

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, December 2nd, 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 September 2, and October 7, 2016*
4. Selection of Chair for the Committee
5. Operations
 - a. Discussion of First Transit Contract Option*
6. Planning and Scheduling
 - a. Clipper Fare and Revenue Review*
 - b. City of Walnut Creek Contract Changes for Route #4 and #5*
 - c. Report on Electric Trolley Operation
 - d. Report on Route #92X and #93X On time Performance and Schedule Changes
7. Reports
 - a. Fixed Route Monthly Report*
 - b. LINK Monthly Report*
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – January 6, 2017
11. Adjournment

*Enclosure

FY2016/2017 O&S Committee

Dave Hudson – San Ramon, Robert Storer – Danville, Rob Schroder – Martinez

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 15, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, December 7, 9:00 a.m. 1676 N. California Blvd., S620, Walnut Creek
Advisory Committee:	Tuesday, January 10, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, January 5, 9:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Operations & Scheduling:	Friday, December 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) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.

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

Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen Office
309 Diablo Road, Danville, CA
September 2, 2016, 8:00 a.m.

Directors: Directors Candace Andersen, Dave Hudson
Staff: Rick Ramacier, Bill Churchill, 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 July 1, 2016:** Minutes were approved.
4. **Maintenance:**
 - a. Update on Implementation of Electric Trolley Project – Mr. Ramacier provided an update on the construction project at County Connection’s bus yard associated with the electric buses, which broke ground the week of August 29th. This project is expected to be completed in approximately 2 weeks. The Wave installation at BART Walnut Creek should be completed by the end of October. Mr. Ramacier also provided a progress update on the ribbon cutting event for the electric trolleys. The event is scheduled to take place on the morning of November 5th at the Leshar Center. A contract has been executed with Circlepoint to assist with event planning and coordination. Mr. Ramacier indicated that in addition to the ribbon cutting, a separate symposium on electric vehicle technology is being discussed and he will provide more information as it becomes available.
5. **Planning and Scheduling:**
 - a. FTA Lo No Grant – Mr. Ramacier announced that County Connection was awarded a federal grant for the purchase of 4 additional electric buses. The current Gillig order for the replacement of 31 diesel buses will be amended to replace 4 of the diesel buses with electric buses. Mr. Ramacier also informed the Committee that County Connection intends to work with the Center for Transportation and the Environment (CTE) to assess different routes and identify an ideal route for the effective operation of the electric vehicles. Mr. Ramacier indicated that BART has agreed to allow for additional Wave installations at other BART stations, as needed.
 - b. Route Planning for Walnut Creek Downtown – No additional discussion was conducted.
 - c. Verbal Updates: Staff provided a brief update on the following topics:
 - i. Progress on Ribbon Cutting for Electric Trolley – Summary included in item 4a.
6. **Staff Reports**
 - a. Fixed Route Monthly Report – Staff reported on the fixed route statistics.
 - b. LINK Monthly Report – Staff reported on the statistics.
7. **Committee Comments**

Mr. Hudson indicated that the League of California Cities Annual Conference is scheduled from October 5-7 and would conflict with the date of the next O&S meeting. Mr. Ramacier recommended that a decision on changing the meeting date should be decided by the new committee members. Assignments will be handed out at the September Board meeting.
8. **Future Agenda Items** – None.
9. **Next Scheduled Meeting** – October 5th at 8:00am at Supervisor Andersen’s Office.
10. **Adjournment** – The meeting was adjourned at 9 a.m.

Minutes prepared and submitted by: Ruby Horta, Manager of Planning

Summary Minutes
Operations & Scheduling Committee
Supervisor Andersen Office
309 Diablo Road, Danville, CA
October 7, 2016, 8:00 a.m.

Directors: None
Staff: Ruby Horta
Public: None

Call to Order: Due to lack of quorum, the Operations & Scheduling Committee meeting was cancelled.

To: Operations and Scheduling Committee
From: Bill Churchill, Director of Transportation

Date: 11/22/2016

SUBJECT: One Year Extension of the Paratransit Service Contract with First Transit

Summary

The current three year contract between County Connection and First Transit to provide ADA Paratransit services and shuttle services for Saint Mary's college, Cal State East Bay and Alamo Creek Shuttle will expire at the end of June 2017. The contract allows for two one year extensions that may be exercised upon Board approval. Based upon the reasonably good and clearly improving performance of First Transit combined with a competitively priced contract, staff recommends exercising a one year extension of the existing contract with First Transit.

Background

The current contract was implemented on July 1st 2014, since that time First Transit has steadily improved its performance across the board. A key component to the performance improvement was hiring a new general manager recognized as an industry leader in paratransit management. The new general manager has worked tirelessly to improve contract performance, reporting and build relationships with our Transit partners TriDelta Transit, LAVTA and East Bay Paratransit to ensure safe and reliable transportation services not only to our own community but from a regional perspective as well. Throughout the term of the existing contract First Transit has remained excellent in terms of customer service, safety and responsiveness.

In addition to services provided for County Connection, First Transit has demonstrated their commitment to our community as a whole. First Transit provides both fixed route and paratransit services for TriDelta Transit. First Transit has provided support for the City of Clayton operating shuttle services for the Art & Wine Festival as well as the Oktoberfest. They have assisted BART by providing operators and vehicles to support bus bridges. Finally, in addition to transportation services, First Transit was actively engaged in supporting Contra Costa Counties measure X. Clearly First Transit has demonstrated their strong desire to remain a partner with County Connection and the larger community within Contra Costa County.

Staff Recommendation

Staff recommends exercising the first option to extend the existing contract with First Transit for ADA Paratransit and Shuttle services for one year. Staff would bring contract extension to the Board at a later date. If this option is not exercised then staff would go out to bid for paratransit and shuttle services.

Financial Impact

Financial impact will depend upon terms negotiated with First Transit for contract extension

Options

1. Accept staff's recommendation to negotiate an extension to the existing contract
2. Direct staff to go out to bid

To: O&S Committee

Date: 11/21/2016

From: Ruby Horta, Manager of Planning

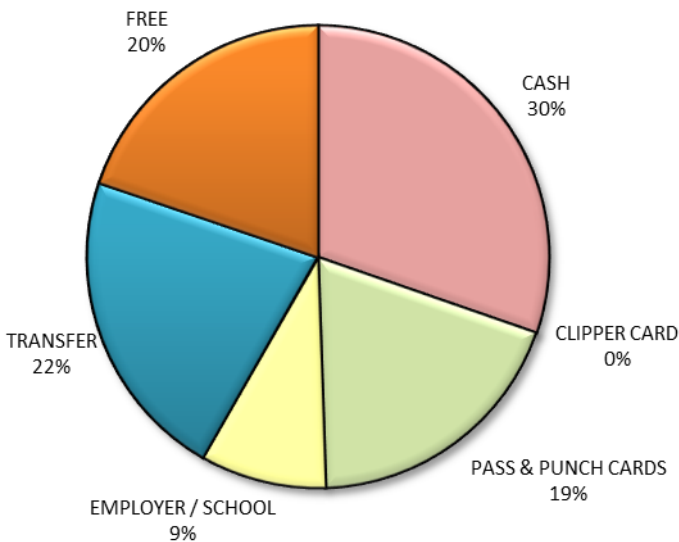
Reviewed by:

SUBJECT: Clipper Fare & Revenue Analysis

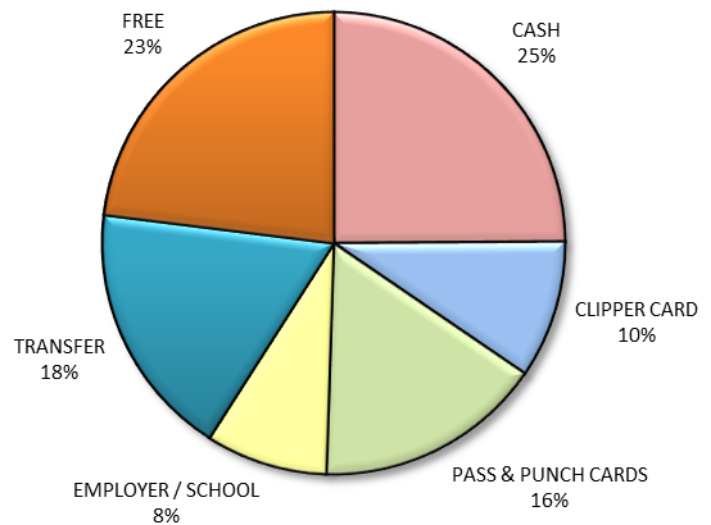
Background:

County Connection began accepting Clipper as a form of payment in November 2015. Since then, Clipper usage has been trending upwards, with more than 330,000 users through September 2016. We compared two quarters in different years to assess how Clipper usage is changing fare collection. When you compare January – April 2015 (before Clipper) to January – April 2016 (after Clipper) you see a reduction in all fare type use and a 10% increase in Clipper use. Similarly, the Clipper revenue collected during the same period is about 10% of total revenue.

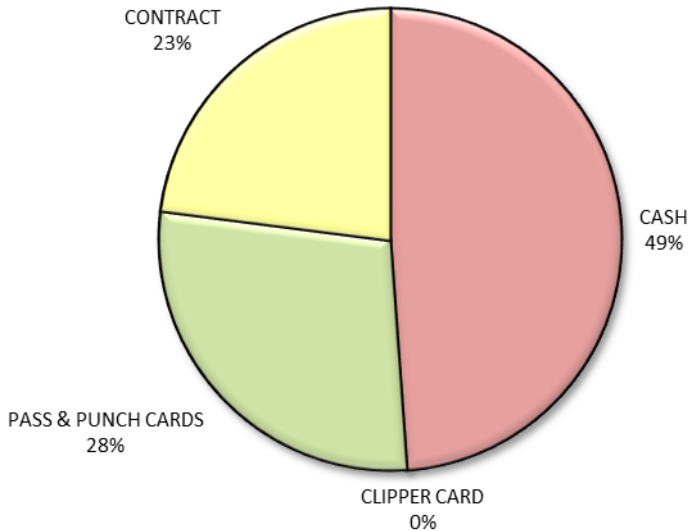
**January - April 2015
Fare Type**



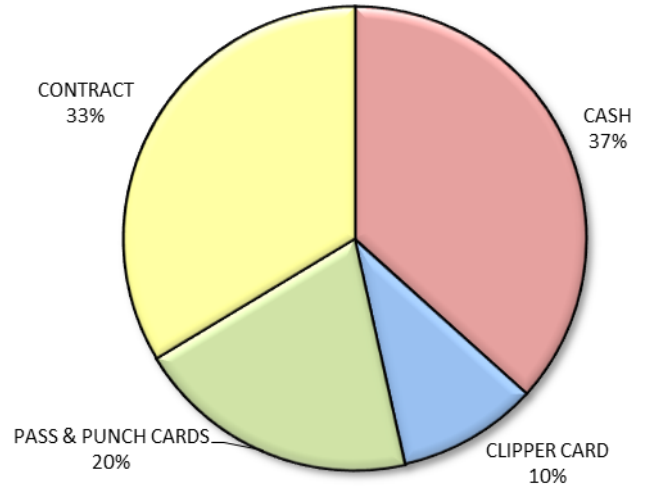
**January - April 2016
Fare Type**



**January - April 2015
Revenue Trend**



**January - April 2016
Revenue Trend**



You will note that the revenue charts have fewer categories. “Free” and “Transfer” are not accounted for in revenue. There is no fare collected, at the farebox, for passengers that ride for free. Those fares are covered under “Contract” agreements with various entities, City of Walnut Creek, Shadelands, Bishop Ranch, etc., submitting payment on quarterly or monthly basis directly to County Connection. Individuals that use a “Transfer” pay cash at the farebox. Transfer cash in the farebox cannot be differentiated from regular fare cash, therefore, all cash is accounted for under a single category.

A comparison of the overall system from the beginning of 2015 to the same period in 2016 in terms of total boardings and revenue collected shows a slight increase in both categories with an increase of \$0.4 in the average fare paid.

Jan - April	Boardings	Revenue	Avg. Fare
2015	1,217,359	1,403,292	\$ 1.15
2016	1,250,355	1,481,897	\$ 1.19

Clipper boardings and the respective revenue collected indicate that the average fare collected for this new system is aligned with the overall trend.

Jan - April	Boardings	Revenue	Avg. Fare
2015	-	-	N/A
2016	120,689	145,023	\$ 1.20

To: O&S Committee

Date: 11/23/2016

From: Anne Muzzini, Director of Planning & Marketing

SUBJECT: City of Walnut Creek Contracts

Background:

The City of Walnut Creek and County Connection have two agreements that cover the cost of fares on Routes #4 and #5. The Route #4 agreement has been in place since 1996 and has been modified several times to increase compensation and change service hours. The Route #5 agreement was executed in August of 2014 and was only for a two year demonstration period. We are currently out of contract, but both City and County Connection are intent on continuing the agreement and are operating in good faith.

