

**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>	<b>FY17-18</b>		<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.



**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</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>2017 Oct</b>	<b>2017 Nov</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	30	30	28	31	30	30	30	30	31	30	31	29	360
Revenue Hours	17,925	17,859	17,000	19,397	17,289	18,754	18,445	17,176	20,255	18,298	20,087	18,806	221,185
Operator Pay Hours	33,306	34,479	29,206	32,857	31,513	32,409	30,191	30,478	32,510	31,331	32,433	32,151	383,466
Number of Operators	167	174	171	168	167	168	168	164	163	164	159	159	167
Total Chargeable Collisions	3	1	1	2	0	3	2	2	3	1	2	3	25

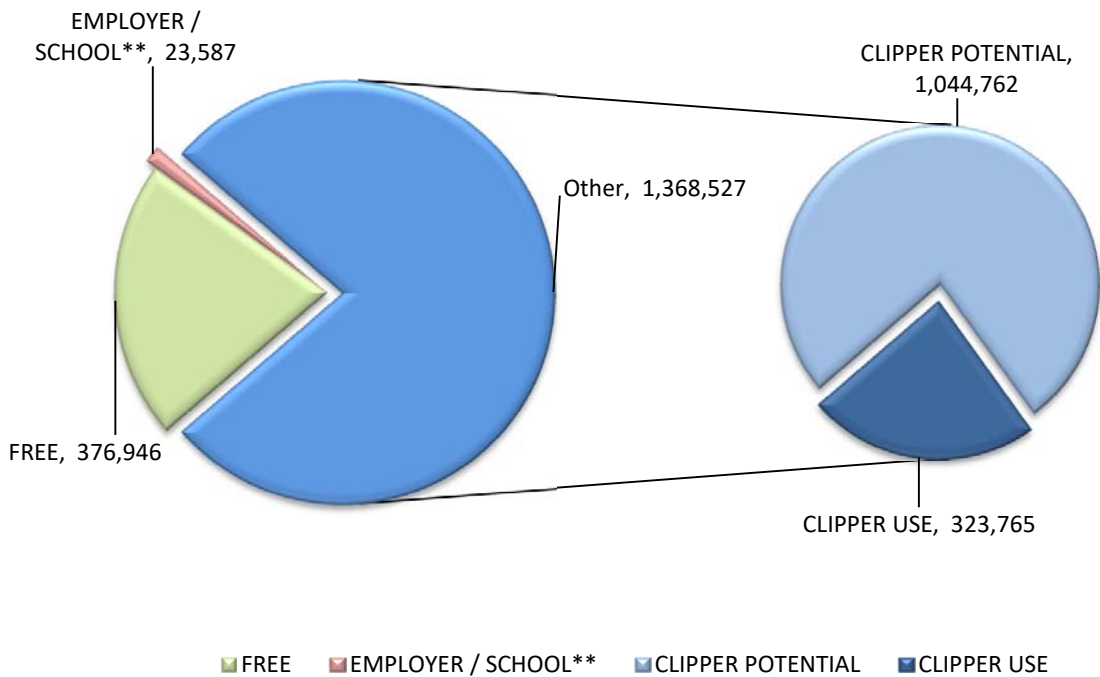
**MONTHLY BOARDINGS  
Operations Data Summary**

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		
<b>November 2017 Total Boardings</b>	<b>283,442</b>	<b>Passengers per Mile</b>	<b>1.4</b>	<b>Total Days - 2017</b>	<b>29</b>	<b>YTD Trend</b>	<b>(4.1%)</b>
<b>November 2016 Total Boardings</b>	<b>293,238</b>	<b>Passengers per Hour</b>	<b>15.1</b>	<b>2016</b>	<b>29</b>	<b>Monthly Trend</b>	<b>(3.3%)</b>

November 2017 Fixed Route Passenger Total									
Route	Destination Information	Weekday	Saturday	Sunday	Total	Average			Passengers per Revenue Hour
						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
<b>TOTALS</b>		<b>263,441</b>	<b>10,945</b>	<b>9,056</b>	<b>283,442</b>	<b>12,545</b>	<b>2,736</b>	<b>2,264</b>	<b>15.1</b>

\* 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	283,442	75,227	5,209	203,006	65,033	32.0%
Dec-17	-	-	-	-	-	-
Jan-18	-	-	-	-	-	-
Feb-18	-	-	-	-	-	-
Mar-18	-	-	-	-	-	-
Apr-18	-	-	-	-	-	-
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
<b>Grand Total</b>	<b>1,445,294</b>	<b>376,946</b>	<b>23,587</b>	<b>1,044,762</b>	<b>323,765</b>	<b>31.0%</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
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek