

**TO:** O&S Committee

**DATE:** September 21, 2017

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for August 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	307,022		
Average Weekday	12,459	11,622	
Pass/Rev Hour	15.2	14.6	Standard Goal > 17.0
Missed Trips	0.09%	0.09%	Standard Goal < 0.25%
Miles between Road Calls	35,809	34,166	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was higher in August (12,459 passengers) than July (10,784 passengers) and lower than August 2016 (12,837 passengers).

Passengers per hour in August was 15.2, which is higher than 14.0 in July and slightly lower than August 2016 when passengers per hour was 15.8.

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

The number of miles between roadcalls was 35,809 miles in August lower than the prior month in which there were 40,816 miles between roadcalls. The 12 month average is 34,166 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 307,022 passengers in August, 223,147 passengers had the potential to use a Clipper card aboard County Connection since 83,874 either used an employee sponsored program or the midday free program. About 30.5% of the 223,147 potential Clipper card users paid using Clipper during this month.

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2016 September</b>	<b>2016 October</b>	<b>2016 November</b>	<b>2016 December</b>	<b>2017 January</b>	<b>2017 February</b>	<b>2017 March</b>	<b>2017 April</b>	<b>2017 May</b>	<b>2017 June</b>	<b>2017 July</b>	<b>2017 Aug</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	29	31	29	30	30	28	31	30	30	30	30	31	359
Revenue Hours	18,901	19,243	18,699	17,925	17,859	17,000	19,397	17,289	18,754	18,445	17,176	20,255	220,943
Operator Pay Hours	31,060	33,529	32,752	33,306	34,479	29,206	32,857	31,513	32,409	30,191	30,478	32,510	384,292
Number of Operators	163	159	167	167	174	171	168	167	168	168	164	163	167
Total Chargeable Collisions	1	0	5	3	1	1	2	0	3	2	2	3	23
Number of Trips Scheduled	25,216	25,724	24,984	25,185	25,405	26,298	27,401	24,380	26,298	25,638	23,720	27,005	307,254
Number of Trips Missed	40	45	59	23	34	28	46	45	57	25	22	25	449
<b>Of Trips Scheduled - % Missed</b>	<b>0.16%</b>	<b>0.17%</b>	<b>0.24%</b>	<b>0.09%</b>	<b>0.13%</b>	<b>0.11%</b>	<b>0.17%</b>	<b>0.18%</b>	<b>0.22%</b>	<b>0.10%</b>	<b>0.09%</b>	<b>0.09%</b>	<b>0.15%</b>
On Time Performance %	82%	84%	84%	85%	87%	86%	86%	88%	88%	88%	89%	89%	86%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	14	14	9	12	15	13	10	9	16	14	7	14	147
Road Calls for Mechanical	10	10	5	8	9	7	4	8	11	11	6	8	97
<b>Fleet Average Miles between Mechanical Road Calls</b>	<b>27,864</b>	<b>28,462</b>	<b>55,633</b>	<b>34,325</b>	<b>31,092</b>	<b>37,345</b>	<b>74,936</b>	<b>33,029</b>	<b>26,322</b>	<b>24,722</b>	<b>40,816</b>	<b>35,809</b>	<b>34,166</b>
No. Maint. Employees	26	26	25	26	25	25	23	23	22	24	24	26	25

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

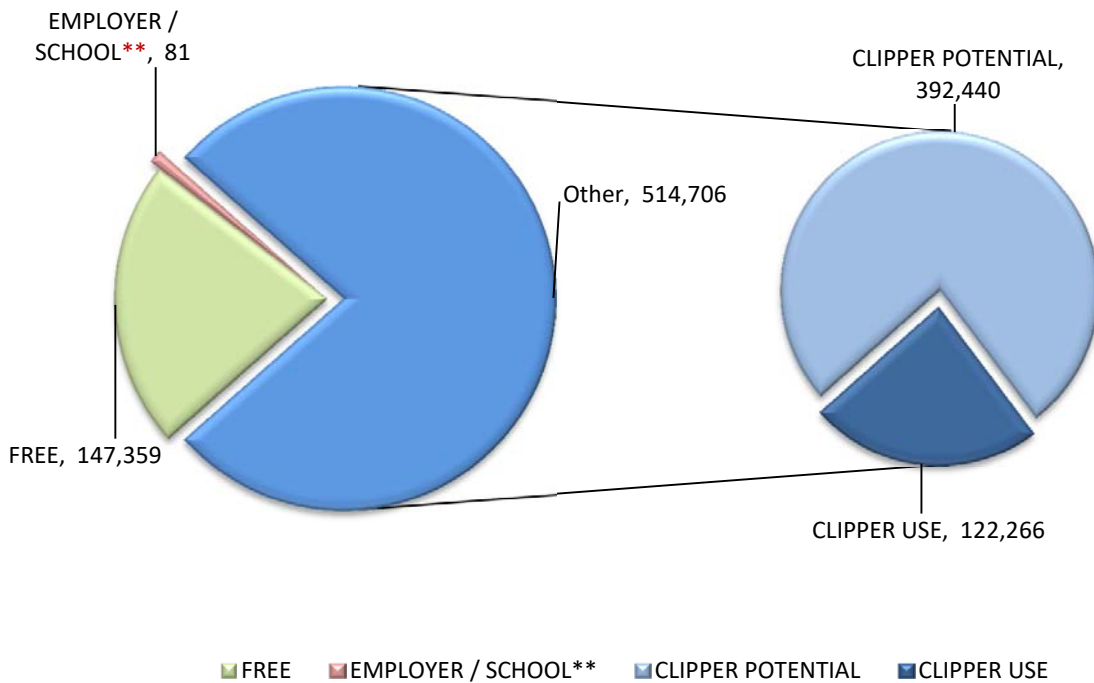
**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>August 2017 - Fixed Route Boardings</b>	307,022	Revenue Hours -	August 2017	20,255	Weekdays - Aug 17	23	Fiscal 2018 YTD	546,832
			August 2016	20,082	Aug 16	23		
Special Event -		Revenue Miles -	August 2017	220,655	Saturdays - Aug 17	4	Fiscal 2017 YTD	574,882
			August 2016	218,908	Aug 16	4		
					Sundays - Aug 17	4		
					Aug 16	4		
<b>August 2017 Total Boardings</b>	<b>307,022</b>	<b>Passengers per Mile</b>		<b>1.4</b>	<b>Total Days - 2017</b>	<b>31</b>	<b>YTD Trend</b>	<b>(4.9%)</b>
<b>August 2016 Total Boardings</b>	<b>317,222</b>	<b>Passengers per Hour</b>		<b>15.2</b>	<b>2016</b>	<b>31</b>	<b>Monthly Trend</b>	<b>(3.2%)</b>

August 2017 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (IM)	Rossmoor / Shadelands	7,994	-	-	7,994	348			10.9	
2	Rudgear / Walnut Creek	345	-	-	345	15			4.2	
3	Martinez Community Shuttle	2,211	-	-	2,211	96			6.6	
4	Walnut Creek Downtown Shuttle	22,270	2,341	2,062	26,674	968	585	516	27.5	
5	Creekside / Walnut Creek	11,651	-	-	11,651	507			27.0	
6	Lafayette / Moraga / Orinda	8,879	257	395	9,530	386	64	99	11.1	
7	Shadelands / Pleasant Hill / Walnut Creek	9,155	-	-	9,155	398			18.7	
9	DVC / Walnut Creek	12,437	-	-	12,437	541			12.9	
10	Concord / Clayton Rd	24,813	-	-	24,813	1,079			22.5	
11	Treat Blvd / Oak Grove	6,939	-	-	6,939	302			15.9	
14	Monument Blvd	13,233	-	-	13,233	575			14.5	
15	Treat Boulevard	10,618	-	-	10,618	462			14.9	
16	Alhambra Ave / Monument Blvd	17,252	-	-	17,252	750			14.5	
17	Olivera/Solano / Salvio / North Concord	6,096	-	-	6,096	265			14.3	
18	Amtrak / Merello / Pleasant Hill	9,259	-	-	9,259	403			12.7	
19	Amtrak / Pacheco Blvd / Concord	3,319	-	-	3,319	144			10.5	
20	DVC / Concord	24,586	-	-	24,586	1,069			22.2	
21	Walnut Creek / San Ramon Transit Center	12,661	-	-	12,661	550			10.9	
25	Lafayette / Walnut Creek	1,236	-	-	1,236	54			5.6	
28	North Concord / Martinez	7,463	-	-	7,463	324			10.7	
35	Dougherty Valley	12,889	-	-	12,889	560			16.5	
36	San Ramon / Dublin	5,647	-	-	5,647	246			8.9	
91X	Concord Commuter Express	1,686	-	-	1,686	73			13.8	
92X	Ace Shuttle Express	4,211	-	-	4,211	183			14.4	
93X	Kirker Pass Express	3,782	-	-	3,782	164			10.5	
95X	San Ramon / Danville Express	4,141	-	-	4,141	180			17.9	
96X	Bishop Ranch Express	12,880	-	-	12,880	560			15.8	
97X	Bishop Ranch Express	2,461	-	-	2,461	107			11.0	
98X	Martinez Express	7,695	-	-	7,695	335			12.4	
250 *	Gael Rail Service	1	4	1	6				-	
260 *	Cal State East Bay / Concord Bart	140	-	-	140	7			0.8	
301	Rossmoor / John Muir Medical Center	-	258	320	578		65	80	8.2	
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,784	1,511	3,294		446	378	23.9	
311	Concord / Oak Grove / Treat Blvd / WC	-	934	709	1,643		234	177	13.6	
314	Clayton Rd / Monument Blvd / PH	-	2,478	1,869	4,347		619	467	19.5	
315	Concord / Willow Pass / Landana	-	290	215	505		72	54	9.6	
316	Alhambra / Merello / Pleasant Hill	-	1,234	1,039	2,273		309	260	13.7	
320	DVC / Concord	-	755	493	1,247		189	123	12.0	
321	San Ramon / Walnut Creek	-	805	701	1,506		201	175	9.0	
Alamo Creek *	Alamo Creek / BART Walnut Creek	541	-	-	541	24			2.9	
600's	Select Service	18,078	-	-	18,078	786			24.9	
<b>TOTALS</b>		<b>286,568</b>	<b>11,140</b>	<b>9,314</b>	<b>307,022</b>	<b>12,459</b>	<b>2,785</b>	<b>2,329</b>	<b>15.2</b>	

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

## CLIPPER TREND



### CLIPPER TREND\*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	% OF POTENTIAL
Jul-17	239,810	67,442	3,075	169,293	54,108	32.0%
Aug-17	307,022	79,917	3,958	223,147	68,158	30.5%
Sep-17	-	-	-	-	-	-
Oct-17	-	-	-	-	-	-
Nov-17	-	-	-	-	-	-
Dec-17	-	-	-	-	-	-
Jan-18	-	-	-	-	-	-
Feb-18	-	-	-	-	-	-
Mar-18	-	-	-	-	-	-
Apr-18	-	-	-	-	-	-
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
<b>Grand Total</b>	<b>546,832</b>	<b>147,359</b>	<b>7,032</b>	<b>392,440</b>	<b>122,266</b>	<b>31.2%</b>

\*Clipper implemented 11/01/2015

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

<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 (IM)	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 (Added Svc: <b>IM</b> = BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center, Marchbanks )
2	Rudgear Rd, Stewart Ave, Trotter Wy, Dapplegray Rd, Palmer Rd, Mountain View Blvd, San Miguel Dr, N & S California Blvd, BART Walnut Creek
3	Amtrak, Marina Vista Ave, Berrelessa St, Alhambra Ave, D St, Estudillo St, Vista Way, Pine St, Center Ave, Morello Ave, Arnold Dr, Howe Rd, Terrace Way, Shell Ave, Green St, Court St.
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
4H	Walnut Creek Extended Holiday Service (November 27 thru December 31)
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
25	BART Lafayette, Mt Diablo Blvd, Highway 24, Highway 680, BART Walnut Creek
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
36	BART Dublin, Dublin Blvd, Village Pkwy, Alcosta Blvd, Fircrest Ln, San Ramon Valley Blvd, Tareyton Ave, Bollinger Canyon Rd, Crow Canyon Rd, 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

## Route Description Summary

Route #	Description
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart
301	Rossmoor Shopping Center, Tice Valley Blvd, Boulevard Wy, Oakland Blvd, Trinity Ave , BART Walnut Creek, Ygnacio Valley, Montego, John Muir Medical Center
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
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, Chilpancingo 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.
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 Pischah 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, Chilpancingo 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
627	BART North Concord, Port Chicago Highway, Bates Ave, Mason Cir
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, Village Pkwy, Dublin Blvd, BART Dublin
<b>Alamo Creek Shuttle</b>	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek