

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, September 2, 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 July 1, 2016\*
4. Maintenance
  - a. Update on Implementation of Electric Trolley Project
5. Planning and Scheduling
  - a. FTA Lo No Grant\*
  - b. Route Planning for Walnut Creek Downtown\*
  - c. Verbal Updates
    - i. Progress on Ribbon Cutting for Electric Trolley
6. Reports
  - a. Fixed Route Monthly Report\*
  - b. LINK Monthly Report\*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – October 7th, 2016
10. Adjournment

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\*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](http://www.countyconnection.com).

Accessible Public Meetings: Upon request, County Connection will provide written agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Please send a written request, including your name, mailing address, phone number and brief description of the requested materials and preferred alternative format or auxiliary aid or service so that it is received by County Connection at least 48 hours before the meeting convenes. Requests should be sent to the Lathina Hill, at 2477 Arnold Industrial Way, Concord, CA 94520 or [hill@cccta.org](mailto:hill@cccta.org).

Shuttle Service: With 24-hour notice, a County Connection LINK shuttle can be available at the nearest BART station for individuals who want to attend the meeting. To arrange for the shuttle service, please call Robert Greenwood – 925/680 2072, no later than 24 hours prior to the start of the meeting.

### **Currently Scheduled Board and Committee Meetings**

Board of Directors:	Thursday, September 15, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, August 31, 9:00 a.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, September 13, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, September 1, 8:30 a.m., 2477 Arnold Industrial Way, Concord
Operations & Scheduling:	Friday, September 2, 8:00 a.m., 309 Diablo Rd, Danville

**The above meeting schedules are subject to change. Please check the County Connection Website ([www.countyconnection.com](http://www.countyconnection.com)) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.**

**This agenda is posted on County Connection's Website ([www.countyconnection.com](http://www.countyconnection.com)) and at the County Connection Administrative Offices, 2477 Arnold Industrial Way, Concord, California**

### Summary Minutes Operations & Scheduling Committee

Supervisor Andersen Office  
309 Diablo Road, Danville, CA

July 1st, 2016, 8:00 a.m.

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

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

**Public:** None

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

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None
3. **Approval of O&S Summary Minutes for May, 2016:** Minutes were approved.
4. **Maintenance:**
  - a. Update on Implementation of Electric Trolley Project – Mr. Mitchell informed the committee that the first bus is complete and the second one is going online July 8<sup>th</sup>. The prototype is at Gillig and being used to guide construction of the other 3 buses. He also explained the challenges faced with getting PGE approval of the final plans for installation of the WAVE system on BART property. Plan approval has been slow and last minute changes are costing time and money.
5. **Planning and Scheduling:**
  - a. Verbal Updates: Staff provided a brief update on the following topics:
    - i. Real time signage BART and Waysine – Ms. Muzzini updated the committee on the implementation of real time signage at BART stations in the bus areas. Pleasant Hill station is complete and the other stations have all the wiring and are just waiting for the terminals to be installed. County Connection is providing real time data to MTC which will be used to populate the BART signs. The installation of 20 Waysine signs at bus stops is complete and a textizen survey is being conducted to gather feedback from riders.
    - ii. Status of Bus on Shoulder Legislation – Mr. Ramacier explained that the bill that would have allowed VTA to run bus on shoulder had been amended with many transit operators, including County Connection. It seemed that the bill might move until the CHP employee association mounted opposition arguing that speeding buses would kill officers. The bill then died. Director Andersen stated that she would be willing to set up the next round of meetings to get another bill off the ground.
    - iii. Status of Report on Paratransit and Healthcare – Mr. Ramacier told the Committee that he was working with John Cunningham, county staff, to develop ways to facilitate transfers between East and Central County.
6. **Staff Reports**
  - a. Fixed Route Monthly Report – Staff reported on the fixed route statistics. The Committee discussed ideas for promoting public transit use thru bus back advertising such as “Tired of waiting behind me? Ride the bus”.
  - b. LINK Monthly Report – Staff reported on the statistics.
7. **Committee Comments** – None.
8. **Future Agenda Items** – None.
9. **Next Scheduled Meeting** – August 5th at 8:00am at Supervisor Andersen’s Office.
10. **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: August 26, 2016

From: Anne Muzzini, Director of Planning and Marketing

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**SUBJECT: FTA Lo or No Emissions Vehicle Deployment Grant**

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### Background

County Connection was awarded \$2,684,311 from the FTA's Lo No discretionary grant program. A total of \$55 million was made available to transit operators and we were one of those selected. The grant will allow us to upgrade 4 diesel buses due for replacement in 2017 to electric buses. The total project cost is estimated to be \$4,894,500 and FTA 5307 funds that are available for replacements will be used to make up most of the difference between the Lo No grant amount and the total cost. Local match required will come from State Prop 1B funds identified for rolling stock replacements.

The grant will also pay for an additional WAVE charging unit which will be necessary to accomplish the transition from the 2016 charging station installation at BART and the new location which will be built as part of the new garage and bus terminal area.

There has not yet been any decision on which routes will get the new buses, however it makes sense that the route chosen allows for charging at the WC BART station due to the WAVE charging installation. Routes that are best suited are relatively short, don't travel on the freeway, and cover flat ground.

This is an exciting development and will result in a fleet of 8 electric buses by the end of 2017.

To: O&S Committee

Date: August 26, 2016

From: Anne Muzzini, Director of Planning and Marketing

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**SUBJECT: Walnut Creek Downtown Route Planning**

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### Background

Planning staff has been working with Walnut Creek Downtown an association of downtown businesses to create a bus route that they could pay for with a new public benefit district (PBID). They board is considering moving forward with the formation of a PBID in the near future and want to develop a transit program that will bring more visitors downtown. We have discussed several route options that would provide 15 minute frequency service, use a smaller bus (paratransit style or 30 foot fixed route), and would connect hotels with the downtown business district. The cost estimate is around \$500,000.

At this point developing the route is only a way of showing members what kind of benefit they could buy if they approve of a PBID. No commitments or agreements have been approved. If they are successful then it will be some time before funds are available and things will get more serious.

### Agenda Item 7.a

**TO:** O&S Committee

**DATE:** August 18, 2016

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for July 2016

#### 1. Monthly Boarding's Data

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system.

<u>Title</u>	<b>FY16-17</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	257,659		
Average Weekday	11,571	11,571	
Pass/Rev Hour	14.8	14.8	Standard Goal > 17.0
Missed Trips	0.08%	0.08%	Standard Goal < 0.25%
Miles between Road Calls	31,314	38,081	Standard Goal > 18,000

\* Based on current standards from updated S RTP

#### Analysis

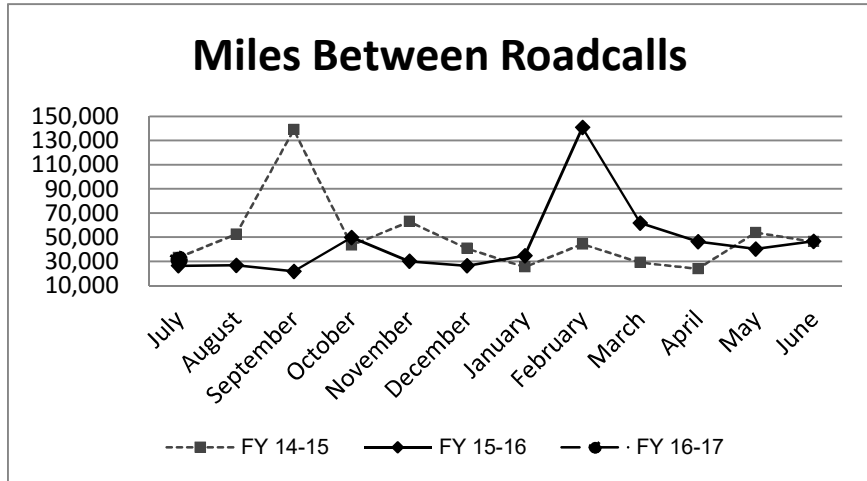
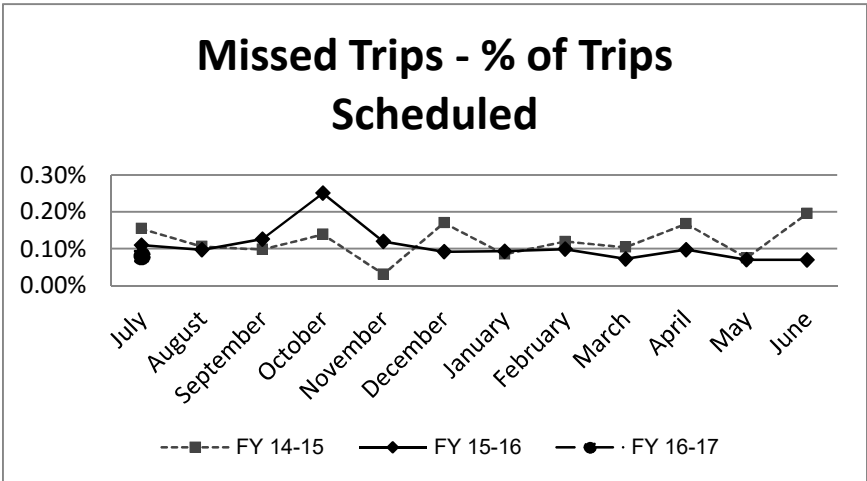
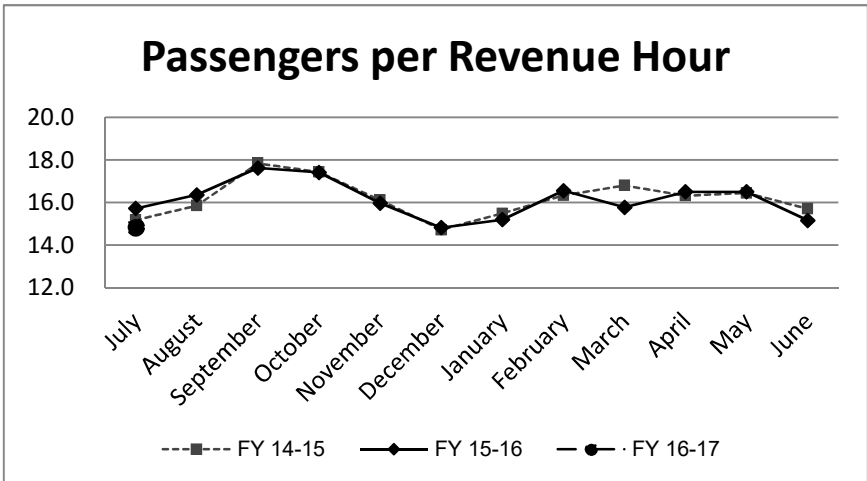
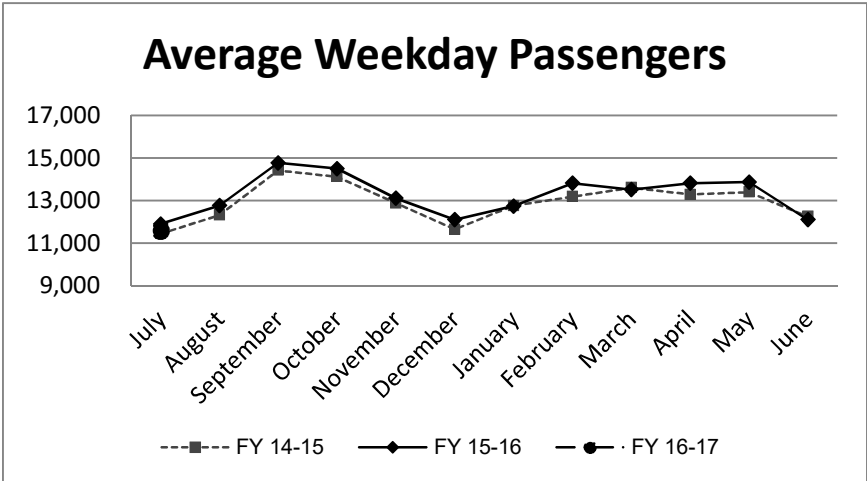
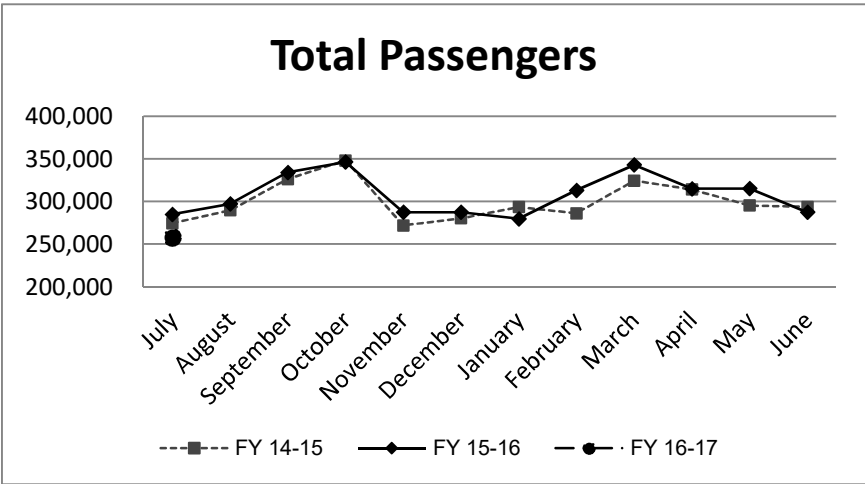
Average weekday ridership was lower in July (11,571 passengers) than June (12,099 passengers) and slightly lower than July 2015 (11,899 passengers).

Passengers per hour in July was 14.8, which is lower than 15.2 in June and lower than July 2015 when passengers per hour was 15.7.

The percentage of missed trips in July was 0.08%, slightly higher than the prior month (0.07%). The YTD average is 0.08% missed trips.

The number of miles between roadcalls was 31,314 miles in July, lower than the prior month in which there were 46,638 miles between roadcalls. The 12 month average is 38,081 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 257,659 passengers in July, 166,677 passengers had the potential to use a Clipper card aboard County Connection since 90,983 either used an employee sponsored program or the route specific free and midday free programs. About 18.9% of the 166,677 potential Clipper card users paid using Clipper during this month.



**TRANSPORTATION and MAINTANCE  
Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2015 July</b>	<b>2015 August</b>	<b>2015 September</b>	<b>2015 October</b>	<b>2015 November</b>	<b>2015 December</b>	<b>2016 January</b>	<b>2016 February</b>	<b>2016 March</b>	<b>2016 April</b>	<b>2016 May</b>	<b>2016 June</b>	<b>2016 July</b>	<b>12 Month TOTALS</b>
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	263,736	267,969	382,316	298,627	270,457	289,472	276,517	281,448	308,293	277,867	282,096	279,828	250,513	3,465,403
<b>Work Days</b>	30	31	29	31	29	30	30	29	31	30	30	30	30	360
Revenue Hours	18,130	18,167	18,958	19,892	17,989	19,382	18,407	18,913	20,963	19,081	19,080	18,954	17,337	227,122
Operator Pay Hours	46,304	32,140	31,527	33,769	32,289	36,049	33,665	32,164	33,459	31,459	33,045	30,724	32,230	392,522
Number of Operators	162	172	169	168	174	173	170	175	171	176	165	168	166	171
<b>Unscheduled Absences</b>	<b>335</b>	<b>361</b>	<b>394</b>	<b>360</b>	<b>349</b>	<b>328</b>	<b>302</b>	<b>372</b>	<b>399</b>	<b>354</b>	<b>278</b>	<b>260</b>	<b>283</b>	<b>4,040</b>
FT Protection	88	84	90	79	93	34	41	50	56	52	37	23	37	676
Worker Comp.	41	63	115	106	96	115	92	113	115	93	82	71	62	1,123
Sick leave	206	214	189	175	160	179	169	209	228	209	159	166	184	2,241
<b>Collision Accidents</b>	4	6	8	6	6	7	4	6	4	7	7	7	2	70
Passenger Accidents	9	22	13	23	22	18	18	17	28	15	13	11	15	215
Total Chargeable Collisions	1	4	6	3	4	2	3	2	1	1	3	2	1	32
<b>Chargeable/100K Miles</b>	<b>0.37</b>	<b>1.49</b>	<b>1.56</b>	<b>1.00</b>	<b>1.47</b>	<b>0.69</b>	<b>1.08</b>	<b>0.71</b>	<b>0.32</b>	<b>0.35</b>	<b>1.06</b>	<b>0.71</b>	<b>0.39</b>	<b>0.92</b>
Number of Trips Scheduled	24,642	24,746	25,363	26,728	24,271	26,098	24,713	25,316	27,585	25,617	25,617	25,816	23,820	305,690
Number of Trips Missed	27	24	31	67	29	24	23	25	20	25	18	18	19	323
<b>Of Trips Scheduled - % Missed</b>	<b>0.11%</b>	<b>0.10%</b>	<b>0.12%</b>	<b>0.25%</b>	<b>0.12%</b>	<b>0.09%</b>	<b>0.09%</b>	<b>0.10%</b>	<b>0.07%</b>	<b>0.10%</b>	<b>0.07%</b>	<b>0.07%</b>	<b>0.08%</b>	<b>0.11%</b>
Of Trips Missed - Mechanical	17	10	15	22	13	13	6	20	11	9	13	15	10	157
On Time Performance %	89%	86%	83%	83%	84%	85%	87%	86%	87%	87%	85%	87%	88%	86%
<b>MAINTENANCE</b>														
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	16	14	18	15	13	13	9	9	8	11	13	9	11	143
Road Calls for Mechanical	6	10	13	6	9	11	8	2	5	6	7	6	8	91
<b>Road Calls for Other</b>	<b>10</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>52</b>
<b>Miles Between Mechanical Road Calls</b>														
Bus Numbers														
200 - 299	25,371	24,338	27,208	27,799	22,363	20,728	12,766	31,777	13,658	N/A	N/A	N/A	N/A	
300 - 399	19,408	18,123	18,780	40,921	16,975	18,207	34,031	33,469	37,885	33,962	17,770	36,967	6,937	
400 - 499	30,970	10,104	33,573	16,703	27,877	32,089	30,229	31,018	30,646	25,744	27,994	30,505	28,423	
500 - 518	47,581	52,811	25,768	52,971	52,336	17,593	15,465	41,676	7,993	N/A	N/A	N/A	N/A	
900 - 939	29,504	21,666	13,858	34,645	24,579	27,556	49,085	99,815	38,259	24,175	23,577	45,368	40,737	
1300-1309	25,670	25,981	22,163	27,502	24,339	24,796	25,593	27,046	27,284	22,245	23,462	6,845	18,769	
1400-1406	6,817	11,617	13,267	12,092	11,278	12,446	14,760	15,957	6,892	13,486	12,032	12,980	11,178	
1500-1532							1,809	690	62,265	85,732	88,761	88,160	75,985	
Fleet Avg.	26,374	26,797	21,717	49,771	30,051	26,316	34,724	140,724	61,659	46,311	40,299	46,638	31,314	38,081
Maintenance Pay Hours	4,224	4,542	4,268	3,223	3,831	4,210	4,549	4,353	4,612	4,565	4,718	4,080	3,976	50,926
No. Maint. Employees	26	26	26	25	26	27	26	26	26	27	27	26	25	26
<b>Maint. Emps/100K Miles</b>	<b>10</b>	<b>10</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>9</b>
Unscheduled Absences	4	0	2	7	2	3	1	3	3	2	4	5	2	3

Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.



**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>July 2016 - Fixed Route Boardings</b>	257,282	Revenue Hours -	July 2016	17,337	Weekdays - July16	20	Fiscal 2017 YTD	257,659
			July 2015	18,130	July15	22		
Special Event <i>BART Bus Bridge</i>	345	Revenue Miles -	July 2016	190,004	Saturdays - July16	5	Fiscal 2016 YTD	284,891
<i>Concord Naval Station Trng</i>	32		July 2015	201,232	July15	4		
					Sundays - July16	5		
					July15	4		
<b>July 2016 Total Boardings</b>	<b>257,659</b>	<b>Passengers per Mile</b>		<b>1.4</b>	<b>Total Days - 2016</b>	<b>30</b>	<b>YTD Trend</b>	<b>(9.6%)</b>
<b>July 2015 Total Boardings</b>	<b>284,891</b>	<b>Passengers per Hour</b>		<b>14.9</b>	<b>2015</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(9.6%)</b>

July 2016 Fixed Route Passenger Total						July 2016 Weekday Average	July 2016 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1 (1M)	Rossmoor / Shadelands	7,384			7,384	369	11.6
2	Rudgear / Walnut Creek	292			292	15	3.8
3	Martinez Community Shuttle	1,604			1,604	80	5.5
4	Walnut Creek Downtown Shuttle	17,625	2,473	2,137	22,234	881	24.7
5	Creekside / Walnut Creek	10,173			10,173	509	27.0
6	Lafayette / Moraga / Orinda	6,382	447	331	7,161	319	9.4
7	Shadelands / Pleasant Hill / Walnut Creek	6,318			6,318	316	14.5
9	DVC / Walnut Creek	10,794			10,794	540	12.8
10	Concord / Clayton Rd	21,375			21,375	1,069	22.3
11	Treat Blvd / Oak Grove	5,647			5,647	282	14.5
14	Monument Blvd	11,809			11,809	590	14.9
15	Treat Boulevard	10,379			10,379	519	16.5
16	Alhambra Ave / Monument Blvd	15,215			15,215	761	14.7
17	Olivera/Solano / Salvio / North Concord	5,157			5,157	258	13.9
18	Amtrak / Merello / Pleasant Hill	8,070			8,070	403	12.6
19	Amtrak / Pacheco Blvd / Concord	3,045			3,045	152	11.0
20	DVC / Concord	21,208			21,208	1,060	21.5
21	Walnut Creek / San Ramon Transit Center	10,878			10,878	544	10.8
25	Lafayette / Walnut Creek	1,249			1,249	62	6.3
28	North Concord / Martinez	5,908			5,908	295	9.6
35	Dougherty Valley	10,467			10,467	523	15.7
36	San Ramon / Dublin	4,547			4,547	227	8.1
91X	Concord Commuter Express	1,174			1,174	59	11.2
92X	Ace Shuttle Express	4,459			4,459	223	19.9
93X	Kirker Pass Express	3,788			3,788	189	12.7
95X	San Ramon / Danville Express	3,477			3,477	174	17.3
96X	Bishop Ranch Express	11,465			11,465	573	16.4
97X	Bishop Ranch Express	2,031			2,031	102	10.3
98X	Martinez Express	7,835			7,835	392	14.7
260 *	Cal State East Bay / Concord Bart	119			119	8	0.9
301	Rossmoor / John Muir Medical Center		387	292	679		7.5
310	Concord Bart / Clayton Rd / Kirker Pass		2,286	2,091	4,377		25.6
311	Concord / Oak Grove / Treat Blvd / WC		1,221	893	2,113		13.6
314	Clayton Rd / Monument Blvd / PH		3,060	2,332	5,392		19.4
315	Concord / Willow Pass / Landana		426	281	707		11.2
316	Alhambra / Merello / Pleasant Hill		1,870	1,366	3,237		15.8
320	DVC / Concord		990	784	1,774		13.7
321	San Ramon / Walnut Creek		1,234	970	2,205		10.5
Alamo Creek *	Alamo Creek / BART Walnut Creek	437			437	22	2.7
600's	Select Service	1,101			1,101	55	38.0
<b>TOTALS</b>		<b>231,411</b>	<b>14,394</b>	<b>11,477</b>	<b>257,282</b>	<b>11,571</b>	<b>14.8</b>

\* Data from LINK Operators      \*\* Seasonal Routes

## Operations Data Summary

### JULY 2016 PRODUCTIVITY

(sorted by Pass / Rev Hr - decending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	1,101	55	38.0
5	Creekside / Walnut Creek	10,173	509	27.0
310	Concord Bart / Clayton Rd / Kirker Pass	4,377	-	25.6
4	Walnut Creek Downtown Shuttle	22,234	881	24.7
10	Concord / Clayton Rd	21,375	1,069	22.3
20	DVC / Concord	21,208	1,060	21.5
92X	Ace Shuttle Express	4,459	223	19.9
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,392	-	19.4
95X	San Ramon / Danville Express	3,477	174	17.3
15	Treat Boulevard	10,379	519	16.5
96X	Bishop Ranch Express	11,465	573	16.4
316	Alhambra / Merello / Pleasant Hill	3,237	-	15.8
35	Dougherty Valley	10,467	523	15.7
14	Monument Blvd	11,809	590	14.9
98X	Martinez Express	7,835	392	14.7
16	Alhambra Ave / Monument Blvd	15,215	761	14.7
7	Shadelands / Pleasant Hill / Walnut Creek	6,318	316	14.5
11	Treat Blvd / Oak Grove	5,647	282	14.5
17	Olivera/Solano / Salvio / North Concord	5,157	258	13.9
320	DVC / Concord	1,774	-	13.7
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	2,113	-	13.6
9	DVC / Walnut Creek	10,794	540	12.8
93X	Kirker Pass Express	3,788	189	12.7
18	Amtrak / Merello / Pleasant Hill	8,070	403	12.6
1 (IM)	Rossmoor / Shadelands	7,384	369	11.6
91X	Concord Commuter Express	1,174	59	11.2
315	Concord / Willow Pass / Landana	707	-	11.2
19	Amtrak / Pacheco Blvd / Concord	3,045	152	11.0
21	Walnut Creek / San Ramon Transit Center	10,878	544	10.8
321	San Ramon / Walnut Creek	2,205	-	10.5
97X	Bishop Ranch Express	2,031	102	10.3
28	North Concord / Martinez	5,908	295	9.6
6	Lafayette / Moraga / Orinda / Orinda Village	7,161	319	9.4
36	San Ramon / Dublin	4,547	227	8.1
301	Rossmoor / John Muir Medical Center	679	-	7.5
25	Lafayette / Walnut Creek	1,249	62	6.3
3	Martinez Community Shuttle	1,604	80	5.5
2	Rudgear / Walnut Creek	292	15	3.8
Alamo *	Alamo Creek / BART Walnut Creek	437	22	2.7
260 *	Cal State East Bay / Concord Bart	119	8	0.9

NOTE: \* Data from LINK Operators      \*\* Seasonal Routes

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Jul-15 22 Days	Aug-15 21 Days	Sep-15 21 Days	Oct-15 22 Days	Nov-15 20 Days	Dec-15 22 Days	Jan-16 20 Days	Feb-16 21 Days	Mar-16 23 Days	Apr-16 21 Days	May-16 21 Days	Jun-16 22 Days	Jul-16 20 Days
1 (IM)	Rossmoor / Shadelands	342	341	371	380	331	332	340	385	390	401	391	364	369
2	Rudgear / Walnut Creek	18	17	23	17	23	18	16	18	18	18	15	14	15
3	Martinez Community Shuttle	-	32	84	90	84	85	88	101	89	80	79	79	80
4	Walnut Creek Downtown Shuttle	917	895	855	814	795	826	769	820	800	805	819	840	881
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	-	2	21	-	-	-	-	-	-	-
5	Creekside / Walnut Creek	415	463	517	525	512	446	500	516	518	508	544	507	509
6	Lafayette / Moraga / Orinda	354	388	554	541	482	393	493	504	504	481	465	343	319
7	Shadelands / Pleasant Hill / Walnut Creek	320	341	364	363	330	282	334	341	371	390	394	366	316
9	DVC / Walnut Creek	576	599	661	635	582	527	529	604	557	559	595	536	540
10	Concord / Clayton Rd	1,113	1,159	1,301	1,265	1,159	1,109	1,096	1,207	1,170	1,204	1,170	1,087	1,069
11	Treat Blvd / Oak Grove	306	334	365	351	306	282	284	311	305	322	339	300	282
14	Monument Blvd	650	676	689	713	639	593	613	649	636	651	646	605	590
15	Treat Boulevard	479	522	595	614	526	492	545	580	496	530	566	480	519
16	Alhambra Ave / Monument Blvd	747	783	856	853	776	754	749	833	811	835	886	805	761
17	Olivera/Solano / Salvio / North Concord	289	300	316	309	279	260	248	262	260	275	254	254	258
18	Amtrak / Merello / Pleasant Hill	456	461	513	522	455	408	400	454	445	463	440	397	403
19	Amtrak / Pacheco Blvd / Concord	192	182	171	170	153	151	143	162	163	172	178	165	152
20	DVC / Concord	1,068	1,222	1,381	1,305	1,187	995	926	1,238	1,150	1,194	1,135	1,000	1,060
21	Walnut Creek / San Ramon Transit Center	589	596	643	643	618	572	594	612	610	618	627	578	544
25	Lafayette / Walnut Creek	71	62	78	63	62	66	69	86	69	77	65	54	62
28	North Concord / Martinez	318	334	366	344	317	289	279	307	333	327	325	281	295
35	Dougherty Valley	539	562	626	623	564	508	537	585	598	592	586	559	523
36	San Ramon / Dublin	265	278	300	295	251	254	264	285	267	269	266	254	227
91X	Concord Commuter Express	72	77	75	73	64	55	64	58	62	62	60	60	59
92X	Ace Shuttle Express	227	228	232	215	206	175	211	210	206	215	219	220	223
93X	Kirker Pass Express	215	185	199	190	176	175	185	194	202	198	190	186	189
95X	San Ramon / Danville Express	173	189	189	197	180	170	179	188	180	170	171	164	174
96X	Bishop Ranch Express	578	568	578	560	509	502	557	565	571	599	579	585	573
97X	Bishop Ranch Express	110	96	107	105	103	90	100	87	103	106	109	112	102
98X	Martinez Express	418	436	458	456	413	399	387	420	414	443	424	385	392
250 *	St Mary's College Gael Rail Shuttle	-	5	14	7	5	3	7	6	7	5	6	-	-
260 *	Cal State East Bay / Concord Bart	7	5	6	27	25	15	17	17	14	15	13	9	8
ALAMO *	Alamo Creek / BART Walnut Creek	17	20	21	20	21	20	20	19	25	20	25	23	22
600's	Select Service	60	408	1,274	1,222	976	845	1,202	1,190	1,180	1,217	1,297	491	55
<b>TOTALS</b>		<b>11,899</b>	<b>12,761</b>	<b>14,768</b>	<b>14,496</b>	<b>13,105</b>	<b>12,099</b>	<b>12,735</b>	<b>13,809</b>	<b>13,514</b>	<b>13,812</b>	<b>13,869</b>	<b>12,099</b>	<b>11,571</b>

NOTE: \* Data from LINK Operators      \*\* Seasonal Routes

## Operations Data Summary

### AVERAGE WEEKEND BOARDINGS TREND

SATURDAY		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Route	Destination Information	4 Days	5 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days
4	Walnut Creek Downtown Shuttle	584	541	530	559	566	591	455	555	535	522	469	530	495
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	-	9	73	-	-	-	-	-	-	-
6	Lafayette / Moraga / Orinda	88	86	165	171	149	90	127	151	116	145	102	80	89
250 *	St Mary's College Gael Rail Shuttle	-	3	36	25	20	4	22	22	4	16	5	-	-
301	Rossmoor / John Muir Medical Center	80	81	74	75	60	58	51	61	58	70	70	73	77
310	Concord Bart / Clayton Rd / Kirker Pass	577	511	562	605	558	529	504	539	503	494	495	520	457
311	Concord / Oak Grove / Treat Blvd / WC	248	254	282	268	246	265	216	251	210	227	237	233	244
314	Clayton Rd / Monument Blvd / PH	770	766	710	708	725	707	572	695	589	645	621	642	612
315	Concord / Willow Pass / Landana	74	67	64	77	71	60	54	87	60	72	65	54	85
316	Alhambra / Merello / Pleasant Hill	349	402	397	406	369	330	291	343	385	359	358	350	374
320	DVC / Concord	280	262	289	237	232	202	184	230	183	189	210	235	198
321	San Ramon / Walnut Creek	271	260	262	286	286	252	245	268	242	250	225	243	247
<b>TOTALS</b>		<b>3,321</b>	<b>3,232</b>	<b>3,370</b>	<b>3,418</b>	<b>3,291</b>	<b>3,162</b>	<b>2,718</b>	<b>3,201</b>	<b>2,884</b>	<b>2,989</b>	<b>2,857</b>	<b>2,960</b>	<b>2,879</b>

SUNDAY		Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Route	Destination Information	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	5 Days	4 Days	4 Days	4 Days	5 Days	4 Days	5 Days
4	Walnut Creek Downtown Shuttle	421	432	391	433	384	379	422	493	348	449	449	370	427
6	Lafayette / Moraga / Orinda	85	81	136	111	118	59	119	125	72	92	101	88	66
250 *	St Mary's College Gael Rail Shuttle	-	1	14	12	15	4	11	14	4	9	7	-	-
301	Rossmoor / John Muir Medical Center	88	84	60	56	45	40	25	38	33	64	59	76	58
310	Concord Bart / Clayton Rd / Kirker Pass	382	472	482	432	445	398	406	440	386	474	441	406	418
311	Concord / Oak Grove / Treat Blvd / WC	206	212	189	206	184	154	177	208	174	178	195	173	179
314	Clayton Rd / Monument Blvd / PH	496	552	523	501	495	466	462	539	412	484	510	505	466
315	Concord / Willow Pass / Landana	50	61	43	59	52	42	46	47	28	56	43	46	56
316	Alhambra / Merello / Pleasant Hill	309	297	354	317	237	239	233	281	261	310	271	281	273
320	DVC / Concord	202	183	161	186	187	131	152	158	123	142	167	159	157
321	San Ramon / Walnut Creek	220	214	230	242	226	172	197	198	194	200	189	190	194
<b>TOTALS</b>		<b>2,458</b>	<b>2,590</b>	<b>2,581</b>	<b>2,554</b>	<b>2,387</b>	<b>2,085</b>	<b>2,250</b>	<b>2,540</b>	<b>2,035</b>	<b>2,458</b>	<b>2,431</b>	<b>2,293</b>	<b>2,295</b>

NOTE: \* Data from LINK Operators      \*\* Seasonal Routes

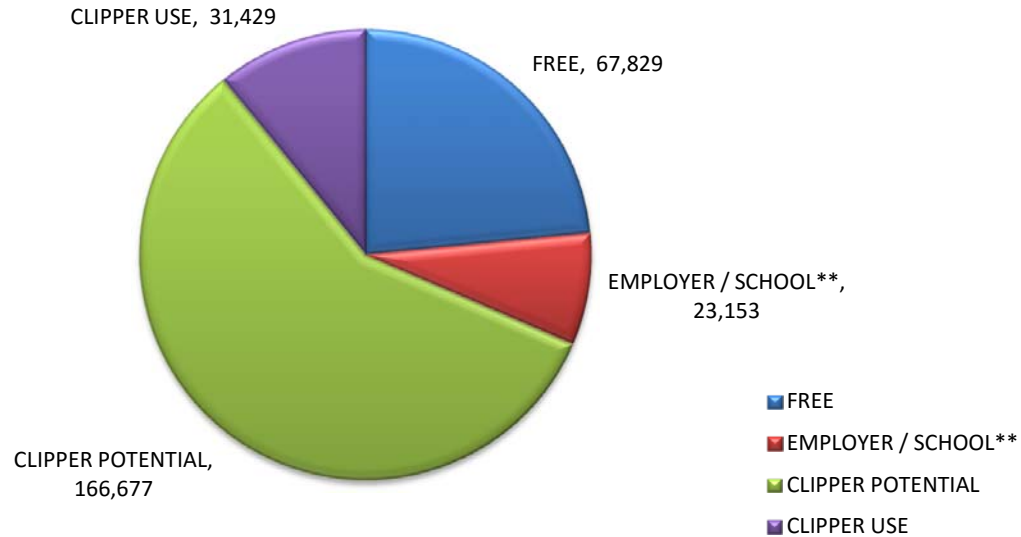
## Route Description Summary

Route #	Description
1 (IM)	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park (Added Svc: <b>IM</b> = 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, Rivieria Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak
35	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, E Branch Pkwy, Windemere Pkwy, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
36	BART Dublin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Fircrest Ln, San Ramon Valley Blvd, Tareyton Ave, Bollinger Canyon Rd, Crow Canyon Rd, Executive Pkwy, San Ramon Transit Center
91X	BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Oak St
92X	Shadelands Office Park, Ygnacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Camino Ramon, ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton
93X	BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Fairview Dr, Delta Fair Blvd, Highway 4, Hillcrest Park & Ride
95X	BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center
96X	BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
97X	BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
98X	BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak

## Route Description Summary

Route #	Description
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
314	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancingo Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave,, Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pischah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancingo Pkwy, Old Quarry Rd, DVC
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin
649	DVC, Galaxy Way / Meridian Park Blvd , BART Concord
<b>Alamo Creek Shuttle</b>	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

### FY 16-17 YTD Clipper Trend



#### CLIPPER TREND\*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-16	257,659	67,829	23,153	166,677	31,429	18.9%
Aug-16	-	-	-	-	-	
Sep-16	-	-	-	-	-	
Oct-16	-	-	-	-	-	
Nov-16	-	-	-	-	-	
Dec-16	-	-	-	-	-	
Jan-17	-	-	-	-	-	
Feb-17	-	-	-	-	-	
Mar-17	-	-	-	-	-	
Apr-17	-	-	-	-	-	
May-17	-	-	-	-	-	
Jun-17	-	-	-	-	-	
<b>Grand Total</b>	<b>257,659</b>	<b>67,829</b>	<b>23,153</b>	<b>166,677</b>	<b>31,429</b>	<b>18.9%</b>

\*Clipper implemented 11/01/2015

\*\* Revise in Summer months to exclude SYP

<b>FREE</b>	Free / Mid-Day Free
<b>EMPLOYER / SCHOOL</b>	92X-Ace Train / Bishop Ranch / Chevron, Galaxy, Airport, UFCW Trust (91X) / St Marys / JFKU / COCO / Promo - SYP & CSEB (Rte 260)

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

SUMMARY	JUNE FY 14/15	JUNE FY 15/16	YTD FY 14/15	YTD FY 15/16
1 TOTAL CLIENTS	12,829	12,418	147,495	144,873
2 TOTAL ATTENDANTS	785	640	8,501	8,160
3 TOTAL COMPANIONS	63	72	836	682
4 TOTAL PASSENGERS	13,677	13,130	156,832	153,715
5 TOTAL SERVICE DAYS	30	30	360	360
6 VEHICLE REVENUE HOURS	6,381	6,469	73,716	76,308
7 VEHICLE SERVICE HOURS	8,073	8,174	91,624	96,159
8 VEHICLE NON REV HOURS	1,691	1,705	17,908	19,691
9 VEHICLE SERVICE MILES	118,969	115,784	1,452,385	1,327,662
10 VEHICLE REVENUE MILES	97,574	93,806	1,204,823	1,089,545
11 VEHICLE NON REV MILES	21,395	21,978	247,562	238,117
12 PASS. PER REVENUE HOUR	2.14	2.03	2.13	2.01
13 CLIENT PER REVENUE HOUR	2.01	1.92	2.00	1.90
14 PASS. PER SERVICE HOUR	1.69	1.61	1.71	1.60
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.12
16 PASS. PER REVENUE MILE	0.14	0.14	0.13	0.14
17 TOTAL TRANSFER TRIPS	1,086	939	14,153	11,431
18 SAME DAY TRIPS	128	121	1,161	1,354
19 SUBSCRIPTION TRIPS	7,536	6,468	80,151	80,887
20 DEMAND	5,301	5,953	67,464	64,063
21 FAREBOX REVENUE	\$12,240.14	\$11,180.93	\$138,394.33	\$132,308.47
22 PREPAID CLIENTS	\$6,886.50	\$12,207.50	\$102,102.80	\$95,209.05
23 COLLECTED BILLING	\$49,216.00	\$28,002.00	\$280,462.00	\$321,354.00
24 TOTAL REVENUE COLLECTED	\$68,342.64	\$51,390.43	\$520,959.13	\$548,871.52
25 CHARGEABLE ACCIDENTS	3	1	12	6
26 SERVICE COMPLAINTS	1	0	25	9
27 SERVICE COMMENDATIONS	0	2	16	25
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	1	32	25
30 DRIVER TURNOVER	2%	3%	39%	23%
31 SCHEDULE ADHERENCE	81%	86%	84%	81%
32 WHEELCHAIR BOARDING'S	3,147	3,056	43,006	36,217
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,972	6,760	N/A	N/A
35 UNDUPLICATED CLIENTS	1,021	1,018	N/A	N/A
36 NO-SHOWS	65	90	1,232	988
37 CANCELS	1,499	1,326	21,605	18,878
38 AVG. TRIP LENGTH (MILES)	8.7	8.8	9.3	8.6
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	50	50	50	50
41 TOTAL FUEL/GALLONS	18,258	17,711	212,865	192,219
42 FLEET M.P.G.	6.5	6.5	6.8	6.9



Trapeze-Productivity  
Trip Hours Productivity

SERV/REV HOURS	LINK vs. BART HOURS	REFUEL
8225.80	6520.70	1579.10
8173.86	6468.76	1705.10
<b>LINK Invoicing Calculation</b>		
Serv. Hrs		8,173.86
Hourly rate		42.79
Total		349,759.47
Fixed Costs		81,637.00
<b>Grand Total</b>		<b>\$431,396.47</b>

Trapeze - Trip Administration- dates-check only samedays

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

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

equals drivers divided headcount times 100

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

Late divided trips

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