

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE AGENDA

Thursday, July 9th, 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 June 5, 2015\*
4. Maintenance - None
5. Planning and Scheduling
  - a. Americans with Disability Act: Reasonable Accommodation Policy\*
  - b. Verbal Updates
    - i. Shadelands Shuttle Ridership and Marketing
    - ii. Progress on Clipper Implementation
    - iii. Progress on Transportation Expenditure Plan
6. Reports
  - a. Fixed Route Monthly Report\*
  - b. LINK Monthly Report\*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – August 4, 2015
10. Adjournment

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\*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](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, July 16, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, July 1, 9:00 a.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, July 14, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, August 6, 8:30 a.m., 100 Gregory Ln, Pleasant Hill
Operations & Scheduling:	Friday, August 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](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

Supervisor Andersen Office  
309 Diablo Road, Danville, CA

June 5, 2015, 8:00 a.m.

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

**Staff:** Rick Ramacier, Anne Muzzini,

**Public:** None

**Call to Order:** Meeting called to order at 8:00 a.m. by Director Andersen

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None.
3. **Approval of O&S Summary Minutes for April, 2015:** Minutes were approved.
4. **Maintenance:** None
5. **Planning and Scheduling:**
  - a. Clipper Implementation Update: Ms Muzzini explained that status of the Clipper implementation stating that Cubic was on track to go live in October. She explained the fare changes that would be part of the Clipper card; rolling monthly pass instead of the calendar pass; and the day pass accumulator for cash fare Clipper customers. Even though new media will be available on clipper; all current paper payment methods will stay in effect until the dust settles. The Board will need to adopt the new day pass accumulator after input from public hearings and Title IV analysis. There was discussion about marketing and suggestions included developing a plan for each community “how to get from Danville to BART using Clipper” and developing an article for city newsletters. The Committee decided to forward this item to the Board for information.
  - b. WiFi Service on Fixed Route System: Ms Muzzini explained that the cost for WiFi on all the buses would be \$22,000 a year at current Sprint costs. There was discussion about the speed and expectations for the system. The Committee decided to recommend to the Board that this be implemented.
  - c. Verbal Updates
    - i. Update on Shadelands Shuttle Ridership and Marketing Ms Muzzini presented the latest wrap design and the Committee was fine with it.
    - ii. Progress on Lamorinda Service Plan The Consultant is in the process of conducting a survey of residents to determine most desired options.
    - iii. Progress on Countywide Express Bus Study As yet service options have not been developed.
6. **Staff Reports**
  - a. Fixed Route Monthly Report – Ms. Muzzini presented the fixed-route report which was approved without comment.
  - b. LINK Monthly Report –
7. **Committee Comments** – None.
8. **Future Agenda Items** – None.
9. **Next Scheduled Meeting** – July 9th at 8:00am at Supervisor Andersen’s Office.
10. **Adjournment** – The meeting was adjourned at 9:00 a.m.

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

To: O&S Committee

Date: June 11, 2015

From: Bill Churchill, Director of Transportation

Reviewed by: *RLK*

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### **SUBJECT: American with Disabilities Act: Reasonable Modification Regulation and requirements**

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#### **Summary of Issues:**

After nine years of consideration, on March 13, 2015, the U.S. Department of Transportation (DOT) issued revised regulations under the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. The revised regulations require public transportation entities to make reasonable modifications to their transit service policies, practices and procedures where necessary to make transit services more accessible to persons with disabilities. This rule requires County Connection to develop procedures by July 13<sup>th</sup> 2015 in order to be compliant with the new regulation.

The new regulation requires County Connection to make "Reasonable Modifications" to its policies, practices and procedures of both fixed route and LINK services upon request to ensure those services are usable by a qualified person with disabilities, unless it can be demonstrated that granting the request would: (i) fundamentally alter the nature of County Connection services, programs or activities or result in undue financial and administrative burden, or (ii) result in a direct threat to the health or safety of others, or (iii) without the requested modification, the individual with a disability is able to fully use the entities' services, or (iv) granting the request would create an undue financial or administrative burden.

County Connection is required to develop procedures to consider requests for modifications as well as to establish a complaint process. These procedures must inform the public how to submit requests for reasonable modification, in manner that is readily available to persons with disabilities, and provide appropriate due process standards for prompt and equitable resolution of complaints. When a requested modification is denied, to the maximum extent possible (without resulting in a direct threat or fundamental alteration in service), other actions to ensure that the individual with disabilities receives the benefit of transit services should be undertaken. Additionally, this rule requires County Connection to designate a staff person for the coordination of Reasonable Modification compliance, training, and oversight.

To this end, staff has developed the attached Board Policy to acknowledge County Connection's responsibilities under the reasonable modification regulations. Since the current position, Manager of Accessible Services, has been vacant since the retirement of the prior

staff incumbent, the General Manager will serve as the designated responsible person to oversee and coordinate the implementation of the regulation. Written procedures for handling reasonable modification requests, a written complaint process, personnel training, and dissemination of public information about the program will be in place by the effective date of July 13, 2015.

