

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

**Monday, December 7th, 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 November 6, 2015*
4. Maintenance - None
5. Passenger Suspension/Exclusion Policy*
6. Planning and Scheduling
 - a. Verbal Updates
 - i. Clipper Rollout – Issues – Next Steps
 - ii. I-680 Congestion Relief Study
 - iii. Expenditure Plan Development
7. Reports
 - a. Fixed Route Monthly Report*
 - b. LINK Monthly Report*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – January 8th, 2016
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, December 17, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, December 2, 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, December 3, 8:30 a.m., 100 Gregory Ln, Pleasant Hill
Operations & Scheduling:	Monday, December 7, 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, Dave Hudson
Staff: Rick Ramacier, Bill Churchill,
Public: Ralph Hoffman

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:** Mr. Hoffman provided comments regarding two separate newspaper articles, the first concerning Exxon and the second regarding funding for the new transportation bill.
3. **Approval of O&S Summary Minutes for October, 2015:** Minutes were approved.
4. **Maintenance:** None
5. **Passenger Suspension/Exclusion policy:**
Staff presented the Passenger Suspension/Exclusion Policy with the board recommended modifications. The committee was pleased with the way the boards concerns were addressed but requested staff to have legal review the policy and bring it back to the committee in December before sending it back to the board for approval. Mr. Hoffman suggested that such a policy was an important tool for staff to help protect bus operators.
6. **Planning and Scheduling:**
 - a. Verbal Updates: Staff provided a brief update on the following topics:
 - i. Clipper Implementation
 - ii. I-680 Congestion Relief Study
 - iii. Expenditure Plan development
7. **Staff Reports**
 - a. Fixed Route Monthly Report – Mr. Ramacier provided comments to the committee regarding the performance of route 5 and routes in the Dougherty Valley area.
 - b. LINK Monthly Report –
8. **Committee Comments** – None.
9. **Future Agenda Items** – None.
10. **Next Scheduled Meeting** – December 7th at 8:00am at Supervisor Andersen’s Office.
11. **Adjournment** – The meeting was adjourned at 9: a.m.

Minutes prepared and submitted by: Bill Churchill, Director of Transportation

To: O&S Committee

Date: November 30, 2015

From: Bill Churchill, Director of Transportation

Reviewed by:

SUBJECT: Passenger Suspension Policy

Summary of Issues:

Staff incorporated many of the suggestions made at the October board meeting into the draft Passenger Suspension Policy and brought them to the November O&S Committee meeting. While the committee was overall pleased with the draft policy there was concern that legal had not yet had an opportunity to formally review the updated draft. The committee requested staff to have legal review the document and bring it back to the December meeting for final review before sending it to the board for approval.

Subsequent to the November committee meeting Legal has reviewed the draft suspension policy and made some minor modifications.

Staff requests the O&S committee review the attached revised policy; provide staff with recommendations regarding further potential modifications and forward the final revised draft policy to the Board for consideration.

Recommendation:

Staff requests the committee review the attached policy, provide direction for potential modifications and forward the final updated and revised draft policy 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

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.
- 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.

Agenda Item 7.a

TO: O&S Committee

DATE: November 11, 2015

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for October 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	346,220		
Average Weekday	14,496	13,481	
Pass/Rev Hour	17.4	16.8	Standard Goal > 17.0
Missed Trips	0.25%	0.15%	Standard Goal < 0.25%
Miles between Road Calls	49,771	35,589	Standard Goal > 18,000

* Based on current standards from updated S RTP

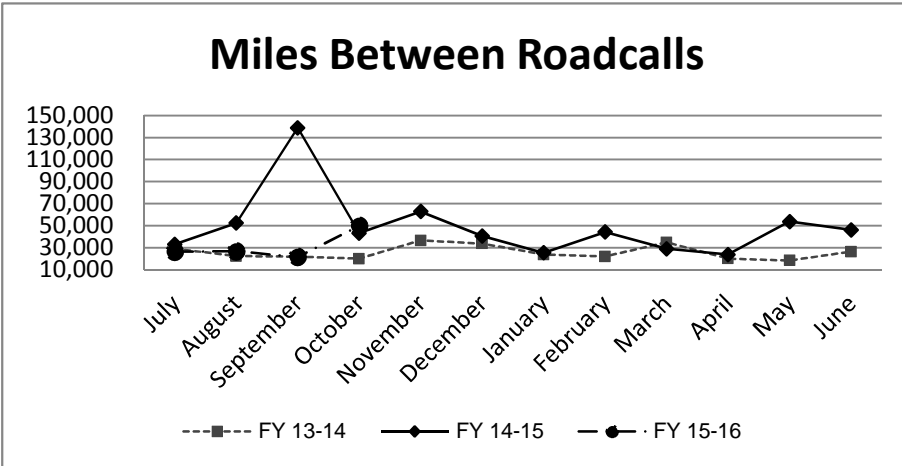
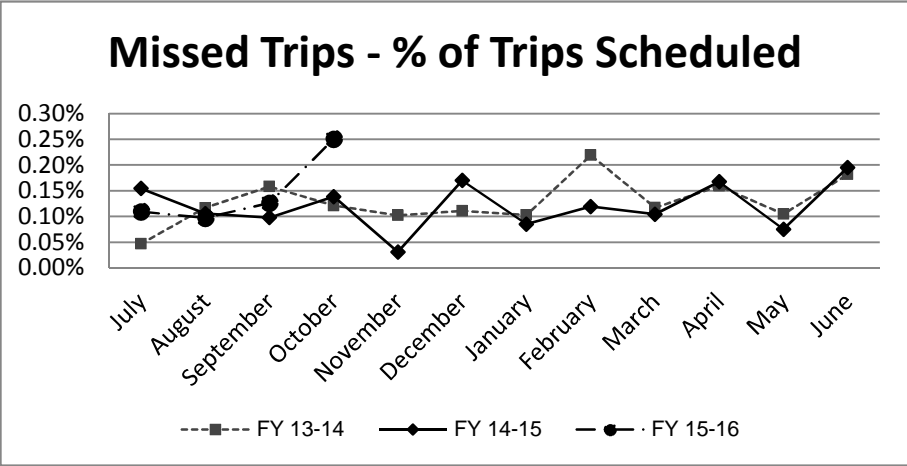
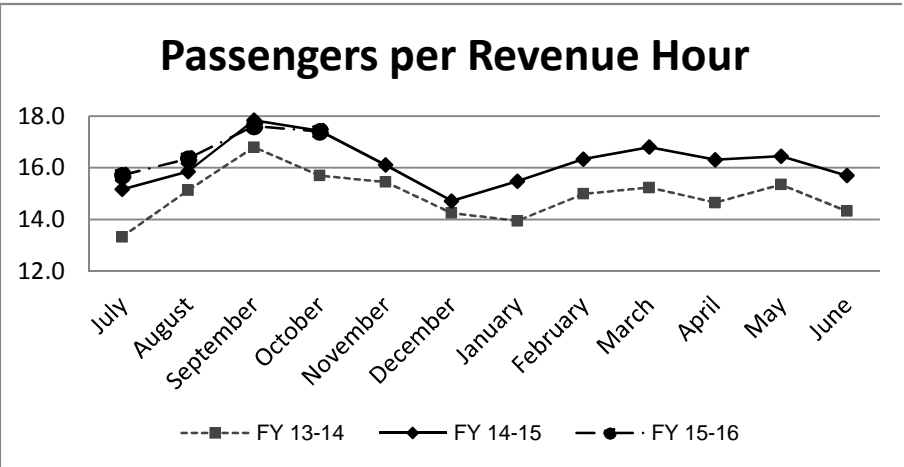
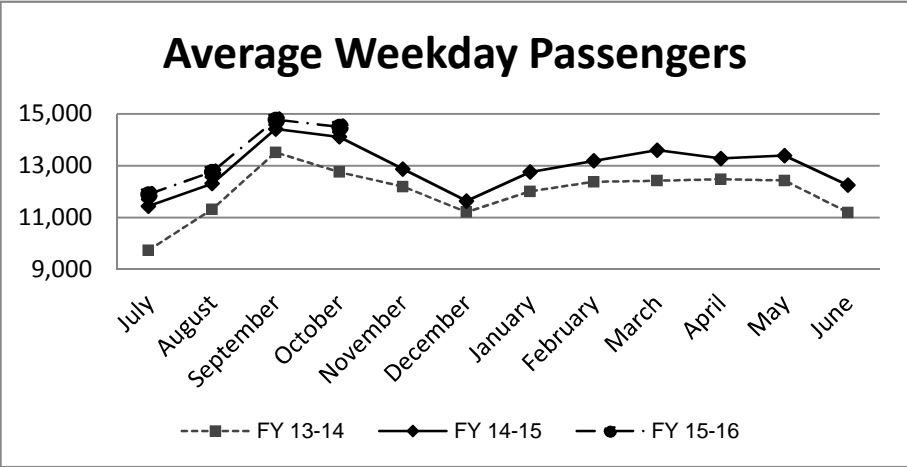
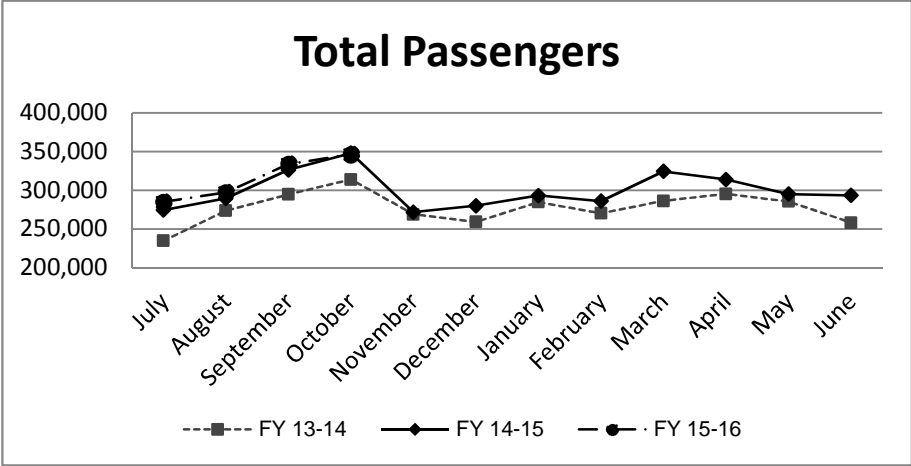
Analysis

