

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>	FY17-18		<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.

**MONTHLY BOARDINGS
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
August 2017 - Fixed Route Boardings	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		
August 2017 Total Boardings	307,022		Passengers per Mile	1.4	Total Days - 2017	31	YTD Trend	(4.9%)
August 2016 Total Boardings	317,222		Passengers per Hour	15.2	2016	31	Monthly Trend	(3.2%)

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	
TOTALS		286,568	11,140	9,314	307,022	12,459	2,785	2,329	15.2	

* Data from LINK Operators

** Seasonal Routes

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>	FY17-18		<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.

**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		
September 2017 Total Boardings	296,323	Passengers per Mile	1.5	Total Days - 2017	29	YTD Trend	(6.1%)
September 2016 Total Boardings	317,222	Passengers per Hour	16.2	2016	29	Monthly Trend	(6.6%)

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		
TOTALS		273,069	13,984	9,270	296,323	13,653	2,797	2,318	16.2		

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