**Recommendation:**

Staff recommends the committee forward the attached Reasonable Modification policy to the full Board for adoption.

**Financial Implications:**

At this time it is difficult to assess if there will be any significant financial impact. Financial impact will depend on the volume of requests for Reasonable Modification and their complexity which could have a negative impact on administrative staff resources and potential operational impacts. Staff does not anticipate a large volume of requests for either the fixed route or LINK services but will monitor demand and report to the committee any negative operational or financial impacts observed.

**Options:**

- 1) Approve recommendation
- 2) Decline recommendation
- 3) Request staff to modify the attached policy

**Attachments:**

Policy for compliance with DOT Reasonable Modification regulation

**SUBJECT:** Department of transportation (DOT) Reasonable Modification Regulation

**POLICY:** County Connection is committed to provide safe, reliable and accessible transportation services. To ensure equity and fairness, County Connection is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities, provided that doing so: (i) is within the power of County Connection; (ii) will not fundamentally alter the nature of its services; (iii) will not constitute a direct threat to the health and safety of others; (iv) will not impose an unreasonable financial or administrative burden; and (v) will not require the commission of an illegal act.

Any person seeking a reasonable modification of County Connection policies, practices or procedures, desiring to appeal a reasonable modification determination, or who believes they have been discriminated against by County Connection on the basis of a disability, may submit a modification request, appeal, or complaint for handling in accordance with related County Connection procedures that are described in County Connection's website, or available from the County Connection's Customer Relations office.

### Agenda Item 7.a

**TO:** O&S Committee

**DATE:** June 17, 2015

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for May 2015

#### 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>	<b>FY 14-15</b>		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	295,159		
Average Weekday	13,392	12,999	
Pass/Rev Hour	16.4	16.2	Standard Goal > 17.0
Missed Trips	0.07%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	53,731	37,936	Standard Goal > 18,000

\* Based on current standards from updated SRTP

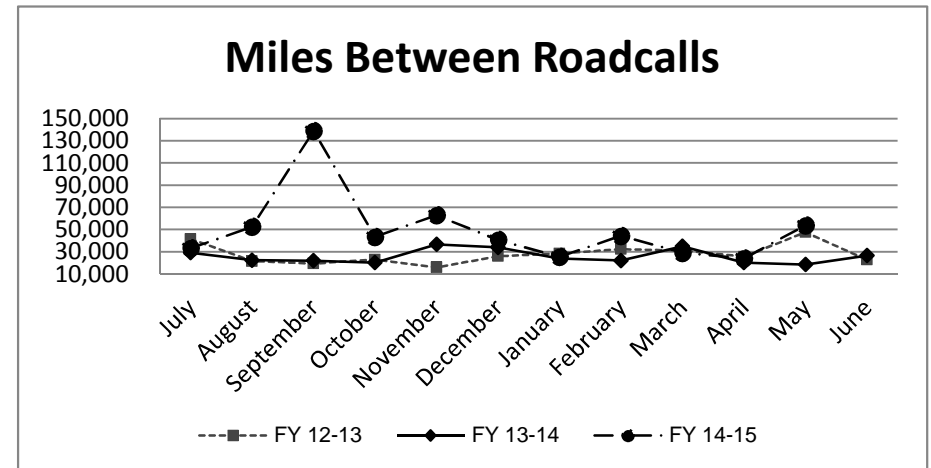
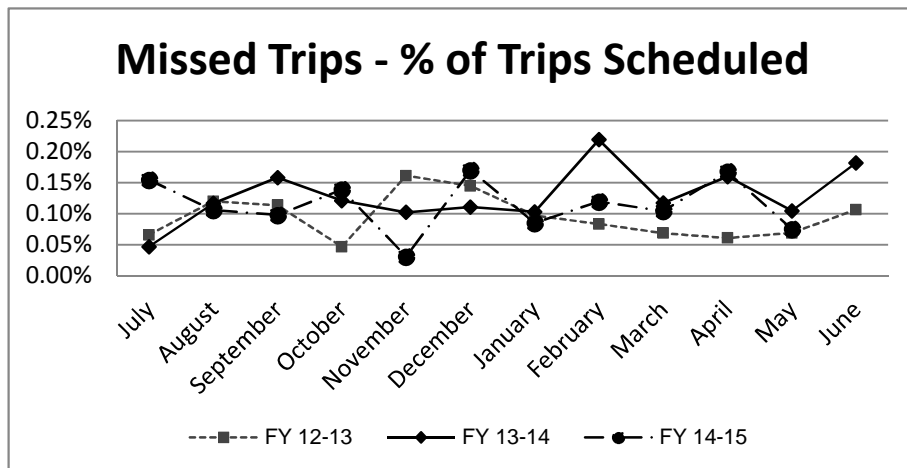
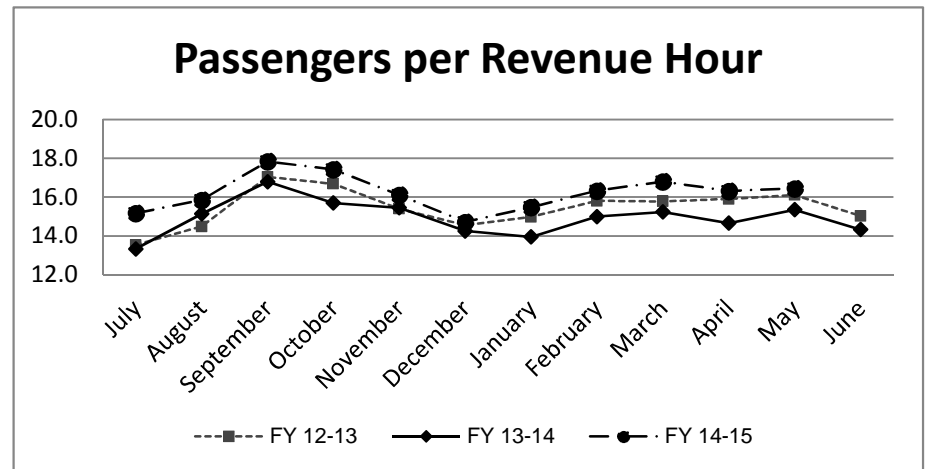
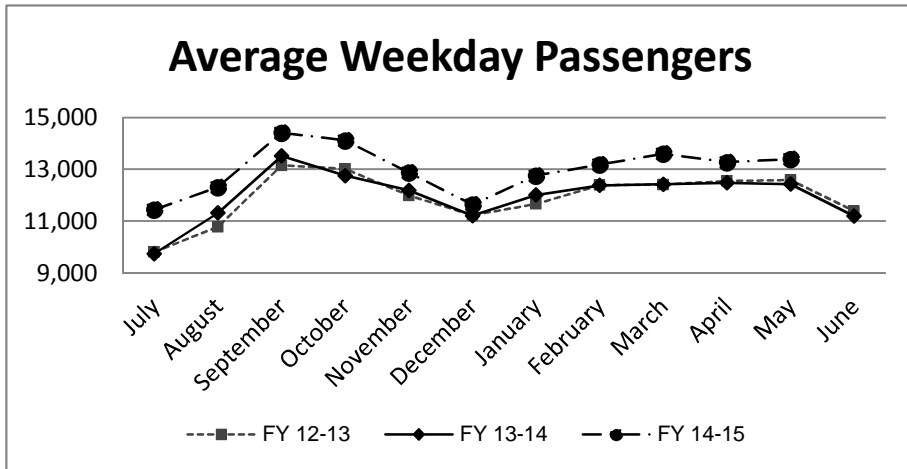
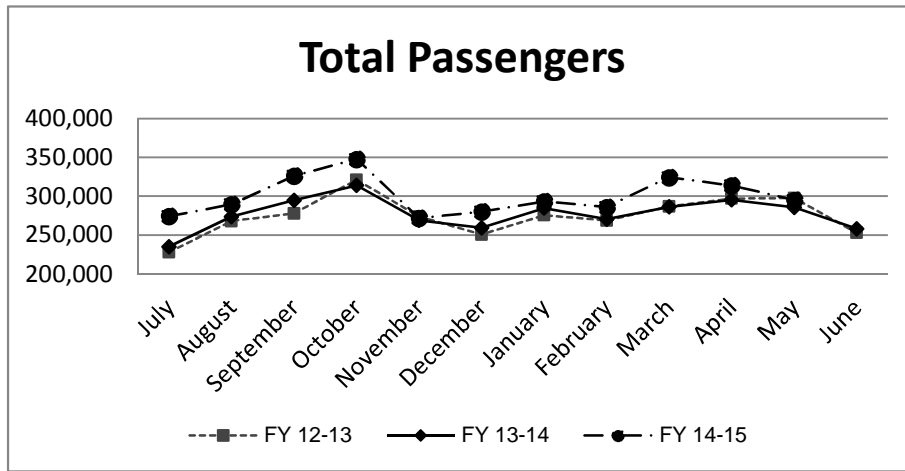
#### Analysis

Average weekday ridership was higher in May (13,392 passengers) than April (13,276 passengers) and higher than May 2014 (12,429 passengers).

Passengers per hour in May was 16.4, a slight increase from 16.3 in April and an increase from May 2014 when passengers per hour was 15.4.

The percentage of missed trips in May was 0.07%. An decrease from the prior month (0.17%). The YTD average is 0.11% missed trips.

The number of miles between roadcalls was 53,731 miles in May, higher than the prior month in which there were 23,901 miles between roadcalls. The 12 month average is 37,936 miles between roadcalls.





