

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, January 6, 2017
8:00 a.m.
Supervisor Andersen Office
309 Diablo Rd, Danville, CA

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of December 2, 2016*
4. Planning and Scheduling
 - a. Strategy to Increase Fixed Route Productivity*
 - b. Report on Electric Trolley Operation
5. Reports
 - a. Fixed Route Monthly Report*
 - b. LINK Monthly Report*
6. Committee Comments
7. Future Agenda Items
8. Next Scheduled Meeting – February 3, 2017
9. 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, January 19, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, January 4, 8:30 a.m., County Connection Board Room
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, January 6, 8:00 a.m., 309 Diablo Rd, Danville

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

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

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

Directors: Directors Robert Storer, Dave Hudson
Staff: Rick Ramacier, Bill Churchill, Anne Muzzini, Scott Mitchell
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 September 1 and October 7, 2016:** Minutes were approved.
4. **Operations:**
 - a. Discussion of First Transit Contract Option – Mr. Churchill presented his recommendation to take advantage of the first option year in the First Transit Contract which will need to be negotiated prior to July 1, 2017. The Committee discussed the strength of the current manager for First Transit, driver shortages effecting the paratransit operation, and other issues related to the contract. The Committee approved the staff recommendation to negotiate for another option year. No Board action is necessary until the terms are finalized.
5. **Planning and Scheduling:**
 - a. Clipper Fare Review – Ms. Muzzini presented an analysis for fare revenue since the Clipper implementation a year ago. Fewer riders are paying with cash and fewer are using paper transfers and paper monthly passes and punch cards. She indicated that there were still a lot of riders who hadn't transferred to the Clipper system and that it appears that if County Connection wants to eliminate paper fare payment, action will have to be taken to eliminate the option. There was discussion about how to transfer riders from paper products to Clipper.
 - b. City of Walnut Creek Contract Changes for #4 and #5 – Ms. Muzzini summarized the rationale for a rate increase to cover the lost fare revenue on the Walnut Creek free routes and explained that the City had approved an increase in their budget. The increases amount to \$157,478 and will require contract amendment for the #4 and a new contract for the #5 still need to be approved by Council. Draft agreements are being reviewed by the City attorney and after final City action they will be taken to the County Connection Board.
 - c. Verbal Updates: Staff provided a brief update on the following topics:
 - i. Electric Trolley Operation – Mr. Mitchell explained the state of the electric trolley implementation.
 - ii. Report on Route 92X and 93X Schedule Changes – Ms. Muzzini reported that these two routes are suffering severe on time performance issues and in some cases missing the ACE train departures. Due to this the schedules will be adjusted to allow for more running time on Hiway 680 and Ygnacio Valley Road.
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**
8. **Next Scheduled Meeting** – January 6th at 8:00am at Supervisor Andersen's Office.
9. **Adjournment** – The meeting was adjourned at 9:30 a.m.

To: O&S Committee

Date: 12/29/2016

From: Anne Muzzini, Director of Planning & Marketing

SUBJECT: Strategy for Improving Fixed Route Productivity

Background: The Board has set a goal to increase fixed route productivity which is currently around 16 passengers per revenue hour. To do this will require a retooling of the system so that service is deployed in more productive ways. Prior to recommending a revised fixed route system, staff wants to develop alternative service options so if an unproductive route is cut there is a replacement.

Issues: There are many issues that will come into play when staff recommends shifting service hours away from unproductive routes to highly productive ones. Some of them are listed below:

- Jurisdictional equity – Historically County Connection has worked to provide coverage in areas to satisfy jurisdictional equity despite low ridership. The Board will need to grapple with the coverage versus frequency issue.
- Use of Shared Mobility Options – Lift, Uber, Bridj, and Taxi service can be used to provide service instead of a fixed route bus and may be more appropriate for the level of ridership. Negotiating agreements and developing user side subsidies will be necessary if this type of service is going to supplant unproductive fixed route.
- Development of In House Options – General Public Door to Door Service - In many rural system general public paratransit is offered instead of fixed route. Upgrading our current paratransit system with dynamic scheduling and a web based interface would make door to door service provided by County Connection more appealing and similar to private sector offerings.
- In House Option – Fixed Route with Small Buses – In some transit system there is a third mode where small buses are used in fixed route or deviated fixed route service. There are different operating and dispatching requirements.

Status: Staff will be working in the next few months to develop service options so that when fixed route service hours are cut from unproductive routes there is something to replace it. LAVTA is implementing the use of shared mobility options to serve communities where fixed route service was eliminated. We will monitor that program so that we can mimic it if successful. In addition staff is evaluating new paratransit scheduling software and hardware will make the door to door system more dynamic and user friendly.

Agenda Item 7.a

TO: O&S Committee

DATE: December 21, 2012

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for November 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>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	293,238		
Average Weekday	13,017	13,115	
Pass/Rev Hour	15.7	16.0	Standard Goal > 17.0
Missed Trips	0.24%	0.15%	Standard Goal < 0.25%
Miles between Road Calls	55,633	39,283	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

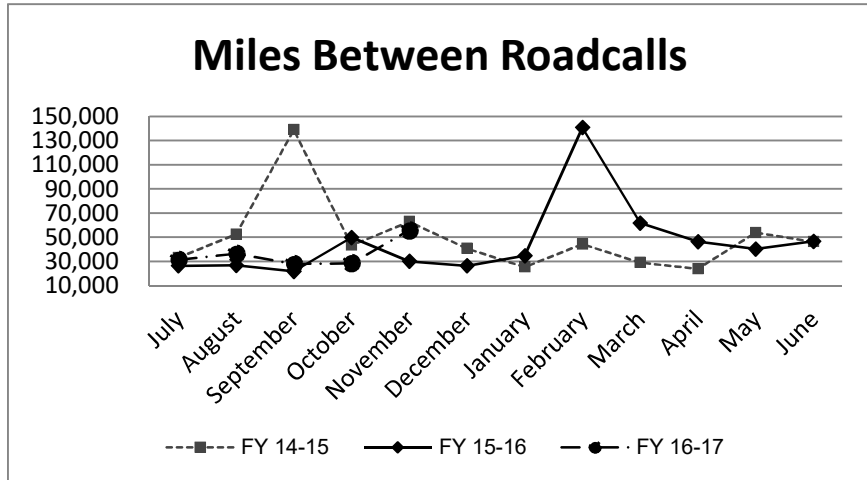
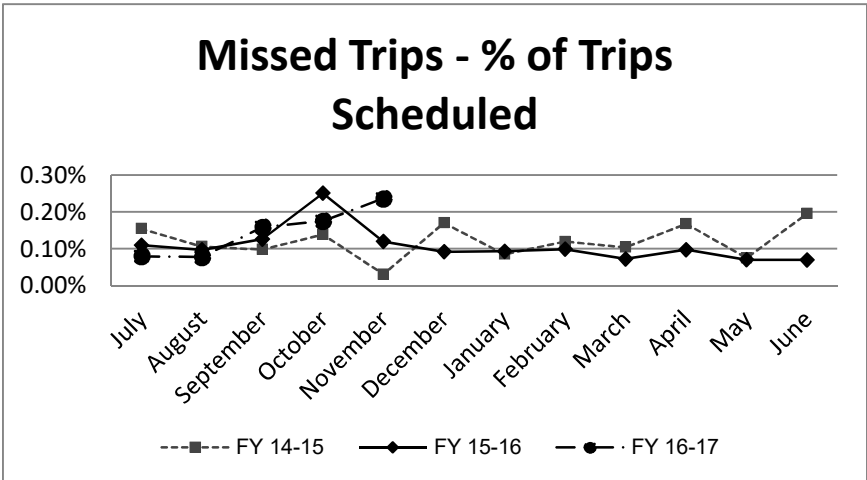
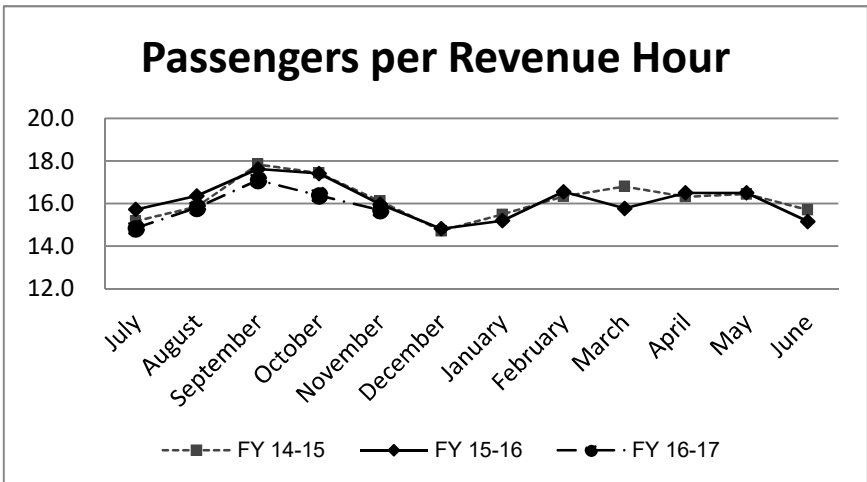
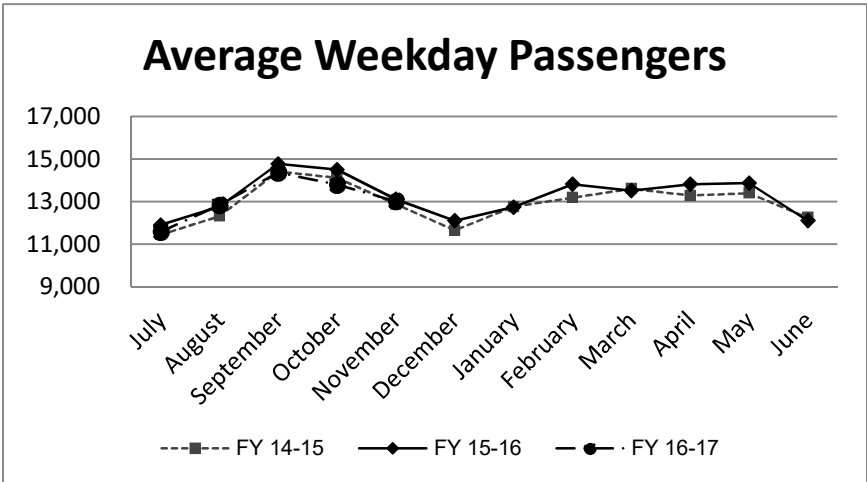
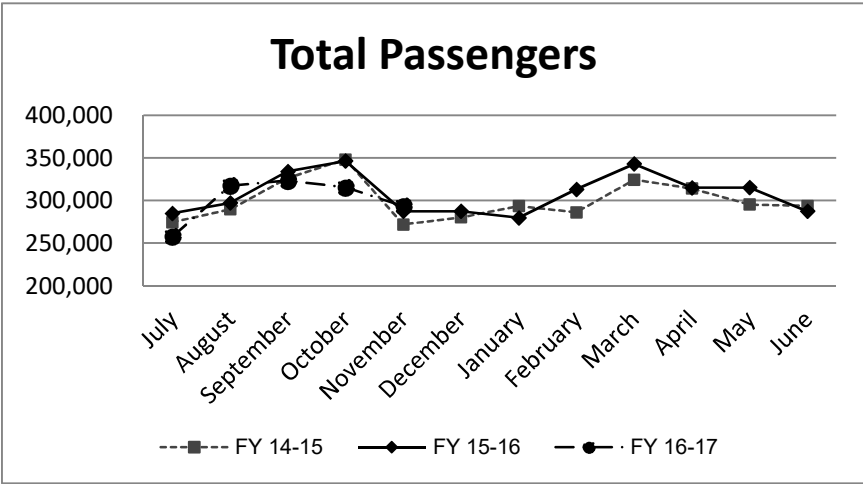
Average weekday ridership was lower in November (13,017 passengers) than October (13,792 passengers) and lower than November 2015 (13,105 passengers).

Passengers per hour in November was 15.7, which is lower than 16.4 in October and lower than November 2015 when passengers per hour was 16.0.

The percentage of missed trips in November was 0.24%, higher than the prior month (0.17%). The YTD average is 0.15% missed trips.

The number of miles between roadcalls was 55,633 miles in November, higher than the prior month in which there were 28,462 miles between roadcalls. The 12 month average is 39,283 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 293,238 passengers in November 2016, 197,429 passengers had the potential to use the Clipper card to board County Connection since 70,765 either used an employee sponsored program or the midday free program. 20.5% of the 293,238 potential Clipper card users paid using Clipper during this month.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2015	2015	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	12 Month TOTALS
	November	December	January	February	March	April	May	June	July	August	September	October	November	
Number of Buses	121	121	121	121	121	121	121	121	121	121	121	121	125	121
Totals Hub Miles	270,457	289,472	276,517	281,448	308,293	277,867	282,096	279,828	250,513	290,918	278,639	284,619	278,166	3,378,376
Work Days	29	30	30	29	31	30	30	30	30	31	29	31	29	360
Revenue Hours	17,989	19,382	18,407	18,913	20,963	19,081	19,080	18,954	17,337	20,082	18,901	19,243	18,699	229,042
Operator Pay Hours	32,289	36,049	33,665	32,164	33,459	31,459	33,045	30,724	32,230	31,744	31,060	33,529	32,752	391,881
Number of Operators	174	173	170	175	171	176	165	168	166	170	163	159	167	169
Unscheduled Absences	349	328	302	372	399	354	278	260	283	249	315	334	416	3,890
FT Protection	93	34	41	50	56	52	37	23	37	29	53	42	56	510
Worker Comp.	96	115	92	113	115	93	82	71	62		115	98	116	1,072
Sick leave	160	179	169	209	228	209	159	166	184	220	147	194	244	2,308
Collision Accidents	6	7	4	6	4	7	7	7	2	8	6	3	6	67
Passenger Accidents	22	18	18	17	28	15	13	11	15	21	24	13	14	207
Total Chargeable Collisions	4	2	3	2	1	1	3	2	1	3	1	0	5	24
Chargeable/100K Miles	1.47	0.69	1.08	0.71	0.32	0.35	1.06	0.71	0.39	1.03	0.35	0.00	1.79	0.71
Number of Trips Scheduled	24,271	26,098	24,713	25,316	27,585	25,617	25,617	25,816	23,820	27,024	25,216	25,724	24,989	307,535
Number of Trips Missed	29	24	23	25	20	25	18	18	19	21	40	45	59	337
Of Trips Scheduled - % Missed	0.12%	0.09%	0.09%	0.10%	0.07%	0.10%	0.07%	0.07%	0.08%	0.08%	0.16%	0.17%	0.24%	0.11%
Of Trips Missed - Mechanical	13	13	6	20	11	9	13	15	10	12	18	12	5	144
On Time Performance %	84%	85%	87%	86%	87%	87%	85%	87%	88%	85%	82%	84%	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	13	13	9	9	8	11	13	9	11	12	14	14	9	132
Road Calls for Mechanical	9	11	8	2	5	6	7	6	8	8	10	10	5	86
Road Calls for Other	4	2	1	7	3	5	6	3	3	4	4	4	4	46
Miles Between Mechanical Road Calls														
Bus Numbers														
200 - 299	22,363	20,728	12,766	31,777	13,658	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
300 - 399	16,975	18,207	34,031	33,469	37,885	33,962	17,770	36,967	6,937	39,921	37,632	18,329	18,865	
400 - 499	27,877	32,089	30,229	31,018	30,646	25,744	27,994	30,505	28,423	31,336	13,499	15,957	26,364	
500 - 518	52,336	17,593	15,465	41,676	7,993	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
900 - 939	24,579	27,556	49,085	99,815	38,259	24,175	23,577	45,368	40,737	15,626	22,576	29,101	86,295	
1300-1309	24,339	24,796	25,593	27,046	27,284	22,245	23,462	6,845	18,769	19,887	10,570	22,158	21,371	
1400-1406	11,278	12,446	14,760	15,957	6,892	13,486	12,032	12,980	11,178	12,895	11,654	9,714	9,811	
1500-1532	N/A	N/A	1,809	690	62,265	85,732	88,761	88,160	75,985	93,124	90,915	32,291	94,333	
1600-1603 (Electric)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2,263	
Fleet Avg.	30,051	26,316	34,724	140,724	61,659	46,311	40,299	46,638	31,314	36,365	27,864	28,462	55,633	39,283
Maintenance Pay Hours	3,831	4,210	4,549	4,353	4,612	4,565	4,718	4,080	3,976	4,465	4,195	3,194	4,100	51,018
No. Maint. Employees	26	27	26	26	26	27	27	26	25	25	26	26	25	26
Maint. Emps/100K Miles	10	9	9	9	8	10	10	9	10	9	9	9	9	9
Unscheduled Absences	2	3	1	3	3	2	4	5	2	0	3	4	6	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	
November 2016 - Fixed Route Boardings	293,238	Revenue Hours - November 2016	18,699	Weekdays - Nov16	21	Fiscal 2017 YTD	1,506,504
Special Event -		November 2015	17,989	Nov15	20		
		Revenue Miles - November 2016	203,989	Saturdays - Nov16	5	Fiscal 2016 YTD	1,549,333
		November 2015	196,647	Nov15	4		
				Sundays - Nov16	5		
				Nov15	5		
November 2016 Total Boardings	293,238	Passengers per Mile	1.4	Total Days - 2016	31	YTD Trend	(2.8%)
November 2015 Total Boardings	287,192	Passengers per Hour	15.7	2015	29	Monthly Trend	2.1%

November 2016 Fixed Route Passenger Total						November 2016	November 2016
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (1M)	Rossmoor / Shadelands	8,157	-	-	8,157	388	12.2
2	Rudgear / Walnut Creek	320	-	-	320	15	3.9
3	Martinez Community Shuttle	1,734	-	-	1,734	83	5.7
4	Walnut Creek Downtown Shuttle	17,412	2,138	1,782	21,332	829	23.7
4H **	Walnut Creek Extended Holiday Service	84	71		155	4	7.6
5	Creekside / Walnut Creek	11,491	-	-	11,491	547	29.3
6	Lafayette / Moraga / Orinda	10,061	456	394	10,911	479	13.9
7	Shadelands / Pleasant Hill / Walnut Creek	8,611	-	-	8,611	410	19.3
9	DVC / Walnut Creek	11,259	-	-	11,259	536	12.7
10	Concord / Clayton Rd	23,441	-	-	23,441	1,116	23.3
11	Treat Blvd / Oak Grove	6,412	-	-	6,412	305	15.7
14	Monument Blvd	12,016	-	-	12,016	572	14.5
15	Treat Boulevard	10,848	-	-	10,848	517	16.6
16	Alhambra Ave / Monument Blvd	16,217	-	-	16,217	772	14.9
17	Olivera/Solano / Salvio / North Concord	5,196	-	-	5,196	247	13.4
18	Amtrak / Merello / Pleasant Hill	9,353	-	-	9,353	445	14.3
19	Amtrak / Pacheco Blvd / Concord	3,293	-	-	3,293	157	11.4
20	DVC / Concord	24,591	-	-	24,591	1,171	23.7
21	Walnut Creek / San Ramon Transit Center	12,024	-	-	12,024	573	11.3
25	Lafayette / Walnut Creek	1,490	-	-	1,490	71	7.3
28	North Concord / Martinez	6,135	-	-	6,135	292	9.5
35	Dougherty Valley	12,451	-	-	12,451	593	17.7
36	San Ramon / Dublin	5,101	-	-	5,101	243	8.7
91X	Concord Commuter Express	1,213	-	-	1,213	58	10.9
92X	Ace Shuttle Express	4,325	-	-	4,325	206	18.4
93X	Kirker Pass Express	3,866	-	-	3,866	184	12.9
95X	San Ramon / Danville Express	3,492	-	-	3,492	166	16.5
96X	Bishop Ranch Express	11,248	-	-	11,248	536	15.1
97X	Bishop Ranch Express	1,904	-	-	1,904	91	9.1
98X	Martinez Express	7,491	-	-	7,491	357	13.2
250 *	Gael Rail Service	27	74	36	137	3	1.7
260 *	Cal State East Bay / Concord Bart	502	-	-	502	30	3.1
301	Rossmoor / John Muir Medical Center	-	253	283	536		6.9
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,707	1,537	3,245		23.7
311	Concord / Oak Grove / Treat Blvd / WC	-	810	703	1,513		12.2
314	Clayton Rd / Monument Blvd / PH	-	2,333	1,873	4,205		18.8
315	Concord / Willow Pass / Landana	-	244	185	429		8.5
316	Alhambra / Merello / Pleasant Hill	-	1,149	926	2,075		12.5
320	DVC / Concord	-	835	546	1,381		13.2
321	San Ramon / Walnut Creek	-	821	729	1,550		9.2
Alamo Creek *	Alamo Creek / BART Walnut Creek	363	-	-	363	17	2.2
600's	Select Service	21,222	-	-	21,222	1,011	26.1
TOTALS		273,351	10,892	8,995	293,238	13,017	15.7

* 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	11,491	547	29.3
600's	Select Service	21,222	1,011	26.1
4	Walnut Creek Downtown Shuttle	21,332	829	23.7
310	Concord Bart / Clayton Rd / Kirker Pass	3,245	-	23.7
20	DVC / Concord	24,591	1,171	23.7
10	Concord / Clayton Rd	23,441	1,116	23.3
7	Shadelands / Pleasant Hill / Walnut Creek	8,611	410	19.3
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,205	-	18.8
92X	Ace Shuttle Express	4,325	206	18.4
35	Dougherty Valley	12,451	593	17.7
15	Treat Boulevard	10,848	517	16.6
95X	San Ramon / Danville Express	3,492	166	16.5
11	Treat Blvd / Oak Grove	6,412	305	15.7
96X	Bishop Ranch Express	11,248	536	15.1
16	Alhambra Ave / Monument Blvd	16,217	772	14.9
14	Monument Blvd	12,016	572	14.5
18	Amtrak / Merello / Pleasant Hill	9,353	445	14.3
6	Lafayette / Moraga / Orinda / Orinda Village	10,911	479	13.9
17	Olivera/Solano / Salvio / North Concord	5,196	247	13.4
320	DVC / Concord	1,381	-	13.2
98X	Martinez Express	7,491	357	13.2
93X	Kirker Pass Express	3,866	184	12.9
9	DVC / Walnut Creek	11,259	536	12.7
316	Alhambra / Merello / Pleasant Hill	2,075	-	12.5
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,513	-	12.2
1 (IM)	Rossmoor / Shadelands	8,157	388	12.2
19	Amtrak / Pacheco Blvd / Concord	3,293	157	11.4
21	Walnut Creek / San Ramon Transit Center	12,024	573	11.3
91X	Concord Commuter Express	1,213	58	10.9
28	North Concord / Martinez	6,135	292	9.5
321	San Ramon / Walnut Creek	1,550	-	9.2
97X	Bishop Ranch Express	1,904	91	9.1
36	San Ramon / Dublin	5,101	243	8.7
315	Concord / Willow Pass / Landana	429	-	8.5
4H **	Walnut Creek Extended Holiday Service	155	4	7.6
25	Lafayette / Walnut Creek	1,490	71	7.3
301	Rossmoor / John Muir Medical Center	536	-	6.9
3	Martinez Community Shuttle	1,734	83	5.7
2	Rudgear / Walnut Creek	320	15	3.9
260 *	Cal State East Bay / Concord Bart	502	30	3.1
Alamo *	Alamo Creek / BART Walnut Creek	363	17	2.2
250 *	Gael Rail Service	137	3	1.7

NOTE: * Data from LINK Operators ** Seasonal Routes

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
		20 Days	22 Days	20 Days	21 Days	23 Days	21 Days	21 Days	22 Days	20 Days	23 Days	21 Days	21 Days	21 Days
1 (1M)	Rossmoor / Shadelands	331	332	340	385	390	401	391	364	369	360	386	382	388
2	Rudgear / Walnut Creek	23	18	16	18	18	18	15	14	15	18	16	14	15
3	Martinez Community Shuttle	84	85	88	101	89	80	79	79	80	95	94	93	83
4	Walnut Creek Downtown Shuttle	795	826	769	820	800	805	819	840	881	880	862	831	829
4H **	Walnut Creek Extended Holiday Shuttle	2	21	-	-	-	-	-	-	-	-	-	-	4
5	Creekside / Walnut Creek	512	446	500	516	518	508	544	507	509	529	588	565	547
6	Lafayette / Moraga / Orinda	482	393	493	504	504	481	465	343	319	370	506	514	479
7	Shadelands / Pleasant Hill / Walnut Creek	330	282	334	341	371	390	394	366	316	367	406	444	410
9	DVC / Walnut Creek	582	527	529	604	557	559	595	536	540	577	599	570	536
10	Concord / Clayton Rd	1,159	1,109	1,096	1,207	1,170	1,204	1,170	1,087	1,069	1,095	1,222	1,123	1,116
11	Treat Blvd / Oak Grove	306	282	284	311	305	322	339	300	282	334	337	313	305
14	Monument Blvd	639	593	613	649	636	651	646	605	590	597	608	591	572
15	Treat Boulevard	526	492	545	580	496	530	566	480	519	507	563	526	517
16	Alhambra Ave / Monument Blvd	776	754	749	833	811	835	886	805	761	767	835	782	772
17	Olivera/Solano / Salvio / North Concord	279	260	248	262	260	275	254	254	258	260	248	253	247
18	Amtrak / Merello / Pleasant Hill	455	408	400	454	445	463	440	397	403	435	499	465	445
19	Amtrak / Pacheco Blvd / Concord	153	151	143	162	163	172	178	165	152	155	171	158	157
20	DVC / Concord	1,187	995	926	1,238	1,150	1,194	1,135	1,000	1,060	1,160	1,285	1,229	1,171
21	Walnut Creek / San Ramon Transit Center	618	572	594	612	610	618	627	578	544	570	619	596	573
25	Lafayette / Walnut Creek	62	66	69	86	69	77	65	54	62	60	76	75	71
28	North Concord / Martinez	317	289	279	307	333	327	325	281	295	321	338	305	292
35	Dougherty Valley	564	508	537	585	598	592	586	559	523	591	654	655	593
36	San Ramon / Dublin	251	254	264	285	267	269	266	254	227	239	260	257	243
91X	Concord Commuter Express	64	55	64	58	62	62	60	60	59	62	68	66	58
92X	Ace Shuttle Express	206	175	211	210	206	215	219	220	223	213	236	213	206
93X	Kirker Pass Express	176	175	185	194	202	198	190	186	189	199	208	208	184
95X	San Ramon / Danville Express	180	170	179	188	180	170	171	164	174	176	182	176	166
96X	Bishop Ranch Express	509	502	557	565	571	599	579	585	573	578	563	567	536
97X	Bishop Ranch Express	103	90	100	87	103	106	109	112	102	98	102	109	91
98X	Martinez Express	413	399	387	420	414	443	424	385	392	380	401	372	357
250 *	St Mary's College Gael Rail Shuttle	5	3	7	6	7	5	6	-	-	1	6	9	3
260 *	Cal State East Bay / Concord Bart	25	15	17	17	14	15	13	9	8	6	33	30	30
ALAMO *	Alamo Creek / BART Walnut Creek	21	20	20	19	25	20	25	23	22	19	19	17	17
600's	Select Service	976	845	1,202	1,190	1,180	1,217	1,297	491	55	819	1,397	1,295	1,011
TOTALS		13,105	12,099	12,735	13,809	13,514	13,812	13,869	12,099	11,571	12,837	14,358	13,792	13,017

NOTE: * Data from LINK Operators ** Seasonal Routes

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

SATURDAY		Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Route	Destination Information	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days
4	Walnut Creek Downtown Shuttle	566	591	455	555	535	522	469	530	495	554	589	587	535
4H **	Walnut Creek Extended Holiday Shuttle	9	73	-	-	-	-	-	-	-	-	-	-	18
6	Lafayette / Moraga / Orinda	149	90	127	151	116	145	102	80	89	96	147	134	114
250 *	St Mary's College Gael Rail Shuttle	20	4	22	22	4	16	5	-	-	4	22	16	19
301	Rossmoor / John Muir Medical Center	60	58	51	61	58	70	70	73	77	62	87	69	63
310	Concord Bart / Clayton Rd / Kirker Pass	558	529	504	539	503	494	495	520	457	460	459	473	427
311	Concord / Oak Grove / Treat Blvd / WC	246	265	216	251	210	227	237	233	244	254	240	243	202
314	Clayton Rd / Monument Blvd / PH	725	707	572	695	589	645	621	642	612	683	661	652	583
315	Concord / Willow Pass / Landana	71	60	54	87	60	72	65	54	85	62	63	71	61
316	Alhambra / Merello / Pleasant Hill	369	330	291	343	385	359	358	350	374	360	342	317	287
320	DVC / Concord	232	202	184	230	183	189	210	235	198	235	235	208	209
321	San Ramon / Walnut Creek	286	252	245	268	242	250	225	243	247	250	219	220	205
TOTALS		3,291	3,162	2,718	3,201	2,884	2,989	2,857	2,960	2,879	3,019	3,065	2,989	2,723

SUNDAY		Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16
Route	Destination Information	5 Days	4 Days	5 Days	4 Days	4 Days	4 Days	5 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days
4	Walnut Creek Downtown Shuttle	384	379	422	493	348	449	449	370	427	475	427	381	445
6	Lafayette / Moraga / Orinda	118	59	119	125	72	92	101	88	66	116	94	80	99
250 *	St Mary's College Gael Rail Shuttle	15	4	11	14	4	9	7	-	-	5	13	14	9
301	Rossmoor / John Muir Medical Center	45	40	25	38	33	64	59	76	58	67	58	59	71
310	Concord Bart / Clayton Rd / Kirker Pass	445	398	406	440	386	474	441	406	418	409	400	354	384
311	Concord / Oak Grove / Treat Blvd / WC	184	154	177	208	174	178	195	173	179	214	195	161	176
314	Clayton Rd / Monument Blvd / PH	495	466	462	539	412	484	510	505	466	503	514	470	468
315	Concord / Willow Pass / Landana	52	42	46	47	28	56	43	46	56	40	51	38	46
316	Alhambra / Merello / Pleasant Hill	237	239	233	281	261	310	271	281	273	293	249	230	231
320	DVC / Concord	187	131	152	158	123	142	167	159	157	162	161	144	137
321	San Ramon / Walnut Creek	226	172	197	198	194	200	189	190	194	192	178	174	182
TOTALS		2,387	2,085	2,250	2,540	2,035	2,458	2,431	2,293	2,295	2,477	2,340	2,105	2,249

NOTE: * Data from LINK Operators ** Seasonal Routes

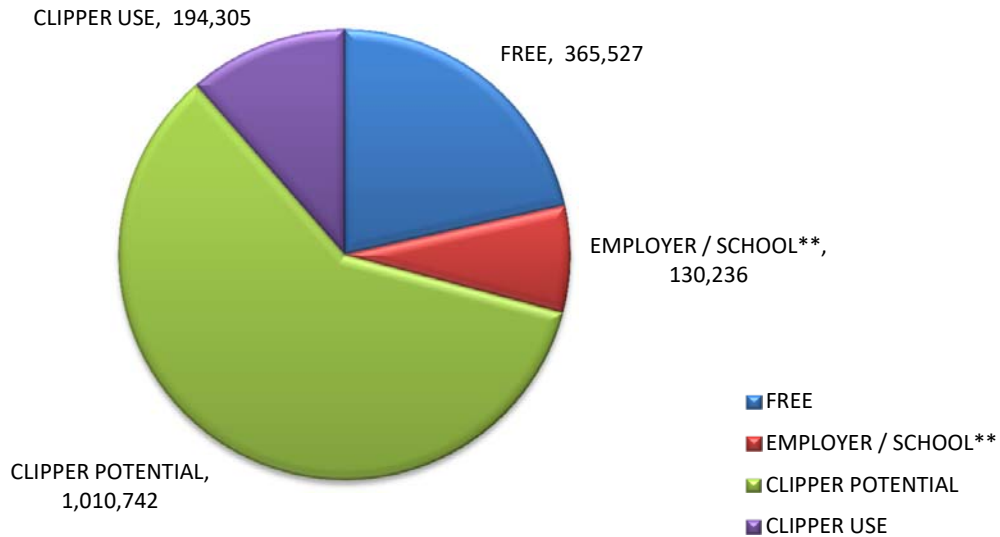
Route Description Summary

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
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	293,238	70,765	25,044	197,429	40,456	20.5%
Dec-16	-	-	-	-	-	-
Jan-17	-	-	-	-	-	-
Feb-17	-	-	-	-	-	-
Mar-17	-	-	-	-	-	-
Apr-17	-	-	-	-	-	-
May-17	-	-	-	-	-	-
Jun-17	-	-	-	-	-	-
Grand Total	1,506,504	365,527	130,236	1,010,742	194,305	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 / Airport, UFCW Trust (91X) / St Marys / JFKU / COCO / Promo - SYP & CSEB (Rte 260)

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	\$30,571.58
22 PREPAID CLIENTS	\$5,470.00	\$4,196.00	\$20,879.00	\$17,352.00
23 COLLECTED BILLING	\$33,010.00	\$28,094.00	\$82,382.00	\$74,668.00
24 TOTAL REVENUE COLLECTED	\$50,052.20	\$42,344.12	\$138,721.37	\$122,591.58
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	1625.10
7696.60	117.20
<i>LINK Invoicing Calculation</i>	
<i>Serv. Hrs</i>	7,696.60
<i>Hourly rate</i>	43.83
<i>Total</i>	337,341.98
<i>Fixed Costs</i>	84,750.00
<i>September Telephone bill</i>	(1,500.00)
<i>Grand Total</i>	\$420,591.98

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

operations-daily operations report

CCCTA LINK
MONTHLY OPERATING SUMMARY
OCTOBER FY 16/17

SUMMARY	OCTOBER FY 15/16	OCTOBER FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	12,753	11,878	49,396	47,194
2 TOTAL ATTENDANTS	670	714	2,827	2,485
3 TOTAL COMPANIONS	74	55	287	224
4 TOTAL PASSENGERS	13,497	12,647	52,510	49,903
5 TOTAL SERVICE DAYS	31	31	121	121
6 VEHICLE REVENUE HOURS	6,902	6,065	25,990	23,824
7 VEHICLE SERVICE HOURS	8,754	7,732	32,521	30,371
8 VEHICLE NON REV HOURS	1,852	1,667	6,531	6,547
9 VEHICLE SERVICE MILES	117,286	112,473	458,479	439,866
10 VEHICLE REVENUE MILES	95,659	92,426	380,104	359,735
11 VEHICLE NON REV MILES	21,627	20,047	78,375	80,131
12 PASS. PER REVENUE HOUR	1.96	2.09	2.02	2.09
13 CLIENT PER REVENUE HOUR	1.85	1.96	1.90	1.98
14 PASS. PER SERVICE HOUR	1.54	1.64	1.61	1.64
15 PASS. PER SERVICE MILE	0.12	0.11	0.11	0.11
16 PASS. PER REVENUE MILE	0.14	0.14	0.14	0.14
17 TOTAL TRANSFER TRIPS	974	915	3,856	3,553
18 SAME DAY TRIPS	134	160	436	475
19 SUBSCRIPTION TRIPS	7,347	6,166	28,324	24,614
20 DEMAND	5,406	5,714	21,085	22,588
21 FAREBOX REVENUE	\$11,765.36	\$10,309.45	\$47,225.73	\$40,881.03
22 PREPAID CLIENTS	\$9,905.00	\$6,519.00	\$30,784.00	\$23,871.00
23 COLLECTED BILLING	\$26,216.00	\$20,458.00	\$108,598.00	\$95,126.00
24 TOTAL REVENUE COLLECTED	\$47,886.36	\$37,286.45	\$186,607.73	\$159,878.03
25 CHARGEABLE ACCIDENTS	0	0	3	1
26 SERVICE COMPLAINTS	0	2	2	6
27 SERVICE COMMENDATIONS	2	0	8	6
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	0	4	14	10
30 DRIVER TURNOVER	0%	0%	8%	2%
31 SCHEDULE ADHERENCE	78%	72%	77%	75%
32 WHEELCHAIR BOARDING'S	3,158	2,809	12,375	11,489
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,995	6,515	26,927	25,738
35 UNDUPLICATED CLIENTS	1,088	950	4,001	3,957
36 NO-SHOWS	67	169	303	531
37 CANCELS	1,384	1,470	6,721	7,367
38 AVG. TRIP LENGTH (MILES)	8.7	8.9	8.7	8.8
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	55	44	55	43
41 TOTAL FUEL/GALLONS	18,248	16,143	70,174	66,385
42 FLEET M.P.G.	6.4	7.0	6.5	6.6

Trapeze-Productivity
Trip Hours Productivity

SERV/REV HOURS	LINK vs. BART HOURS	REFUEL
7762.70	6096.00	1540.70
7732.00	6065.30	1666.70
LINK Invoicing Calculation		
Serv. Hrs	7,732.00	
Hourly rate	43.83	
Total	338,893.56	
Fixed Costs	84,750.00	
September Telephone bill	(1,500.00)	
Grand Total	\$422,143.56	

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)

**** November numbers are going to be higher in prepaid and collected
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* 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

operations-daily operations report