Average weekday ridership was slightly lower in October (14,496 passengers) than September (14,768 passengers) and higher than October 2014 (14,112 passengers).

Passengers per hour in October was 17.4, a slight decrease from 17.6 in September and equal to October 2014 when passengers per hour was 17.4.

The percentage of missed trips in October was 0.25%. An increase from the prior month (0.13%). The YTD average is 0.15% missed trips.

The number of miles between roadcalls was 49,771 miles in October, higher than the prior month in which there were 21,717 miles between roadcalls. The 12 month average is 35,589 miles between roadcalls.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2014 October	2014 November	2014 December	2015 January	2015 February	2015 March	2015 April	2015 May	2015 June	2015 July	2015 August	2015 September	2015 October
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	303,715	251,601	284,440	279,218	265,796	290,280	286,806	268,656	277,094	263,736	267,969	382,316	298,627
Work Days	31	29	30	30	28	31	30	30	30	30	31	29	31
Revenue Hours	19,958	16,866	18,937	18,428	17,506	19,308	19,244	17,947	18,564	18,130	18,167	18,958	19,892
Operator Pay Hours	33,540	31,189	32,751	37,114	30,051	28,673	30,028	31,669	29,628	46,304	32,140	31,527	33,769
Number of Operators	171	165	164	162	175	168	167	165	165	162	172	169	168
Unscheduled Absences	421	289	365	280	307	342	306	313	280	335	361	394	360
FT Protection	61	36	41	30	31	32	54	47	30	88	84	90	79
Worker Comp.	107	108	96	57	69	86	33	49	57	41	63	115	106
Sick leave	253	145	228	193	207	224	219	217	193	206	214	189	175
Collision Accidents	2	3	9	11	5	0	7	6	6	4	6	8	6
Passenger Accidents	15	6	28	10	13	23	20	9	27	9	22	13	23
Total Chargeable Collisions	0	2	1	2	2	0	4	5	3	1	4	6	3
Chargeable/100K Miles	0.00	0.79	0.35	0.71	0.75	0.00	1.39	1.86	1.08	0.37	1.49	1.56	1.00
Number of Trips Scheduled	26,694	22,661	25,307	24,749	23,473	25,921	25,676	24,010	25,112	24,642	24,746	25,363	26,728
Number of Trips Missed	37	7	43	21	28	27	43	18	49	27	24	31	67
Of Trips Scheduled - % Missed	0.14%	0.03%	0.17%	0.08%	0.12%	0.10%	0.17%	0.07%	0.20%	0.11%	0.10%	0.12%	0.25%
Of Trips Missed - Mechanical	21	2	11	10	18	21	29	6	17	17	10	15	22
On Time Performance %	84%	85%	84%	86%	86%	85%	88%	87%	88%	89%	86%	83%	83%
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	10	8	18	17	8	16	24	7	16	16	14	18	15
Road Calls for Mechanical	7	4	7	11	6	10	12	5	6	6	10	13	6
Road Calls for Other	3	4	11	6	2	6	12	2	10	10	4	5	9
Miles Between Mechanical Road Calls													
Bus Numbers													
200 - 299	32,070	9,112	27,994	28,840	20,706	24,425	25,730	25,151	11,814	25,371	24,338	27,208	27,799
300 - 399	38,860	32,204	38,565	39,237	17,437	36,040	12,262	35,527	40,247	19,408	18,123	18,780	40,921
400 - 499	37,859	29,424	30,400	33,528	28,435	32,620	31,988	30,852	29,310	30,970	10,104	33,573	16,703
500 - 518	27,477	48,025	51,243	13,400	49,446	27,131	55,268	17,524	26,234	47,581	52,811	25,768	52,971
900 - 939	103,838	83,857	32,947	23,195	97,728	21,026	24,711	44,505	51,160	29,504	21,666	13,858	34,645
1300-1309	5,936	19,511	7,962	19,482	22,432	22,234	22,276	23,841	23,799	25,670	25,981	22,163	27,502
1400-1406	12,392	11,243	13,511	11,754	12,175	15,569	15,914	11,695	5,324	6,817	11,617	13,267	12,092
Fleet Avg.	43,338	62,900	40,634	25,383	44,299	29,028	23,901	53,731	46,182	26,374	26,797	21,717	49,771
Maintenance Pay Hours	3,132	4,269	4,375	4,789	4,108	4,315	4,067	4,255	4,320	4,224	4,542	4,268	3,223
No. Maint. Employees	26	26	26	26	26	25	25	26	26	26	26	26	25
Maint. Emps/100K Miles	9	10	9	9	10	9	9	10	9	10	10	7	8
Unscheduled Absences	7	1	3	0	4	3	3	2	2	4	0	2	7

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	
October 2015 - Fixed Route Boardings	346,220	Revenue Hours -	October 2015	19,892	Weekdays - Oct 15	22	Fiscal 2016 YTD	1,262,141
Special Event(s)			October 2014	19,958	Oct 14	23		Fiscal 2015YTD
		Revenue Miles -	October 2015	216,918	Saturdays - Oct 15	5		
			October 2014	219,407	Oct 14	4		
					Sundays - Oct 15	4		
					Oct 14	4		
October 2015 Total Boardings	346,220	Passengers per Mile		1.6	Total Days - 2015	31	YTD Trend	2.0%
October 2014 Total Boardings	347,835	Passengers per Hour		17.4	2014	31	Monthly Trend	(0.5%)

October 2015 Fixed Route Passenger Total						October 2015 Weekday Average	October 2015 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1 (1M)	Rossmoor / Shadelands	8,357	-	-	8,357	380	11.9
2	Rudgear / Walnut Creek	385	-	-	385	17	4.5
3	Martinez Community Shuttle	1,975	-	-	1,975	90	6.2
4	Walnut Creek Downtown Shuttle	17,903	2,795	1,732	22,430	814	23.5
5	Creekside / Walnut Creek	11,544	-	-	11,544	525	28.1
6	Lafayette / Moraga / Orinda	11,910	856	445	13,212	541	16.1
7	Shadelands / Pleasant Hill / Walnut Creek	7,984	-	-	7,984	363	17.0
9	DVC / Walnut Creek	13,976	-	-	13,976	635	15.1
10	Concord / Clayton Rd	27,834	-	-	27,834	1,265	26.4
11	Treat Blvd / Oak Grove	7,728	-	-	7,728	351	18.0
14	Monument Blvd	15,681	-	-	15,681	713	18.0
15	Treat Boulevard	13,501	-	-	13,501	614	19.8
16	Alhambra Ave / Monument Blvd	18,774	-	-	18,774	853	16.5
17	Olivera/Solano / Salvio / North Concord	6,790	-	-	6,790	309	16.7
18	Amtrak / Merello / Pleasant Hill	11,487	-	-	11,487	522	16.7
19	Amtrak / Pacheco Blvd / Concord	3,749	-	-	3,749	170	12.3
20	DVC / Concord	28,709	-	-	28,709	1,305	26.2
21	Walnut Creek / San Ramon Transit Center	14,143	-	-	14,143	643	12.7
25	Lafayette / Walnut Creek	1,396	-	-	1,396	63	6.5
28	North Concord / Martinez	7,567	-	-	7,567	344	11.1
35	Dougherty Valley	13,712	-	-	13,712	623	18.7
36	San Ramon / Dublin	6,480	-	-	6,480	295	10.5
91X	Concord Commuter Express	1,596	-	-	1,596	73	13.8
92X	Ace Shuttle Express	4,735	-	-	4,735	215	20.3
93X	Kirker Pass Express	4,178	-	-	4,178	190	13.6
95X	San Ramon / Danville Express	4,338	-	-	4,338	197	19.6
96X	Bishop Ranch Express	12,311	-	-	12,311	560	15.7
97X	Bishop Ranch Express	2,305	-	-	2,305	105	11.2
98X	Martinez Express	10,028	-	-	10,028	456	17.2
250 *	Gael Rail Service	72	127	46	245	7	2.4
260 *	Cal State East Bay / Concord Bart	451	-	-	451	27	3.1
301	Rossmoor / John Muir Medical Center	-	374	223	597	-	7.2
310	Concord Bart / Clayton Rd / Kirker Pass	-	3,025	1,726	4,751	-	30.7
311	Concord / Oak Grove / Treat Blvd / WC	-	1,342	823	2,165	-	15.5
314	Clayton Rd / Monument Blvd / PH	-	3,540	2,005	5,545	-	22.1
315	Concord / Willow Pass / Landana	-	385	235	620	-	10.7
316	Alhambra / Merello / Pleasant Hill	-	2,030	1,269	3,299	-	17.8
320	DVC / Concord	-	1,185	743	1,928	-	16.4
321	San Ramon / Walnut Creek	-	1,432	970	2,401	-	12.6
Alamo Creek *	Alamo Creek / BART Walnut Creek	436	-	-	436	20	2.5
600's	Select Service	26,881	-	-	26,881	1,222	50.9
TOTALS		318,913	17,091	10,216	346,220	14,496	17.4

* Data from Link ** Seasonal Route

Operations Data Summary

OCTOBER 2015 PRODUCTIVITY

(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	26,881	1,222	50.9
310	Concord Bart / Clayton Rd / Kirker Pass	4,751	-	30.7
5	Creekside / Walnut Creek	11,544	525	28.1
10	Concord / Clayton Rd	27,834	1,265	26.4
20	DVC / Concord	28,709	1,305	26.2
4	Walnut Creek Downtown Shuttle	22,430	814	23.5
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,545	-	22.1
92X	Ace Shuttle Express	4,735	215	20.3
15	Treat Boulevard	13,501	614	19.8
95X	San Ramon / Danville Express	4,338	197	19.6
35	Dougherty Valley	13,712	623	18.7
11	Treat Blvd / Oak Grove	7,728	351	18.0
14	Monument Blvd	15,681	713	18.0
316	Alhambra / Merello / Pleasant Hill	3,299	-	17.8
98X	Martinez Express	10,028	456	17.2
7	Shadelands / Pleasant Hill / Walnut Creek	7,984	363	17.0
18	Amtrak / Merello / Pleasant Hill	11,487	522	16.7
17	Olivera/Solano / Salvio / North Concord	6,790	309	16.7
16	Alhambra Ave / Monument Blvd	18,774	853	16.5
320	DVC / Concord	1,928	-	16.4
6	Lafayette / Moraga / Orinda / Orinda Village	13,212	541	16.1
96X	Bishop Ranch Express	12,311	560	15.7
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	2,165	-	15.5
9	DVC / Walnut Creek	13,976	635	15.1
91X	Concord Commuter Express	1,596	73	13.8
93X	Kirker Pass Express	4,178	190	13.6
21	Walnut Creek / San Ramon Transit Center	14,143	643	12.7
321	San Ramon / Walnut Creek	2,401	-	12.6
19	Amtrak / Pacheco Blvd / Concord	3,749	170	12.3
1 (IM)	Rossmoor / Shadelands	8,357	380	11.9
97X	Bishop Ranch Express	2,305	105	11.2
28	North Concord / Martinez	7,567	344	11.1
315	Concord / Willow Pass / Landana	620	-	10.7
36	San Ramon / Dublin	6,480	295	10.5
301	Rossmoor / John Muir Medical Center	597	-	7.2
25	Lafayette / Walnut Creek	1,396	63	6.5
3	Martinez Community Shuttle	1,975	90	6.2
2	Rudgear / Walnut Creek	385	17	4.5
260 *	Cal State East Bay / Concord Bart	451	27	3.1
Alamo *	Alamo Creek / BART Walnut Creek	436	20	2.5
250 *	Gael Rail Service	245	7	2.4

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

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
		23 Days	19 Days	22 Days	21 Days	20 Days	22 Days	22 Days	20 Days	22 Days	22 Days	22 Days	21 Days	21 Days
1 (1M)	Rossmoor / Shadelands	361	365	302	347	335	360	346	331	318	342	341	371	380
2	Rudgear / Walnut Creek	26	22	19	22	24	23	20	21	21	18	17	23	17
3	Martinez Community Shuttle	-	-	-	-	-	-	-	-	-	-	32	84	90
4	Walnut Creek Downtown Shuttle	863	858	834	795	806	825	861	869	887	917	895	855	814
4H **	Walnut Creek Extended Holiday Shuttle	-	20	22	-	-	-	-	-	-	-	-	-	-
5	Creekside / Walnut Creek	327	307	286	343	368	375	372	386	397	415	463	517	525
6	Lafayette / Moraga / Orinda	551	492	420	474	495	489	478	448	347	354	388	554	541
7	Shadelands / Pleasant Hill / Walnut Creek	165	160	152	161	178	232	280	298	306	320	341	364	363
9	DVC / Walnut Creek	627	601	509	522	552	556	532	540	509	576	599	661	635
10	Concord / Clayton Rd	1,237	1,165	1,024	1,120	1,171	1,238	1,181	1,220	1,128	1,113	1,159	1,301	1,265
11	Treat Blvd / Oak Grove	324	315	271	295	316	313	283	307	296	306	334	365	351
14	Monument Blvd	688	630	565	616	637	644	629	659	655	650	676	689	713
15	Treat Boulevard	613	551	472	541	571	581	567	610	509	479	522	595	614
16	Alhambra Ave / Monument Blvd	843	780	684	770	777	830	803	822	800	747	783	856	853
17	Olivera/Solano / Salvio / North Concord	291	268	249	266	276	290	295	293	287	289	300	316	309
18	Amtrak / Merello / Pleasant Hill	525	482	414	459	459	476	457	469	429	456	461	513	522
19	Amtrak / Pacheco Blvd / Concord	152	133	127	136	143	158	154	159	169	192	182	171	170
20	DVC / Concord	1,403	1,308	1,133	1,248	1,330	1,291	1,203	1,152	1,029	1,068	1,222	1,381	1,305
21	Walnut Creek / San Ramon Transit Center	645	618	570	609	601	642	643	626	598	589	596	643	643
25	Lafayette / Walnut Creek	76	78	65	63	69	78	70	68	69	71	62	78	63
28	North Concord / Martinez	333	308	294	323	336	342	314	329	298	318	334	366	344
35	Dougherty Valley	540	495	458	491	542	569	554	563	557	539	562	626	623
36	San Ramon / Dublin	258	238	226	255	269	265	271	274	246	265	278	300	295
91X	Concord Commuter Express	70	74	65	63	65	73	73	64	73	72	77	75	73
92X	Ace Shuttle Express	241	213	212	205	204	204	196	201	215	227	228	232	215
93X	Kirker Pass Express	247	220	200	216	229	227	223	222	221	215	185	199	190
95X	San Ramon / Danville Express	156	140	153	189	158	173	183	172	168	173	189	189	197
96X	Bishop Ranch Express	630	577	516	569	574	570	543	542	565	578	568	578	560
97X	Bishop Ranch Express	113	98	97	101	103	112	110	120	115	110	96	107	105
98X	Martinez Express	483	433	405	415	430	446	441	424	401	418	436	458	456
250 *	St Mary's College Gael Rail Shuttle	18	11	7	15	17	11	13	14	-	-	5	14	7
260 *	Cal State East Bay / Concord Bart	28	24	18	19	17	12	16	14	9	7	5	6	27
ALAMO *	Alamo Creek / BART Walnut Creek	17	17	15	13	13	16	16	16	18	17	20	21	20
600's	Select Service	1,288	906	873	1,108	1,134	1,191	1,162	1,171	613	60	408	1,274	1,222
TOTALS		14,112	12,873	11,639	12,756	13,182	13,601	13,276	13,392	12,249	11,899	12,761	14,768	14,496

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

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

SATURDAY		Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Route	Destination Information	<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>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	552	527	663	647	631	624	596	565	591	584	541	530	559
4H **	Walnut Creek Extended Holiday Shuttle	-	64	87	-	-	-	-	-	-	-	-	-	-
6	Lafayette / Moraga / Orinda	149	147	81	122	122	163	134	112	71	88	86	165	171
250 *	St Mary's College Gael Rail Shuttle	38	32	17	28	33	27	29	19	-	-	3	36	25
301	Rossmoor / John Muir Medical Center	55	56	70	82	87	99	85	84	78	80	81	74	75
310	Concord Bart / Clayton Rd / Kirker Pass	466	427	492	486	496	492	499	476	496	577	511	562	605
311	Concord / Oak Grove / Treat Blvd / WC	266	265	255	213	248	229	260	256	221	248	254	282	268
314	Clayton Rd / Monument Blvd / PH	735	695	686	699	667	670	658	677	681	770	766	710	708
315	Concord / Willow Pass / Landana	70	69	60	58	64	66	62	64	80	74	67	64	77
316	Alhambra / Merello / Pleasant Hill	390	354	334	336	371	373	394	363	394	349	402	397	406
320	DVC / Concord	238	225	242	239	261	249	233	232	218	280	262	289	237
321	San Ramon / Walnut Creek	289	287	265	274	280	275	282	286	298	271	260	262	286
TOTALS		3,247	3,096	3,252	3,185	3,259	3,267	3,232	3,131	3,127	3,321	3,232	3,370	3,418

SUNDAY		Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
Route	Destination Information	<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>	<i>4 Days</i>	<i>4 Days</i>
4	Walnut Creek Downtown Shuttle	468	387	468	458	550	454	389	402	410	421	432	391	433
6	Lafayette / Moraga / Orinda	120	108	65	110	95	94	93	80	56	85	81	136	111
250 *	St Mary's College Gael Rail Shuttle	22	22	10	28	23	17	20	14	-	-	1	14	12
301	Rossmoor / John Muir Medical Center	78	60	60	78	39	52	79	52	72	88	84	60	56
310	Concord Bart / Clayton Rd / Kirker Pass	384	343	376	352	350	414	346	429	437	382	472	482	432
311	Concord / Oak Grove / Treat Blvd / WC	240	221	210	169	179	190	180	177	194	206	212	189	206
314	Clayton Rd / Monument Blvd / PH	510	479	519	500	466	507	473	487	500	496	552	523	501
315	Concord / Willow Pass / Landana	49	48	46	38	23	40	39	46	50	50	61	43	59
316	Alhambra / Merello / Pleasant Hill	291	275	281	252	241	256	245	270	283	309	297	354	317
320	DVC / Concord	172	152	180	156	150	163	154	155	153	202	183	161	186
321	San Ramon / Walnut Creek	232	232	206	203	200	215	216	225	201	220	214	230	242
TOTALS		2,565	2,326	2,419	2,344	2,317	2,401	2,233	2,333	2,356	2,458	2,590	2,581	2,554

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
AUGUST FY 15/16**

SUMMARY	AUGUST FY 14/15	AUGUST FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	11,777	11,840	24,328	24,477
2 TOTAL ATTENDANTS	833	719	1,643	1,499
3 TOTAL COMPANIONS	71	64	140	138
4 TOTAL PASSENGERS	12,681	12,623	26,111	26,114
5 TOTAL SERVICE DAYS	31	31	61	61
6 VEHICLE REVENUE HOURS	6,137	6,091	12,552	12,540
7 VEHICLE SERVICE HOURS	7,581	7,652	15,413	15,511
8 VEHICLE NON REV HOURS	1,445	1,562	2,862	2,971
9 VEHICLE SERVICE MILES	121,953	109,497	248,917	225,717
10 VEHICLE REVENUE MILES	101,284	90,832	204,092	189,107
11 VEHICLE NON REV MILES	20,669	18,665	42,464	36,610
12 PASS. PER REVENUE HOUR	2.07	2.07	2.08	2.08
13 CLIENT PER REVENUE HOUR	1.92	1.94	1.94	1.95
14 PASS. PER SERVICE HOUR	1.67	1.65	1.69	1.68
15 PASS. PER SERVICE MILE	0.10	0.12	0.10	0.12
16 PASS. PER REVENUE MILE	0.13	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1085	958	2,192	1,958
18 SAME DAY TRIPS	89	95	168	196
19 SUBSCRIPTION TRIPS	6,544	6,764	13,696	14,097
20 DEMAND	5,273	5,089	10,683	10,392
21 FAREBOX REVENUE	\$11,145.38	\$22,148.00	\$22,932.72	\$34,192.35
22 PREPAID CLIENTS	\$9,959.00	\$0.00	\$18,650.80	\$9,127.00
23 COLLECTED BILLING	\$31,104.00	\$6,272.17	\$57,108.00	\$33,496.17
24 TOTAL REVENUE COLLECTED	\$52,208.38	\$28,420.17	\$98,691.52	\$76,815.52
25 CHARGEABLE ACCIDENTS	2	0	2	3
26 SERVICE COMPLAINTS	2	1	5	1
27 SERVICE COMMENDATIONS	3	3	5	3
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	4	6	6	9
30 DRIVER TURNOVER	2%	2%	4%	7%
31 SCHEDULE ADHERENCE	81%	79%	84%	84%
32 WHEELCHAIR BOARDING'S	4,345	4,194	8,323	6,293
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,417	6,414	N/A	N/A
35 UNDUPLICATED CLIENTS	1,076	966	N/A	N/A
36 NO-SHOWS	100	80	209	153
37 CANCELS	1,768	1,294	3,484	2,619
38 AVG. TRIP LENGTH (MILES)	9.6	8.7	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	20,429	17,377	38,489	34,595
42 FLEET M.P.G.	6.0	6.3	6.5	6.5

*Trapeze-Productivity
Trip Hours Productivity*

<i>SERV/REV HOURS LINK vs. BART HOURS</i>	<i>REFUEL</i>
<i>7704.10</i>	<i>1438.40</i>
<i>6142.30</i>	<i>123.60</i>
<i>7652.45</i>	<i>1562.00</i>
<i>LINK Invoicing Calculation</i>	
<i>Serv. Hrs</i>	<i>7,652.45</i>
<i>Hourly rate</i>	<i>42.79</i>
<i>Total</i>	<u><i>327,448.34</i></u>
<i>Fixed Costs</i>	<i>81,637.00</i>
<i>Grand Total</i>	<u><u><i>\$409,085.34</i></u></u>

*****Went on November to make an audit for August service hours finding a discrepancy of 4 hours overbilled 4 hours.

Entered only the same day trip accommodated from the Denial Graph Report
 Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)
 Productivity- Non subscriptions vs. Subscriptions trips (uncheck show details box)

*****Went back on November to audit August hours and we made some corrections OTP from 79.37% to 79.44%

Statistical 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