

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

**Wednesday, October 8, 2014
9:00 a.m.**

**Supervisor Andersen Office
309 Diablo Rd
Danville, CA**

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of September 10, 2014*
4. Maintenance - None
5. Planning and Scheduling
 - a. Update on Clipper Implementation – verbal report
 - b. Trolley Re-route for Broadway Plaza Construction – verbal report
 - c. Update on Planning Projects - verbal reports:
 - i. Lamorinda Study
 - ii. Countywide Express Bus Study
 - iii. Mobility Management Implementation
6. Reports
 - a. Annual Operating Statistics*
 - b. Fixed Route Monthly Report*
 - c. 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, October 16, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, October 1, 9:00 a.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, November 11, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, October 2, 8:30 a.m., 100 Gregory Ln., Pleasant Hill
Operations & Scheduling:	Wednesday, October 8, 8:30 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
City of Pleasant Hill Community Room
100 Gregory Lane, Pleasant Hill, CA
September 10, 2014, 8:30 a.m.

Directors: Directors Candace Andersen, Jack Weir, Dave Hudson

Staff: Rick Ramacier, Scott Mitchell, Anne Muzzini

Public: Ralph Hoffman

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

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None.
3. **Approval of O&S Summary Minutes for August 1, 2014:** Minutes were approved.
4. **Maintenance:**
 - a. Retrofit (30) 2009 Gillig Cooling Systems – Mr. Mitchell explained that the current cooling systems are mechanical and that this project would replace older technology with new electric cooling systems. Upgrading the systems will reduce maintenance cost, increase fuel economy, be safer and provide better cooling. Mr. Hudson asked that the Committee get a report back after the implementation to evaluate whether or not fuel economy had been improved. The Committee supported using Federal and Prop 1B State funds in the amount of \$400,000 to upgrade the cooling systems on (30) 2009 buses.
 - b. Purchase 33 Heavy Duty Buses – Mr. Mitchell told the Committee that there are (33) 40-foot buses due for replacement. The competitive procurement process whereby Gillig was selected was completed last year as part of a multi-year, joint agency procurement approved by the Board. He explained that it is necessary to get in line for the build schedule and that buses would not be delivered until 2016. The Committee supported spending up to \$597,579 each for (33) 40-foot buses. The total not to exceed \$19,719,938.
 - c. Purchase (4) 29-Foot Trolley's – The Committee was asked to approve procurement of 4 Trolley's from Gillig for the electric bus project. Mr. Mitchell explained that the provider of the electric power train was still be evaluated, but the first step is to obtain chassis that can be modified to be electric. He stated that it might be possible to get such a small number into the 2015 build schedule. There was significant discussion about the electric power train and the ability to modify a Gillig chassis. There was discussion of the pros and cons of inductive versus conductive, and low versus high speed charging. Mr. Ramacier discussed the current ARB zero emissions project requirements. The Committee supported spending up to \$1,950,000 in Federal and Prop 1B State funds to pay for (4) Gillig 29-foot trolley chassis.
5. **Planning and Scheduling:**
 - a. Update on Clipper Implementation – Ms. Muzzini explained that MTC and Cubic were finalizing business rules, and had made site visits to determine where to place the equipment on the bus and evaluate facility, WiFi, and server capabilities. It is anticipated that Clipper will be installed in the fall of 2015.

- b. Fixed Route On-Time Performance Evaluation – Ms. Muzzini presented a report on the on-time performance trends and specific route analysis. The Committee supported the continued method whereby 100% of all stops and routes is used even though it results in lower on-time performance than if only end points were sampled. In addition, the Committee directed staff to continue to work with Bishop Ranch to improve on-time performance of the 96X route through increased running time or route modifications.
- 6. Staff Reports**
 - a. Fixed Route Monthly Report – July 2014 – Ms. Muzzini presented the fixed-route report which was approved without comment.
 - b. LINK Monthly Report – July 2014 – Ms. Muzzini presented the LINK 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 October 8.
- 10. Adjournment** – The meeting was adjourned at 10:00 a.m.

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

Fixed Route Service	FY 11-12	FY 12-13	FY 13-14	Change from Prior Year
Operating Cost	\$ 24,726,704	\$ 25,781,605	\$ 27,598,218	7.0%
Farebox Revenue	\$ 4,371,317	\$ 4,641,248	\$ 4,484,134	(3.4%)
Net Subsidy	\$ 20,355,387	\$ 21,140,356	\$ 23,114,084	9.3%
Total Passengers	3,170,879	3,296,763	3,328,558	1.0%
Revenue Hours	208,719	213,624	222,553	4.2%
Non Revenue Hours	29,385	29,352	30,035	2.3%
Total Hours	238,104	242,976	252,589	4.0%
Total Revenue Miles	2,325,896	2,384,645	2,421,102	1.5%
Non Revenue Miles	749,769	741,649	761,204	2.6%
Total Miles	3,075,665	3,126,294	3,182,307	1.8%
Road Calls	154	150	184	22.7%
Pay Hours	400,016	381,923	391,616	2.5%

Paratransit	FY 11-12	FY 12-13	FY 13-14	Change from Prior Year
Operating Cost	\$ 5,170,149	\$ 5,125,995	\$ 5,230,925	2.0%
Farebox Revenue	\$ 620,590	\$ 614,160	\$ 545,015	(11.3%)
Net Subsidy	\$ 4,549,559	\$ 4,511,835	\$ 4,685,910	3.9%
Total Passengers	160,901	154,945	159,294	2.8%
Revenue Hours	77,221	74,400	74,394	(0.0%)
Non Revenue Hours	17,674	18,000	18,403	2.2%
Total Hours	94,895	92,400	92,797	0.4%
Total Revenue Miles	1,238,026	1,208,228	1,219,582	0.9%
Non Revenue Miles	264,278	252,100	260,310	3.3%
Total Miles	1,502,304	1,460,328	1,479,892	1.3%
Road Calls	26	26	44	69.2%
Complaints	3	1	18	1700.0%
Accidents	4	4	7	75.0%

Performance Standards - Fixed Route

GOAL	Objective	Measurement	FY 09-10	FY 10-11	FY 11-12	FY 12-13	FY 13-14	Standard	Met?
EFFICIENCY									
	Cost Control	Cost/Revenue Hour	\$112.47	\$115.55	\$118.47	\$120.69	\$124.01	Increase < inflation	No
		Cost/Passenger	\$7.49	\$7.30	\$7.80	\$7.82	\$8.29	< \$7.00 / Pass	No
		Farebox Recovery Ratio	17.2%	17.3%	17.7%	18.0%	16.2%	18.0%	No
		Net Subsidy/Passenger	\$6.20	\$6.04	\$6.42	\$6.41	\$6.94	< \$6.00 / Pass	No
		Accidents/100,000 Miles	0.86	0.85	0.93	0.74	0.91	1/100K miles	Yes
	Market Resource Management	Maintenance Employee / 100,000 Miles	0.84	0.79	0.74	0.80	0.74	0.82 / 100K miles	Yes
		Operator OT/ Total Operator Hours	6.26%	5.77%	7.11%	6.91%	7.44%	8.00%	Yes
		Pay to Platform (Total) Hours	1.59	1.57	1.68	1.57	1.55	1.60	No
EFFECTIVENESS									
	Market Penetration	Passengers per RV Hr	15.0	15.8	15.2	15.4	15.0	17.0	No
		Passengers per RV Mi	1.40	1.44	1.36	1.38	1.37	1.31	Yes
	Service Quality	Percent Missed Trips	0.09%	0.12%	0.09%	0.09%	0.13%	0.25%	Yes
		Miles between Roadcalls	25,754	28,539	33,619	25,521	25,811	18,000	Yes
		Percent of Trips On-time	93%	93%	91%	88%	83%	95.0%	No
		Complaints/100,000 miles	11.2	11.4	11.3	11.2	11.0	30 / 100K miles	Yes
		On-Board Passenger Surveys			Yes			Every 3 years	
		Customer Service Phone Response	93.4%	91.5%	93.1%	93.7%	93.0%	92.0%	Yes
EQUITY									
	Improve Transit Access	Lift Availability	100.0%	99.9%	100.0%	100.0%	100.0%	100.0%	Yes

Performance Standards - Paratransit

GOAL	Objective	Measurement	FY 09-10	FY 10-11	FY 11-12	FY 12-13	FY 13-14	Standard	Met?
EFFICIENCY									
	Cost Control	Cost/Revenue Hour	\$61.19	\$63.91	\$66.95	\$68.90	\$70.31	Increase < inflation	Yes
		Cost/Passenger	\$29.88	\$31.18	\$32.13	\$33.08	\$32.84	Increase < inflation	Yes
		Farebox Recovery Ratio	11.3%	10.8%	12.0%	12.0%	10.4%	10.7%	No
	Safety	Accidents/100,000 Miles	0.67	0.13	0.27	0.27	0.47	0.3 / 100K miles	No
EFFECTIVENESS									
	Market Penetration	Passengers per RVHr	2.0	2.0	2.1	2.1	2.1	1.9 Pass/RHr	Yes
	Service Quality	Denials	0	0	0	0	0	None	Yes
		Miles between Roadcalls	2.2	2.1	1.7	1.8	3.0	3.0 / 100K miles	Yes
		Percent of Trips On-time	95%	95%	95%	87%	93%	98% on time	No
		Complaints/100,000 miles	0.4	0.4	0.5	0.5	0.5	2.0 / 100K miles	Yes
		Employee Turnover	13.0%	2.1%	4.9%	11.0%	13.0%	5.0%	No
EQUITY									
	Improve Transit Access	Lift Availability	100%	100%	100%	100%	100%	100.0%	Yes

FIXED-ROUTE BOARDINGS BY FARETYPE
Fiscal Years 2013 and 2014

Fare Type	FY 12-13	% of Total	FY 13-14	% of Total	% Change FY12-13 to FY13-14
Adult	1,683,820	51.1%	1,768,606	53.1%	5.0%
Youth/Student ⁽¹⁾	400,417	12.1%	354,711	10.7%	(11.4%)
Senior & Disabled	355,571	10.8%	391,092	11.7%	10.0%
BART-to-CCCTA Transfers	315,443	9.6%	298,926	9.0%	(5.2%)
BUS-to-BUS Transfers	541,512	16.4%	515,224	15.5%	(4.9%)
Totals	3,296,763	100.0%	3,328,558	100.0%	1.0%