**TRANSPORTATION and MAINTANCE  
Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2014 May</b>	<b>2014 June</b>	<b>2014 July</b>	<b>2014 August</b>	<b>2014 September</b>	<b>2014 October</b>	<b>2014 November</b>	<b>2014 December</b>	<b>2015 January</b>	<b>2015 February</b>	<b>2015 March</b>	<b>2015 April</b>	<b>2015 May</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	277,215	264,800	265,079	262,467	277,607	303,715	251,601	284,440	279,218	265,796	290,280	286,806	268,656	3,300,465
<b>Work Days</b>	30	30	30	31	29	31	29	30	30	28	31	30	30	359
Revenue Hours	18,588	18,010	18,087	18,185	18,290	19,958	16,866	18,937	18,428	17,506	19,308	19,244	17,947	220,766
Operator Pay Hours	31,920	32,106	32,918	31,939	32,986	33,540	31,189	32,751	37,114	30,051	28,673	30,028	31,669	384,964
Number of Operators	167	166	177	170	170	171	165	164	162	175	168	167	165	168
<b>Unscheduled Absences</b>	<b>302</b>	<b>287</b>	<b>300</b>	<b>321</b>	<b>329</b>	<b>421</b>	<b>289</b>	<b>365</b>	<b>280</b>	<b>307</b>	<b>342</b>	<b>306</b>	<b>313</b>	<b>3,860</b>
FT Protection	33	37	39	47	51	61	36	41	30	31	32	54	47	506
Worker Comp.	105	94	90	92	59	107	108	96	57	69	86	33	49	940
Sick leave	164	156	171	182	219	253	145	228	193	207	224	219	217	2,414
<b>Collision Accidents</b>	5	6	5	6	10	2	3	9	11	5	0	7	6	70
Passenger Accidents	17	16	7	17	23	15	6	28	10	13	23	20	9	187
Total Chargeable Collisions	2	2	0	1	7	0	2	1	2	2	0	4	5	26
<b>Chargeable/100K Miles</b>	<b>0.72</b>	<b>0.75</b>	<b>0.00</b>	<b>0.38</b>	<b>2.52</b>	<b>0.00</b>	<b>0.79</b>	<b>0.35</b>	<b>0.71</b>	<b>0.75</b>	<b>0.00</b>	<b>1.39</b>	<b>1.86</b>	<b>0.78</b>
Number of Trips Scheduled	23,931	23,121	23,332	23,665	24,546	26,694	22,661	25,307	24,749	23,473	25,921	25,676	24,010	293,155
Number of Trips Missed	25	42	36	25	24	37	7	43	21	28	27	43	18	351
<b>Of Trips Scheduled - % Missed</b>	<b>0.10%</b>	<b>0.18%</b>	<b>0.15%</b>	<b>0.11%</b>	<b>0.10%</b>	<b>0.14%</b>	<b>0.03%</b>	<b>0.17%</b>	<b>0.08%</b>	<b>0.12%</b>	<b>0.10%</b>	<b>0.17%</b>	<b>0.07%</b>	<b>0.12%</b>
Of Trips Missed - Mechanical	19	21	19	10	9	21	2	11	10	18	21	29	6	177
On Time Performance %	85%	87%	88%	86%	84%	84%	85%	84%	86%	86%	85%	88%	87%	86%
<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	20	19	11	12	7	10	8	18	17	8	16	24	7	157
Road Calls for Mechanical	15	10	8	5	2	7	4	7	11	6	10	12	5	87
<b>Road Calls for Other</b>	<b>5</b>	<b>9</b>	<b>3</b>	<b>7</b>	<b>5</b>	<b>3</b>	<b>4</b>	<b>11</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>12</b>	<b>2</b>	<b>70</b>
<b>Miles Between Mechanical Road Calls</b>														
Bus Numbers														
100 - 199	10,161	6,002	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
200 - 299	15,263	26,758	33,877	30,224	25,792	32,070	9,112	27,994	28,840	20,706	24,425	25,730	25,151	
300 - 399	11,733	11,332	37,831	35,587	35,358	38,860	32,204	38,565	39,237	17,437	36,040	12,262	35,527	
400 - 499	32,411	33,712	28,125	13,083	33,105	37,859	29,424	30,400	33,528	28,435	32,620	31,988	30,852	
500 - 518	13,110	24,631	23,735	47,883	47,880	27,477	48,025	51,243	13,400	49,446	27,131	55,268	17,524	
900 - 939	22,842	22,236	29,176	87,176	94,205	103,838	83,857	32,947	23,195	97,728	21,026	24,711	44,505	
1300-1309	25,107	26,128	26,911	21,857	27,063	5,936	19,511	7,962	19,482	22,432	22,234	22,276	23,841	
1400-1406	N/A	N/A	3,336	13,574	14,204	12,392	11,243	13,511	11,754	12,175	15,569	15,914	11,695	
Fleet Avg.	18,481	26,480	33,135	52,493	138,804	43,338	62,900	40,634	25,383	44,299	29,028	23,901	53,731	37,936
Maintenance Pay Hours	4,143	3,816	3,920	4,440	3,091	3,132	4,269	4,375	4,789	4,108	4,315	4,067	4,255	48,576
No. Maint. Employees	23	23	23	26	24	26	26	26	26	26	25	25	26	25
<b>Maint. Emps/100K Miles</b>	<b>8</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>1</b>
Unscheduled Absences	2	1	1	3	4	7	1	3	0	4	3	3	2	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	
<b>May 2015 - Fixed Route Boardings</b>	295,159	Revenue Hours -	May 2015	17,947	Weekdays - May 15	20	Fiscal 2015 YTD	3,303,675
			May 2014	18,588	May 14	21		
		Revenue Miles -	May 2015	196,489	Saturdays - May 15	5		
			May 2014	204,825	May 14	5		
					Sundays - May 15	5		
			May 14	4		Fiscal 2014 YTD	3,070,529	
<b>May 2015 Total Boardings</b>	<b>295,159</b>	<b>Passengers per Mile</b>	<b>1.5</b>	<b>Total Days - 2015</b>	<b>30</b>	<b>YTD Trend</b>	<b>7.6%</b>	
<b>May 2014 Total Boardings</b>	<b>285,540</b>	<b>Passengers per Hour</b>	<b>16.4</b>	<b>2014</b>	<b>30</b>	<b>Monthly Trend</b>	<b>3.4%</b>	

May 2015 Fixed Route Passenger Total						May 2015 Weekday Average	May 2015 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	6,622			6,622	331	12.6
2	Rudgear / Walnut Creek	420			420	21	5.4
4	Walnut Creek Downtown Shuttle	17,384	2,825	2,008	22,218	869	24.7
5	Creekside / Walnut Creek	7,719			7,719	386	20.7
6	Lafayette / Moraga / Orinda	8,961	562	398	9,921	448	12.8
7	Shadelands / Pleasant Hill	5,953			5,953	298	14.0
9	DVC / Walnut Creek	10,806			10,806	540	12.8
10	Concord / Clayton Rd	24,401			24,401	1,220	25.4
11	Treat Blvd / Oak Grove	6,149			6,149	307	15.8
14	Monument Blvd	13,187			13,187	659	16.7
15	Treat Boulevard	12,192			12,192	610	19.6
16	Alhambra Ave / Monument Blvd	16,446			16,446	822	15.9
17	Olivera/Solano / Salvio / North Concord	5,866			5,866	293	15.6
18	Amtrak / Merello / Pleasant Hill	9,383			9,383	469	14.5
19	Amtrak / Pacheco Blvd / Concord	3,172			3,172	159	11.5
20	DVC / Concord	23,046			23,046	1,152	23.2
21	Walnut Creek / San Ramon Transit Center	12,511			12,511	626	12.3
25	Lafayette / Walnut Creek	1,354			1,354	68	6.9
28	North Concord / Martinez	6,581			6,581	329	10.7
35	Dougherty Valley	11,259			11,259	563	16.8
36	San Ramon / Dublin	5,475			5,475	274	9.8
91X	Concord Commuter Express	1,284			1,284	64	12.2
92X	Ace Shuttle Express	4,014			4,014	201	19.0
93X	Kirker Pass Express	4,448			4,448	222	15.8
95X	San Ramon / Danville Express	3,434			3,434	172	17.1
96X	Bishop Ranch Express	10,837			10,837	542	14.9
97X	Bishop Ranch Express	2,402			2,402	120	12.9
98X	Martinez Express	8,489			8,489	424	16.0
250 *	Gael Rail Service	98	75	55	228	14	3.0
260 *	Cal State East Bay / Concord Bart	205			205	14	1.5
301	Rossmoor / John Muir Medical Center		418	259	678	0	7.7
310	Concord Bart / Clayton Rd / Kirker Pass		2,382	2,144	4,526	0	32.3
311	Concord / Oak Grove / Treat Blvd / WC		1,280	886	2,166	0	13.9
314	Clayton Rd / Monument Blvd / PH		3,385	2,436	5,821	0	21.3
315	Concord / Willow Pass / Landana		322	228	550	0	8.7
316	Alhambra / Merello / Pleasant Hill		1,816	1,352	3,168	0	15.4
320	DVC / Concord		1,162	774	1,936	0	15.6
321	San Ramon / Walnut Creek		1,428	1,126	2,554	0	12.1
Alamo Creek	Alamo Creek / BART Walnut Creek	318			318	16	2.0
600's	Select Service	23,421			23,421	1,171	23.2
<b>TOTALS</b>		<b>267,836</b>	<b>15,656</b>	<b>11,666</b>	<b>295,159</b>	<b>13,392</b>	<b>16.4</b>

\* Data from Link    \*\* Seasonal Route

## Operations Data Summary

### APRIL 2015 PRODUCTIVITY

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

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
310	Concord Bart / Clayton Rd / Kirker Pass	4,526	0	32.3
10	Concord / Clayton Rd	24,401	1,220	25.4
4	Walnut Creek Downtown Shuttle	22,218	869	24.7
600's	Select Service	23,421	1,171	23.2
20	DVC / Concord	23,046	1,152	23.2
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,821	0	21.3
5	Creekside / Walnut Creek	7,719	386	20.7
15	Treat Boulevard	12,192	610	19.6
92X	Ace Shuttle Express	4,014	201	19.0
95X	San Ramon / Danville Express	3,434	172	17.1
35	Dougherty Valley	11,259	563	16.8
14	Monument Blvd	13,187	659	16.7
98X	Martinez Express	8,489	424	16.0
16	Alhambra Ave / Monument Blvd	16,446	822	15.9
93X	Kirker Pass Express	4,448	222	15.8
11	Treat Blvd / Oak Grove	6,149	307	15.8
17	Olivera/Solano / Salvio / North Concord	5,866	293	15.6
320	DVC / Concord	1,936	0	15.6
316	Alhambra / Merello / Pleasant Hill	3,168	0	15.4
96X	Bishop Ranch Express	10,837	542	14.9
18	Amtrak / Merello / Pleasant Hill	9,383	469	14.5
7	Shadelands / Pleasant Hill / Walnut Creek	5,953	298	14.0
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	2,166	0	13.9
97X	Bishop Ranch Express	2,402	120	12.9
6	Lafayette / Moraga / Orinda / Orinda Village	9,921	448	12.8
9	DVC / Walnut Creek	10,806	540	12.8
1	Rossmoor / Shadelands	6,622	331	12.6
21	Walnut Creek / San Ramon Transit Center	12,511	626	12.3
91X	Concord Commuter Express	1,284	64	12.2
321	San Ramon / Walnut Creek	2,554	0	12.1
19	Amtrak / Pacheco Blvd / Concord	3,172	159	11.5
28	North Concord / Martinez	6,581	329	10.7
36	San Ramon / Dublin	5,475	274	9.8
315	Concord / Willow Pass / Landana	550	0	8.7
301	Rossmoor / John Muir Medical Center	678	0	7.7
25	Lafayette / Walnut Creek	1,354	68	6.9
2	Rudgear / Walnut Creek	420	21	5.4
250 *	Gael Rail Service	228	14	3.0
Alamo Creek	Alamo Creek / BART Walnut Creek	318	16	2.0
260 *	Cal State East Bay / Concord Bart	205	14	1.5

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

**Operations Data Summary**

**AVERAGE WEEKDAY BOARDINGS TREND**

Route	Destination Information	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
1	Rossmoor / Shadelands	300	298	349	351	375	361	365	302	347	335	360	346	331
2	Rudgear / Walnut Creek	53	47	48	25	23	26	22	19	22	24	23	20	21
4	Walnut Creek Downtown Shuttle	855	855	957	976	831	863	858	834	795	806	825	861	869
4H **	Walnut Creek Extended Holiday Shuttle							20	22					
5	Creekside / Walnut Creek	66	67	70	191	288	327	307	286	343	368	375	372	386
6	Lafayette / Moraga / Orinda	432	323	328	353	583	551	492	420	474	495	489	478	448
7	Shadelands / Pleasant Hill / Walnut Creek	196	194	210	174	146	165	160	152	161	178	232	280	298
9	DVC / Walnut Creek	523	512	560	602	644	627	601	509	522	552	556	532	540
10	Concord / Clayton Rd	1,118	1,037	1,069	1,134	1,278	1,237	1,165	1,024	1,120	1,171	1,238	1,181	1,220
11	Treat Blvd / Oak Grove	306	300	298	326	347	324	315	271	295	316	313	283	307
14	Monument Blvd	600	571	615	618	678	688	630	565	616	637	644	629	659
15	Treat Boulevard	564	479	469	531	619	613	551	472	541	571	581	567	610
16	Alhambra Ave / Monument Blvd	762	720	770	773	863	843	780	684	770	777	830	803	822
17	Olivera/Solano / Salvio / North Concord	259	268	267	299	300	291	268	249	266	276	290	295	293
18	Amtrak / Merello / Pleasant Hill	466	406	447	498	545	525	482	414	459	459	476	457	469
19	Amtrak / Pacheco Blvd / Concord	137	141	151	151	150	152	133	127	136	143	158	154	159
20	DVC / Concord	1,150	1,012	1,148	1,287	1,490	1,403	1,308	1,133	1,248	1,330	1,291	1,203	1,152
21	Walnut Creek / San Ramon Transit Center	609	580	623	615	668	645	618	570	609	601	642	643	626
25	Lafayette / Walnut Creek	69	65	77	64	88	76	78	65	63	69	78	70	68
28	North Concord / Martinez	317	295	305	324	349	333	308	294	323	336	342	314	329
35	Dougherty Valley	476	444	457	491	578	540	495	458	491	542	569	554	563
36	San Ramon / Dublin	257	240	247	243	268	258	238	226	255	269	265	271	274
91X	Concord Commuter Express	41	40	45	64	72	70	74	65	63	65	73	73	64
92X	Ace Shuttle Express	211	233	255	243	259	241	213	212	205	204	204	196	201
93X	Kirker Pass Express	226	203	218	230	269	247	220	200	216	229	227	223	222
95X	San Ramon / Danville Express	176	177	194	178	168	156	140	153	189	158	173	183	172
96X	Bishop Ranch Express	581	608	649	646	642	630	577	516	569	574	570	543	542
97X	Bishop Ranch Express	108	122	117	107	118	113	98	97	101	103	112	110	120
98X	Martinez Express	410	356	410	429	474	483	433	405	415	430	446	441	424
250 *	St Mary's College Gael Rail Shuttle	13	0	0	27	31	18	11	7	15	17	11	13	14
260 *	Cal State East Bay / Concord Bart	14	11	14	11	6	28	24	18	19	17	12	16	14
ALAMO *	Alamo Creek / BART Walnut Creek	10	14	16	15	16	17	17	15	13	13	16	16	16
600's	Select Service	1,136	575	59	362	1,272	1,288	906	873	1,108	1,134	1,191	1,162	1,171
<b>TOTALS</b>		<b>12,429</b>	<b>11,224</b>	<b>11,441</b>	<b>12,310</b>	<b>14,410</b>	<b>14,112</b>	<b>12,873</b>	<b>11,639</b>	<b>12,756</b>	<b>13,182</b>	<b>13,601</b>	<b>13,276</b>	<b>13,392</b>

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

## Operations Data Summary

### AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
<b>SATURDAY</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>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	539	561	618	602	613	552	527	663	647	631	624	596	565
4H **	Walnut Creek Extended Holiday Shuttle							64	87					
6	Lafayette / Moraga / Orinda	104	61	69	91	189	149	147	81	122	122	163	134	112
250 *	St Mary's College Gael Rail Shuttle	25			6	42	38	32	17	28	33	27	29	19
301	Rossmoor / John Muir Medical Center	75	60	66	84	83	55	56	70	82	87	99	85	84
310	Concord Bart / Clayton Rd / Kirker Pass	438	435	460	485	476	466	427	492	486	496	492	499	476
311	Concord / Oak Grove / Treat Blvd / WC	248	240	261	280	282	266	265	255	213	248	229	260	256
314	Clayton Rd / Monument Blvd / PH	651	639	689	763	730	735	695	686	699	667	670	658	677
315	Concord / Willow Pass / Landana	63	60	72	72	86	70	69	60	58	64	66	62	64
316	Alhambra / Merello / Pleasant Hill	344	338	379	404	384	390	354	334	336	371	373	394	363
320	DVC / Concord	247	244	291	263	259	238	225	242	239	261	249	233	232
321	San Ramon / Walnut Creek	264	267	284	271	294	289	287	265	274	280	275	282	286
<b>TOTALS</b>		<b>2,998</b>	<b>2,906</b>	<b>3,191</b>	<b>3,322</b>	<b>3,440</b>	<b>3,247</b>	<b>3,096</b>	<b>3,252</b>	<b>3,185</b>	<b>3,259</b>	<b>3,267</b>	<b>3,232</b>	<b>3,131</b>

Route	Destination Information	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15
<b>SUNDAY</b>		<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>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	425	429	505	513	385	468	387	468	458	550	454	389	402
6	Lafayette / Moraga / Orinda	90	53	71	82	124	120	108	65	110	95	94	93	80
250 *	St Mary's College Gael Rail Shuttle	22			9	24	22	22	10	28	23	17	20	14
301	Rossmoor / John Muir Medical Center	53	56	48	50	71	78	60	60	78	39	52	79	52
310	Concord Bart / Clayton Rd / Kirker Pass	383	366	381	420	374	384	343	376	352	350	414	346	429
311	Concord / Oak Grove / Treat Blvd / WC	202	220	223	213	249	240	221	210	169	179	190	180	177
314	Clayton Rd / Monument Blvd / PH	456	470	494	561	510	510	479	519	500	466	507	473	487
315	Concord / Willow Pass / Landana	57	38	43	44	56	49	48	46	38	23	40	39	46
316	Alhambra / Merello / Pleasant Hill	276	256	271	295	281	291	275	281	252	241	256	245	270
320	DVC / Concord	155	172	211	213	173	172	152	180	156	150	163	154	155
321	San Ramon / Walnut Creek	211	212	228	229	220	232	232	206	203	200	215	216	225
<b>TOTALS</b>		<b>2,330</b>	<b>2,274</b>	<b>2,475</b>	<b>2,628</b>	<b>2,465</b>	<b>2,565</b>	<b>2,326</b>	<b>2,419</b>	<b>2,344</b>	<b>2,317</b>	<b>2,401</b>	<b>2,233</b>	<b>2,333</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, 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, Chilpancingo Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave., Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancingo Pkwy, Old Quarry Rd, DVC
609	BART Walnut Creek, Ygnacio Valley Rd, Marchbanks Dr, Walnut Ave
610	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirkwood Dr, Oakhurst Dr, Center St, Marsh Creek Rd, Mountaire Pkwy, Mountaire Cir
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin
649	DVC, Galaxy Way / Meridian Park Blvd , BART Concord
<b>Alamo Creek Shuttle</b>	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
APRIL FY 14/15**

SUMMARY	APRIL FY 13/14	APRIL FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	13,221	12,994	124,518	122,632
2 TOTAL ATTENDANTS	713	658	7,544	7,017
3 TOTAL COMPANIONS	80	54	676	681
4 TOTAL PASSENGERS	14,014	13,706	132,738	130,330
5 TOTAL SERVICE DAYS	30	30	299	299
6 VEHICLE REVENUE HOURS	6,589	6,290	61,845	61,373
7 VEHICLE SERVICE HOURS	8,126	7,794	77,307	76,892
8 VEHICLE NON REV HOURS	1,537	1,504	15,463	14,938
9 VEHICLE SERVICE MILES	127,539	118,178	1,232,691	1,221,028
10 VEHICLE REVENUE MILES	105,993	98,634	1,014,429	1,001,882
11 VEHICLE NON REV MILES	21,546	19,544	217,874	206,500
12 PASS. PER REVENUE HOUR	2.13	2.18	2.15	2.12
13 CLIENT PER REVENUE HOUR	2.01	2.07	2.01	2.00
14 PASS. PER SERVICE HOUR	1.72	1.76	1.72	1.69
15 PASS. PER SERVICE MILE	0.11	0.12	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,263	1,381	11,538	12,019
18 SAME DAY TRIPS	84	116	1,482	932
19 SUBSCRIPTION TRIPS	7,072	6,926	60,782	66,066
20 DEMAND	6,157	6,070	63,836	56,681
21 FAREBOX REVENUE	\$12,575.50	\$12,055.29	\$120,524.85	\$114,464.74
22 PREPAID CLIENTS	\$8,484.00	\$7,961.00	\$92,889.39	\$86,105.80
23 COLLECTED BILLING	\$24,338.00	\$27,196.00	\$242,276.00	\$202,862.00
24 TOTAL REVENUE COLLECTED	\$45,397.50	\$47,212.29	\$455,690.24	\$403,432.54
25 CHARGEABLE ACCIDENTS	0	0	5	9
26 SERVICE COMPLAINTS	0	2	12	23
27 SERVICE COMMENDATIONS	1	2	18	14
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	2	32	30
30 DRIVER TURNOVER	1%	4%	12%	34%
31 SCHEDULE ADHERENCE	89%	79%	101%	84%
32 WHEELCHAIR BOARDING'S	3,310	4,235	35,143	36,969
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	7,195	7,055	N/A	N/A
35 UNDUPLICATED CLIENTS	1,188	1,058	N/A	N/A
36 NO-SHOWS	95	100	754	1,069
37 CANCELS	1,398	1,215	17,971	17,516
38 AVG. TRIP LENGTH (MILES)	9.1	8.6	9.3	9.4
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,937	16,495	173,147	177,459
42 FLEET M.P.G.	7.5	7.2	7.1	6.9



**CCCTA LINK  
MONTHLY OPERATING SUMMARY  
MAY FY 14/15**

SUMMARY	MAY FY 13/14	MAY FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	12,778	12,034	137,296	134,666
2 TOTAL ATTENDANTS	732	699	8,276	7,716
3 TOTAL COMPANIONS	68	92	744	773
4 TOTAL PASSENGERS	13,578	12,825	146,316	143,155
5 TOTAL SERVICE DAYS	31	31	329	330
6 VEHICLE REVENUE HOURS	6,385	5,962	68,230	67,335
7 VEHICLE SERVICE HOURS	7,922	7,433	85,230	84,326
8 VEHICLE NON REV HOURS	1,537	1,471	16,999	16,409
9 VEHICLE SERVICE MILES	128,360	112,197	1,361,051	1,333,225
10 VEHICLE REVENUE MILES	106,641	108,767	1,121,070	1,110,649
11 VEHICLE NON REV MILES	21,719	20,712	239,593	227,212
12 PASS. PER REVENUE HOUR	2.13	2.15	2.14	2.13
13 CLIENT PER REVENUE HOUR	2.00	2.02	2.01	2.00
14 PASS. PER SERVICE HOUR	1.71	1.73	1.72	1.70
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.12	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,190	1,048	12,728	13,067
18 SAME DAY TRIPS	103	101	1,585	1,033
19 SUBSCRIPTION TRIPS	6,907	6,549	67,689	72,615
20 DEMAND	5,868	5,482	69,704	62,163
21 FAREBOX REVENUE	\$12,543.49	\$11,689.45	\$133,068.34	\$126,154.19
22 PREPAID CLIENTS	\$7,283.00	\$9,110.50	\$100,172.39	\$95,216.30
23 COLLECTED BILLING	\$20,700.00	\$28,384.00	\$262,976.00	\$231,246.00
24 TOTAL REVENUE COLLECTED	\$40,526.49	\$49,183.95	\$496,216.73	\$452,616.49
25 CHARGEABLE ACCIDENTS	1	0	6	9
26 SERVICE COMPLAINTS	3	1	15	24
27 SERVICE COMMENDATIONS	0	2	18	16
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	0	36	30
30 DRIVER TURNOVER	1%	4%	13%	37%
31 SCHEDULE ADHERENCE	87%	79%	87%	84%
32 WHEELCHAIR BOARDING'S	3,229	2,890	38,372	39,859
33 WC LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,979	6,603	N/A	N/A
35 UNDUPLICATED CLIENTS	1,122	960	N/A	N/A
36 NO-SHOWS	80	98	834	1,167
37 CANCELS	2,595	2,590	20,566	20,106
38 AVG. TRIP LENGTH (MILES)	9.5	8.7	9.3	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	17,807	17,149	190,954	194,608
42 FLEET M.P.G.	7.2	6.5	7.1	6.9