

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, January 8, 2016
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 December 7, 2015*
4. Maintenance - None
5. Passenger Suspension/Exclusion Policy*
6. Service Proposal for Super Bowl Weekend*
7. Planning and Scheduling
 - a. Verbal Updates
 - i. Clipper Usage
 - ii. Expenditure Plan Development
8. Reports
 - a. Fixed Route Monthly Report*
 - b. LINK Monthly Report*
9. Committee Comments
10. Future Agenda Items
11. Next Scheduled Meeting – February 4th, 2016
12. 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, January 21, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, January 6, 9:00 a.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, January 12, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, January 7, 8:30 a.m., 100 Gregory Ln, Pleasant Hill
Operations & Scheduling:	Monday, January 8, 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
November 6th, 2015, 8:00 a.m.

Directors: Directors Candace Andersen, Robert Storer
Staff: Rick Ramacier, Anne Muzzini, Ruby Horta
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 November, 2015:** Minutes were approved.
4. **Maintenance:** None
5. **Passenger Suspension/Exclusion policy:**
Mr. Ramacier presented the latest draft of the Passenger Suspension/Exclusion Policy with the board recommended modifications. Director Storer asked about how the policy would address passengers accosting other passengers. There was a discussion about a new FTA study on bus operator safety. The Committee recommended sending the policy to the Board for approval.
6. **Planning and Scheduling:**
 - a. Verbal Updates: Staff provided a brief update on the following topics:
 - i. Clipper Implementation – There was discussion about how the start up hit a snag in regards to the UPS failures that caused intermittent outage of the onboard equipment.
 - ii. WiFi Installation – Staff reported that there are now 90 out of 121 buses with passenger WiFi enabled. The remainder will be complete soon.
 - iii. Bus Shelters and Signage – There was discussion about advertising on bus shelters, implementation of solar real time signage at stops. The Danville park and ride as well as DVC were mentioned as good locations for a demonstration project for the solar real time signs. Director Andersen expressed a desire to see equity for all jurisdictions and bus stop and shelter improvements are made.
 - iv. I-680 Congestion Relief Study – Mr. Ramacier summarized the final recommendations for the study including the bus on shoulder option. He talked about extending 680 express bus service to Martinez.
 - v. Expenditure Plan development – No discussion
7. **Staff Reports**
 - a. Fixed Route Monthly Report – Staff reported on the fixed route statistics.
 - b. LINK Monthly Report – No report available.
8. **Committee Comments** – None.
9. **Future Agenda Items** – None.
10. **Next Scheduled Meeting** – January 8th at 8:00am at Supervisor Andersen’s Office.
11. **Adjournment** – The meeting was adjourned at 9: a.m.

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

To: O&S Committee

Date: December 29th, 2015

From: Bill Churchill, Director of Transportation

Reviewed by:

SUBJECT: Passenger Suspension Policy

Summary of Issues:

The Passenger Suspension policy was reviewed at the December 2015 board meeting following several revisions made since October. The Board recommended staff modify the Passenger Code of Conduct to more closely match the Passenger Suspension Policy and take the revised document back to the O&S committee for review.

Staff requests the O&S committee review the attached Passenger Suspension Policy and the Passenger Code of Conduct; provide staff with recommendations regarding further potential modifications and forward the final revised documents to the Board for consideration.

Recommendation:

Staff requests the committee review the attached policy and Passenger Code of Conduct, provide direction for potential modifications and forward the final updated and revised documents to the 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:

- 1) Passenger Suspension Policy- draft
- 2) Passenger Code of Conduct- revised

Passenger Suspension Policy (REVISED)

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. When a passenger engages in suspendable conduct as defined below, County Connection may deny service and/or access to County Connection facilities to those passengers in accordance with the procedures specified in this policy.

Criteria for Suspension of Service from Bus or Transit Facilities

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

1. Verbal or physical abuse of County Connection employees, or passengers.
2. Behavior that presents a danger to the health, safety or welfare of the offending passenger, other passengers, or a County Connection employee. Such behavior includes conduct which is violent, seriously disruptive, or criminal as defined by 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. Harassing or abusing a County Connection employee or passenger because of that person's race, nationality, sexual orientation or other protected classifications.
6. Disruptive conduct of passengers 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.
7. Smoking or carrying a lighted or smoldering pipe, cigar, cigarette, electronic cigarette, nicotine delivery systems or using any tobacco products on County Connection properties not designated as tobacco use areas.
8. Carrying any flammable liquid, explosive, acid or other article or material likely to cause harm to others.

9. 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.
10. Intentionally disturbing others by engaging in loud, boisterous, raucous, unruly, or harassing behavior that is harmful and intimidating to County Connection employees or other passengers.
11. 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.

Procedures for Service Suspension

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, not to exceed thirty (30) days.

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

Within five (5) days from receipt of notification of suspension a passenger may present information seeking relief from a suspension 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.

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 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.
- Behavior that presents a danger to the health and safety of others will not be tolerated and may result in removal from the bus or arrest.
- Passengers are expected maintain appropriate hygiene while on the bus for the safety of others.
- Intoxicated passengers that are unable to care for themselves or that disrupt operation of the bus may be removed.
- 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: Operations and Scheduling Committee

Date: December 30, 2015

From: Rashidi Barnes, Sr. Manager of Transportation Reviewed by:

Subject: Proposed Running of the Route 9 on February 6, 2016

Background:

Super Bowl 50 will be the biggest Super Bowl the NFL has ever celebrated. The game on February 7, 2016 – Super Bowl Sunday – will be hosted in Levi's® Stadium in Santa Clara. The 50th Super Bowl will kick off the first week of February 2016, with a weeklong series of public events held throughout the region. These events will include the NFL Experience and the Super Bowl City, both being held in San Francisco's Moscone Center and the Embarcadero area. With an estimated one million additional people coming to San Francisco for the Super Bowl, public transit, biking and walking will be the best ways to get in and around the city.