⁽¹⁾ Includes 'St Mary's' & 'JFKU' Passengers

Agenda Item 7.a

TO: O&S Committee

DATE: September 19, 2014

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for August 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	289,460		
Average Weekday	12,310	11,876	
Pass/Rev Hour	15.9	15.5	Standard Goal > 17.0
Missed Trips	0.11%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	52,493	27,519	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis:

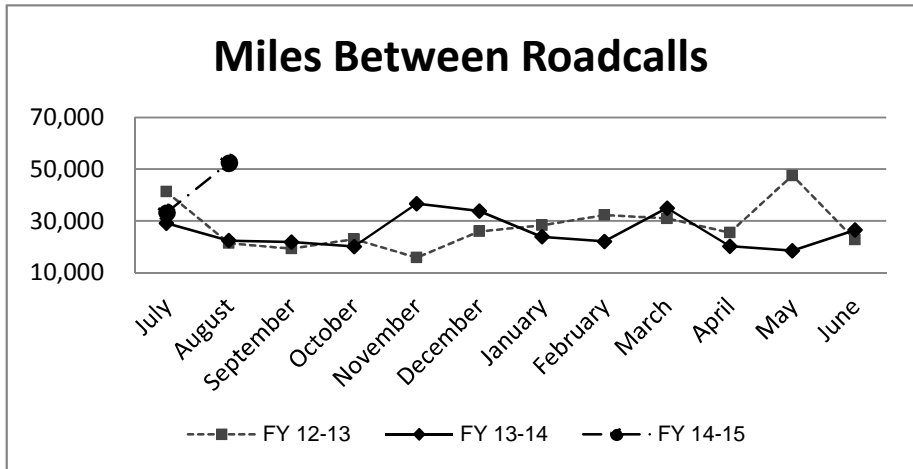
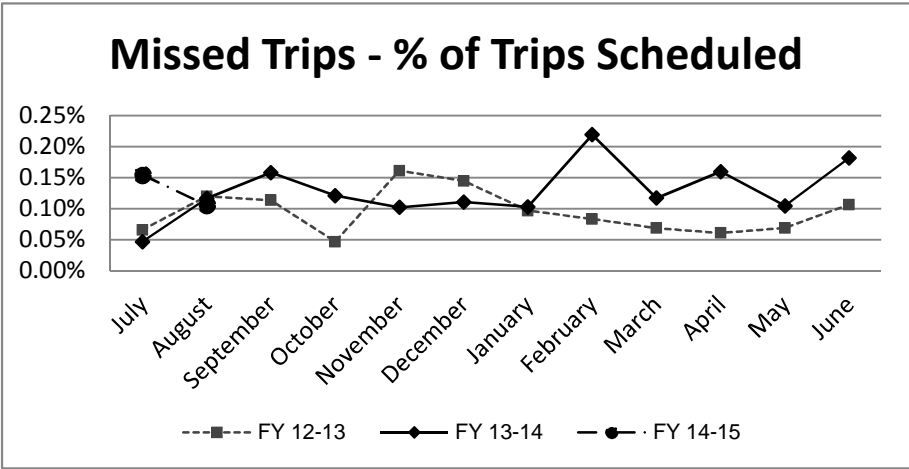
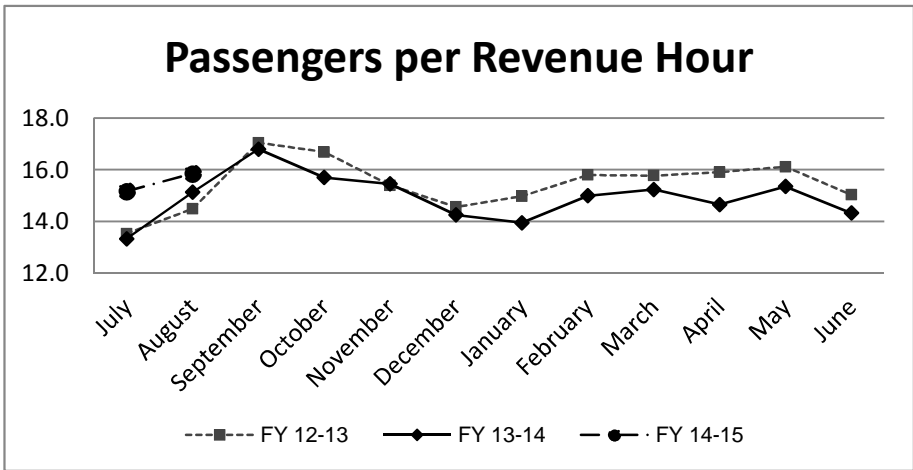
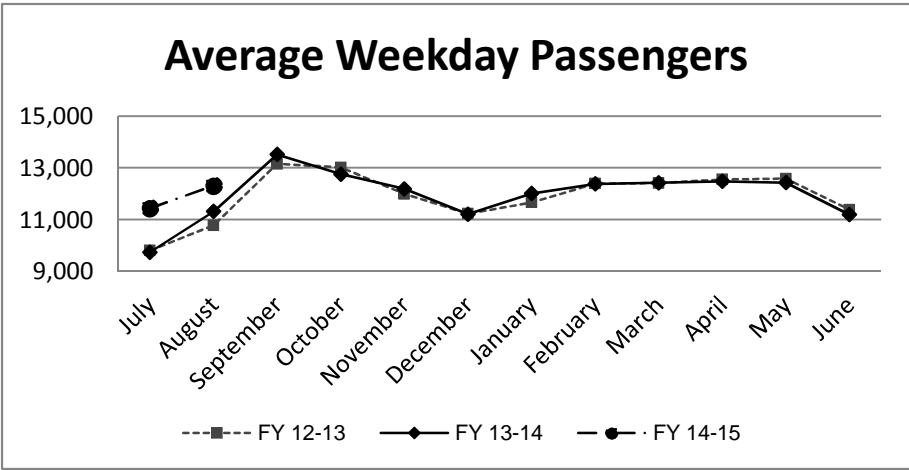
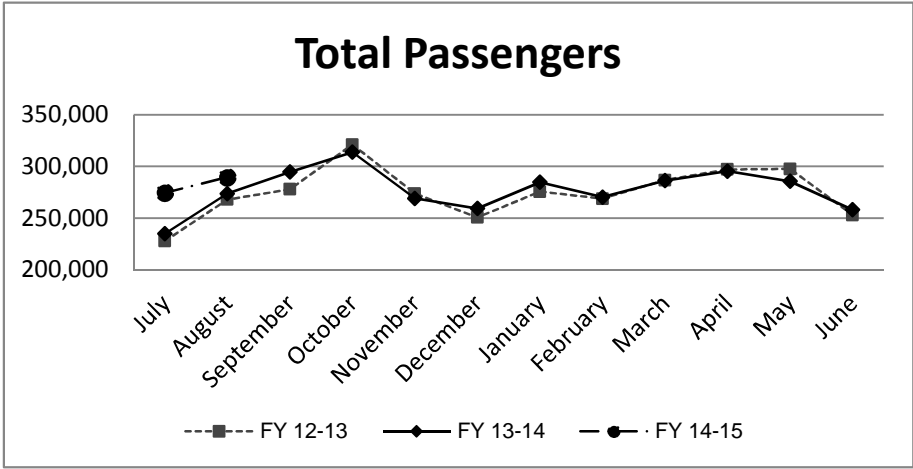
Average weekday ridership was higher in August (12,310 passengers) than July (11,441 passengers) and higher than August 2013 (11,315 passengers).

