

# County Connection

## INTER OFFICE MEMO

**TO:** O&S Committee

**DATE:** February 25, 2019

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

**SUBJ:** Fixed Route Reports

### Reports for February 2019

#### 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.

	FY18-19		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	250,278	271,242	
Average Weekday	11,628	11,887	
Pass/Rev Hour	13.7	14.3	Standard Goal > 17.0
Missed Trips	0.10%	0.07%	Standard Goal < 0.25%
Miles between Road Calls	14,722	31,227	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was higher in February (11,628 passengers) than January (11,188 passengers) and lower than February 2018 (12,558 passengers) or (7.4%).

Passengers per hour in February was 13.7 which is slightly higher than 13.4 in January and lower than February 2018 when passengers per hour was 14.9.

The percentage of missed trips in February was 0.10% which is higher than the prior month (0.05%). The YTD average is 0.07% missed trips.

The number of miles between roadcalls was 14,722 miles in February, lower than the prior month in which there were 35,825 miles between roadcalls. The 12 month average is 31,227 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 250,278 passengers in February, 183,828 passengers had the potential to use a Clipper card aboard County Connection since 66,449 either used an employee sponsored program or the midday free program. About 42.4% of the 250,278 potential Clipper card users paid using Clipper during this month.

**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
February 2019 - Fixed Route Boardings	249,921	Revenue Hours -	February 2019	18,307	Weekdays - Feb 19	20	Fiscal 2019 YTD	2,169,938
			February 2018	18,162	Feb 18	20	Fiscal 2018 YTD	2,251,817
Special Event - Route 712/715	357	Revenue Miles -	February 2019	197,961	Saturdays - Feb 19	4		
			February 2018	195,140	Feb 18	4		
					Sundays - Feb 19	4		
					Feb 18	4		
<b>Feb 2019 Total Boardings</b>	<b>250,278</b>	<b>Passengers per Mile</b>		<b>1.3</b>	<b>Total Days - 2019</b>	<b>28</b>	<b>YTD Trend</b>	<b>(3.6%)</b>
<b>Feb 2018 Total Boardings</b>	<b>271,009</b>	<b>Passengers per Hour</b>		<b>13.7</b>	<b>2018</b>	<b>28</b>	<b>Monthly Trend</b>	<b>(7.6%)</b>

