

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, June 2, 2017
8:00 a.m.
Supervisor Andersen Office
3339 Mt. Diablo Blvd, Lafayette, CA

Agenda

1. Approval of Agenda
2. Public Communication
3. Approval of Minutes of May 5, 2017
4. Low-No Grant Route Selection*
5. 600 Series – School Trippers*
 - a. Attachment: Special Services Policy – September 18, 1986
6. Reports*
 - a. Fixed Route Monthly Report
 - b. LINK Monthly Report
7. Committee Comments
8. Future Agenda Items
9. Next Scheduled Meeting – July 7, 2017
10. 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, June 15, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, May 31, 9:00 a.m., 3338 Mt. Diablo Blvd. Lafayette, CA
Advisory Committee:	Tuesday, July 11, 2:00 p.m., County Connection Board Room
Marketing, Planning & Legislative:	Friday, June 2, 10:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Operations & Scheduling:	Friday, June 2, 8:00 a.m., 3339 Mt. Diablo Blvd., Lafayette

The above meeting schedules are subject to change. Please check the County Connection Website (www.countyconnection.com) 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
3339 Mt. Diablo Blvd., Lafayette, CA
Friday, May 5, 2017, 8:00 a.m.

Directors: Director Robert Storer and Dave Hudson
Staff: Rick Ramacier, Bill Churchill, Anne Muzzini
Public: None

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

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None
3. **Approval of O&S Summary Minutes for April 7, 2017:** Minutes were approved.
4. **Update on Electric Trolley Operations and Future Purchase**
 - a. Mr. Ramacier explained that the current electric trolley fleet was performing well and for the most part the Route #4 was being performed with the electric buses. He gave a timeline for delivery of the next 4 buses; explaining that CTE was working on route analysis to determine where they should be deployed. The first bus is expected to be complete for display at the APTA conference. A report from CTE will be delivered to the Board in the next month or two. There was discussion about what routes work best for the electric buses and the decision points being evaluated by CTE.
5. **Update on Emergency Operations – BART bus bridges, Orinda sinkhole, Canyon bridge outage request:**
 - a. Mr. Churchill explained recent activity related to BART bus bridges explaining how BART and County Connection work together to respond quickly and how the operations department finds drivers for the extra work without affecting our service. There was discussion about the timing of the Orinda sinkhole repair and the impact on school tripper service. Mr. Ramacier assured the members that BART is responsive in terms of paying for the extra service.
6. **Update on BART station construction projects – Concord pedestrian plaza, WC construction schedule, Lafayette redesign**
 - a. Ms. Muzzini detailed the BART station improvements and explained that although there were some minor detours required during construction at Concord and Lafayette, the Walnut Creek station improvements will have the longest and greatest impact on passengers. She explained that although the current bus drop off area won't be affected during construction at Walnut Creek, the entrance and exit to the station for cars will be changed. There was discussion about the timing of construction and the electric charging station move.

7. RFP for on-call planning services

- a. Ms. Muzzini requested that the Committee support going out to bid for on call planning services to ensure that the planning department has sufficient resources. The Committee agreed.

8. Staff Reports

- a. Fixed Route Monthly Report – Staff reported on the fixed route statistics.
- b. LINK Monthly Report – Staff reported on LINK statistics.

9. Committee Comments – None.

10. Future Agenda Items

11. Next Scheduled Meeting – June 2nd, at 3339 Mt. Diablo Blvd., Lafayette CA.

12. Adjournment – The meeting was adjourned at 9:15 a.m.

To: Operations & Scheduling Committee

Date: 05/26/2017

From: Ruby Horta, Manager of Planning

Reviewed by: *RH*

SUBJECT: Low-No Grant Route Selection

Background:

In 2016, County Connection was awarded a FTA Low-No grant for four additional electric buses and associated charging infrastructure including four additional depot plug-in chargers and one on route wireless charger. The work scope for this project calls for choosing an appropriate route and charger location that is driven by objective, data-driven information. The goal of this task was to reduce operational risk and ensure the lowest operational costs for the electric bus deployment during the early stages of the project. County Connection recently completed this process with support from the Center for Transportation and the Environment (CTE), who was included in the grant to provide technical assistance for deployment planning and technology assessment.

This memo provides a brief summary of the work CTE conducted. A more detailed presentation will be delivered at the Board of Directors meeting on June 15th.

Summary:

Staff and CTE identified routes throughout the service area to begin the analysis process. However, most routes were eliminated due to operational constraints presented by the electric bus. Hilly and long distance routes were not feasible options. Of the three final routes, 5, 7, and 91X, Route 5 was selected as the ideal candidate for the next deployment of electric buses. Route 5 has a roundtrip distance similar to Route 4. The two routes will be able to share the inductive chargers at BART Walnut Creek and like Route 4; three buses are required to operate Route 5.

Recommendation:

Staff recommends that the O&S Committee forward CTE's recommendation to deploy the next four electric buses on Route 5. The Board of Directors will have the opportunity to hear more about the route selection process from CTE staff at the June 15th meeting.

To: Operations and Scheduling Committee

Date: 05/26/2017

From: Ruby Horta, Manager of Planning

Reviewed by: *RH*

SUBJECT: 600 Series Service – School Trippers

Background:

County Connection has been providing public transportation to various schools in its service area for over 30 years. In 1986, County Connection established a policy to accommodate requests for early dismissals. The policy was adopted to ensure compliance with federal regulatory requirements, which require public transit services be “open to the public”. This was defined as service that operates (1) on a regular schedule, (2) along a predesignated route with predesignated, publicly accessible stops, and (3) with “door open” to all members of the public.

Over time, the service requested by the schools has increased in complexity and goes beyond early dismissals. Now, it includes varying start/end times, minimum days, and conference and finals week, to name a few. Accommodating school service can conflict with County Connection’s role as the public transportation agency providing efficient and effective service to commuters at peak hours and connecting riders to BART and other transit providers.

Every spring, County Connection staff undertakes a rather exhaustive effort to develop the 600 series service, also known as “school trippers”. County Connection typically obtains the school bell times in May and must finalize fall schedules in early June. This is usually the first time County Connection staff is made aware of any new scheduling structure. The operations, scheduling, planning and marketing departments work together to collect school start/end times from 6 different school districts and more than 30 schools. In some cases, schools are not able to meet the deadline, which creates additional challenges, due to federal regulations requiring service to appear on published timetables.

Current Service:

Although the 600 series service does not provide individualized service to all 30 schools, County Connection has traditionally been able to accommodate schedule requests from about 16 schools. Additionally, while our fixed routes do not provide school service directly, we often tailor our schedules to conveniently serve school bell times.

During FY Ending 2016, County Connection provided about 10,000 revenue hours on the 600 series. This accounts for almost 5% of total weekday revenue hours. Currently, County Connection accommodates the following types of bell times for 16 schools on the 600 routes:



Monday-Friday
Tuesday, Wednesday, Thursday, Friday
Monday, Tuesday, Thursday, Friday
Monday Only
Wednesday Only
Early Out/Late In
Minimum Days
Conference Week
Finals Week
State Testing Week
Last Day of School

For the upcoming 2017-2018 school year we have identified school bell structures that will be problematic to meet without neglecting other services. Schools with block schedules or different start/end times each day of the week would negatively impact our ability to provide public transportation service to the general public.

Given the short notice of new school schedule needs, staff had to make a decision for Fall 2017. In order to meet federal regulations, particularly the requirement to publish the schedules in a timely fashion, schedules were designed to meet the earliest start bell time. This will ensure that students arrive to school on time every day. Going forward, staff will discuss potential solutions to address school needs while meeting federal regulatory requirements.

Recommendation:

Due to the short notice and the need to meet publication deadlines for public timetables, County Connection staff recommends that 600 service meet the first start bell time and the last end bell time on regular and minimum days, for Fall 2017. Additionally, staff will begin drafting an update to the 1986 policy to address the new complexities in school service.

SUBJECT: Provide Bus Service to Public Schools for Early Dismissals

POLICY: This policy has been established to accommodate requests for special services from the schools operating in CCCTA's service area.

If a school desires CCCTA to provide special services to serve students on "early-out days," CCCTA must receive a written request notifying us of the school's location and dates and times for early dismissal(s) eight weeks prior to the beginning of the period covered by the applicable timetable.

This policy has been adopted to ensure compliance with federal regulatory requirements imposed on CCCTA as a recipient of Urban Mass Transportation Act (ACT) funding. All public transit services funded under the Act must be "open to the public." Federal regulations define "open to the public" as a service which operates (1) on a regular schedule, (2) along a predesignated route with predesignated, publicly accessible stops, and (3) with "doors open" to all members of the public wishing to board at a predesignated fare.

To meet the first Act requirement, all service provided by CCCTA, including service to accommodate "early bell times," must appear on its regularly published timetables. Therefore, our ability to meet a school's needs is tied to our publication deadlines.

It is the intent and desire of CCCTA that by offering each school the opportunity to notify CCCTA of the school's special needs, an equitable balance can be struck between federal regulatory requirements and the needs of those schools.

DATE OF ADOPTION: September 18, 1986

TO: O&S Committee

DATE: May 24, 2017

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 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>	FY16-17		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	273,392		
Average Weekday	12,303	12,731	
Pass/Rev Hour	15.7	15.8	Standard Goal > 17.0
Missed Trips	0.18%	0.14%	Standard Goal < 0.25%
Miles between Road Calls	33,029	39,210	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

