

**TO:** O&S Committee

**DATE:** October 23, 2017

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for September 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	296,323		
Average Weekday	13,653	12,299	
Pass/Rev Hour	16.2	15.1	Standard Goal > 17.0
Missed Trips	0.12%	0.10%	Standard Goal < 0.25%
Miles between Road Calls	19,003	32,688	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was higher in September (13,653 passengers) than August (12,459 passengers) and lower than September 2016 (14,358 passengers).

Passengers per hour in September was 16.2, which is higher than 15.2 in August and lower than September 2016 when passengers per hour was 17.1.

The percentage of missed trips in September was 0.12%, lower to the prior month (0.16%). The YTD average is 0.10% missed trips.

The number of miles between roadcalls was 19,003 miles in September lower than the prior month in which there were 35,809 miles between roadcalls. The 12 month average is 32,688 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 296,323 passengers in September, 217,162 passengers had the potential to use a Clipper card aboard County Connection since 79,161 either used an employee sponsored program or the midday free program. About 29.5% of the 217,162 potential Clipper card users paid using Clipper during this month.

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</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>2017 Sep</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	31	29	30	30	28	31	30	30	30	30	31	30	360
Revenue Hours	19,243	18,699	17,925	17,859	17,000	19,397	17,289	18,754	18,445	17,176	20,255	18,298	220,341
Operator Pay Hours	33,529	32,752	33,306	34,479	29,206	32,857	31,513	32,409	30,191	30,478	32,510	31,331	384,563
Number of Operators	159	167	167	174	171	168	167	168	168	164	163	164	167
Total Chargeable Collisions	0	5	3	1	1	2	0	3	2	2	3	1	23

**MONTHLY BOARDINGS  
Operations Data Summary**

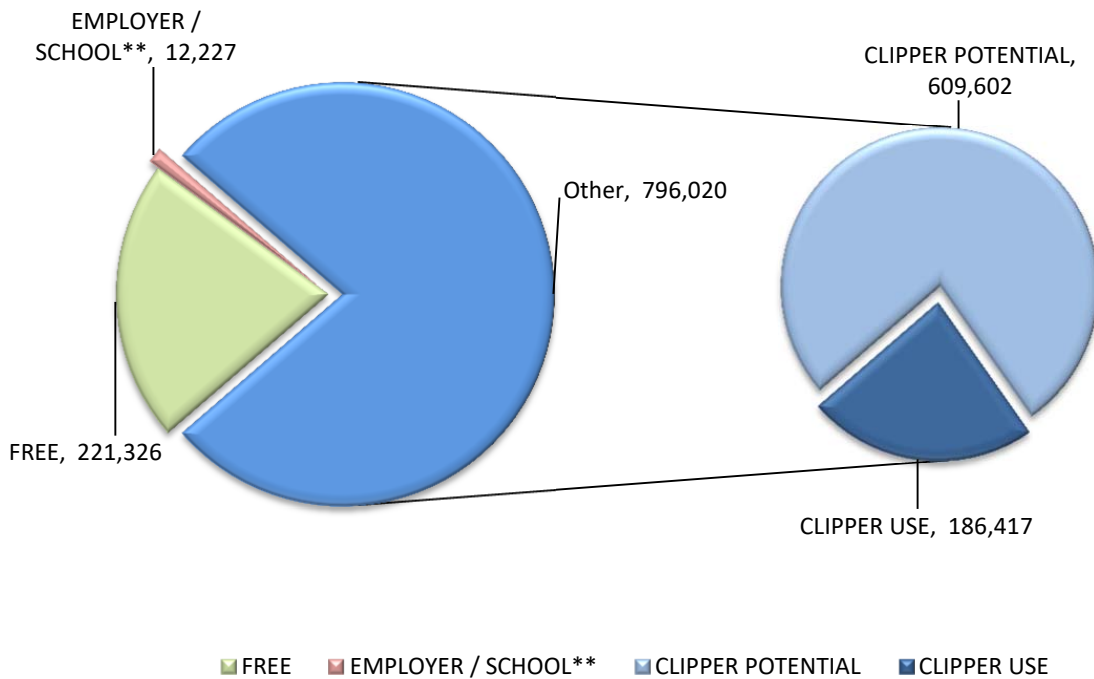
Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
September 2017 - Fixed Route Boardings	296,323	Revenue Hours - September 2017	18,298	Weekdays - Sep 17	20	Fiscal 2018 YTD	843,155
Special Event -		September 2016	18,901	Sep 16	21	Fiscal 2017 YTD	898,098
		Revenue Miles - September 2017	197,403	Saturdays - Sep 17	5		
		September 2016	203,695	Sep 16	4		
				Sundays - Sep 17	4		
				Sep 16	4		
<b>September 2017 Total Boardings</b>	<b>296,323</b>	<b>Passengers per Mile</b>	<b>1.5</b>	<b>Total Days - 2017</b>	<b>29</b>	<b>YTD Trend</b>	<b>(6.1%)</b>
<b>September 2016 Total Boardings</b>	<b>317,222</b>	<b>Passengers per Hour</b>	<b>16.2</b>	<b>2016</b>	<b>29</b>	<b>Monthly Trend</b>	<b>(6.6%)</b>

