

# County Connection

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

## OPERATIONS & SCHEDULING COMMITTEE AGENDA

Friday, August 4, 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 July 7, 2017\*
4. Transloc Agreement Update
5. Service Changes Update\*
6. Draft School Policy\*
  - Staff recommendation: O&S to forward the Draft School Policy to the Board for comment.
7. Reports\*
  - a. Fixed Route Monthly Report
  - b. LINK Monthly Report
8. Committee Comments
9. Future Agenda Items
10. Next Scheduled Meeting – September 1, 2017
11. Adjournment

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\*Enclosure

FY2016/2017 O&S Committee

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

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

CENTRAL CONTRA COSTA TRANSIT AUTHORITY

## General Information

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

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

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

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

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

**Shuttle Service:** With 24-hour notice, a County Connection LINK shuttle can be available at the 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, August 17, 9:00 a.m., County Connection Board Room
Administration & Finance:	Wednesday, August 16, 9:00 a.m., 3338 Mt. Diablo Blvd. Lafayette, CA
Advisory Committee:	Tuesday, September 12, 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, August 4, 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](http://www.countyconnection.com)) or contact County Connection staff at 925/676-1976 to verify date, time and location prior to attending a meeting.**

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

**Summary Minutes**  
**Operations & Scheduling Committee**  
Supervisor Andersen Office  
3339 Mt. Diablo Blvd., Lafayette, CA  
**Friday, July 7, 2017, 8:00 a.m.**

**Directors:** Robert Storer, Dave Hudson

**Staff:** Rick Ramacier, Bill Churchill, Scott Mitchell, Ruby Horta, Rashidi Barnes

**Public:** Ralph Hoffman

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

1. **Approval of Agenda Items:** Agenda was approved.
2. **Public Comment and/or Communication:** Ralph Hoffman appreciated the accessibility to the O&S meeting.
3. **Approval of O&S Summary Minutes for June 2, 2017:** Minutes were approved.
4. **Pilot Program in Alamo Creek**
  - a. Ms. Horta provided a summary of the Transloc software system and its application on the Alamo Creek service. The pilot program will be conducted over a 6-month period and based on its success, it may be recommended in other communities. This item is for information only and will be shared with the Board at the July Board of Directors meeting.
5. **Service Changes Timeline**
  - a. Ms. Horta explained the timeline provided. In order to implement service changes in Fall 2018, staff must begin the public process as soon as possible. Ms. Horta indicated that the timeline is rather ambitious, and dates may be pushed back to allow for sufficient time to develop a robust service plan. Mr. Storer requested that in addition to public meetings, staff should develop an online platform to allow for public comment. This item is for information only and will be shared with the Board at the July Board of Directors meeting.
6. **Paratransit Van Replacement**
  - a. Mr. Mitchell presented the vehicle replacement proposal. County Connection has received Federal Transportation Administration (FTA) funds to replace three paratransit vehicles that are at the end of their useful life. Mr. Mitchell recommended that County Connection take advantage of the Morongo Basin Transit Authority (MBTA) and CalACT's consortium contract to procure the three vehicles. The total cost should not exceed \$368,280.
7. **Reports**
  - a. Fixed Route Monthly Report – Staff reported on the fixed route statistics.
  - b. LINK Monthly Report – Staff reported on LINK statistics.

- 8. Committee Comments** – Mr. Hudson asked that County Connection stay in contact with City of San Ramon staff regarding new construction, particularly the development at Bishop Ranch to ensure minimal impacts to service.
- 9. Future Agenda Items** – Mr. Storer requested an update on the service changes timeline.
- 10. Next Scheduled Meeting** – August 4<sup>th</sup>, at 3339 Mt. Diablo Blvd., Lafayette CA.
- 11. Adjournment** – The meeting was adjourned at 8:45 a.m.

**To:** Operations and Scheduling

**Date:** 7/19/2017

**From:** Ruby Horta, Acting Director of Planning & Marketing

**Reviewed by:** 

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**SUBJECT: Service Changes Update**

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**Background:**

Last month, County Connection staff presented the Operations and Scheduling Committee (O&S) with a tentative schedule for service changes. Staff has been working on two concepts:

1. Increase productivity with current revenue hours
2. Reduce service to address the financial forecast

In February, staff provided a productivity report that indicated County Connection's total hours were approximately 258,000. The first concept, increase productivity, would reallocate the 258,000 hours amongst the most productive routes to increase frequency, extend hours, implement realignments, etc. The second concept, reduce service, would address the financial shortfall projected in FY 2019. This concept would be required to reduce service by \$3.1 million or approximately 58,000 hours.

There are a number of factors to take into account in both scenarios. For example, if we increase productivity, what happens to passengers currently served by unproductive routes? And, if we cut service, where will we focus the remaining hours of service? These are just a few of the questions that must be addressed during this process. In the meantime, staff has been in conversations with MTC staff and it is projected that SB1 will provide some relief in the upcoming fiscal year to avoid rushing to decisions on service changes.

With direction from the Committee, staff will continue to work on the concepts presented above.

**Recommendation:**

For information only.

**Financial Implications:**

To be determined.

**To:** Operations and Scheduling

**Date:** 7/21/2017

**From:** Ruby Horta, Acting Director of Planning & Marketing

**Reviewed by:** 

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**SUBJECT:** Draft School Service Policy

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**Background:**

In May 2017, staff informed the Board of the intricacies in developing the school service schedules (600 series). Staff has prepared a Draft Policy to address how school service should be scheduled in the future. The policy proposes the following for existing school service:

1. Schools submit to County Connection staff the academic year schedule four (4) months prior to the beginning of the school year
2. County Connection agrees to meet the first start bell time and the last end bell time

A policy for new school service is already in place and was adopted in 2000.