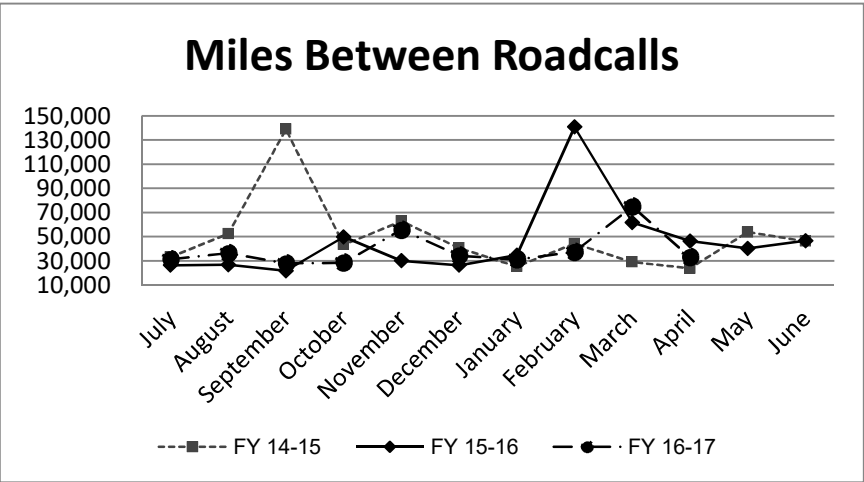
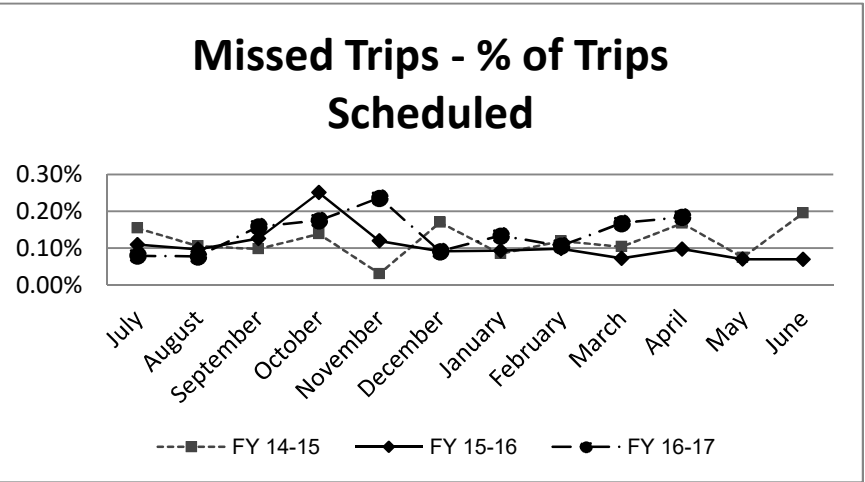
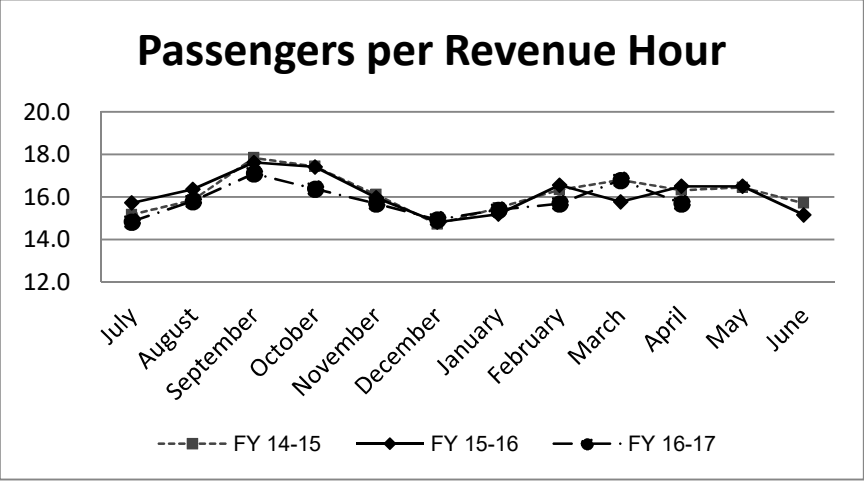
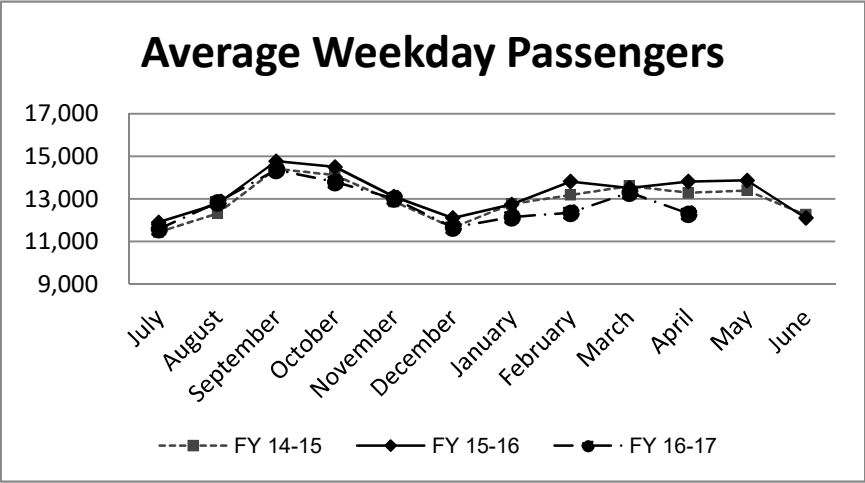
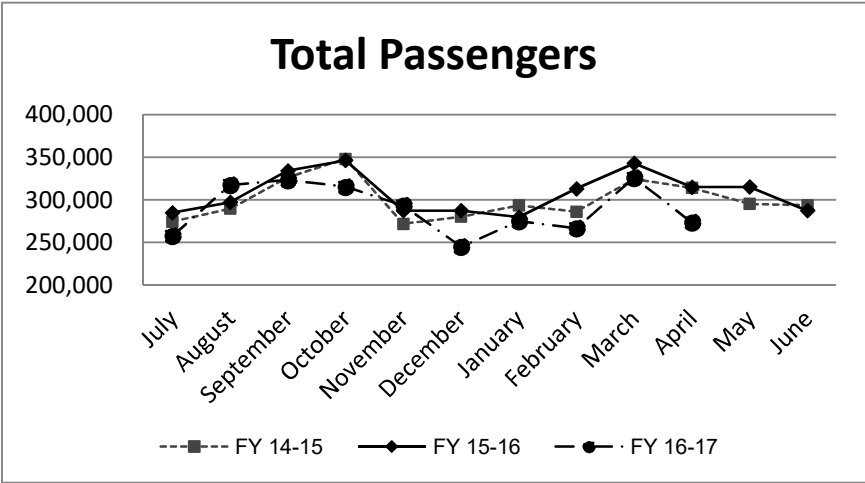
Average weekday ridership was lower in April (12,303 passengers) than March (13,297 passengers) and lower than April 2016 (13,812 passengers).

Passengers per hour in April was 15.7, which is lower than 16.8 in March and lower than April 2016 when passengers per hour was 16.5.

The percentage of missed trips in April was 0.18%, higher than the prior month (0.17%). The YTD average is 0.14% missed trips.

The number of miles between roadcalls was 33,029 miles in April, lower than the prior month in which there were 74,936 miles between roadcalls. The 12 month average is 39,210 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 273,392 passengers in April, 197,567 passengers had the potential to use a Clipper card aboard County Connection since 75,826 either used an employee sponsored program or the midday free program. About 29.3% of the 273,392 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	2017	2017	2017	2017	12 Month TOTALS
	April	May	June	July	August	September	October	November	December	January	February	March	April	
Number of Buses	121	121	121	121	121	121	121	125	125	125	125	125	125	123
Totals Hub Miles	277,867	282,096	279,828	250,513	290,918	278,639	284,619	278,166	274,599	279,827	261,414	299,744	264,231	3,324,594
Work Days	30	30	30	30	31	29	31	29	30	30	28	31	30	359
Revenue Hours	19,081	19,080	18,954	17,337	20,082	18,901	19,243	18,699	17,925	17,859	17,000	19,397	17,289	221,767
Operator Pay Hours	31,459	33,045	30,724	32,230	31,744	31,060	33,529	32,752	33,306	34,479	29,206	32,857	31,513	386,446
Number of Operators	176	165	168	166	170	163	159	167	167	174	171	168	167	167
Unscheduled Absences	354	278	260	283	360	315	334	416	312	409	386	459	410	4,222
FT Protection	52	37	23	37	29	53	42	56	63	70	59	35	64	568
Worker Comp.	93	82	71	62	111	115	98	116	87	88	84	147	144	1,205
Sick leave	209	159	166	184	220	147	194	244	162	251	243	277	202	2,449
Collision Accidents	7	7	7	2	8	6	3	6	6	4	3	7	2	61
Passenger Accidents	15	13	11	15	21	24	13	14	16	18	22	11	7	185
Total Chargeable Collisions	1	3	2	1	3	1	0	5	3	1	1	2	0	22
Chargeable/100K Miles	0.35	1.06	0.71	0.39	1.03	0.35	0.00	1.79	1.09	0.35	0.38	0.66	0.00	0.66
Number of Trips Scheduled	25,617	25,617	25,816	23,820	27,024	25,216	25,724	24,984	25,185	25,405	26,298	27,401	24,380	306,870
Number of Trips Missed	25	18	18	19	21	40	45	59	23	34	28	46	45	396
Of Trips Scheduled - % Missed	0.10%	0.07%	0.07%	0.08%	0.08%	0.16%	0.17%	0.24%	0.09%	0.13%	0.11%	0.17%	0.18%	0.13%
Of Trips Missed - Mechanical	9	13	15	10	12	18	12	5	17	22	25	8	23	180
On Time Performance %	87%	85%	87%	88%	85%	82%	84%	84%	85%	87%	86%	86%	88%	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	11	13	9	11	12	14	14	9	12	15	13	10	9	141
Road Calls for Mechanical	6	7	6	8	8	10	10	5	8	9	7	4	8	90
Road Calls for Other	5	6	3	3	4	4	4	4	4	6	6	6	1	51
Miles Between Mechanical Road Calls														
Bus Numbers														
200 - 299	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	N/A
300 - 399	33,962	17,770	36,967	6,937	39,921	37,632	18,329	18,865	19,314	35,751	34,201	33,982	31,993	
400 - 499	25,744	27,994	30,505	28,423	31,336	13,499	15,957	26,364	26,934	28,698	25,474	30,403	28,502	
500 - 518	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	
900 - 939	24,175	23,577	45,368	40,737	15,626	22,576	29,101	86,295	30,064	32,622	30,178	50,017	20,796	
1300-1309	22,245	23,462	6,845	18,769	19,887	10,570	22,158	21,371	17,751	22,950	19,424	20,963	19,943	
1400-1406	13,486	12,032	12,980	11,178	12,895	11,654	9,714	9,811	11,134	10,403	11,945	12,924	12,021	
1500-1532	85,732	88,761	88,160	75,985	93,124	90,915	32,291	94,333	44,980	29,053	79,835	101,439	88,587	
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.	46,311	40,299	46,638	31,314	36,365	27,864	28,462	55,633	34,325	31,092	37,345	74,936	33,029	36,940
Maintenance Pay Hours	4,565	4,718	4,080	3,976	4,465	4,195	3,194	4,100	4,024	4,331	3,734	3,993	3,729	48,542
No. Maint. Employees	27	27	26	25	25	26	26	25	26	25	25	23	23	25
Maint. Emps/100K Miles	10	10	9	10	9	9	9	9	9	9	10	8	9	9
Unscheduled Absences	2	4	5	2	0	3	4	6	3	4	3	5	2	3

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

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
April 2017 - Fixed Route Boardings	271,373	Revenue Hours -	April 2017	17,289	Weekdays - Apr17	20	Fiscal 2017 YTD	2,914,857
			April 2016	19,081	Apr16	21		
Special Event - BART Bus Bridge	2,019	Revenue Miles -	April 2017	197,905	Saturdays - Apr17	5	Fiscal 2016 YTD	3,086,933
			April 2016	206,991	Apr16	5		
					Sundays - Apr17	5		
					Apr16	4		
April 2017 Total Boardings	273,392	Passengers per Mile		1.4	Total Days - 2017	30	YTD Trend	(5.6%)
April 2016 Total Boardings	314,822	Passengers per Hour		15.8	2016	30	Monthly Trend	(13.2%)

April 2017 Fixed Route Passenger Total						April 2017	April 2017
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (IM)	Rossmoor / Shadelands	6,987			6,987	349	11.0
2	Rudgear / Walnut Creek	362			362	18	5.6
3	Martinez Community Shuttle	1,428			1,428	71	4.9
4	Walnut Creek Downtown Shuttle	17,159	3,060	2,251	22,470	858	25.0
4H **	Walnut Creek Extended Holiday Service	-	-	-	-		#VALUE!
5	Creekside / Walnut Creek	10,398			10,398	520	27.9
6	Lafayette / Moraga / Orinda	8,414	505	385	9,304	421	12.5
7	Shadelands / Pleasant Hill / Walnut Creek	8,250			8,250	413	19.4
9	DVC / Walnut Creek	10,321			10,321	516	15.3
10	Concord / Clayton Rd	20,980			20,980	1,049	21.9
11	Treat Blvd / Oak Grove	6,123			6,123	306	16.8
14	Monument Blvd	11,943			11,943	597	15.1
15	Treat Boulevard	9,343			9,343	467	15.6
16	Alhambra Ave / Monument Blvd	14,984			14,984	749	14.4
17	Olivera/Solano / Salvio / North Concord	5,155			5,155	258	13.9
18	Amtrak / Merello / Pleasant Hill	8,198			8,198	410	13.1
19	Amtrak / Pacheco Blvd / Concord	2,742			2,742	137	9.9
20	DVC / Concord	19,929			19,929	996	21.7
21	Walnut Creek / San Ramon Transit Center	10,905			10,905	545	11.3
25	Lafayette / Walnut Creek	1,372			1,372	69	7.5
28	North Concord / Martinez	6,129			6,129	306	10.1
35	Dougherty Valley	11,070			11,070	553	16.6
36	San Ramon / Dublin	4,728			4,728	236	8.9
91X	Concord Commuter Express	994			994	50	10.4
92X	Ace Shuttle Express	3,570			3,570	179	15.2
93X	Kirker Pass Express	3,592			3,592	180	11.8
95X	San Ramon / Danville Express	3,472			3,472	174	18.0
96X	Bishop Ranch Express	10,671			10,671	534	16.3
97X	Bishop Ranch Express	1,684			1,684	84	9.4
98X	Martinez Express	6,639			6,639	332	16.6
250 *	Gael Rail Service	19	72	65	156	2	1.6
260 *	Cal State East Bay / Concord Bart	306			306	19	2.0
301	Rossmoor / John Muir Medical Center		358	220	578		6.5
310	Concord Bart / Clayton Rd / Kirker Pass		2,281	1,781	4,062		23.7
311	Concord / Oak Grove / Treat Blvd / WC		1,075	877	1,952		12.5
314	Clayton Rd / Monument Blvd / PH		3,105	2,241	5,346		19.1
315	Concord / Willow Pass / Landana		295	205	500		7.9
316	Alhambra / Merello / Pleasant Hill		1,575	1,134	2,710		13.6
320	DVC / Concord		931	561	1,492		11.5
321	San Ramon / Walnut Creek		1,225	1,104	2,329		11.7
Alamo Creek *	Alamo Creek / BART Walnut Creek	402			402	20	2.5
600's	Select Service	17,798			17,798	890	36.8
TOTALS		246,067	14,482	10,824	271,373	12,303	15.7