September 2017 Fixed Route Passenger Total								Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun			
1 (IM)	Rossmoor / Shadelands	7,212			7,212	361			11.3		
2	Rudgear / Walnut Creek	392			392	20			5.0		
3	Martinez Community Shuttle	2,310			2,310	115			8.0		
4	Walnut Creek Downtown Shuttle	17,453	2,711	2,073	22,237	873	542	518	25.2		
5	Creekside / Walnut Creek	10,898			10,898	545			29.2		
6	Lafayette / Moraga / Orinda	10,429	525	335	11,288	521	105	84	14.6		
7	Shadelands / Pleasant Hill / Walnut Creek	9,100			9,100	455			21.0		
9	DVC / Walnut Creek	10,890			10,890	544			12.9		
10	Concord / Clayton Rd	24,186			24,186	1,209			25.2		
11	Treat Blvd / Oak Grove	6,780			6,780	339			17.5		
14	Monument Blvd	12,279			12,279	614			15.5		
15	Treat Boulevard	10,874			10,874	544			17.6		
16	Alhambra Ave / Monument Blvd	15,463			15,463	773			14.9		
17	Olivera/Solano / Salvio / North Concord	5,266			5,266	263			14.2		
18	Amtrak / Merello / Pleasant Hill	9,077			9,077	454			14.1		
19	Amtrak / Pacheco Blvd / Concord	3,200			3,200	160			11.6		
20	DVC / Concord	22,183			22,183	1,109			22.5		
21	Walnut Creek / San Ramon Transit Center	11,154			11,154	558			10.8		
25	Lafayette / Walnut Creek	1,310			1,310	65			6.7		
28	North Concord / Martinez	6,289			6,289	314			10.4		
35	Dougherty Valley	12,370			12,370	618			17.8		
36	San Ramon / Dublin	4,942			4,942	247			8.8		
91X	Concord Commuter Express	1,147			1,147	57			10.9		
92X	Ace Shuttle Express	3,519			3,519	176			13.8		
93X	Kirker Pass Express	3,641			3,641	182			11.6		
95X	San Ramon / Danville Express	3,510			3,510	176			17.4		
96X	Bishop Ranch Express	11,059			11,059	553			15.5		
97X	Bishop Ranch Express	2,074			2,074	104			10.4		
98X	Martinez Express	7,071			7,071	354			13.1		
250 *	Gael Rail Service	21	56	22	99	2	11	6	1.0		
260 *	Cal State East Bay / Concord Bart	118			118	20			2.1		
301	Rossmoor / John Muir Medical Center		327	171	498		65	43	6.2		
310	Concord Bart / Clayton Rd / Kirker Pass		2,338	1,549	3,887		468	387	25.2		
311	Concord / Oak Grove / Treat Blvd / WC		1,086	854	1,939		217	213	14.1		
314	Clayton Rd / Monument Blvd / PH		2,979	1,822	4,801		596	456	19.1		
315	Concord / Willow Pass / Landana		306	171	477		61	43	8.1		
316	Alhambra / Merello / Pleasant Hill		1,584	953	2,537		317	238	13.7		
320	DVC / Concord		949	558	1,506		190	139	13.0		
321	San Ramon / Walnut Creek		1,123	763	1,886		225	191	9.9		
Alamo Creek *	Alamo Creek / BART Walnut Creek	495			495	25			3.1		
600's	Select Service	26,359	-	-	26,359	1,318			25.8		
<b>TOTALS</b>		<b>273,069</b>	<b>13,984</b>	<b>9,270</b>	<b>296,323</b>	<b>13,653</b>	<b>2,797</b>	<b>2,318</b>	<b>16.2</b>		

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

\* 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	296,323	73,967	5,195	217,162	64,151	29.5%
Oct-17	-	-	-	-	-	-
Nov-17	-	-	-	-	-	-
Dec-17	-	-	-	-	-	-
Jan-18	-	-	-	-	-	-
Feb-18	-	-	-	-	-	-
Mar-18	-	-	-	-	-	-
Apr-18	-	-	-	-	-	-
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
<b>Grand Total</b>	<b>843,155</b>	<b>221,326</b>	<b>12,227</b>	<b>609,602</b>	<b>186,417</b>	<b>30.6%</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 Pigsaw 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
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek