

**TO:** O&S Committee

**DATE:** December 20, 2019

**FROM:** Melody Reeb  
Manager of Planning

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for November 2019

#### 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.

#### FY19-20

<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	292,286	319,602	
Average Weekday	13,460	13,165	
Pass/Rev Hour	16.9	16.9	Standard Goal > 17.0
Missed Trips	0.05%	0.11%	Standard Goal < 0.25%
Miles between Road Calls	129,702	36,897	Standard Goal > 18,000

*\* Based on current standards from updated S RTP*

#### Analysis

Average weekday ridership was lower in November (13,460 passengers) than October (14,315 passengers) and higher than November 2018 ( 11,650 passengers) or (15.5%).

Passengers per hour in November was 16.9 which is lower than October at 18.2 and higher than November 2018 when passengers per hour was 14.0.

The percentage of missed trips in November was 0.05% which is the same as the prior month of (0.05%).

The number of miles between roadcalls was 129,702 miles in November, higher than the prior month in which there were 62,557 miles between roadcalls. The rolling 12 month average is 36,897 miles between roadcalls.

Of a total 292,286 passengers, 187,520 passengers had the potential to use a Clipper card aboard County Connection since 104,766 either used an employee/school sponsored programs or free routes. About 76.7% of the 292,286 potential Clipper card users paid using Clipper during this month.

**MONTHLY BOARDINGS**  
**Operations Data Summary**

IV. Staff Reports

Fixed Route Boardings		Passengers by Revenue Hrs/Miles		Service Days		Fiscal YTD Comparison Passenger Boardings	
Nov 2019 - Fixed Route Boardings	292,286	Revenue Hours -	Nov 2019 17,333	Weekdays - Nov 19	20	Fiscal 2020 YTD	1,598,010
Special Event -			Nov 2018 18,801	Nov 18	21		
		Revenue Miles -	Nov 2019 206,521	Saturdays - Nov 19	5	Fiscal 2019 YTD	1,413,591
			Nov 2018 203,120	Nov 18	4		
				Sundays - Nov 19	4		
				Nov 18	4		
Nov 2019 Total Boardings	292,286	Passengers per Mile	1.4	Total Days - 2019	29	YTD Trend	13.0%
Nov 2018 Total Boardings	263,371	Passengers per Hour	16.9	2018	29	Monthly Trend	11.0%

Nov 2019 Fixed Route Passenger Total						Average Nov 19			Pass per	Average Nov 18			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	6,867			6,867	343			12.5	339			10.7
4	Walnut Creek Downtown Shuttle	16,749	2,396	1,561	20,706	837	479	390	22.8	753	488	373	22.8
5	Creekside / Walnut Creek	9,598			9,598	480			25.5	512			27.4
6	Lafayette / Moraga / Orinda	11,447	343	231	12,021	572	69	58	11.9	431	90	66	12.1
7	Shadelands / Pleasant Hill / Walnut Creek	9,922			9,922	496			23.3	396			18.6
9	DVC / Walnut Creek	9,099			9,099	455			15.0	470			11.2
10	Concord / Clayton Rd	21,020			21,020	1,051			25.1	1,029			21.5
11	Treat Blvd / Oak Grove	8,585			8,585	429			23.4	287			14.8
14	Monument Blvd / Walnut Creek	23,953			23,953	1,198			20.4	544			13.7
15	Treat Boulevard	6,619			6,619	331			11.2	457			14.8
16	Alhambra Ave / Monument Blvd	17,151			17,151	858			19.1	620			12.0
17	Olivera / Solano / Salvio / North Concord	4,808			4,808	240			14.1	248			13.4
18	Amtrak / Morello / Pleasant Hill	7,276			7,276	364			11.6	382			12.1
19	Amtrak / Pacheco Blvd / Concord	2,688			2,688	134			10.7	141			10.2
20	DVC / Concord	24,099			24,099	1,205			24.2	947			19.2
21	Walnut Creek / San Ramon Transit Center	10,540			10,540	527			10.2	483			9.4
27	N Concord / Martinez / Mason Circle	1,600			1,600	80			19.3				
28	Martinez / DVC	2,250			2,250	113			7.4	288			9.5
35	Dougherty Valley	13,519			13,519	676			14.1	513			14.8
91X	Concord Commuter Express	1,385			1,385	69			13.0	62			11.8
92X	ACE Shuttle Express	3,439			3,439	172			13.5	163			12.8
93X	Kirker Pass Express	2,833			2,833	142			9.0	144			9.2
95X	San Ramon / Danville Express	3,485			3,485	174			16.4	169			16.8
96X	Bishop Ranch Express	13,380			13,380	669			24.6	501			14.2
97X	Bishop Ranch Express	2,208			2,208	110			15.6	88			9.0
98X	Martinez Express	6,201			6,201	310			10.9	359			13.3
99X	Martinez / BART Express	1,949			1,949	97			6.7	29			2.0
250 *	Gael Rail Service	7	14	11	32	1	3	3	0.2	4	6	7	1.0
260 *	Cal State East Bay / Concord BART	149			149	8			0.9	8			1.0
310	Concord Bart / Clayton Rd / Kirker Pass		2,207	1,508	3,715		441	377	17.7		392	415	23.6
311	Concord / Oak Grove / Treat Blvd / WC		1,379	958	2,337		276	239	10.2		242	180	13.6
314	Clayton Rd / Monument Blvd / PH		2,650	1,734	4,383		530	433	18.6		528	452	17.4
315	Concord / Willow Pass / Landana		327	217	544		65	54	7.1		52	66	8.9
316	Alhambra / Morello / Pleasant Hill		1,799	1,123	2,923		360	281	13.6		270	230	9.7
320	DVC / Concord		1,033	725	1,758		207	181	18.6		170	172	14.0
321	San Ramon / Walnut Creek		1,110	732	1,842		222	183	8.4		199	165	8.6
335	BART Dublin / San Ramon		600	432	1,033		120	108	8.1				
Alamo Creek *	Alamo Creek / BART Walnut Creek	441			441	22			2.8	24			3.0
600's	Select Service	25,422			25,422	1,271			40	967			24.5
712	Bay Point / BART PH / Berkeley	373			373	19			6.2				
715	North Concord / Lafayette BART	132			132	7			5.2				
<b>TOTALS</b>		<b>269,197</b>	<b>13,858</b>	<b>9,232</b>	<b>292,286</b>	<b>13,460</b>	<b>2,772</b>	<b>2,308</b>	<b>16.9</b>	<b>11,650</b>	<b>2,498</b>	<b>2,181</b>	<b>14.0</b>

