

TO: O&S Committee

DATE: December 19, 2018

FROM: Ruby Horta
Director of Planning & Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for November 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>	FY18-19		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	263,371		
Average Weekday	11,650	12,259	
Pass/Rev Hour	14.0	14.8	Standard Goal > 17.0
Missed Trips	0.09%	0.07%	Standard Goal < 0.25%
Miles between Road Calls	23,058	35,477	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in November (11,650 passengers) than October (13,303 passengers) and lower than November 2017 (12,545 passengers) or (7.1%).

Passengers per hour in November was 14.0 which is lower than 15.7 in October and lower than November 2017 when passengers per hour was 15.1.

The percentage of missed trips in November was 0.09% which is higher than the prior month (0.08%). The YTD average is 0.07% missed trips.

The number of miles between roadcalls was 23,058 miles in November, lower than the prior month in which there were 37,851 miles between roadcalls. The 12 month average is 35,477 miles between roadcalls.

Clipper became available to the public on November 1, 2015. Of a total 263,371 passengers in November, 191,034 passengers had the potential to use a Clipper card aboard County Connection since 72,337 either used an employee sponsored program or the midday free program. About 40.3% of the 263,371 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 2018 - Fixed Route Boardings	263,371	Revenue Hours - November 2018	18,801	Weekdays - Nov 18	21	Fiscal 2018 YTD	1,413,591
		November 2017	18,806	Nov 17	21		
Special Event -		Revenue Miles - November 2018	203,120	Saturdays - Nov 18	4	Fiscal 2017 YTD	1,445,294
		November 2017	203,531	Nov 17	4		
					Sundays - Nov 18	4	
				Nov 17	4		
Nov 2018 Total Boardings	263,371	Passengers per Mile	1.3	Total Days - 2018	29	YTD Trend	(2.2%)
Nov 2017 Total Boardings	283,442	Passengers per Hour	14.0	2017	29	Monthly Trend	(7.1%)

Nov. 2018 Fixed Route Passenger Total							Average			Passengers per Revenue Hour
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun		
1 (1M)	Rossmoor / Shadelands	7,120	-	-	7,120	339			10.7	
2	Rudgear / Walnut Creek	365	-	-	365	17			4.5	
4	Walnut Creek Downtown Shuttle	15,806	1,954	1,493	19,253	753	488	373	22.8	
5	Creekside / Walnut Creek	10,755	-	-	10,755	512			27.4	
6	Lafayette / Moraga / Orinda	9,057	360	264	9,681	431	90	66	12.1	
7	Shadelands / Pleasant Hill / Walnut Creek	8,315	-	-	8,315	396			18.6	
9	DVC / Walnut Creek	9,876	-	-	9,876	470			11.2	
10	Concord / Clayton Rd	21,619	-	-	21,619	1,029			21.5	
11	Treat Blvd / Oak Grove	6,021	-	-	6,021	287			14.8	
14	Monument Blvd	11,420	-	-	11,420	544			13.7	
15	Treat Boulevard	9,590	-	-	9,590	457			14.8	
16	Alhambra Ave / Monument Blvd	13,015	-	-	13,015	620			12.0	
17	Olivera/Solano / Salvio / North Concord	5,206	-	-	5,206	248			13.4	
18	Amtrak / Morello / Pleasant Hill	8,032	-	-	8,032	382			12.1	
19	Amtrak / Pacheco Blvd / Concord	2,967	-	-	2,967	141			10.2	
20	DVC / Concord	19,879	-	-	19,879	947			19.2	
21	Walnut Creek / San Ramon Transit Center	10,140	-	-	10,140	483			9.4	
25	Lafayette / Walnut Creek	1,522	-	-	1,522	72			7.9	
28	North Concord / Martinez	6,056	-	-	6,056	288			9.5	
35	Dougherty Valley	10,783	-	-	10,783	513			14.8	
36	San Ramon / Dublin	4,317	-	-	4,317	206			7.3	
91X	Concord Commuter Express	1,308	-	-	1,308	62			11.8	
92X	Ace Shuttle Express	3,431	-	-	3,431	163			12.8	
93X	Kirker Pass Express	3,018	-	-	3,018	144			9.2	
95X	San Ramon / Danville Express	3,555	-	-	3,555	169			16.8	
96X	Bishop Ranch Express	10,531	-	-	10,531	501			14.2	
97X	Bishop Ranch Express	1,848	-	-	1,848	88			9.0	
98X	Martinez Express	7,539	-	-	7,539	359			13.3	
99X	Martinez / BART Express	600	-	-	600	29			2.0	
250 *	Gael Rail Service	32	25	26	83	4	6	7	1.0	
260 *	Cal State East Bay / Concord Bart	121	-	-	121	8			1.0	
301	Rossmoor / John Muir Medical Center	-	242	223	464		60	56	6.5	
310	Concord Bart / Clayton Rd / Kirker Pass	-	1,569	1,661	3,230		392	415	23.6	
311	Concord / Oak Grove / Treat Blvd / WC	-	966	719	1,685		242	180	13.6	
314	Clayton Rd / Monument Blvd / PH	-	2,114	1,808	3,922		528	452	17.4	
315	Concord / Willow Pass / Landana	-	208	264	472		52	66	8.9	
316	Alhambra / Merello / Pleasant Hill	-	1,079	921	2,000		270	230	9.7	
320	DVC / Concord	-	678	689	1,367		170	172	14.0	
321	San Ramon / Walnut Creek	-	795	659	1,454		199	165	8.6	
Alamo Creek * 600's	Alamo Creek / BART Walnut Creek Select Service	511 20,300	-	-	511 20,300	24 967			3.0 25	
TOTALS		244,655	9,990	8,725	263,371	11,650	2,498	2,181	14.0	

* 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.

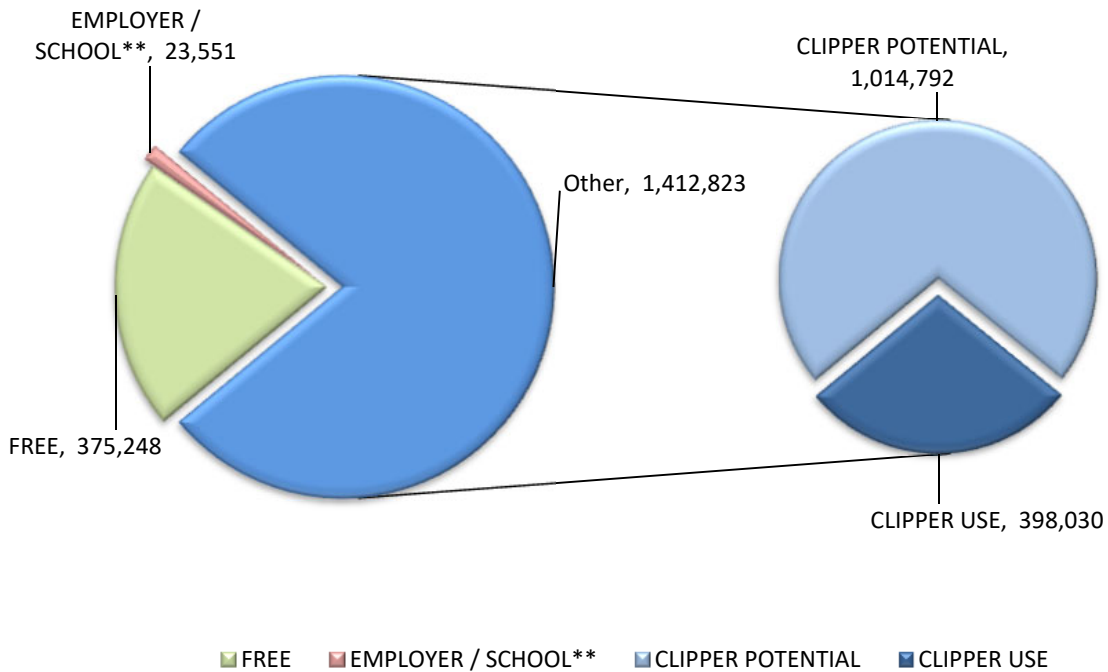
TRANSPORTATION and MAINTANCE

Operation Data Summary

TRANSPORTATION	2017 Dec	2018 Jan	2018 Feb	2018 Mar	2018 April	2018 May	2018 June	2018 July	2018 August	2018 September	2018 October	2018 November	12 Month TOTALS
Work Days	30	30	28	31	30	30	30	30	31	29	31	29	359
Revenue Hours	18,182	19,845	18,162	19,345	18,982	20,345	18,811	18,029	18,029	18,029	20,772	18,801	229,602
Operator Pay Hours	32,701	36,850	30,004	33,434	32,454	33,630	30,289	31,187	31,187	32,862	34,145	31,956	393,168
Number of Operators	163	162	163	166	162	167	165	164	164	168	164	164	164
Total Chargeable Collisions	6	3	1	3	1	3	0	30	30	4	1	1	29
Number of Trips Scheduled	24,424	26,254	24,048	26,552	25,229	26,298	23,436	22,614	22,614	21,860	25,522	23,260	294,610
Number of Trips Missed	59	75	26	29	35	31	16	24	24	5	20	22	355
Of Trips Scheduled - % Missed	0.24%	0.29%	0.11%	0.11%	0.14%	0.12%	0.07%	0.11%	0.11%	0.02%	0.08%	0.09%	0.12%
On Time Performance %	86%	88%	87%	88%	88%	86%	86%	88%	88%	84%	84%	85%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	13	17	7	13	9	16	12	12	12	7	14	16	150
Road Calls for Mechanical	9	7	4	6	5	8	10	9	9	5	8	12	93
Fleet Average Miles between Mechanical Road Calls	28,877	40,988	65,287	48,183	54,718	36,703	25,868	28,045	28,045	51,128	37,851	23,058	35,477
No. Maint. Employees	25	26	26	23	23	22	24	24	24	26	27	26	25

