

TO: O&S Committee

DATE: May 21, 2019

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for April 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.

<u>Title</u>	FY18-19		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	269,142	269,666	
Average Weekday	10,852	11,787	
Pass/Rev Hour	13.3	14.1	Standard Goal > 17.0
Missed Trips	0.04%	0.07%	Standard Goal < 0.25%
Miles between Road Calls	22,629	29,192	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

April is the first full month of reporting with the new 2019 route and fare changes. Routes 6, 14, and 35 which received increased service, had 306 new weekday riders. Routes with high cash usage, especially in Martinez, experienced a ridership decline of 294 daily riders.

Average weekday ridership was lower in April (10,852 passengers) than March (11,920 passengers) and lower than April 2018 (12,253 passengers) or (11.4%). However, a bus bridge was operated on April 27-28 increasing monthly total ridership by 13,471. Sundays were down 33%.

Passengers per hour in April was 14.0 which is higher compared to March at 13.3 and lower than April 2018 when passengers per hour was 14.7.

The percentage of missed trips in April was 0.04% which is the same as the prior month (0.04%). The YTD average is 0.07% missed trips.

The number of miles between roadcalls was 22,629 miles in March, lower than the prior month in which there were 47,719 miles between roadcalls. The 12 month average is 29,192 miles between roadcalls.

Of a total 255,671 passengers, 201,316 passengers had the potential to use a Clipper card aboard County Connection since 67,826 either used an employee sponsored program or free routes. About 68.2% of the 201,316 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		YTD Compa	
April 2019 - Fixed Route Boardings	255,671	Revenue Hours -	April 2019	19,280	Weekdays - Apr 19	22	Fiscal 2019 YTD	2,459,854
			April 2018	18,982	Apr 18	22		
Special Event - Bus Bridge	13,471	Revenue Miles -	April 2019	213,634	Saturdays - Apr 19	4	Fiscal 2018 YTD	2,822,110
			April 2018	204,043	Apr 18	5		
					Sundays - Apr 19	4		
					Apr 18	4		
Apr 2019 Total Boardings	269,142	Passengers per Mile	1.3	Total Days - 2019	30	YTD Trend	(12.8%)	
Apr 2018 Total Boardings	279,021	Passengers per Hour	14.0	2018	30	Monthly Trend	(3.5%)	

April 2019 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1	Rossmoor / Shadelands	6,070	-	-	6,070	276			10.0	
4	Walnut Creek Downtown Shuttle	13,792	1,616	1,293	16,701	627	404	323	19.7	
5	Creekside / Walnut Creek	11,135			11,135	506			26.9	
6	Lafayette / Moraga / Orinda	11,006	432	299	11,737	500	108	75	10.8	
7	Shadelands / Pleasant Hill / Walnut Creek	10,401			10,401	473			22.2	
9	DVC / Walnut Creek	8,807			8,807	400			13.5	
10	Concord / Clayton Rd	21,051			21,051	957			22.8	
11	Treat Blvd / Oak Grove	5,962			5,962	271			14.6	
14	Monument Blvd	15,782			15,782	717			12.1	
15	Treat Boulevard	6,499			6,499	295			10.0	
16	Alhambra Ave / Monument Blvd	12,868			12,868	585			13.0	
17	Olivera/Solano / Salvio / North Concord	4,854			4,854	221			12.9	
18	Amtrak / Morello / Pleasant Hill	7,177			7,177	326			10.0	
19	Amtrak / Pacheco Blvd / Concord	2,571			2,571	117			9.3	
20	DVC / Concord	20,515			20,515	933			18.7	
21	Walnut Creek / San Ramon Transit Center	10,843			10,843	493			9.5	
27	N Concord / Martinez / Mason Circle	1,575			1,575	72			14.9	
28	North Concord / Martinez	1,953			1,953	89			5.3	
35	Dougherty Valley	13,100			13,100	595			12.5	
91X	Concord Commuter Express	1,260			1,260	57			10.9	
92X	Ace Shuttle Express	3,586			3,586	163			12.8	
93X	Kirker Pass Express	3,265			3,265	148			9.4	
95X	San Ramon / Danville Express	3,466			3,466	158			18.2	
96X	Bishop Ranch Express	10,712			10,712	487			13.7	
97X	Bishop Ranch Express	1,816			1,816	83			8.9	
98X	Martinez Express	6,096			6,096	277			9.7	
99X	Martinez / BART Express	1,032			1,032	47			3.2	
250 *	Gael Rail Service	76	37	26	139	15	9	7	1.7	
260 *	Cal State East Bay / Concord Bart	136			136	8			0.9	
310	Concord Bart / Clayton Rd / Kirker Pass		1,496	1,352	2,848		374	338	15.3	
311	Concord / Oak Grove / Treat Blvd / WC		1,092	880	1,972		273	220	8.9	
314	Clayton Rd / Monument Blvd / PH		1,776	1,422	3,199		444	356	15.3	
315	Concord / Willow Pass / Landana		282	144	426		71	36	6.4	
316	Alhambra / Merello / Pleasant Hill		1,163	821	1,984		291	205	10.0	
320	DVC / Concord		753	551	1,304		188	138	15.6	
321	San Ramon / Walnut Creek		869	619	1,488		217	155	8.9	
Alamo Creek *	Alamo Creek / BART Walnut Creek	653	-	-	653	30			4.0	
600's	Select Service	20,028	-	-	20,028	910			24	
712	Bay Point/ BART PH/ Berkley	524	-	-	524	24			6.1	
715	North Concord / Lafayette BART	136	-	-	136	6			3.8	
TOTALS		238,748	9,517	7,406	255,671	10,852	2,379	1,852	13.3	

* 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.

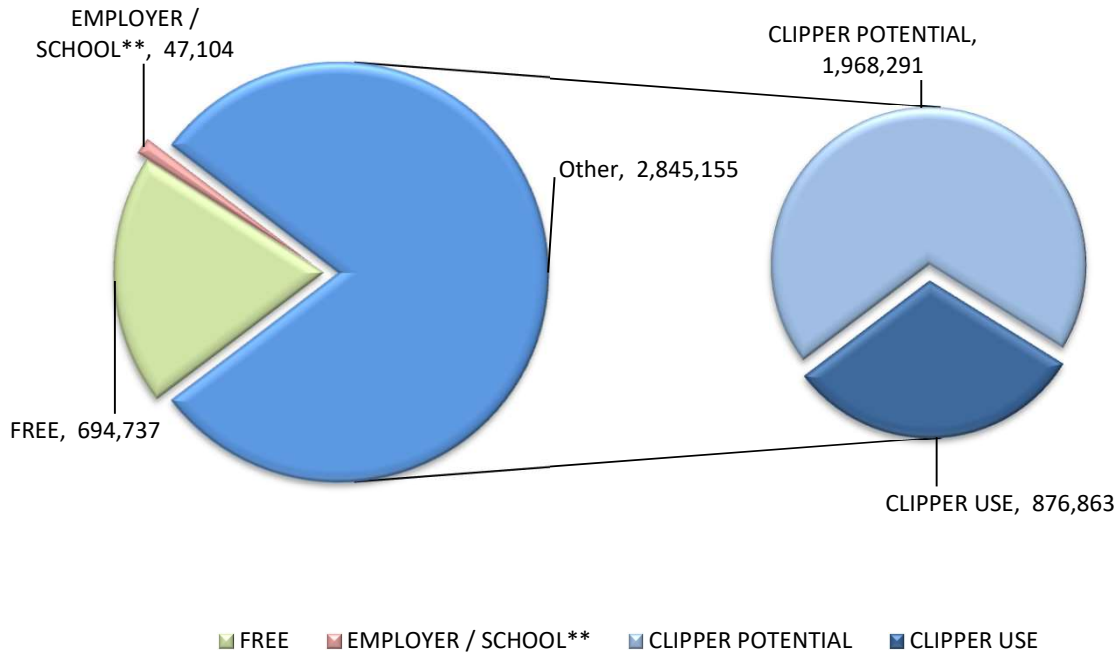
TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2018 May	2018 June	2018 July	2018 August	2018 September	2018 October	2018 November	2018 December	2019 January	2019 February	2019 March	2019 April	12 Month TOTALS
Work Days	30	30	30	31	29	31	29	30	30	28	31	30	359
Revenue Hours	20,345	18,811	18,029	20,300	17,800	20,772	18,801	18,288	19,694	18,307	20,335	19,280	230,762
Operator Pay Hours	33,630	30,289	31,187	33,655	32,862	34,145	31,956	34,356	35,928	30,724	32,730	31,329	392,792
Number of Operators	167	165	164	162	168	164	164	168	168	164	164	161	165
Total Chargeable Collisions	3	0	5	1	4	1	1	3	3	2	1	4	25
Number of Trips Scheduled	26,298	23,436	22,614	25,113	21,860	25,522	23,260	22,707	24,360	22,384	22,384	25,420	285,358
Number of Trips Missed	31	16	24	13	5	20	22	14	13	22	10	11	201
Of Trips Scheduled - % Missed	0.12%	0.07%	0.11%	0.05%	0.02%	0.08%	0.09%	0.06%	0.05%	0.10%	0.04%	0.04%	0.07%
On Time Performance %	86%	86%	88%	85%	84%	84%	85%	85%	87%	86%	86%	88%	86%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	16	12	12	14	7	14	16	11	11	19	8	14	154
Road Calls for Mechanical	8	10	9	10	5	8	12	7	8	18	6	13	114
Fleet Average Miles between Mechanical Road Calls	36,703	25,868	28,045	28,889	51,128	37,851	23,058	38,149	35,825	14,722	47,719	22,629	29,192
No. Maint. Employees	22	24	24	25	26	27	26	26	25	24	26	25	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	271,052	60,601	4,698	205,753	118,253	57.5%
Apr-19	269,142	59,895	7,931	201,316	137,364	68.2%
May-19	-	-	-	-	-	-
Jun-19	-	-	-	-	-	-
Grand Total	2,710,132	694,737	47,104	1,968,291	876,863	44.5%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude Summer Youth Pass

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

Route Description Summary

Route #	Description
1	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
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
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
27	North Concord /Martinez Bart, Mason Circle
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
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
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

Route Description Summary

Route #	Description
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
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
712	Bay Point BART, Pleasant Hill BART, T L Berkeley Wy (20th St) + Telegraph Ave
715	Noth Concord, Concord Bart, PleasamyHill BART, Walnut Creek BART, Lafayette BART'