Ridership is higher in part due to a change in the adjustment factor used to calibrate the automatic passenger counters (APCs). Since the scheduling department has taken over sampling and started using the onboard cameras, the APC counts and sample counts are much closer. Thus the adjustment factor used to generate ridership reports and National Transit Database information was modified from .8726 to .9399 on July 1, 2014. This will result in higher ridership this year.

Passengers per hour in August was 15.9 compared to last year in August when passengers per hour was 15.1.

The percentage of missed trips in August was 0.11%. A decrease from the prior month (0.15%).

The number of miles between roadcalls was 52,493 in August, higher than the prior month in which there were 33,135 miles between roadcalls. The 12 month average is 27,519 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2013 August	2013 September	2013 October	2013 November	2013 December	2014 January	2014 February	2014 March	2014 April	2014 May	2014 June	2014 July	2014 August	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	268,767	262,361	301,762	256,603	270,672	286,271	265,243	279,341	282,946	277,215	264,800	265,079	262,467	3,274,760
Work Days	31	29	31	29	30	30	28	31	30	30	30	30	31	359
Revenue Hours	18,080	17,542	19,964	17,407	18,183	20,408	17,773	18,785	20,149	18,588	18,010	18,087	18,185	223,080
Operator Pay Hours	34,577	30,523	32,162	31,322	35,582	35,800	31,009	33,389	30,333	31,920	32,106	32,918	31,939	389,003
Number of Operators	175	174	170	170	170	167	173	172	169	167	166	177	170	170
Unscheduled Absences	472	327	413	306	284	399	341	390	341	302	287	300	321	4,011
FT Protection	73	51	53	56	71	47	32	40	23	33	37	39	47	529
Worker Comp.	167	126	110	79	71	119	99	121	124	105	94	90	92	1,230
Sick leave	232	150	250	171	142	233	210	229	194	164	156	171	182	2,252
Collision Accidents	8	8	8	8	6	8	4	3	6	5	6	5	6	73
Passenger Accidents	16	9	12	12	15	10	15	14	11	17	16	7	17	155
Total Chargeable Collisions	4	4	5	0	2	4	4	1	1	2	2	0	1	26
Chargeable/100K Miles	1.48	1.52	1.65	0.00	0.73	1.39	1.50	0.35	0.35	0.72	0.75	0.00	0.38	0.79
Number of Trips Scheduled	24,001	22,781	25,613	22,546	23,490	24,313	22,365	23,931	24,454	23,931	23,121	23,332	23,665	283,542
Number of Trips Missed	28	36	31	23	26	25	49	28	39	25	42	36	25	385
Of Trips Scheduled - % Missed	0.12%	0.16%	0.12%	0.10%	0.11%	0.10%	0.22%	0.12%	0.16%	0.10%	0.18%	0.15%	0.11%	0.14%
Of Trips Missed - Mechanical	14	19	16	15	18	13	22	19	22	19	21	19	10	213
On Time Performance %	87%	81%	78%	75%	86%	87%	76%	80%	86%	85%	87%	88%	86%	83%
MAINTENANCE														
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	14	12	16	10	14	19	12	13	22	20	19	11	12	180
Road Calls for Mechanical	12	12	14	7	8	12	6	8	14	15	10	8	5	119
Road Calls for Other	2	0	2	3	6	7	6	5	8	5	9	3	7	61
Miles Between Mechanical Road Calls														
Bus Numbers														
100 - 199	10,343	11,137	12,306	7,427	9,542	9,625	9,986	12,246	12,398	10,161	6,002	N/A	N/A	
200 - 299	33,816	29,326	36,386	29,078	14,873	30,841	31,361	34,024	30,978	15,263	26,758	33,877	30,224	
300 - 399	9,038	35,160	9,806	12,039	41,728	18,804	31,694	12,416	37,733	11,733	11,332	37,831	35,587	
400 - 499	28,227	10,192	16,430	31,221	33,034	11,887	31,638	34,102	8,568	32,411	33,712	28,125	13,083	
500 - 518	26,923	16,944	19,622	47,331	46,279	17,072	12,187	51,811	25,746	13,110	24,631	23,735	47,883	
900 - 939	28,937	20,583	23,843	41,665	22,186	33,256	22,669	28,821	18,752	22,842	22,236	29,176	87,176	
1300-1309	19,574	22,999	26,748	22,099	21,599	21,552	10,570	23,447	22,316	25,107	26,128	26,911	21,857	
1400-1406	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3,336	13,574	
Fleet Avg.	22,397	21,863	21,554	36,658	33,834	23,856	22,104	34,918	20,210	18,481	26,480	33,135	52,493	27,519
Maintenance Pay Hours	4,239	4,165	3,076	3,938	3,972	4,095	4,098	4,385	4,135	4,143	3,816	3,920	4,440	48,183
No. Maint. Employees	25	25	25	25	25	23	24	24	25	23	23	23	26	24
Maint. Empls/100K Miles	9	10	8	10	9	8	9	9	9	8	9	9	10	1
Unscheduled Absences	4	2	6	4	1	3	0	2	3	2	1	1	3	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**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
August 2014 - Fixed Route Boardings	288,268	Revenue Hours - August 2014	18,185	Weekdays - August 14	21	Fiscal 2015 YTD	563,823	
		August 2013	18,080	August 13	22			
Special Event(s) - BART Bus Bridge	1,192	Revenue Miles - August 2014	199,471	Saturdays - August 14	5	Fiscal 2014YTD	508,436	
		August 2013	200,092	August 13	5			
				Sundays - August 14	5			
				August 13	4			
August 2014 Total Boardings	289,460	Passengers per Mile	1.5	Total Days - 2013	31	YTD Trend	10.9%	
August 2013 Total Boardings	273,605	Passengers per Hour	15.92	2012	31	Monthly Trend	5.8%	

August 2014 Fixed Route Passenger Total						August 2014 Weekday Average	August 2014 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1	Rossmoor / Shadelands	7,371			7,371	351	13.2
2	Rudgear / Walnut Creek	516			516	25	7.7
4	Walnut Creek Downtown Shuttle	20,494	3,011	2,564	26,069	976	27.9
5	Creekside / Walnut Creek	4,018			4,018	191	10.5
6	Lafayette / Moraga / Orinda	7,421	454	409	8,284	353	10.5
7	Shadelands / Pleasant Hill / Walnut Creek	3,651			3,651	174	5.2
9	DVC / Walnut Creek	12,642			12,642	602	14.3
10	Concord / Clayton Rd	23,805			23,805	1,134	23.6
11	Treat Blvd / Oak Grove	6,850			6,850	326	16.8
14	Monument Blvd	12,977			12,977	618	15.7
15	Treat Boulevard	11,141			11,141	531	17.0
16	Alhambra Ave / Monument Blvd	16,226			16,226	773	14.9
17	Olivera/Solano / Salvio / North Concord	6,278			6,278	299	16.0
18	Amtrak / Merello / Pleasant Hill	10,452			10,452	498	15.4
19	Amtrak / Pacheco Blvd / Concord	3,172			3,172	151	10.9
20	DVC / Concord	27,029			27,029	1,287	26.2
21	Walnut Creek / San Ramon Transit Center	12,916			12,916	615	12.4
25	Lafayette / Walnut Creek	1,354			1,354	64	6.6
28	North Concord / Martinez	6,805			6,805	324	10.6
35	Dougherty Valley	10,316			10,316	491	14.7
36	San Ramon / Dublin	5,093			5,093	243	8.7
91X	Concord Commuter Express	1,346			1,346	64	11.3
92X	Ace Shuttle Express	5,101			5,101	243	20.5
93X	Kirker Pass Express	4,830			4,830	230	15.8
95X	San Ramon / Danville Express	3,731			3,731	178	17.6
96X	Bishop Ranch Express	13,566			13,566	646	18.5
97X	Bishop Ranch Express	2,255			2,255	107	12.2
98X	Martinez Express	9,014			9,014	429	16.2
250 *	Gael Rail Service	27	32	45	104	9	3.2
260 *	Cal State East Bay / Concord Bart	207			207	11	1.3
301	Rossmoor / John Muir Medical Center		420	249	670	0	7.5
310	Concord Bart / Clayton Rd / Kirker Pass		2,424	2,100	4,524	0	32.3
311	Concord / Oak Grove / Treat Blvd / WC		1,398	1,066	2,464	0	16.3
314	Clayton Rd / Monument Blvd / PH		3,816	2,805	6,621	0	24.3
315	Concord / Willow Pass / Landana		361	222	582	0	8.6
316	Alhambra / Merello / Pleasant Hill		2,021	1,473	3,494	0	17.0
320	DVC / Concord		1,316	1,063	2,379	0	19.2
321	San Ramon / Walnut Creek		1,357	1,146	2,502	0	11.9
Alamo Creek	Alamo Creek / BART Walnut Creek	310			310	15	1.8
600's	Select Service	7,601			7,601	362	26.6
TOTALS		258,515	16,611	13,142	288,268	12,310	15.9

* Data from Link ** Seasonal Route

Operations Data Summary
AUGUST 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	4,524	0	32.3
4	Walnut Creek Downtown Shuttle	26,069	976	27.9
600's	Select Service	7,601	362	26.6
20	DVC / Concord	27,029	1,287	26.2
314	Clayton Rd / Monument Blvd / Pleasant Hill	6,621	0	24.3
10	Concord / Clayton Rd	23,805	1,134	23.6
92X	Ace Shuttle Express	5,101	243	20.5
320	DVC / Concord	2,379	0	19.2
96X	Bishop Ranch Express	13,566	646	18.5
95X	San Ramon / Danville Express	3,731	178	17.6
316	Alhambra / Merello / Pleasant Hill	3,494	0	17.0
15	Treat Boulevard	11,141	531	17.0
11	Treat Blvd / Oak Grove	6,850	326	16.8
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	2,464	0	16.3
98X	Martinez Express	9,014	429	16.2
17	Olivera/Solano / Salvio / North Concord	6,278	299	16.0
93X	Kirker Pass Express	4,830	230	15.8
14	Monument Blvd	12,977	618	15.7
18	Amtrak / Merello / Pleasant Hill	10,452	498	15.4
16	Alhambra Ave / Monument Blvd	16,226	773	14.9
35	Dougherty Valley	10,316	491	14.7
9	DVC / Walnut Creek	12,642	602	14.3
1	Rossmoor / Shadelands	7,371	351	13.2
21	Walnut Creek / San Ramon Transit Center	12,916	615	12.4
97X	Bishop Ranch Express	2,255	107	12.2
321	San Ramon / Walnut Creek	2,502	0	11.9
91X	Concord Commuter Express	1,346	64	11.3
19	Amtrak / Pacheco Blvd / Concord	3,172	151	10.9
28	North Concord / Martinez	6,805	324	10.6
5	Creekside / Walnut Creek	4,018	191	10.5
6	Lafayette / Moraga / Orinda / Orinda Village	8,284	353	10.5
36	San Ramon / Dublin	5,093	243	8.7
315	Concord / Willow Pass / Landana	582	0	8.6
2	Rudgear / Walnut Creek	516	25	7.7
301	Rossmoor / John Muir Medical Center	670	0	7.5
25	Lafayette / Walnut Creek	1,354	64	6.6
7	Shadelands / Pleasant Hill / Walnut Creek	3,651	174	5.2
250 *	Gael Rail Service	104	9	3.2
260 *	Cal State East Bay / Concord Bart	207	11	1.3

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
1	Rossmoor / Shadelands	310	320	309	301	271	273	290	295	310	300	298	349	351
2	Rudgear / Walnut Creek	55	65	57	62	51	52	53	51	54	53	47	48	25
4	Walnut Creek Downtown Shuttle	998	923	798	932	884	862	846	855	835	855	855	957	976
4H **	Walnut Creek Extended Holiday Shuttle				26	30								0
5	Creekside / Walnut Creek	78	79	87	80	78	58	69	66	65	66	67	70	191
6	Lafayette / Moraga / Orinda	316	528	449	436	378	447	445	461	413	432	323	328	353
7	Shadelands / Pleasant Hill / Walnut Creek	239	231	206	210	186	206	219	214	206	196	194	210	174
9	DVC / Walnut Creek	556	626	570	551	512	522	549	545	546	523	512	560	602
10	Concord / Clayton Rd	1,045	1,154	1,104	1,086	1,008	1,030	1,037	1,094	1,079	1,118	1,037	1,069	1,134
11	Treat Blvd / Oak Grove	277	329	332	286	267	300	302	319	317	306	300	298	326
14	Monument Blvd	621	651	638	626	568	569	586	590	604	600	571	615	618
15	Treat Boulevard	459	565	579	507	478	531	520	550	533	564	479	469	531
16	Alhambra Ave / Monument Blvd	680	744	743	716	656	695	691	727	724	762	720	770	773
17	Olivera/Solano / Salvio / North Concord	250	287	260	245	234	229	248	249	256	259	268	267	299
18	Amtrak / Merello / Pleasant Hill	426	544	498	483	436	459	474	470	512	466	406	447	498
19	Amtrak / Pacheco Blvd / Concord	137	149	149	138	121	145	137	138	126	137	141	151	151
20	DVC / Concord	1,218	1,387	1,324	1,252	1,106	1,212	1,286	1,190	1,261	1,150	1,012	1,148	1,287
21	Walnut Creek / San Ramon Transit Center	595	644	611	608	562	584	585	596	608	609	580	623	615
25	Lafayette / Walnut Creek	70	79	74	55	59	59	67	68	74	69	65	77	64
28	North Concord / Martinez	313	358	332	316	293	356	346	349	331	317	295	305	324
35	Dougherty Valley	408	480	448	431	404	433	449	451	472	476	444	457	491
36	San Ramon / Dublin	229	256	242	236	222	233	250	250	236	257	240	247	243
91X	Concord Commuter Express	45	42	36	40	31	38	37	41	43	41	40	45	64
92X	Ace Shuttle Express	220	230	227	205	192	218	230	219	206	211	233	255	243
93X	Kirker Pass Express	229	238	250	214	201	223	244	239	234	226	203	218	230
95X	San Ramon / Danville Express	163	171	151	150	128	167	162	161	171	176	177	194	178
96X	Bishop Ranch Express	578	594	545	528	497	550	584	599	623	581	608	649	646
97X	Bishop Ranch Express	120	129	113	115	96	110	111	112	115	108	122	117	107
98X	Martinez Express	411	459	470	425	387	426	429	424	428	410	356	410	429
250 *	St Mary's College Gael Rail Shuttle	17	34	29	27	14	16	18	22	15	13	0	0	27
260 *	Cal State East Bay / Concord Bart		35	26	22	20	20	20	13	18	14	11	14	11
600's	Select Service	266	1,235	1,117	929	865	1,000	1,096	1,069	1,065	1,136	575	59	362
ALAMO *	Alamo Creek / BART Walnut Creek							11	10	11	10	14	16	15
TOTALS		11,315	13,514	12,752	12,189	11,212	12,008	12,375	12,422	12,479	12,429	11,224	11,441	12,310

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

Route	Destination Information	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
SATURDAY		<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>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	604	570	470	619	482	566	498	510	539	539	561	618	602
4H **	Walnut Creek Extended Holiday Shuttle				18	86								
6	Lafayette / Moraga / Orinda	81	171	123	132	65	114	122	138	115	104	61	69	91
250 *	St Mary's College Gael Rail Shuttle	5	63	50	41	16	36	36	33	23	25			6
301	Rossmoor / John Muir Medical Center	79	66	65	70	65	68	78	60	77	75	60	66	84
310	Concord Bart / Clayton Rd / Kirker Pass	428	429	424	428	335	441	418	429	424	438	435	460	485
311	Concord / Oak Grove / Treat Blvd / WC	260	240	251	258	214	263	234	255	272	248	240	261	280
314	Clayton Rd / Monument Blvd / PH	679	619	638	646	502	589	564	641	641	651	639	689	763
315	Concord / Willow Pass / Landana	59	54	68	67	56	55	66	65	82	63	60	72	72
316	Alhambra / Merello / Pleasant Hill	334	356	352	343	261	359	312	338	324	344	338	379	404
320	DVC / Concord	237	209	226	210	168	225	201	218	238	247	244	291	263
321	San Ramon / Walnut Creek	276	271	260	252	201	267	243	252	284	264	267	284	271
TOTALS		3,043	3,048	2,929	3,084	2,454	2,982	2,771	2,938	3,019	2,998	2,906	3,191	3,322

Route	Destination Information	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
SUNDAY		<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>	<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	468	446	411	547	590	391	354	373	376	425	429	505	513
6	Lafayette / Moraga / Orinda	70	112	101	108	96	96	99	96	98	90	53	71	82
250 *	St Mary's College Gael Rail Shuttle	6	44	38	37	23	23	26	25	21	22			9
301	Rossmoor / John Muir Medical Center	46	67	55	61	74	41	46	35	66	53	56	48	50
310	Concord Bart / Clayton Rd / Kirker Pass	379	386	329	348	442	358	323	347	368	383	366	381	420
311	Concord / Oak Grove / Treat Blvd / WC	187	204	200	177	225	182	176	184	202	202	220	223	213
314	Clayton Rd / Monument Blvd / PH	534	499	438	480	597	433	399	442	404	456	470	494	561
315	Concord / Willow Pass / Landana	25	41	44	56	57	45	46	55	48	57	38	43	44
316	Alhambra / Merello / Pleasant Hill	249	278	264	277	330	240	213	233	249	276	256	271	295
320	DVC / Concord	187	163	115	153	195	140	125	147	157	155	172	211	213
321	San Ramon / Walnut Creek	216	183	193	194	229	189	177	189	183	211	212	228	229
TOTALS		2,367	2,425	2,187	2,438	2,857	2,138	1,985	2,125	2,170	2,330	2,274	2,475	2,628

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, Chilpancinco Pkwy, Old Quarry Rd, DVC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak
35	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, E Branch Pkwy, Windemere Pkwy, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
36	BART Dublin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Fircrest Ln, San Ramon Valley Blvd, Tareyton Ave, Bollinger Canyon Rd, Crow Canyon Rd, Executive Pkwy, San Ramon Transit Center
91X	BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Oak St
92X	Shadelands Office Park, Ygnacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Camino Ramon, ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton
93X	BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Fairview Dr, Delta Fair Blvd, Highway 4, Hillcrest Park & Ride
95X	BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center
96X	BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
97X	BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
98X	BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart

Route Description Summary

Route #	Description
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
314	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, 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

ALAMO CREEK (LINK) SHUTTLE SERVICE

Year to Date - 2014

MONTH	# of Days	PICK- UP LOCATION			Total Passengers	Avg Pass / Day	Distinct Clients	Repeat Clients	% of Repeat	Revenue Hours	Pass / Rev Hr
		Home	Bart	Park & Ride							
January	5	19	12	0	31	6	10	7	70%	40	0.8
February	20	105	72	3	180	9	34	20	59%	160	1.1
March	21	119	83	0	202	10	33	19	58%	168	1.2
April	22	141	110	0	251	11	47	25	53%	176	1.4
May	21	120	90	5	215	10	52	25	48%	168	1.3
June	21	161	139	3	303	14	80	38	48%	168	1.8
July	22	195	163	2	360	16	77	43	56%	248	1.5
August	21	171	125	8	304	14	79	35	44%	168	1.8
September					0		0	0			
October					0		0	0			
November					0		0	0			
December					0		0	0			
Total to Date	153	1,031	794	21	1,846	12	412	212	51%	1,296	1.4

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

SUMMARY	AUGUST FY 13/14	AUGUST FY 14/15	YTD FY 13/14	YTD FY 14/15
1 TOTAL CLIENTS	12,491	11,777	25,245	24,328
2 TOTAL ATTENDANTS	834	833	1,666	1,643
3 TOTAL COMPANIONS	53	71	136	140
4 TOTAL PASSENGERS	13,378	12,681	27,047	26,111
5 TOTAL SERVICE DAYS	31	31	61	61
6 VEHICLE REVENUE HOURS	6,394	6,137	12,798	12,552
7 VEHICLE SERVICE HOURS	8,125	7,581	16,291	15,413
8 VEHICLE NON REV HOURS	1,731	1,445	3,493	2,862
9 VEHICLE SERVICE MILES	126,190	121,953	253,344	248,917
10 VEHICLE REVENUE MILES	102,629	101,284	206,639	204,092
11 VEHICLE NON REV MILES	23,561	20,669	46,705	42,464
12 PASS. PER REVENUE HOUR	2.09	2.07	2.11	2.08
13 CLIENT PER REVENUE HOUR	1.95	1.92	1.97	1.94
14 PASS. PER SERVICE HOUR	1.65	1.67	1.66	1.69
15 PASS. PER SERVICE MILE	0.11	0.10	0.11	0.10
16 PASS. PER REVENUE MILE	0.13	0.13	0.13	0.13
17 TOTAL TRANSFER TRIPS	1,008	1,085	2,202	2,192
18 SAME DAY TRIPS	185	89	371	168
19 SUBSCRIPTION TRIPS	6,150	6,544	12,536	13,696
20 DEMAND	6,344	5,273	12,710	10,683
21 FAREBOX REVENUE	\$12,881.14	\$11,145.38	\$25,544.18	\$22,932.72
22 PREPAID CLIENTS	\$9,252.00	\$9,959.00	\$19,508.50	\$18,650.80
23 COLLECTED BILLING	\$40,334.00	\$31,104.00	\$46,370.00	\$57,108.00
24 TOTAL REVENUE COLLECTED	\$62,467.14	\$52,208.38	\$91,422.68	\$98,691.52
25 CHARGEABLE ACCIDENTS	0	2	2	2
26 SERVICE COMPLAINTS	1	2	3	5
27 SERVICE COMMENDATIONS	5	3	8	5
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	4	4	6
30 DRIVER TURNOVER	0%	2%	0%	4%
31 SCHEDULE ADHERENCE	85%	81%	98%	84%
32 WHEELCHAIR BOARDING'S	4,570	4,345	8,089	8,323
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,724	6,417	NA	N/A
35 UNDUPLICATED CLIENTS	1,283	1,076	NA	N/A
36 NO-SHOWS	62	100	136	209
37 CANCELS	1,890	1,768	3,580	3,484
38 AVG. TRIP LENGTH (MILES)	9.4	9.6	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	19,241	20,429	37,151	38,489
42 FLEET M.P.G.	6.6	6.0	6.8	6.5