Attachment: Draft School Service Policy

**Recommendation:**

Staff requests feedback on the proposed school policy before it is submitted to the Board for review and approval.

**Financial Implications:**

None.

# County Connection

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**SUBJECT:** County Connection School Service – 600 Series (DRAFT)

**POLICY:** This policy is established to address requests for special scheduling services from the schools operating in County Connection’s service area.

In order to ensure County Connection is meeting its mission as the public transportation provider for Central Contra Costa County, it is necessary to clearly define its ability to meet special scheduling services requested by schools.

This policy has been adopted to ensure compliance with federal regulatory requirements imposed on County Connection as a recipient of federal funds. All public transit services federally funded 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.

## Existing School Service

In order to meet scheduling deadlines, County Connection must receive a written request identifying the school’s location and dates and times for early dismissal(s) 4 months prior to the beginning of the period covered by the applicable timetable. County Connection agrees to accommodate school scheduling requests limited to meeting the first start bell time and the last end bell time for regular school days and early dismissals, as noted in the written request submitted by the school.

To meet the federal requirements, 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.

### New School Service

County Connection agrees to provide new school service, per the agency's service expansion policy adopted on August 17, 2000.

- Where service can be interlined with an existing route.
- Where access/egress and boarding locations are not a safety issue.
- Where no new drivers or vehicles are needed to do so OR
- Where the School District (or other third party) pays for additional drivers and/or vehicles needed to provide the service.

DATE OF ADOPTION: TBD



**TO:** O&S Committee

**DATE:** July 24, 2017

**FROM:** Ruby Horta  
Acting Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for June 2017

#### 1. Monthly Boarding's Data

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

<u>Title</u>	<b>FY16-17</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	266,951		
Average Weekday	11,207	12,638	
Pass/Rev Hour	14.5	15.8	Standard Goal > 17.0
Missed Trips	0.10%	0.14%	Standard Goal < 0.25%
Miles between Road Calls	24,722	33,577	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

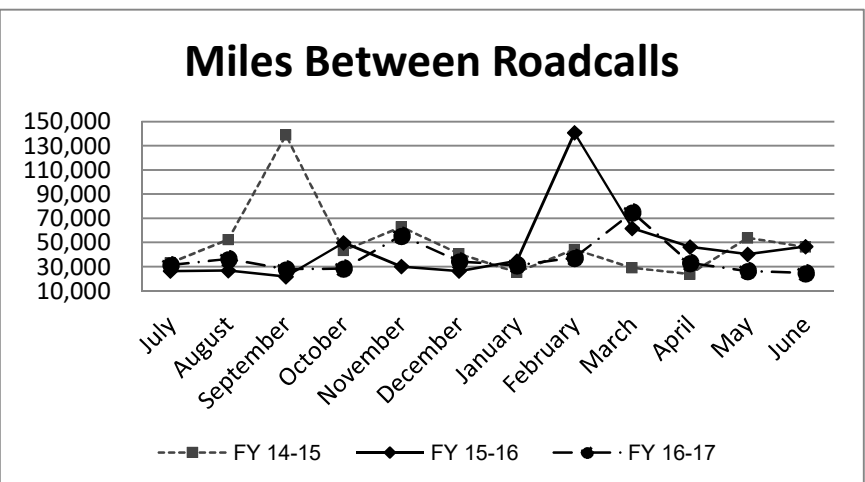
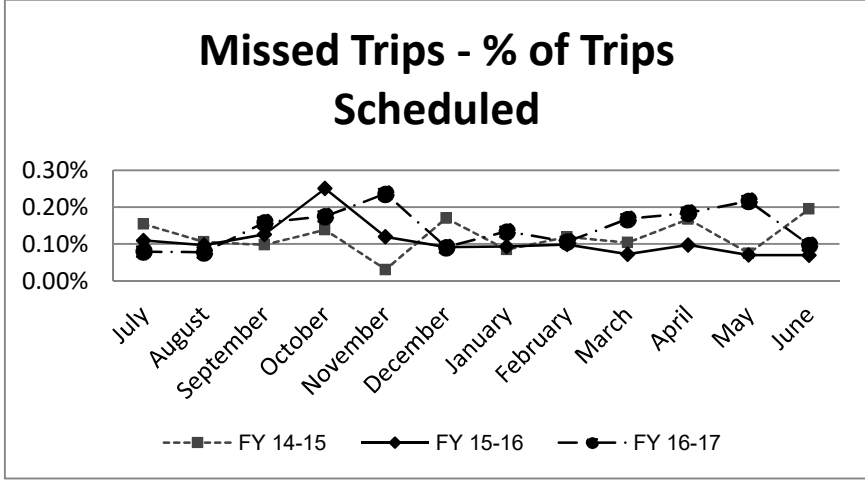
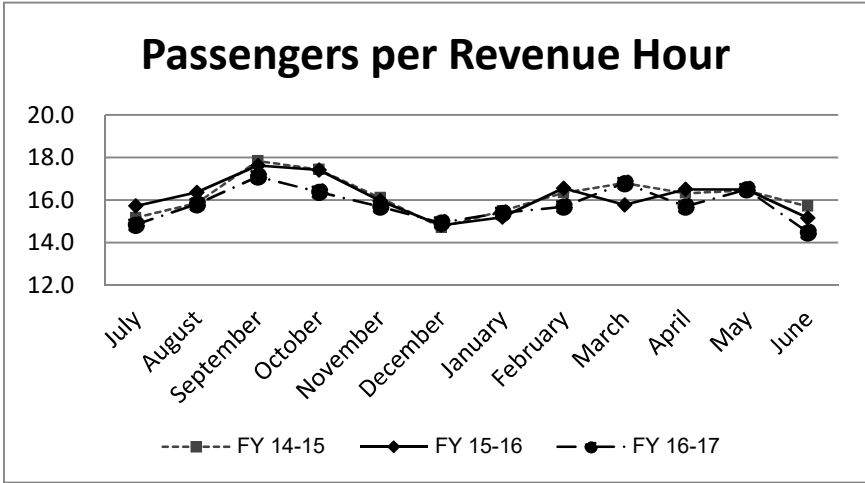
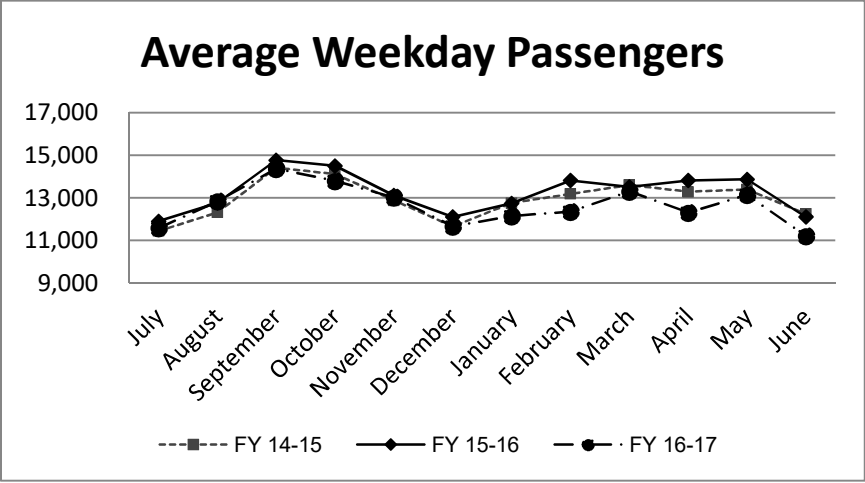
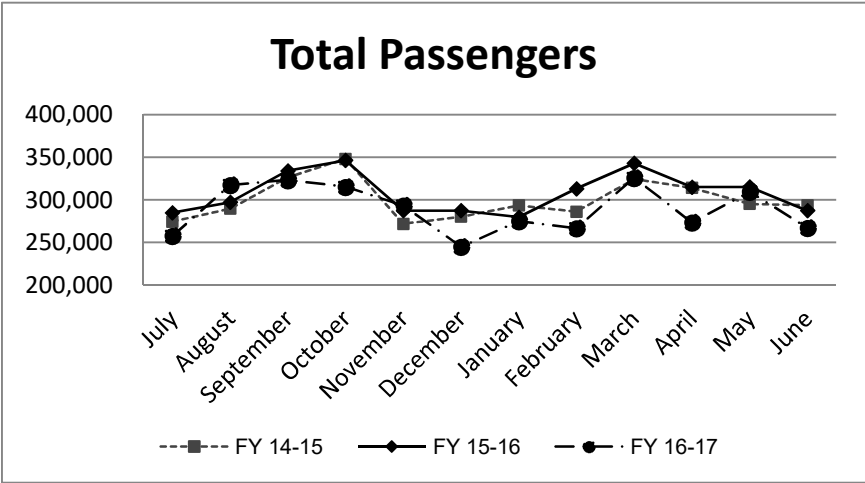
Average weekday ridership was lower in June (11,207 passengers) than May (13,139 passengers) and lower than June 2016 (12,099 passengers).

Passengers per hour in June was 14.5, which is lower than 16.5 in May and lower than June 2016 when passengers per hour was 15.2.

The percentage of missed trips in June was 0.10%, lower than the prior month (0.22%). The YTD average is 0.14% missed trips.

The number of miles between roadcalls was 24,722 miles in June lower than the prior month in which there were 26,322 miles between roadcalls. The 12 month average is 33,577 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 266,951 passengers in June, 190,862 passengers had the potential to use a Clipper card aboard County Connection since 76,089 either used an employee sponsored program or the midday free program. About 30.9% of the 190,862 potential Clipper card users paid using Clipper during this month.



**TRANSPORTATION and MAINTANCE  
Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2016 July</b>	<b>2016 August</b>	<b>2016 September</b>	<b>2016 October</b>	<b>2016 November</b>	<b>2016 December</b>	<b>2017 January</b>	<b>2017 February</b>	<b>2017 March</b>	<b>2017 April</b>	<b>2017 May</b>	<b>2017 June</b>	<b>12 Month TOTALS</b>
Number of Buses	121	121	121	121	125	125	125	125	125	125	125	125	124
Totals Hub Miles	250,513	290,918	278,639	284,619	278,166	274,599	279,827	261,414	299,744	264,231	289,539	271,945	3,324,154
<b>Work Days</b>	30	31	29	31	29	30	30	28	31	30	30	30	359
Revenue Hours	17,337	20,082	18,901	19,243	18,699	17,925	17,859	17,000	19,397	17,289	18,754	18,445	220,931
Operator Pay Hours	32,230	31,744	31,060	33,529	32,752	33,306	34,479	29,206	32,857	31,513	32,409	30,191	385,277
Number of Operators	166	170	163	159	167	167	174	171	168	167	168	168	167
<b>Unscheduled Absences</b>	<b>283</b>	<b>360</b>	<b>315</b>	<b>334</b>	<b>416</b>	<b>312</b>	<b>409</b>	<b>386</b>	<b>459</b>	<b>410</b>	<b>421</b>	<b>522</b>	<b>4,627</b>
FT Protection	37	29	53	42	56	63	70	59	35	64	47	30	585
Worker Comp.	62	111	115	98	116	87	88	84	147	144	167	170	1,389
Sick leave	184	220	147	194	244	162	251	243	277	202	207	322	2,653
<b>Collision Accidents</b>	<b>2</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>6</b>	<b>6</b>	<b>4</b>	<b>3</b>	<b>7</b>	<b>2</b>	<b>10</b>	<b>5</b>	<b>62</b>
Passenger Accidents	15	21	24	13	14	16	18	22	11	7	9	5	175
Total Chargeable Collisions	1	3	1	0	5	3	1	1	2	0	3	2	22
<b>Chargeable/100K Miles</b>	<b>0.39</b>	<b>1.03</b>	<b>0.35</b>	<b>0.00</b>	<b>1.79</b>	<b>1.09</b>	<b>0.35</b>	<b>0.38</b>	<b>0.66</b>	<b>0.00</b>	<b>1.03</b>	<b>0.73</b>	<b>0.66</b>
Number of Trips Scheduled	23,820	27,024	25,216	25,724	24,984	25,185	25,405	26,298	27,401	24,380	26,298	25,638	307,373
Number of Trips Missed	19	21	40	45	59	23	34	28	46	45	57	25	442
<b>Of Trips Scheduled - % Missed</b>	<b>0.08%</b>	<b>0.08%</b>	<b>0.16%</b>	<b>0.17%</b>	<b>0.24%</b>	<b>0.09%</b>	<b>0.13%</b>	<b>0.11%</b>	<b>0.17%</b>	<b>0.18%</b>	<b>0.22%</b>	<b>0.10%</b>	<b>0.14%</b>
Of Trips Missed - Mechanical	10	12	18	12	5	17	22	25	8	23	34	14	200
On Time Performance %	88%	85%	82%	84%	84%	85%	87%	86%	86%	88%	88%	88%	86%
<b>MAINTENANCE</b>													
A/C Operative - Avg. %	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%
PM Complete on Schedule	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	11	12	14	14	9	12	15	13	10	9	16	14	149
Road Calls for Mechanical	8	8	10	10	5	8	9	7	4	8	11	11	99
<b>Road Calls for Other</b>	<b>3</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>50</b>
<b>Miles Between Mechanical Road Calls</b>													
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
300 - 399	6,937	39,921	37,632	18,329	18,865	19,314	35,751	34,201	33,982	31,993	16,313	10,757	
400 - 499	28,423	31,336	13,499	15,957	26,364	26,934	28,698	25,474	30,403	28,502	24,362	4,720	
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	
900 - 939	40,737	15,626	22,576	29,101	86,295	30,064	32,622	30,178	50,017	20,796	23,929	14,287	
1300-1309	18,769	19,887	10,570	22,158	21,371	17,751	22,950	19,424	20,963	19,943	22,991	19,573	
1400-1406	11,178	12,895	11,654	9,714	9,811	11,134	10,403	11,945	12,924	12,021	12,872	16,427	
1500-1532	75,985	93,124	90,915	32,291	94,333	44,980	29,053	79,835	101,439	88,587	47,656	44,730	
1700-1726	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5,661	22,644	
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	
Fleet Avg.	31,314	36,365	27,864	28,462	55,633	34,325	31,092	37,345	74,936	33,029	26,322	24,722	33,577
Maintenance Pay Hours	3,976	4,465	4,195	3,194	4,100	4,024	4,331	3,734	3,993	3,729	3,972	3,798	47,513
No. Maint. Employees	25	25	26	26	25	26	25	25	23	23	22	24	25
<b>Maint. Emps/100K Miles</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>10</b>	<b>8</b>	<b>9</b>	<b>8</b>	<b>9</b>	<b>9</b>
Unscheduled Absences	2	0	3	4	6	3	4	3	5	2	2	3	3

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

**MONTHLY BOARDINGS  
Operations Data Summary**

d Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Comparison Passenger	
June 2017 - Fixed Route Boardings	266,951	Revenue Hours -	June 2017	18,445	Weekdays - Jun17	22	Fiscal 2017 YTD	3,491,202
			June 2016	18,954	Jun16	22		
		Revenue Miles -	June 2017	207,716	Saturdays - Jun17	4		
			June 2016	209,030	Jun16	4		
Special Event -					Sundays - Jun17	4	Fiscal 2016 YTD	3,689,110
					Jun16	4		
<b>June 2017 Total Boardings</b>	<b>266,951</b>	<b>Passengers per Mile</b>	<b>1.3</b>	<b>Total Days - 2017</b>	<b>30</b>	<b>YTD Trend</b>	<b>(5.4%)</b>	
<b>June 2016 Total Boardings</b>	<b>287,176</b>	<b>Passengers per Hour</b>	<b>14.5</b>	<b>2016</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(7.0%)</b>	

Fixed Route Passenger Total						June 2017	June 2017
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (JM)	Rossmoor / Shadelands	7,531	-	-	7,531	342	10.8
2	Rudgear / Walnut Creek	290	-	-	290	13	4.1
3	Martinez Community Shuttle	2,042	-	-	2,042	93	6.4
4	Walnut Creek Downtown Shuttle	19,221	2,410	1,840	23,471	874	25.1
5	Creekside / Walnut Creek	10,892	-	-	10,892	495	26.4
6	Lafayette / Moraga / Orinda	7,063	284	209	7,557	321	9.5
7	Shadelands / Pleasant Hill / Walnut Creek	8,472	-	-	8,472	385	18.1
9	DVC / Walnut Creek	10,176	-	-	10,176	463	11.8
10	Concord / Clayton Rd	22,347	-	-	22,347	1,016	21.2
11	Treat Blvd / Oak Grove	6,568	-	-	6,568	299	16.3
14	Monument Blvd	12,755	-	-	12,755	580	14.6
15	Treat Boulevard	9,637	-	-	9,637	438	14.2
16	Alhambra Ave / Monument Blvd	15,326	-	-	15,326	697	13.4
17	Olivera/Solano / Salvio / North Concord	5,269	-	-	5,269	239	12.9
18	Amtrak / Merello / Pleasant Hill	7,944	-	-	7,944	361	11.6
19	Amtrak / Pacheco Blvd / Concord	3,177	-	-	3,177	144	10.5
20	DVC / Concord	19,695	-	-	19,695	895	19.3
21	Walnut Creek / San Ramon Transit Center	11,241	-	-	11,241	511	10.5
25	Lafayette / Walnut Creek	1,402	-	-	1,402	64	6.9
28	North Concord / Martinez	5,686	-	-	5,686	258	8.6
35	Dougherty Valley	11,138	-	-	11,138	506	15.3
36	San Ramon / Dublin	4,858	-	-	4,858	221	8.3
91X	Concord Commuter Express	1,331	-	-	1,331	60	11.9
92X	Ace Shuttle Express	4,301	-	-	4,301	195	15.8
93X	Kirker Pass Express	3,338	-	-	3,338	152	9.7
95X	San Ramon / Danville Express	3,939	-	-	3,939	179	18.0
96X	Bishop Ranch Express	12,181	-	-	12,181	554	16.0
97X	Bishop Ranch Express	2,274	-	-	2,274	103	11.2
98X	Martinez Express	6,966	-	-	6,966	317	12.7
260 *	Cal State East Bay / Concord Bart	118	-	-	118	13	0.6
301	Rossmoor / John Muir Medical Center	-	240	195	435	-	6.0
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,890	1,695	3,585	-	26.5
311	Concord / Oak Grove / Treat Blvd / WC	-	900	766	1,666	-	13.5
314	Clayton Rd / Monument Blvd / PH	-	2,413	1,846	4,259	-	19.1
315	Concord / Willow Pass / Landana	-	233	228	461	-	9.0
316	Alhambra / Merello / Pleasant Hill	-	1,241	1,023	2,265	-	13.9
320	DVC / Concord	-	801	572	1,372	-	12.9
321	San Ramon / Walnut Creek	-	920	685	1,605	-	10.1
Alamo Creek *	Alamo Creek / BART Walnut Creek	425	-	-	425	19	2.4
600's	Select Service	8,954	-	-	8,954	407	43.9
<b>TOTALS</b>		<b>246,559</b>	<b>11,333</b>	<b>9,059</b>	<b>266,951</b>	<b>11,207</b>	<b>14.5</b>

\* 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	8,954	407	43.9
310	Concord Bart / Clayton Rd / Kirker Pass	3,585	-	26.5
5	Creekside / Walnut Creek	10,892	495	26.4
4	Walnut Creek Downtown Shuttle	23,471	874	25.1
10	Concord / Clayton Rd	22,347	1,016	21.2
20	DVC / Concord	19,695	895	19.3
314	Clayton Rd / Monument Blvd / Pleasant Hill	4,259	-	19.1
7	Shadelands / Pleasant Hill / Walnut Creek	8,472	385	18.1
95X	San Ramon / Danville Express	3,939	179	18.0
11	Treat Blvd / Oak Grove	6,568	299	16.3
96X	Bishop Ranch Express	12,181	554	16.0
92X	Ace Shuttle Express	4,301	195	15.8
35	Dougherty Valley	11,138	506	15.3
14	Monument Blvd	12,755	580	14.6
15	Treat Boulevard	9,637	438	14.2
316	Alhambra / Merello / Pleasant Hill	2,265	-	13.9
311	Concord / Oak Grove / Treat Blvd / Walnut Creek	1,666	-	13.5
16	Alhambra Ave / Monument Blvd	15,326	697	13.4
17	Olivera/Solano / Salvio / North Concord	5,269	239	12.9
320	DVC / Concord	1,372	-	12.9
98X	Martinez Express	6,966	317	12.7
91X	Concord Commuter Express	1,331	60	11.9
9	DVC / Walnut Creek	10,176	463	11.8
18	Amtrak / Merello / Pleasant Hill	7,944	361	11.6
97X	Bishop Ranch Express	2,274	103	11.2
1 (IM)	Rossmoor / Shadelands	7,531	342	10.8
21	Walnut Creek / San Ramon Transit Center	11,241	511	10.5
19	Amtrak / Pacheco Blvd / Concord	3,177	144	10.5
321	San Ramon / Walnut Creek	1,605	-	10.1
93X	Kirker Pass Express	3,338	152	9.7
6	Lafayette / Moraga / Orinda / Orinda Village	7,557	321	9.5
315	Concord / Willow Pass / Landana	461	-	9.0
28	North Concord / Martinez	5,686	258	8.6
36	San Ramon / Dublin	4,858	221	8.3
25	Lafayette / Walnut Creek	1,402	64	6.9
3	Martinez Community Shuttle	2,042	93	6.4
301	Rossmoor / John Muir Medical Center	435	-	6.0
2	Rudgear / Walnut Creek	290	13	4.1
Alamo *	Alamo Creek / BART Walnut Creek	425	19	2.4
260 *	Cal State East Bay / Concord Bart	118	13	0.6

