

**TO:** O&S Committee

**DATE:** March 21, 2018

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for February 2018

#### 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	271,009		
Average Weekday	12,558	12,359	
Pass/Rev Hour	14.9	14.9	Standard Goal > 17.0
Missed Trips	0.11%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	65,287	31,946	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was higher in February (12,558 passengers) than January (11,701 passengers) and higher than February 2017 (12,346 passengers) or (1.6%)

Passengers per hour in February was 14.9 which is higher than 13.9 in January and lower than February 2017 when passengers per hour was 15.7

The percentage of missed trips in February was 0.11% lower than the prior month (0.29%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 65,287 miles in February, higher than the prior month in which there were 40,988 miles between roadcalls. The 12 month average is 31,946 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 271,009 passengers in February, 195,470 passengers had the potential to use a Clipper card aboard County Connection since 75,539 either used an employee sponsored program or the midday free program. About 34.2% of the 195,470 potential Clipper card users paid using Clipper during this month.

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</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>2017 Dec</b>	<b>2018 Jan</b>	<b>2018 Feb</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	31	30	30	30	30	31	30	31	29	30	30	28	360
Revenue Hours	19,397	17,289	18,754	18,445	17,176	20,255	18,298	20,087	18,806	18,182	19,845	18,162	221,185
Operator Pay Hours	32,857	31,513	32,409	30,191	30,478	32,510	31,331	32,433	32,151	32,701	36,850	30,004	383,466
Number of Operators	168	167	168	168	164	163	164	159	159	163	162	163	167
Total Chargeable Collisions	2	0	3	2	2	3	1	2	3	6	3	1	25

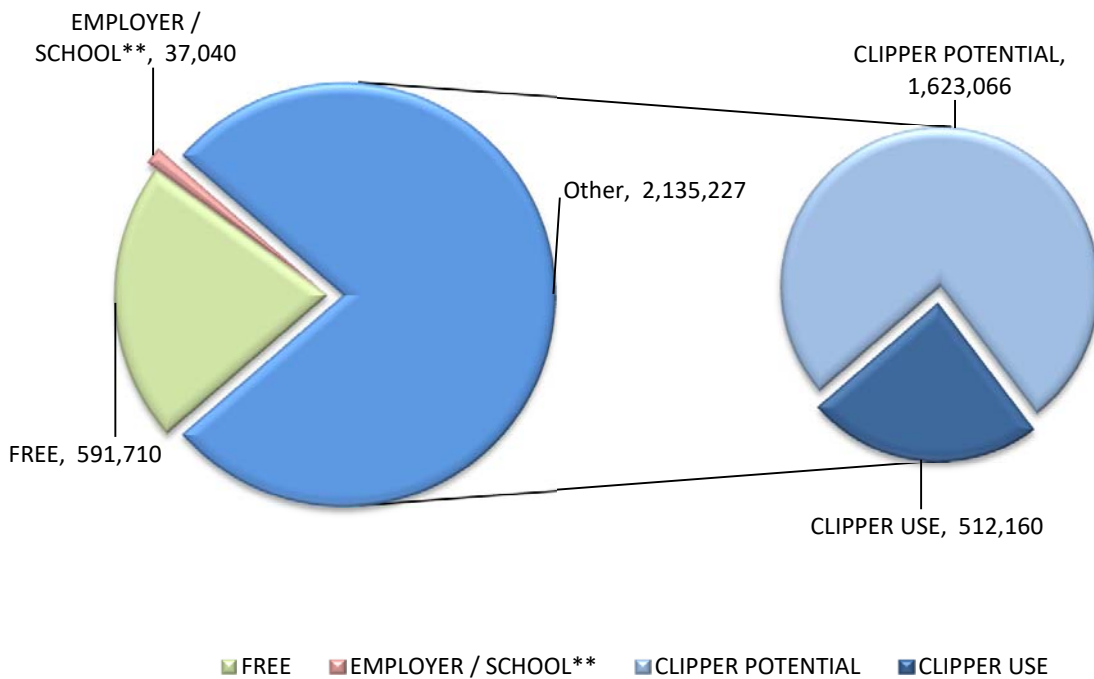
**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>February 2018 - Fixed Route Boardings</b>	271,009	Revenue Hours - February 2018	18,162	Weekdays - Feb 18	20	Fiscal 2018 YTD	2,251,817	
Special Event -		February 2017	17,000	Feb 17	20			
		Revenue Miles - February 2018	195,140	Saturdays - Feb 18	4	Fiscal 2017 YTD	2,315,724	
		February 2017	194,585	Feb 17	4			
				Sundays - Feb 18	4			
				Feb 17	4			
<b>February 2018 Total Boardings</b>	<b>271,009</b>	<b>Passengers per Mile</b>	<b>1.4</b>	<b>Total Days - 2018</b>	<b>28</b>	<b>YTD Trend</b>	<b>(2.8%)</b>	
<b>February 2017 Total Boardings</b>	<b>266,662</b>	<b>Passengers per Hour</b>	<b>14.9</b>	<b>2017</b>	<b>28</b>	<b>Monthly Trend</b>	<b>1.6%</b>	

February 2018 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (IM)	Rossmoor / Shadelands	6,840	-	-	6,840	342			10.7	
2	Rudgear / Walnut Creek	347	-	-	347	17			4.5	
3	Martinez Community Shuttle	2,109	-	-	2,109	105			7.3	
4	Walnut Creek Downtown Shuttle	16,751	2,092	1,825	20,668	838	523	456	23.9	
4H **	Walnut Creek Extended Holiday Service	-	-	-	-				#VALUE!	
5	Creekside / Walnut Creek	9,885	-	-	9,885	494			26.5	
6	Lafayette / Moraga / Orinda	9,495	365	416	10,276	475	91	104	13.4	
7	Shadelands / Pleasant Hill / Walnut Creek	8,942	-	-	8,942	447			21.0	
9	DVC / Walnut Creek	9,998	-	-	9,998	500			11.9	
10	Concord / Clayton Rd	21,719	-	-	21,719	1,086			22.6	
11	Treat Blvd / Oak Grove	6,281	-	-	6,281	314			16.3	
14	Monument Blvd	11,246	-	-	11,246	562			14.2	
15	Treat Boulevard	10,002	-	-	10,002	500			16.2	
16	Alhambra Ave / Monument Blvd	14,575	-	-	14,575	729			14.1	
17	Olivera/Solano / Salvio / North Concord	4,982	-	-	4,982	249			13.5	
18	Amtrak / Merello / Pleasant Hill	7,595	-	-	7,595	380			11.8	
19	Amtrak / Pacheco Blvd / Concord	2,802	-	-	2,802	140			10.2	
20	DVC / Concord	21,297	-	-	21,297	1,065			21.6	
21	Walnut Creek / San Ramon Transit Center	10,286	-	-	10,286	514			9.9	
25	Lafayette / Walnut Creek	1,227	-	-	1,227	61			6.6	
28	North Concord / Martinez	5,681	-	-	5,681	284			9.4	
35	Dougherty Valley	10,437	-	-	10,437	522			15.1	
36	San Ramon / Dublin	4,451	-	-	4,451	223			7.9	
91X	Concord Commuter Express	1,198	-	-	1,198	60			11.4	
92X	Ace Shuttle Express	3,656	-	-	3,656	183			14.4	
93X	Kirker Pass Express	3,334	-	-	3,334	167			10.6	
95X	San Ramon / Danville Express	3,548	-	-	3,548	177			17.6	
96X	Bishop Ranch Express	10,761	-	-	10,761	538			15.1	
97X	Bishop Ranch Express	1,842	-	-	1,842	92			9.2	
98X	Martinez Express	6,958	-	-	6,958	348			12.9	
250 *	Gael Rail Service	41	56	25	122	5	14	6	1.4	
260 *	Cal State East Bay / Concord Bart	197	-	-	197	12			1.3	
301	Rossmoor / John Muir Medical Center	-	312	193	505		78	48	6.9	
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,903	1,557	3,460		476	389	25.1	
311	Concord / Oak Grove / Treat Blvd / WC	-	907	668	1,575		227	167	12.8	
314	Clayton Rd / Monument Blvd / PH	-	2,317	1,657	3,975		579	414	17.7	
315	Concord / Willow Pass / Landana	-	246	140	386		61	35	7.3	
316	Alhambra / Merello / Pleasant Hill	-	1,327	1,025	2,352		332	256	14.2	
320	DVC / Concord	-	643	556	1,199		161	139	11.3	
321	San Ramon / Walnut Creek	-	883	740	1,623		221	185	9.6	
Alamo Creek *	Alamo Creek / BART Walnut Creek	407	-	-	407	20			2.5	
600's	Select Service	22,265	-	-	22,265	1,113			23	
<b>TOTALS</b>		<b>251,155</b>	<b>11,051</b>	<b>8,803</b>	<b>271,009</b>	<b>12,558</b>	<b>2,763</b>	<b>2,201</b>	<b>14.9</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	80,438	6,106	232,154	72,314	31.1%
Nov-17	283,442	75,227	5,209	203,006	65,033	32.0%
Dec-17	259,477	72,411	3,372	183,693	55,805	30.4%
Jan-18	276,037	71,722	5,173	199,142	65,735	33.0%
Feb-18	271,009	70,587	4,952	195,470	66,856	34.2%
Mar-18	-	-	-	-	-	-
Apr-18	-	-	-	-	-	-
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
<b>Grand Total</b>	<b>2,251,817</b>	<b>591,710</b>	<b>37,040</b>	<b>1,623,066</b>	<b>512,160</b>	<b>31.6%</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
<b>Alamo Creek Shuttle</b>	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek