

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, October 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 September 4, 2015*
4. Maintenance
 - a. Tire Contract*
5. Passenger Suspension/Exclusion Policy*
6. Planning and Scheduling
 - a. Annual Report on Fixed Route and Paratransit Performance*
 - b. Verbal Updates
 - i. Progress on Clipper Implementation
 - ii. I-680 Congestion Relief Study
 - iii. Lamorinda Transit Study
7. Reports
 - a. Fixed Route Monthly Report*
 - b. LINK Monthly Report*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – November 6, 2015
11. Adjournment

*Enclosure

FY2015/2016 O&S Committee

Laura Hoffmeister – Concord, 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 15, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, October 7, 9:00 a.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, November 10, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, October 8, 8:30 a.m., 100 Gregory Ln, Pleasant Hill
Operations & Scheduling:	Tuesday, November 6, 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
September 4, 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 August, 2015:** Minutes were approved.
4. **Maintenance:** None
5. **Planning and Scheduling:**
 - a. Verbal Updates
 - i. Progress on Clipper Implementation – Ms. Muzzini explained that status of the Clipper implementation. The current date for revenue ready is November 1; vehicle installations are complete; training has begun; and soft launch promotion materials are prepared. No action was required. The Committee discussed getting Board members cards, and a media kit as well.
 - ii. Progress on Transportation Expenditure Plan – The Committee discussed strategies and scenarios related to the development of the TEP in particular bus service between Bishop Ranch and West Dublin. No action was required.
 - iii. Progress on Lamorinda Transit Study – Ms Muzzini told the Committee that the public input has been very successful and the final selection of alternatives is complete. The implementation plan for a fixed route augmentation of Route #6, a Lafayette shuttle, expanded school bus service, and taxi subsidy programs is being 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 – There was no MOP for review at this meeting
7. **Committee Comments** – None.
8. **Future Agenda Items** – None.
9. **Next Scheduled Meeting** – October 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: September 30, 2015

From: Bill Churchill, Director of Transportation

Reviewed by: *Aut*

SUBJECT: Passenger Suspension/Exclusion Policy

Summary of Issues:

There is a growing trend across our nation where passengers riding public transit systems behave inappropriately causing significant disruptions and even create unsafe conditions for operators and other passengers. Unfortunately, County Connection has been experiencing this very same phenomenon and has been working to mitigate these disruptive behaviors in order to ensure the safety of our operators and passengers as well as ensure the system continues to be a reliable form of transportation for our community.

When passengers become violent the Authority relies upon the local police jurisdiction the incident occurs in for support. In these cases the response is generally quick and effective with a police officer removing and arresting the offending individual. Passengers who engage in violent behavior generally have been prosecuted and usually end up incarcerated for some time. Unlike systems in more urban environments, County Connection rarely experiences repeat offenses from an individual after their incarceration is over.

Although staff has worked effectively with the local jurisdictions to mitigate passengers disruptive behavior when it becomes violent, staff has been far less effective when the behavior is just short of being violent. One of the most challenging areas to manage and certainly where the bulk of negative occurrences seem to exist is where passengers are seriously disruptive but not violent. These behaviors vary widely from the disgruntled individual who stands in front of a bus to prevent its moving to vulgar racially charged language directed toward operators or other passengers. There is a relatively small group of repeat offenders causing significant delays to the system resulting in missed transfer connections to other buses or trains.

In order to more effectively deal with these non-violent disruptive passengers, staff has been working with Hanson & Bridgett and consulted with FTA's office of Civil Rights to develop a passenger suspension/exclusion policy that would provide the ability to suspend repeat offenders from using the County Connection fixed route system for short periods of time. Staff believes such a policy would be effective in reducing disruptive behavior on County

Connection buses resulting in better on-time performance, improved employee morale and enhanced customer service (please refer to attached policy).

As a companion to a passenger suspension/exclusion policy it is important to have a passenger code of conduct posted on buses to inform riders of their responsibilities while using the system. Fortunately, a number of years ago staff posted a passenger code of conduct on buses that included a statement that disruptive behavior may result in removal from the bus (please see attached Code of conduct).

Staff requests the O&S committee review and forward the attached Passenger Suspension/Exclusion policy to the full board.

Recommendation:

Staff recommends the committee forward the attached Passenger Suspension/Exclusion policy to the full Board for consideration.

Financial Implications:

Staff does not expect this policy to have a significant financial impact.

Options:

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

Attachments:

Passenger Suspension/Exclusion policy

Passenger Code of Conduct

PASSENGER SUSPENSION/EXCLUSION POLICY

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

SUBJECT: Service Suspension for Certain Conduct on County Connection Non-Paratransit Vehicles and/or Facilities

POLICY: The Central Contra Costa Transit Authority ("County Connection") has a commitment to provide quality and non-discriminatory public transportation within the County Connection service area. There are occasions, however, when customer behavior seriously disrupts or endangers the health and safety of our employees and other members of the public who use our services. When this occurs, it may be necessary to deny County Connection service and/or access to County Connection facilities to those customers in accordance with the criteria and procedures specified in this policy.

CRITERIA FOR SUSPENSION OF SERVICE AND/OR EXCLUSION FROM BUS OR TRANSIT FACILITIES

The following conduct (hereinafter referred to as "Suspendable Conduct") will subject a County Connection customer to removal, including immediate removal where appropriate, and/or exclusion from County Connection buses and/or transit facilities:

1. Verbal or physical abuse of County Connection employees, or customers.
2. Behavior that presents a danger to the health, safety or welfare of the offending customer, other customers, or a County Connection employee. Such behavior includes conduct which is violent, seriously disruptive, or illegal as defined in the California Penal Code.
3. Urinating, defecating, vomiting, spitting or inappropriately discharging of bodily fluids on transit property.
4. Soliciting, advertising, selling or distributing goods or services on transit property, except as authorized by County Connection or its agents.
5. Sexually harassing any County Connection employee or customer.
6. Harassing or abusing a County Connection employee or customer because of that person's race, nationality, sexual orientation or other protected classifications.
7. Disruptive conduct of customers temporarily unable to care for themselves due to illness or intoxication (alcohol, drugs, or other intoxicating substances), which interferes with the safe and smooth operation of the system.
8. Smoking or carrying a lighted or smoldering pipe, cigar, cigarette, electronic cigarette, or using any tobacco products on County Connection properties not designated as tobacco use areas.
9. Carrying any flammable liquid, explosive, acid or other article or material likely to cause harm to others.
10. Intentionally obstructing or impeding the flow of transit vehicles, passenger traffic, hindering or preventing access to transit vehicles or stations, or unlawfully interfering with the provision or use of public transportation services.
11. Intentionally disturbing others by engaging in loud, boisterous, raucous, unruly, or harassing behavior that is harmful and intimidating to others.
12. Destroying, defacing, or otherwise damaging property of County Connection. Willfully tampering with, removing, displacing, injuring, or destroying any part of any facility or vehicle of County Connection.
13. Possession of alcohol, controlled or hazardous substances, guns, knives or devices that are weapons or appear to be capable of being used as a weapon.
14. Criminal conduct prohibited by the California Penal Code.

PROCEDURES FOR SERVICE SUSPENSION AND/OR EXCLUSION

Service may be suspended and the passenger may be removed from the bus if a passenger engages in Suspendable Conduct. Based upon the seriousness of the passenger's conduct, County Connection's prior experiences with the passenger and, taking into account information presented by the involved passenger, County Connection will determine the length of the suspension or determine whether exclusion from service is warranted.

A Notice of Suspension/Exclusion will, if possible, be mailed to the involved passenger. If service of the Notice of Suspension/Exclusion on the passenger cannot be accomplished by regular mail, County Connection may use other methods of obtaining service on the passenger, including hand delivery.

Passengers may present information opposing a suspension or exclusion by contacting the Director of Transportation at County Connection headquarters located at 2477 Arnold Industrial Way, Concord, California. Information concerning the passenger's right to present opposing information will be included in the Notice of Suspension/Exclusion.

County Connection reserves the right to pursue all remedies at law, including but not limited to, enlisting the services of local law enforcement, petitioning the Superior Court for a temporary restraining order (TRO) and/or seeking a permanent injunction in appropriate cases.

DATE OF ADOPTION: _____

County Connection Passenger Code of Conduct

For An Enjoyable Ride...

- DO NOT DISTRACT THE OPERATOR – Your safety is in their hands.
- No smoking, use of electronic cigarettes, eating or drinking on the bus.
- Personal electronic devices can only be used with earphones.
- Animals other than service animals must be in a suitable container.
- There is space for two mobility devices on each bus. Dispatch will be alerted if this is insufficient, and patrons will be advised of service alternatives.
- Strollers must be in the folded position during transport, or stored so aisles are not blocked. Children must be held by the guardian.
- Priority seating is available for senior and disabled patrons. The operator may ask ambulatory riders to move if a senior or disabled patron boards.
- Vandalism is a crime. Persons caught vandalizing the bus will be prosecuted to the full extent of the law.
- Disruptive behavior may result in removal from the bus or arrest.
- Any passenger violating any of the rules will be refused service.

To: O&S Committee

Date: September 28, 2015

From: J. Scott Mitchell
Director of Maintenance

Reviewed by:

SUBJECT: Leased Tires and Related Services Contract

BACKGROUND: Central Contra Costa Transit Authority leases the tires on the revenue vehicles. Every five (5) years, the maximum term allowed by the Federal Transit Administration, County Connection goes to bid for a renewal contract.

SUMMARY OF ISSUES: An Invitation For Bids (IFB) was issued on June 29, 2015 to seek a new contract for this service. On the bid opening date of August 18, 2015, one bid was received; that bid was from Goodyear. Firestone had previously issued a letter stating that it did not intend to bid on our IFB.

County Connection is in need of a contract for the continued supply of tires for the revenue buses. The advantage to having a tire company under contract for the supply of tires provides County Connection with a guarantee of tires in the event of a materials shortage for the production of bus tires. Although County Connection received a single bid, the cost analysis did show that the Goodyear bid was fair and equitable. Staff is recommending that the committee proceed with approving the submitted bid and requesting the Board of Directors to authorize the General Manager to enter into a contract with Goodyear for a five (5) year contract for Leased Tires and Related Services.

OPTION 1: The O&S Committee recommends that the County Connection Board of Directors award a contract to The Goodyear Tire & Rubber Company for Leased Tires and Related Services.

OPTION 2: The O&S Committee direct staff to re-advertise the procurement.

FINANCIAL IMPLICATIONS: Tires: The IFB response by Goodyear contains fixed rates for each of the five years of the contract period. The rates for tires for the first year of the contract are as follows:

Tires on the 35' and 40' coaches: .006900/mile
Tires on the 29' coaches: .008056/mile
Tires on the electric trolleys: 0.010070/mile

The first year annual financial implication for tires will be a decrease of \$7,034.04 - a decrease of 4.7%.

Service: The rate for Service for the first year of the new contract is \$6,345/month.

The first year annual financial implication for Service will be an increase of \$245.00 - an increase of 4.02%.

