

## INTER OFFICE MEMO

**TO:** O&S Committee

**DATE:** June 30, 2020

**FROM:** Melody Reeb  
Manager of Planning

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for May 2020

#### 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>FY19-20</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	60,858	251,621	
Average Weekday	2,464	10,614	
Pass/Rev Hour	4.6	13.9	Standard Goal > 17.0
Missed Trips	0.24%	0.85%	Standard Goal < 0.25%
Miles between Road Calls	49,503	42,351	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was higher in May (2,464 passengers) than April (1,922 passengers) and lower than May 2019 (11,584 passengers) or -78.7%. This is the second full month of the shelter-in-place order that took effect on March 17th in response to Covid-19.

Passengers per hour in May was 4.6 which is slightly higher than April at 4.4 and lower than May 2019 when passengers per hour was 14.1.

The percentage of missed trips in May was 0.24% which is lower than the prior month of 6.65%. In response to COVID-19 and reduced operator availability, temporary reduced schedules were implemented starting April 8th. Starting May 11th, regular service levels on most local routes were restored.

The number of miles between roadcalls was 49,503 miles in May, lower than the prior month in which there were 152,269 miles between roadcalls. The rolling 12 month average is 42,351 miles between roadcalls.

County Connection stopped collecting fares starting on March 23rd to allow for social distancing. Therefore, all passengers in May were counted as free rides.



**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>May 2020 - Fixed Route Boardings</b>	59,511	Revenue Hours -	May 2020	13,097	Weekdays - May 20	20	Fiscal 2020 YTD	2,767,835
			May 2019	19,962	May 19	22		
Bus Bridge -	1,347	Revenue Miles -	May 2020	136,722	Saturdays - May 20	5	Fiscal 2019 YTD	3,015,890
			May 2019	223,560	May 19	4		
					Sundays - May 20	5		
					May 19	4		
<b>May 2020 Total Boardings</b>	<b>60,858</b>	<b>Passengers per Mile</b>		<b>0.4</b>	<b>Total Days - 2020</b>	<b>30</b>	<b>YTD Trend</b>	<b>(8.2%)</b>
<b>May 2019 Total Boardings</b>	<b>305,757</b>	<b>Passengers per Hour</b>		<b>4.6</b>	<b>2019</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(80.1%)</b>

May 2020 Fixed Route Passenger Total						Average May 20			Pass per	Average May 19			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	1,509			1,509	75			3.2	309			11.2
4	Walnut Creek Downtown Shuttle	1,635	327	156	2,118	82	65	31	2.7	795	424	359	24.3
5	Creekside / Walnut Creek	870			870	43			3.4	513			27.2
6	Lafayette / Moraga / Orinda	294	76	63	433	15	15	13	1.2	527	79	65	11.2
7	Shadelands / Pleasant Hill / Walnut Creek	1,034			1,034	52			3.0	479			22.5
9	DVC / Walnut Creek	3,043			3,043	152			4.9	395			13.3
10	Concord / Clayton Rd	5,965			5,965	298			8.3	996			23.8
11	Treat Blvd / Oak Grove	1,775			1,775	89			5.4	291			15.7
14	Monument Blvd / Walnut Creek	8,104			8,104	405			8.1	737			12.5
15	Treat Boulevard	1,825			1,825	91			3.1	358			12.2
16	Alhambra Ave / Monument Blvd	6,287			6,287	314			8.1	592			13.2
17	Olivera / Solano / Salvio / North Concord	1,712			1,712	86			5.3	226			13.3
18	Amtrak / Morello / Pleasant Hill	2,152			2,152	108			3.6	327			10.1
19	Amtrak / Pacheco Blvd / Concord	1,209			1,209	60			4.8	111			8.8
20	DVC / Concord	3,923			3,923	196			4.7	975			19.6
21	Walnut Creek / San Ramon Transit Center	2,589			2,589	129			2.9	525			10.1
27	N Concord / Martinez / Mason Circle	55			55	3			0.8	68			14.1
28	Martinez / DVC	1,269			1,269	63			4.0	97			5.8
35	Dougherty Valley	1,663			1,663	83			2.2	605			12.7
91X	Concord Commuter Express	212			212	11			2.9	63			12.1
92X	ACE Shuttle Express	-			-				-	155			12.2
93X	Kirker Pass Express	-			-				-	141			8.9
95X	San Ramon / Danville Express	-			-				-	153			17.6
96X	Bishop Ranch Express	-			-				-	495			13.9
97X	Bishop Ranch Express	-			-				-	72			7.8
98X	Martinez Express	1,591			1,591	80			3.3	276			9.7
99X	Martinez / BART Express	552			552	28			2.2	71			4.9
250 *	Gael Rail Service	-			-				-	3	2	3	0.5
260 *	Cal State East Bay / Concord BART	-			-				-	7			0.6
310	Concord Bart / Clayton Rd / Kirker Pass		1,065	872	1,937		213	174	9.0		392	316	15.3
311	Concord / Oak Grove / Treat Blvd / WC		642	639	1,281		128	128	5.3		221	254	8.5
314	Clayton Rd / Monument Blvd / PH		1,331	974	2,306		266	195	9.2		458	345	15.3
315	Concord / Willow Pass / Landana		120	50	169		24	10	2.1		58	46	6.2
316	Alhambra / Morello / Pleasant Hill		1,023	853	1,876		205	171	8.2		274	198	9.6
320	DVC / Concord		459	254	712		92	51	6.8		181	136	15.1
321	San Ramon / Walnut Creek		473	459	933		95	92	4.2		203	152	8.5
335	BART Dublin / San Ramon		281	120	401		56	24	2.9		-	-	-
Alamo Creek *	Alamo Creek / BART Walnut Creek	7			7	0			0.0	27			3.7
600's	Select Service				-				-	1,163			24.3
712	Bay Point / BART PH / Berkeley				-				-	29			7.4
715	North Concord / Lafayette BART				-				-	7			4.6
<b>TOTALS</b>		<b>49,275</b>	<b>5,797</b>	<b>4,440</b>	<b>59,511</b>	<b>2,464</b>	<b>1,159</b>	<b>888</b>	<b>4.5</b>	<b>11,584</b>	<b>2,293</b>	<b>1,874</b>	<b>14.1</b>

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

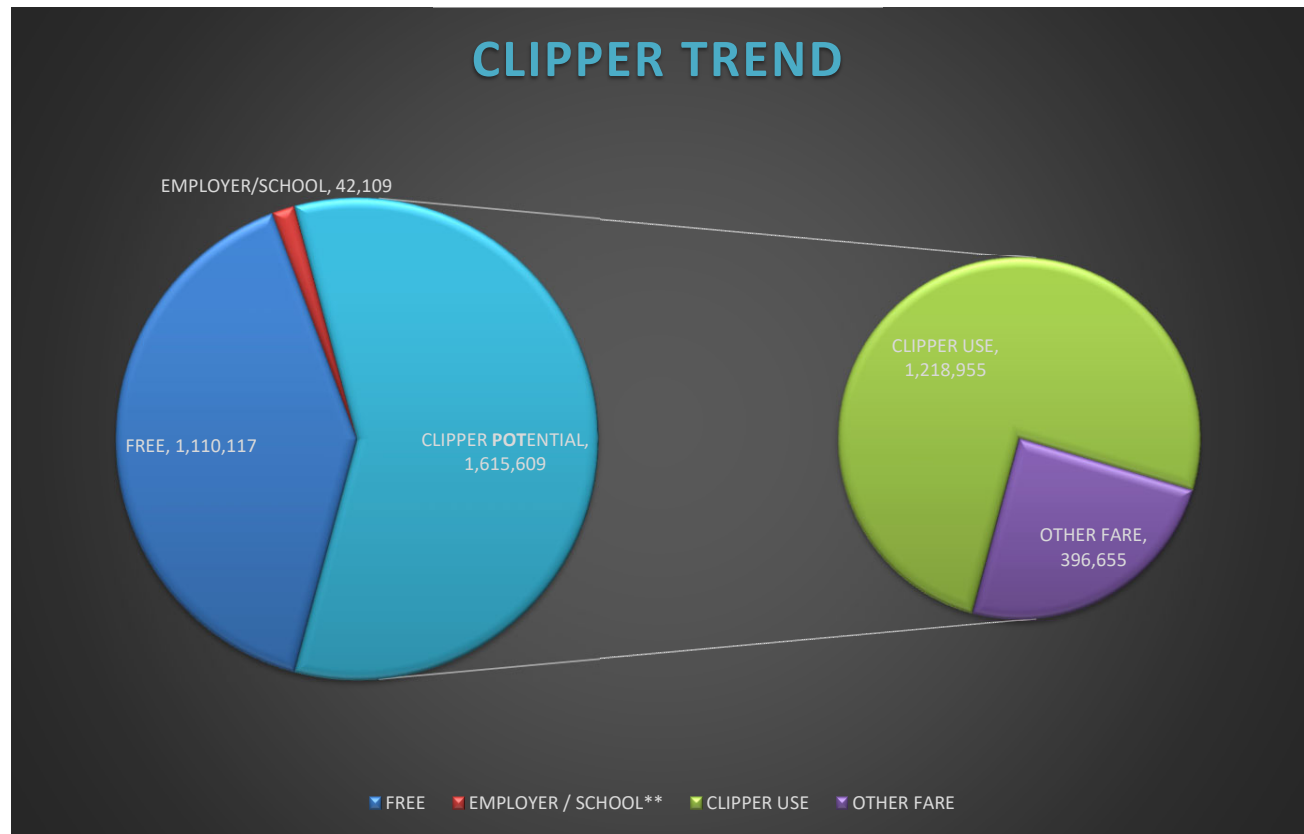
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2019 May</b>	<b>2019 June</b>	<b>2019 July</b>	<b>2019 Aug</b>	<b>2019 Sep</b>	<b>2019 Oct</b>	<b>2019 Nov</b>	<b>2019 Dec</b>	<b>2020 Jan</b>	<b>2020 February</b>	<b>2020 March</b>	<b>2020 April</b>	<b>2020 May</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	30	30	30	31	29	31	29	30	30	29	31	30	30	360
Revenue Hours	19,962	17,339	17,937	19,812	18,735	20,240	17,333	17,866	18,625	17,402	18,269	10,777	13,097	207,433
Operator Pay Hours	32,865	30,009	31,208	32,722	32,797	32,898	30,801	32,209	34,954	29,413	32,290	29,624	31,237	380,161
Number of Operators	157	155	152	152	156	155	158	160	156	155	160	160	159	157
Total Chargeable Collisions	1	4	1	6	4	2	5	3	1	2	NA	NA	0	28
Number of Trips Scheduled	23,782	23,830	24,582	25,585	23,859	26,848	23,149	23,520	24,429	22,716	24,809	13,998	17,156	274,481
Number of Trips Missed	11	10	19	20	72	13	12	19	15	8	438	930	42	1,598
<b>Of Trips Scheduled - % Missed</b>	<b>0.05%</b>	<b>0.04%</b>	<b>0.08%</b>	<b>0.08%</b>	<b>0.30%</b>	<b>0.05%</b>	<b>0.05%</b>	<b>0.08%</b>	<b>0.06%</b>	<b>0.04%</b>	<b>1.77%</b>	<b>6.65%</b>	<b>0.24%</b>	<b>0.57%</b>
On Time Performance %	87%	89%	89%	87%	85%	85%	85%	86%	88%	87%	92%	93%	91%	88%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	5	8	7	20	12	7	3	16	7	9	17	2	6	114
Road Calls for Mechanical	2	7	5	12	6	5	2	14	4	3	10	1	4	73
<b>Fleet Average Miles between Mechanical Road Calls</b>	<b>48,167</b>	<b>35,463</b>	<b>42,438</b>	<b>35,872</b>	<b>56,774</b>	<b>62,557</b>	<b>129,702</b>	<b>19,259</b>	<b>70,338</b>	<b>86,368</b>	<b>26,745</b>	<b>152,269</b>	<b>49,503</b>	<b>42,351</b>
No. Maint. Employees	27	26	25	26	25	25	26	26	26	25	24	14	17	24

# 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	292,286	99,665	5,107	187,515	143,794	43,720	76.7%
Dec-19	270,145	97,389	3,871	168,885	128,438	40,447	76.1%
Jan-20	293,455	105,085	5,403	182,967	140,127	42,840	76.6%
Feb-20	288,592	101,558	4,731	182,303	141,093	41,210	77.4%
Mar-20	209,458	84,422	3,210	121,826	95,880	25,946	78.7%
Apr-20	47,317	47,317	-	-	-	-	-
May-20	60,858	60,858	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
<b>Grand Total</b>	<b>2,767,835</b>	<b>1,110,117</b>	<b>42,109</b>	<b>1,615,609</b>	<b>1,218,955</b>	<b>396,655</b>	<b>75.4%</b>

\*Clipper implemented 11/01/2015

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

<b>FREE</b>	Free / Mid-Day Free/ BART Mutual Aid
<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	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, 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
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
<b>Alamo Creek Shuttle</b>	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'