

## INTER OFFICE MEMO

**TO:** O&S Committee

**DATE:** September 16, 2020

**FROM:** Melody Reeb  
Manager of Planning

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for August 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.

#### FY20-21

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	95,826	96,767	
Average Weekday	3,823	3,878	
Pass/Rev Hour	6.2	6.0	Standard Goal > 17.0
Missed Trips	0.36%	0.28%	Standard Goal < 0.25%
Miles between Road Calls	33,300	35,024	Standard Goal > 18,000

\* Based on current standards from updated S RTP

#### Analysis

Average weekday ridership was lower in August (3,823 passengers) than July 2020 (3,934 passengers) and lower than August 2019 (13,032 passengers) or -71.2%. This is the fifth full month of the shelter-in-place order that took effect on March 17th in response to Covid-19.

Passengers per hour in August was 6.2 which is higher than July 2020 at 5.9 and lower than August 2019 when passengers per hour was 15.7.

The percentage of missed trips in August was 0.36% which is higher than the prior month 0.2%.

The number of miles between roadcalls was 33,300 miles in August, lower than the prior month in which there were 36,748 miles between roadcalls. The rolling 12 month average is 44,150 miles between roadcalls.

County Connection stopped collecting fares starting on March 23rd to allow for social distancing. Therefore, all passengers in August 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>Aug 2020 - Fixed Route Boardings</b>	95,826	Revenue Hours -	Aug 2020	15,493	Weekdays - Aug 20	21	Fiscal 2021 YTD	193,535
			Aug 2019	19,716	Aug 19	22		
Special Event - Bus Bridge		Revenue Miles -	Aug 2020	183,890	Saturdays - Aug 20	5	Fiscal 2020 YTD	584,332
			Aug 2019	227,385	Aug 19	5		
					Sundays - Aug 20	5		
					Aug 19	4		
<b>Aug 2020 Total Boardings</b>	<b>95,826</b>	<b>Passengers per Mile</b>		<b>0.5</b>	<b>Total Days - 2020</b>	<b>31</b>	<b>YTD Trend</b>	<b>(66.9%)</b>
<b>Aug 2019 Total Boardings</b>	<b>333,015</b>	<b>Passengers per Hour</b>		<b>6.2</b>	<b>2019</b>	<b>31</b>	<b>Monthly Trend</b>	<b>(71.2%)</b>

August 2020 Fixed Route Passenger Total						Average Aug 20			Pass per	Average Aug 19			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	2,252			2,252	107			3.9	321			11.6
4	Walnut Creek Downtown Shuttle	3,095	769	648	4,513	147	154	130	6.0	875	468	395	23.6
5	Creekside / Walnut Creek	1,836			1,836	87			6.1	546			29.1
6	Lafayette / Moraga / Orinda	1,802	180	126	2,108	86	36	25	2.9	544	59	56	11.3
7	Shadelands / Pleasant Hill / Walnut Creek	1,742			1,742	83			5.1	504			23.7
9	DVC / Walnut Creek	4,097			4,097	195			6.6	425			14.3
10	Concord / Clayton Rd	10,692			10,692	509			12.3	1,020			24.3
11	Treat Blvd / Oak Grove	3,114			3,114	148			8.1	388			21.2
14	Monument Blvd / Walnut Creek	12,240			12,240	583			9.8	1,084			18.5
15	Treat Boulevard	2,766			2,766	132			5.0	324			11.0
16	Alhambra Ave / Monument Blvd	8,025			8,025	382			8.8	807			17.9
17	Olivera / Solano / Salvio / North Concord	2,196			2,196	105			5.9	250			14.8
18	Amtrak / Morello / Pleasant Hill	2,546			2,546	121			4.2	383			12.2
19	Amtrak / Pacheco Blvd / Concord	1,485			1,485	71			5.6	122			9.7
20	DVC / Concord	7,122			7,122	339			7.9	1,028			20.6
21	Walnut Creek / San Ramon Transit Center	4,411			4,411	210			4.3	522			10.1
27	N Concord / Martinez / Mason Circle	80			80	4			1.8	82			20.1
28	Martinez / DVC	1,789			1,789	85			4.1	107			7.0
35	Dougherty Valley	3,061			3,061	146			3.4	671			14.0
91X	Concord Commuter Express	425			425	20			4.1	80			15.3
92X	ACE Shuttle Express	47			47	2			0.3	186			14.6
93X	Kirker Pass Express	801			801	38			4.1	147			9.3
95X	San Ramon / Danville Express	468			468	22			1.8	169			19.6
96X	Bishop Ranch Express	399			399	19			1.3	585			15.9
97X	Bishop Ranch Express	295			295	14			2.8	115			12.7
98X	Martinez Express	2,864			2,864	136			4.7	289			10.1
99X	Martinez / BART Express	632			632	30			2.4	80			5.5
250 *	Gael Rail Service	-			-					1	1		0.1
260 *	Cal State East Bay / Concord BART	-			-					9			0.9
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,252	1,110	2,362		250	222	11.9		437	319	16.5
311	Concord / Oak Grove / Treat Blvd / WC	-	1,228	1,060	2,288		246	212	11.5		306	243	10.5
314	Clayton Rd / Monument Blvd / PH	-	1,655	1,342	2,997		331	268	15.1		538	412	18.4
315	Concord / Willow Pass / Landana	-	171	227	398		34	45	2.0		48	50	6.1
316	Alhambra / Morello / Pleasant Hill	-	1,148	1,197	2,345		230	239	11.8		342	269	12.8
320	DVC / Concord	-	665	500	1,166		133	100	5.9		206	176	18.4
321	San Ramon / Walnut Creek	-	880	672	1,552		176	134	7.8		266	197	10.2
335	BART Dublin / San Ramon	-	417	289	706		83	58	3.6		159	119	10.1
Alamo Creek *	Alamo Creek / BART Walnut Creek	7			7	0			0.0	27			3.4
600's	Select Service	-			-				-	1,323			33.9
712	Bay Point / BART PH / Berkeley	-			-					18			6.2
715	North Concord / Lafayette BART	-			-					6			4.7
<b>TOTALS</b>		<b>80,287</b>	<b>8,367</b>	<b>7,172</b>	<b>95,826</b>	<b>3,823</b>	<b>1,673</b>	<b>1,434</b>	<b>6.2</b>	<b>13,032</b>	<b>2,830</b>	<b>2,237</b>	<b>15.7</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.

