

## INTER OFFICE MEMO

**TO:** O&S Committee

**DATE:** May 28, 2020

**FROM:** Melody Reeb  
Manager of Planning

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for April 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.

<u>Title</u>	<b>FY19-20</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	47,317	270,698	
Average Weekday	1,922	11,429	
Pass/Rev Hour	4.4	14.8	Standard Goal > 17.0
Missed Trips	6.65%	0.92%	Standard Goal < 0.25%
Miles between Road Calls	152,269	44,905	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in April (1,922 passengers) than March (8,888 passengers) and lower than April 2019 (10,852 passengers) or -82.3%. This is the first full month of the shelter-in-place order that took effect on March 17th in response to COVID-19.

Passengers per hour in April was 4.4 which is lower than March at 11.5 and lower than April 2019 when passengers per hour was 14.0.

The percentage of missed trips in April was 6.65% which is higher than the prior month of 1.77%. In response to COVID-19 and reduced operator availability, temporary reduced schedules were implemented starting April 8th.

The number of miles between roadcalls was 152,269 miles in April, higher than the prior month in which there were 26,745 miles between roadcalls. The rolling 12 month average is 44,905 miles between roadcalls.

County Connection stopped collecting fares starting on March 23rd to allow for social distancing. Therefore, all passengers in April were counted as free rides

**MONTHLY BOARDINGS  
Operations Data Summary**

Fixed Route Boardings		Passengers by Revenue Hrs/Miles			Service Days		Fiscal YTD Comparison Passenger Boardings	
<b>April 2020 - Fixed Route Boardings</b>	47,317	Revenue Hours -	Apr 2020	10,777	Weekdays - Apr 20	22	Fiscal 2020 YTD	2,706,976
Special Event -			Apr 2019	19,280	Apr 19	22		
		Revenue Miles -	Apr 2020	112,924	Saturdays - Apr 20	4	Fiscal 2019 YTD	2,710,132
			Apr 2019	217,988	Apr 19	4		
					Sundays - Apr 20	4		
					Apr 19	4		
<b>April 2020 Total Boardings</b>	<b>47,317</b>	<b>Passengers per Mile</b>		<b>0.4</b>	<b>Total Days - 2020</b>	<b>30</b>	<b>YTD Trend</b>	<b>(0.1%)</b>
<b>April 2019 Total Boardings</b>	<b>269,142</b>	<b>Passengers per Hour</b>		<b>4.4</b>	<b>2019</b>	<b>30</b>	<b>Monthly Trend</b>	<b>(82.4%)</b>

April 2020 Fixed Route Passenger Total						Average Mar 20			Pass per	Average Mar 19			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	1,797			1,797	82			5.1	276			10.0
4	Walnut Creek Downtown Shuttle	1,208	24	118	1,350	55	6	29	2.8	627	404	323	19.7
5	Creekside / Walnut Creek	1,197			1,197	54			3.8	506			26.9
6	Lafayette / Moraga / Orinda	563	45	11	619	26	11	3	1.2	500	108	75	10.8
7	Shadelands / Pleasant Hill / Walnut Creek	969			969	44			4.2	473			22.2
9	DVC / Walnut Creek	3,010			3,010	137			4.4	400			13.5
10	Concord / Clayton Rd	4,886			4,886	222			8.2	957			22.8
11	Treat Blvd / Oak Grove	1,487			1,487	68			4.9	271			14.6
14	Monument Blvd / Walnut Creek	6,388			6,388	290			8.0	717			12.1
15	Treat Boulevard	1,850			1,850	84			2.9	295			10.0
16	Alhambra Ave / Monument Blvd	5,010			5,010	228			7.7	585			13.0
17	Olivera / Solano / Salvio / North Concord	1,597			1,597	73			5.1	221			12.9
18	Amtrak / Morello / Pleasant Hill	1,917			1,917	87			3.4	326			10.0
19	Amtrak / Pacheco Blvd / Concord	1,034			1,034	47			4.1	117			9.3
20	DVC / Concord	2,940			2,940	134			4.8	933			18.7
21	Walnut Creek / San Ramon Transit Center	1,982			1,982	90			2.8	493			9.5
27	N Concord / Martinez / Mason Circle	10			10	0			0.3	72			14.9
28	Martinez / DVC	1,217			1,217	55			3.4	89			5.3
35	Dougherty Valley	891			891	40			2.0	595			12.5
91X	Concord Commuter Express	70			70	3			2.7	57			10.9
92X	ACE Shuttle Express	36			36	2			0.7	163			12.8
93X	Kirker Pass Express	-			-	-			-	148			9.4
95X	San Ramon / Danville Express	-			-	-			-	158			18.2
96X	Bishop Ranch Express	-			-	-			-	487			13.7
97X	Bishop Ranch Express	-			-	-			-	83			8.9
98X	Martinez Express	1,421			1,421	65			3.8	277			9.7
99X	Martinez / BART Express	544			544	25			2.6	47			3.2
250 *	Gael Rail Service	-			-	-			-	15	9	7	1.7
260 *	Cal State East Bay / Concord BART	-			-	-			-	8			0.9
310	Concord Bart / Clayton Rd / Kirker Pass		678	470	1,148		170	118	8.0		374	338	15.3
311	Concord / Oak Grove / Treat Blvd / WC		300	282	582		75	71	3.3		273	220	8.9
314	Clayton Rd / Monument Blvd / PH		523	535	1,058		131	134	6.4		444	356	15.3
315	Concord / Willow Pass / Landana		130	67	197		32	17	3.2		71	36	6.4
316	Alhambra / Morello / Pleasant Hill		438	489	927		110	122	5.5		291	205	10.0
320	DVC / Concord		232	168	400		58	42	5.5		188	138	15.6
321	San Ramon / Walnut Creek		213	166	379		53	41	2.4		217	155	8.9
335	BART Dublin / San Ramon		98	51	148		24	13	1.5				
Alamo Creek *	Alamo Creek / BART Walnut Creek	12			12	1			0.1	30			4.0
600's	Select Service				-				-	910			24.5
712	Bay Point / BART PH / Berkeley	177			177	8			4.5	24			6.1
715	North Concord / Lafayette BART	64			64	3			3.8	6			3.8
<b>TOTALS</b>		<b>42,279</b>	<b>2,682</b>	<b>2,356</b>	<b>47,317</b>	<b>1,922</b>	<b>670</b>	<b>589</b>	<b>4.4</b>	<b>10,852</b>	<b>2,379</b>	<b>1,852</b>	<b>13.3</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.

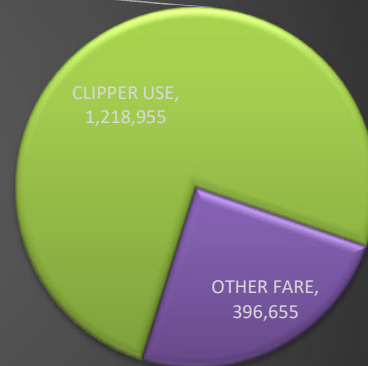
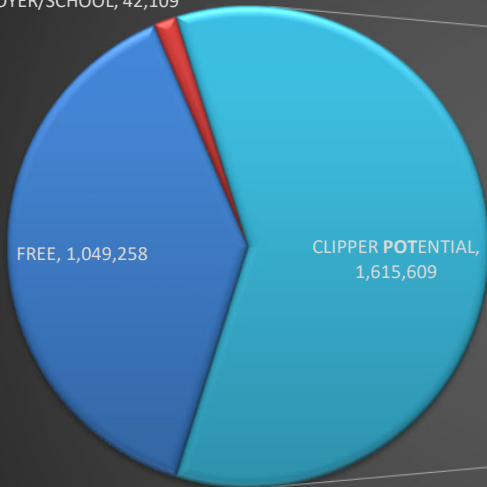
**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2019 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>2020 March</b>	<b>2020 April</b>	<b>12 Month TOTALS</b>
<b>Work Days</b>	30	30	30	31	29	31	29	30	30	29	31	30	360
Revenue Hours	19,962	17,339	17,937	19,812	18,735	20,240	17,333	17,866	18,625	17,402	18,269	10,777	214,298
Operator Pay Hours	32,865	30,009	31,208	32,722	32,797	32,898	30,801	32,209	34,954	29,413	32,290	29,624	381,789
Number of Operators	157	155	152	152	156	155	158	160	156	155	160	160	156
Total Chargeable Collisions	1	4	1	6	4	2	5	3	1	2	NA	NA	29
Number of Trips Scheduled	23,782	23,830	24,582	25,585	23,859	26,848	23,149	23,520	24,429	22,716	24,809	13,998	281,107
Number of Trips Missed	11	10	19	20	72	13	12	19	15	8	438	930	1,567
<b>Of Trips Scheduled - % Missed</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>1.77%</b>	<b>6.65%</b>	<b>0.56%</b>
On Time Performance %	87%	89%	89%	87%	85%	85%	85%	86%	88%	87%	92%	93%	88%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	5	8	7	20	12	7	3	16	7	9	17	2	113
Road Calls for Mechanical	2	7	5	12	6	5	2	14	4	3	10	1	71
<b>Fleet Average Miles between Mechanical Road Calls</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>26,745</b>	<b>152,269</b>	<b>44,905</b>
No. Maint. Employees	27	26	25	26	25	25	26	26	26	25	24	14	25