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

**Operations Data Summary**

**AVERAGE WEEKDAY BOARDINGS TREND**

Route	Destination Information	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
		20 Days	23 Days	21 Days	21 Days	21 Days	21 Days	21 Days	20 Days	23 Days	20 Days	22 Days	22 Days
1 (1M)	Rossmoor / Shadelands	369	360	386	382	388	348	358	369	340	349	382	342
2	Rudgear / Walnut Creek	15	18	16	14	15	13	18	19	22	18	16	13
3	Martinez Community Shuttle	80	95	94	93	83	92	79	85	94	71	87	93
4	Walnut Creek Downtown Shuttle	881	880	862	831	829	883	795	839	890	858	917	874
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	-	4	28						
5	Creekside / Walnut Creek	509	529	588	565	547	484	507	519	535	520	526	495
6	Lafayette / Moraga / Orinda	319	370	506	514	479	376	483	452	487	421	456	321
7	Shadelands / Pleasant Hill / Walnut Creek	316	367	406	444	410	367	390	422	436	413	438	385
9	DVC / Walnut Creek	540	577	599	570	536	500	476	503	535	516	523	463
10	Concord / Clayton Rd	1,069	1,095	1,222	1,123	1,116	983	967	1,022	1,121	1,049	1,139	1,016
11	Treat Blvd / Oak Grove	282	334	337	313	305	290	303	312	331	306	320	299
14	Monument Blvd	590	597	608	591	572	516	527	571	606	597	615	580
15	Treat Boulevard	519	507	563	526	517	445	453	479	501	467	515	438
16	Alhambra Ave / Monument Blvd	761	767	835	782	772	714	707	703	795	749	790	697
17	Olivera/Solano / Salvio / North Concord	258	260	248	253	247	235	228	241	261	258	247	239
18	Amtrak / Merello / Pleasant Hill	403	435	499	465	445	380	367	425	445	410	453	361
19	Amtrak / Pacheco Blvd / Concord	152	155	171	158	157	143	120	131	133	137	144	144
20	DVC / Concord	1,060	1,160	1,285	1,229	1,171	912	903	1,075	1,108	996	1,023	895
21	Walnut Creek / San Ramon Transit Center	544	570	619	596	573	542	537	538	561	545	568	511
25	Lafayette / Walnut Creek	62	60	76	75	71	56	60	61	69	69	65	64
28	North Concord / Martinez	295	321	338	305	292	280	256	295	318	306	295	258
35	Dougherty Valley	523	591	654	655	593	533	552	557	574	553	599	506
36	San Ramon / Dublin	227	239	260	257	243	219	218	228	256	236	249	221
91X	Concord Commuter Express	59	62	68	66	58	53	53	53	57	50	59	60
92X	Ace Shuttle Express	223	213	236	213	206	169	201	135	194	179	196	195
93X	Kirker Pass Express	189	199	208	208	184	163	178	182	186	180	175	152
95X	San Ramon / Danville Express	174	176	182	176	166	147	182	166	220	174	184	179
96X	Bishop Ranch Express	573	578	563	567	536	483	526	546	570	534	528	554
97X	Bishop Ranch Express	102	98	102	109	91	84	88	97	91	84	95	103
98X	Martinez Express	392	380	401	372	357	298	301	323	360	332	350	317
250 *	St Mary's College Gael Rail Shuttle	-	1	6	9	3	2	6	2	4	2	2	-
260 *	Cal State East Bay / Concord Bart	8	6	33	30	30	20	20	16	22	19	17	13
ALAMO *	Alamo Creek / BART Walnut Creek	22	19	19	17	17	16	18	17	20	20	21	19
600's	Select Service	55	819	1,397	1,295	1,011	896	1,272	969	1,168	890	1,154	407
<b>TOTALS</b>		<b>11,571</b>	<b>12,837</b>	<b>14,358</b>	<b>13,792</b>	<b>13,017</b>	<b>11,654</b>	<b>12,140</b>	<b>12,346</b>	<b>13,297</b>	<b>12,303</b>	<b>13,139</b>	<b>11,207</b>

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

## Operations Data Summary

### AVERAGE WEEKEND BOARDINGS TREND

SATURDAY		Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Route	Destination Information	5 Days	4 Days	4 Days	5 Days	4 Days	5 Days	4 Days	4 Days	4 Days	5 Days	4 Days	4 Days
4	Walnut Creek Downtown Shuttle	495	554	589	587	535	598	532	593	574	612	546	603
4H **	Walnut Creek Extended Holiday Shuttle	-	-	-	-	18	65	-	-	-	-	-	-
6	Lafayette / Moraga / Orinda	89	96	147	134	114	79	109	126	151	101	116	71
250 *	St Mary's College Gael Rail Shuttle	-	4	22	16	19	3	21	24	19	14	9	-
301	Rossmoor / John Muir Medical Center	77	62	87	69	63	44	49	60	63	72	73	60
310	Concord Bart / Clayton Rd / Kirker Pass	457	460	459	473	427	404	420	422	437	456	449	473
311	Concord / Oak Grove / Treat Blvd / WC	244	254	240	243	202	175	187	211	207	215	242	225
314	Clayton Rd / Monument Blvd / PH	612	683	661	652	583	558	535	593	564	621	573	603
315	Concord / Willow Pass / Landana	85	62	63	71	61	52	50	77	66	59	61	58
316	Alhambra / Merello / Pleasant Hill	374	360	342	317	287	280	275	298	325	315	290	310
320	DVC / Concord	198	235	235	208	209	200	191	229	213	186	172	200
321	San Ramon / Walnut Creek	247	250	219	220	205	214	203	246	239	245	231	230
<b>TOTALS</b>		<b>2,879</b>	<b>3,019</b>	<b>3,065</b>	<b>2,989</b>	<b>2,723</b>	<b>2,670</b>	<b>2,572</b>	<b>2,878</b>	<b>2,857</b>	<b>2,896</b>	<b>2,762</b>	<b>2,833</b>