February 2019 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (JM)	Rossmoor / Shadelands	6,472			6,472	324			10.2	
2	Rudgear / Walnut Creek	238			238	12			3.1	
4	Walnut Creek Downtown Shuttle	13,957	1,942	1,607	17,506	698	485	402	21.7	
5	Creekside / Walnut Creek	10,240			10,240	512			27.4	
6	Lafayette / Moraga / Orinda	9,060	381	242	9,683	453	95	61	12.7	
7	Shadelands / Pleasant Hill / Walnut Creek	8,725			8,725	436			20.5	
9	DVC / Walnut Creek	9,747			9,747	487			11.6	
10	Concord / Clayton Rd	20,445			20,445	1,022			21.1	
11	Treat Blvd / Oak Grove	5,810			5,810	291			15.0	
14	Monument Blvd	10,209			10,209	510			12.9	
15	Treat Boulevard	8,162			8,162	408			13.2	
16	Alhambra Ave / Monument Blvd	11,952			11,952	598			11.5	
17	Olivera/Solano / Salvio / North Concord	4,981			4,981	249			13.7	
18	Amtrak / Morello / Pleasant Hill	7,195			7,195	360			11.4	
19	Amtrak / Pacheco Blvd / Concord	2,888			2,888	144			10.5	
20	DVC / Concord	19,612			19,612	981			19.8	
21	Walnut Creek / San Ramon Transit Center	10,402			10,402	520			9.8	
25	Lafayette / Walnut Creek	1,243			1,243	62			6.4	
28	North Concord / Martinez	4,935			4,935	247			8.2	
35	Dougherty Valley	9,547			9,547	477			13.8	
36	San Ramon / Dublin	3,998			3,998	200			7.1	
91X	Concord Commuter Express	1,211			1,211	61			11.5	
92X	Ace Shuttle Express	3,292			3,292	165			12.9	
93X	Kirker Pass Express	2,912			2,912	146			9.3	
95X	San Ramon / Danville Express	3,284			3,284	164			16.3	
96X	Bishop Ranch Express	10,021			10,021	501			14.1	
97X	Bishop Ranch Express	1,784			1,784	89			8.9	
98X	Martinez Express	6,795			6,795	340			12.6	
99X	Martinez / BART Express	736			736	37			2.6	
250 *	Gael Rail Service	5	16	25	46	1	4	6	0.5	
260 *	Cal State East Bay / Concord Bart	175			175	9			1.0	
301	Rossmoor / John Muir Medical Center		195	172	366		49	43	4.7	
310	Concord Bart / Clayton Rd / Kirker Pass		1,495	1,373	2,868		374	343	21.0	
311	Concord / Oak Grove / Treat Blvd / WC		800	655	1,455		200	164	11.9	
314	Clayton Rd / Monument Blvd / PH	-	1,937	1,648	3,585		484	412	16.2	
315	Concord / Willow Pass / Landana		169	167	336		42	42	6.5	
316	Alhambra / Merello / Pleasant Hill		991	925	1,916		248	231	9.7	
320	DVC / Concord		618	486	1,104		155	121	10.7	
321	San Ramon / Walnut Creek		832	686	1,518		208	171	9.0	
Alamo Creek *	Alamo Creek / BART Walnut Creek	546			546	27			3.4	
600's	Select Service	21,982			21,982	1,099			23	
<b>TOTALS</b>		<b>232,560</b>	<b>9,374</b>	<b>7,987</b>	<b>249,921</b>	<b>11,628</b>	<b>2,344</b>	<b>1,997</b>	<b>13.7</b>	

\* Data from LINK Operators

\*\* Seasonal Routes

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

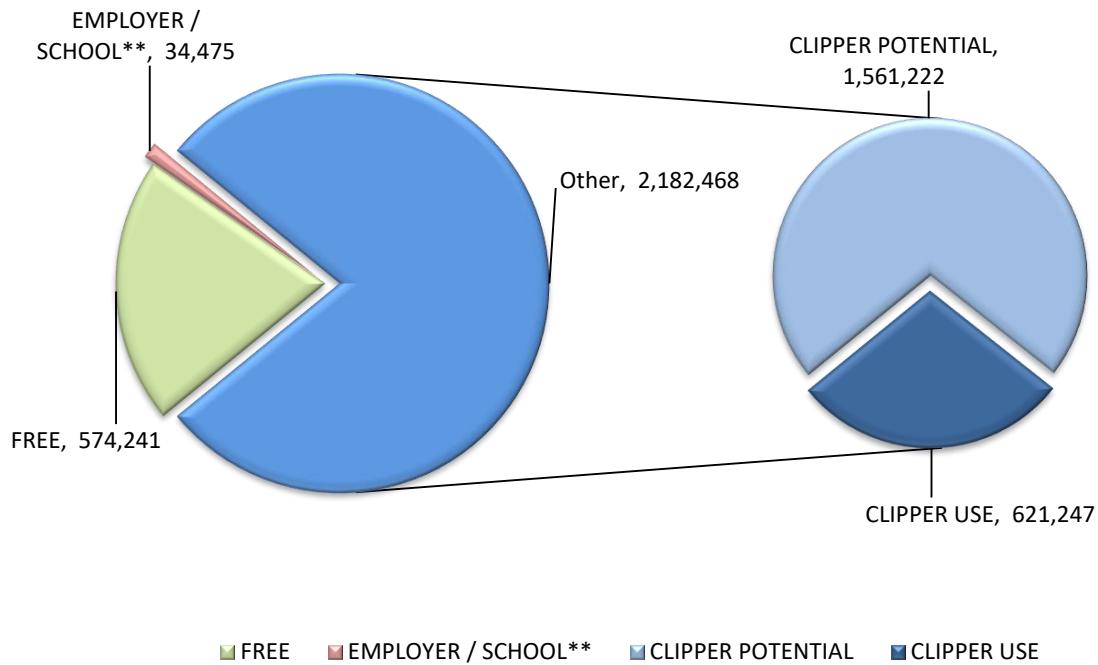
**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2018 Mar</b>	<b>2018 April</b>	<b>2018 May</b>	<b>2018 June</b>	<b>2018 July</b>	<b>2018 August</b>	<b>2018 September</b>	<b>2018 October</b>	<b>2018 November</b>	<b>2018 December</b>	<b>2019 January</b>	<b>2019 February</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	31	30	30	30	30	31	29	31	29	30	30	28	359
Revenue Hours	19,345	18,982	20,345	18,811	18,029	20,300	17,800	20,772	18,801	18,288	19,694	18,307	229,474
Operator Pay Hours	33,434	32,454	33,630	30,289	31,187	33,655	32,862	34,145	31,956	34,356	35,928	30,724	394,621
Number of Operators	166	162	167	165	164	162	168	164	164	168	168	164	165
Total Chargeable Collisions	3	1	3	0	5	1	4	1	1	3	3	2	27
Number of Trips Scheduled	26,552	25,229	26,298	23,436	22,614	25,113	21,860	25,522	23,260	22,707	24,360	22,384	289,335
Number of Trips Missed	29	35	31	16	24	13	5	20	22	14	13	22	244
<b>Of Trips Scheduled - % Missed</b>	<b>0.11%</b>	<b>0.14%</b>	<b>0.12%</b>	<b>0.07%</b>	<b>0.11%</b>	<b>0.05%</b>	<b>0.02%</b>	<b>0.08%</b>	<b>0.09%</b>	<b>0.06%</b>	<b>0.05%</b>	<b>0.10%</b>	<b>0.08%</b>
On Time Performance %	88%	88%	86%	86%	88%	85%	84%	84%	85%	85%	87%	86%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	13	9	16	12	12	14	7	14	16	11	11	19	154
Road Calls for Mechanical	6	5	8	10	9	10	5	8	12	7	8	18	106
<b>Fleet Average Miles between Mechanical Road Calls</b>	<b>48,183</b>	<b>54,718</b>	<b>36,703</b>	<b>25,868</b>	<b>28,045</b>	<b>28,889</b>	<b>51,128</b>	<b>37,851</b>	<b>23,058</b>	<b>38,149</b>	<b>35,825</b>	<b>14,722</b>	<b>31,227</b>
No. Maint. Employees	23	23	22	24	24	25	26	27	26	26	25	24	25

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

## CLIPPER TREND



### CLIPPER TREND\*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-18	245,031	71,111	3,760	170,159	67,402	39.6%
Aug-18	296,081	80,181	4,458	211,442	80,507	38.1%
Sep-18	283,311	73,393	4,883	205,035	79,380	38.7%
Oct-18	325,797	82,639	6,035	237,123	93,825	39.6%
Nov-18	263,371	67,931	4,413	191,026	76,916	40.3%
Dec-18	242,980	66,532	2,377	174,071	67,851	39.0%
Jan-19	263,090	69,912	4,639	188,538	77,435	41.1%
Feb-19	250,278	62,541	3,908	183,828	77,930	42.4%
Mar-19	-	-	-	-	-	-
Apr-19	-	-	-	-	-	-
May-19	-	-	-	-	-	-
Jun-19	-	-	-	-	-	-
<b>Grand Total</b>	<b>2,169,938</b>	<b>574,241</b>	<b>34,475</b>	<b>1,561,222</b>	<b>621,247</b>	<b>39.8%</b>

\*Clipper implemented 11/01/2015

\*\* Revise in Summer months to exclude Summer Youth Pass

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

### 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
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
5	BART Walnut Creek, Riviera 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, Chilpancino 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
99X	Martinez Amtrak, North Concord / Martinez BART via Pacheco Transit Hub
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart

### Route Description Summary

Route #	Description
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, Chilpancinco 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 Pisgah 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, Chilpancinco 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