

**TO:** O&S Committee

**DATE:** September 10, 2019

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for July 2019

#### 1. Monthly Boardings Data

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

	FY19-20		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	251,318	251,318	
Average Weekday	10,591	10,591	
Pass/Rev Hour	14.0	14.0	Standard Goal > 17.0
Missed Trips	0.08%	0.08%	Standard Goal < 0.25%
Miles between Road Calls	42,438	33,032	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was higher in July (10,591 passengers) than June (9,975 passengers) and slightly lower than July 2018 (10,671 passengers) or (1.1%).

Passengers per hour in July was 14.0 which is higher than June at 12.8 and also higher than July 2018 when passengers per hour was 13.6.

The percentage of missed trips in July was 0.08% which is higher than the prior month (0.04%).

The number of miles between roadcalls was 42,438 miles in July, higher than the prior month in which there were 35,463 miles between roadcalls. The rolling 12 month average is 33,032 miles between roadcalls.

Of a total 251,318 passengers, 154,607 passengers had the potential to use a Clipper card aboard County Connection since 96,711 either used an employee sponsored program or free routes. About 74.4% of the potential Clipper card users, or 115,097 riders, 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	
<b>Jul 2019 - Fixed Route Boardings</b>	251,318	Revenue Hours -	Jul 2019	17,937	Weekdays - Jul 19	22	Fiscal 2020 YTD	251,318	
			Jul 2018	18,029	Jul 18	21	Fiscal 2019 YTD	245,031	
Special Event - Bus Bridge		Revenue Miles -	Jul 2019	205,449	Saturdays - Jul 19	4			
			Jul 2018	195,556	Jul 18	4			
					Sundays - Jul 19	4			
					Jul 18	5			
<b>Jul 2019 Total Boardings</b>	<b>251,318</b>	<b>Passengers per Mile</b>		<b>1.2</b>	<b>Total Days - 2019</b>	<b>30</b>	<b>YTD Trend</b>	<b>2.6%</b>	
<b>Jul 2018 Total Boardings</b>	<b>245,031</b>	<b>Passengers per Hour</b>		<b>14.0</b>	<b>2018</b>	<b>30</b>	<b>Monthly Trend</b>	<b>2.6%</b>	