Ridership on both routes is exceeding the estimates used to determine compensation. In February, when the City was crafting their two year budget, we gave them an estimate of what the additional cost would be to cover fares lost from the free fare system. The charts below show the contract estimates for ridership compared to the actual. Route #5 ridership is almost three times what we thought it would be.

To determine the value of the fares we are losing we used an estimate for ridership based upon no free ride. To restate this – if passengers paid a fare there would be less riders and the fares collected would reflect this lower level of ridership. A study published in Public Transport evaluated fare elasticity and in particular found that in the Denver, Trenton, and Austin free fare programs they found that ridership increased from between 10% and 35%. To estimate fare revenue lost we assume that if we charged a fare the ridership would be 25% lower than it current is on the Walnut Creek free routes. The following charts show that using this assumption the City should increase the compensation by \$157,478.

Recommendation:

The City has budgeted for this level of increase and staff is prepared to go to the City Manager and Council with a recommendation to amend the Route #4 agreement to increase compensation to \$280,108 per year and enter a new agreement for Route #5 for a total compensation of \$130,710. Staff recommends that the Committee approve of these changes for Board action.

City of Walnut Creek

Walnut Creek - Route 4

2009 Assumptions Effective 07/01/2009 - Undetermined		2016 Proposed New Contract Effective 08/18/2016 - 08/18/2018	
Total Passengers	165,283	Total Passengers	276,650
Average Fare	\$ 1.20	Average Fare	\$ 1.35
Estimated Total Fare Revenue	\$ 198,340	Estimated Total Fare Revenue	\$ 373,478
		Passenger Increase due to Free Fare (25%)	69,163
		Adjusted Total Passengers	207,488
		Average Fare	\$ 1.35
		Adjusted Total Fare Revenue	\$ 280,108

Walnut Creek - Route 5

2014 Contract Assumptions Effective 8/17/2014 - 8/17/2016		2016 Proposed New Contract Effective 08/18/2016 - 08/18/2018	
Total Passengers	45,833	Total Passengers	129,096
Average Fare	\$ 1.20	Average Fare	\$ 1.35
Estimated Total Fare Revenue	\$ 55,000	Estimated Total Fare Revenue	\$ 174,280
		Passenger Increase due to Free Fare (25%)	32,274
		Adjusted Total Passengers	96,822
		Average Fare	\$ 1.35
		Adjusted Total Fare Revenue	\$ 130,710

Routes 4 & 5 - Fare Reimbursement

Current Total Annual Cost	\$ 253,340	Adjusted Total Annual Cost	\$ 410,818
		Change in Cost	\$ 157,478

Agenda Item 7.a

TO: O&S Committee
FROM: Anne Muzzini
Director of Planning & Marketing

DATE: November 20, 2012
SUBJ: Fixed Route Reports

Fixed Route Operating Reports for October 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>	FY16-17		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	315,168		
Average Weekday	13,792	13,139	
Pass/Rev Hour	16.4	16.0	Standard Goal > 17.0
Missed Trips	0.17%	0.12%	Standard Goal < 0.25%
Miles between Road Calls	28,462	37,452	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

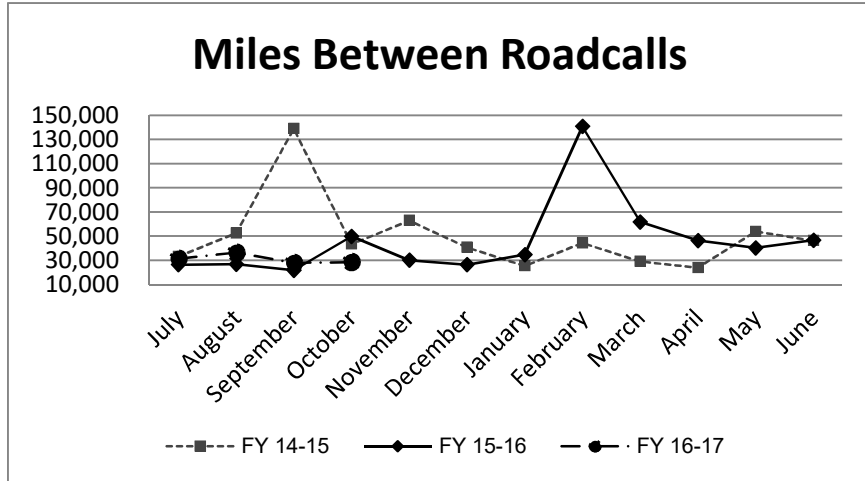
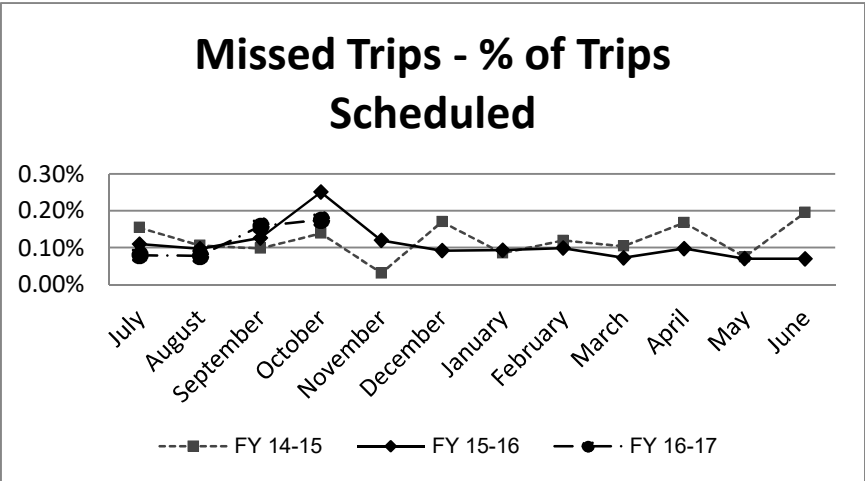
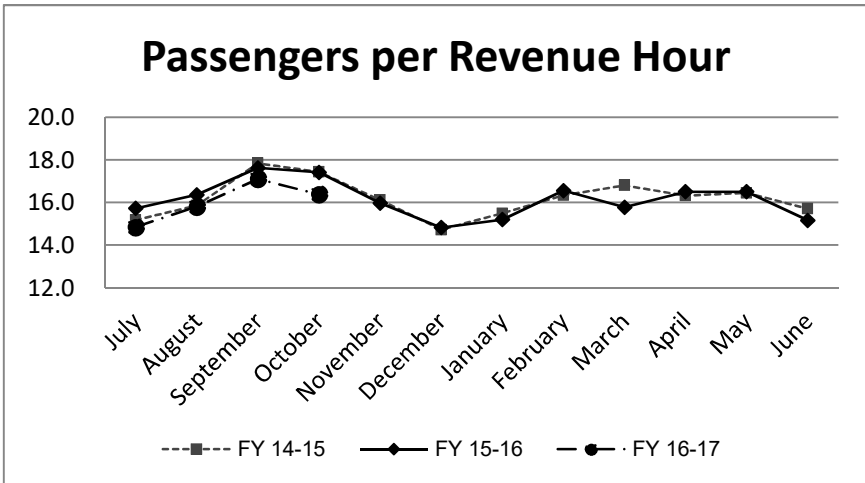
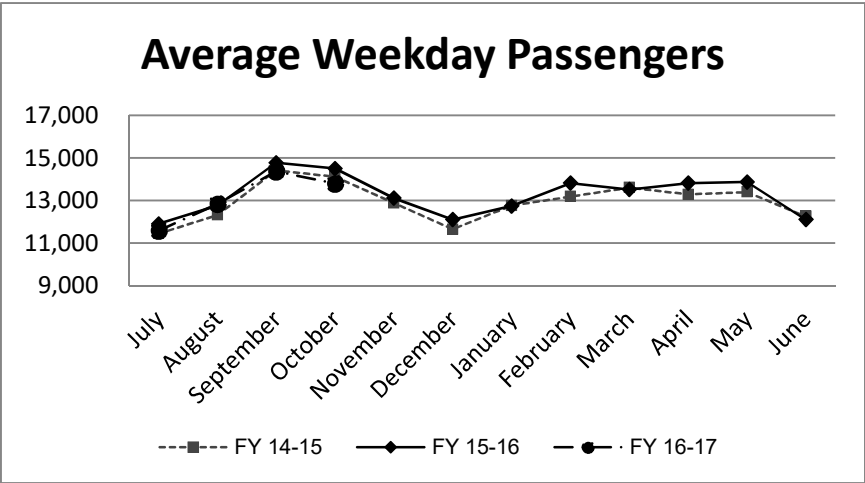
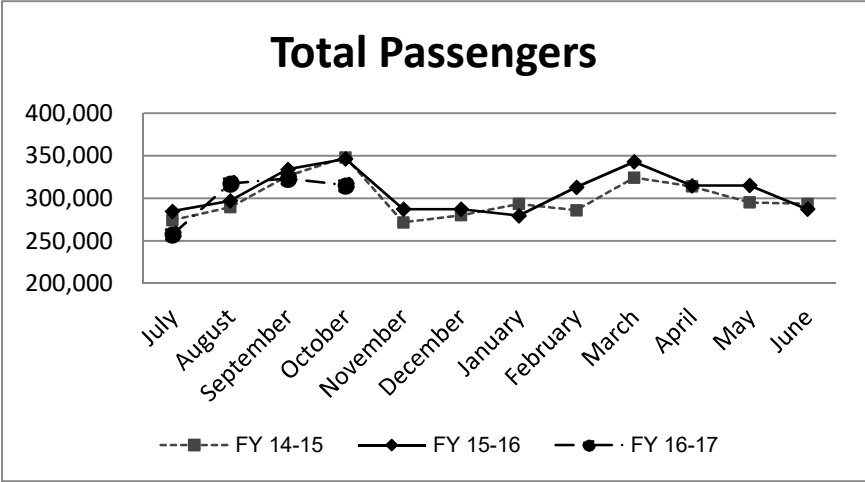
Average weekday ridership was lower in October (13,792 passengers) than September (14,358 passengers) and lower than October 2015 (14,496 passengers).

Passengers per hour in October was 16.4, which is lower than 17.1 in September and lower than September 2015 when passengers per hour was 17.4.

The percentage of missed trips in September was 0.17%, higher than the prior month (0.16%). The YTD average is 0.12% missed trips.

The number of miles between roadcalls was 28,462 miles in October, higher than the prior month in which there were 27,864 miles between roadcalls. The 12 month average is 37,452 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 315,168 passengers in September, 213,546 passengers had the potential to use a Clipper card aboard County Connection since 101,622 either used an employee sponsored program or the midday free program. About 20.0% of the 213,546 potential Clipper card users paid using Clipper during this month.



TRANSPORTATION and MAINTANCE
Operation Data Summary

TRANSPORTATION	2015	2015	2015	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	12 Month TOTALS
	October	November	December	January	February	March	April	May	June	July	August	September	October	
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	121	121
Totals Hub Miles	298,627	270,457	289,472	276,517	281,448	308,293	277,867	282,096	279,828	250,513	290,918	278,639	284,619	3,370,667
Work Days	31	29	30	30	29	31	30	30	30	30	31	29	31	360
Revenue Hours	19,892	17,989	19,382	18,407	18,913	20,963	19,081	19,080	18,954	17,337	20,082	18,901	19,243	228,331
Operator Pay Hours	33,769	32,289	36,049	33,665	32,164	33,459	31,459	33,045	30,724	32,230	31,744	31,060	33,529	391,418
Number of Operators	168	174	173	170	175	171	176	165	168	166	170	163	159	169
Unscheduled Absences	360	349	328	302	372	399	354	278	260	283	249	315	334	3,823
FT Protection	79	93	34	41	50	56	52	37	23	37	29	53	42	547
Worker Comp.	106	96	115	92	113	115	93	82	71	62		115	98	1,052
Sick leave	175	160	179	169	209	228	209	159	166	184	220	147	194	2,224
Collision Accidents	6	6	7	4	6	4	7	7	7	2	8	6	3	67
Passenger Accidents	23	22	18	18	17	28	15	13	11	15	21	24	13	215
Total Chargeable Collisions	3	4	2	3	2	1	1	3	2	1	3	1	0	23
Chargeable/100K Miles	1.00	1.47	0.69	1.08	0.71	0.32	0.35	1.06	0.71	0.39	1.03	0.35	0.00	0.68
Number of Trips Scheduled	26,728	24,271	26,098	24,713	25,316	27,585	25,617	25,617	25,816	23,820	27,024	25,216	25,724	333,545
Number of Trips Missed	67	29	24	23	25	20	25	18	18	19	21	40	45	307
Of Trips Scheduled - % Missed	0.25%	0.12%	0.09%	0.09%	0.10%	0.07%	0.10%	0.07%	0.07%	0.08%	0.08%	0.16%	0.17%	0.09%
Of Trips Missed - Mechanical	22	13	13	6	20	11	9	13	15	10	12	18	12	152
On Time Performance %	83%	84%	85%	87%	86%	87%	87%	85%	87%	88%	85%	82%	84%	86%
MAINTENANCE														
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	15	13	13	9	9	8	11	13	9	11	12	14	14	136
Road Calls for Mechanical	6	9	11	8	2	5	6	7	6	8	8	10	10	90
Road Calls for Other	9	4	2	1	7	3	5	6	3	3	4	4	4	46
Miles Between Mechanical Road Calls														
Bus Numbers														
200 - 299	27,799	22,363	20,728	12,766	31,777	13,658	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
300 - 399	40,921	16,975	18,207	34,031	33,469	37,885	33,962	17,770	36,967	6,937	39,921	37,632	18,329	
400 - 499	16,703	27,877	32,089	30,229	31,018	30,646	25,744	27,994	30,505	28,423	31,336	13,499	15,957	
500 - 518	52,971	52,336	17,593	15,465	41,676	7,993	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
900 - 939	34,645	24,579	27,556	49,085	99,815	38,259	24,175	23,577	45,368	40,737	15,626	22,576	29,101	
1300-1309	27,502	24,339	24,796	25,593	27,046	27,284	22,245	23,462	6,845	18,769	19,887	10,570	22,158	
1400-1406	12,092	11,278	12,446	14,760	15,957	6,892	13,486	12,032	12,980	11,178	12,895	11,654	9,714	
1500-1532				1,809	690	62,265	85,732	88,761	88,160	75,985	93,124	90,915	32,291	
Fleet Avg.	49,771	30,051	26,316	34,724	140,724	61,659	46,311	40,299	46,638	31,314	36,365	27,864	28,462	37,452
Maintenance Pay Hours	3,223	3,831	4,210	4,549	4,353	4,612	4,565	4,718	4,080	3,976	4,465	4,195	3,194	50,748
No. Maint. Employees	25	26	27	26	26	26	27	27	26	25	25	26	26	26
Maint. Emps/100K Miles	8	10	9	9	9	8	10	10	9	10	9	9	9	9
Unscheduled Absences	7	2	3	1	3	3	2	4	5	2	0	3	4	3

MONTHLY BOARDINGS
Operations Data Summary

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
October 2016 - Fixed Route Boardings	315,110	Revenue Hours -	October 2016	19,243	Weekdays - Oct16	21	Fiscal 2017 YTD	1,213,266
			October 2015	19,892	Oct15	22		
Special Event - BART Bus Bridge	58	Revenue Miles -	October 2016	208,622	Saturdays - Oct16	5	Fiscal 2016 YTD	1,262,141
			October 2015	216,918	Oct15	5		
					Sundays - Oct16	5		
					Oct15	4		
October 2016 Total Boardings	315,168	Passengers per Mile		1.5	Total Days - 2016	31	YTD Trend	(3.9%)
October 2015 Total Boardings	346,220	Passengers per Hour		16.4	2015	31	Monthly Trend	(9.0%)

October 2016 Fixed Route Passenger Total						October 2016	October 2016
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (1M)	Rossmoor / Shadelands	8,012	-	-	8,012	382	12.0
2	Rudgear / Walnut Creek	289	-	-	289	14	3.5
3	Martinez Community Shuttle	1,962	-	-	1,962	93	6.4
4	Walnut Creek Downtown Shuttle	17,448	2,936	1,905	22,289	831	23.7
5	Creekside / Walnut Creek	11,861	-	-	11,861	565	30.3
6	Lafayette / Moraga / Orinda	10,802	671	400	11,874	514	14.9
7	Shadelands / Pleasant Hill / Walnut Creek	9,332	-	-	9,332	444	20.9
9	DVC / Walnut Creek	11,967	-	-	11,967	570	13.5
10	Concord / Clayton Rd	23,574	-	-	23,574	1,123	23.4
11	Treat Blvd / Oak Grove	6,583	-	-	6,583	313	16.1
14	Monument Blvd	12,411	-	-	12,411	591	14.9
15	Treat Boulevard	11,056	-	-	11,056	526	17.0
16	Alhambra Ave / Monument Blvd	16,416	-	-	16,416	782	15.1
17	Olivera/Solano / Salvio / North Concord	5,307	-	-	5,307	253	13.6
18	Amtrak / Merello / Pleasant Hill	9,769	-	-	9,769	465	14.9
19	Amtrak / Pacheco Blvd / Concord	3,328	-	-	3,328	158	11.5
20	DVC / Concord	25,808	-	-	25,808	1,229	24.7
21	Walnut Creek / San Ramon Transit Center	12,523	-	-	12,523	596	11.8
25	Lafayette / Walnut Creek	1,579	-	-	1,579	75	7.7
28	North Concord / Martinez	6,408	-	-	6,408	305	9.9
35	Dougherty Valley	13,748	-	-	13,748	655	19.6
36	San Ramon / Dublin	5,403	-	-	5,403	257	9.2
91X	Concord Commuter Express	1,386	-	-	1,386	66	12.6
92X	Ace Shuttle Express	4,467	-	-	4,467	213	19.0
93X	Kirker Pass Express	4,370	-	-	4,370	208	14.6
95X	San Ramon / Danville Express	3,694	-	-	3,694	176	17.5
96X	Bishop Ranch Express	11,900	-	-	11,900	567	16.1
97X	Bishop Ranch Express	2,279	-	-	2,279	109	11.0
98X	Martinez Express	7,817	-	-	7,817	372	13.8
250 *	Gael Rail Service	72	78	70	220	9	2.2
260 *	Cal State East Bay / Concord Bart	517	-	-	517	30	3.3
301	Rossmoor / John Muir Medical Center	-	347	296	643		7.1
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,364	1,771	4,135		24.2
311	Concord / Oak Grove / Treat Blvd / WC	-	1,216	804	2,020		13.1
314	Clayton Rd / Monument Blvd / PH	-	3,260	2,352	5,613		20.1
315	Concord / Willow Pass / Landana	-	354	191	544		8.5
316	Alhambra / Merello / Pleasant Hill	-	1,584	1,149	2,733		13.3
320	DVC / Concord	-	1,039	718	1,758		13.8
321	San Ramon / Walnut Creek	-	1,099	868	1,967		9.3
Alamo Creek *	Alamo Creek / BART Walnut Creek	363	-	-	363	17	2.2
600's	Select Service	27,187	-	-	27,187	1,295	25.6
TOTALS		289,638	14,946	10,525	315,110	13,792	16.4

* Data from LINK Operators ** Seasonal Routes

Operations Data Summary

SEPTEMBER 2016 PRODUCTIVITY

(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
5	Creekside / Walnut Creek	11,861	565	30.3
600's	Select Service	27,187	1,295	25.6
20	DVC / Concord	25,808	1,229	24.7
310	Concord Bart / Clayton Rd / Kirker Pass	4,135	-	24.2
4	Walnut Creek Downtown Shuttle	22,289	831	23.7
10	Concord / Clayton Rd	23,574	1,123	23.4
7	Shadelands / Pleasant Hill / Walnut Creek	9,332	444	20.9
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,613	-	20.1
35	Dougherty Valley	13,748	655	19.6
92X	Ace Shuttle Express	4,467	213	19.0
95X	San Ramon / Danville Express	3,694	176	17.5
15	Treat Boulevard	11,056	526	17.0
96X	Bishop Ranch Express	11,900	567	16.1
11	Treat Blvd / Oak Grove	6,583	313	16.1
16	Alhambra Ave / Monument Blvd	16,416	782	15.1
6	Lafayette / Moraga / Orinda / Orinda Village	11,874	514	14.9
14	Monument Blvd	12,411	591	14.9
18	Amtrak / Merello / Pleasant Hill	9,769	465	14.9
93X	Kirker Pass Express	4,370	208	14.6
320	DVC / Concord	1,758	-	13.8
98X	Martinez Express	7,817	372	13.8
17	Olivera/Solano / Salvio / North Concord	5,307	253	13.6
9	DVC / Walnut Creek	11,967	570	13.5
316	Alhambra / Merello / Pleasant Hill	2,733	-	13.3
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	2,020	-	13.1
91X	Concord Commuter Express	1,386	66	12.6
1 (IM)	Rossmoor / Shadelands	8,012	382	12.0
21	Walnut Creek / San Ramon Transit Center	12,523	596	11.8
19	Amtrak / Pacheco Blvd / Concord	3,328	158	11.5
97X	Bishop Ranch Express	2,279	109	11.0
28	North Concord / Martinez	6,408	305	9.9
321	San Ramon / Walnut Creek	1,967	-	9.3
36	San Ramon / Dublin	5,403	257	9.2
315	Concord / Willow Pass / Landana	544	-	8.5
25	Lafayette / Walnut Creek	1,579	75	7.7
301	Rossmoor / John Muir Medical Center	643	-	7.1
3	Martinez Community Shuttle	1,962	93	6.4
2	Rudgear / Walnut Creek	289	14	3.5
260 *	Cal State East Bay / Concord Bart	517	30	3.3
250 *	Gael Rail Service	220	9	2.2
Alamo *	Alamo Creek / BART Walnut Creek	363	17	2.2

NOTE: * Data from LINK Operators ** Seasonal Routes

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
		22 Days	20 Days	22 Days	20 Days	21 Days	23 Days	21 Days	21 Days	22 Days	20 Days	23 Days	21 Days	21 Days
1 (1M)	Rossmoor / Shadelands	380	331	332	340	385	390	401	391	364	369	360	386	382
2	Rudgear / Walnut Creek	17	23	18	16	18	18	18	15	14	15	18	16	14
3	Martinez Community Shuttle	90	84	85	88	101	89	80	79	79	80	95	94	93
4	Walnut Creek Downtown Shuttle	814	795	826	769	820	800	805	819	840	881	880	862	831
4H **	Walnut Creek Extended Holiday Shuttle	-	2	21	-	-	-	-	-	-	-	-	-	-
5	Creekside / Walnut Creek	525	512	446	500	516	518	508	544	507	509	529	588	565
6	Lafayette / Moraga / Orinda	541	482	393	493	504	504	481	465	343	319	370	506	514
7	Shadelands / Pleasant Hill / Walnut Creek	363	330	282	334	341	371	390	394	366	316	367	406	444
9	DVC / Walnut Creek	635	582	527	529	604	557	559	595	536	540	577	599	570
10	Concord / Clayton Rd	1,265	1,159	1,109	1,096	1,207	1,170	1,204	1,170	1,087	1,069	1,095	1,222	1,123
11	Treat Blvd / Oak Grove	351	306	282	284	311	305	322	339	300	282	334	337	313
14	Monument Blvd	713	639	593	613	649	636	651	646	605	590	597	608	591
15	Treat Boulevard	614	526	492	545	580	496	530	566	480	519	507	563	526
16	Alhambra Ave / Monument Blvd	853	776	754	749	833	811	835	886	805	761	767	835	782
17	Olivera/Solano / Salvio / North Concord	309	279	260	248	262	260	275	254	254	258	260	248	253
18	Amtrak / Merello / Pleasant Hill	522	455	408	400	454	445	463	440	397	403	435	499	465
19	Amtrak / Pacheco Blvd / Concord	170	153	151	143	162	163	172	178	165	152	155	171	158
20	DVC / Concord	1,305	1,187	995	926	1,238	1,150	1,194	1,135	1,000	1,060	1,160	1,285	1,229
21	Walnut Creek / San Ramon Transit Center	643	618	572	594	612	610	618	627	578	544	570	619	596
25	Lafayette / Walnut Creek	63	62	66	69	86	69	77	65	54	62	60	76	75
28	North Concord / Martinez	344	317	289	279	307	333	327	325	281	295	321	338	305
35	Dougherty Valley	623	564	508	537	585	598	592	586	559	523	591	654	655
36	San Ramon / Dublin	295	251	254	264	285	267	269	266	254	227	239	260	257
91X	Concord Commuter Express	73	64	55	64	58	62	62	60	60	59	62	68	66
92X	Ace Shuttle Express	215	206	175	211	210	206	215	219	220	223	213	236	213
93X	Kirker Pass Express	190	176	175	185	194	202	198	190	186	189	199	208	208
95X	San Ramon / Danville Express	197	180	170	179	188	180	170	171	164	174	176	182	176
96X	Bishop Ranch Express	560	509	502	557	565	571	599	579	585	573	578	563	567
97X	Bishop Ranch Express	105	103	90	100	87	103	106	109	112	102	98	102	109
98X	Martinez Express	456	413	399	387	420	414	443	424	385	392	380	401	372
250 *	St Mary's College Gael Rail Shuttle	7	5	3	7	6	7	5	6	-	-	1	6	9
260 *	Cal State East Bay / Concord Bart	27	25	15	17	17	14	15	13	9	8	6	33	30
ALAMO *	Alamo Creek / BART Walnut Creek	20	21	20	20	19	25	20	25	23	22	19	19	17
600's	Select Service	1,222	976	845	1,202	1,190	1,180	1,217	1,297	491	55	819	1,397	1,295
TOTALS		14,496	13,105	12,099	12,735	13,809	13,514	13,812	13,869	12,099	11,571	12,837	14,358	13,792

NOTE: * Data from LINK Operators ** Seasonal Routes

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

SATURDAY		Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
Route	Destination Information	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	559	566	591	455	555	535	522	469	530	495	554	589	587
4H **	Walnut Creek Extended Holiday Shuttle	-	9	73	-	-	-	-	-	-	-	-	-	-
6	Lafayette / Moraga / Orinda	171	149	90	127	151	116	145	102	80	89	96	147	134
250 *	St Mary's College Gael Rail Shuttle	25	20	4	22	22	4	16	5	-	-	4	22	16
301	Rossmoor / John Muir Medical Center	75	60	58	51	61	58	70	70	73	77	62	87	69
310	Concord Bart / Clayton Rd / Kirker Pass	605	558	529	504	539	503	494	495	520	457	460	459	473
311	Concord / Oak Grove / Treat Blvd / WC	268	246	265	216	251	210	227	237	233	244	254	240	243
314	Clayton Rd / Monument Blvd / PH	708	725	707	572	695	589	645	621	642	612	683	661	652
315	Concord / Willow Pass / Landana	77	71	60	54	87	60	72	65	54	85	62	63	71
316	Alhambra / Merello / Pleasant Hill	406	369	330	291	343	385	359	358	350	374	360	342	317
320	DVC / Concord	237	232	202	184	230	183	189	210	235	198	235	235	208
321	San Ramon / Walnut Creek	286	286	252	245	268	242	250	225	243	247	250	219	220
TOTALS		3,418	3,291	3,162	2,718	3,201	2,884	2,989	2,857	2,960	2,879	3,019	3,065	2,989

SUNDAY		Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16
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>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	433	384	379	422	493	348	449	449	370	427	475	427	381
6	Lafayette / Moraga / Orinda	111	118	59	119	125	72	92	101	88	66	116	94	80
250 *	St Mary's College Gael Rail Shuttle	12	15	4	11	14	4	9	7	-	-	5	13	14
301	Rossmoor / John Muir Medical Center	56	45	40	25	38	33	64	59	76	58	67	58	59
310	Concord Bart / Clayton Rd / Kirker Pass	432	445	398	406	440	386	474	441	406	418	409	400	354
311	Concord / Oak Grove / Treat Blvd / WC	206	184	154	177	208	174	178	195	173	179	214	195	161
314	Clayton Rd / Monument Blvd / PH	501	495	466	462	539	412	484	510	505	466	503	514	470
315	Concord / Willow Pass / Landana	59	52	42	46	47	28	56	43	46	56	40	51	38
316	Alhambra / Merello / Pleasant Hill	317	237	239	233	281	261	310	271	281	273	293	249	230
320	DVC / Concord	186	187	131	152	158	123	142	167	159	157	162	161	144
321	San Ramon / Walnut Creek	242	226	172	197	198	194	200	189	190	194	192	178	174
TOTALS		2,554	2,387	2,085	2,250	2,540	2,035	2,458	2,431	2,293	2,295	2,477	2,340	2,105

NOTE: * Data from LINK Operators ** Seasonal Routes

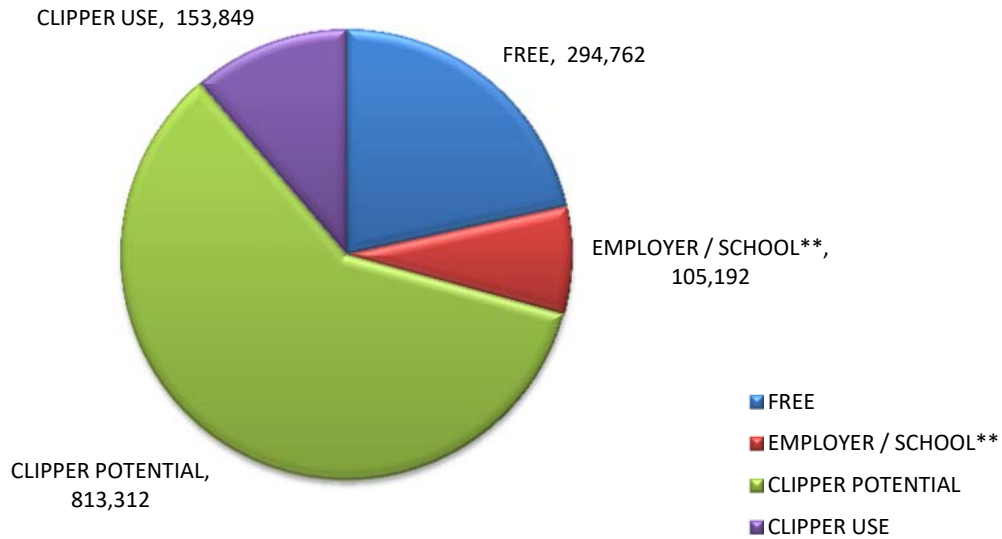
Route Description Summary

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: IM = 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
Alamo Creek Shuttle	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	67,831	23,153	166,675	31,429	18.9%
Aug-16	317,222	76,980	27,693	212,550	39,003	18.4%
Sep-16	323,217	75,770	26,905	220,542	40,702	18.5%
Oct-16	315,168	74,181	27,440	213,546	42,715	20.0%
Nov-16	-	-	-	-	-	-
Dec-16	-	-	-	-	-	-
Jan-17	-	-	-	-	-	-
Feb-17	-	-	-	-	-	-
Mar-17	-	-	-	-	-	-
Apr-17	-	-	-	-	-	-
May-17	-	-	-	-	-	-
Jun-17	-	-	-	-	-	-
Grand Total	1,213,266	294,762	105,192	813,312	153,849	19%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude SYP

FREE	Free / Mid-Day Free
EMPLOYER / SCHOOL	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
AUGUST FY 16/17

SUMMARY	AUGUST FY 15/16	AUGUST FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	11,840	12,336	24,477	23,533
2 TOTAL ATTENDANTS	719	590	1,499	1,203
3 TOTAL COMPANIONS	64	57	138	111
4 TOTAL PASSENGERS	12,623	12,983	26,114	24,847
5 TOTAL SERVICE DAYS	31	31	61	61
6 VEHICLE REVENUE HOURS	6,091	6,113	12,540	11,804
7 VEHICLE SERVICE HOURS	7,652	7,778	15,511	14,943
8 VEHICLE NON REV HOURS	1,562	1,665	2,971	3,138
9 VEHICLE SERVICE MILES	109,497	112,909	225,717	216,494
10 VEHICLE REVENUE MILES	90,832	91,651	189,107	176,277
11 VEHICLE NON REV MILES	18,665	21,258	36,610	40,217
12 PASS. PER REVENUE HOUR	2.07	2.12	2.08	2.10
13 CLIENT PER REVENUE HOUR	1.94	2.02	1.95	1.99
14 PASS. PER SERVICE HOUR	1.65	1.67	1.68	1.66
15 PASS. PER SERVICE MILE	0.12	0.11	0.12	0.11
16 PASS. PER REVENUE MILE	0.14	0.14	0.14	0.14
17 TOTAL TRANSFER TRIPS	958	920	1,958	1,713
18 SAME DAY TRIPS	95	96	196	208
19 SUBSCRIPTION TRIPS	6,764	6,600	14,097	12,356
20 DEMAND	5,089	5,740	10,392	11,179
21 FAREBOX REVENUE	\$11,843.82	\$10,174.87	\$23,888.17	\$20,517.46
22 PREPAID CLIENTS	\$6,282.00	\$5,374.00	\$15,409.00	\$13,156.00
23 COLLECTED BILLING	\$22,148.00	\$26,188.00	\$49,372.00	\$46,574.00
24 TOTAL REVENUE COLLECTED	\$40,273.82	\$41,736.87	\$88,669.17	\$80,247.46
25 CHARGEABLE ACCIDENTS	0	0	3	1
26 SERVICE COMPLAINTS	1	1	1	2
27 SERVICE COMMENDATIONS	3	3	3	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	6	2	9	3
30 DRIVER TURNOVER	2%	0%	7%	1%
31 SCHEDULE ADHERENCE	79%	77%	82%	78%
32 WHEELCHAIR BOARDING'S	4,194	3,066	6,293	5,816
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,414	6,698	N/A	N/A
35 UNDUPLICATED CLIENTS	966	1,026	N/A	N/A
36 NO-SHOWS	80	115	153	226
37 CANCELS	1,294	1,592	2,619	3,256
38 AVG. TRIP LENGTH (MILES)	8.7	8.7	8.6	8.7
39 AVG. SM BUSES IN SERVICE	8	8	8	8
40 AVG. BUSES IN SERVICE	55	42	55	43
41 TOTAL FUEL/GALLONS	17,377	17,158	34,595	33,632
42 FLEET M.P.G.	6.3	6.6	6.5	6.4

Trapeze-Productivity
Trip Hours Productivity

SERV/REV HOURS LINK vs. BART HOURS			REFUEL
7819.20	6154.50	1538.20	126.50
7777.98	6113.28	1664.70	
LINK Invoicing Calculation			
	Serv. Hrs	7,777.98	
	Hourly rate	43.83	
	Total	340,908.86	
	Fixed Costs	84,750.00	
August	Telephone bill	(1,500.00)	
	Grand Total	\$424,158.86	

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)

*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

CCCTA LINK
MONTHLY OPERATING SUMMARY
SEPTEMBER FY 16/17

SUMMARY	SEPTEMBER FY 15/16	SEPTEMBER FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	12,166	11,783	36,643	35,316
2 TOTAL ATTENDANTS	658	568	2,157	1,771
3 TOTAL COMPANIONS	75	58	213	169
4 TOTAL PASSENGERS	12,899	12,409	39,013	37,256
5 TOTAL SERVICE DAYS	29	29	90	90
6 VEHICLE REVENUE HOURS	6,547	5,954	19,087	17,759
7 VEHICLE SERVICE HOURS	8,255	7,697	23,766	22,639
8 VEHICLE NON REV HOURS	1,708	1,742	4,679	4,881
9 VEHICLE SERVICE MILES	115,476	110,899	341,193	327,393
10 VEHICLE REVENUE MILES	95,338	91,032	284,445	267,309
11 VEHICLE NON REV MILES	20,138	19,867	56,748	60,084
12 PASS. PER REVENUE HOUR	1.97	2.08	2.04	2.10
13 CLIENT PER REVENUE HOUR	1.86	1.98	1.92	1.99
14 PASS. PER SERVICE HOUR	1.56	1.61	1.64	1.65
15 PASS. PER SERVICE MILE	0.11	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.14	0.14	0.14	0.14
17 TOTAL TRANSFER TRIPS	924	925	2,882	2,638
18 SAME DAY TRIPS	106	107	302	315
19 SUBSCRIPTION TRIPS	6,880	6,092	20,977	18,448
20 DEMAND	5,287	5,695	15,679	16,874
21 FAREBOX REVENUE	\$11,572.20	\$10,054.12	\$35,460.37	\$30,579.48
22 PREPAID CLIENTS	\$5,470.00	\$4,196.00	\$20,879.00	\$17,344.00
23 COLLECTED BILLING	\$33,010.00	\$27,200.00	\$82,382.00	\$73,774.00
24 TOTAL REVENUE COLLECTED	\$50,052.20	\$41,450.12	\$138,721.37	\$121,697.48
25 CHARGEABLE ACCIDENTS	0	0	3	1
26 SERVICE COMPLAINTS	1	2	2	4
27 SERVICE COMMENDATIONS	3	0	6	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	5	3	14	6
30 DRIVER TURNOVER	1%	1%	8%	2%
31 SCHEDULE ADHERENCE	75%	69%	73%	75%
32 WHEELCHAIR BOARDING'S	2,924	2,864	9,217	8,680
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,655	6,452	19,932	19,223
35 UNDUPLICATED CLIENTS	939	994	2,913	3,007
36 NO-SHOWS	83	136	236	362
37 CANCELS	2,718	2,641	5,337	5,897
38 AVG. TRIP LENGTH (MILES)	9.0	8.9	8.7	8.8
39 AVG. SM BUSES IN SERVICE	8	3	8	3
40 AVG. BUSES IN SERVICE	55	45	43	43
41 TOTAL FUEL/GALLONS	17,331	16,610	51,926	50,242
42 FLEET M.P.G.	6.7	6.7	6.6	6.5

Trapeze-Productivity
Trip Hours Productivity

SERV/REV HOURS	LINK vs. BART HOURS	REFUEL
7724.30	5982.00	1625.10
7696.60	5954.30	1742.30
LINK Invoicing Calculation		
Serv. Hrs		7,696.60
Hourly rate		43.83
Total		337,341.98
Fixed Costs		84,750.00
September Telephone bill		(1,500.00)
Grand Total		\$420,591.98

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