

**TO:** O&S Committee

**DATE:** May 17, 2018

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

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for April 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	279,021		
Average Weekday	12,253	12,339	
Pass/Rev Hour	14.7	14.9	Standard Goal > 17.0
Missed Trips	0.14%	0.13%	Standard Goal < 0.25%
Miles between Road Calls	54,718	32,247	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was slightly lower in April (12,253 passengers) than March (12,259 passengers) and higher than April 2017 (12,203 passengers) or (0.4%)

Passengers per hour in April was 14.7 which is lower than 15.1 in March and lower than April 2017 when passengers per hour was 15.7

The percentage of missed trips in April was 0.14% higher than the prior month (0.11%). The YTD average is 0.13% missed trips.

The number of miles between roadcalls was 54,718 miles in April, higher than the prior month in which there were 45,183 miles between roadcalls. The 12 month average is 33,247 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 279,021 passengers in April, 200,114 passengers had the potential to use a Clipper card aboard County Connection since 78,908 either used an employee sponsored program or the midday free program. About 35.4% of the 200,114 potential Clipper card users paid using Clipper during this month.

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</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>2018 Mar</b>	<b>2018 Mar</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	30	30	30	31	30	31	29	30	30	28	31	30	360
Revenue Hours	18,754	18,445	17,176	20,255	18,298	20,087	18,806	18,182	19,845	18,162	19,345	18,982	226,336
Operator Pay Hours	32,409	30,191	30,478	32,510	31,331	32,433	32,151	32,701	36,850	30,004	33,434	32,454	386,946

**MONTHLY BOARDINGS  
Operations Data Summary**

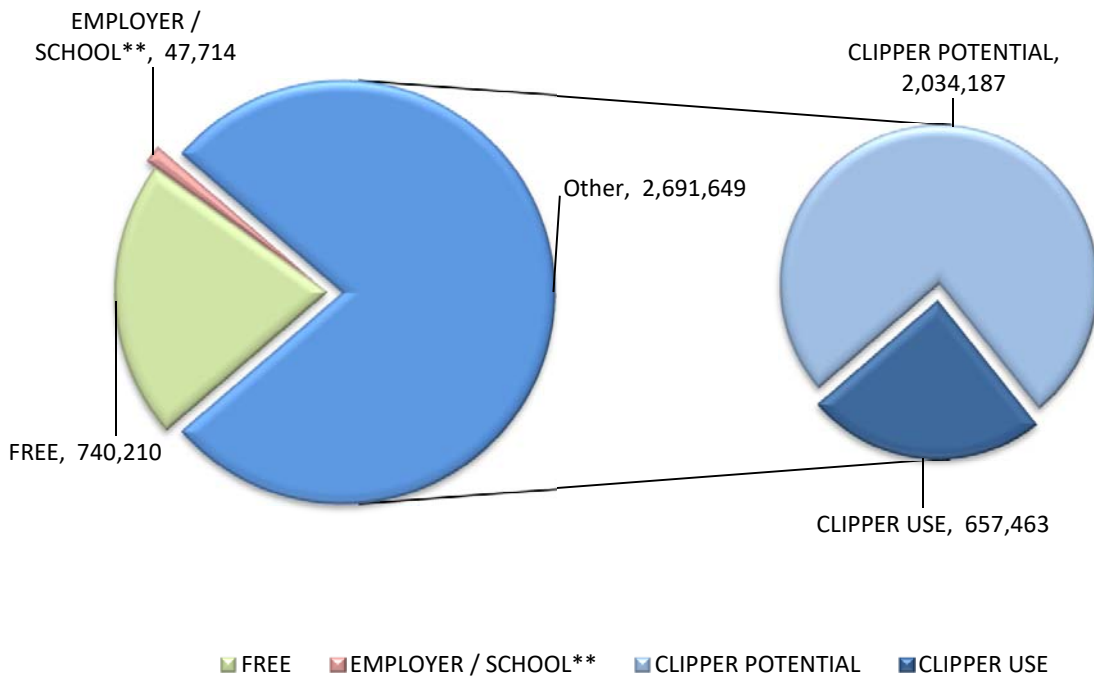
Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>April 2018 - Fixed Route Boardings</b>	279,021	Revenue Hours -	April 2018	18,982	Weekdays - Apr 18	21	Fiscal 2018 YTD	2,822,110
Special Event -			April 2017	17,289	Apr 17	20		
		Revenue Miles -	April 2018	204,043	Saturdays - Apr 18	4	Fiscal 2017 YTD	2,914,857
			April 2017	197,905	Apr 17	5		
					Sundays - Apr 18	5		
					Apr 17	5		
<b>April 2018 Total Boardings</b>	<b>279,021</b>	<b>Passengers per Mile</b>		<b>1.4</b>	<b>Total Days - 2018</b>	<b>30</b>	<b>YTD Trend</b>	<b>(3.2%)</b>
<b>April 2017 Total Boardings</b>	<b>273,392</b>	<b>Passengers per Hour</b>		<b>14.7</b>	<b>2017</b>	<b>30</b>	<b>Monthly Trend</b>	<b>2.1%</b>

April 2018 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (1M)	Rossmoor / Shadelands	7,173			7,173	342			10.7	
2	Rudgear / Walnut Creek	314			314	15			3.8	
3	Martinez Community Shuttle	2,258			2,258	108			7.4	
4	Walnut Creek Downtown Shuttle	18,364	2,249	2,297	22,910	874	562	459	24.9	
5	Creekside / Walnut Creek	10,687			10,687	509			27.3	
6	Lafayette / Moraga / Orinda	9,543	468	453	10,463	454	117	91	12.9	
7	Shadelands / Pleasant Hill / Walnut Creek	9,381			9,381	447			21.0	
9	DVC / Walnut Creek	10,719			10,719	510			12.1	
10	Concord / Clayton Rd	22,553			22,553	1,074			22.4	
11	Treat Blvd / Oak Grove	5,999			5,999	286			14.8	
14	Monument Blvd	11,670			11,670	556			14.0	
15	Treat Boulevard	10,118			10,118	482			15.6	
16	Alhambra Ave / Monument Blvd	14,387			14,387	685			13.2	
17	Olivera/Solano / Salvio / North Concord	5,445			5,445	259			14.0	
18	Amtrak / Merello / Pleasant Hill	8,092			8,092	385			12.0	
19	Amtrak / Pacheco Blvd / Concord	3,222			3,222	153			11.1	
20	DVC / Concord	21,816			21,816	1,039			21.1	
21	Walnut Creek / San Ramon Transit Center	11,070			11,070	527			10.2	
25	Lafayette / Walnut Creek	1,460			1,460	70			7.1	
28	North Concord / Martinez	5,795			5,795	276			9.2	
35	Dougherty Valley	10,450			10,450	498			14.4	
36	San Ramon / Dublin	4,525			4,525	215			7.7	
91X	Concord Commuter Express	1,143			1,143	54			9.8	
92X	Ace Shuttle Express	3,658			3,658	174			13.7	
93X	Kirker Pass Express	3,402			3,402	162			10.3	
95X	San Ramon / Danville Express	4,308			4,308	205			20.4	
96X	Bishop Ranch Express	10,708			10,708	510			14.4	
97X	Bishop Ranch Express	1,702			1,702	81			8.1	
98X	Martinez Express	7,461			7,461	355			13.2	
250 *	Gael Rail Service	40	60	37	137	5	15	7	1.5	
260 *	Cal State East Bay / Concord Bart	183			183	11			1.1	
301	Rossmoor / John Muir Medical Center		196	256	452		49	51	5.5	
310	Concord Bart / Clayton Rd / Kirker Pass		1,769	2,028	3,797		442	406	24.5	
311	Concord / Oak Grove / Treat Blvd / WC		824	933	1,757		206	187	12.6	
314	Clayton Rd / Monument Blvd / PH		2,200	1,979	4,180		550	396	16.7	
315	Concord / Willow Pass / Landana		207	181	388		52	36	6.9	
316	Alhambra / Merello / Pleasant Hill		1,085	1,253	2,338		271	251	12.4	
320	DVC / Concord		764	689	1,453		191	138	12.4	
321	San Ramon / Walnut Creek		908	869	1,777		227	174	9.4	
Alamo Creek *	Alamo Creek / BART Walnut Creek	532			532	25			3.2	
600's	Select Service	19,140			19,140	911			23	
<b>TOTALS</b>		<b>257,317</b>	<b>10,730</b>	<b>10,975</b>	<b>279,021</b>	<b>12,253</b>	<b>2,682</b>	<b>2,195</b>	<b>14.7</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	291,272	74,821	5,445	211,006	74,374	35.2%
Apr-18	279,021	73,679	5,229	200,114	70,928	35.4%
May-18	-	-	-	-	-	-
Jun-18	-	-	-	-	-	-
<b>Grand Total</b>	<b>2,822,110</b>	<b>740,210</b>	<b>47,714</b>	<b>2,034,187</b>	<b>657,463</b>	<b>32.3%</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