

TO: O&S Committee

DATE: November 15, 2017

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for October 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>	FY17-18		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	318,698		
Average Weekday	13,422	12,580	
Pass/Rev Hour	15.9	15.3	Standard Goal > 17.0
Missed Trips	0.10%	0.10%	Standard Goal < 0.25%
Miles between Road Calls	41,352	33,738	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in October (13,442 passengers) than September (13,653 passengers) and lower than October 2016 (13,792 passengers).

Passengers per hour in October was 15.9, which is lower than 16.2 in September and lower than October 2016 when passengers per hour was 16.4.

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

The number of miles between roadcalls was 41352 miles in October higher than the prior month in which there were 19,003 miles between roadcalls. The 12 month average is 33,738 miles between roadcalls.

Clipper became available to the public two years ago, on November 1, 2015. Of a total 318,698 passengers in October, 232,154 passengers had the potential to use a Clipper card aboard County Connection since 86,544 either used an employee sponsored program or the midday free program. About 31.1% of the 232,154 potential Clipper card users paid using Clipper during this month.

TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2016 November	2016 December	2017 January	2017 February	2017 March	2017 April	2017 May	2017 June	2017 July	2017 Aug	2017 Sep	2017 Oct	12 Month TOTALS
Work Days	29	30	30	28	31	30	30	30	30	31	30	31	360
Revenue Hours	18,699	17,925	17,859	17,000	19,397	17,289	18,754	18,445	17,176	20,255	18,298	20,087	221,185
Operator Pay Hours	32,752	33,306	34,479	29,206	32,857	31,513	32,409	30,191	30,478	32,510	31,331	32,433	383,466
Number of Operators	167	167	174	171	168	167	168	168	164	163	164	159	167
Total Chargeable Collisions	5	3	1	1	2	0	3	2	2	3	1	2	25

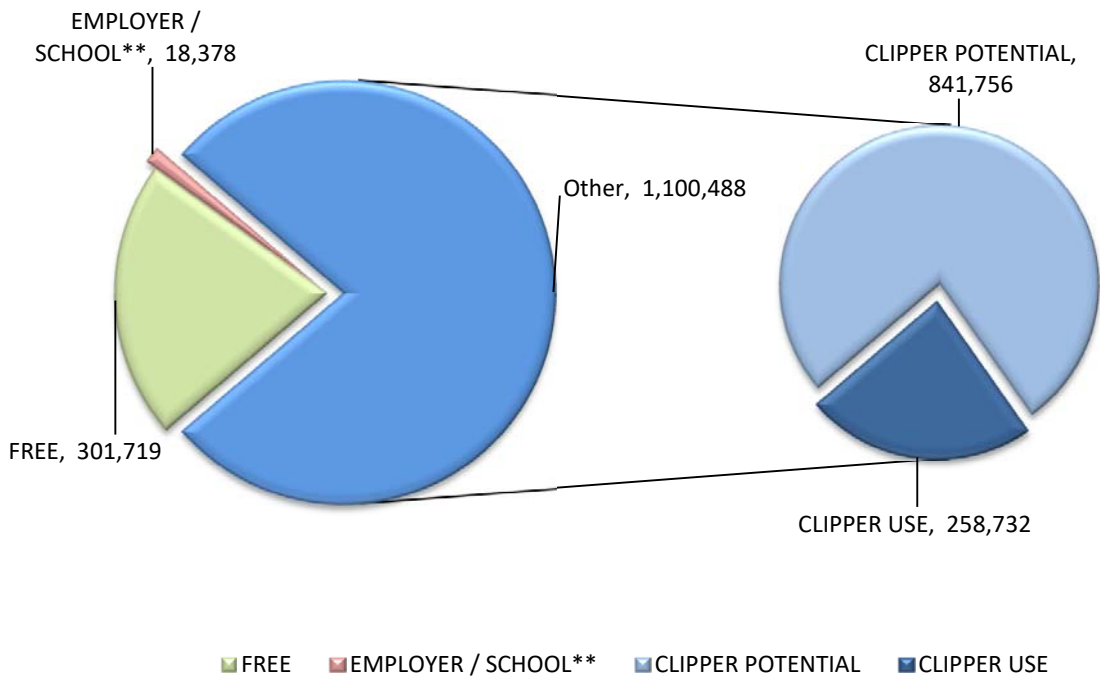
**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
October 2017 - Fixed Route Boardings	318,457	Revenue Hours -	October 2017	20,087	Weekdays - Oct 17	22	Fiscal 2018 YTD	1,161,853
			October 2016	19,243	Oct 16	21		
Special Event - Bus Bridge	241	Revenue Miles -	October 2017	216,208	Saturdays - Oct 17	4	Fiscal 2017 YTD	1,213,266
			October 2016	208,622	Oct 16	5		
					Sundays - Oct 17	5		
					Oct 16	5		
October 2017 Total Boardings	318,698	Passengers per Mile		1.5	Total Days - 2017	30	YTD Trend	(4.2%)
October 2016 Total Boardings	315,168	Passengers per Hour		15.9	2016	31	Monthly Trend	1.1%

