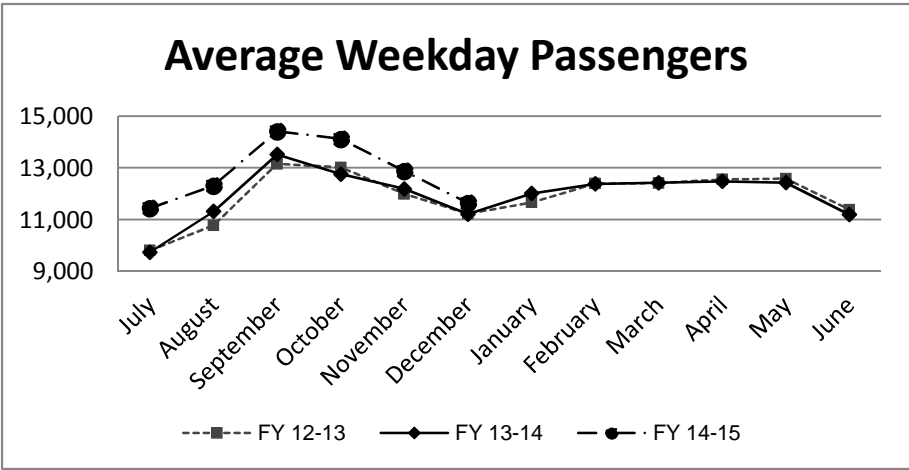
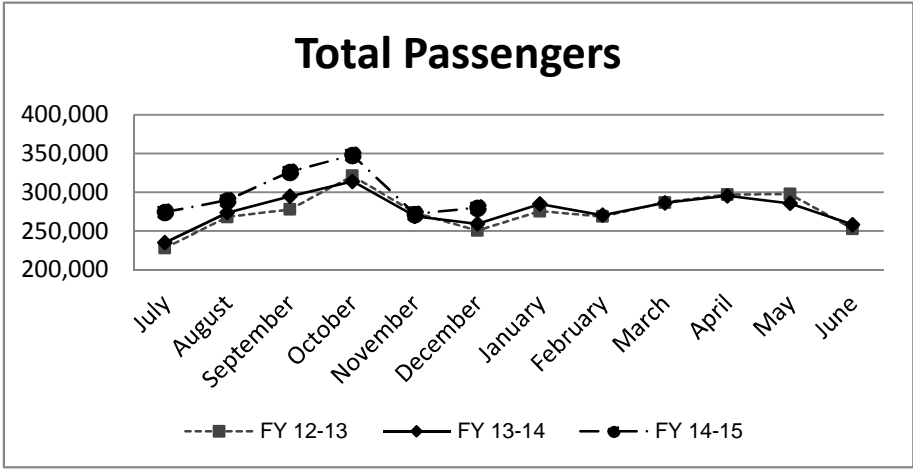
Passengers per hour in December was 14.7, a decrease from 16.1 in November and a slight increase from December 2013 when passengers per hour was 14.3.

The percentage of missed trips in December was 0.17%. An increase from the prior month (0.03%). The YTD average is 0.12% missed trips.

The number of miles between roadcalls was 40,634 miles in December, lower than the prior month in which there were 62,900 miles between roadcalls. The 12 month average is 33,681 miles between roadcalls.

NOTE:

'Pass/Rev Hour (14.7)' does not include passenger for the BART Bus Bridge or the Walnut Creek Marathon event.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2013 December	2014 January	2014 February	2014 March	2014 April	2014 May	2014 June	2014 July	2014 August	2014 September	2014 October	2014 November	2014 December
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	270,672	286,271	265,243	279,341	282,946	277,215	264,800	265,079	262,467	277,607	303,715	251,601	284,440
Work Days	30	30	28	31	30	30	30	30	31	29	31	29	30
Revenue Hours	18,183	20,408	17,773	18,785	20,149	18,588	18,010	18,087	18,185	18,290	19,958	16,866	18,937
Operator Pay Hours	35,582	35,800	31,009	33,389	30,333	31,920	32,106	32,918	31,939	32,986	33,540	31,189	32,751
Number of Operators	170	167	173	172	169	167	166	177	170	170	171	165	164
Unscheduled Absences	284	399	341	390	341	302	287	300	321	329	421	289	365
FT Protection	71	47	32	40	23	33	37	39	47	51	61	36	41
Worker Comp.	71	119	99	121	124	105	94	90	92	59	107	108	96
Sick leave	142	233	210	229	194	164	156	171	182	219	253	145	228
Collision Accidents	6	8	4	3	6	5	6	5	6	10	2	3	9
Passenger Accidents	15	10	15	14	11	17	16	7	17	23	15	6	28
Total Chargeable Collisions	2	4	4	1	1	2	2	0	1	7	0	2	1
Chargeable/100K Miles	0.73	1.39	1.50	0.35	0.35	0.72	0.75	0.00	0.38	2.52	0.00	0.79	0.35
Number of Trips Scheduled	23,490	24,313	22,365	23,931	24,454	23,931	23,121	23,332	23,665	24,546	26,694	22,661	25,307
Number of Trips Missed	26	25	49	28	39	25	42	36	25	24	37	7	43
Of Trips Scheduled - % Missed	0.11%	0.10%	0.22%	0.12%	0.16%	0.10%	0.18%	0.15%	0.11%	0.10%	0.14%	0.03%	0.17%
Of Trips Missed - Mechanical	18	13	22	19	22	19	21	19	10	9	21	2	11
On Time Performance %	86%	87%	76%	80%	86%	85%	87%	88%	86%	84%	84%	85%	84%
MAINTENANCE													
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	14	19	12	13	22	20	19	11	12	7	10	8	18
Road Calls for Mechanical	8	12	6	8	14	15	10	8	5	2	7	4	7
Road Calls for Other	6	7	6	5	8	5	9	3	7	5	3	4	11
Miles Between Mechanical Road Calls													
Bus Numbers													
100 - 199	9,542	9,625	9,986	12,246	12,398	10,161	6,002	N/A	N/A	N/A	N/A	N/A	N/A
200 - 299	14,873	30,841	31,361	34,024	30,978	15,263	26,758	33,877	30,224	25,792	32,070	9,112	27,994
300 - 399	41,728	18,804	31,694	12,416	37,733	11,733	11,332	37,831	35,587	35,358	38,860	32,204	38,565
400 - 499	33,034	11,887	31,638	34,102	8,568	32,411	33,712	28,125	13,083	33,105	37,859	29,424	30,400
500 - 518	46,279	17,072	12,187	51,811	25,746	13,110	24,631	23,735	47,883	47,880	27,477	48,025	51,243
900 - 939	22,186	33,256	22,669	28,821	18,752	22,842	22,236	29,176	87,176	94,205	103,838	83,857	32,947
1300-1309	21,599	21,552	10,570	23,447	22,316	25,107	26,128	26,911	21,857	27,063	5,936	19,511	7,962
1400-1406	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3,336	13,574	14,204	12,392	11,243	13,511
Fleet Avg.	33,834	23,856	22,104	34,918	20,210	18,481	26,480	33,135	52,493	138,804	43,338	62,900	40,634
Maintenance Pay Hours	3,972	4,095	4,098	4,385	4,135	4,143	3,816	3,920	4,440	3,091	3,132	4,269	4,375
No. Maint. Employees	25	23	24	24	25	23	23	23	26	24	26	26	26
Maint. Emps/100K Miles	9	8	9	9	9	8	9	9	10	9	9	10	9
Unscheduled Absences	1	3	0	2	3	2	1	1	3	4	7	1	3

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

MONTHLY BOARDINGS
Operations Data Summary

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings		
December 2014 - Fixed Route Boardings	278,734	Revenue Hours -	December 2014	18,937	Weekdays -	December 14	22	Fiscal 2015 YTD	1,791,157
			December 2013	18,183		December 13	21		
Event - BART Bus Bridge	1,302	Revenue Miles -	December 2014	208,246	Saturdays -	December 14	4	Fiscal 2014 YTD	1,648,601
Event - Walnut Creek Marathon	53		December 2013	198,172		December 13	4		
					Sundays -	December 14	4		
						December 13	5		
December 2014 Total Boardings	280,089	Passengers per Mile		1.3	Total Days - 2013	30	YTD Trend	8.6%	
December 2013 Total Boardings	259,214	Passengers per Hour		14.8	2012	30	Monthly Trend	8.1%	

December 2014 Fixed Route Passenger Total						December 2014	December 2014
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1	Rossmoor / Shadelands	6,633			6,633	302	11.4
2	Rudgear / Walnut Creek	411			411	19	4.8
4	Walnut Creek Downtown Shuttle	18,347	2,652	1,872	22,871	834	24.4
4H **	Walnut Creek Extended Holiday Service	468	346		814	22	7.3
5	Creekside / Walnut Creek	6,285			6,285	286	16.4
6	Lafayette / Moraga / Orinda	9,250	323	260	9,833	420	12.3
7	Shadelands / Pleasant Hill	3,335			3,335	152	7.4
9	DVC / Walnut Creek	11,194			11,194	509	12.1
10	Concord / Clayton Rd	22,529			22,529	1,024	21.3
11	Treat Blvd / Oak Grove	5,968			5,968	271	13.9
14	Monument Blvd	12,431			12,431	565	14.4
15	Treat Boulevard	10,392			10,392	472	15.2
16	Alhambra Ave / Monument Blvd	15,050			15,050	684	13.2
17	Olivera/Solano / Salvio / North Concord	5,483			5,483	249	13.3
18	Amtrak / Merello / Pleasant Hill	9,103			9,103	414	12.8
19	Amtrak / Pacheco Blvd / Concord	2,783			2,783	127	9.1
20	DVC / Concord	24,926			24,926	1,133	22.9
21	Walnut Creek / San Ramon Transit Center	12,545			12,545	570	11.3
25	Lafayette / Walnut Creek	1,429			1,429	65	7.0
28	North Concord / Martinez	6,476			6,476	294	9.5
35	Dougherty Valley	10,068			10,068	458	13.7
36	San Ramon / Dublin	4,975			4,975	226	8.1
91X	Concord Commuter Express	1,431			1,431	65	12.4
92X	Ace Shuttle Express	4,659			4,659	212	17.7
93X	Kirker Pass Express	4,396			4,396	200	14.1
95X	San Ramon / Danville Express	3,374			3,374	153	15.2
96X	Bishop Ranch Express	11,348			11,348	516	14.9
97X	Bishop Ranch Express	2,139			2,139	97	11.0
98X	Martinez Express	8,905			8,905	405	15.3
250 *	Gael Rail Service	51	68	38	157	7	1.9
260 *	Cal State East Bay / Concord Bart	145			145	18	2.1
301	Rossmoor / John Muir Medical Center		281	239	520	0	7.4
310	Concord Bart / Clayton Rd / Kirker Pass		1,969	1,504	3,474	0	31.0
311	Concord / Oak Grove / Treat Blvd / WC		1,020	839	1,859	0	14.7
314	Clayton Rd / Monument Blvd / PH		2,745	2,074	4,819	0	22.1
315	Concord / Willow Pass / Landana		241	183	424	0	7.7
316	Alhambra / Merello / Pleasant Hill		1,335	1,122	2,457	0	14.9
320	DVC / Concord		967	722	1,689	0	17.2
321	San Ramon / Walnut Creek		1,060	825	1,884	0	11.2
Alamo Creek	Alamo Creek / BART Walnut Creek	320			320	15	1.5
Night Owl	San Francisco / Walnut Creek / Bay Point						#VALUE!
600's	Select Service	19,198			19,198	873	25.0
TOTALS		256,049	13,007	9,678	278,734	11,639	14.7

