

**TO:** O&S Committee

**DATE:** July 24, 2017

**FROM:** Ruby Horta  
Acting Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for June 2017

#### 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>FY16-17</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	266,951		
Average Weekday	11,207	12,638	
Pass/Rev Hour	14.5	15.8	Standard Goal > 17.0
Missed Trips	0.10%	0.14%	Standard Goal < 0.25%
Miles between Road Calls	24,722	33,577	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in June (11,207 passengers) than May (13,139 passengers) and lower than June 2016 (12,099 passengers).

Passengers per hour in June was 14.5, which is lower than 16.5 in May and lower than June 2016 when passengers per hour was 15.2.

The percentage of missed trips in June was 0.10%, lower than the prior month (0.22%). The YTD average is 0.14% missed trips.

The number of miles between roadcalls was 24,722 miles in June lower than the prior month in which there were 26,322 miles between roadcalls. The 12 month average is 33,577 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 266,951 passengers in June, 190,862 passengers had the potential to use a Clipper card aboard County Connection since 76,089 either used an employee sponsored program or the midday free program. About 30.9% of the 190,862 potential Clipper card users paid using Clipper during this month.

**MONTHLY BOARDINGS  
Operations Data Summary**

d Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Comparison Passenger	
June 2017 - Fixed Route Boardings	266,951	Revenue Hours -	June 2017	18,445	Weekdays - Jun17	22	Fiscal 2017 YTD	3,491,202
			June 2016	18,954	Jun16	22		
		Revenue Miles -	June 2017	207,716	Saturdays - Jun17	4		
			June 2016	209,030	Jun16	4		
Special Event -					Sundays - Jun17	4	Fiscal 2016 YTD	3,689,110
					Jun16	4		
<b>June 2017 Total Boardings</b>	<b>266,951</b>	<b>Passengers per Mile</b>	<b>1.3</b>	<b>Total Days - 2017</b>	<b>30</b>	<b>YTD Trend</b>	<b>(5.4%)</b>	
<b>June 2016 Total Boardings</b>	<b>287,176</b>	<b>Passengers per Hour</b>	<b>14.5</b>	<b>2016</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(7.0%)</b>	

Fixed Route Passenger Total						June 2017	June 2017
Route	Destination Information	Weekday	Saturday	Sunday	Total	Weekday Average	Passengers per Revenue Hour
1 (IM)	Rossmoor / Shadelands	7,531	-	-	7,531	342	10.8
2	Rudgear / Walnut Creek	290	-	-	290	13	4.1
3	Martinez Community Shuttle	2,042	-	-	2,042	93	6.4
4	Walnut Creek Downtown Shuttle	19,221	2,410	1,840	23,471	874	25.1
5	Creekside / Walnut Creek	10,892	-	-	10,892	495	26.4
6	Lafayette / Moraga / Orinda	7,063	284	209	7,557	321	9.5
7	Shadelands / Pleasant Hill / Walnut Creek	8,472	-	-	8,472	385	18.1
9	DVC / Walnut Creek	10,176	-	-	10,176	463	11.8
10	Concord / Clayton Rd	22,347	-	-	22,347	1,016	21.2
11	Treat Blvd / Oak Grove	6,568	-	-	6,568	299	16.3
14	Monument Blvd	12,755	-	-	12,755	580	14.6
15	Treat Boulevard	9,637	-	-	9,637	438	14.2
16	Alhambra Ave / Monument Blvd	15,326	-	-	15,326	697	13.4
17	Olivera/Solano / Salvio / North Concord	5,269	-	-	5,269	239	12.9
18	Amtrak / Merello / Pleasant Hill	7,944	-	-	7,944	361	11.6
19	Amtrak / Pacheco Blvd / Concord	3,177	-	-	3,177	144	10.5
20	DVC / Concord	19,695	-	-	19,695	895	19.3
21	Walnut Creek / San Ramon Transit Center	11,241	-	-	11,241	511	10.5
25	Lafayette / Walnut Creek	1,402	-	-	1,402	64	6.9
28	North Concord / Martinez	5,686	-	-	5,686	258	8.6
35	Dougherty Valley	11,138	-	-	11,138	506	15.3
36	San Ramon / Dublin	4,858	-	-	4,858	221	8.3
91X	Concord Commuter Express	1,331	-	-	1,331	60	11.9
92X	Ace Shuttle Express	4,301	-	-	4,301	195	15.8
93X	Kirker Pass Express	3,338	-	-	3,338	152	9.7
95X	San Ramon / Danville Express	3,939	-	-	3,939	179	18.0
96X	Bishop Ranch Express	12,181	-	-	12,181	554	16.0
97X	Bishop Ranch Express	2,274	-	-	2,274	103	11.2
98X	Martinez Express	6,966	-	-	6,966	317	12.7
260 *	Cal State East Bay / Concord Bart	118	-	-	118	13	0.6
301	Rossmoor / John Muir Medical Center	-	240	195	435	-	6.0
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,890	1,695	3,585	-	26.5
311	Concord / Oak Grove / Treat Blvd / WC	-	900	766	1,666	-	13.5
314	Clayton Rd / Monument Blvd / PH	-	2,413	1,846	4,259	-	19.1
315	Concord / Willow Pass / Landana	-	233	228	461	-	9.0
316	Alhambra / Merello / Pleasant Hill	-	1,241	1,023	2,265	-	13.9
320	DVC / Concord	-	801	572	1,372	-	12.9
321	San Ramon / Walnut Creek	-	920	685	1,605	-	10.1
Alamo Creek *	Alamo Creek / BART Walnut Creek	425	-	-	425	19	2.4
600's	Select Service	8,954	-	-	8,954	407	43.9
<b>TOTALS</b>		<b>246,559</b>	<b>11,333</b>	<b>9,059</b>	<b>266,951</b>	<b>11,207</b>	<b>14.5</b>