\* Data from LINK Operators      \*\* Seasonal Routes

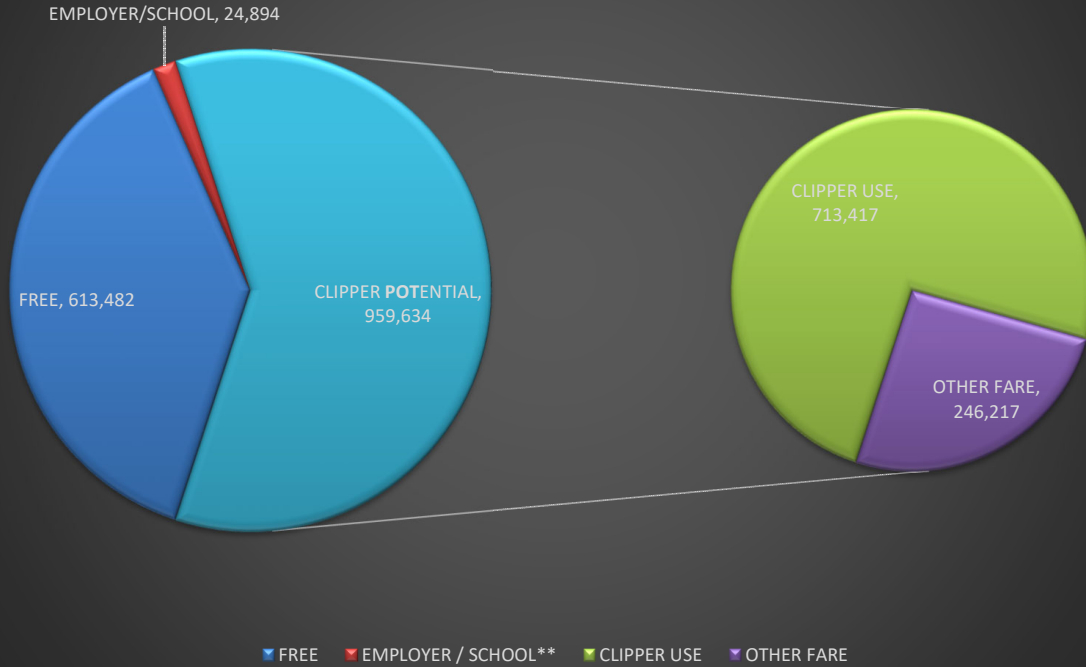
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2018 December</b>	<b>2019 January</b>	<b>2019 February</b>	<b>2019 March</b>	<b>2019 April</b>	<b>2019 May</b>	<b>2019 June</b>	<b>2019 July</b>	<b>2019 Aug</b>	<b>2019 Sep</b>	<b>2019 Oct</b>	<b>2019 Nov</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	30	30	28	31	30	30	30	30	31	29	31	29	359
Revenue Hours	18,288	19,694	18,307	20,335	19,280	19,962	17,339	17,937	19,812	18,735	20,240	17,333	227,262
Operator Pay Hours	34,356	35,928	30,724	32,730	31,329	32,865	30,009	31,208	32,722	32,797	32,898	30,801	388,366
Number of Operators	168	168	164	164	161	157	155	152	152	156	155	158	159
Total Chargeable Collisions	3	3	2	1	4	1	4	1	6	4	2	5	36
Number of Trips Scheduled	22,707	24,360	22,384	22,384	25,420	23,782	23,830	24,582	25,585	23,859	26,848	23,149	288,890
Number of Trips Missed	14	13	22	10	11	11	10	19	20	72	13	12	227
<b>Of Trips Scheduled - % Missed</b>	<b>0.06%</b>	<b>0.05%</b>	<b>0.10%</b>	<b>0.04%</b>	<b>0.04%</b>	<b>0.05%</b>	<b>0.04%</b>	<b>0.08%</b>	<b>0.08%</b>	<b>0.30%</b>	<b>0.05%</b>	<b>0.05%</b>	<b>0.08%</b>
On Time Performance %	85%	87%	86%	86%	88%	87%	89%	89%	87%	85%	85%	85%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	11	11	19	8	14	5	8	7	20	12	7	3	125
Road Calls for Mechanical	7	8	18	6	13	2	7	5	12	6	5	2	91
<b>Fleet Average Miles between Mechanical Road Calls</b>	<b>28,673</b>	<b>35,117</b>	<b>25,342</b>	<b>37,671</b>	<b>23,947</b>	<b>48,167</b>	<b>35,463</b>	<b>42,438</b>	<b>35,872</b>	<b>56,774</b>	<b>62,557</b>	<b>129,702</b>	<b>36,897</b>
No. Maint. Employees	26	25	24	26	25	27	26	25	26	25	25	26	26

## CLIPPER TREND



### CLIPPER TREND\*

Month	TOTAL RIDERSHIP	FREE	EMPLOYER / SCHOOL**	CLIPPER POTENTIAL	CLIPPER USE	OTHER FARE	% OF POTENTIAL