* Data from LINK Operators ** Seasonal Routes

Operations Data Summary

APRIL 2017 PRODUCTIVITY

(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	17,798	890	36.8
5	Creekside / Walnut Creek	10,398	520	27.9
4	Walnut Creek Downtown Shuttle	22,470	858	25.0
310	Concord Bart / Clayton Rd / Kirker Pass	4,062	-	23.7
10	Concord / Clayton Rd	20,980	1,049	21.9
20	DVC / Concord	19,929	996	21.7
7	Shadelands / Pleasant Hill / Walnut Creek	8,250	413	19.4
314	Clayton Rd / Monument Blvd / Pleasant Hill	5,346	-	19.1
95X	San Ramon / Danville Express	3,472	174	18.0
11	Treat Blvd / Oak Grove	6,123	306	16.8
35	Dougherty Valley	11,070	553	16.6
98X	Martinez Express	6,639	332	16.6
96X	Bishop Ranch Express	10,671	534	16.3
15	Treat Boulevard	9,343	467	15.6
9	DVC / Walnut Creek	10,321	516	15.3
92X	Ace Shuttle Express	3,570	179	15.2
14	Monument Blvd	11,943	597	15.1
16	Alhambra Ave / Monument Blvd	14,984	749	14.4
17	Olivera/Solano / Salvio / North Concord	5,155	258	13.9
316	Alhambra / Merello / Pleasant Hill	2,710	-	13.6
18	Amtrak / Merello / Pleasant Hill	8,198	410	13.1
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,952	-	12.5
6	Lafayette / Moraga / Orinda / Orinda Village	9,304	421	12.5
93X	Kirker Pass Express	3,592	180	11.8
321	San Ramon / Walnut Creek	2,329	-	11.7
320	DVC / Concord	1,492	-	11.5
21	Walnut Creek / San Ramon Transit Center	10,905	545	11.3
1 (IM)	Rossmoor / Shadelands	6,987	349	11.0
91X	Concord Commuter Express	994	50	10.4
28	North Concord / Martinez	6,129	306	10.1
19	Amtrak / Pacheco Blvd / Concord	2,742	137	9.9
97X	Bishop Ranch Express	1,684	84	9.4
36	San Ramon / Dublin	4,728	236	8.9
315	Concord / Willow Pass / Landana	500	-	7.9
25	Lafayette / Walnut Creek	1,372	69	7.5
301	Rossmoor / John Muir Medical Center	578	-	6.5
2	Rudgear / Walnut Creek	362	18	5.6
3	Martinez Community Shuttle	1,428	71	4.9
Alamo *	Alamo Creek / BART Walnut Creek	402	20	2.5
260 *	Cal State East Bay / Concord Bart	306	19	2.0
250 *	Gael Rail Service	156	2	1.6

NOTE: * Data from LINK Operators ** Seasonal Routes

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	Apr-16 <i>21 Days</i>	May-16 <i>21 Days</i>	Jun-16 <i>22 Days</i>	Jul-16 <i>20 Days</i>	Aug-16 <i>23 Days</i>	Sep-16 <i>21 Days</i>	Oct-16 <i>21 Days</i>	Nov-16 <i>21 Days</i>	Dec-16 <i>21 Days</i>	Jan-17 <i>21 Days</i>	Feb-17 <i>20 Days</i>	Mar-17 <i>23 Days</i>	Apr-17 <i>20 Days</i>
1 (1M)	Rossmoor / Shadelands	401	391	364	369	360	386	382	388	348	358	369	340	349
2	Rudgear / Walnut Creek	18	15	14	15	18	16	14	15	13	18	19	22	18
3	Martinez Community Shuttle	80	79	79	80	95	94	93	83	92	79	85	94	71
4	Walnut Creek Downtown Shuttle	805	819	840	881	880	862	831	829	883	795	839	890	858
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	-	-	-	-	4	28				
5	Creekside / Walnut Creek	508	544	507	509	529	588	565	547	484	507	519	535	520
6	Lafayette / Moraga / Orinda	481	465	343	319	370	506	514	479	376	483	452	487	421
7	Shadelands / Pleasant Hill / Walnut Creek	390	394	366	316	367	406	444	410	367	390	422	436	413
9	DVC / Walnut Creek	559	595	536	540	577	599	570	536	500	476	503	535	516
10	Concord / Clayton Rd	1,204	1,170	1,087	1,069	1,095	1,222	1,123	1,116	983	967	1,022	1,121	1,049
11	Treat Blvd / Oak Grove	322	339	300	282	334	337	313	305	290	303	312	331	306
14	Monument Blvd	651	646	605	590	597	608	591	572	516	527	571	606	597
15	Treat Boulevard	530	566	480	519	507	563	526	517	445	453	479	501	467
16	Alhambra Ave / Monument Blvd	835	886	805	761	767	835	782	772	714	707	703	795	749
17	Olivera/Solano / Salvio / North Concord	275	254	254	258	260	248	253	247	235	228	241	261	258
18	Amtrak / Merello / Pleasant Hill	463	440	397	403	435	499	465	445	380	367	425	445	410
19	Amtrak / Pacheco Blvd / Concord	172	178	165	152	155	171	158	157	143	120	131	133	137
20	DVC / Concord	1,194	1,135	1,000	1,060	1,160	1,285	1,229	1,171	912	903	1,075	1,108	996
21	Walnut Creek / San Ramon Transit Center	618	627	578	544	570	619	596	573	542	537	538	561	545
25	Lafayette / Walnut Creek	77	65	54	62	60	76	75	71	56	60	61	69	69
28	North Concord / Martinez	327	325	281	295	321	338	305	292	280	256	295	318	306
35	Dougherty Valley	592	586	559	523	591	654	655	593	533	552	557	574	553
36	San Ramon / Dublin	269	266	254	227	239	260	257	243	219	218	228	256	236
91X	Concord Commuter Express	62	60	60	59	62	68	66	58	53	53	53	57	50
92X	Ace Shuttle Express	215	219	220	223	213	236	213	206	169	201	135	194	179
93X	Kirker Pass Express	198	190	186	189	199	208	208	184	163	178	182	186	180
95X	San Ramon / Danville Express	170	171	164	174	176	182	176	166	147	182	166	220	174
96X	Bishop Ranch Express	599	579	585	573	578	563	567	536	483	526	546	570	534
97X	Bishop Ranch Express	106	109	112	102	98	102	109	91	84	88	97	91	84
98X	Martinez Express	443	424	385	392	380	401	372	357	298	301	323	360	332
250 *	St Mary's College Gael Rail Shuttle	5	6	-	-	1	6	9	3	2	6	2	4	2
260 *	Cal State East Bay / Concord Bart	15	13	9	8	6	33	30	30	20	20	16	22	19
ALAMO *	Alamo Creek / BART Walnut Creek	20	25	23	22	19	19	17	17	16	18	17	20	20
600's	Select Service	1,217	1,297	491	55	819	1,397	1,295	1,011	896	1,272	969	1,168	890
TOTALS		13,812	13,869	12,099	11,571	12,837	14,358	13,792	13,017	11,654	12,140	12,346	13,297	12,303

NOTE: * Data from LINK Operators ** Seasonal Routes

Operations Data Summary

AVERAGE WEEKEND BOARDINGS TREND

SATURDAY		Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
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>5 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>4 Days</i>	<i>5 Days</i>
4	Walnut Creek Downtown Shuttle	522	469	530	495	554	589	587	535	598	532	593	574	612
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	-	-	-	-	18	65	-	-	-	-
6	Lafayette / Moraga / Orinda	145	102	80	89	96	147	134	114	79	109	126	151	101
250 *	St Mary's College Gael Rail Shuttle	16	5	-	-	4	22	16	19	3	21	24	19	14
301	Rossmoor / John Muir Medical Center	70	70	73	77	62	87	69	63	44	49	60	63	72
310	Concord Bart / Clayton Rd / Kirker Pass	494	495	520	457	460	459	473	427	404	420	422	437	456
311	Concord / Oak Grove / Treat Blvd / WC	227	237	233	244	254	240	243	202	175	187	211	207	215
314	Clayton Rd / Monument Blvd / PH	645	621	642	612	683	661	652	583	558	535	593	564	621
315	Concord / Willow Pass / Landana	72	65	54	85	62	63	71	61	52	50	77	66	59
316	Alhambra / Merello / Pleasant Hill	359	358	350	374	360	342	317	287	280	275	298	325	315
320	DVC / Concord	189	210	235	198	235	235	208	209	200	191	229	213	186
321	San Ramon / Walnut Creek	250	225	243	247	250	219	220	205	214	203	246	239	245
TOTALS		2,989	2,857	2,960	2,879	3,019	3,065	2,989	2,723	2,670	2,572	2,878	2,857	2,896

SUNDAY		Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
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>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	449	449	370	427	475	427	381	445	489	400	376	424	450
6	Lafayette / Moraga / Orinda	92	101	88	66	116	94	80	99	79	92	99	81	77
250 *	St Mary's College Gael Rail Shuttle	9	7	-	-	5	13	14	9	1	11	14	18	13
301	Rossmoor / John Muir Medical Center	64	59	76	58	67	58	59	71	58	37	38	46	44
310	Concord Bart / Clayton Rd / Kirker Pass	474	441	406	418	409	400	354	384	438	296	348	362	356
311	Concord / Oak Grove / Treat Blvd / WC	178	195	173	179	214	195	161	176	164	168	151	163	175
314	Clayton Rd / Monument Blvd / PH	484	510	505	466	503	514	470	468	517	373	424	424	448
315	Concord / Willow Pass / Landana	56	43	46	56	40	51	38	46	39	36	53	40	41
316	Alhambra / Merello / Pleasant Hill	310	271	281	273	293	249	230	231	246	219	222	228	227
320	DVC / Concord	142	167	159	157	162	161	144	137	151	123	148	139	112
321	San Ramon / Walnut Creek	200	189	190	194	192	178	174	182	207	174	186	173	221
TOTALS		2,458	2,431	2,293	2,295	2,477	2,340	2,105	2,249	2,389	1,930	2,059	2,099	2,165

NOTE: * Data from LINK Operators ** Seasonal Routes

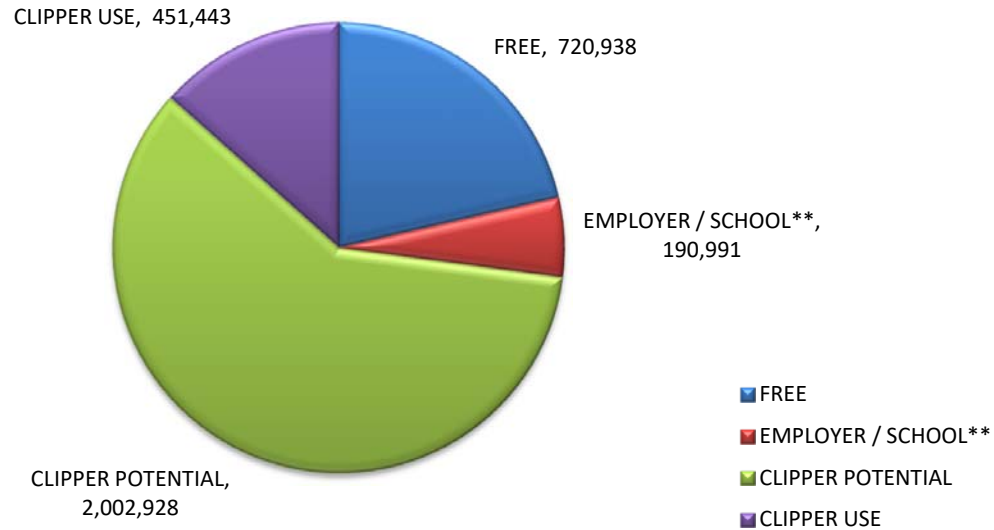
Route Description Summary

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	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	325,741	80,349	6,208	239,184	69,363	29.0%
Apr-17	273,392	70,955	4,871	197,567	57,958	29.3%
May-17	-	-	-	-	-	-
Jun-17	-	-	-	-	-	-
Grand Total	2,914,857	720,938	190,991	2,002,928	451,443	23%

*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 Plaza, UFCW Trust (91X) / St Marys / JFKU / COCO / Promo - SYP & CSEB (Rte 260)

CCCTA LINK
MONTHLY OPERATING SUMMARY
JANUARY FY 16/17

SUMMARY	JANUARY FY 15/16	JANUARY FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	11,327	10,820	82,965	79,687
2 TOTAL ATTENDANTS	831	1,327	4,888	5,574
3 TOTAL COMPANIONS	39	47	409	415
4 TOTAL PASSENGERS	12,197	12,194	88,262	85,676
5 TOTAL SERVICE DAYS	30	30	210	210
6 VEHICLE REVENUE HOURS	6,024	5,720	44,238	41,272
7 VEHICLE SERVICE HOURS	7,639	7,290	55,890	52,651
8 VEHICLE NON REV HOURS	1,615	1,570	11,652	11,379
9 VEHICLE SERVICE MILES	96,800	103,121	763,376	753,231
10 VEHICLE REVENUE MILES	75,428	83,526	623,989	613,722
11 VEHICLE NON REV MILES	21,372	19,595	139,387	139,509
12 PASS. PER REVENUE HOUR	2.02	2.13	2.00	2.08
13 CLIENT PER REVENUE HOUR	1.88	1.89	1.88	1.93
14 PASS. PER SERVICE HOUR	1.60	1.67	1.58	1.63
15 PASS. PER SERVICE MILE	0.13	0.12	0.12	0.11
16 PASS. PER REVENUE MILE	0.16	0.15	0.14	0.14
17 TOTAL TRANSFER TRIPS	931	522	6,507	6,172
18 SAME DAY TRIPS	105	119	769	849
19 SUBSCRIPTION TRIPS	6,384	5,912	47,404	41,903
20 DEMAND	4,947	4,908	35,597	37,843
21 FAREBOX REVENUE	\$10,001.40	\$8,802.18	\$76,747.46	\$69,122.05
22 PREPAID CLIENTS	\$4,275.00	\$6,683.00	\$71,021.06	\$48,947.00
23 COLLECTED BILLING	\$24,682.00	\$19,748.00	\$91,428.06	\$173,546.00
24 TOTAL REVENUE COLLECTED	\$38,958.40	\$35,233.18	\$313,062.46	\$291,615.05
25 CHARGEABLE ACCIDENTS	0	1	3	3
26 SERVICE COMPLAINTS	0	0	3	7
27 SERVICE COMMENDATIONS	2	1	18	11
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	0	0	16	11
30 DRIVER TURNOVER	0%	1%	10%	10%
31 SCHEDULE ADHERENCE	80%	75%	79%	75%
32 WHEELCHAIR BOARDING'S	2,876	2,531	18,900	20,390
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,187	5,919	45,269	43,522
35 UNDUPLICATED CLIENTS	1,024	779	6,961	6,479
36 NO-SHOWS	90	235	537	1,191
37 CANCELS	2,506	2,702	12,230	13,666
38 AVG. TRIP LENGTH (MILES)	7.9	8.5	8.6	8.8
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	43	43	43	37
41 TOTAL FUEL/GALLONS	14,461	14,310	113,423	110,765
42 FLEET M.P.G.	6.7	7.2	6.7	6.8

Trapeze-Productivity
Trip Hours Productivity

SERV/REV HOURS LINK vs. BART HOURS			REFUEL
7336.80	5766.80	1458.00	112.00
7289.81	5719.81	1570.00	
LINK Invoicing Calculation			
	Serv. Hrs	7,289.81	
	Hourly rate	43.83	
	Total	<u>319,512.37</u>	
	Fixed Costs	84,750.00	
December	Telephone bill	(1,500.00)	
	Grand Total	<u>\$402,762.37</u>	

Version 3 Provider's Productivity

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