July 2019 Fixed Route Passenger Total						Average Jul 19			Pass per Rev Hour	Average Jul 18			Pass per Rev Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		Wkdy	Sat	Sun	
1	Rossmoor / Shadelands	7,236	-	-	7,236	329			11.9	330			10.4
4	Walnut Creek Downtown Shuttle	17,821	1,686	1,503	21,010	810	422	376	21.8	905	479	464	29.8
5	Creekside / Walnut Creek	10,997			10,997	500			26.1	506			26.9
6	Lafayette / Moraga / Orinda	8,915	289	177	9,381	405	72	44	8.6	332	68	59	9.3
7	Shadelands / Pleasant Hill / Walnut Creek	9,483			9,483	431			20.2	388			18.2
9	DVC / Walnut Creek	8,790			8,790	400			13.5	469			11.1
10	Concord / Clayton Rd	20,337			20,337	924			22.1	928			19.3
11	Treat Blvd / Oak Grove	7,230			7,230	329			18.1	296			15.2
14	Monument Blvd / Walnut Creek	19,532			19,532	888			15.2	549			13.9
15	Treat Boulevard	6,081			6,081	276			9.4	441			14.0
16	Alhambra Ave / Monument Blvd	15,273			15,273	694			15.4	641			12.4
17	Olivera / Solano / Salvio / North Concord	5,349			5,349	243			14.2	234			12.7
18	Amtrak / Morello / Pleasant Hill	7,147			7,147	325			10.4	316			9.8
19	Amtrak / Pacheco Blvd / Concord	2,846			2,846	129			10.3	149			10.8
20	DVC / Concord	21,087			21,087	959			19.2	924			19.0
21	Walnut Creek / San Ramon Transit Center	11,025			11,025	501			9.7	491			9.8
27	N Concord / Martinez / Mason Circle	1,762			1,762	80			21.0				
28	Martinez / DVC	2,157			2,157	98			6.5	260			8.6
35	Dougherty Valley	13,636			13,636	620			13.0	469			13.5
91X	Concord Commuter Express	1,528			1,528	69			13.2	70			13.3
92X	ACE Shuttle Express	3,830			3,830	174			13.7	199			15.7
93X	Kirker Pass Express	3,080			3,080	140			8.8	150			9.1
95X	San Ramon / Danville Express	3,813			3,813	173			20.0	170			16.9
96X	Bishop Ranch Express	12,105			12,105	550			15.0	517			14.5
97X	Bishop Ranch Express	2,356			2,356	107			11.7	108			10.9
98X	Martinez Express	6,720			6,720	305			10.7	346			12.8
99X	Martinez / BART Express	1,860			1,860	85			5.8				
250 *	Gael Rail Service	-	-	-	-								
260 *	Cal State East Bay / Concord BART	139			139	9			0.8	5			0.8
310	Concord Bart / Clayton Rd / Kirker Pass		1,600	1,412	3,012		400	353	16.2		421	377	23.2
311	Concord / Oak Grove / Treat Blvd / WC		1,142	1,036	2,177		285	259	10.5		215	183	12.8
314	Clayton Rd / Monument Blvd / PH		1,950	1,678	3,628		488	419	17.3		531	418	17.1
315	Concord / Willow Pass / Landana		223	159	383		56	40	5.6		68	51	9.0
316	Alhambra / Morello / Pleasant Hill		1,283	1,092	2,375		321	273	12.2		278	237	12.2
320	DVC / Concord		888	704	1,592		222	176	19.0		193	147	13.0
321	San Ramon / Walnut Creek		803	700	1,503		201	175	9.4		211	180	9.2
335	BART Dublin / San Ramon				-								
Alamo Creek *	Alamo Creek / BART Walnut Creek	423			423	19			2.4	26			3.2
600's	Select Service				-					55			60.4
712	Bay Point / BART PH / Berkeley	321			321	15			5.3				
715	North Concord / Lafayette BART	117			117	5			4.2				
<b>TOTALS</b>		<b>232,995</b>	<b>9,864</b>	<b>8,459</b>	<b>251,318</b>	<b>10,591</b>	<b>2,466</b>	<b>2,115</b>	<b>14.0</b>	<b>10,671</b>	<b>2,519</b>	<b>2,174</b>	<b>13.6</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**

TRANSPORTATION	2018	2018	2018	2018	2018	2019	2019	2019	2019	2019	2019	2019	12 Month TOTALS
	August	September	October	November	December	January	February	March	April	May	June	July	
<b>Work Days</b>	31	29	31	29	30	30	28	31	30	30	30	30	359
Revenue Hours	20,300	17,800	20,772	18,801	18,288	19,694	18,307	20,335	19,280	19,962	17,339	17,937	228,815
Operator Pay Hours	33,655	32,862	34,145	31,956	34,356	35,928	30,724	32,730	31,329	32,865	30,009	31,208	391,768
Number of Operators	162	168	164	164	168	168	164	164	161	157	155	152	162
Total Chargeable Collisions	1	4	1	1	3	3	2	1	4	1	4	1	26
Number of Trips Scheduled	25,113	21,860	25,522	23,260	22,707	24,360	22,384	22,384	25,420	23,782	23,830	24,582	285,204
Number of Trips Missed	13	5	20	22	14	13	22	10	11	11	10	19	170
<b>Of Trips Scheduled - % Missed</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>0.04%</b>	<b>0.04%</b>	<b>0.05%</b>	<b>0.04%</b>	<b>0.08%</b>	<b>0.06%</b>
On Time Performance %	85%	84%	84%	85%	85%	87%	86%	86%	88%	87%	89%	89%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	14	7	14	16	11	11	19	8	14	5	8	7	134
Road Calls for Mechanical	10	5	8	12	7	8	18	6	13	2	7	5	101
<b>Fleet Average Miles between Mechanical Road Calls</b>	<b>40,597</b>	<b>39,691</b>	<b>38,548</b>	<b>36,957</b>	<b>28,673</b>	<b>35,117</b>	<b>25,342</b>	<b>37,671</b>	<b>23,947</b>	<b>48,167</b>	<b>35,463</b>	<b>42,438</b>	<b>33,032</b>
No. Maint. Employees	25	26	27	26	26	25	24	26	25	27	26	25	26

**TO:** O&S Committee

**DATE:** September 26, 2019

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for August 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.

	FY19-20		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	333,015	292,166	
Average Weekday	13,032	11,811	
Pass/Rev Hour	16.8	15.4	Standard Goal > 17.0
Missed Trips	0.08%	0.08%	Standard Goal < 0.25%
Miles between Road Calls	35,872	32,395	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was higher in August (13,032 pasengers) than July (10,591 passengers) and higher than August 2018 (12,061 passengers) or (8.0%).

Passengers per hour in August was 16.8 which is higher than July at 14.8 and also higher than August 2018 when passengers per hour was 14.6.

The percentage of missed trips in August was 0.08% which is the same as the prior month (0.08%).

The number of miles between roadcalls was 35,872 miles in August, lower than the prior month in which there were 42,438 miles between roadcalls. The rolling 12 month average is 32,395 miles between roadcalls.

Of a total 333,015 passengers, 197,065 passengers had the potential to use a Clipper card aboard County Connection since 135,950 either used an employee sponsored program, free routes, or BART bus bridges. About 72.0% of the potential Clipper card users, or 141,891 riders, 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	
Aug 2019 - Fixed Route Boardings	309,789	Revenue Hours -	Aug 2019	19,812	Weekdays - Aug 19	22	Fiscal 2020 YTD	584,332
			Aug 2018	20,300	Aug 18	23		
Special Event - Bus Bridge	23,226	Revenue Miles -	Aug 2019	227,385	Saturdays - Aug 19	5	Fiscal 2019 YTD	541,112
			Aug 2018	220,615	Aug 18	4		
					Sundays - Aug 19	4		
					Aug 18	4		
Aug 2019 Total Boardings	333,015	Passengers per Mile		1.5	Total Days - 2019	31	YTD Trend	8.0%
Aug 2018 Total Boardings	296,081	Passengers per Hour		16.8	2018	31	Monthly Trend	12.5%

Aug 2019 Fixed Route Passenger Total						Average Aug 19			Pass per	Average Aug 18			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	7,054			7,054	321			11.6	333			10.5
4	Walnut Creek Downtown Shuttle	19,245	2,338	1,582	23,165	875	468	395	23.6	913	519	366	25.4
5	Creekside / Walnut Creek	12,021			12,021	546			29.1	523			27.9
6	Lafayette / Moraga / Orinda	11,963	296	223	12,482	544	59	56	11.3	430	53	96	12.0
7	Shadelands / Pleasant Hill / Walnut Creek	11,095			11,095	504			23.7	433			20.3
9	DVC / Walnut Creek	9,347			9,347	425			14.3	494			11.7
10	Concord / Clayton Rd	22,436			22,436	1,020			24.3	1,065			22.2
11	Treat Blvd / Oak Grove	8,527			8,527	388			21.2	313			16.2
14	Monument Blvd / Walnut Creek	23,855			23,855	1,084			18.5	566			14.3
15	Treat Boulevard	7,127			7,127	324			11.0	462			14.9
16	Alhambra Ave / Monument Blvd	17,750			17,750	807			17.9	664			12.8
17	Olivera / Solano / Salvio / North Concord	5,509			5,509	250			14.8	273			14.7
18	Amtrak / Morello / Pleasant Hill	8,418			8,418	383			12.2	380			11.9
19	Amtrak / Pacheco Blvd / Concord	2,681			2,681	122			9.7	155			11.3
20	DVC / Concord	22,625			22,625	1,028			20.6	876			17.8
21	Walnut Creek / San Ramon Transit Center	11,477			11,477	522			10.1	556			10.9
27	N Concord / Martinez / Mason Circle	1,800			1,800	82			20.1	-			-
28	Martinez / DVC	2,349			2,349	107			7.0	314			10.4
35	Dougherty Valley	14,764			14,764	671			14.0	544			15.7
91X	Concord Commuter Express	1,763			1,763	80			15.3	62			11.7
92X	ACE Shuttle Express	4,086			4,086	186			14.6	183			14.4
93X	Kirker Pass Express	3,227			3,227	147			9.3	159			10.1
95X	San Ramon / Danville Express	3,729			3,729	169			19.6	174			17.3
96X	Bishop Ranch Express	12,866			12,866	585			15.9	526			14.8
97X	Bishop Ranch Express	2,528			2,528	115			12.7	107			10.9
98X	Martinez Express	6,365			6,365	289			10.1	359			13.3
99X	Martinez / BART Express	1,755			1,755	80			5.5	29			2.0
250 *	Gael Rail Service	2	8		10	1	1		0.1	2	-	1	0.9
260 *	Cal State East Bay / Concord BART	95			95	9			0.5	6			0.6
310	Concord Bart / Clayton Rd / Kirker Pass		2,185	1,274	3,459		437	319	16.5		400	356	22.1
311	Concord / Oak Grove / Treat Blvd / WC		1,528	972	2,500		306	243	10.5		219	190	13.2
314	Clayton Rd / Monument Blvd / PH		2,691	1,649	4,341		538	412	18.4		555	431	17.7
315	Concord / Willow Pass / Landana		238	202	440		48	50	6.1		56	52	8.4
316	Alhambra / Morello / Pleasant Hill		1,708	1,076	2,784		342	269	12.8		373	231	12.3
320	DVC / Concord		1,032	703	1,736		206	176	18.4		160	140	11.5
321	San Ramon / Walnut Creek		1,332	788	2,120		266	197	10.2		204	168	8.8
335	BART Dublin / San Ramon		793	477	1,270		159	119	10.1		-	-	-
Alamo Creek *	Alamo Creek / BART Walnut Creek	602			602	27			3.4	25			3.1
600's	Select Service	29,106			29,106	1,323			34	834			23.9
712	Bay Point / BART PH / Berkeley	393			393	18			6.2	-			-
715	North Concord / Lafayette BART	133			133	6			4.7	-			-
<b>TOTALS</b>		<b>286,693</b>	<b>14,149</b>	<b>8,947</b>	<b>309,789</b>	<b>13,032</b>	<b>2,830</b>	<b>2,237</b>	<b>15.6</b>	<b>12,061</b>	<b>2,604</b>	<b>2,066</b>	<b>14.6</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**

TRANSPORTATION	2018	2018	2018	2018	2019	2019	2019	2019	2019	2019	2019	2019	12 Month
	September	October	November	December	January	February	March	April	May	June	July	Aug	TOTALS
<b>Work Days</b>	29	31	29	30	30	28	31	30	30	30	30	31	359
Revenue Hours	17,800	20,772	18,801	18,288	19,694	18,307	20,335	19,280	19,962	17,339	17,937	19,812	228,327
Operator Pay Hours	32,862	34,145	31,956	34,356	35,928	30,724	32,730	31,329	32,865	30,009	31,208	32,722	390,834
Number of Operators	168	164	164	168	168	164	164	161	157	155	152	152	161
Total Chargeable Collisions	4	1	1	3	3	2	1	4	1	4	1	6	31
Number of Trips Scheduled	21,860	25,522	23,260	22,707	24,360	22,384	22,384	25,420	23,782	23,830	24,582	25,585	285,676
Number of Trips Missed	5	20	22	14	13	22	10	11	11	10	19	20	177
<b>Of Trips Scheduled - % Missed</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>0.04%</b>	<b>0.04%</b>	<b>0.05%</b>	<b>0.04%</b>	<b>0.08%</b>	<b>0.08%</b>	<b>0.06%</b>
On Time Performance %	84%	84%	85%	85%	87%	86%	86%	88%	87%	89%	89%	87%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	7	14	16	11	11	19	8	14	5	8	7	20	140
Road Calls for Mechanical	5	8	12	7	8	18	6	13	2	7	5	12	103
<b>Fleet Average Miles between Mechanical Road Calls</b>	<b>39,691</b>	<b>38,548</b>	<b>36,957</b>	<b>28,673</b>	<b>35,117</b>	<b>25,342</b>	<b>37,671</b>	<b>23,947</b>	<b>48,167</b>	<b>35,463</b>	<b>42,438</b>	<b>35,872</b>	<b>32,395</b>
No. Maint. Employees	26	27	26	26	25	24	26	25	27	26	25	26	26