Jul-19	251,318	93,324	3,387	154,607	115,097	39,510	74.4%
Aug-19	333,015	131,872	4,078	197,065	141,891	55,174	72.0%
Sep-19	352,920	147,674	6,139	199,107	147,198	51,909	73.9%
Oct-19	368,471	140,953	6,183	221,335	165,437	55,898	74.7%
Nov-19	292,286	99,659	5,107	187,520	143,794	43,726	76.7%
Dec-19	-	-	-	-	-	-	-
Jan-20	-	-	-	-	-	-	-
Feb-20	-	-	-	-	-	-	-
Mar-20	-	-	-	-	-	-	-
Apr-20	-	-	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
Grand Total	1,598,010	613,482	24,894	959,634	713,417	246,217	74.3%

\*Clipper implemented 11/01/2015

\*\* Revise in Summer months to exclude Summer Youth Pass

FREE	Free / Mid-Day Free/ BART Mutual Aid
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	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
4	BART Walnut Creek, N California Blvd, Locust St, Mt Diablo Blvd, Broadway Plaza, S Main St, Pringle Ave
5	BART Walnut Creek, Riviera 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
27	North Concord /Martinez Bart, Mason Circle
28	BART North Concord, Port Chicago Highway, Bates Ave, Commercial Cir, Pike Ln, Arnold Industrial Wy, Marsh Dr, Contra Costa Blvd, Chilpancingo 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
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
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

### Route Description Summary

Route #	Description
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, Chilpancinco 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.
335	Dublin BART, San Ramon Transit Via Bollinger Canyon
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, Chilpancinco 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
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
712	Bay Point BART, Pleasant Hill BART, T L Berkeley Wy (20th St) + Telegraph Ave
715	Noth Concord, Concord Bart, PleasamyHill BART, Walnut Creek BART, Lafayette BART'