

County Connection

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

OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, July 7, 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 June 2, 2017*
4. Pilot Program in Alamo Creek*
5. Service Changes Timeline*
6. Paratransit Van Replacement*
7. Reports*
 - a. Fixed Route Monthly Report
 - b. LINK Monthly Report
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – August 4, 2017
11. Adjournment

*Enclosure

FY2016/2017 O&S Committee

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

Clayton • Concord • Contra Costa County • Danville • Lafayette • Martinez
Moraga • Orinda • Pleasant Hill • San Ramon • Walnut Creek

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

General Information

Public Comment: Each person wishing to address the committee is requested to complete a Speakers Card for submittal to the Committee Chair before the meeting convenes or the applicable agenda item is discussed. Persons who address the Committee are also asked to furnish a copy of any written statement to the Committee Chair. Persons who wish to speak on matters set for Public Hearings will be heard when the Chair calls for comments from the public. After individuals have spoken, the Public Hearing is closed and the matter is subject to discussion and action by the Committee.

A period of thirty (30) minutes has been allocated for public comments concerning items of interest within the subject matter jurisdiction of the Committee. Each individual will be allotted three minutes, which may be extended at the discretion of the Committee Chair.

Consent Items: All matters listed under the Consent Calendar are considered by the committee to be routine and will be enacted by one motion. There will be no separate discussion of these items unless requested by a committee member or a member of the public prior to when the committee votes on the motion to adopt.

Availability of Public Records: All public records relating to an open session item on this agenda, which are not exempt from disclosure pursuant to the California Public Records Act, that are distributed to a majority of the legislative body, will be available for public inspection at 2477 Arnold Industrial Way, Concord, California, at the same time that the public records are distributed or made available to the legislative body. The agenda and enclosures for this meeting are posted also on our website at www.countyconnection.com.

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

Shuttle Service: With 24-hour notice, a County Connection LINK shuttle can be available at the BART station nearest the meeting location for individuals who want to attend the meeting. To arrange for the shuttle service, please call Katrina Lewis – 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, July 20, 9:00 a.m., County Connection Board Room
Administration & Finance:	Monday, July 10, 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:	Thursday, August 3, 10:00 a.m., 1676 N. California Blvd., S620, Walnut Creek
Operations & Scheduling:	Friday, July 7, 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, June 2, 2017, 8:00 a.m.

Directors: Director Robert Storer

Staff: Rick Ramacier, Bill Churchill, Anne Muzzini, Ruby Horta

Public: None

Call to Order: Meeting called to order at 8:05 a.m. by Director Storer.

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** None
3. **Approval of O&S Summary Minutes for May 5, 2017:** Minutes were approved.
4. **Low-No Grant Route Selection**
 - a. Mr. Ramacier summarized the work conducted by Center for Transportation and the Environment (CTE) related to the Low-No Grant. County Connection was awarded a Low-No Grant for four (4) additional electric buses. CTE analyzed County Connection's fixed route system to identify the best candidate for the deployment of the four (4) additional electric buses. CTE identified Route 5 as the ideal route for this deployment. A more detailed analysis will be available at the June Board meeting. Director Storer asked about potential partnerships with jurisdictions in the County Connection's service area whereby a local entity could install the infrastructure required to make future deployments of electric buses feasible. Mr. Ramacier indicated such partnerships would be possible.
5. **600 Series – School Trippers**
 - a. Ms. Horta described the current school bell schedule policy, which is limited to "early dismissals". Since 1986, schools bell start/end times have increased in complexity, beyond just early dismissals, and County Connection has done its best to accommodate various requests. Most recently, schools have indicated a transition to block scheduling which presents new challenges to County Connection and its role as a public transit agency. In order to meet printing deadlines for public timetables for Fall 2017, staff decided to meet the earliest start bell time, in the block schedule format. Staff also proposes to draft a new school bell time policy, based on the Board of Director's direction, in order to formalize County Connection's ability to meet school schedule demands.
6. **Reports**
 - a. Fixed Route Monthly Report – Staff reported on the fixed route statistics.
 - b. LINK Monthly Report – Staff reported on LINK statistics.
7. **Committee Comments** – None.

- 8. Future Agenda Items** – None.
- 9. Next Scheduled Meeting** – July 7th, at 3339 Mt. Diablo Blvd., Lafayette CA.
- 10. Adjournment** – The meeting was adjourned at 8:45 a.m.

To: Operations & Scheduling Committee

Date: 06/20/2017

From: Ruby Horta, Manager of Planning

Reviewed by: 

SUBJECT: Pilot Project in Alamo Creek (CSA T-1)

Background:

In 2014, County Connection entered into an agreement with Contra Costa County to provide transportation service within the County Service Area T-1 (CSA T-1) located in defined neighborhoods in Eastern Danville near Blackhawk. The County formed the special CSA specifically for the purpose of financing public transit service for the residents. The service is paid for by the County using fees collected from residents through their property taxes.

Since implementation, the service has been operated by First Transit with LINK shuttle vans and is free for residents in the defined area. The service is demand response for individuals traveling between the defined neighborhoods, the Danville Park 'n Ride lot, and the Walnut Creek BART station. The shuttle may also stop at other locations within the 1.5 mile corridor along Camino Tassajara and I-680.

The shuttle picks up passengers at their door and operates during the commute hours, 3 trips in the morning and 3 trips in the afternoon. It is scheduled to leave Alamo Creek (headed to Walnut Creek BART) at: 6:30, 8:00, and 9:00 in the morning and in the afternoon it leaves Walnut Creek BART (headed back to Alamo Creek) at 3:00, 4:30, and 6:00. Currently, passengers must call LINK's dispatch office to schedule their pick up/drop off. Passengers have identified this process to be inconvenient and due to high call volumes at LINK, passengers are often placed on long holds. In an effort to enhance this existing service, staff has been evaluating software options that will allow passengers to book their rides directly on their mobile device, thus making the service more convenient and more accessible to potential riders.