\* Data from LINK Operators

\*\* Seasonal Routes

**TO:** O&S Committee

**DATE:** August 16, 2017

**FROM:** Ruby Horta  
Acting Director of Planning & Marketing

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for July 2017

#### 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>FY17-18</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	239,810		
Average Weekday	10,784	10,784	
Pass/Rev Hour	14.0	14.0	Standard Goal > 17.0
Missed Trips	0.09%	0.09%	Standard Goal < 0.25%
Miles between Road Calls	40,816	34,212	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in July (10,784 passengers) than June (11,207 passengers) and lower than July 2016 (11,571 passengers).

Passengers per hour in July was 14.0, which is lower than 14.5 in June and lower than June 2016 when passengers per hour was 14.8.

The percentage of missed trips in July was 0.09%, lower than the prior month (0.10%). The YTD average is 0.09% missed trips.

The number of miles between roadcalls was 40,816 miles in July higher than the prior month in which there were 24,722 miles between roadcalls. The 12 month average is 34,212 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 239,810 passengers in July, 184,813 passengers had the potential to use a Clipper card aboard County Connection since 54,998 either used an employee sponsored program or the midday free program. About 29.3% of the 184,813 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		
<b>July 2017 - Fixed Route Boardings</b>	239,810	Revenue Hours -	July 2017	17,176	Weekdays - Jul 17	20	Fiscal 2018 YTD	239,810
			July 2016	17,337	Jul 16	20		
Special Event -		Revenue Miles -	July 2017	189,674	Saturdays - Jul 17	5	Fiscal 2017 YTD	257,659
			July 2016	190,004	Jul 16	5		
					Sundays - Jul 17	5		
					Jul 16	5		
<b>July 2017 Total Boardings</b>	<b>239,810</b>	<b>Passengers per Mile</b>		<b>1.3</b>	<b>Total Days - 2017</b>	<b>30</b>	<b>YTD Trend</b>	<b>(6.9%)</b>
<b>July 2016 Total Boardings</b>	<b>257,659</b>	<b>Passengers per Hour</b>		<b>14.0</b>	<b>2016</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(6.9%)</b>

July 2017 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (IM)	Rossmoor / Shadelands	6,633	-	-	<b>6,633</b>	332			<b>10.4</b>	
2	Rudgear / Walnut Creek	260	-	-	<b>260</b>	13			<b>4.1</b>	
3	Martinez Community Shuttle	1,552	-	-	<b>1,552</b>	78			<b>5.4</b>	
4	Walnut Creek Downtown Shuttle	17,802	2,605	2,592	<b>22,998</b>	890	521	518	<b>25.6</b>	
5	Creekside / Walnut Creek	9,708	-	-	<b>9,708</b>	485			<b>25.8</b>	
6	Lafayette / Moraga / Orinda	5,890	368	382	<b>6,639</b>	294	74	76	<b>8.8</b>	
7	Shadelands / Pleasant Hill / Walnut Creek	7,007	-	-	<b>7,007</b>	350			<b>16.2</b>	
9	DVC / Walnut Creek	9,793	-	-	<b>9,793</b>	490			<b>11.8</b>	
10	Concord / Clayton Rd	20,556	-	-	<b>20,556</b>	1,028			<b>21.4</b>	
11	Treat Blvd / Oak Grove	5,943	-	-	<b>5,943</b>	297			<b>16.2</b>	
14	Monument Blvd	11,074	-	-	<b>11,074</b>	554			<b>14.0</b>	
15	Treat Boulevard	8,127	-	-	<b>8,127</b>	406			<b>12.9</b>	
16	Alhambra Ave / Monument Blvd	13,519	-	-	<b>13,519</b>	676			<b>13.0</b>	
17	Olivera/Solano / Salvio / North Concord	4,895	-	-	<b>4,895</b>	245			<b>13.3</b>	
18	Amtrak / Merello / Pleasant Hill	7,149	-	-	<b>7,149</b>	357			<b>11.4</b>	
19	Amtrak / Pacheco Blvd / Concord	2,964	-	-	<b>2,964</b>	148			<b>10.7</b>	
20	DVC / Concord	19,076	-	-	<b>19,076</b>	954			<b>20.5</b>	
21	Walnut Creek / San Ramon Transit Center	9,959	-	-	<b>9,959</b>	498			<b>10.3</b>	
25	Lafayette / Walnut Creek	996	-	-	<b>996</b>	50			<b>5.4</b>	
28	North Concord / Martinez	5,278	-	-	<b>5,278</b>	264			<b>8.7</b>	
35	Dougherty Valley	10,616	-	-	<b>10,616</b>	531			<b>16.1</b>	
36	San Ramon / Dublin	4,374	-	-	<b>4,374</b>	219			<b>8.2</b>	
91X	Concord Commuter Express	1,448	-	-	<b>1,448</b>	72			<b>13.4</b>	
92X	Ace Shuttle Express	3,638	-	-	<b>3,638</b>	182			<b>14.3</b>	
93X	Kirker Pass Express	3,099	-	-	<b>3,099</b>	155			<b>9.9</b>	
95X	San Ramon / Danville Express	3,299	-	-	<b>3,299</b>	165			<b>16.6</b>	
96X	Bishop Ranch Express	10,916	-	-	<b>10,916</b>	546			<b>15.4</b>	
97X	Bishop Ranch Express	2,184	-	-	<b>2,184</b>	109			<b>11.9</b>	
98X	Martinez Express	6,441	-	-	<b>6,441</b>	322			<b>11.9</b>	
260 *	Cal State East Bay / Concord Bart	112	-	-	<b>112</b>	7			<b>0.6</b>	
301	Rossmoor / John Muir Medical Center	-	262	256	<b>518</b>		52	51	<b>5.5</b>	
310	Concord Bart / Clayton Rd / Kirker Pass	-	2,327	1,851	<b>4,178</b>		465	370	<b>24.3</b>	
311	Concord / Oak Grove / Treat Blvd / WC	-	979	1,020	<b>1,999</b>		196	204	<b>13.0</b>	
314	Clayton Rd / Monument Blvd / PH	-	2,848	2,110	<b>4,958</b>		570	422	<b>17.7</b>	
315	Concord / Willow Pass / Landana	-	295	222	<b>517</b>		59	44	<b>8.2</b>	
316	Alhambra / Merello / Pleasant Hill	-	1,468	1,088	<b>2,556</b>		294	218	<b>12.8</b>	
320	DVC / Concord	-	979	639	<b>1,618</b>		196	128	<b>12.8</b>	
321	San Ramon / Walnut Creek	-	1,058	782	<b>1,841</b>		212	156	<b>9.2</b>	
Alamo Creek										
*	Alamo Creek / BART Walnut Creek	414	-	-	<b>414</b>	21			<b>2.6</b>	
600's	Select Service	957	-	-	<b>957</b>	48			<b>52.2</b>	
<b>TOTALS</b>		<b>215,680</b>	<b>13,189</b>	<b>10,942</b>	<b>239,810</b>	<b>10,784</b>	<b>2,638</b>	<b>2,188</b>	<b>14.0</b>	

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