After the first year, the bid submitted by Goodyear lists the following percentage increases:

Second Year 0% for Tires and 4.96% for Service
Third Year 3.0% for Tires and 5.03% for Service
Fourth Year 4.0% for Tires and 5.00% for Service
Fifth Year 4.98% for Tires and 4.97% for Service

RECOMMENDATIONS: Staffs recommends that the O&S Committee recommend award of a five (5) year contract to The Goodyear Tire & Rubber Company at the guaranteed rates specified in their bid of August 17, 2015.

ACTION REQUESTED: The O&S Committee recommend to the Board of Directors at its October 15, 2015 meeting, the award of a contract by County Connection to The Goodyear Tire & Rubber Company for a five (5) year period at the guaranteed rates specified in their bid for Leased Tires and Related Services.

Performance Standards - Fixed Route

GOAL	Objective	Measurement	FY 10-11	FY 11-12	FY 12-13	FY 13-14	FY 14-15	Standard	Met?
EFFICIENCY									
	Cost Control	Cost/Revenue Hour	\$115.55	\$118.47	\$118.47	\$124.01	\$124.10	Increase < inflation	0.07% Growth
		Cost/Passenger	\$7.30	\$7.80	\$7.80	\$8.29	\$7.64	< \$7.00 / Pass	No
		Farebox Recovery Ratio	17.3%	17.7%	17.7%	16.2%	16.7%	18.0%	No
		Net Subsidy/Passenger	\$6.04	\$6.42	\$6.42	\$6.94	\$6.36	< \$6.00 / Pass	No
		Accidents/100,000 Miles	0.86	0.85	0.93	0.74	0.81	1/100K miles	Yes
	Market Resource	Maintenance Employee / 1000,000 Miles	0.84	0.79	0.74	0.80	0.77	0.82 / 100K	Yes
		Operator OT/ Total Operator Hours	6.26%	5.77%	7.11%	6.91%	9.54%	8.00%	No
		Pay to Platform (Total) Hours	1.57	1.68	1.68	1.55	1.51	1.60	Yes
EFFECTIVENESS									
	Market Penetration	Passengers per RV Hr	15.8	15.2	15.2	15.0	16.3	17.0	No
		Passengers per RV Mi	1.44	1.36	1.36	1.37	1.48	1.31	Yes
	Service Quality	Percent Missed Trips	0.09%	0.12%	0.09%	0.09%	0.12%	0.25%	Yes
		Miles between Roadcalls	25,754	28,539	33,619	25,521	39,913	18,000	Yes
		Percent of Trips On-time	93%	93%	91%	88%	86%	95.0%	No
		Complaints/100,000 miles	11.4	11.3	11.3	11.0	10.9	30 /100K miles	Yes
		On-Board Passenger Surveys			Yes		Yes	Every 3 years	Yes
		Customer Service Phone Response	93.4%	91.5%	93.1%	93.7%	95.7%	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 10-11	FY 11-12	FY 12-13	FY 13-14	FY 14-15	Standard	Met?
EFFICIENCY									
	Cost Control	Cost/Revenue Hour	\$ 63.91	\$ 66.95	\$ 66.95	\$ 70.31	\$ 69.42	Increase < inflation	(1.3%) Growth
		Cost/Passenger	\$ 31.18	\$ 32.13	\$ 32.13	\$ 32.84	\$ 32.63	Increase < inflation	(0.6%) Growth
		Farebox Recovery Ratio	10.8%	12.0%	12.0%	10.4%	10.2%	10.7%	No
	Safety	Accidents/100,000 Miles	0.13	0.27	0.27	0.47	0.82	0.3 / 100K miles	No
EFFECTIVENESS									
	Market Penetration	Passengers per RVHr	2.0	2.1	2.1	2.1	2.1	1.9 Pass/RHr	Yes
	Service Quality	Denials	0	0	0	0	0	None	Yes
		Miles between Roadcalls	2.1	1.7	1.7	3.0	2.2	3.0 / 100K miles	Yes
		Percent of Trips On-time	95%	95%	95%	87%	84%	98% on time	No
		Complaints/100,000 miles	0.4	0.5	0.5	0.5	0.5	2.0 / 100K miles	Yes
		Employee Turnover	13.0%	2.1%	11.0%	13.0%	40.0%	5.0%	No
EQUITY									
	Improve Transit Access	Lift Availability	100%	100%	100%	100%	100%	100.0%	Yes

Agenda Item 7.a

TO: O&S Committee

DATE: September 17, 2015

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for August 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>	FY15-16		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	297,093		
Average Weekday	12,761	12,330	
Pass/Rev Hour	16.4	16.0	Standard Goal > 17.0
Missed Trips	0.10%	0.10%	Standard Goal < 0.25%
Miles between Road Calls	26,797	38,569	Standard Goal > 18,000

* Based on current standards from updated SRTP

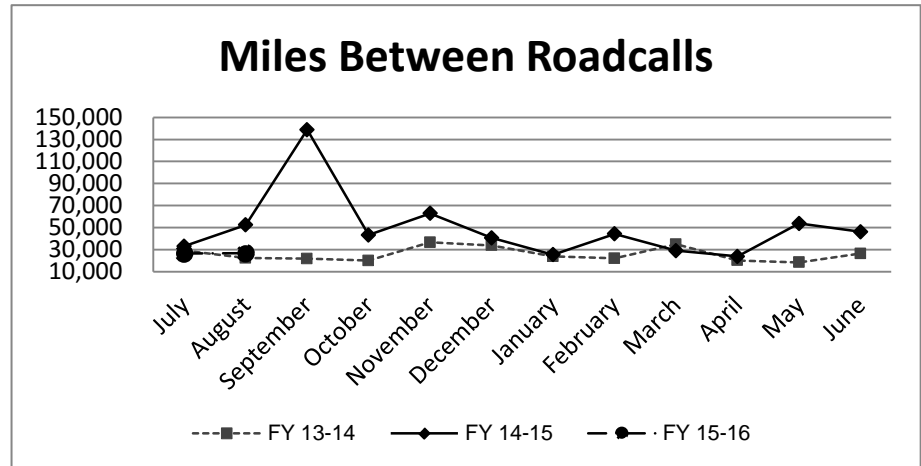
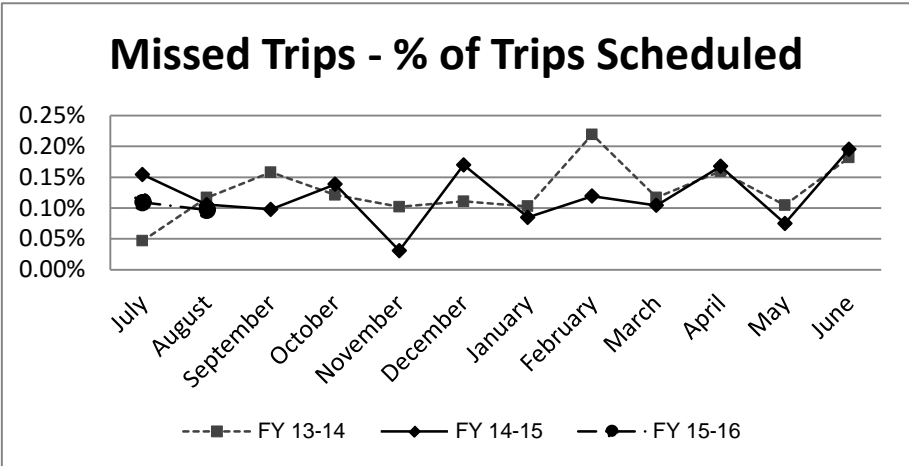
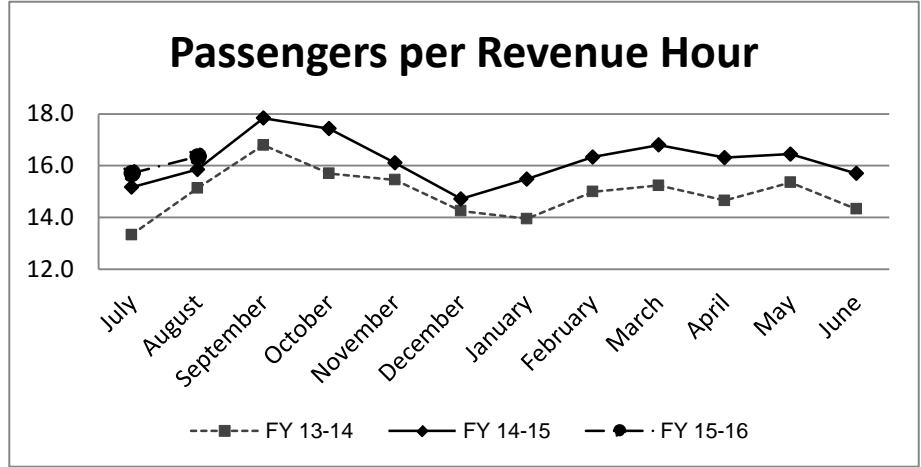
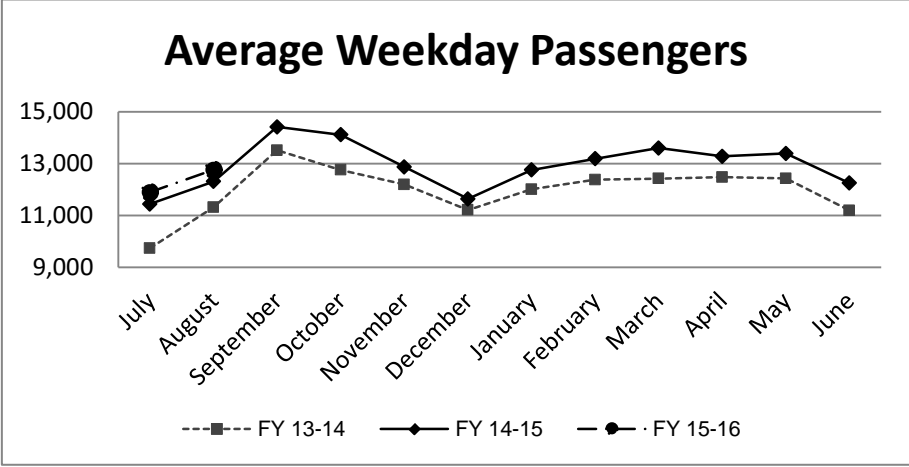
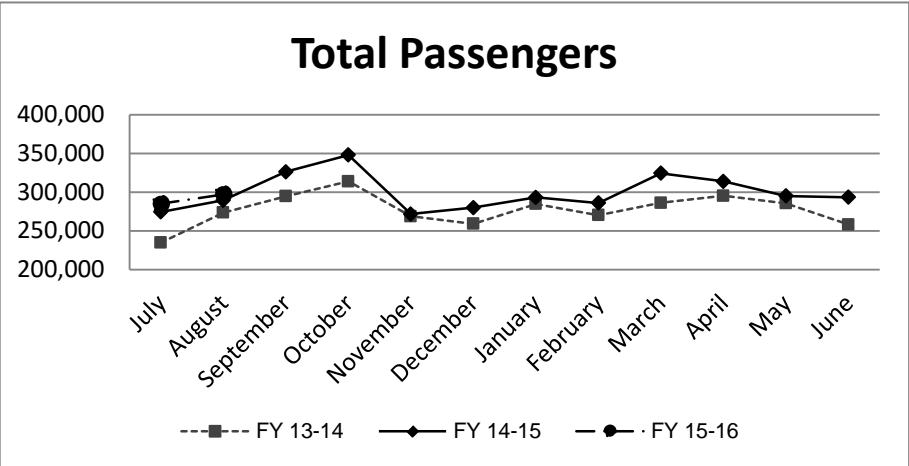
Analysis

Average weekday ridership was higher in August (12,761 passengers) than July (11,899 passengers) and higher than August 2014 (12,310 passengers).

Passengers per hour in August was 16.4, an increase from 15.7 in July and an increase from August 2014 when passengers per hour was 15.9.

The percentage of missed trips in August was 0.10%. A decrease from the prior month (0.11%). The YTD average is 0.10% missed trips.

The number of miles between roadcalls was 26,797 miles in August, higher than the prior month in which there were 26,374 miles between roadcalls. The 12 month average is 38,569 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2014 August	2014 September	2014 October	2014 November	2014 December	2015 January	2015 February	2015 March	2015 April	2015 May	2015 June	2015 July	2015 August
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	262,467	277,607	303,715	251,601	284,440	279,218	265,796	290,280	286,806	268,656	277,094	263,736	267,969
Work Days	31	29	31	29	30	30	28	31	30	30	30	30	31
Revenue Hours	18,185	18,290	19,958	16,866	18,937	18,428	17,506	19,308	19,244	17,947	18,564	18,130	18,167
Operator Pay Hours	31,939	32,986	33,540	31,189	32,751	37,114	30,051	28,673	30,028	31,669	29,628	46,304	32,140
Number of Operators	170	170	171	165	164	162	175	168	167	165	165	162	172
Unscheduled Absences	321	329	421	289	365	280	307	342	306	313	280	335	361
FT Protection	47	51	61	36	41	30	31	32	54	47	30	88	84
Worker Comp.	92	59	107	108	96	57	69	86	33	49	57	41	63
Sick leave	182	219	253	145	228	193	207	224	219	217	193	206	214
Collision Accidents	6	10	2	3	9	11	5	0	7	6	6	4	6
Passenger Accidents	17	23	15	6	28	10	13	23	20	9	27	9	22
Total Chargeable Collisions	1	7	0	2	1	2	2	0	4	5	3	1	4
Chargeable/100K Miles	0.38	2.52	0.00	0.79	0.35	0.71	0.75	0.00	1.39	1.86	1.08	0.37	1.49
Number of Trips Scheduled	23,665	24,546	26,694	22,661	25,307	24,749	23,473	25,921	25,676	24,010	25,112	24,642	24,746
Number of Trips Missed	25	24	37	7	43	21	28	27	43	18	49	27	24
Of Trips Scheduled - % Missed	0.11%	0.10%	0.14%	0.03%	0.17%	0.08%	0.12%	0.10%	0.17%	0.07%	0.20%	0.11%	0.10%
Of Trips Missed - Mechanical	10	9	21	2	11	10	18	21	29	6	17	17	10
On Time Performance %	86%	84%	84%	85%	84%	86%	86%	85%	88%	87%	88%	89%	86%
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	12	7	10	8	18	17	8	16	24	7	16	16	14
Road Calls for Mechanical	5	2	7	4	7	11	6	10	12	5	6	6	10
Road Calls for Other	7	5	3	4	11	6	2	6	12	2	10	10	4
Miles Between Mechanical Road Calls													
Bus Numbers													
200 - 299	30,224	25,792	32,070	9,112	27,994	28,840	20,706	24,425	25,730	25,151	11,814	25,371	24,338
300 - 399	35,587	35,358	38,860	32,204	38,565	39,237	17,437	36,040	12,262	35,527	40,247	19,408	18,123
400 - 499	13,083	33,105	37,859	29,424	30,400	33,528	28,435	32,620	31,988	30,852	29,310	30,970	10,104
500 - 518	47,883	47,880	27,477	48,025	51,243	13,400	49,446	27,131	55,268	17,524	26,234	47,581	52,811
900 - 939	87,176	94,205	103,838	83,857	32,947	23,195	97,728	21,026	24,711	44,505	51,160	29,504	21,666
1300-1309	21,857	27,063	5,936	19,511	7,962	19,482	22,432	22,234	22,276	23,841	23,799	25,670	25,981
1400-1406	13,574	14,204	12,392	11,243	13,511	11,754	12,175	15,569	15,914	11,695	5,324	6,817	11,617
Fleet Avg.	52,493	138,804	43,338	62,900	40,634	25,383	44,299	29,028	23,901	53,731	46,182	26,374	26,797
Maintenance Pay Hours	4,440	3,091	3,132	4,269	4,375	4,789	4,108	4,315	4,067	4,255	4,320	4,224	4,542
No. Maint. Employees	26	24	26	26	26	26	26	25	25	26	26	26	26
Maint. Emps/100K Miles	10	9	9	10	9	9	10	9	9	10	9	10	10
Unscheduled Absences	3	4	7	1	3	0	4	3	3	2	2	4	0

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 2015 - Fixed Route Boardings	297,093	Revenue Hours - August 2015	18,167	Weekdays - Aug 15	21	Fiscal 2016 YTD	581,984	
Special Event(s)		August 2014	18,185	Aug 14	21			
		Revenue Miles - August 2015	200,152	Saturdays - Aug 15	5	Fiscal 2015YTD	563,823	
		August 2014	199,471	Aug 14	5			
				Sundays - Aug 15	5			
				Aug 14	5			
August 2015 Total Boardings	297,093	Passengers per Mile	1.5	Total Days - 2015	31	YTD Trend	3.2%	
August 2014 Total Boardings	289,460	Passengers per Hour	16.35	2014	31	Monthly Trend	2.6%	

August 2015 Fixed Route Passenger Total						August 2015 Weekday Average	August 2015 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1 (IM)	Rossmoor / Shadelands	7,153	-	-	7,153	341	11.7
2	Rudgear / Walnut Creek	354	-	-	354	17	4.3
3	Martinez Community Shuttle	681	-	-	681	32	4.3
4	Walnut Creek Downtown Shuttle	18,801	2,706	2,161	23,667	895	25.3
5	Creekside / Walnut Creek	9,729	-	-	9,729	463	24.7
6	Lafayette / Moraga / Orinda	8,146	431	405	8,982	388	11.7
7	Shadelands / Pleasant Hill / Walnut Creek	7,160	-	-	7,160	341	16.0
9	DVC / Walnut Creek	12,575	-	-	12,575	599	14.2
10	Concord / Clayton Rd	24,343	-	-	24,343	1,159	24.2
11	Treat Blvd / Oak Grove	7,007	-	-	7,007	334	17.1
14	Monument Blvd	14,205	-	-	14,205	676	17.1
15	Treat Boulevard	10,969	-	-	10,969	522	16.7
16	Alhambra Ave / Monument Blvd	16,443	-	-	16,443	783	15.1
17	Olivera/Solano / Salvio / North Concord	6,308	-	-	6,308	300	16.2
18	Amtrak / Merello / Pleasant Hill	9,688	-	-	9,688	461	14.6
19	Amtrak / Pacheco Blvd / Concord	3,830	-	-	3,830	182	13.2
20	DVC / Concord	25,653	-	-	25,653	1,222	24.7
21	Walnut Creek / San Ramon Transit Center	12,524	-	-	12,524	596	11.8
25	Lafayette / Walnut Creek	1,306	-	-	1,306	62	6.7
28	North Concord / Martinez	7,024	-	-	7,024	334	10.8
35	Dougherty Valley	11,798	-	-	11,798	562	16.8
36	San Ramon / Dublin	5,834	-	-	5,834	278	9.9
91X	Concord Commuter Express	1,611	-	-	1,611	77	14.6
92X	Ace Shuttle Express	4,788	-	-	4,788	228	21.5
93X	Kirker Pass Express	3,895	-	-	3,895	185	12.8
95X	San Ramon / Danville Express	3,964	-	-	3,964	189	18.0
96X	Bishop Ranch Express	11,926	-	-	11,926	568	15.9
97X	Bishop Ranch Express	2,019	-	-	2,019	96	10.2
98X	Martinez Express	9,160	-	-	9,160	436	16.4
250 *	Gael Rail Service	9	13	4	26	5	1.2
260 *	Cal State East Bay / Concord Bart	95	-	-	95	6	0.7
301	Rossmoor / John Muir Medical Center	-	404	420	825		9.4
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,557	2,358	4,915		29.1
311	Concord / Oak Grove / Treat Blvd / WC	-	1,271	1,060	2,332		15.1
314	Clayton Rd / Monument Blvd / PH	-	3,830	2,759	6,589		23.6
315	Concord / Willow Pass / Landana	-	333	307	640		10.1
316	Alhambra / Merello / Pleasant Hill	-	2,008	1,487	3,495		16.7
320	DVC / Concord	-	1,310	916	2,226		17.7
321	San Ramon / Walnut Creek	-	1,299	1,072	2,371		11.3
Alamo Creek *	Alamo Creek / BART Walnut Creek	410	-	-	410	20	2.4
600's	Select Service	8,575	-	-	8,575	408	15.4
TOTALS		267,980	16,161	12,951	297,093	12,761	16.4

* Data from Link

** Seasonal Route

Operations Data Summary

AUGUST 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	4,915	-	29.1
4	Walnut Creek Downtown Shuttle	23,667	895	25.3
20	DVC / Concord	25,653	1,222	24.7
5	Creekside / Walnut Creek	9,729	463	24.7
10	Concord / Clayton Rd	24,343	1,159	24.2
314	Clayton Rd / Monument Blvd / Pleasant Hill	6,589	-	23.6
92X	Ace Shuttle Express	4,788	228	21.5
95X	San Ramon / Danville Express	3,964	189	18.0
320	DVC / Concord	2,226	-	17.7
11	Treat Blvd / Oak Grove	7,007	334	17.1
14	Monument Blvd	14,205	676	17.1
35	Dougherty Valley	11,798	562	16.8
316	Alhambra / Merello / Pleasant Hill	3,495	-	16.7
15	Treat Boulevard	10,969	522	16.7
98X	Martinez Express	9,160	436	16.4
17	Olivera/Solano / Salvio / North Concord	6,308	300	16.2
7	Shadelands / Pleasant Hill / Walnut Creek	7,160	341	16.0
96X	Bishop Ranch Express	11,926	568	15.9
600's	Select Service	8,575	408	15.4
16	Alhambra Ave / Monument Blvd	16,443	783	15.1
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	2,332	-	15.1
91X	Concord Commuter Express	1,611	77	14.6
18	Amtrak / Merello / Pleasant Hill	9,688	461	14.6
9	DVC / Walnut Creek	12,575	599	14.2
19	Amtrak / Pacheco Blvd / Concord	3,830	182	13.2
93X	Kirker Pass Express	3,895	185	12.8
21	Walnut Creek / San Ramon Transit Center	12,524	596	11.8
6	Lafayette / Moraga / Orinda / Orinda Village	8,982	388	11.7
1 (IM)	Rossmoor / Shadelands	7,153	341	11.7
321	San Ramon / Walnut Creek	2,371	-	11.3
28	North Concord / Martinez	7,024	334	10.8
97X	Bishop Ranch Express	2,019	96	10.2
315	Concord / Willow Pass / Landana	640	-	10.1
36	San Ramon / Dublin	5,834	278	9.9
301	Rossmoor / John Muir Medical Center	825	-	9.4
25	Lafayette / Walnut Creek	1,306	62	6.7
2	Rudgear / Walnut Creek	354	17	4.3
3	Martinez Community Shuttle	681	32	4.3
Alamo *	Alamo Creek / BART Walnut Creek	380	20	2.4
250 *	Gael Rail Service	26	5	1.2
260 *	Cal State East Bay / Concord Bart	95	6	0.7

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
		21 Days	21 Days	23 Days	19 Days	22 Days	21 Days	20 Days	22 Days	22 Days	20 Days	22 Days	22 Days	22 Days
1 (1M)	Rossmoor / Shadelands	351	375	361	365	302	347	335	360	346	331	318	342	341
2	Rudgear / Walnut Creek	25	23	26	22	19	22	24	23	20	21	21	18	17
3	Martinez Community Shuttle	-	-	-	-	-	-	-	-	-	-	-	-	32
4	Walnut Creek Downtown Shuttle	976	831	863	858	834	795	806	825	861	869	887	917	895
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	20	22	-	-	-	-	-	-	-	-
5	Creekside / Walnut Creek	191	288	327	307	286	343	368	375	372	386	397	415	463
6	Lafayette / Moraga / Orinda	353	583	551	492	420	474	495	489	478	448	347	354	388
7	Shadelands / Pleasant Hill / Walnut Creek	174	146	165	160	152	161	178	232	280	298	306	320	341
9	DVC / Walnut Creek	602	644	627	601	509	522	552	556	532	540	509	576	599
10	Concord / Clayton Rd	1,134	1,278	1,237	1,165	1,024	1,120	1,171	1,238	1,181	1,220	1,128	1,113	1,159
11	Treat Blvd / Oak Grove	326	347	324	315	271	295	316	313	283	307	296	306	334
14	Monument Blvd	618	678	688	630	565	616	637	644	629	659	655	650	676
15	Treat Boulevard	531	619	613	551	472	541	571	581	567	610	509	479	522
16	Alhambra Ave / Monument Blvd	773	863	843	780	684	770	777	830	803	822	800	747	783
17	Olivera/Solano / Salvio / North Concord	299	300	291	268	249	266	276	290	295	293	287	289	300
18	Amtrak / Merello / Pleasant Hill	498	545	525	482	414	459	459	476	457	469	429	456	461
19	Amtrak / Pacheco Blvd / Concord	151	150	152	133	127	136	143	158	154	159	169	192	182
20	DVC / Concord	1,287	1,490	1,403	1,308	1,133	1,248	1,330	1,291	1,203	1,152	1,029	1,068	1,222
21	Walnut Creek / San Ramon Transit Center	615	668	645	618	570	609	601	642	643	626	598	589	596
25	Lafayette / Walnut Creek	64	88	76	78	65	63	69	78	70	68	69	71	62
28	North Concord / Martinez	324	349	333	308	294	323	336	342	314	329	298	318	334
35	Dougherty Valley	491	578	540	495	458	491	542	569	554	563	557	539	562
36	San Ramon / Dublin	243	268	258	238	226	255	269	265	271	274	246	265	278
91X	Concord Commuter Express	64	72	70	74	65	63	65	73	73	64	73	72	77
92X	Ace Shuttle Express	243	259	241	213	212	205	204	204	196	201	215	227	228
93X	Kirker Pass Express	230	269	247	220	200	216	229	227	223	222	221	215	185
95X	San Ramon / Danville Express	178	168	156	140	153	189	158	173	183	172	168	173	189
96X	Bishop Ranch Express	646	642	630	577	516	569	574	570	543	542	565	578	568
97X	Bishop Ranch Express	107	118	113	98	97	101	103	112	110	120	115	110	96
98X	Martinez Express	429	474	483	433	405	415	430	446	441	424	401	418	436
250 *	St Mary's College Gael Rail Shuttle	27	31	18	11	7	15	17	11	13	14	-	-	5
260 *	Cal State East Bay / Concord Bart	11	6	28	24	18	19	17	12	16	14	9	7	5
ALAMO *	Alamo Creek / BART Walnut Creek	15	16	17	17	15	13	13	16	16	16	18	17	20
600's	Select Service	362	1,272	1,288	906	873	1,108	1,134	1,191	1,162	1,171	613	60	408
TOTALS		12,310	14,410	14,112	12,873	11,639	12,756	13,182	13,601	13,276	13,392	12,249	11,899	12,761

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

SATURDAY		Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Route	Destination Information	<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>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	602	613	552	527	663	647	631	624	596	565	591	584	541.11
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	64	87	-	-	-	-	-	-	-	-
6	Lafayette / Moraga / Orinda	91	189	149	147	81	122	122	163	134	112	71	88	86
250 *	St Mary's College Gael Rail Shuttle	6	42	38	32	17	28	33	27	29	19	-	-	3
301	Rossmoor / John Muir Medical Center	84	83	55	56	70	82	87	99	85	84	78	80	81
310	Concord Bart / Clayton Rd / Kirker Pass	485	476	466	427	492	486	496	492	499	476	496	577	511
311	Concord / Oak Grove / Treat Blvd / WC	280	282	266	265	255	213	248	229	260	256	221	248	254
314	Clayton Rd / Monument Blvd / PH	763	730	735	695	686	699	667	670	658	677	681	770	766
315	Concord / Willow Pass / Landana	72	86	70	69	60	58	64	66	62	64	80	74	67
316	Alhambra / Merello / Pleasant Hill	404	384	390	354	334	336	371	373	394	363	394	349	402
320	DVC / Concord	263	259	238	225	242	239	261	249	233	232	218	280	262
321	San Ramon / Walnut Creek	271	294	289	287	265	274	280	275	282	286	298	271	260
TOTALS		3,322	3,440	3,247	3,096	3,252	3,185	3,259	3,267	3,232	3,131	3,127	3,321	3,232

SUNDAY		Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
Route	Destination Information	<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>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	513	385	468	387	468	458	550	454	389	402	410	421	432
6	Lafayette / Moraga / Orinda	82	124	120	108	65	110	95	94	93	80	56	85	81
250 *	St Mary's College Gael Rail Shuttle	9	24	22	22	10	28	23	17	20	14	-	-	1
301	Rossmoor / John Muir Medical Center	50	71	78	60	60	78	39	52	79	52	72	88	84
310	Concord Bart / Clayton Rd / Kirker Pass	420	374	384	343	376	352	350	414	346	429	437	382	472
311	Concord / Oak Grove / Treat Blvd / WC	213	249	240	221	210	169	179	190	180	177	194	206	212
314	Clayton Rd / Monument Blvd / PH	561	510	510	479	519	500	466	507	473	487	500	496	552
315	Concord / Willow Pass / Landana	44	56	49	48	46	38	23	40	39	46	50	50	61
316	Alhambra / Merello / Pleasant Hill	295	281	291	275	281	252	241	256	245	270	283	309	297
320	DVC / Concord	213	173	172	152	180	156	150	163	154	155	153	202	183
321	San Ramon / Walnut Creek	229	220	232	232	206	203	200	215	216	225	201	220	214
TOTALS		2,628	2,465	2,565	2,326	2,419	2,344	2,317	2,401	2,233	2,333	2,356	2,458	2,590

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

Route Description Summary

Route #	Description
1 (IM)	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 (<i>Added Svc: IM = BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, Marchbanks</i>)
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
3	Amtrak, Marina Vista Ave, Berrelessa St, Alhambra Ave, D St, Estudillo St, Vista Way, Pine St, Center Ave, Morello Ave, Arnold Dr, Howe Rd, Terrace Way, Shell Ave, Green St, Court St.
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, Riviera 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, 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

Route Description Summary

Route #	Description
260	Cal State, East Bay, Concord Bart
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 Pischgah 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
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

**CCCTA LINK
MONTHLY OPERATING SUMMARY
JULY FY 15/16**

SUMMARY	JULY FY 14/15	JULY FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	12,551	12,637	12,551	12,637
2 TOTAL ATTENDANTS	810	780	810	780
3 TOTAL COMPANIONS	69	74	69	74
4 TOTAL PASSENGERS	13,430	13,491	13,430	13,491
5 TOTAL SERVICE DAYS	30	30	30	30
6 VEHICLE REVENUE HOURS	6,415	6,450	6,415	6,450
7 VEHICLE SERVICE HOURS	7,832	7,859	7,832	7,859
8 VEHICLE NON REV HOURS	1,417	1,409	1,417	1,409
9 VEHICLE SERVICE MILES	126,964	116,220	126,964	116,220
10 VEHICLE REVENUE MILES	102,808	98,275	102,808	98,275
11 VEHICLE NON REV MILES	21,795	17,945	21,795	17,945
12 PASS. PER REVENUE HOUR	2.09	2.09	2.09	2.09
13 CLIENT PER REVENUE HOUR	1.96	1.96	1.96	1.96
14 PASS. PER SERVICE HOUR	1.71	1.72	1.71	1.72
15 PASS. PER SERVICE MILE	0.11	0.12	0.11	0.12
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1107	1,000	1,107	1,000
18 SAME DAY TRIPS	79	101	79	101
19 SUBSCRIPTION TRIPS	7,152	7,333	7,152	7,333
20 DEMAND	5,410	5,303	5,410	5,303
21 FAREBOX REVENUE	\$11,787.34	\$12,044.35	\$11,787.34	\$12,044.35
22 PREPAID CLIENTS	\$8,691.80	\$9,127.00	\$8,691.80	\$9,127.00
23 COLLECTED BILLING	\$26,004.00	\$27,224.00	\$26,004.00	\$27,224.00
24 TOTAL REVENUE COLLECTED	\$46,483.14	\$48,395.35	\$46,483.14	\$48,395.35
25 CHARGEABLE ACCIDENTS	0	3	0	3
26 SERVICE COMPLAINTS	3	0	3	0
27 SERVICE COMMENDATIONS	2	0	2	0
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	3	2	3
30 DRIVER TURNOVER	1%	5%	1%	5%
31 SCHEDULE ADHERENCE	84%	84%	84%	84%
32 WHEELCHAIR BOARDING'S	3,978	2,099	3,978	2,099
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,824	6,863	N/A	N/A
35 UNDUPLICATED CLIENTS	1,117	1,008	N/A	N/A
36 NO-SHOWS	109	73	109	73
37 CANCELS	1,716	1,325	1,716	1,325
38 AVG. TRIP LENGTH (MILES)	9.5	8.6	9.5	8.6
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	18,060	17,217	18,060	17,217
42 FLEET M.P.G.	7.0	6.8	7.0	6.8