

TO: O&S Committee

DATE: November 26, 2019

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for October 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>	FY19-20		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	368,471	326,431	
Average Weekday	14,315	13,091	
Pass/Rev Hour	18.2	17.0	Standard Goal > 17.0
Missed Trips	0.05%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	62,557	33,415	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was slightly lower in October (14,315 passengers) than September (14,428 passengers) and higher than October 2018 (13,303 passengers) or (7.6%).

Passengers per hour in October was 18.2 which is lower than September at 18.8 but higher than October 2018 when passengers per hour was 15.7.

The percentage of missed trips in October was 0.05% which is lower than the prior month (0.30%). The higher percentage during the previous month was mainly due to operator availability on September 9th.

The number of miles between roadcalls was 62,557 miles in October, higher than the prior month in which there were 56,774 miles between roadcalls. The rolling 12 month average is 33,415 miles between roadcalls.

Of a total 368,471 passengers, 221,335 passengers had the potential to use a Clipper card aboard County Connection since 147,136 either used an employee sponsored program, free routes or Bart bus bridges. About 74.7% of the 221,335 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	
Oct 2019 - Fixed Route Boardings	349,563	Revenue Hours -	Oct 2019	20,240	Weekdays - Oct 19	23	Fiscal 2020 YTD	1,305,724
			Oct 2018	20,772	Oct 18	23		
Special Event - Bus Bridge	18,908	Revenue Miles -	Oct 2019	235,721	Saturdays - Oct 19	4	Fiscal 2019 YTD	1,150,220
			Oct 2018	223,484	Oct 18	4		
					Sundays - Oct 19	4		
					Oct 18	4		
Oct 2019 Total Boardings	368,471	Passengers per Mile		1.6	Total Days - 2019	31	YTD Trend	13.5%
Oct 2018 Total Boardings	325,797	Passengers per Hour		18.2	2018	31	Monthly Trend	13.1%

Oct 2019 Fixed Route Passenger Total						Average Oct 19			Pass per Rev Hour	Average Oct 18			Pass per Rev Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		Wkdy	Sat	Sun	
1	Rossmoor / Shadelands	8,545			8,545	372			14.0	387			12.2
4	Walnut Creek Downtown Shuttle	19,281	1,920	1,422	22,624	838	480	356	23.0	831	608	422	26.4
5	Creekside / Walnut Creek	13,031			13,031	567			31.6	542			29.0
6	Lafayette / Moraga / Orinda	14,449	342	267	15,057	628	86	67	13.7	530	118	84	14.9
7	Shadelands / Pleasant Hill / Walnut Creek	13,287			13,287	578			28.4	472			22.2
9	DVC / Walnut Creek	11,247			11,247	489			17.2	530			12.6
10	Concord / Clayton Rd	26,409			26,409	1,148			28.7	1,160			24.2
11	Treat Blvd / Oak Grove	10,317			10,317	449			25.6	319			16.5
14	Monument Blvd / Walnut Creek	29,336			29,336	1,275			22.7	629			15.9
15	Treat Boulevard	8,069			8,069	351			12.5	496			16.1
16	Alhambra Ave / Monument Blvd	20,979			20,979	912			21.2	697			13.4
17	Olivera / Solano / Salvio / North Concord	5,868			5,868	255			15.7	277			14.9
18	Amtrak / Morello / Pleasant Hill	9,610			9,610	418			13.9	429			13.6
19	Amtrak / Pacheco Blvd / Concord	3,195			3,195	139			11.5	151			10.9
20	DVC / Concord	30,044			30,044	1,306			27.4	1,176			23.9
21	Walnut Creek / San Ramon Transit Center	12,458			12,458	542			10.9	563			11.0
27	N Concord / Martinez / Mason Circle	1,918			1,918	83			21.5	-			-
28	Martinez / DVC	3,109			3,109	135			9.3	338			11.2
35	Dougherty Valley	17,050			17,050	741			16.2	602			17.4
91X	Concord Commuter Express	1,809			1,809	79			15.7	74			14.2
92X	ACE Shuttle Express	4,344			4,344	189			15.5	194			15.3
93X	Kirker Pass Express	3,494			3,494	152			10.0	158			10.1
95X	San Ramon / Danville Express	3,684			3,684	160			19.3	169			17.0
96X	Bishop Ranch Express	12,207			12,207	531			15.1	533			15.0
97X	Bishop Ranch Express	2,346			2,346	102			11.8	102			10.3
98X	Martinez Express	7,661			7,661	333			12.2	358			13.3
99X	Martinez / BART Express	2,068			2,068	90			6.5	33			2.3
250 *	Gael Rail Service	16	9	8	33	2	2	2	0.3	6	12	9	1.5
260 *	Cal State East Bay / Concord BART	221			221	10			2.0	9			1.0
310	Concord Bart / Clayton Rd / Kirker Pass		1,752	1,482	3,234		438	370	15.4		440	366	23.6
311	Concord / Oak Grove / Treat Blvd / WC		1,248	906	2,154		312	227	9.1		199	212	13.2
314	Clayton Rd / Monument Blvd / PH		2,232	1,763	3,995		558	441	16.9		542	427	17.3
315	Concord / Willow Pass / Landana		231	167	398		58	42	5.5		58	35	7.0
316	Alhambra / Morello / Pleasant Hill		1,333	1,025	2,358		333	256	10.9		280	256	10.8
320	DVC / Concord		857	603	1,460		214	151	15.5		204	133	12.9
321	San Ramon / Walnut Creek		931	781	1,713		233	195	8.2		222	176	9.4
335	BART Dublin / San Ramon		577	472	1,049		144	118	6.0				
Alamo Creek *	Alamo Creek / BART Walnut Creek	574			574	25			3.3	30			3.7
600's	Select Service	32,133			32,133	1,397			37	1,172			23.5
712	Bay Point / BART PH / Berkeley	360			360	16			5.6				
715	North Concord / Lafayette BART	116			116	5			4.1				
TOTALS		329,234	11,433	8,897	349,563	14,315	2,858	2,224	17.7	13,303	2,756	2,200	15.7

* Data from LINK Operators ** Seasonal Routes

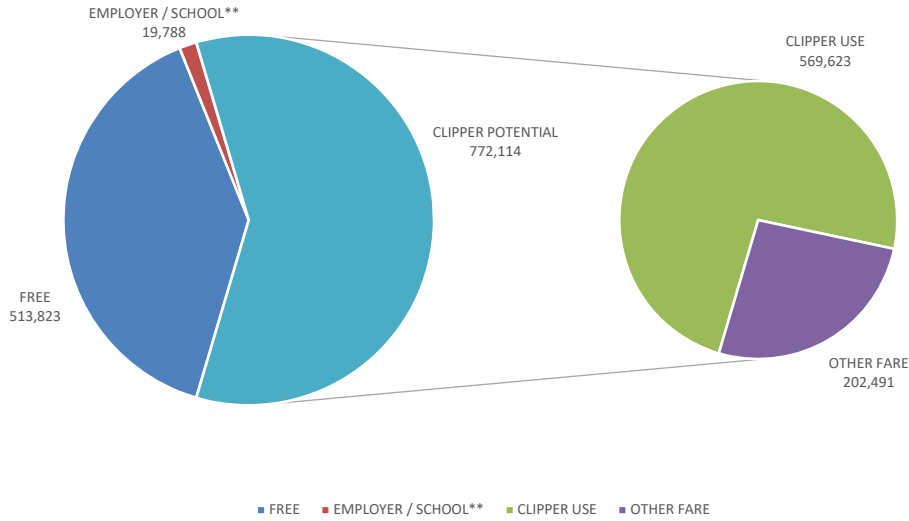
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2018 November	2018 December	2019 January	2019 February	2019 March	2019 April	2019 May	2019 June	2019 July	2019 Aug	2019 Sep	2019 Oct	12 Month TOTALS
Work Days	29	30	30	28	31	30	30	30	30	31	29	31	359
Revenue Hours	18,801	18,288	19,694	18,307	20,335	19,280	19,962	17,339	17,937	19,812	18,735	20,240	228,730
Operator Pay Hours	31,956	34,356	35,928	30,724	32,730	31,329	32,865	30,009	31,208	32,722	32,797	32,898	389,521
Number of Operators	164	168	168	164	164	161	157	155	152	152	156	155	160
Total Chargeable Collisions	1	3	3	2	1	4	1	4	1	6	4	2	32
Number of Trips Scheduled	23,260	22,707	24,360	22,384	22,384	25,420	23,782	23,830	24,582	25,585	23,859	26,848	289,001
Number of Trips Missed	22	14	13	22	10	11	11	10	19	20	72	13	237
Of Trips Scheduled - % Missed	0.09%	0.06%	0.05%	0.10%	0.04%	0.04%	0.05%	0.04%	0.08%	0.08%	0.30%	0.05%	0.08%
On Time Performance %	85%	85%	87%	86%	86%	88%	87%	89%	89%	87%	85%	85%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	16	11	11	19	8	14	5	8	7	20	12	7	138
Road Calls for Mechanical	12	7	8	18	6	13	2	7	5	12	6	5	101
Fleet Average Miles between Mechanical Road Calls	36,957	28,673	35,117	25,342	37,671	23,947	48,167	35,463	42,438	35,872	56,774	62,557	33,415
No. Maint. Employees	26	26	25	24	26	25	27	26	25	26	25	25	26

CLIPPER TREND



CLIPPER TREND*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	OTHER FARE	% OF POTENTIAL
Jul-19	251,318	93,324	3,387	154,607	115,097	39,510	74.4%
Aug-19	333,015	131,872	4,078	197,065	141,891	55,174	72.0%
Sep-19	352,920	147,674	6,139	199,107	147,198	51,909	73.9%
Oct-19	368,471	140,953	6,183	221,335	165,437	55,898	74.7%
Nov-19	-	-	-	-	-	-	-
Dec-19	-	-	-	-	-	-	-
Jan-20	-	-	-	-	-	-	-
Feb-20	-	-	-	-	-	-	-
Mar-20	-	-	-	-	-	-	-
Apr-20	-	-	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
Grand Total	1,305,724	513,823	19,788	772,114	569,623	202,491	73.8%

*Clipper implemented 11/01/2015 ** Revise in Summer months to exclude Summer Youth Pass

FREE	Free / Mid-Day Free/ BART Mutual Aid
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, 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
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.
335	Dublin BART, San Ramon Transit Via Bollinger Canyon
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, Villag 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'