Summary of Issues:

County Connection is working closely with our regional transit partners and the Super Bowl 50 Host Committee to ensure that commuters, visitors and locals can get where they need to go safely and as easily as possible during the weeklong Super Bowl activities. For the week in question, all hotels within the Walnut Creek, Pleasant Hill and Concord areas are reserved. That is an excess of 2,220 rooms with an average room capacity of 2.5 persons commuting back and forth to San Francisco via BART or the highways. Within the event areas of San Francisco, autos and parking will be limited downtown to accommodate only transit routes and emergency vehicles, consequently making public transit a tangible transportation option. However, the potential increase in riders is only expected during mid-day and night service times. This coincides with the hours of operation for both the NFL Experience and Super Bowl City. Both sites will be open between 10 am and 10 pm daily, and will then close prior to kick off on Sunday, February 7th.

On a normal work day, local BART parking lots reach maximum capacity before 7 am, forcing overflow parking to be made in surrounding residential areas and even sometimes illegally in hazardous zones. In anticipation of this issue, Staff is working closely with the local hotels to provide last mile connection information (bus schedules), via County Connection, to and from BART. Further marketing of County Connection's transit plans will also need to be promoted through our social media sites, such as Twitter and Facebook. Our goal is to provide as much information in advance, not only to help the visiting fan, but to also ensure that those who live and work in our service area can still get to where they are going with minimal disruptions.

Of the ten (10) major local hotels surveyed in October 2015, all rooms had been sold for the Super Bowl week. Of the hotels surveyed, all but four (4) have large enough shuttles to be able to provide adequate on-demand service (Hilton and Clarion hotels of Concord) or are in walking distance of a BART station (Renaissance and Embassy Suites of Walnut Creek). The remaining six (6) hotels are located along County Connection bus lines that travel to BART stations (Attachment 1) with high frequency during the weekday.

Staff anticipates an increase in ridership during the mid-day, night and weekend (Saturday) service. To prepare for the influx of passengers during the mid-day and night service hours, enhanced monitoring will be performed, and road supervisors will request a chase bus if needed to pick up passenger overflow. Because five (5) of the surveyed hotels are along the Route 9, maintaining a weekday schedule for Saturday (February 6, 2015) will allow us to meet the expected demand.

Route	Frequency		Span of Service	
	Peak	Off Peak		
9	30 min	60 min	06:00 - 22:43	
316	1:20 min	75 min	08:45 - 19:39	
320	45 min	45 min	09:45 - 18:59	

The NFL expects that one million people will visit Super Bowl City and/or the NFL Experience with a majority of the trips being taken on Saturday. Both events will be open to the public until 20:00 on Saturday, making the Route 9 the best available option to meet the potential service demand. Routes 316 and/or the 320 complete their services too early to accommodate returning passengers.

On Super Bowl Sunday all events will be closed by game kickoff, which will drastically reduce the need for any additional service. Only CalTrain, ACE and VTA's light rail trains and buses will be the only public transit options into the stadium area. Because of the limited public transit access, most visitors from our area will travel by personal vehicle to and from the stadium on Sunday per NFL security rules.

Financial Impacts and Assignment Process:

County Connection's marginal operation cost is \$100.00 per hour. Running the Route 9 on Saturday for a total platform time of approximately 45 hours will cost County Connection approximately \$4,500.00. Operator assignments will be filled through a volunteer process based on seniority and weekly available drive time.

Recommendation:

The following recommendations are only applicable if staffing is available and normal operational needs are not impacted. Staff recommends that the following actions be approved to meet future service needs for the week of January 31 – February 6, 2016:

- Allow for the use of chase buses during mid-day and evening service hours, if needed
- Run the Route 9 weekday service schedule on Saturday, February 6, 2016 only
- Launch a marketing campaign that provides County Connection transit details that can be linked to the NFL Host Committee, MTC and SFMTA Super Bowl specific websites

Attachments:

Attachment 1 – Local Hotel Contact notes

ATTACHMENT 1

Local Hotel List	Capacity (rooms)	Shuttle Service	CCCTA Route	Expectations	Contact
(925) 934-2000					
Walnut Creek Marriott 2355 N Main St, Walnut Creek	340	6-8 pass	9, 98X	Has a shuttle but will bring it up at next meeting...currently no plans for SB. There are 340 rooms. Expecting 3/4 people per room. There is not service on the weekend	April De La O Front Office Manger april.delao@marrittwc.com
(925) 938-8700					
Renaissance Clubsport Walnut Creek Hotel 2805 Jones Rd, Walnut Creek	175	N/A		Walking Distance to BART	
(925) 934-2500					
Embassy Suites Walnut Creek 1345 Treat Boulevard	249	N/A		Walking Distance to BART	
(925) 934-3343					
HYATT House Pleasant Hill 2611 Contra Costa Blvd	142	11 pass	9, 316	Service for the van is 730 -930am and 330pm -630pm - 3 per room of avg. Route 316 is 2 blocks away on the weekend	Eric LaPlante Assist. GM eric.LaPlante@hyatt.com
(925) 691-1444					
Courtyard by Marriott Pleasant Hill 2250 Contra Costa Blvd	135	No shuttle	9, 16, 18, 316	Looking for any help that CCCTA can offer. Location of hotel is not close to a station (BPHIL). Expects 2-3 people per room. Route 316 is 1 block away on the weekend	Tracie Collins Assist. GM tracie.collins@marriott.com
(925) 689-1010					
Residence Inn by Marriott Pleasant Hill 700 Ellinwood Way,	126	No Shuttle	9	No service on the weekend	
(925) 827-2000					
Hilton Concord 1970 Diamond Blvd, Concord,	329	22 pass	91X, 19, 320	Doesn't think that he will need help because of his two 22 passenger cutaways. Knows all of the other hotels and main contacts if needed	Jack Hlavac GM jack.hlavac@interstatehotels.com
(925) 566-8820					
Clarion Hotel 1050 Burnett Ave, Concord,	327	22 pass	91 X and 320	No special plans outside of utilizing their current van	dave.legaule@interstatehotels.com
(925) 923-3332					
Holiday Inn Express 2730 North Main St	164 2-3 people avg	M-F shuttle Van 6-7 pass	9	Nothing on the weekends or after 4 pm on the weekdays. 6-8 passengers. Any kind of assistance would be great. reduce headway time. No weekend service	Luis Valdivia Ops Man lvaldivia@hiwalnut.com

1987 Rooms

Missing is the Crown Plaza on Concord Ave near Buchanan Field Airport.
Closest stop is the 320 on Diamond and Burnett

Agenda Item 7.a

TO: O&S Committee

DATE: December 15, 2015

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for November 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	287,192		
Average Weekday	13,105	13,406	
Pass/Rev Hour	16.0	16.6	Standard Goal > 17.0
Missed Trips	0.12%	0.14%	Standard Goal < 0.25%
Miles between Road Calls	30,051	34,014	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

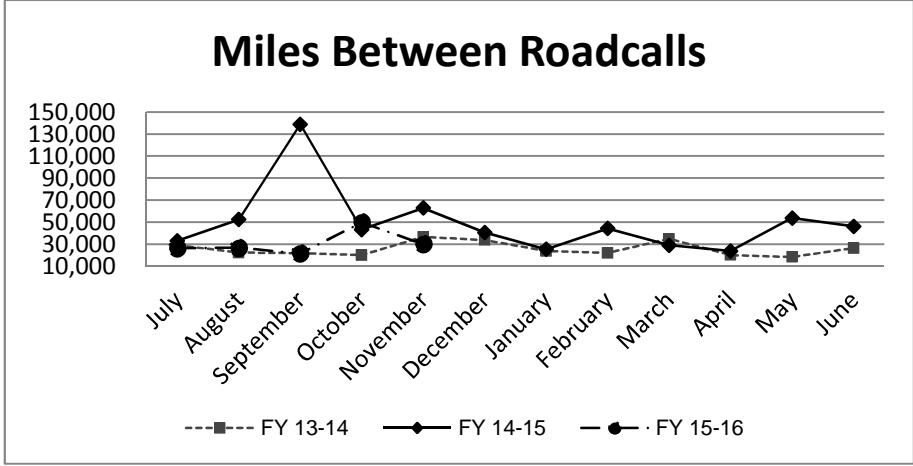
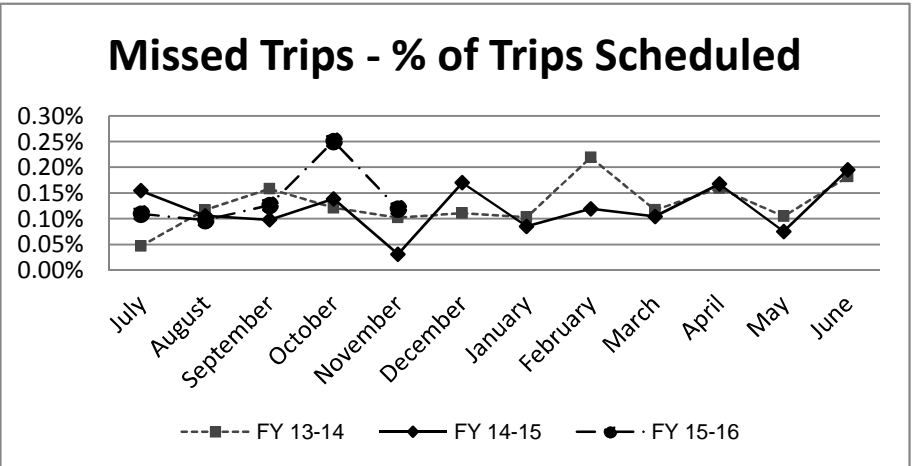
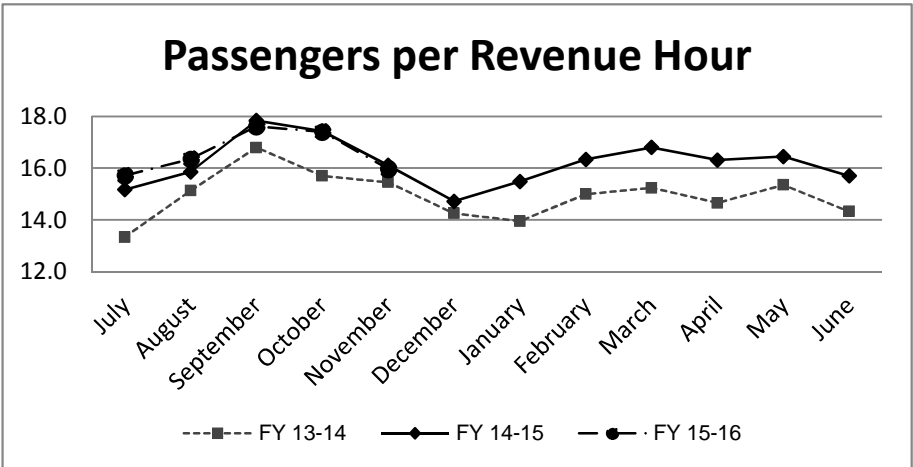
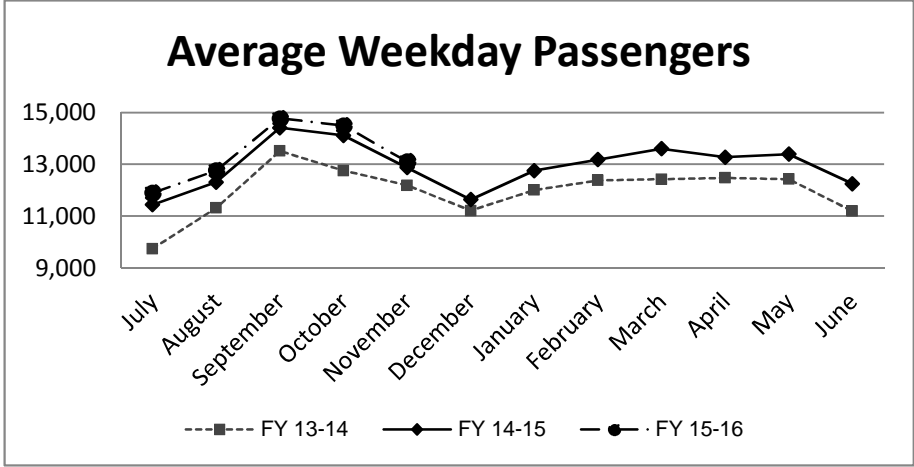
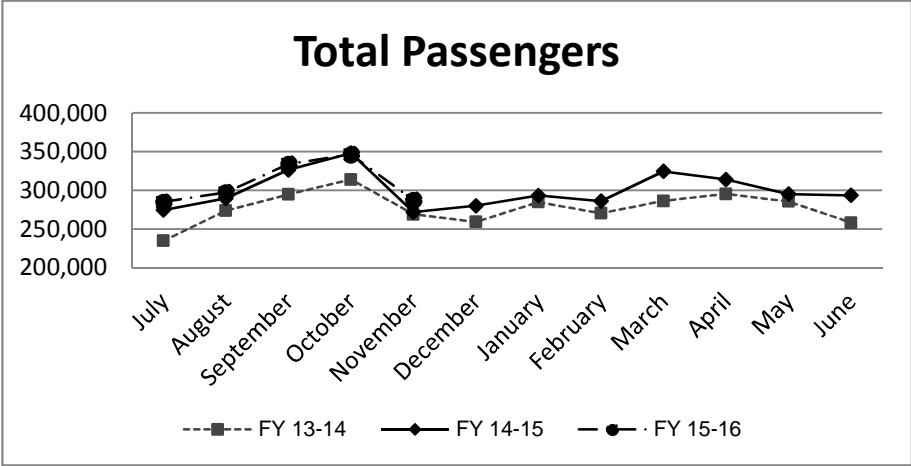
Average weekday ridership was lower in November (13,105 passengers) than October (14,496 passengers) and higher than November 2014 (12,873 passengers).