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-18	245,031	71,111	3,760	170,159	67,402	39.6%
Aug-18	296,081	80,181	4,458	211,442	80,507	38.1%
Sep-18	283,311	73,393	4,883	205,035	79,380	38.7%
Oct-18	325,797	82,639	6,035	237,123	93,825	39.6%
Nov-18	263,371	67,924	4,413	191,034	76,916	40.3%
Dec-18	-	-	-	-	-	-
Jan-19	-	-	-	-	-	-
Feb-19	-	-	-	-	-	-
Mar-19	-	-	-	-	-	-
Apr-19	-	-	-	-	-	-
May-19	-	-	-	-	-	-
Jun-19	-	-	-	-	-	-
Grand Total	1,413,591	375,248	23,551	1,014,792	398,030	39.2%

*Clipper implemented 11/01/2015

** Revise in Summer months to exclude Summer Youth Pass

FREE	Free / Mid-Day Free
EMPLOYER / SCHOOL	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: IM = 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
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
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
99X	Martinez Amtrak, North Concord / Martinez BART via Pacheco Transit Hub
250	St Mary's College, St Marys Rd, Moraga Rd, Mt Diablo Blvd, BART Lafayette
260	Cal State, East Bay, Concord Bart

Route Description Summary

Route #	Description
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, Chilpancino 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 Pisgah 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, Chilpancino 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, Villag Pkwy, Dublin Blvd, BART Dublin
Alamo Creek Shuttle	Alamo Creek, Monterosso, Ponderosa Colony, BART Walnut Creek