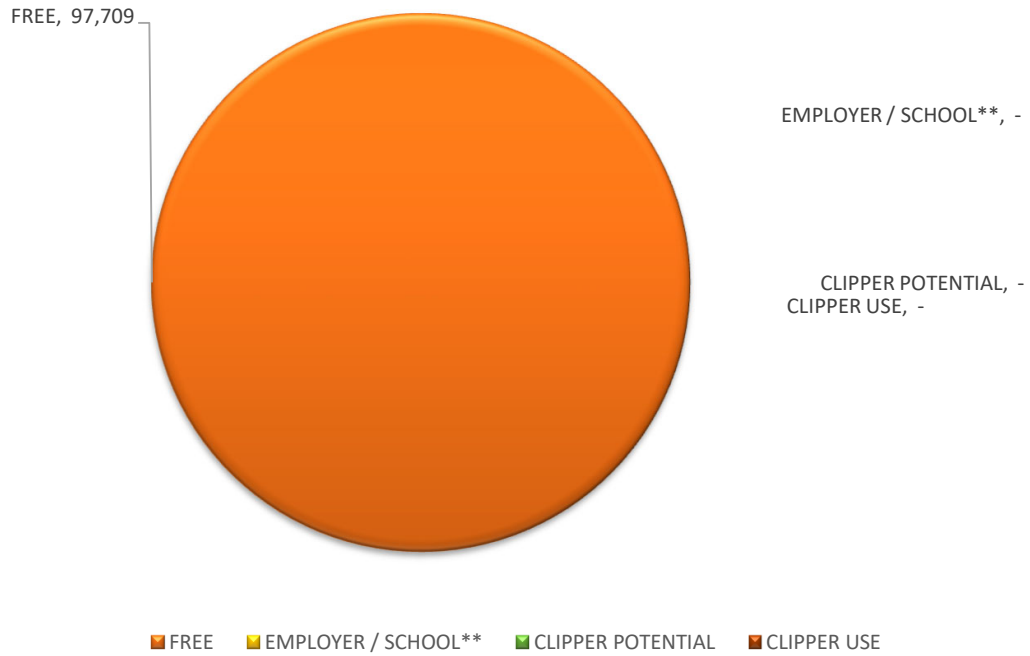
600's (Ref formula)

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

TRANSPORTATION	2019	2019	2019	2019	2020	2020	2020	2020	2020	2020	2020	2020	12 Month
	September	October	November	December	January	February	March	April	May	June	July	August	TOTALS
<b>Work Days</b>	29	31	29	30	30	29	31	30	30	30	30	31	360
Revenue Hours	18,735	20,240	17,333	17,866	18,625	17,402	18,269	10,777	13,097	16,671	16,572	15,437	201,025
Operator Pay Hours	32,797	32,898	30,801	32,209	34,954	29,413	32,290	29,624	31,237	29,168	27,869	28,957	372,216
Number of Operators	156	155	158	160	156	155	160	160	159	157	155	153	157
Total Chargeable Collisions	4	2	5	3	1	2	NA	NA	0	0	2	0	19
Number of Trips Scheduled	23,859	26,848	23,149	23,520	24,429	22,716	24,809	13,998	17,156	21,240	22,428	23,533	267,013
Number of Trips Missed	72	13	12	19	15	8	438	930	42	123	45	84	1,801
<b>Of Trips Scheduled - % Missed</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>6.64%</b>	<b>0.24%</b>	<b>0.58%</b>	<b>0.20%</b>	<b>0.36%</b>	<b>0.67%</b>
On Time Performance %	85%	85%	85%	86%	88%	87%	92%	93%	91%	91%	92%	93%	89%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	12	7	3	16	7	9	17	2	6	12	5	12	108
Road Calls for Mechanical	6	5	2	14	4	3	10	1	4	9	3	7	68
<b>Fleet Average Miles between Mechanical Road Calls</b>	<b>56,774</b>	<b>47,210</b>	<b>42,816</b>	<b>34,220</b>	<b>47,240</b>	<b>42,100</b>	<b>37,548</b>	<b>30,454</b>	<b>37,194</b>	<b>26,680</b>	<b>36,748</b>	<b>33,300</b>	<b>44,150</b>
No. Maint. Employees	25	25	26	26	26	25	24	14	17	21	21	20	23

## Clipper Trend



### CLIPPER TREND\*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-20	97,709	97,709	-	-	-	0.0%
Aug-20	95,826	95,826	-	-	-	0.0%
Sep-20	-	-	-	-	-	0.0%
Oct-20	-	-	-	-	-	0.0%
Nov-20	-	-	-	-	-	0.0%
Dec-20	-	-	-	-	-	0.0%
Jan-21	-	-	-	-	-	0.0%
Feb-21	-	-	-	-	-	0.0%
Mar-21	-	-	-	-	-	0.0%
Apr-21	-	-	-	-	-	0.0%
May-21	-	-	-	-	-	0.0%
Jun-21	-	-	-	-	-	0.0%
<b>Grand Total</b>	<b>193,535</b>	<b>193,535</b>	-	-	-	<b>0.0%</b>

<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	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, Moraga Wy, Moraga Rd, St Marys Rd, St Mary's College, Mt Diablo Blvd, BART Lafayette
7	BART Pleasant Hill, Treat Blvd, Oak Grove Rd, Shadelands Office Park, Mitchell Dr
9	DVC, Contra Costa Blvd, Ellinwood Wy, JFK University, Gregory Ln, Cleaveland Rd, 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, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
15	BART Concord, John Muir Medical Center, Port Chicago Highway, Salvio St, Parkside Dr, Willow Pass Rd, Landana Dr, West St, Clayton Rd, Treat Blvd, BART Pleasant Hill
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, Oak Park Blvd, Patterson Blvd, Boyd Rd, Cleaveland Rd, W Hookston Rd, 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 Ave, Pacheco Blvd, Martinez Amtrak
19	BART Concord, Galindo St, Concord Ave, 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	BART North Concord/Martinez, Port Chicago Hwy, Bates Ave, Arnold Industrial Way, Mason Circle
28	BART Concord, Galindo St, Concord Ave, DVC, Contra Costa Blvd, Muir Rd, Arnold Dr, Center Ave, VA Clinic, Howe Rd, Old Orchard Rd, Arnold Dr, Pine St, Vista Way, Estudillo St, D St, Alhambra Ave, Berrellesa St, Escobar St, Court St, 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, Camino Ramon, San Ramon Transit Center, BR 2600, BR 1, 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, BART Antioch
95X	BART Walnut Creek, Highway 680, Crow Canyon Rd, Camino Ramon, Norris Canyon Rd, Annabel Ln, Bishop Ranch 8, Executive Pkwy, San Ramon Transit Center, Bishop Ranch 15
96X	BART Walnut Creek, Highway 680, Bishop Ranch 1, San Ramon Transit Center, Bishop Ranch 2600, Bishop Dr, Sunset Dr
97X	BART Dublin, Highway 680, Bishop Ranch 1, San Ramon Transit Center, Bishop Ranch 2600, 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	BART North Concord/Martinez, Arnold Industrial Way, Pacheco Transit Center, Muri Rd, Arnold Dr, Morello Ave, Pacheco Blvd, Martinez Amtrak
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State East Bay, BART Concord
310	BART Concord, Clayton Rd, Center St, Marsh Creek Rd
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, Oak Rd, N Civic Dr, Ygnacio Valley Rd, BART Walnut Creek
314	BART Concord, Oak St, Laguna St, Detroit Ave, Monument Blvd, Crescent Plaza, Cleaveland Rd, Gregory Ln, Contra Costa Blvd, DVC

### Route Description Summary

Route #	Description
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, Ygnacio Valley Rd, John Muir Medical Center, 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
335	BART Dublin, Dublin Blvd, Dougherty Rd, Bollinger Canyon Rd, Sunset Dr, Bishop Dr, Executive Pkwy, San Ramon Transit Center
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, 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
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	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
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
<b>Alamo Creek Shuttle</b>	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek
712	BART Pittsburg/Bay Point, BART Pleasant Hill, BART 19th St/Oakland
715	BART North Concord/Martinez, BART Concord, BART Pleasant Hill