

## INTER OFFICE MEMO

**TO:** O&S Committee

**DATE:** March 24, 2020

**FROM:** Melody Reeb  
Manager of Planning

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for February 2020

#### 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	288,592	306,275	
Average Weekday	13,322	12,934	
Pass/Rev Hour	16.6	16.5	Standard Goal > 17.0
Missed Trips	0.04%	0.09%	Standard Goal < 0.25%
Miles between Road Calls	86,368	42,393	Standard Goal > 18,000

\* Based on current standards from updated S RTP

#### Analysis

Average weekday ridership was higher in February (13,322 passengers) than January (12,446 passengers) and higher than February 2019 ( 11,646 passengers) or (14.4% ).

Passengers per hour in February was 16.6 which is higher than January at 15.8 and higher than February 2019 when passengers per hour was 13.7.

The percentage of missed trips in February was 0.04% which is slightly lower than the prior month of (0.06%).

The number of miles between roadcalls was 86,368 miles in February, higher than the prior month in which there were 70,338 miles between roadcalls. The rolling 12 month average is 42,393 miles between roadcalls.

Of a total 288,592 passengers, 182,303 passengers had the potential to use a Clipper card aboard County Connection since 106,289 either used an employer/school sponsored program or free routes. About 77.4% of 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	
February 2020 - Fixed Route Boardings	288,592	Revenue Hours -	Feb 2020	17,402	Weekdays - Feb 20	20	Fiscal 2020 YTD	2,450,201
Special Event -			Feb 2019	18,307	Feb 19	20		
		Revenue Miles -	Feb 2020	202,344	Saturdays - Feb 20	5	Fiscal 2019 YTD	2,169,938
			Feb 2019	197,961	Feb 19	4		
					Sundays - Feb 20	4		
						Feb 19	4	
Feb 2020 Total Boardings	288,592	Passengers per Mile	1.4	Total Days - 2020	29	YTD Trend	12.9%	
Feb 2019 Total Boardings	250,278	Passengers per Hour	16.6	2019	28	Monthly Trend	15.3%	

February 2020 Fixed Route Passenger Total						Average Feb 20			Pass per	Average Feb 19			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	6,672			6,672	334			12.0	324			10.2
4	Walnut Creek Downtown Shuttle	14,833	2,151	1,345	18,329	742	430	336	20.2	698	485	402	21.7
5	Creekside / Walnut Creek	10,267			10,267	513			27.4	512			27.4
6	Lafayette / Moraga / Orinda	11,648	423	246	12,317	582	85	62	12.2	453	95	61	12.7
7	Shadelands / Pleasant Hill / Walnut Creek	10,477			10,477	524			24.6	436			20.5
9	DVC / Walnut Creek	9,188			9,188	459			14.6	487			11.6
10	Concord / Clayton Rd	20,352			20,352	1,018			24.3	1,022			21.1
11	Treat Blvd / Oak Grove	8,471			8,471	424			23.2	291			15.0
14	Monument Blvd / Walnut Creek	26,451			26,451	1,323			22.5	510			12.9
15	Treat Boulevard	6,534			6,534	327			11.1	408			13.2
16	Alhambra Ave / Monument Blvd	17,689			17,689	884			19.7	598			11.5
17	Olivera / Solano / Salvio / North Concord	4,570			4,570	228			13.4	249			13.7
18	Amtrak / Morello / Pleasant Hill	7,823			7,823	391			12.5	360			11.4
19	Amtrak / Pacheco Blvd / Concord	2,776			2,776	139			11.0	144			10.5
20	DVC / Concord	23,489			23,489	1,174			23.6	981			19.8
21	Walnut Creek / San Ramon Transit Center	10,457			10,457	523			10.1	520			9.8
27	N Concord / Martinez / Masion Circle	1,446			1,446	72			17.4				
28	Martinez / DVC	2,627			2,627	131			8.6	247			8.2
35	Dougherty Valley	14,488			14,488	724			15.2	477			13.8
91X	Concord Commuter Express	1,595			1,595	80			15.1	61			11.5
92X	ACE Shuttle Express	3,453			3,453	173			13.6	165			12.9
93X	Kirker Pass Express	2,719			2,719	136			8.7	146			9.3
95X	San Ramon / Danville Express	5,912			5,912	296			16.2	164			16.3
96X	Bishop Ranch Express	7,465			7,465	373			17.4	501			14.1
97X	Bishop Ranch Express	1,219			1,219	61			12.7	89			8.9
98X	Martinez Express	6,512			6,512	326			11.4	340			12.6
99X	Martinez / BART Express	1,458			1,458	73			5.0	37			2.6
250 *	Gael Rail Service	3	14	15	32	0	4	4	0.2	1	4	6	0.5
260 *	Cal State East Bay / Concord BART	230			230	12			1.2	9			1.0
310	Concord Bart / Clayton Rd / Kirker Pass		2,104	1,183	3,287		421	296	15.7		374	343	21.0
311	Concord / Oak Grove / Treat Blvd / WC		1,401	846	2,248		280	212	10.1		200	164	11.9
314	Clayton Rd / Monument Blvd / PH		2,874	1,566	4,440		575	392	18.8		484	412	16.2
315	Concord / Willow Pass / Landana		277	149	426		55	37	6.1		42	42	6.5
316	Alhambra / Morello / Pleasant Hill		1,694	1,102	2,796		339	276	12.8		248	231	9.7
320	DVC / Concord		1,065	646	1,711		213	162	18.1		155	121	10.7
321	San Ramon / Walnut Creek		1,157	684	1,841		231	171	8.4		208	171	9.0
335	BART Dublin / San Ramon		769	434	1,202		154	108	9.5				
Alamo Creek *	Alamo Creek / BART Walnut Creek	377	-	-	377	19			2.4	27			3.4
600's	Select Service	24,788	-	-	24,788	1,239			36	1,099			22.7
712	Bay Point / BART PH / Berkeley	326	-	-	326	16			5.2	14			3.4
715	North Concord / Lafayette BART	132	-	-	132	7			5.1	4			2
<b>TOTALS</b>		<b>266,446</b>	<b>13,930</b>	<b>8,216</b>	<b>288,592</b>	<b>13,322</b>	<b>2,786</b>	<b>2,054</b>	<b>16.6</b>	<b>11,646</b>	<b>2,344</b>	<b>1,997</b>	<b>13.7</b>

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

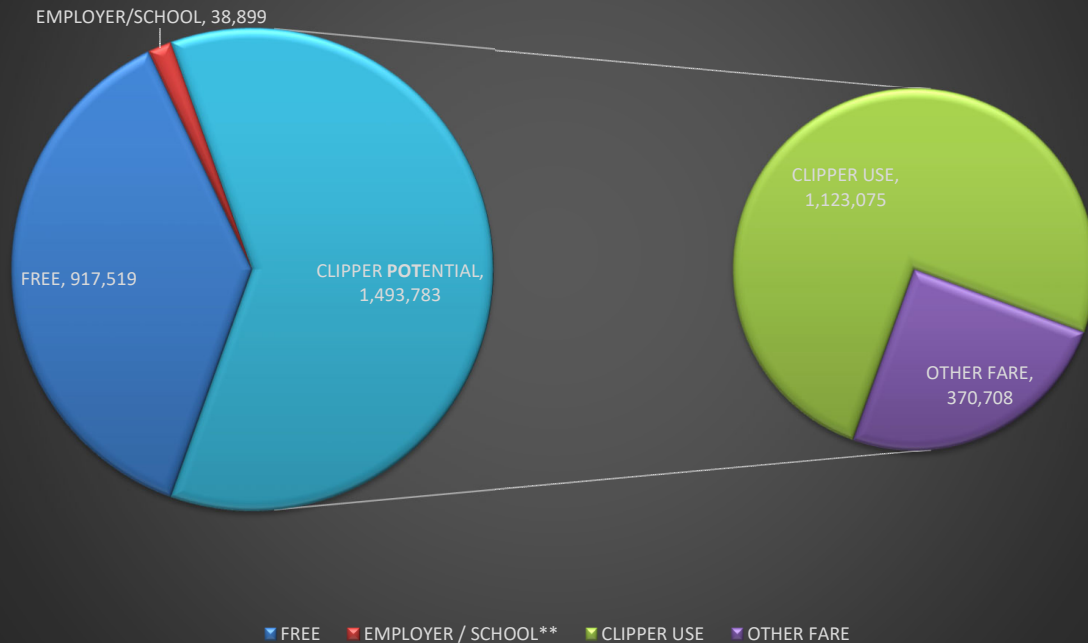
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</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>2019 Dec</b>	<b>2020 Jan</b>	<b>2020 February</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	31	30	30	30	30	31	29	31	29	30	30	29	360
Revenue Hours	20,335	19,280	19,962	17,339	17,937	19,812	18,735	20,240	17,333	17,866	18,625	17,402	224,866
Operator Pay Hours	32,730	31,329	32,865	30,009	31,208	32,722	32,797	32,898	30,801	32,209	34,954	29,413	383,933
Number of Operators	164	161	157	155	152	152	156	155	158	160	156	155	157
Total Chargeable Collisions	1	4	1	4	1	6	4	2	5	3	1	2	34
Number of Trips Scheduled	22,384	25,420	23,782	23,830	24,582	25,585	23,859	26,848	23,149	23,520	24,429	22,716	290,104
Number of Trips Missed	10	11	11	10	19	20	72	13	12	19	15	8	220
<b>Of Trips Scheduled - % Missed</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>	<b>0.06%</b>	<b>0.04%</b>	<b>0.08%</b>
On Time Performance %	86%	88%	87%	89%	89%	87%	85%	85%	85%	86%	88%	87%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	8	14	5	8	7	20	12	7	3	16	7	9	116
Road Calls for Mechanical	6	13	2	7	5	12	6	5	2	14	4	3	79
<b>Fleet Average Miles between Mechanical Road Calls</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>19,259</b>	<b>70,338</b>	<b>86,368</b>	<b>42,393</b>
No. Maint. Employees	26	25	27	26	25	26	25	25	26	26	26	25	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	99,665	5,107	187,515	143,794	43,720	76.7%
Dec-19	270,145	97,389	3,871	168,885	128,438	40,447	76.1%
Jan-20	293,455	105,085	5,403	182,967	140,127	42,840	76.6%
Feb-20	288,592	101,558	4,731	182,303	141,093	41,210	77.4%
Mar-20	-	-	-	-	-	-	-
Apr-20	-	-	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
Grand Total	2,450,202	917,519	38,899	1,493,783	1,123,075	370,708	75.2%

\*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'