* Data from Link ** Seasonal Route

Operations Data Summary

DECEMBER 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	3,474	0	31.0
600's	Select Service	19,198	873	25.0
4	Walnut Creek Downtown Shuttle	22,871	834	24.4
20	DVC / Concord	24,926	1,133	22.9
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,819	0	22.1
10	Concord / Clayton Rd	22,529	1,024	21.3
92X	Ace Shuttle Express	4,659	212	17.7
320	DVC / Concord	1,689	0	17.2
5	Creekside / Walnut Creek	6,285	286	16.4
98X	Martinez Express	8,905	405	15.3
95X	San Ramon / Danville Express	3,374	153	15.2
15	Treat Boulevard	10,392	472	15.2
96X	Bishop Ranch Express	11,348	516	14.9
316	Alhambra / Merello / Pleasant Hill	2,457	0	14.9
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,859	0	14.7
14	Monument Blvd	12,431	565	14.4
93X	Kirker Pass Express	4,396	200	14.1
11	Treat Blvd / Oak Grove	5,968	271	13.9
35	Dougherty Valley	10,068	458	13.7
17	Olivera/Solano / Salvio / North Concord	5,483	249	13.3
16	Alhambra Ave / Monument Blvd	15,050	684	13.2
18	Amtrak / Merello / Pleasant Hill	9,103	414	12.8
91X	Concord Commuter Express	1,431	65	12.4
6	Lafayette / Moraga / Orinda / Orinda Village	9,833	420	12.3
9	DVC / Walnut Creek	11,194	509	12.1
1	Rossmoor / Shadelands	6,633	302	11.4
21	Walnut Creek / San Ramon Transit Center	12,545	570	11.3
321	San Ramon / Walnut Creek	1,884	0	11.2
97X	Bishop Ranch Express	2,139	97	11.0
28	North Concord / Martinez	6,476	294	9.5
19	Amtrak / Pacheco Blvd / Concord	2,783	127	9.1
36	San Ramon / Dublin	4,975	226	8.1
315	Concord / Willow Pass / Landana	424	0	7.7
301	Rossmoor / John Muir Medical Center	520	0	7.4
7	Shadelands / Pleasant Hill / Walnut Creek	3,335	152	7.4
4H **	Walnut Creek Extended Holiday Service	814	22	7.3
25	Lafayette / Walnut Creek	1,429	65	7.0
2	Rudgear / Walnut Creek	411	19	4.8
260 *	Cal State East Bay / Concord Bart	145	18	2.1
250 *	Gael Rail Service	157	7	1.9
Alamo Creek	Alamo Creek / BART Walnut Creek	320	15	1.5

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
1	Rossmoor / Shadelands	271	273	290	295	310	300	298	349	351	375	361	365	302
2	Rudgear / Walnut Creek	51	52	53	51	54	53	47	48	25	23	26	22	19
4	Walnut Creek Downtown Shuttle	884	862	846	855	835	855	855	957	976	831	863	858	834
4H **	Walnut Creek Extended Holiday Shuttle	30											20	22
5	Creekside / Walnut Creek	78	58	69	66	65	66	67	70	191	288	327	307	286
6	Lafayette / Moraga / Orinda	378	447	445	461	413	432	323	328	353	583	551	492	420
7	Shadelands / Pleasant Hill / Walnut Creek	186	206	219	214	206	196	194	210	174	146	165	160	152
9	DVC / Walnut Creek	512	522	549	545	546	523	512	560	602	644	627	601	509
10	Concord / Clayton Rd	1,008	1,030	1,037	1,094	1,079	1,118	1,037	1,069	1,134	1,278	1,237	1,165	1,024
11	Treat Blvd / Oak Grove	267	300	302	319	317	306	300	298	326	347	324	315	271
14	Monument Blvd	568	569	586	590	604	600	571	615	618	678	688	630	565
15	Treat Boulevard	478	531	520	550	533	564	479	469	531	619	613	551	472
16	Alhambra Ave / Monument Blvd	656	695	691	727	724	762	720	770	773	863	843	780	684
17	Olivera/Solano / Salvio / North Concord	234	229	248	249	256	259	268	267	299	300	291	268	249
18	Amtrak / Merello / Pleasant Hill	436	459	474	470	512	466	406	447	498	545	525	482	414
19	Amtrak / Pacheco Blvd / Concord	121	145	137	138	126	137	141	151	151	150	152	133	127
20	DVC / Concord	1,106	1,212	1,286	1,190	1,261	1,150	1,012	1,148	1,287	1,490	1,403	1,308	1,133
21	Walnut Creek / San Ramon Transit Center	562	584	585	596	608	609	580	623	615	668	645	618	570
25	Lafayette / Walnut Creek	59	59	67	68	74	69	65	77	64	88	76	78	65
28	North Concord / Martinez	293	356	346	349	331	317	295	305	324	349	333	308	294
35	Dougherty Valley	404	433	449	451	472	476	444	457	491	578	540	495	458
36	San Ramon / Dublin	222	233	250	250	236	257	240	247	243	268	258	238	226
91X	Concord Commuter Express	31	38	37	41	43	41	40	45	64	72	70	74	65
92X	Ace Shuttle Express	192	218	230	219	206	211	233	255	243	259	241	213	212
93X	Kirker Pass Express	201	223	244	239	234	226	203	218	230	269	247	220	200
95X	San Ramon / Danville Express	128	167	162	161	171	176	177	194	178	168	156	140	153
96X	Bishop Ranch Express	497	550	584	599	623	581	608	649	646	642	630	577	516
97X	Bishop Ranch Express	96	110	111	112	115	108	122	117	107	118	113	98	97
98X	Martinez Express	387	426	429	424	428	410	356	410	429	474	483	433	405
250 *	St Mary's College Gael Rail Shuttle	14	16	18	22	15	13	0	0	27	31	18	11	7
260 *	Cal State East Bay / Concord Bart	20	20	20	13	18	14	11	14	11	6	28	24	18
ALAMO *	Alamo Creek / BART Walnut Creek			11	10	11	10	14	16	15	16	17	17	15
600's	Select Service	865	1,000	1,096	1,069	1,065	1,136	575	59	362	1,272	1,288	906	873
TOTALS		11,212	12,008	12,375	12,422	12,479	12,429	11,224	11,441	12,310	14,410	14,112	12,873	11,639

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
SATURDAY		<i>5 Days</i>	<i>4Days</i>	<i>4Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	482	566	498	510	539	539	561	618	602	613	552	527	663
4H **	Walnut Creek Extended Holiday Shuttle	86											64	87
6	Lafayette / Moraga / Orinda	65	114	122	138	115	104	61	69	91	189	149	147	81
250 *	St Mary's College Gael Rail Shuttle	16	36	36	33	23	25			6	42	38	32	17
301	Rossmoor / John Muir Medical Center	65	68	78	60	77	75	60	66	84	83	55	56	70
310	Concord Bart / Clayton Rd / Kirker Pass	335	441	418	429	424	438	435	460	485	476	466	427	492
311	Concord / Oak Grove / Treat Blvd / WC	214	263	234	255	272	248	240	261	280	282	266	265	255
314	Clayton Rd / Monument Blvd / PH	502	589	564	641	641	651	639	689	763	730	735	695	686
315	Concord / Willow Pass / Landana	56	55	66	65	82	63	60	72	72	86	70	69	60
316	Alhambra / Merello / Pleasant Hill	261	359	312	338	324	344	338	379	404	384	390	354	334
320	DVC / Concord	168	225	201	218	238	247	244	291	263	259	238	225	242
321	San Ramon / Walnut Creek	201	267	243	252	284	264	267	284	271	294	289	287	265
TOTALS		2,454	2,982	2,771	2,938	3,019	2,998	2,906	3,191	3,322	3,440	3,247	3,096	3,252

Route	Destination Information	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
SUNDAY		<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	590	391	354	373	376	425	429	505	513	385	468	387	468
6	Lafayette / Moraga / Orinda	96	96	99	96	98	90	53	71	82	124	120	108	65
250 *	St Mary's College Gael Rail Shuttle	23	23	26	25	21	22			9	24	22	22	10
301	Rossmoor / John Muir Medical Center	74	41	46	35	66	53	56	48	50	71	78	60	60
310	Concord Bart / Clayton Rd / Kirker Pass	442	358	323	347	368	383	366	381	420	374	384	343	376
311	Concord / Oak Grove / Treat Blvd / WC	225	182	176	184	202	202	220	223	213	249	240	221	210
314	Clayton Rd / Monument Blvd / PH	597	433	399	442	404	456	470	494	561	510	510	479	519
315	Concord / Willow Pass / Landana	57	45	46	55	48	57	38	43	44	56	49	48	46
316	Alhambra / Merello / Pleasant Hill	330	240	213	233	249	276	256	271	295	281	291	275	281
320	DVC / Concord	195	140	125	147	157	155	172	211	213	173	172	152	180
321	San Ramon / Walnut Creek	229	189	177	189	183	211	212	228	229	220	232	232	206
TOTALS		2,857	2,138	1,985	2,125	2,170	2,330	2,274	2,475	2,628	2,465	2,565	2,326	2,419

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, Broadway, 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 28 thru December 31)
5	BART Walnut Creek, California, Newell, 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, Oak Grove, Shadelands Office Park
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, Chilpancingo 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
DECEMBER FY 14/15**

SUMMARY	DECEMBER FY 13/14	DECEMBER FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	11,173	11,775	73,623	72,963
2 TOTAL ATTENDANTS	745	691	4,861	4,452
3 TOTAL COMPANIONS	50	96	381	441
4 TOTAL PASSENGERS	11,968	12,562	78,865	77,856
5 TOTAL SERVICE DAYS	30	30	180	180
6 VEHICLE REVENUE HOURS	5,710	6,060	37,130	37,677
7 VEHICLE SERVICE HOURS	7,224	7,612	46,787	46,786
8 VEHICLE NON REV HOURS	1,514	1,552	9,657	9,110
9 VEHICLE SERVICE MILES	112,936	118,515	740,376	740,433
10 VEHICLE REVENUE MILES	92,132	98,218	606,993	612,100
11 VEHICLE NON REV MILES	20,804	20,297	133,383	125,972
12 PASS. PER REVENUE HOUR	2.10	2.07	2.12	2.07
13 CLIENT PER REVENUE HOUR	1.96	1.94	1.98	1.94
14 PASS. PER SERVICE HOUR	1.66	1.65	1.69	1.66
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	1,097	1,136	6,702	6,847
18 SAME DAY TRIPS	203	162	1,081	556
19 SUBSCRIPTION TRIPS	5,219	6,256	35,293	39,840
20 DEMAND	6,010	5,526	38,426	33,233
21 FAREBOX REVENUE	\$11,968.69	\$10,893.58	\$68,437.03	\$68,947.33
22 PREPAID CLIENTS	\$10,488.00	\$6,015.00	\$54,828.50	\$52,004.30
23 COLLECTED BILLING	\$47,184.00	\$17,116.00	\$147,948.00	\$147,506.00
24 TOTAL REVENUE COLLECTED	\$69,640.69	\$34,024.58	\$271,213.53	\$268,457.63
25 CHARGEABLE ACCIDENTS	0	0	3	5
26 SERVICE COMPLAINTS	0	0	7	9
27 SERVICE COMMENDATIONS	1	0	14	9
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	1	18	18
30 DRIVER TURNOVER	2%	6.3%	3.5%	16.6%
31 SCHEDULE ADHERENCE	87%	79%	99%	84%
32 WHEELCHAIR BOARDING'S	3,179	4,275	21,186	21,669
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,127	6,476	N/A	N/A
35 UNDUPLICATED CLIENTS	1,123	1,071	N/A	N/A
36 NO-SHOWS	62	158	423	676
37 CANCELS	1,407	2,111	10,952	11,108
38 AVG. TRIP LENGTH (MILES)	9.4	9.4	9.4	9.5
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,765	16,957	105,570	109,931
42 FLEET M.P.G.	6.7	7.0	7.0	6.7