

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, April 7, 2017  
9:00 a.m.  
Supervisor Andersen Office  
3339 Mt. Diablo Blvd, Lafayette, CA

### Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of February 3, 2017\*
4. Report on LINK No Shows\*
5. Shared Mobility Update\*
6. Reports
  - a. Fixed Route Monthly Report\*
  - b. LINK Monthly Report\*
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – May 5, 2017
10. Adjournment

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

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

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

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

Board of Directors:	Thursday, April 20, 9:00 a.m., County Connection Board Room
Administration & Finance:	Monday, April 10, 9:00 a.m., County Connection Board Room
Advisory Committee:	Tuesday, May 9, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Thursday, April 6, 10:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Operations & Scheduling:	Friday, April 7, 9:00 a.m., 3339 Mt. Diablo Blvd., Lafayette

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

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

**Summary Minutes**  
**Operations & Scheduling Committee**  
Supervisor Andersen Office  
309 Diablo Road, Danville, CA  
**Friday, February 3, 2017, 8:00 a.m.**

**Directors:** Director Dave Hudson

**Staff:** Rick Ramacier, Bill Churchill, Anne Muzzini, Scott Mitchell, Ruby Horta

**Public:** None

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

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None
3. **Approval of O&S Summary Minutes for January 6, 2017:** Minutes were approved.
4. **Maintenance:**
  - a. Fuel Bid Results - Mr. Mitchell explained that the fuel bid was handled as a coordinated procurement for many transit agency's with County Connection being the lead. It's a 3 year term with 2-1 year options. The staff recommendation is to award to Pinnacle Petroleum. Mr. Hudson talked about hydrogen fueling at Bishop Ranch and use of renewable diesel. The Committee recommended sending the staff recommendation to the Board.
5. **Planning and Scheduling:**
  - a. Analysis of Routes Using Cost per Passenger – Ms. Muzzini presented charts showing the relative cost per passenger of the weekday and weekend routes in the system. She explained the advantages of using the cost per passenger indicator and stated that one strategy to increase productivity of the system would be to take hours away from the high cost per passenger routes and add service to those with low cost per passenger. There was discussion about the 97X and how it compared to route 35. The Committee decided to take the information to the Board without any proposed action.
  - b. Fare Survey of California Transit Operators – Ms. Horta explained the results of her survey of 52 California transit agencies telling the Committee that only 7 charge a higher base fare than County Connection and 38 had a base fare lower. There was discussion about how to push more riders to Clipper instead of cash fares. The Committee recommended giving the results of the survey to the A&F Committee.
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** – The Committee agreed to discuss with all members a better location and time to allow more participation.
8. **Next Scheduled Meeting** – March 3rd time and place to be determined.
9. **Adjournment** – The meeting was adjourned at 9:10 a.m.

To: O&S Committee

Date: March 31, 2017

From: Bill Churchill, Director of Transportation

Reviewed by:

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**SUBJECT: LINK Service No Show Rates**

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As requested, staff conducted an investigation into the LINK service No-Show rates to understand why the number of No-Shows has increased. In working with First Transit staff it was discovered that two processes used to help control the No Show rates were no longer in practice. Whenever a customer does not show up for a scheduled trip, a First Transit employee is supposed call the customer and remind them of the importance of canceling trips timely and remind them of the No Show policy. The other process is to send a post card to the customer that did not show up for a trip. The postcard provides a succinct and abbreviated version of the No Show policy as well as the phone number to cancel trips as well as a phone number to call should the customer have any questions. Many years ago it was found that this double reminding process was very effective in controlling the volume of No Shows.

First Transit had assigned this process to a long term employee that had worked for LINK for nearly twenty years and was very familiar with the ADA paratransit customers. Unfortunately, this employee resigned from their position with First transit last year and the two aforementioned processes of reaching out to customers who have No Shows was not transferred to the new employee. Since this discovery, the practice of calling customers with a No Show as well as sending the reminder card has been reinstated. Staff anticipates the No Show rates will be reduced as a result of the action taken.

To: O&S Committee

Date: March 31, 2017

From: Rashidi Barnes, Sr. Manager of Transportation

Reviewed by:

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### **SUBJECT: Shared Mobility Update**

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#### **Summary of Issues:**

Public transit is at the beginning of a disruptive period where what we know, think, and use to get around is evolving. Due to declining revenue and increased competition for riders, the concept of public transportation is being redefined. Forms of shared mobility include but are not limited to, carsharing and bikesharing, ridesourcing, microtransit and connected/autonomous vehicles. Coupled with public transportation, these modes offer the region the ability to reduce its environmental impact, lessen traffic congestion and provide efficient equitable transportation options.

#### **Shared Mobility Trends:**

Ridesourcing – Transit agencies are exploring pilots and non-exclusive partnerships with Transportation Network Companies (TNCs) as a first/last mile solution to help riders travel to or from public transit. Examples of these are in Livermore, Los Angeles, Sonoma County, Pinellas County (Tampa Bay area) with Uber.

Micro Transit – In general this service draws customers who are willing to pay a slightly higher fare for greater comfort and curb to curb service. App-based dynamic route-generating technology is used by many of these services which has tremendous potential for growing transit ridership. Examples of this type of program are currently in service at Kansas City Area Transportation, AC Transit and VTA in the forms of a “FLEX” service.

Bikesharing – A short-term rental program that allows users to pick up a bicycle at one station and return it to any other station in the system. It is designed for short, point-to-point trips. It also aims to bridge the first mile/last mile issue to and from public transit hubs. Examples of these are in Los Angeles, Chicago and Austin.

Carsharing/Vanpool – Carsharing is a service that provides members with access to an automobile for short-term—usually hourly—use. An example of this is the partnership between BART and Scoop or MTC and WAZEpool.

Connected/Automated Vehicles – Automated vehicles are those in which at least some aspect of a safety-critical control function (e.g., steering, throttle, or braking) occurs without direct driver input. Automated vehicles may be autonomous (i.e., use only vehicle sensors) or may be connected (i.e., use communications systems such as connected vehicle technology, in which cars and roadside infrastructure communicate wirelessly). Connectivity is an important input to realizing the full potential benefits and broad-scale implementation of

automated vehicles. Similar to the testing that is being done at the GoMentum station; there are other similar projects in Santa Clara, Treasure Island, Columbus and Jacksonville.

**Next Steps:**

As these types of projects mature, staff will update the Board with as well as submit other mobility concepts that could potentially be integrated in County Connection's current transportation platform. Staff will also report back on National or local shared mobility projects to highlight results and or lessons learned.

**Financial Implications:**

None at this time

**Recommendation:**

None at this time

**Agenda Item 7.a**

**TO:** O&S Committee

**DATE:** March 20, 2013

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

**SUBJ:** Fixed Route Reports

**Fixed Route Operating Reports for February 2017**

1. Monthly Boarding's Data

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

<u>Title</u>	<b>FY16-17</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	266,662		
Average Weekday	12,346	12,714	
Pass/Rev Hour	15.7	15.7	Standard Goal > 17.0
Missed Trips	0.11%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	37,345	37,604	Standard Goal > 18,000

\* Based on current standards from updated SRTP

**Analysis**

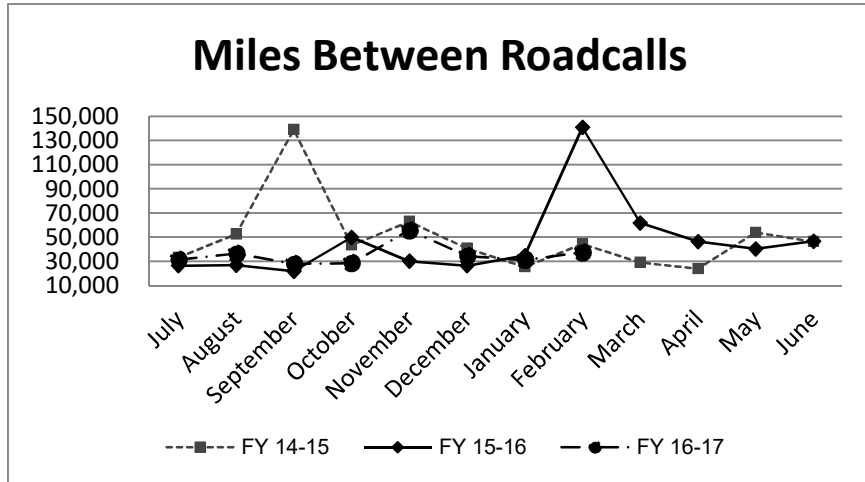
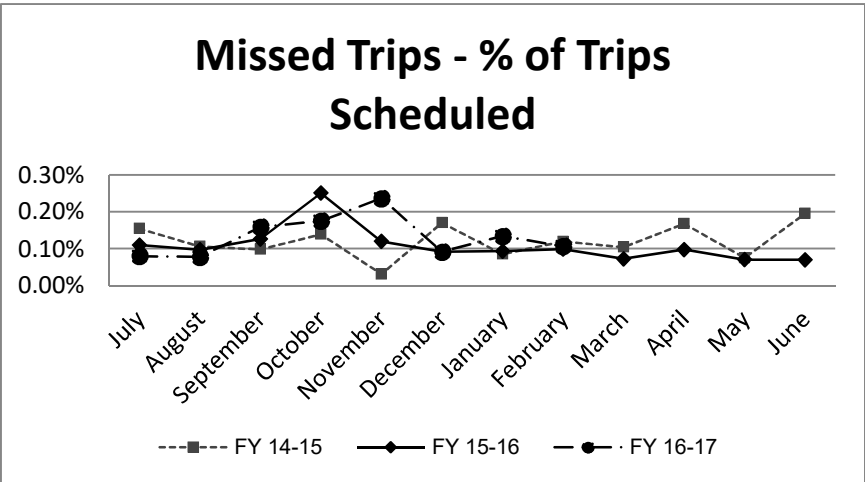
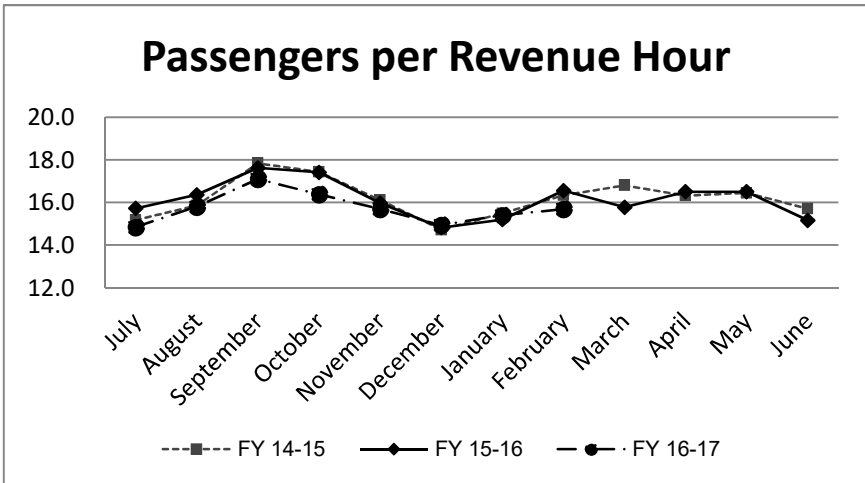
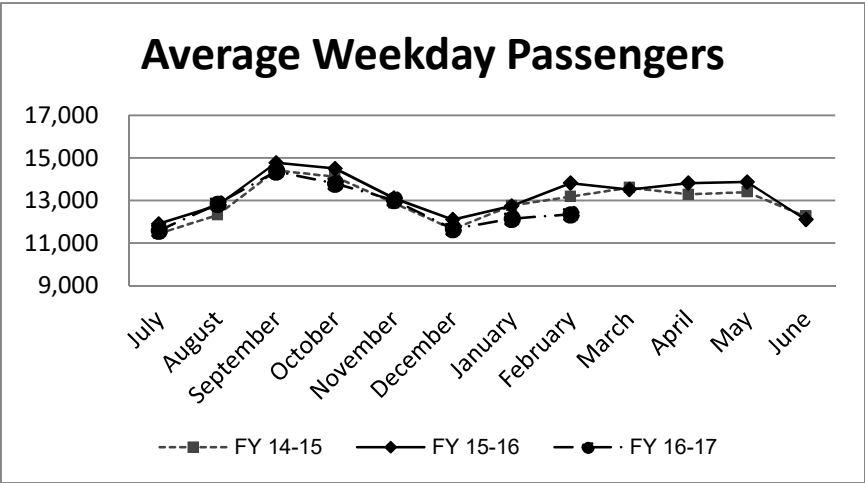
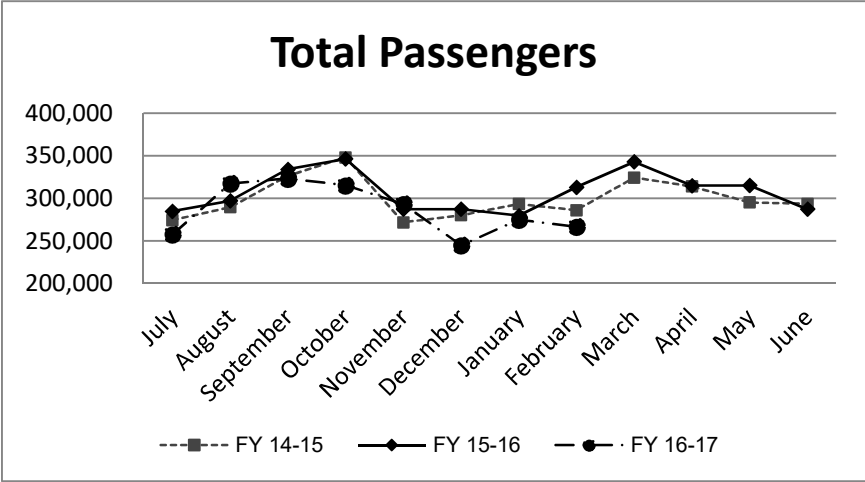
Average weekday ridership was higher in February (12,346 passengers) than January (12,140 passengers) and lower than February 2016 (13,809 passengers).