SUNDAY		Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Route	Destination Information	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days	5 Days	4 Days	4 Days
4	Walnut Creek Downtown Shuttle	427	475	427	381	445	489	400	376	424	450	520	460
6	Lafayette / Moraga / Orinda	66	116	94	80	99	79	92	99	81	77	99	52
250 *	St Mary's College Gael Rail Shuttle	-	5	13	14	9	1	11	14	18	13	8	-
301	Rossmoor / John Muir Medical Center	58	67	58	59	71	58	37	38	46	44	45	49
310	Concord Bart / Clayton Rd / Kirker Pass	418	409	400	354	384	438	296	348	362	356	435	424
311	Concord / Oak Grove / Treat Blvd / WC	179	214	195	161	176	164	168	151	163	175	175	191
314	Clayton Rd / Monument Blvd / PH	466	503	514	470	468	517	373	424	424	448	441	462
315	Concord / Willow Pass / Landana	56	40	51	38	46	39	36	53	40	41	44	57
316	Alhambra / Merello / Pleasant Hill	273	293	249	230	231	246	219	222	228	227	225	256
320	DVC / Concord	157	162	161	144	137	151	123	148	139	112	134	143
321	San Ramon / Walnut Creek	194	192	178	174	182	207	174	186	173	221	194	171
<b>TOTALS</b>		<b>2,295</b>	<b>2,477</b>	<b>2,340</b>	<b>2,105</b>	<b>2,249</b>	<b>2,389</b>	<b>1,930</b>	<b>2,059</b>	<b>2,099</b>	<b>2,165</b>	<b>2,320</b>	<b>2,265</b>

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

### Route Description Summary

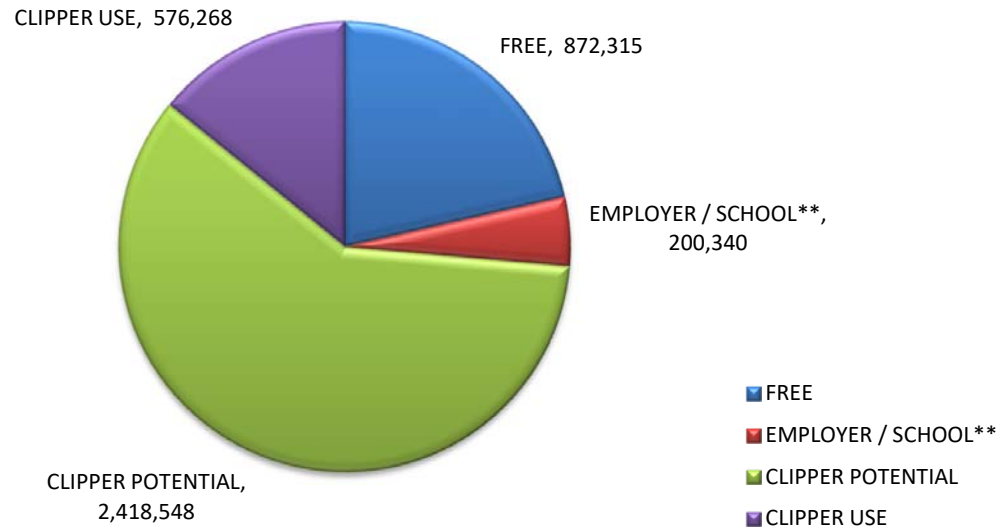
Route #	Description
1 (IM)	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, N Wiget Ln, Shadelands Office Park (Added Svc: <b>IM</b> = BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical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



## Route Description Summary

Route #	Description
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
310	Concord Bart, Clayton Rd, Kirker Pass
311	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, BART Pleasant Hill
314	Ayers Rd, Concord Blvd, Kirker Pass Rd, Clayton Rd, BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Mohr Ln, David Ave, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC
315	BART Concord, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd
316	BART Pleasant Hill, Oak Rd, Buskirk Ave, Crescent Plaza, Gregory Ln, Contra Costa Blvd, Golf Club Rd, DVC, Old Quarry Rd, Pacheco Blvd, Muir Rd, Arnold Dr, Pacheco Blvd, Morrelo Ave, Martinez Amtrak, Berrellesa St, Alhambra Ave
320	BART Concord, Grant St, Concord Blvd, Clayton Rd, Gateway Blvd, Willow Pass Rd, Diamond Blvd, Concord Ave, Chilpancingo Pkwy, Old Quarry Rd, DVC
321	BART Walnut Creek, N & S California Blvd, Newell Ave, S Main St, Danville Blvd, Railroad Ave, San Ramon Valley Blvd, Camino Ramon, Fostoria Wy, San Ramon Transit Center- Shops at BR.
601	N Civic Dr, Parkside Dr, Riveria Ave, BART Walnut Creek, Trinity Ave, Oakland Blvd, Boulevard Wy, Tice Valley Blvd, Meadow Rd, Castle Hill Rd, Danville Blvd, Hillgrade Ave,, Crest Ave, Rossmoor Shopping Center
602	Walnut Blvd, Oro Valley Cir, Mountain View Blvd, Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
603	Camino Pablo, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
605	N Civic Dr, N Broadway, Lincoln Ave, Mt Pischah St, Newell Ave, Lilac Dr, S Main St, Creekside Dr
606	BART Orinda, Orinda Wy, Miner Rd, Honey Hill Rd, Via Las Cruces, Saint Stephens Dr, Orinda Woods Dr, Moraga Wy, Ivy Dr, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
608	VA Clinic, Center Ave, Pacheco Blvd, Contra Costa Blvd, Chilpancingo Pkwy, Old Quarry Rd, DVC
611	BART Concord, Port Chicago Highway, Salvio St, Mira Vista Terrace, Fry Wy, Clayton Rd, Market St, Meadow Ln, Oak Grove Rd, Treat Blvd, Bancroft Rd, Minert Rd
612	BART Concord, Clayton Rd, Ayers Rd, Concord Blvd, Kirker Pass Rd, Washington Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr, Michigan Blvd
613	Minert Rd, Oak Grove Rd, Monument Blvd, Detroit Ave, Laguna St, Oak St, BART Concord
614	BART Concord, Clayton Rd, Michigan Blvd, Pennsylvania Blvd, Pine Hollow Rd, El Camino Dr
615	Concord Blvd, Landana Dr., Willow Pass Rd., Parkside Dr., Salvio St., East St., clayton Rd., Oakland Ave., Mount Diablo St., BART Concord
616	Treat Blvd, Bancroft Rd, Minert Rd, Oak Grove Rd, Monument Blvd, San Miguel Rd, Galindo St, Oak St, BART Concord
619	Minert Rd, Oak Grove Rd, Monument Blvd, Mohr Ln, David Ave, Bancroft Rd, Treat Blvd, BART Pleasant Hill
622	Pine Valley Rd, Broadmoor Dr, Montevideo Dr, Alcosta Blvd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara
623	Danville Blvd, Stone Valley Rd, Green Valley Rd, Diablo Rd, Hartz Ave, San Ramon Valley Blvd, Sycamore Valley Rd, Camino Tassajara, Tassajara Ranch Rd, Crow Canyon Rd, Anabel Ln
625	Rossmoor Shopping Center, Tice Valley Blvd, Olympic Blvd, Pleasant Hill Rd, Acalanes Ave, Stanley Blvd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
626	St Mary's College, St Marys Rd, Rohrer Dr, Moraga Rd, Mt Diablo Blvd, BART Lafayette, Happy Valley Rd, Upper Happy Valley Rd, El Nido Ranch Rd, Hidden Valley Rd, Acalanes Rd
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
635	Bollinger Canyon Rd, Dougherty Rd, Crow Canyon Rd, Tassajara Ranch Rd, Camino Tassajara, Lusitano St, Charbray St
636	San Ramon Transit Center, Executive Pkwy, Crow Canyon Rd, Bollinger Canyon Rd, San Ramon Valley Blvd, Broadmoor Dr, Alcosta Blvd, Fircrest Ln, Village Pkwy, Dublin Blvd, BART Dublin
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	266,951	72,280	3,810	190,862	58,908	30.9%
<b>Grand Total</b>	<b>3,491,202</b>	<b>872,315</b>	<b>200,340</b>	<b>2,418,548</b>	<b>576,268</b>	<b>24%</b>

\*Clipper implemented 11/01/2015

\*\* Revise in Summer months to exclude SYP

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

**CCCTA LINK**  
**MONTHLY OPERATING SUMMARY**  
**MAY FY 16/17**

17 JUN 29 11:33

SUMMARY	MAY FY 15/16	MAY FY 16/17	YTD FY 15/16	YTD FY 16/17
1 TOTAL CLIENTS	12,252	11,924	132,455	125,453
2 TOTAL ATTENDANTS	610	1,528	7,520	11,719
3 TOTAL COMPANIONS	49	35	610	534
4 TOTAL PASSENGERS	12,911	13,487	140,585	137,706
5 TOTAL SERVICE DAYS	30	30	330	329
6 VEHICLE REVENUE HOURS	6,246	5,895	69,840	63,879
7 VEHICLE SERVICE HOURS	7,781	7,450	87,824	80,998
8 VEHICLE NON REV HOURS	1,535	1,555	17,984	17,120
9 VEHICLE SERVICE MILES	110,169	110,028	1,211,878	1,181,563
10 VEHICLE REVENUE MILES	90,961	87,896	995,739	960,080
11 VEHICLE NON REV MILES	19,208	22,132	216,139	221,483
12 PASS. PER REVENUE HOUR	2.07	2.29	2.01	2.16
13 CLIENT PER REVENUE HOUR	1.96	2.02	1.90	1.96
14 PASS. PER SERVICE HOUR	1.66	1.81	1.60	1.70
15 PASS. PER SERVICE MILE	0.12	0.12	0.12	0.12
16 PASS. PER REVENUE MILE	0.14	0.15	0.14	0.14
17 TOTAL TRANSFER TRIPS	873	1,192	10,492	10,774
18 SAME DAY TRIPS	107	102	1,233	1,248
19 SUBSCRIPTION TRIPS	6,540	6,808	74,419	67,537
20 DEMAND	5,715	5,124	58,110	58,009
21 FAREBOX REVENUE	\$10,791.95	\$9,907.85	\$121,127.54	\$105,970.73
22 PREPAID CLIENTS	\$10,087.50	\$7,225.00	\$103,871.61	\$73,639.00
23 COLLECTED BILLING	\$32,882.00	\$36,336.00	\$198,616.06	\$289,218.00
24 TOTAL REVENUE COLLECTED	\$53,761.45	\$53,468.85	\$423,615.21	\$468,827.73
25 CHARGEABLE ACCIDENTS	1	1	5	5
26 SERVICE COMPLAINTS	1	1	9	10
27 SERVICE COMMENDATIONS	0	1	23	15
28 SERVICE DENIALS	0	0	0	0
29 ROAD CALLS	1	3	24	21
30 DRIVER TURNOVER	2%	0%	20%	11%
31 SCHEDULE ADHERENCE	84%	75%	79%	74%
32 WHEELCHAIR BOARDING'S	2,911	2,766	33,161	31,846
33 W/C LIFT AVAILABILITY	100%	100%	100%	100%
34 REGISTERED CLIENTS	6,672	6,552	72,296	68,656
35 UNDUPLICATED CLIENTS	1,014	856	11,067	9,694
36 NO-SHOWS	83	267	898	2,165
37 CANCELS	1,151	2,636	17,552	21,751
38 AVG. TRIP LENGTH (MILES)	8.5	8.2	8.6	8.6
39 AVG. SM BUSES IN SERVICE	3	3	3	3
40 AVG. BUSES IN SERVICE	47	34	47	47
41 TOTAL FUEL/GALLONS	16,208	16,762	174,508	173,208
42 FLEET M.P.G.	6.8	6.6	6.9	6.8