About Transloc:

Staff has been researching new technology solutions and would like to introduce the TransLoc on-demand scheduling system, on a trial basis. TransLoc is a transportation technology provider that is on the forefront of delivering micro transit solutions to transit agencies. Their software is similar to that of transportation network companies (TNCs), such as Uber and Lyft. In our case, Alamo Creek residents would download the TransLoc application, create a profile and schedule or cancel their rides directly on their mobile device. Additionally, passengers will be able to track the bus and receive notifications, in the event of an unforeseen delay. Riders will continue to have the

option of calling dispatch to schedule their rides. Scheduled rides are automatically assigned to the vehicle and communicated to the driver, over the cellular network using iPads that will be installed in the vehicles. TransLoc will provide training for both the drivers and dispatchers.

Pilot Project:

County Connection understands that transit and passenger needs are shifting. The 6-month pilot project designed for the Alamo Creek service will allow staff to gain experience with on-demand software, with minimal financial risks. The cost to operate the service is paid for by the County and it has an existing captive audience. Upon completion of the 6-month pilot, staff will evaluate its success and lessons learned. Based on the level of success of the pilot project, staff may consider deployment in other areas. As the agency works to improve productivity, this type of transit option may provide opportunities as staff evaluates route realignments.

Recommendation:

For information only.

Financial Implications:

County Connection has agreed to pay \$15,000 for the 6-month pilot which includes software licensing for up to 15 vehicles. This fee also covers the cost for computer simulations of other potential areas that could be suitable for this type of service.

Implementation of this transportation solution in other areas would require additional ongoing financial commitments. The annual per vehicle licensing fee would range between \$3,600 and \$6,000 and each vehicle requires a data plan priced at about \$500 per year.



We've made responsive transit simple. TransLoc OnDemand is revolutionizing first-mile/last-mile services with automated demand-response technology.

HOW ONDEMAND WORKS

AN ILLUSTRATIVE GUIDE to TransLoc OnDemand and how to enable easy, efficient demand-response transit that works for your agency.

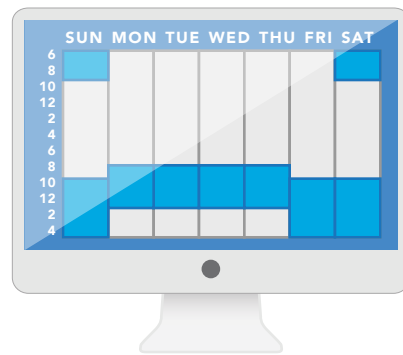
1 | SETUP

DEFINE REGIONS



Map out service area regions.

SCHEDULE SERVICES



Configure operating hours to best fits your needs.

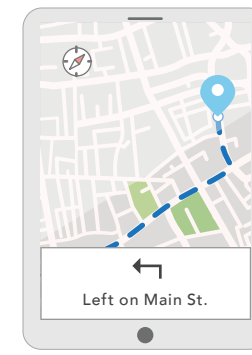
ASSIGN VEHICLES



Pre-allocate vehicles to regions & services—change them at any time.

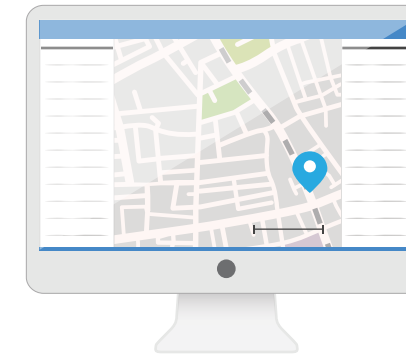
2 | OPERATION

DIRECT OPERATORS



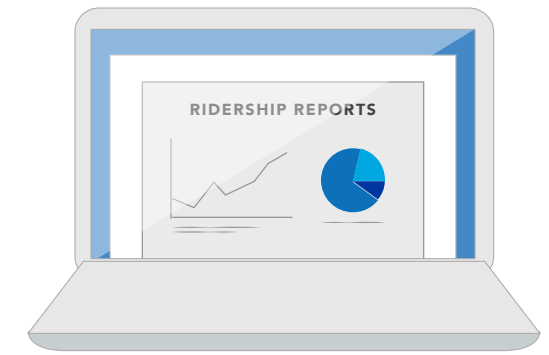
Vehicle operators get iPads that automatically track & direct rides.

SIMPLIFY DISPATCH



Dispatchers log in to one intuitive dashboard to manage services.

OVERSEE SERVICES



Administrators can review historical data in real time & access in-depth reporting

3 | EXECUTION

BOOK RIDES



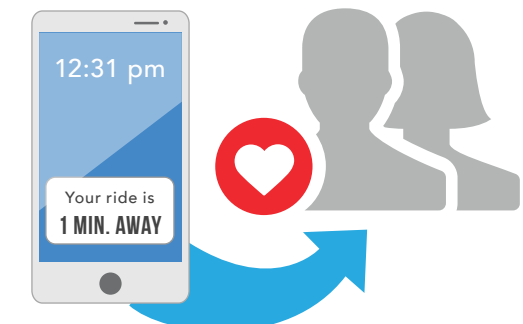
Passengers request rides via their mobile phone or online & dispatchers field calls to book rides from anywhere.

MANAGE TRIPS (AND YOUR BUDGET)



OnDemand optimizes driver directions & groups rides/riders based on origin/destination, making your system more efficient & economical—automagically!

IMPROVE THE PASSENGER EXPERIENCE



Your passengers stay in the know with real-time tracking and get alerts when their ride is close—reducing their wait time and keeping passenger satisfaction at an all-time high.