Passengers per hour in November was 16.0, an decrease from 17.4 in October and slightly lower than November 2014 when passengers per hour was 16.1.

The percentage of missed trips in November was 0.12%. An decrease from the prior month (0.25%). The YTD average is 0.14% missed trips.

The number of miles between roadcalls was 30,051 miles in November, lower than the prior month in which there were 49,771 miles between roadcalls. The 12 month average is 34,014 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 287,192 passengers, 199,017 had the potential to use Clipper card aboard County Connection since 88,175 either used an employee sponsored program or the midday free program. About 6% of the 199,017 potential Clipper card users paid using Clipper in its inagural month.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2014	2014	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015	2015
	November	December	January	February	March	April	May	June	July	August	September	October	November
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	251,601	284,440	279,218	265,796	290,280	286,806	268,656	277,094	263,736	267,969	382,316	298,627	270,457
Work Days	29	30	30	28	31	30	30	30	30	31	29	31	29
Revenue Hours	16,866	18,937	18,428	17,506	19,308	19,244	17,947	18,564	18,130	18,167	18,958	19,892	17,989
Operator Pay Hours	31,189	32,751	37,114	30,051	28,673	30,028	31,669	29,628	46,304	32,140	31,527	33,769	32,289
Number of Operators	165	164	162	175	168	167	165	165	162	172	169	168	174
Unscheduled Absences	289	365	280	307	342	306	313	280	335	361	394	360	349
FT Protection	36	41	30	31	32	54	47	30	88	84	90	79	93
Worker Comp.	108	96	57	69	86	33	49	57	41	63	115	106	96
Sick leave	145	228	193	207	224	219	217	193	206	214	189	175	160
Collision Accidents	3	9	11	5	0	7	6	6	4	6	8	6	6
Passenger Accidents	6	28	10	13	23	20	9	27	9	22	13	23	22
Total Chargeable Collisions	2	1	2	2	0	4	5	3	1	4	6	3	4
Chargeable/100K Miles	0.79	0.35	0.71	0.75	0.00	1.39	1.86	1.08	0.37	1.49	1.56	1.00	1.47
Number of Trips Scheduled	22,661	25,307	24,749	23,473	25,921	25,676	24,010	25,112	24,642	24,746	25,363	26,728	24,271
Number of Trips Missed	7	43	21	28	27	43	18	49	27	24	31	67	29
Of Trips Scheduled - % Missed	0.03%	0.17%	0.08%	0.12%	0.10%	0.17%	0.07%	0.20%	0.11%	0.10%	0.12%	0.25%	0.12%
Of Trips Missed - Mechanical	2	11	10	18	21	29	6	17	17	10	15	22	13
On Time Performance %	85%	84%	86%	86%	85%	88%	87%	88%	89%	86%	83%	83%	84%
MAINTENANCE													
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	8	18	17	8	16	24	7	16	16	14	18	15	13
Road Calls for Mechanical	4	7	11	6	10	12	5	6	6	10	13	6	9
Road Calls for Other	4	11	6	2	6	12	2	10	10	4	5	9	4
Miles Between Mechanical Road Calls													
Bus Numbers													
200 - 299	9,112	27,994	28,840	20,706	24,425	25,730	25,151	11,814	25,371	24,338	27,208	27,799	22,363
300 - 399	32,204	38,565	39,237	17,437	36,040	12,262	35,527	40,247	19,408	18,123	18,780	40,921	16,975
400 - 499	29,424	30,400	33,528	28,435	32,620	31,988	30,852	29,310	30,970	10,104	33,573	16,703	27,877
500 - 518	48,025	51,243	13,400	49,446	27,131	55,268	17,524	26,234	47,581	52,811	25,768	52,971	52,336
900 - 939	83,857	32,947	23,195	97,728	21,026	24,711	44,505	51,160	29,504	21,666	13,858	34,645	24,579
1300-1309	19,511	7,962	19,482	22,432	22,234	22,276	23,841	23,799	25,670	25,981	22,163	27,502	24,339
1400-1406	11,243	13,511	11,754	12,175	15,569	15,914	11,695	5,324	6,817	11,617	13,267	12,092	11,278
Fleet Avg.	62,900	40,634	25,383	44,299	29,028	23,901	53,731	46,182	26,374	26,797	21,717	49,771	30,051
Maintenance Pay Hours	4,269	4,375	4,789	4,108	4,315	4,067	4,255	4,320	4,224	4,542	4,268	3,223	3,831
No. Maint. Employees	26	26	26	26	25	25	26	26	26	26	26	25	26
Maint. Emps/100K Miles	10	9	9	10	9	9	10	9	10	10	7	8	10
Unscheduled Absences	1	3	0	4	3	3	2	2	4	0	2	7	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	
November 2015 - Fixed Route Boardings	287,192	Revenue Hours - November 2015	17,989	Weekdays - Nov 15	20	Fiscal 2016 YTD	1,549,333	
Special Event(s)		November 2014	16,866	Nov 14	19			
		Revenue Miles - November 2015	196,647	Saturdays - Nov 15	4	Fiscal 2015YTD	1,511,068	
		November 2014	185,474	Nov 14	5			
				Sundays - Nov 15	5			
				Nov 14	5			
November 2015 Total Boardings	287,192	Passengers per Mile	1.5	Total Days - 2015	29	YTD Trend	2.5%	
November 2014 Total Boardings	273,180	Passengers per Hour	16.0	2014	29	Monthly Trend	5.1%	

November 2015 Fixed Route Passenger Total						November 2015 Weekday Average	November 2015 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1 (IM)	Rossmoor / Shadelands	6,629	-	-	6,629	331	10.4
2	Rudgear / Walnut Creek	467	-	-	467	23	5.7
3	Martinez Community Shuttle	1,673	-	-	1,673	84	5.8
4	Walnut Creek Downtown Shuttle	15,906	2,264	1,919	20,089	795	22.8
4H **	Walnut Creek Extended Holiday Service	48	37	-	85	2	6.2
5	Creekside / Walnut Creek	10,241	-	-	10,241	512	27.4
6	Lafayette / Moraga / Orinda	9,646	597	590	10,832	482	14.4
7	Shadelands / Pleasant Hill / Walnut Creek	6,591	-	-	6,591	330	15.5
9	DVC / Walnut Creek	11,636	-	-	11,636	582	13.8
10	Concord / Clayton Rd	23,189	-	-	23,189	1,159	24.2
11	Treat Blvd / Oak Grove	6,122	-	-	6,122	306	15.7
14	Monument Blvd	12,774	-	-	12,774	639	16.1
15	Treat Boulevard	10,527	-	-	10,527	526	17.0
16	Alhambra Ave / Monument Blvd	15,526	-	-	15,526	776	15.0
17	Olivera/Solano / Salvio / North Concord	5,587	-	-	5,587	279	15.1
18	Amtrak / Merello / Pleasant Hill	9,103	-	-	9,103	455	14.6
19	Amtrak / Pacheco Blvd / Concord	3,069	-	-	3,069	153	11.1
20	DVC / Concord	23,747	-	-	23,747	1,187	23.9
21	Walnut Creek / San Ramon Transit Center	12,360	-	-	12,360	618	12.2
25	Lafayette / Walnut Creek	1,240	-	-	1,240	62	6.3
28	North Concord / Martinez	6,333	-	-	6,333	317	10.3
35	Dougherty Valley	11,286	-	-	11,286	564	16.9
36	San Ramon / Dublin	5,018	-	-	5,018	251	9.0
91X	Concord Commuter Express	1,274	-	-	1,274	64	12.1
92X	Ace Shuttle Express	4,111	-	-	4,111	206	19.4
93X	Kirker Pass Express	3,519	-	-	3,519	176	12.4
95X	San Ramon / Danville Express	3,596	-	-	3,596	180	17.9
96X	Bishop Ranch Express	10,190	-	-	10,190	509	14.3
97X	Bishop Ranch Express	2,066	-	-	2,066	103	10.9
98X	Martinez Express	8,267	-	-	8,267	413	15.6
250 *	Gael Rail Service	36	78	75	189	5	2.1
260 *	Cal State East Bay / Concord Bart	368	-	-	368	25	2.9
301	Rossmoor / John Muir Medical Center	-	241	226	466	-	5.7
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,230	2,226	4,456	-	28.9
311	Concord / Oak Grove / Treat Blvd / WC	-	986	921	1,907	-	13.7
314	Clayton Rd / Monument Blvd / PH	-	2,899	2,476	5,375	-	21.4
315	Concord / Willow Pass / Landana	-	286	259	545	-	9.3
316	Alhambra / Merello / Pleasant Hill	-	1,475	1,184	2,658	-	14.3
320	DVC / Concord	-	929	933	1,862	-	16.8
321	San Ramon / Walnut Creek	-	1,143	1,129	2,272	-	12.0
Alamo Creek *	Alamo Creek / BART Walnut Creek	429	-	-	429	21	2.7
600's	Select Service	19,518	-	-	19,518	976	39.5
TOTALS		262,092	13,163	11,937	287,192	13,105	16.0

* Data from Link ** Seasonal Route

Operations Data Summary

NOVEMBER 2015 PRODUCTIVITY

(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	19,518	976	39.5
310	Concord Bart / Clayton Rd / Kirker Pass	4,456	-	28.9
5	Creekside / Walnut Creek	10,241	512	27.4
10	Concord / Clayton Rd	23,189	1,159	24.2
20	DVC / Concord	23,747	1,187	23.9
4	Walnut Creek Downtown Shuttle	20,089	795	22.8
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,375	-	21.4
92X	Ace Shuttle Express	4,111	206	19.4
95X	San Ramon / Danville Express	3,596	180	17.9
15	Treat Boulevard	10,527	526	17.0
35	Dougherty Valley	11,286	564	16.9
320	DVC / Concord	1,862	-	16.8
14	Monument Blvd	12,774	639	16.1
11	Treat Blvd / Oak Grove	6,122	306	15.7
98X	Martinez Express	8,267	413	15.6
7	Shadelands / Pleasant Hill / Walnut Creek	6,591	330	15.5
17	Olivera/Solano / Salvio / North Concord	5,587	279	15.1
16	Alhambra Ave / Monument Blvd	15,526	776	15.0
18	Amtrak / Merello / Pleasant Hill	9,103	455	14.6
6	Lafayette / Moraga / Orinda / Orinda Village	10,832	482	14.4
316	Alhambra / Merello / Pleasant Hill	2,658	-	14.3
96X	Bishop Ranch Express	10,190	509	14.3
9	DVC / Walnut Creek	11,636	582	13.8
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,907	-	13.7
93X	Kirker Pass Express	3,519	176	12.4
21	Walnut Creek / San Ramon Transit Center	12,360	618	12.2
91X	Concord Commuter Express	1,274	64	12.1
321	San Ramon / Walnut Creek	2,272	-	12.0
19	Amtrak / Pacheco Blvd / Concord	3,069	153	11.1
97X	Bishop Ranch Express	2,066	103	10.9
1 (IM)	Rossmoor / Shadelands	6,629	331	10.4
28	North Concord / Martinez	6,333	317	10.3
315	Concord / Willow Pass / Landana	545	-	9.3
36	San Ramon / Dublin	5,018	251	9.0
25	Lafayette / Walnut Creek	1,240	62	6.3
4H **	Walnut Creek Extended Holiday Service	85	2	6.2
3	Martinez Community Shuttle	1,673	84	5.8
2	Rudgear / Walnut Creek	467	23	5.7
301	Rossmoor / John Muir Medical Center	466	-	5.7
260 *	Cal State East Bay / Concord Bart	368	25	2.9
Alamo *	Alamo Creek / BART Walnut Creek	429	21	2.7
250 *	Gael Rail Service	189	5	2.1

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
		19 Days	22 Days	21 Days	20 Days	22 Days	22 Days	20 Days	22 Days	22 Days	22 Days	21 Days	21 Days	22 Days
1 (1M)	Rossmoor / Shadelands	365	302	347	335	360	346	331	318	342	341	371	380	331
2	Rudgear / Walnut Creek	22	19	22	24	23	20	21	21	18	17	23	17	23
3	Martinez Community Shuttle	-	-	-	-	-	-	-	-	-	32	84	90	84
4	Walnut Creek Downtown Shuttle	858	834	795	806	825	861	869	887	917	895	855	814	795
4H **	Walnut Creek Extended Holiday Shuttle	20	22	-	-	-	-	-	-	-	-	-	-	2
5	Creekside / Walnut Creek	307	286	343	368	375	372	386	397	415	463	517	525	512
6	Lafayette / Moraga / Orinda	492	420	474	495	489	478	448	347	354	388	554	541	482
7	Shadelands / Pleasant Hill / Walnut Creek	160	152	161	178	232	280	298	306	320	341	364	363	330
9	DVC / Walnut Creek	601	509	522	552	556	532	540	509	576	599	661	635	582
10	Concord / Clayton Rd	1,165	1,024	1,120	1,171	1,238	1,181	1,220	1,128	1,113	1,159	1,301	1,265	1,159
11	Treat Blvd / Oak Grove	315	271	295	316	313	283	307	296	306	334	365	351	306
14	Monument Blvd	630	565	616	637	644	629	659	655	650	676	689	713	639
15	Treat Boulevard	551	472	541	571	581	567	610	509	479	522	595	614	526
16	Alhambra Ave / Monument Blvd	780	684	770	777	830	803	822	800	747	783	856	853	776
17	Olivera/Solano / Salvio / North Concord	268	249	266	276	290	295	293	287	289	300	316	309	279
18	Amtrak / Merello / Pleasant Hill	482	414	459	459	476	457	469	429	456	461	513	522	455
19	Amtrak / Pacheco Blvd / Concord	133	127	136	143	158	154	159	169	192	182	171	170	153
20	DVC / Concord	1,308	1,133	1,248	1,330	1,291	1,203	1,152	1,029	1,068	1,222	1,381	1,305	1,187
21	Walnut Creek / San Ramon Transit Center	618	570	609	601	642	643	626	598	589	596	643	643	618
25	Lafayette / Walnut Creek	78	65	63	69	78	70	68	69	71	62	78	63	62
28	North Concord / Martinez	308	294	323	336	342	314	329	298	318	334	366	344	317
35	Dougherty Valley	495	458	491	542	569	554	563	557	539	562	626	623	564
36	San Ramon / Dublin	238	226	255	269	265	271	274	246	265	278	300	295	251
91X	Concord Commuter Express	74	65	63	65	73	73	64	73	72	77	75	73	64
92X	Ace Shuttle Express	213	212	205	204	204	196	201	215	227	228	232	215	206
93X	Kirker Pass Express	220	200	216	229	227	223	222	221	215	185	199	190	176
95X	San Ramon / Danville Express	140	153	189	158	173	183	172	168	173	189	189	197	180
96X	Bishop Ranch Express	577	516	569	574	570	543	542	565	578	568	578	560	509
97X	Bishop Ranch Express	98	97	101	103	112	110	120	115	110	96	107	105	103
98X	Martinez Express	433	405	415	430	446	441	424	401	418	436	458	456	413
250 *	St Mary's College Gael Rail Shuttle	11	7	15	17	11	13	14	-	-	5	14	7	5
260 *	Cal State East Bay / Concord Bart	24	18	19	17	12	16	14	9	7	5	6	27	25
ALAMO *	Alamo Creek / BART Walnut Creek	17	15	13	13	16	16	16	18	17	20	21	20	21
600's	Select Service	906	873	1,108	1,134	1,191	1,162	1,171	613	60	408	1,274	1,222	976
TOTALS		12,873	11,639	12,756	13,182	13,601	13,276	13,392	12,249	11,899	12,761	14,768	14,496	13,105

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

SATURDAY		Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Route	Destination Information	5 Days	4 Days	5 Days	4 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	5 Days	4 Days
4	Walnut Creek Downtown Shuttle	527	663	647	631	624	596	565	591	584	541	530	559	566
4H **	Walnut Creek Extended Holiday Shuttle	64	87	-	-	-	-	-	-	-	-	-	-	9
6	Lafayette / Moraga / Orinda	147	81	122	122	163	134	112	71	88	86	165	171	149
250 *	St Mary's College Gael Rail Shuttle	32	17	28	33	27	29	19	-	-	3	36	25	20
301	Rossmoor / John Muir Medical Center	56	70	82	87	99	85	84	78	80	81	74	75	60
310	Concord Bart / Clayton Rd / Kirker Pass	427	492	486	496	492	499	476	496	577	511	562	605	558
311	Concord / Oak Grove / Treat Blvd / WC	265	255	213	248	229	260	256	221	248	254	282	268	246
314	Clayton Rd / Monument Blvd / PH	695	686	699	667	670	658	677	681	770	766	710	708	725
315	Concord / Willow Pass / Landana	69	60	58	64	66	62	64	80	74	67	64	77	71
316	Alhambra / Merello / Pleasant Hill	354	334	336	371	373	394	363	394	349	402	397	406	369
320	DVC / Concord	225	242	239	261	249	233	232	218	280	262	289	237	232
321	San Ramon / Walnut Creek	287	265	274	280	275	282	286	298	271	260	262	286	286
TOTALS		3,096	3,252	3,185	3,259	3,267	3,232	3,131	3,127	3,321	3,232	3,370	3,418	3,291

