

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.

**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.

TO: O&S Committee

DATE: December 21, 2017

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for November 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	283,442		
Average Weekday	12,545	12,573	
Pass/Rev Hour	15.1	15.2	Standard Goal > 17.0
Missed Trips	0.10%	0.10%	Standard Goal < 0.25%
Miles between Road Calls	19,296	30,825	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in November (12,545 passengers) than October (13,442 passengers) and lower than November 2016 (13,017 passengers).

Passengers per hour in November was 15.1, which is slightly lower than 15.9 in October and slightly lower than November 2016 when passengers per hour was 15.7.

The percentage of missed trips in November was 0.10%, same as the prior month (0.10%). The YTD average is 0.10% missed trips.

The number of miles between roadcalls was 19,296 miles in November, lower than the prior month in which there were 41,352 miles between roadcalls. The 12 month average is 30,825 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 283,442 passengers in November, 203,006 passengers had the potential to use a Clipper card aboard County Connection since 80,436 either used a sponsored program or the midday free program. About 32.0% of the 203,006 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	
November 2017 - Fixed Route Boardings	283,442	Revenue Hours - November 2017	18,806	Weekdays - Nov 17	21	Fiscal 2018 YTD	1,445,294
Special Event -		November 2016	18,699	Nov 16	21	Fiscal 2017 YTD	1,506,504
	Revenue Miles - November 2017	203,531	Saturdays - Nov 17	4			
	November 2016	203,989	Nov 16	4			
			Sundays - Nov 17	4			
				Nov 16	4		
November 2017 Total Boardings	283,442	Passengers per Mile	1.4	Total Days - 2017	29	YTD Trend	(4.1%)
November 2016 Total Boardings	293,238	Passengers per Hour	15.1	2016	29	Monthly Trend	(3.3%)

November 2017 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (IM)	Rossmoor / Shadelands	6,874	-	-	6,874	327			10.3	
2	Rudgear / Walnut Creek	348	-	-	348	17			4.3	
3	Martinez Community Shuttle	1,960	-	-	1,960	93			6.4	
4	Walnut Creek Downtown Shuttle	19,131	2,588	2,227	23,945	911	647	557	26.7	
5	Creekside / Walnut Creek	11,295	-	-	11,295	538			28.8	
6	Lafayette / Moraga / Orinda	9,821	293	353	10,467	468	73	88	13.1	
7	Shadelands / Pleasant Hill / Walnut Creek	9,455	-	-	9,455	450			21.1	
9	DVC / Walnut Creek	10,539	-	-	10,539	502			11.9	
10	Concord / Clayton Rd	23,148	-	-	23,148	1,102			23.0	
11	Treat Blvd / Oak Grove	6,578	-	-	6,578	313			16.2	
14	Monument Blvd	12,195	-	-	12,195	581			14.7	
15	Treat Boulevard	10,237	-	-	10,237	487			15.8	
16	Alhambra Ave / Monument Blvd	14,961	-	-	14,961	712			13.7	
17	Olivera/Solano / Salvio / North Concord	5,245	-	-	5,245	250			13.5	
18	Amtrak / Merello / Pleasant Hill	8,524	-	-	8,524	406			12.6	
19	Amtrak / Pacheco Blvd / Concord	2,868	-	-	2,868	137			9.9	
20	DVC / Concord	22,212	-	-	22,212	1,058			21.5	
21	Walnut Creek / San Ramon Transit Center	10,183	-	-	10,183	485			9.4	
25	Lafayette / Walnut Creek	1,210	-	-	1,210	58			5.9	
28	North Concord / Martinez	5,874	-	-	5,874	280			9.3	
35	Dougherty Valley	11,279	-	-	11,279	537			15.5	
36	San Ramon / Dublin	4,755	-	-	4,755	226			8.1	
91X	Concord Commuter Express	1,192	-	-	1,192	57			10.8	
92X	Ace Shuttle Express	3,883	-	-	3,883	185			14.5	
93X	Kirker Pass Express	3,784	-	-	3,784	180			11.5	
95X	San Ramon / Danville Express	3,715	-	-	3,715	177			17.6	
96X	Bishop Ranch Express	11,751	-	-	11,751	560			15.8	
97X	Bishop Ranch Express	1,963	-	-	1,963	93			9.3	
98X	Martinez Express	6,901	-	-	6,901	329			12.2	
250 *	Gael Rail Service	44	67	34	145	6	17	9	1.7	
260 *	Cal State East Bay / Concord Bart	217	-	-	217	13			1.3	
301	Rossmoor / John Muir Medical Center	-	314	234	548		79	58	8.0	
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,653	1,539	3,192		413	385	23.2	
311	Concord / Oak Grove / Treat Blvd / WC	-	816	677	1,493		204	169	12.1	
314	Clayton Rd / Monument Blvd / PH	-	2,230	1,865	4,094		557	466	18.4	
315	Concord / Willow Pass / Landana	-	282	143	426		71	36	8.1	
316	Alhambra / Merello / Pleasant Hill	-	1,106	876	1,983		277	219	12.0	
320	DVC / Concord	-	726	457	1,183		182	114	11.2	
321	San Ramon / Walnut Creek	-	869	652	1,522		217	163	9.0	
Alamo Creek *	Alamo Creek / BART Walnut Creek	488	-	-	488	23			2.9	
600's	Select Service	20,810	-	-	20,810	991			25	
TOTALS		263,441	10,945	9,056	283,442	12,545	2,736	2,264	15.1	

* 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.