To: Operations & Scheduling Committee

Date: 06/27/2017

From: Ruby Horta, Manager of Planning

Reviewed by: *Ruby*

SUBJECT: Service Changes Timeline

Background:

County Connection's current financial forecast anticipates the need for service changes in order to maintain a balanced budget. Over the last few months, the Board of Directors has been presented with various alternatives that would reduce expenses and/or increase revenues. The options include fare increases and service adjustments. In order to implement new service a year from now, in Fall 2018, the Board of Directors must provide direction in the next couple of months, based on options developed by staff. Below is a schedule of activities proposed by staff:

Activity	Completion Date (tentative)
Committee & Board to Review Initial Proposal	08/17/2017
Committee & Board to Review/Approve Revised Proposal	09/21/2017
Staff to Conduct Public Outreach Process	Sept. 2017 – Feb. 2018
<i>Public Hearing</i>	
<i>Stakeholder Meetings</i>	
<i>Title VI Analysis</i>	
Board to approve Final Proposal	04/19/18
Finalize Fall 2018 Schedules	05/17/18
Implement New Service	08/12/18

Starting in August, staff would present an initial proposal for Board review. Based on feedback received, staff would present a revised proposal in September. Upon Board approval, staff can conduct the necessary public outreach. The public outreach period would begin in September and would include a public hearing, meetings with various stakeholders, and a Title VI analysis. Upon completing the public outreach process, a final proposal would go to the Board for approval in April. Fall 2018 schedules would be finalized in the middle of May for service to begin in the middle of August.

Recommendation:

For information only.

Financial Implications:

To be determined.

To: O&S Committee

Date: June 29, 2017

From: J. Scott Mitchell
Director of Maintenance

Reviewed by:

SUBJECT: Paratransit Van Replacement

SUMMARY OF ISSUES: County Connection needs to replace three (3) Paratransit vans for the Link service. To be replaced with three 22-foot cutaways.

The Morongo Basin Transit Authority in partnership with CalACT put together a consortium Request for Proposal for Paratransit vans. As a member of CalACT, County Connection is eligible to purchase Paratransit vans off of this Contract.

FINANCIAL IMPLICATION: County Connection has a Federal Grant to replace these vehicles.

Grant #2016-057:	\$295,200
Local match will come from TDA:	<u>\$ 73,080</u>
Subtotal:	\$368,280

TOTAL FUNDS AVAILABLE FOR THIS PROJECT: \$368,280

OPTION 1: Purchase three (3) vans off of the MBTA-CalACT Consortium Contract. Cost not to exceed \$368,280.

FINANCIAL IMPLICATION: Vehicle cost not to exceed \$368,280 total.

OPTION 2: Release new Specification and Request for Proposal for three 22-foot cutaways.

FINANCIAL IMPLICATION: Unknown. Price per vehicle may be higher because we would be accepting bids on a smaller number of vehicles at a later date.

RECOMMENDATIONS: Staff recommends that County Connection purchase three 22-foot cutaways from Creative Bus Sales using pricing from the MBTA-CalACT Consortium Contract.

ACTION REQUESTED: Staff requests that the O&S Committee consider recommending to the Full Board that the General Manager be authorized to release a purchase order and Letter to Proceed to Creative Bus Sales for the purchase of three (3) Paratransit vans. Total cost of the vehicles including tax and delivery not to exceed \$368,280.

TO: O&S Committee

DATE: June 21, 2017

FROM: Anne Muzzini
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for May 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	309,394		
Average Weekday	13,139	12,768	
Pass/Rev Hour	16.5	15.9	Standard Goal > 17.0
Missed Trips	0.22%	0.15%	Standard Goal < 0.25%
Miles between Road Calls	26,322	35,783	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

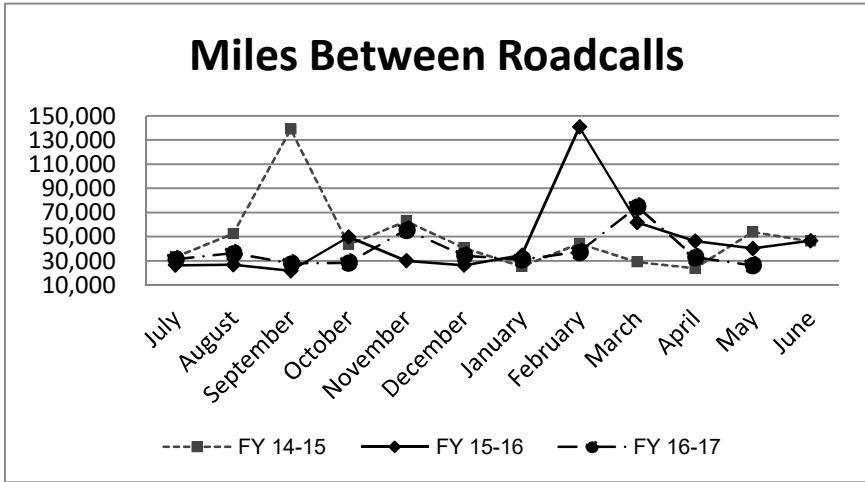
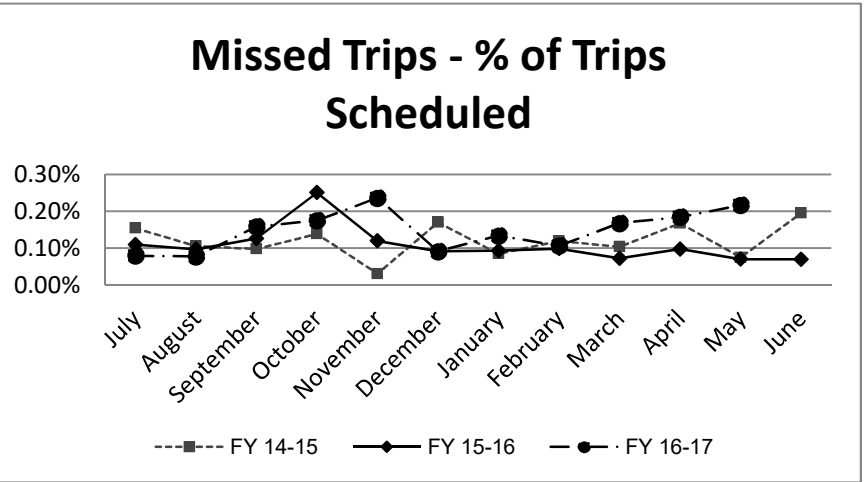
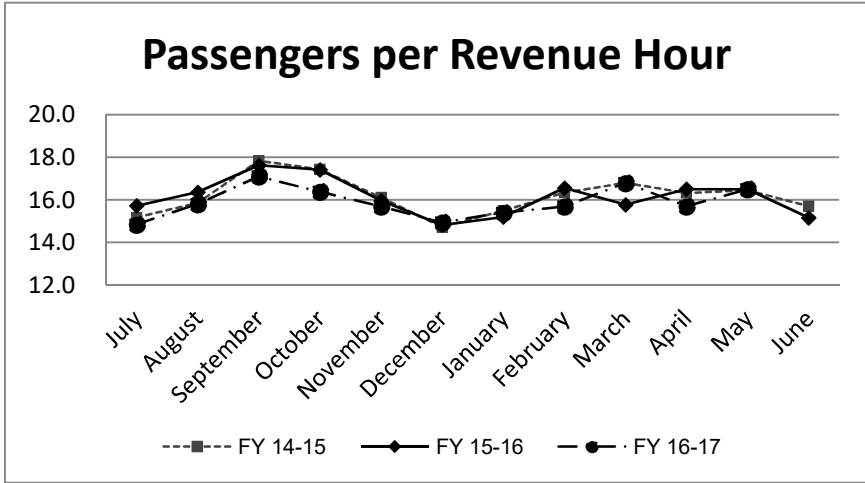
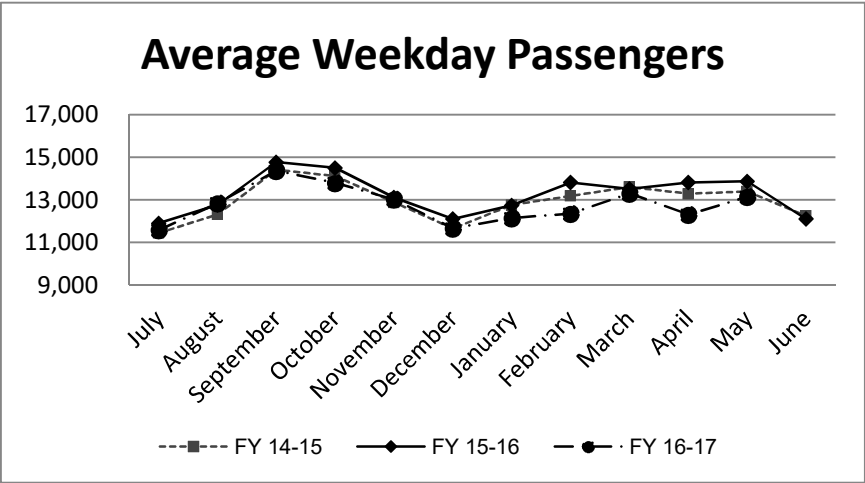
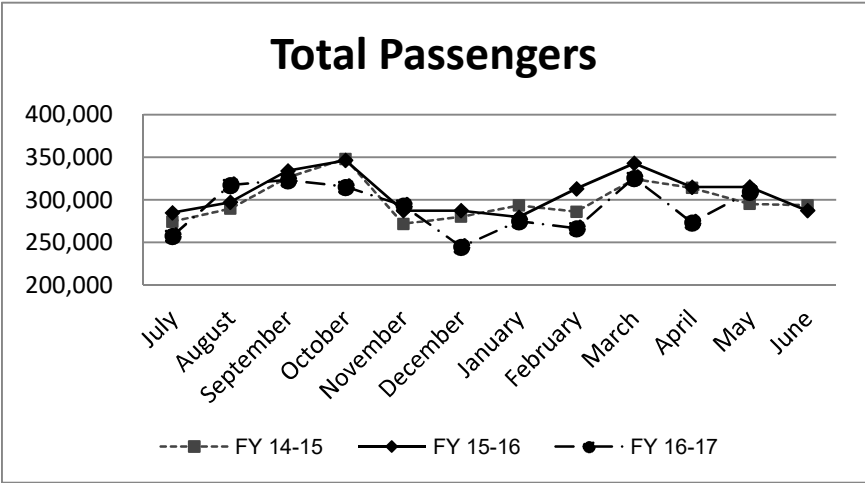
Average weekday ridership was higher in May (13,139 passengers) than April (12,303 passengers) and lower than May 2016 (13,869 passengers).

Passengers per hour in May was 16.5, which is higher than 15.7 in April and equal to May 2016 when passengers per hour was 16.5.

The percentage of missed trips in May was 0.22%, higher than the prior month (0.18%). The YTD average is 0.15% missed trips.

The number of miles between roadcalls was 26,322 miles in May, lower than the prior month in which there were 33,029 miles between roadcalls. The 12 month average is 35,783 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 309,394 passengers in May, 224,758 passengers had the potential to use a Clipper card aboard County Connection since 84,636 either used an employee sponsored program or the midday free program. About 29.3% of the 224,758 potential Clipper card users paid using Clipper during this month.