October 2017 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (1M)	Rossmoor / Shadelands	7,875			7,875	358			11.3	
2	Rudgear / Walnut Creek	428			428	19			5.0	
3	Martinez Community Shuttle	2,500			2,500	114			7.8	
4	Walnut Creek Downtown Shuttle	20,073	2,507	2,485	25,065	912	627	621	26.3	
4H **	Walnut Creek Extended Holiday Service	-	-		-				#VALUE!	
5	Creekside / Walnut Creek	12,264			12,264	557			29.9	
6	Lafayette / Moraga / Orinda	11,146	467	536	12,150	507	117	134	14.4	
7	Shadelands / Pleasant Hill / Walnut Creek	9,994			9,994	454			21.1	
9	DVC / Walnut Creek	11,688			11,688	531			12.5	
10	Concord / Clayton Rd	25,095			25,095	1,141			23.8	
11	Treat Blvd / Oak Grove	7,152			7,152	325			16.8	
14	Monument Blvd	13,844			13,844	629			15.9	
15	Treat Boulevard	11,065			11,065	503			16.3	
16	Alhambra Ave / Monument Blvd	16,702			16,702	759			14.6	
17	Olivera/Solano / Salvio / North Concord	6,056			6,056	275			14.9	
18	Amtrak / Merello / Pleasant Hill	9,238			9,238	420			13.1	
19	Amtrak / Pacheco Blvd / Concord	3,160			3,160	144			10.4	
20	DVC / Concord	23,855			23,855	1,084			22.0	
21	Walnut Creek / San Ramon Transit Center	11,446			11,446	520			10.0	
25	Lafayette / Walnut Creek	1,654			1,654	75			7.7	
28	North Concord / Martinez	6,868			6,868	312			10.3	
35	Dougherty Valley	13,237			13,237	602			17.4	
36	San Ramon / Dublin	5,621			5,621	255			9.1	
91X	Concord Commuter Express	1,426			1,426	65			12.3	
92X	Ace Shuttle Express	4,429			4,429	201			15.8	
93X	Kirker Pass Express	4,145			4,145	188			11.8	
95X	San Ramon / Danville Express	4,023			4,023	183			18.2	
96X	Bishop Ranch Express	12,508			12,508	569			16.1	
97X	Bishop Ranch Express	2,508			2,508	114			11.4	
98X	Martinez Express	7,641			7,641	347			12.9	
250 *	Gael Rail Service	28	54	31	113	3	11	8	1.2	
260 *	Cal State East Bay / Concord Bart	282			282	47			1.6	
301	Rossmoor / John Muir Medical Center		272	291	563		68	73	7.1	
310	Concord Bart / Clayton Rd / Kirker Pass		1,984	1,930	3,913		496	482	25.1	
311	Concord / Oak Grove / Treat Blvd / WC		876	866	1,741		219	216	12.4	
314	Clayton Rd / Monument Blvd / PH		2,534	2,423	4,957		633	606	19.7	
315	Concord / Willow Pass / Landana		190	252	442		48	63	7.3	
316	Alhambra / Merello / Pleasant Hill		1,185	1,219	2,404		296	305	13.1	
320	DVC / Concord		643	603	1,246		161	151	10.6	
321	San Ramon / Walnut Creek		884	934	1,818		221	233	9.6	
Alamo Creek *	Alamo Creek / BART Walnut Creek	577			577	26			3.3	
600's	Select Service	26,764			26,764	1,217			24	
TOTALS		295,292	11,596	11,569	318,457	13,422	2,899	2,892	15.9	

* 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.

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	318,698	80,393	6,151	232,154	72,314	31.1%
Nov-17	-	-	-	-	-	-
Dec-17	-	-	-	-	-	-
Jan-18	-	-	-	-	-	-
Feb-18	-	-	-	-	-	-
Mar-18	-	-	-	-	-	-
Apr-18	-	-	-	-	-	-
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
Grand Total	1,161,853	301,719	18,378	841,756	258,732	30.7%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude Summer Youth Pass

FREE	Free / Mid-Day Free
EMPLOYER / SCHOOL	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: IM = 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
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek

FIXED ROUTE REPORT CALCULATION DATA

Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	YTD Total	YTD Avg.
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Total Passengers *(This file - Monthly Boardings Tab)*

FY 15-16	284,891	297,093	333,938	346,220	287,192	287,245	279,536	312,953	342,943	314,822	315,001	287,179	3,689,013	307,418
FY 16-17	257,659	317,222	323,128	315,168	293,238	244,731	274,886	266,662	325,741	273,392	309,394	266,951	3,468,173	289,014
FY 17-18	239,810	307,022	296,323	318,698									1,161,853	290,463

Average Weekday Passengers *(This file - Monthly Boardings Tab)*

FY 15-16	11,899	12,761	14,768	14,496	13,105	12,099	12,735	13,809	13,514	13,812	13,869	12,099	158,965	13,247
FY 16-17	11,571	12,837	14,358	13,792	13,017	11,654	12,140	12,346	13,297	12,303	13,139	11,207	151,660	12,638
FY 17-18	10,784	12,459	13,653	13,422									50,319	12,580

Passengers Per Revenue Hour *(This file - Monthly Boardings Tab)*

FY 15-16	15.7	16.4	17.6	17.4	16.0	14.8	15.2	16.5	15.8	16.5	16.5	15.2	193.5	16.1
FY 16-17	14.8	15.8	17.1	16.4	15.7	14.9	15.4	15.7	16.8	15.7	16.5	14.5	189.3	15.8
FY 17-18	14.0	15.2	16.2	15.9									61.2	15.3

Trips Scheduled - % Missed *(This file - 'Trans Maint Tracking' Tab)*

FY 15-16	0.11%	0.10%	0.13%	0.25%	0.12%	0.09%	0.09%	0.10%	0.07%	0.10%	0.07%	0.07%	1.30%	0.11%
FY 16-17	0.08%	0.08%	0.16%	0.17%	0.24%	0.09%	0.13%	0.11%	0.17%	0.18%	0.22%	0.10%	1.73%	0.14%
FY 17-18	0.09%	0.09%	0.12%	0.10%									0.40%	0.10%

Miles Between Road Calls *(This file - 'Trans Maint Tracking' Tab)*

FY 15-16	26,374	26,797	21,717	49,771	30,051	26,316	34,724	140,724	61,659	46,311	40,299	46,638	551,381	45,948
FY 16-17	31,314	36,365	27,864	28,462	55,633	34,325	31,092	37,345	74,936	33,029	26,322	24,722	441,409	36,784
FY 17-18	40,816	35,809	19,003	41,352									136,980	33,738