Passengers per hour in February was 15.7, which is higher than 15.4 in January and lower than February 2016 when passengers per hour was 16.5.

The percentage of missed trips in February was 0.11%, lower than the prior month (0.13%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 37,345 miles in February, higher than the prior month in which there were 31,092 miles between roadcalls. The 12 month average is 37,604 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 266,662 passengers in February, 193,256 passengers had the potential to use a Clipper card aboard County Connection since 73,406 either used an employee sponsored program or the midday free program. About 27.8% of the 266,662 potential Clipper card users paid using Clipper during this month.





**TRANSPORTATION and MAINTANCE  
Operation Data Summary**

TRANSPORTATION	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	2016	12 Month TOTALS
	February	March	April	May	June	July	August	September	October	November	December	January	February	
Number of Buses	121	121	121	121	121	121	121	121	121	125	125	125	125	122
Totals Hub Miles	281,448	308,293	277,867	282,096	279,828	250,513	290,918	278,639	284,619	278,166	274,599	279,827	261,414	3,346,779
<b>Work Days</b>	29	31	30	30	30	30	31	29	31	29	30	30	28	359
Revenue Hours	18,913	20,963	19,081	19,080	18,954	17,337	20,082	18,901	19,243	18,699	17,925	17,859	17,000	225,124
Operator Pay Hours	32,164	33,459	31,459	33,045	30,724	32,230	31,744	31,060	33,529	32,752	33,306	34,479	29,206	386,994
Number of Operators	175	171	176	165	168	166	170	163	159	167	167	174	171	168
<b>Unscheduled Absences</b>	<b>372</b>	<b>399</b>	<b>354</b>	<b>278</b>	<b>260</b>	<b>283</b>	<b>249</b>	<b>315</b>	<b>334</b>	<b>416</b>	<b>312</b>	<b>409</b>	<b>386</b>	<b>3,995</b>
FT Protection	50	56	52	37	23	37	29	53	42	56	63	70	59	577
Worker Comp.	113	115	93	82	71	62	115	115	98	116	87	88	84	1,011
Sick leave	209	228	209	159	166	184	220	147	194	244	162	251	243	2,407
<b>Collision Accidents</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>7</b>	<b>7</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>63</b>
Passenger Accidents	17	28	15	13	11	15	21	24	13	14	16	18	22	210
Total Chargeable Collisions	2	1	1	3	2	1	3	1	0	5	3	1	1	22
<b>Chargeable/100K Miles</b>	<b>0.71</b>	<b>0.32</b>	<b>0.35</b>	<b>1.06</b>	<b>0.71</b>	<b>0.39</b>	<b>1.03</b>	<b>0.35</b>	<b>0.00</b>	<b>1.79</b>	<b>1.09</b>	<b>0.35</b>	<b>0.38</b>	<b>0.65</b>
Number of Trips Scheduled	25,316	27,585	25,617	25,617	25,816	23,820	27,024	25,216	25,724	24,984	25,185	25,405	26,298	308,291
Number of Trips Missed	25	20	25	18	18	19	21	40	45	59	23	34	28	350
<b>Of Trips Scheduled - % Missed</b>	<b>0.10%</b>	<b>0.07%</b>	<b>0.10%</b>	<b>0.07%</b>	<b>0.07%</b>	<b>0.08%</b>	<b>0.08%</b>	<b>0.16%</b>	<b>0.17%</b>	<b>0.24%</b>	<b>0.09%</b>	<b>0.13%</b>	<b>0.11%</b>	<b>0.11%</b>
Of Trips Missed - Mechanical	20	11	9	13	15	10	12	18	12	5	17	22	25	169
On Time Performance %	86%	87%	87%	85%	87%	88%	85%	82%	84%	84%	85%	87%	86%	86%
<b>MAINTENANCE</b>														
A/C Operative - Avg. %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	9	8	11	13	9	11	12	14	14	9	12	15	13	141
Road Calls for Mechanical	2	5	6	7	6	8	8	10	10	5	8	9	7	89
<b>Road Calls for Other</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>52</b>
<b>Miles Between Mechanical Road Calls</b>														
Bus Numbers														
200 - 299	31,777	13,658	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
300 - 399	33,469	37,885	33,962	17,770	36,967	6,937	39,921	37,632	18,329	18,865	19,314	35,751	34,201	
400 - 499	31,018	30,646	25,744	27,994	30,505	28,423	31,336	13,499	15,957	26,364	26,934	28,698	25,474	
500 - 518	41,676	7,993	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
900 - 939	99,815	38,259	24,175	23,577	45,368	40,737	15,626	22,576	29,101	86,295	30,064	32,622	30,178	
1300-1309	27,046	27,284	22,245	23,462	6,845	18,769	19,887	10,570	22,158	21,371	17,751	22,950	19,424	
1400-1406	15,957	6,892	13,486	12,032	12,980	11,178	12,895	11,654	9,714	9,811	11,134	10,403	11,945	
1500-1532	690	62,265	85,732	88,761	88,160	75,985	93,124	90,915	32,291	94,333	44,980	29,053	79,835	
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	N/A	
Fleet Avg.	140,724	61,659	46,311	40,299	46,638	31,314	36,365	27,864	28,462	55,633	34,325	31,092	37,345	37,604
Maintenance Pay Hours	4,353	4,612	4,565	4,718	4,080	3,976	4,465	4,195	3,194	4,100	4,024	4,331	3,734	49,996
No. Maint. Employees	26	26	27	27	26	25	25	26	26	25	26	25	25	26
<b>Maint. Emps/100K Miles</b>	<b>9</b>	<b>8</b>	<b>10</b>	<b>10</b>	<b>9</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>9</b>
Unscheduled Absences	3	3	2	4	5	2	0	3	4	6	3	4	3	3

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

**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>February 2017 - Fixed Route Boardings</b>	266,662	Revenue Hours - February 2017	17,000	Weekdays - Feb17	20	Fiscal 2017 YTD	2,315,724	
		February 2016	18,913	Feb16	21			
Special Event -		Revenue Miles - February 2017	194,585	Saturdays - Feb17	4	Fiscal 2016 YTD	2,429,168	
		February 2016	207,249	Feb16	4			
				Sundays - Feb17	4			
				Feb16	4			
<b>February 2017 Total Boardings</b>	<b>266,662</b>	<b>Passengers per Mile</b>	<b>1.4</b>	<b>Total Days - 2016</b>	<b>28</b>	<b>YTD Trend</b>	<b>(4.7%)</b>	
<b>February 2016 Total Boardings</b>	<b>313,053</b>	<b>Passengers per Hour</b>	<b>15.7</b>	<b>2015</b>	<b>29</b>	<b>Monthly Trend</b>	<b>(14.8%)</b>	

February 2017 Fixed Route Passenger Total						February 2017	February 2017
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (1M)	Rossmoor / Shadelands	7,382	-	-	7,382	369	11.6
2	Rudgear / Walnut Creek	372	-	-	372	19	5.8
3	Martinez Community Shuttle	1,692	-	-	1,692	85	5.8
4	Walnut Creek Downtown Shuttle	16,778	2,371	1,504	20,653	839	23.8
5	Creekside / Walnut Creek	10,377	-	-	10,377	519	27.7
6	Lafayette / Moraga / Orinda	9,049	503	395	9,948	452	13.6
7	Shadelands / Pleasant Hill / Walnut Creek	8,435	-	-	8,435	422	20.4
9	DVC / Walnut Creek	10,056	-	-	10,056	503	14.9
10	Concord / Clayton Rd	20,439	-	-	20,439	1,022	21.3
11	Treat Blvd / Oak Grove	6,247	-	-	6,247	312	17.0
14	Monument Blvd	11,414	-	-	11,414	571	14.4
15	Treat Boulevard	9,572	-	-	9,572	479	15.5
16	Alhambra Ave / Monument Blvd	14,058	-	-	14,058	703	13.6
17	Olivera/Solano / Salvio / North Concord	4,818	-	-	4,818	241	13.0
18	Amtrak / Merello / Pleasant Hill	8,494	-	-	8,494	425	13.6
19	Amtrak / Pacheco Blvd / Concord	2,615	-	-	2,615	131	9.5
20	DVC / Concord	21,509	-	-	21,509	1,075	23.4
21	Walnut Creek / San Ramon Transit Center	10,750	-	-	10,750	538	11.1
25	Lafayette / Walnut Creek	1,227	-	-	1,227	61	6.6
28	North Concord / Martinez	5,906	-	-	5,906	295	9.8
35	Dougherty Valley	11,146	-	-	11,146	557	16.7
36	San Ramon / Dublin	4,555	-	-	4,555	228	8.5
91X	Concord Commuter Express	1,060	-	-	1,060	53	11.0
92X	Ace Shuttle Express	2,697	-	-	2,697	135	12.9
93X	Kirker Pass Express	3,637	-	-	3,637	182	13.2
95X	San Ramon / Danville Express	3,323	-	-	3,323	166	17.0
96X	Bishop Ranch Express	10,929	-	-	10,929	546	16.7
97X	Bishop Ranch Express	1,934	-	-	1,934	97	11.2
98X	Martinez Express	6,454	-	-	6,454	323	16.1
250 *	Gael Rail Service	13	95	55	163	2	1.9
260 *	Cal State East Bay / Concord Bart	256	-	-	256	16	1.7
301	Rossmoor / John Muir Medical Center	-	240	152	392		5.3
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,689	1,391	3,080		22.5
311	Concord / Oak Grove / Treat Blvd / WC	-	845	605	1,450		11.7
314	Clayton Rd / Monument Blvd / PH	-	2,373	1,695	4,069		18.3
315	Concord / Willow Pass / Landana	-	307	213	520		10.3
316	Alhambra / Merello / Pleasant Hill	-	1,191	890	2,080		12.9
320	DVC / Concord	-	914	591	1,506		14.5
321	San Ramon / Walnut Creek	-	982	745	1,727		10.8
Alamo Creek *	Alamo Creek / BART Walnut Creek	342	-	-	342	17	2.1
600's	Select Service	19,379	-	-	19,379	969	32.7
<b>TOTALS</b>		<b>246,915</b>	<b>11,511</b>	<b>8,237</b>	<b>266,662</b>	<b>12,346</b>	<b>15.7</b>

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

## Operations Data Summary

### JANUARY 2017 PRODUCTIVITY (sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	19,379	969	32.7
5	Creekside / Walnut Creek	10,377	519	27.7
4	Walnut Creek Downtown Shuttle	20,653	839	23.8
20	DVC / Concord	21,509	1,075	23.4
310	Concord Bart / Clayton Rd / Kirker Pass	3,080	-	22.5
10	Concord / Clayton Rd	20,439	1,022	21.3
7	Shadelands / Pleasant Hill / Walnut Creek	8,435	422	20.4
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,069	-	18.3
95X	San Ramon / Danville Express	3,323	166	17.0
11	Treat Blvd / Oak Grove	6,247	312	17.0
96X	Bishop Ranch Express	10,929	546	16.7
35	Dougherty Valley	11,146	557	16.7
98X	Martinez Express	6,454	323	16.1
15	Treat Boulevard	9,572	479	15.5
9	DVC / Walnut Creek	10,056	503	14.9
320	DVC / Concord	1,506	-	14.5
14	Monument Blvd	11,414	571	14.4
6	Lafayette / Moraga / Orinda / Orinda Village	9,948	452	13.6
18	Amtrak / Merello / Pleasant Hill	8,494	425	13.6
16	Alhambra Ave / Monument Blvd	14,058	703	13.6
93X	Kirker Pass Express	3,637	182	13.2
17	Olivera/Solano / Salvio / North Concord	4,818	241	13.0
316	Alhambra / Merello / Pleasant Hill	2,080	-	12.9
92X	Ace Shuttle Express	2,697	135	12.9
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,450	-	11.7
1 (IM)	Rossmoor / Shadelands	7,382	369	11.6
97X	Bishop Ranch Express	1,934	97	11.2
21	Walnut Creek / San Ramon Transit Center	10,750	538	11.1
91X	Concord Commuter Express	1,060	53	11.0
321	San Ramon / Walnut Creek	1,727	-	10.8
315	Concord / Willow Pass / Landana	520	-	10.3
28	North Concord / Martinez	5,906	295	9.8
19	Amtrak / Pacheco Blvd / Concord	2,615	131	9.5
36	San Ramon / Dublin	4,555	228	8.5
25	Lafayette / Walnut Creek	1,227	61	6.6
3	Martinez Community Shuttle	1,692	85	5.8
2	Rudgear / Walnut Creek	372	19	5.8
301	Rossmoor / John Muir Medical Center	392	-	5.3
Alamo *	Alamo Creek / BART Walnut Creek	342	17	2.1
250 *	Gael Rail Service	163	2	1.9
260 *	Cal State East Bay / Concord Bart	256	16	1.7

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

**Operations Data Summary**

**AVERAGE WEEKDAY BOARDINGS TREND**

Route	Destination Information	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
		21 Days	23 Days	21 Days	21 Days	22 Days	20 Days	23 Days	21 Days	21 Days	21 Days	21 Days	21 Days	21 Days
1 (1M)	Rossmoor / Shadelands	385	390	401	391	364	369	360	386	382	388	348	358	369
2	Rudgear / Walnut Creek	18	18	18	15	14	15	18	16	14	15	13	18	19
3	Martinez Community Shuttle	101	89	80	79	79	80	95	94	93	83	92	79	85
4	Walnut Creek Downtown Shuttle	820	800	805	819	840	881	880	862	831	829	883	795	839
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	-	-	-	-	-	-	4	28		
5	Creekside / Walnut Creek	516	518	508	544	507	509	529	588	565	547	484	507	519
6	Lafayette / Moraga / Orinda	504	504	481	465	343	319	370	506	514	479	376	483	452
7	Shadelands / Pleasant Hill / Walnut Creek	341	371	390	394	366	316	367	406	444	410	367	390	422
9	DVC / Walnut Creek	604	557	559	595	536	540	577	599	570	536	500	476	503
10	Concord / Clayton Rd	1,207	1,170	1,204	1,170	1,087	1,069	1,095	1,222	1,123	1,116	983	967	1,022
11	Treat Blvd / Oak Grove	311	305	322	339	300	282	334	337	313	305	290	303	312
14	Monument Blvd	649	636	651	646	605	590	597	608	591	572	516	527	571
15	Treat Boulevard	580	496	530	566	480	519	507	563	526	517	445	453	479
16	Alhambra Ave / Monument Blvd	833	811	835	886	805	761	767	835	782	772	714	707	703
17	Olivera/Solano / Salvio / North Concord	262	260	275	254	254	258	260	248	253	247	235	228	241
18	Amtrak / Merello / Pleasant Hill	454	445	463	440	397	403	435	499	465	445	380	367	425
19	Amtrak / Pacheco Blvd / Concord	162	163	172	178	165	152	155	171	158	157	143	120	131
20	DVC / Concord	1,238	1,150	1,194	1,135	1,000	1,060	1,160	1,285	1,229	1,171	912	903	1,075
21	Walnut Creek / San Ramon Transit Center	612	610	618	627	578	544	570	619	596	573	542	537	538
25	Lafayette / Walnut Creek	86	69	77	65	54	62	60	76	75	71	56	60	61
28	North Concord / Martinez	307	333	327	325	281	295	321	338	305	292	280	256	295
35	Dougherty Valley	585	598	592	586	559	523	591	654	655	593	533	552	557
36	San Ramon / Dublin	285	267	269	266	254	227	239	260	257	243	219	218	228
91X	Concord Commuter Express	58	62	62	60	60	59	62	68	66	58	53	53	53
92X	Ace Shuttle Express	210	206	215	219	220	223	213	236	213	206	169	201	135
93X	Kirker Pass Express	194	202	198	190	186	189	199	208	208	184	163	178	182
95X	San Ramon / Danville Express	188	180	170	171	164	174	176	182	176	166	147	182	166
96X	Bishop Ranch Express	565	571	599	579	585	573	578	563	567	536	483	526	546
97X	Bishop Ranch Express	87	103	106	109	112	102	98	102	109	91	84	88	97
98X	Martinez Express	420	414	443	424	385	392	380	401	372	357	298	301	323
250 *	St Mary's College Gael Rail Shuttle	6	7	5	6	-	-	1	6	9	3	2	6	2
260 *	Cal State East Bay / Concord Bart	17	14	15	13	9	8	6	33	30	30	20	20	16
ALAMO *	Alamo Creek / BART Walnut Creek	19	25	20	25	23	22	19	19	17	17	16	18	17
600's	Select Service	1,190	1,180	1,217	1,297	491	55	819	1,397	1,295	1,011	896	1,272	969
<b>TOTALS</b>		<b>13,809</b>	<b>13,514</b>	<b>13,812</b>	<b>13,869</b>	<b>12,099</b>	<b>11,571</b>	<b>12,837</b>	<b>14,358</b>	<b>13,792</b>	<b>13,017</b>	<b>11,654</b>	<b>12,140</b>	<b>12,346</b>

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

## Operations Data Summary

### AVERAGE WEEKEND BOARDINGS TREND

SATURDAY		Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Route	Destination Information	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	5 Days	4 Days	4 Days
4	Walnut Creek Downtown Shuttle	555	535	522	469	530	495	554	589	587	535	598	532	593
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	-	-	-	-	-	-	18	65	-	-
6	Lafayette / Moraga / Orinda	151	116	145	102	80	89	96	147	134	114	79	109	126
250 *	St Mary's College Gael Rail Shuttle	22	4	16	5	-	-	4	22	16	19	3	21	24
301	Rossmoor / John Muir Medical Center	61	58	70	70	73	77	62	87	69	63	44	49	60
310	Concord Bart / Clayton Rd / Kirker Pass	539	503	494	495	520	457	460	459	473	427	404	420	422
311	Concord / Oak Grove / Treat Blvd / WC	251	210	227	237	233	244	254	240	243	202	175	187	211
314	Clayton Rd / Monument Blvd / PH	695	589	645	621	642	612	683	661	652	583	558	535	593
315	Concord / Willow Pass / Landana	87	60	72	65	54	85	62	63	71	61	52	50	77
316	Alhambra / Merello / Pleasant Hill	343	385	359	358	350	374	360	342	317	287	280	275	298
320	DVC / Concord	230	183	189	210	235	198	235	235	208	209	200	191	229
321	San Ramon / Walnut Creek	268	242	250	225	243	247	250	219	220	205	214	203	246
<b>TOTALS</b>		<b>3,201</b>	<b>2,884</b>	<b>2,989</b>	<b>2,857</b>	<b>2,960</b>	<b>2,879</b>	<b>3,019</b>	<b>3,065</b>	<b>2,989</b>	<b>2,723</b>	<b>2,670</b>	<b>2,572</b>	<b>2,878</b>

SUNDAY		Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17
Route	Destination Information	4 Days	4 Days	4 Days	5 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days
4	Walnut Creek Downtown Shuttle	493	348	449	449	370	427	475	427	381	445	489	400	376
6	Lafayette / Moraga / Orinda	125	72	92	101	88	66	116	94	80	99	79	92	99
250 *	St Mary's College Gael Rail Shuttle	14	4	9	7	-	-	5	13	14	9	1	11	14
301	Rossmoor / John Muir Medical Center	38	33	64	59	76	58	67	58	59	71	58	37	38
310	Concord Bart / Clayton Rd / Kirker Pass	440	386	474	441	406	418	409	400	354	384	438	296	348
311	Concord / Oak Grove / Treat Blvd / WC	208	174	178	195	173	179	214	195	161	176	164	168	151
314	Clayton Rd / Monument Blvd / PH	539	412	484	510	505	466	503	514	470	468	517	373	424
315	Concord / Willow Pass / Landana	47	28	56	43	46	56	40	51	38	46	39	36	53
316	Alhambra / Merello / Pleasant Hill	281	261	310	271	281	273	293	249	230	231	246	219	222
320	DVC / Concord	158	123	142	167	159	157	162	161	144	137	151	123	148
321	San Ramon / Walnut Creek	198	194	200	189	190	194	192	178	174	182	207	174	186
<b>TOTALS</b>		<b>2,540</b>	<b>2,035</b>	<b>2,458</b>	<b>2,431</b>	<b>2,293</b>	<b>2,295</b>	<b>2,477</b>	<b>2,340</b>	<b>2,105</b>	<b>2,249</b>	<b>2,389</b>	<b>1,930</b>	<b>2,059</b>

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

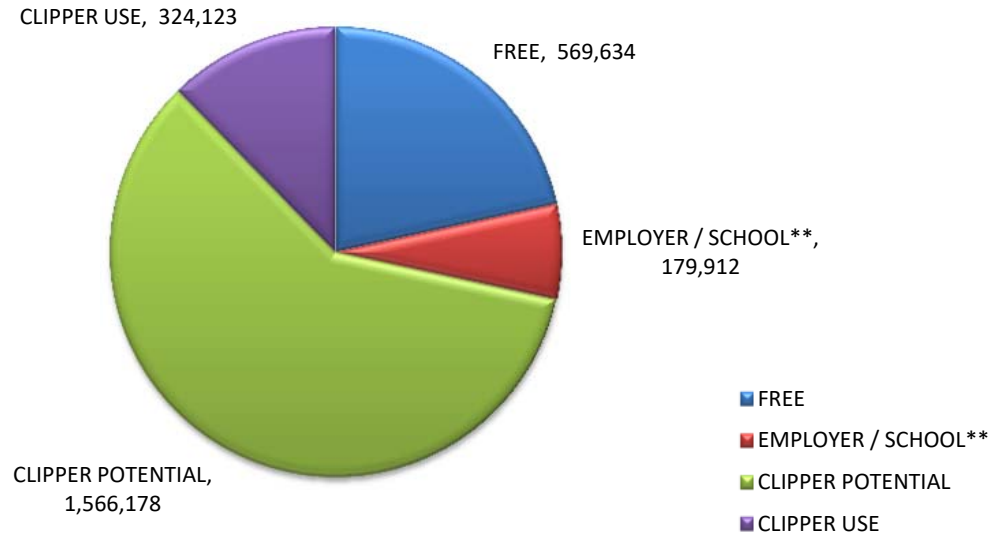
## Route Description Summary

Route #	Description
1 (IM)	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park (Added Svc: <b>IM</b> = BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, Marchbanks )
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
3	Amtrak, Marina Vista Ave, Berrelessa St, Alhambra Ave, D St, Estudillo St, Vista Way, Pine St, Center Ave, Morello Ave, Arnold Dr, Howe Rd, Terrace Way, Shell Ave, Green St, Court St.
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
5	BART Walnut Creek, Rivieria Ave, Parkside Dr, N Civic Dr, N Broadway, Lincoln Ave, Mt Pisgah St, S Main St, Creekside Dr
6	BART Orinda, Orinda Village, Orinda Wy, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Bancroft Rd, Ygnacio Valley Rd, Shadelands Office Park, Marchbanks, BART Walnut Creek, Riviera Ave, Buena Vista, Geary Rd
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, Boyd Rd, W Hookston Rd, Patterson Blvd, Oak Park Blvd, Coggins Dr, BART Pleasant Hill, N Main St, N California Blvd, BART Walnut Creek
10	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
11	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
14	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
15	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
16	BART Concord, Oak St, Galindo St, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Pleasant Hill Rd, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak
17	BART Concord, Grant St, East St, Solano Wy, Olivera Rd, Port Chicago Highway, BART North Concord
18	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Pleasant Hill Rd, Taylor Blvd, Morello Ave, Viking Dr, Contra Costa Blvd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Morello, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, Bisso Ln, Stanwell Dr, John Glenn Dr, Galaxy Wy, Diamond Blvd, Contra Costa Blvd, Pacheco Blvd, Martinez Amtrak
20	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Sun Valley Blvd, Golf Club Rd, DVC
21	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Danville Park & Ride, Camino Ramon, Fostoria Wy, San Ramon Transit Center
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancinco Pkwy, Old Quarry Rd, DVC, Highway 680, Highway 4, Center Ave, VA Clinic, Howe Rd, Pacheco Blvd, Martinez Amtrak
35	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, E Branch Pkwy, Windemere Pkwy, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
36	BART Dublin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Fircrest Ln, San Ramon Valley Blvd, Tareyton Ave, Bollinger Canyon Rd, Crow Canyon Rd, Executive Pkwy, San Ramon Transit Center
91X	BART Concord, Galindo St, Concord Ave, John Glenn Dr, Galaxy Wy, Chevron, Diamond Blvd, Willow Pass Rd, Gateway Blvd, Clayton Rd, Oak St
92X	Shadelands Office Park, Ygnacio Valley Rd, Highway 680, Danville Park & Ride, Crow Canyon Rd, Bishop Ranch 15, San Ramon Transit Center, Camino Ramon, ATT, Sunset Dr, Chevron, Ace Train Station Pleasanton
93X	BART Walnut Creek, Ygnacio Valley Rd, Shadelands Office Park, Oak Grove Rd, Kirker Pass Rode, Railroad Ave, Buchanan Rd, Somersville Rd, Fairview Dr, Delta Fair Blvd, Highway 4, Hillcrest Park & Ride
95X	BART Walnut Creek, Highway 680, Crow Canyon Pl, Fostoria Wy, Camino Ramon, San Ramon Transit Center
96X	BART Walnut Creek, Highway 680, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
97X	BART Dublin, Highway 680, Highway 580, Chevron, Bishop Ranch 1, Bishop Ranch 3, Bishop Ranch 6, San Ramon Transit Center, Bishop Ranch 15, Annabel Ln, Bishop Ranch 8, Bishop Dr, Sunset Dr
98X	BART Walnut Creek, N Main St, Highway 680, Sun Valley Blvd, Contra Costa Blvd, Concord Ave, Diamond Blvd., Highway 680, Highway 4, Alhambra Ave, Berrellesa St, Escobar St, Court St, Martinez Amtrak

## Route Description Summary

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

## FY 16-17 YTD Clipper Trend



### CLIPPER TREND\*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-16	257,659	67,831	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	267,672	70,200	20,585	176,887	35,755	20.2%
Jan-17	274,886	66,467	23,126	185,293	40,307	21.8%
Feb-17	266,662	67,441	5,965	193,256	53,756	27.8%
Mar-17	-	-	-	-	-	-
Apr-17	-	-	-	-	-	-
May-17	-	-	-	-	-	-
Jun-17	-	-	-	-	-	-
<b>Grand Total</b>	<b>2,315,724</b>	<b>569,634</b>	<b>179,912</b>	<b>1,566,178</b>	<b>324,123</b>	<b>21%</b>

\*Clipper implemented 11/01/2015

\*\* Revise in Summer months to exclude SYP

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



CCCTA LINK  
 MONTHLY OPERATING SUMMARY  
 DECEMBER FY 16/17

SUMMARY	DECEMBER FY 15/16	DECEMBER FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	11,456	10,693	71,638	68,867
2 TOTAL ATTENDANTS	613	921	4,057	4,247
3 TOTAL COMPANIONS	40	94	370	368
4 TOTAL PASSENGERS	12,109	11,708	76,065	73,482
5 TOTAL SERVICE DAYS	30	30	180	180
6 VEHICLE REVENUE HOURS	6,335	5,793	38,215	35,552
7 VEHICLE SERVICE HOURS	8,216	7,464	48,251	45,361
8 VEHICLE NON REV HOURS	1,881	1,671	10,037	9,809
9 VEHICLE SERVICE MILES	107,477	104,756	666,576	650,110
10 VEHICLE REVENUE MILES	86,531	84,412	548,561	530,196
11 VEHICLE NON REV MILES	20,946	20,344	118,015	119,914
12 PASS. PER REVENUE HOUR	1.91	2.02	1.99	2.07
13 CLIENT PER REVENUE HOUR	1.81	1.85	1.87	1.94
14 PASS. PER SERVICE HOUR	1.47	1.57	1.58	1.62
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	872	1,074	5,576	5,650
18 SAME DAY TRIPS	122	97	664	730
19 SUBSCRIPTION TRIPS	6,651	5,750	41,020	35,991
20 DEMAND	4,805	4,992	30,650	32,935
21 FAREBOX REVENUE	\$9,782.43	\$9,511.80	\$66,746.06	\$60,319.87
22 PREPAID CLIENTS	\$9,441.00	\$8,338.00	\$45,876.00	\$42,264.00
23 COLLECTED BILLING	\$24,882.00	\$24,950.00	\$161,482.00	\$153,798.00
24 TOTAL REVENUE COLLECTED	\$44,105.43	\$42,799.80	\$274,104.06	\$256,381.87
25 CHARGEABLE ACCIDENTS	0	0	3	2
26 SERVICE COMPLAINTS	0	1	3	7
27 SERVICE COMMENDATIONS	7	2	16	10
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	2	0	16	11
30 DRIVER TURNOVER	2%	2%	10%	9%
31 SCHEDULE ADHERENCE	83%	77%	89%	75%
32 WHEELCHAIR BOARDING'S	4,057	3,659	16,024	17,859
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,250	5,871	39,082	37,603
35 UNDUPLICATED CLIENTS	986	856	5,937	5,700
36 NO-SHOWS	87	235	447	956
37 CANCELS	1,791	1,782	9,724	10,964
38 AVG. TRIP LENGTH (MILES)	8.9	8.9	8.8	8.8
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	55	43	55	47
41 TOTAL FUEL/GALLONS	15,063	15,057	98,962	96,455
42 FLEET M.P.G.	7.1	7.0	6.7	6.7

*Trapeze-Productivity  
Trip Hours Productivity*

<i>SERV/REV HOURS LINK vs. BART HOURS</i>			<i>REFUEL</i>
<i>7514.40</i>	<i>5843.90</i>	<i>1542.70</i>	<i>127.80</i>
<i>7463.83</i>	<i>5793.33</i>	<i>1670.50</i>	
<i>LINK Invoicing Calculation</i>			
	<i>Serv. Hrs</i>	<i>7,463.83</i>	
	<i>Hourly rate</i>	<i>43.83</i>	
	<i>Total</i>	<i>327,139.67</i>	
	<i>Fixed Costs</i>	<i>84,750.00</i>	
<i>December</i>	<i>Telephone bill</i>	<i>(1,500.00)</i>	
	<i>Grand Total</i>	<i>\$410,389.67</i>	

*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)*

*\*Turnover report /YTD also is in the report*

*ontime performance and YTD run from July to the month ; Spider Report no longer.... Pulled OTP from Pass-Trapeze*

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

*Trapeze Report- Ops unduplicated clients reports uncheck all boxes*

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

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

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

*operations-daily operations report / YTD I run from July to the month you are working*