SUNDAY		Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
Route	Destination Information	5 Days	4 Days	4 Days	4 Days	5 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days
4	Walnut Creek Downtown Shuttle	387	468	458	550	454	389	402	410	421	432	391	433	384
6	Lafayette / Moraga / Orinda	108	65	110	95	94	93	80	56	85	81	136	111	118
250 *	St Mary's College Gael Rail Shuttle	22	10	28	23	17	20	14	-	-	1	14	12	15
301	Rossmoor / John Muir Medical Center	60	60	78	39	52	79	52	72	88	84	60	56	45
310	Concord Bart / Clayton Rd / Kirker Pass	343	376	352	350	414	346	429	437	382	472	482	432	445
311	Concord / Oak Grove / Treat Blvd / WC	221	210	169	179	190	180	177	194	206	212	189	206	184
314	Clayton Rd / Monument Blvd / PH	479	519	500	466	507	473	487	500	496	552	523	501	495
315	Concord / Willow Pass / Landana	48	46	38	23	40	39	46	50	50	61	43	59	52
316	Alhambra / Merello / Pleasant Hill	275	281	252	241	256	245	270	283	309	297	354	317	237
320	DVC / Concord	152	180	156	150	163	154	155	153	202	183	161	186	187
321	San Ramon / Walnut Creek	232	206	203	200	215	216	225	201	220	214	230	242	226
TOTALS		2,326	2,419	2,344	2,317	2,401	2,233	2,333	2,356	2,458	2,590	2,581	2,554	2,387

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

Route Description Summary

Route #	Description
1 (1M)	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 (Added Svc: 1M = BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, Marchbanks)
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, 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, Chilpancinco 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, Chilpancinco 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
SEPTEMBER FY 15/16**

SUMMARY	SEPTEMBER FY 14/15	SEPTEMBER FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	12,588	12,166	36,916	36,643
2 TOTAL ATTENDANTS	723	658	2,366	2,157
3 TOTAL COMPANIONS	72	75	212	213
4 TOTAL PASSENGERS	13,383	12,899	39,494	39,013
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	6,251	6,547	18,802	19,084
7 VEHICLE SERVICE HOURS	7,718	8,255	23,131	23,770
8 VEHICLE NON REV HOURS	1,467	1,708	4,328	4,687
9 VEHICLE SERVICE MILES	124,842	115,476	373,759	341,193
10 VEHICLE REVENUE MILES	103,203	95,338	309,656	284,445
11 VEHICLE NON REV MILES	21,639	20,138	64,103	56,748
12 PASS. PER REVENUE HOUR	2.14	1.97	2.10	2.04
13 CLIENT PER REVENUE HOUR	2.01	1.86	1.96	1.92
14 PASS. PER SERVICE HOUR	1.73	1.56	1.71	1.64
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1140	924	3,332	2,882
18 SAME DAY TRIPS	61	106	229	302
19 SUBSCRIPTION TRIPS	6,936	6,880	20,632	20,977
20 DEMAND	5,671	5,287	16,354	15,679
21 FAREBOX REVENUE	\$11,479.14	\$11,572.20	\$34,411.86	\$35,460.37
22 PREPAID CLIENTS	\$9,962.50	\$5,470.00	\$28,613.30	\$20,879.00
23 COLLECTED BILLING	\$19,282.00	\$33,010.00	\$76,390.00	\$82,382.00
24 TOTAL REVENUE COLLECTED	\$40,723.64	\$50,052.20	\$139,415.16	\$138,721.37
25 CHARGEABLE ACCIDENTS	0	0	2	3
26 SERVICE COMPLAINTS	1	1	6	2
27 SERVICE COMMENDATIONS	2	3	7	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	5	7	14
30 DRIVER TURNOVER	4%	1%	7%	8%
31 SCHEDULE ADHERENCE	77%	75%	84%	84%
32 WHEELCHAIR BOARDING'S	2,983	2,924	11,306	9,217
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,905	6,655	N/A	N/A
35 UNDUPLICATED CLIENTS	1,096	939	N/A	N/A
36 NO-SHOWS	112	83	321	236
37 CANCELS	2,762	2,718	6,246	5,337
38 AVG. TRIP LENGTH (MILES)	9.3	9.0	9.5	8.7
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	16,988	17,331	55,477	51,926
42 FLEET M.P.G.	7.3	6.7	6.7	6.6

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS LINK vs. BART HOURS</i>	<i>REFUEL</i>
<i>8308.60 6600.40 1568.00</i>	<i>140.20</i>
<i>8255.14 6546.94 1708.20</i>	
<i>LINK Invoicing Calculation</i>	
<i>Serv. Hrs</i>	<i>8,255.14</i>
<i>Hourly rate</i>	<i>42.79</i>
<i>Total</i>	<i>353,237.44</i>
<i>Fixed Costs</i>	<i>81,637.00</i>
<i>Grand Total</i>	<i>\$434,874.44</i>

Trapeze - Trip Administration- dates-check only samedays

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

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Spider Report no longer.... Pulled OTP from Pass-Trapeze

Stastical Reports-Space Type and Passenger Type/unchecked the selected city

Trapeze Report- Ops unduplicated clients reports uncheck all boxes

Trapeze Report- Ops unduplicated clients reports check with summary go to the last page