**TRANSPORTATION and MAINTANCE
Operation Data Summary**

TRANSPORTATION	2016 May	2016 June	2016 July	2016 August	2016 September	2016 October	2016 November	2016 December	2017 January	2017 February	2017 March	2017 April	2017 May	12 Month TOTALS
Number of Buses	121	121	121	121	121	121	125	125	125	125	125	125	125	123
Totals Hub Miles	282,096	279,828	250,513	290,918	278,639	284,619	278,166	274,599	279,827	261,414	299,744	264,231	289,539	3,614,133
Work Days	30	30	30	31	29	31	29	30	30	28	31	30	30	389
Revenue Hours	19,080	18,954	17,337	20,082	18,901	19,243	18,699	17,925	17,859	17,000	19,397	17,289	18,754	240,520
Operator Pay Hours	33,045	30,724	32,230	31,744	31,060	33,529	32,752	33,306	34,479	29,206	32,857	31,513	32,409	418,855
Number of Operators	165	168	166	170	163	159	167	167	174	171	168	167	168	167
Unscheduled Absences	278	260	283	360	315	334	416	312	409	386	459	410	421	4,643
FT Protection	37	23	37	29	53	42	56	63	70	59	35	64	47	615
Worker Comp.	82	71	62	111	115	98	116	87	88	84	147	144	167	1,372
Sick leave	159	166	184	220	147	194	244	162	251	243	277	202	207	2,656
Collision Accidents	7	7	2	8	6	3	6	6	4	3	7	2	10	71
Passenger Accidents	13	11	15	21	24	13	14	16	18	22	11	7	9	194
Total Chargeable Collisions	3	2	1	3	1	0	5	3	1	1	2	0	3	25
Chargeable/100K Miles	1.06	0.71	0.39	1.03	0.35	0.00	1.79	1.09	0.35	0.38	0.66	0.00	1.03	0.69
Number of Trips Scheduled	25,617	25,816	23,820	27,024	25,216	25,724	24,984	25,185	25,405	26,298	27,401	24,380	26,298	333,168
Number of Trips Missed	18	18	19	21	40	45	59	23	34	28	46	45	57	453
Of Trips Scheduled - % Missed	0.07%	0.07%	0.08%	0.08%	0.16%	0.17%	0.24%	0.09%	0.13%	0.11%	0.17%	0.18%	0.22%	0.14%
Of Trips Missed - Mechanical	13	15	10	12	18	12	5	17	22	25	8	23	34	214
On Time Performance %	85%	87%	88%	85%	82%	84%	84%	85%	87%	86%	86%	88%	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	13	9	11	12	14	14	9	12	15	13	10	9	16	157
Road Calls for Mechanical	7	6	8	8	10	10	5	8	9	7	4	8	11	101
Road Calls for Other	6	3	3	4	4	4	4	4	6	6	6	1	5	56
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	17,770	36,967	6,937	39,921	37,632	18,329	18,865	19,314	35,751	34,201	33,982	31,993	16,313	
400 - 499	27,994	30,505	28,423	31,336	13,499	15,957	26,364	26,934	28,698	25,474	30,403	28,502	24,362	
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	23,577	45,368	40,737	15,626	22,576	29,101	86,295	30,064	32,622	30,178	50,017	20,796	23,929	
1300-1309	23,462	6,845	18,769	19,887	10,570	22,158	21,371	17,751	22,950	19,424	20,963	19,943	22,991	
1400-1406	12,032	12,980	11,178	12,895	11,654	9,714	9,811	11,134	10,403	11,945	12,924	12,021	12,872	
1500-1532	88,761	88,160	75,985	93,124	90,915	32,291	94,333	44,980	29,053	79,835	101,439	88,587	47,656	
1700-1726	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5,661	
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.	40,299	46,638	31,314	36,365	27,864	28,462	55,633	34,325	31,092	37,345	74,936	33,029	26,322	35,783
Maintenance Pay Hours	4,718	4,080	3,976	4,465	4,195	3,194	4,100	4,024	4,331	3,734	3,993	3,729	3,972	52,514
No. Maint. Employees	27	26	25	25	26	26	25	26	25	25	23	23	22	25
Maint. Emps/100K Miles	10	9	10	9	9	9	9	9	9	10	8	9	8	9
Unscheduled Absences	4	5	2	0	3	4	6	3	4	3	5	2	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	
May 2017 - Fixed Route Boardings	309,394	Revenue Hours -	May 2017	18,754	Weekdays - May17	22	Fiscal 2017 YTD	3,224,251
			May 2016	19,080	May16	21		
Special Event -		Revenue Miles -	May 2017	215,920	Saturdays - May17	4	Fiscal 2016 YTD	3,401,934
			May 2016	206,794	May16	4		
					Sundays - May17	4		
					May16	5		
May 2017 Total Boardings	309,394		Passengers per Mile	1.4	Total Days - 2017	30	YTD Trend	(5.2%)
May 2016 Total Boardings	315,001		Passengers per Hour	16.5	2016	30	Monthly Trend	(1.8%)

May 2017 Fixed Route Passenger Total						May 2017 Weekday Average	May 2017 Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total		
1 (JM)	Rossmoor / Shadelands	8,394	-	-	8,394	382	12.0
2	Rudgear / Walnut Creek	354	-	-	354	16	5.0
3	Martinez Community Shuttle	1,907	-	-	1,907	87	6.0
4	Walnut Creek Downtown Shuttle	20,179	2,183	2,082	24,444	917	26.2
5	Creekside / Walnut Creek	11,574	-	-	11,574	526	28.2
6	Lafayette / Moraga / Orinda	10,024	464	397	10,884	456	13.7
7	Shadelands / Pleasant Hill / Walnut Creek	9,633	-	-	9,633	438	20.5
9	DVC / Walnut Creek	11,499	-	-	11,499	523	15.5
10	Concord / Clayton Rd	25,057	-	-	25,057	1,139	23.7
11	Treat Blvd / Oak Grove	7,031	-	-	7,031	320	17.6
14	Monument Blvd	13,527	-	-	13,527	615	15.5
15	Treat Boulevard	11,321	-	-	11,321	515	17.2
16	Alhambra Ave / Monument Blvd	17,373	-	-	17,373	790	15.2
17	Olivera/Solano / Salvio / North Concord	5,432	-	-	5,432	247	13.3
18	Amtrak / Merello / Pleasant Hill	9,963	-	-	9,963	453	14.5
19	Amtrak / Pacheco Blvd / Concord	3,178	-	-	3,178	144	10.5
20	DVC / Concord	22,496	-	-	22,496	1,023	22.2
21	Walnut Creek / San Ramon Transit Center	12,493	-	-	12,493	568	11.7
25	Lafayette / Walnut Creek	1,430	-	-	1,430	65	7.1
28	North Concord / Martinez	6,498	-	-	6,498	295	9.8
35	Dougherty Valley	13,189	-	-	13,189	599	18.2
36	San Ramon / Dublin	5,478	-	-	5,478	249	9.3
91X	Concord Commuter Express	1,297	-	-	1,297	59	12.3
92X	Ace Shuttle Express	4,305	-	-	4,305	196	16.7
93X	Kirker Pass Express	3,841	-	-	3,841	175	11.5
95X	San Ramon / Danville Express	4,052	-	-	4,052	184	19.1
96X	Bishop Ranch Express	11,617	-	-	11,617	528	16.1
97X	Bishop Ranch Express	2,094	-	-	2,094	95	10.7
98X	Martinez Express	7,691	-	-	7,691	350	17.4
250 *	Gael Rail Service	16	34	30	80	2	0.4
260 *	Cal State East Bay / Concord Bart	268	-	-	268	15	1.6
301	Rossmoor / John Muir Medical Center	-	292	181	473	-	6.3
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,794	1,741	3,536	-	25.6
311	Concord / Oak Grove / Treat Blvd / WC	-	969	700	1,669	-	13.5
314	Clayton Rd / Monument Blvd / PH	-	2,291	1,764	4,055	-	18.1
315	Concord / Willow Pass / Landana	-	246	176	422	-	8.1
316	Alhambra / Merello / Pleasant Hill	-	1,160	899	2,059	-	12.9
320	DVC / Concord	-	688	536	1,225	-	12.0
321	San Ramon / Walnut Creek	-	926	776	1,702	-	10.7
Alamo Creek *	Alamo Creek / BART Walnut Creek	459	-	-	459	21	2.6
600's	Select Service	25,395	-	-	25,395	1,154	36.6
TOTALS		289,065	11,047	9,281	309,394	13,139	16.5

* Data from LINK Operators

** Seasonal Routes

Operations Data Summary

MARCH 2017 PRODUCTIVITY

(sorted by Pass / Rev Hr - descending order)

Route	Destination Information	Total	Wkday Avg	Passenger / Rev Hr
600's	Select Service	25,395	1,154	36.6
5	Creekside / Walnut Creek	11,574	526	28.2
4	Walnut Creek Downtown Shuttle	24,444	917	26.2
310	Concord Bart / Clayton Rd / Kirker Pass	3,536	-	25.6
10	Concord / Clayton Rd	25,057	1,139	23.7
20	DVC / Concord	22,496	1,023	22.2
7	Shadelands / Pleasant Hill / Walnut Creek	9,633	438	20.5
95X	San Ramon / Danville Express	4,052	184	19.1
35	Dougherty Valley	13,189	599	18.2
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,055	-	18.1
11	Treat Blvd / Oak Grove	7,031	320	17.6
98X	Martinez Express	7,691	350	17.4
15	Treat Boulevard	11,321	515	17.2
92X	Ace Shuttle Express	4,305	196	16.7
96X	Bishop Ranch Express	11,617	528	16.1
14	Monument Blvd	13,527	615	15.5
9	DVC / Walnut Creek	11,499	523	15.5
16	Alhambra Ave / Monument Blvd	17,373	790	15.2
18	Amtrak / Merello / Pleasant Hill	9,963	453	14.5
6	Lafayette / Moraga / Orinda / Orinda Village	10,884	456	13.7
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,669	-	13.5
17	Olivera/Solano / Salvio / North Concord	5,432	247	13.3
316	Alhambra / Merello / Pleasant Hill	2,059	-	12.9
91X	Concord Commuter Express	1,297	59	12.3
320	DVC / Concord	1,225	-	12.0
1 (IM)	Rossmoor / Shadelands	8,394	382	12.0
21	Walnut Creek / San Ramon Transit Center	12,493	568	11.7
93X	Kirker Pass Express	3,841	175	11.5
97X	Bishop Ranch Express	2,094	95	10.7
321	San Ramon / Walnut Creek	1,702	-	10.7
19	Amtrak / Pacheco Blvd / Concord	3,178	144	10.5
28	North Concord / Martinez	6,498	295	9.8
36	San Ramon / Dublin	5,478	249	9.3
315	Concord / Willow Pass / Landana	422	-	8.1
25	Lafayette / Walnut Creek	1,430	65	7.1
301	Rossmoor / John Muir Medical Center	473	-	6.3
3	Martinez Community Shuttle	1,907	87	6.0
2	Rudgear / Walnut Creek	354	16	5.0
Alamo *	Alamo Creek / BART Walnut Creek	459	21	2.6
260 *	Cal State East Bay / Concord Bart	268	15	1.6
250 *	Gael Rail Service	80	2	0.4

NOTE: * Data from LINK Operators ** Seasonal Routes

Operations Data Summary

AVERAGE WEEKDAY BOARDINGS TREND

Route	Destination Information	May-16 21 Days	Jun-16 22 Days	Jul-16 20 Days	Aug-16 23 Days	Sep-16 21 Days	Oct-16 21 Days	Nov-16 21 Days	Dec-16 21 Days	Jan-17 21 Days	Feb-17 20 Days	Mar-17 23 Days	Apr-17 20 Days	May-17 22 Days
1 (1M)	Rossmoor / Shadelands	391	364	369	360	386	382	388	348	358	369	340	349	382
2	Rudgear / Walnut Creek	15	14	15	18	16	14	15	13	18	19	22	18	16
3	Martinez Community Shuttle	79	79	80	95	94	93	83	92	79	85	94	71	87
4	Walnut Creek Downtown Shuttle	819	840	881	880	862	831	829	883	795	839	890	858	917
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	-	-	-	4	28					
5	Creekside / Walnut Creek	544	507	509	529	588	565	547	484	507	519	535	520	526
6	Lafayette / Moraga / Orinda	465	343	319	370	506	514	479	376	483	452	487	421	456
7	Shadelands / Pleasant Hill / Walnut Creek	394	366	316	367	406	444	410	367	390	422	436	413	438
9	DVC / Walnut Creek	595	536	540	577	599	570	536	500	476	503	535	516	523
10	Concord / Clayton Rd	1,170	1,087	1,069	1,095	1,222	1,123	1,116	983	967	1,022	1,121	1,049	1,139
11	Treat Blvd / Oak Grove	339	300	282	334	337	313	305	290	303	312	331	306	320
14	Monument Blvd	646	605	590	597	608	591	572	516	527	571	606	597	615
15	Treat Boulevard	566	480	519	507	563	526	517	445	453	479	501	467	515
16	Alhambra Ave / Monument Blvd	886	805	761	767	835	782	772	714	707	703	795	749	790
17	Olivera/Solano / Salvio / North Concord	254	254	258	260	248	253	247	235	228	241	261	258	247
18	Amtrak / Merello / Pleasant Hill	440	397	403	435	499	465	445	380	367	425	445	410	453
19	Amtrak / Pacheco Blvd / Concord	178	165	152	155	171	158	157	143	120	131	133	137	144
20	DVC / Concord	1,135	1,000	1,060	1,160	1,285	1,229	1,171	912	903	1,075	1,108	996	1,023
21	Walnut Creek / San Ramon Transit Center	627	578	544	570	619	596	573	542	537	538	561	545	568
25	Lafayette / Walnut Creek	65	54	62	60	76	75	71	56	60	61	69	69	65
28	North Concord / Martinez	325	281	295	321	338	305	292	280	256	295	318	306	295
35	Dougherty Valley	586	559	523	591	654	655	593	533	552	557	574	553	599
36	San Ramon / Dublin	266	254	227	239	260	257	243	219	218	228	256	236	249
91X	Concord Commuter Express	60	60	59	62	68	66	58	53	53	53	57	50	59
92X	Ace Shuttle Express	219	220	223	213	236	213	206	169	201	135	194	179	196
93X	Kirker Pass Express	190	186	189	199	208	208	184	163	178	182	186	180	175
95X	San Ramon / Danville Express	171	164	174	176	182	176	166	147	182	166	220	174	184
96X	Bishop Ranch Express	579	585	573	578	563	567	536	483	526	546	570	534	528
97X	Bishop Ranch Express	109	112	102	98	102	109	91	84	88	97	91	84	95
98X	Martinez Express	424	385	392	380	401	372	357	298	301	323	360	332	350
250 *	St Mary's College Gael Rail Shuttle	6	-	-	1	6	9	3	2	6	2	4	2	2
260 *	Cal State East Bay / Concord Bart	13	9	8	6	33	30	30	20	20	16	22	19	17
ALAMO *	Alamo Creek / BART Walnut Creek	25	23	22	19	19	17	17	16	18	17	20	20	21
600's	Select Service	1,297	491	55	819	1,397	1,295	1,011	896	1,272	969	1,168	890	1,154
TOTALS		13,869	12,099	11,571	12,837	14,358	13,792	13,017	11,654	12,140	12,346	13,297	12,303	13,139

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	May-17
Route	Destination Information	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	5 Days	4 Days	4 Days	4 Days	5 Days	4 Days
4	Walnut Creek Downtown Shuttle	522	469	530	495	554	589	587	535	598	532	593	574	612	546
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	116
250 *	St Mary's College Gael Rail Shuttle	16	5	-	-	4	22	16	19	3	21	24	19	14	9
301	Rossmoor / John Muir Medical Center	70	70	73	77	62	87	69	63	44	49	60	63	72	73
310	Concord Bart / Clayton Rd / Kirker Pass	494	495	520	457	460	459	473	427	404	420	422	437	456	449
311	Concord / Oak Grove / Treat Blvd / WC	227	237	233	244	254	240	243	202	175	187	211	207	215	242
314	Clayton Rd / Monument Blvd / PH	645	621	642	612	683	661	652	583	558	535	593	564	621	573
315	Concord / Willow Pass / Landana	72	65	54	85	62	63	71	61	52	50	77	66	59	61
316	Alhambra / Merello / Pleasant Hill	359	358	350	374	360	342	317	287	280	275	298	325	315	290
320	DVC / Concord	189	210	235	198	235	235	208	209	200	191	229	213	186	172
321	San Ramon / Walnut Creek	250	225	243	247	250	219	220	205	214	203	246	239	245	231
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	2,762

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	May-17
Route	Destination Information	4 Days	5 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days
4	Walnut Creek Downtown Shuttle	449	449	370	427	475	427	381	445	489	400	376	424	450	520
6	Lafayette / Moraga / Orinda	92	101	88	66	116	94	80	99	79	92	99	81	77	99
250 *	St Mary's College Gael Rail Shuttle	9	7	-	-	5	13	14	9	1	11	14	18	13	8
301	Rossmoor / John Muir Medical Center	64	59	76	58	67	58	59	71	58	37	38	46	44	45
310	Concord Bart / Clayton Rd / Kirker Pass	474	441	406	418	409	400	354	384	438	296	348	362	356	435
311	Concord / Oak Grove / Treat Blvd / WC	178	195	173	179	214	195	161	176	164	168	151	163	175	175
314	Clayton Rd / Monument Blvd / PH	484	510	505	466	503	514	470	468	517	373	424	424	448	441
315	Concord / Willow Pass / Landana	56	43	46	56	40	51	38	46	39	36	53	40	41	44
316	Alhambra / Merello / Pleasant Hill	310	271	281	273	293	249	230	231	246	219	222	228	227	225
320	DVC / Concord	142	167	159	157	162	161	144	137	151	123	148	139	112	134
321	San Ramon / Walnut Creek	200	189	190	194	192	178	174	182	207	174	186	173	221	194
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	2,320

NOTE: * Data from LINK Operators ** Seasonal Routes

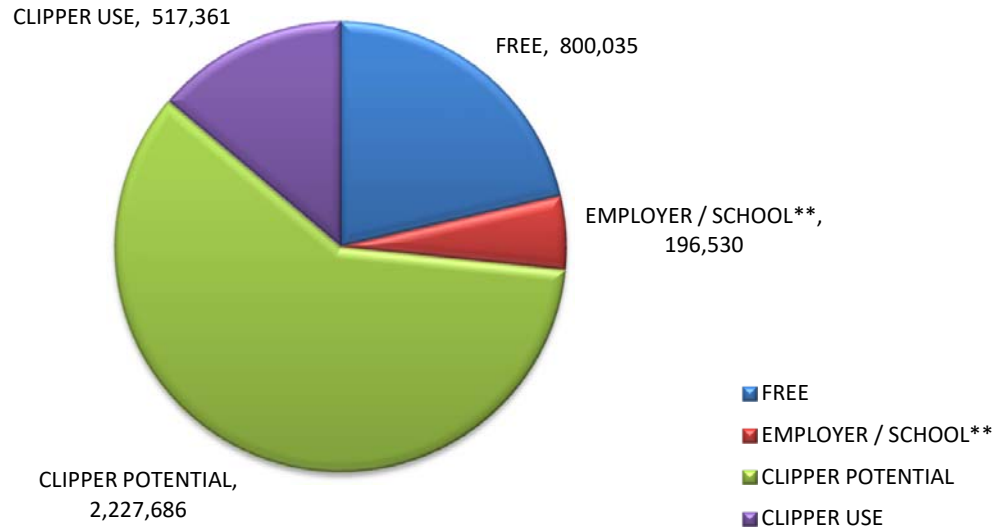
Route Description Summary

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	309,394	79,096	5,539	224,758	65,917	29.3%
Jun-17	-	-	-	-	-	-
Grand Total	3,224,251	800,035	196,530	2,227,686	517,361	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
APRIL FY 16/17**

'17 JUN 29 10:25

SUMMARY	APRIL FY 15/16	APRIL FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	12,191	10,930	120,203	113,529
2 TOTAL ATTENDANTS	638	1,575	6,910	10,191
3 TOTAL COMPANIONS	40	23	561	499
4 TOTAL PASSENGERS	12,869	12,528	127,674	124,219
5 TOTAL SERVICE DAYS	30	30	300	299
6 VEHICLE REVENUE HOURS	6,320	5,314	63,594	57,984
7 VEHICLE SERVICE HOURS	7,841	6,614	80,043	73,549
8 VEHICLE NON REV HOURS	1,521	1,300	16,450	15,565
9 VEHICLE SERVICE MILES	110,263	100,062	1,101,709	1,071,535
10 VEHICLE REVENUE MILES	91,599	81,379	904,778	872,184
11 VEHICLE NON REV MILES	18,664	18,683	196,931	199,351
12 PASS. PER REVENUE HOUR	2.04	2.36	2.01	2.14
13 CLIENT PER REVENUE HOUR	1.93	2.06	1.89	1.96
14 PASS. PER SERVICE HOUR	1.64	1.89	1.60	1.69
15 PASS. PER SERVICE MILE	0.12	0.13	0.12	0.12
16 PASS. PER REVENUE MILE	0.14	0.15	0.14	0.14
17 TOTAL TRANSFER TRIPS	1037	1,091	9,619	9,582
18 SAME DAY TRIPS	105	111	1,126	1,146
19 SUBSCRIPTION TRIPS	6,694	6,168	67,879	60,729
20 DEMAND	5,508	4,766	52,395	52,885
21 FAREBOX REVENUE	\$10,972.25	\$8,955.80	\$110,335.59	\$96,062.88
22 PREPAID CLIENTS	\$4,455.05	\$5,604.00	\$93,784.11	\$66,414.00
23 COLLECTED BILLING	\$22,702.00	\$24,258.00	\$165,734.06	\$252,882.00
24 TOTAL REVENUE COLLECTED	\$38,129.30	\$38,817.80	\$369,853.76	\$415,358.88
25 CHARGEABLE ACCIDENTS	0	1	4	4
26 SERVICE COMPLAINTS	0	1	8	9
27 SERVICE COMMENDATIONS	4	2	23	14
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	3	3	23	18
30 DRIVER TURNOVER	3%	1%	15%	11%
31 SCHEDULE ADHERENCE	81%	73%	86%	74%
32 WHEELCHAIR BOARDING'S	4,158	3,527	30,250	29,080
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,672	5,987	65,624	62,104
35 UNDUPLICATED CLIENTS	1,013	768	10,053	8,838
36 NO-SHOWS	87	228	815	1,898
37 CANCELS	1,261	1,346	16,401	19,115
38 AVG. TRIP LENGTH (MILES)	8.6	8.0	8.6	8.6
39 AVG. SM BUSES IN SERVICE	8	3	8	3
40 AVG. BUSES IN SERVICE	55	42	55	47
41 TOTAL FUEL/GALLONS	15,728	14,384	158,299	156,447
42 FLEET M.P.G.	7.0	7.0	7.0	6.8