Productivity- Canceled, N/S rep. check only no shows

Productivity- Canceled, N/S rep. check only cancels

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

SUMMARY	OCTOBER FY 14/15	OCTOBER FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	13,540	12,753	50,456	49,396
2 TOTAL ATTENDANTS	731	670	3,097	2,827
3 TOTAL COMPANIONS	54	74	266	287
4 TOTAL PASSENGERS	14,325	13,497	53,819	52,510
5 TOTAL SERVICE DAYS	31	31	121	121
6 VEHICLE REVENUE HOURS	6,754	6,902	25,556	25,981
7 VEHICLE SERVICE HOURS	8,431	8,754	31,562	32,523
8 VEHICLE NON REV HOURS	1,677	1,852	6,005	6,542
9 VEHICLE SERVICE MILES	137,783	117,286	511,542	458,479
10 VEHICLE REVENUE MILES	114,172	95,659	423,828	380,104
11 VEHICLE NON REV MILES	23,611	21,627	87,714	78,375
12 PASS. PER REVENUE HOUR	2.12	1.96	2.11	2.02
13 CLIENT PER REVENUE HOUR	2.00	1.85	1.97	1.90
14 PASS. PER SERVICE HOUR	1.70	1.54	1.71	1.61
15 PASS. PER SERVICE MILE	0.10	0.12	0.11	0.11
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1276	974	4,608	3,856
18 SAME DAY TRIPS	75	134	304	436
19 SUBSCRIPTION TRIPS	7,393	7,347	28,025	28,324
20 DEMAND	6,166	5,406	22,520	21,085
21 FAREBOX REVENUE	\$12,766.59	\$11,765.36	\$47,178.45	\$47,225.73
22 PREPAID CLIENTS	\$9,091.50	\$9,905.00	\$37,704.80	\$30,784.00
23 COLLECTED BILLING	\$32,200.00	\$26,216.00	\$108,590.00	\$108,598.00
24 TOTAL REVENUE COLLECTED	\$54,058.09	\$47,886.36	\$193,473.25	\$186,607.73
25 CHARGEABLE ACCIDENTS	1	0	3	3
26 SERVICE COMPLAINTS	2	0	8	2
27 SERVICE COMMENDATIONS	2	2	9	8
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	0	11	14
30 DRIVER TURNOVER	1%	0%	8%	8%
31 SCHEDULE ADHERENCE	78%	78%	84%	84%
32 WHEELCHAIR BOARDING'S	3,319	3,158	14,625	12,375
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	7,430	6,995	N/A	N/A
35 UNDUPLICATED CLIENTS	1,166	1,088	N/A	N/A
36 NO-SHOWS	98	67	419	303
37 CANCELS	1,357	1,384	7,603	6,721
38 AVG. TRIP LENGTH (MILES)	9.6	8.7	9.5	8.7
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	21,915	18,248	77,392	70,174
42 FLEET M.P.G.	6.3	6.4	6.6	6.5

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS LINK vs. BART HOURS</i>	<i>REFUEL</i>
<i>8797.50</i>	<i>1710.50</i>
<i>6945.30</i>	<i>141.70</i>
<i>8754.42</i>	<i>1852.20</i>
<i>LINK Invoicing Calculation</i>	
<i>Serv. Hrs</i>	<i>8,754.42</i>
<i>Hourly rate</i>	<i>42.79</i>
<i>Total</i>	<u><i>374,601.63</i></u>
<i>Fixed Costs</i>	<i>81,637.00</i>
<i>Grand Total</i>	<u><u><i>\$456,238.63</i></u></u>

Trapeze - Trip Administration- dates-check only samedays

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

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Productivity- Canceled, N/S rep. check only cancels

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

SUMMARY	NOVEMBER FY 14/15	NOVEMBER FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	10,732	10,786	61,188	60,182
2 TOTAL ATTENDANTS	664	617	3,761	3,444
3 TOTAL COMPANIONS	79	43	345	330
4 TOTAL PASSENGERS	11,475	11,446	65,294	63,956
5 TOTAL SERVICE DAYS	29	29	150	150
6 VEHICLE REVENUE HOURS	5,479	5,891	31,035	31,872
7 VEHICLE SERVICE HOURS	6,838	7,515	38,400	40,038
8 VEHICLE NON REV HOURS	1,360	1,624	7,365	8,166
9 VEHICLE SERVICE MILES	110,376	100,620	621,918	559,099
10 VEHICLE REVENUE MILES	92,415	81,926	516,243	462,030
11 VEHICLE NON REV MILES	17,961	18,694	105,675	97,069
12 PASS. PER REVENUE HOUR	2.09	1.94	2.10	2.01
13 CLIENT PER REVENUE HOUR	1.96	1.83	1.97	1.89
14 PASS. PER SERVICE HOUR	1.68	1.52	1.70	1.60
15 PASS. PER SERVICE MILE	0.10	0.11	0.10	0.11
16 PASS. PER REVENUE MILE	0.12	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1103	848	5,711	4,704
18 SAME DAY TRIPS	90	106	394	542
19 SUBSCRIPTION TRIPS	5,559	6,045	33,584	34,369
20 DEMAND	5,187	4,760	27,707	25,845
21 FAREBOX REVENUE	\$10,875.30	\$10,149.95	\$58,053.75	\$56,963.63
22 PREPAID CLIENTS	\$8,284.50	\$5,437.00	\$45,989.30	\$36,435.00
23 COLLECTED BILLING	\$21,800.00	\$28,002.00	\$130,390.00	\$136,600.00
24 TOTAL REVENUE COLLECTED	\$40,959.80	\$43,588.95	\$234,433.05	\$229,998.63
25 CHARGEABLE ACCIDENTS	2	0	5	3
26 SERVICE COMPLAINTS	1	1	9	3
27 SERVICE COMMENDATIONS	0	1	9	9
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	6	0	17	14
30 DRIVER TURNOVER	1%	0%	10%	8%
31 SCHEDULE ADHERENCE	79%	80%	84%	84%
32 WHEELCHAIR BOARDING'S	2,769	2,750	17,394	11,967
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	5,882	5,905	N/A	N/A
35 UNDUPLICATED CLIENTS	954	950	N/A	N/A
36 NO-SHOWS	99	57	518	360
37 CANCELS	1,394	1,212	8,997	7,933
38 AVG. TRIP LENGTH (MILES)	9.6	8.8	9.5	8.7
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	55	55	55
41 TOTAL FUEL/GALLONS	15,582	13,725	92,974	83,899
42 FLEET M.P.G.	7.1	7.3	6.7	6.7

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS</i>	<i>LINK vs. BART HOURS</i>	<i>REFUEL</i>
7562.40	5938.50	1498.40
7514.57	5890.67	125.50
<i>LINK Invoicing Calculation</i>		
<i>Serv. Hrs</i>	7,514.57	
<i>Hourly rate</i>	42.79	
<i>Total</i>	321,548.45	
<i>Fixed Costs</i>	81,637.00	
<i>Grand Total</i>	\$403,185.45	

Trapeze - Trip Administration- dates-check only samedays

Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

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****On 12/23/15 was finishing farebox accruals notice that we had to make some corrections column 22 was \$10137.95 should be \$10149.95

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