# CLIPPER TREND

EMPLOYER/SCHOOL, 42,109



▼ FREE   
 ▼ EMPLOYER / SCHOOL\*\*   
 ▼ CLIPPER USE   
 ▼ OTHER FARE

## 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	209,458	84,422	3,210	121,826	95,880	25,946	78.7%
Apr-20	47,317	47,317	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
<b>Grand Total</b>	<b>2,706,977</b>	<b>1,049,258</b>	<b>42,109</b>	<b>1,615,609</b>	<b>1,218,955</b>	<b>396,655</b>	<b>75.4%</b>

\*Clipper implemented 11/01/2015

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

<b>FREE</b>	Free / Mid-Day Free/ BART Mutual Aid
<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	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, 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
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, 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
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, Villag Pkwy, Dublin Blvd, BART Dublin
<b>Alamo Creek Shuttle</b>	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'

## INTER OFFICE MEMO

**TO:** O&S Committee

**DATE:** April 27, 2020

**FROM:** Melody Reeb  
Manager of Planning

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for March 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.

<u>Title</u>	<b>FY19-20</b>		<u>Annual Goal</u>
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Total Passengers	209,458	295,518	
Average Weekday	8,888	12,485	
Pass/Rev Hour	11.5	16.0	Standard Goal > 17.0
Missed Trips	1.77%	0.28%	Standard Goal < 0.25%
Miles between Road Calls	26,745	40,122	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in March (8,888 passengers) than February (13,322 passengers) and lower than March 2019 (11,920 passengers) or -25.4%. On March 17th, a stay-at-home order took effect in response to COVID-19, and as a result ridership fell over 70%.

Passengers per hour in March was 11.5 which is lower than February at 16.6 and lower than March 2019 when passengers per hour was 13.3.

The percentage of missed trips in March was 1.77% which is higher than the prior month of 0.04%. Starting on March 24th, service reductions were made in response to COVID-19 and reduced operator availability.

The number of miles between roadcalls was 26,745 miles in March, lower than the prior month in which there were 86,368 miles between roadcalls. The rolling 12 month average is 40,122 miles between roadcalls.

Of a total 209,458 passengers, 121,826 passengers had the potential to use a Clipper card aboard County Connection since 87,632 either used an employer/school sponsored program or free routes. County Connection also stopped collecting fares starting March 23rd to allow for social distancing. Prior to the suspension of fare collection, about 78.8% of 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	
<b>March 2020 - Fixed Route Boardings</b>	209,458	Revenue Hours -	Mar 2020	18,269	Weekdays - Mar 20	22	Fiscal 2020 YTD	2,659,659
Special Event -			Mar 2019	20,335	Mar 19	21		
		Revenue Miles -	Mar 2020	210,258	Saturdays - Mar 20	4	Fiscal 2019 YTD	2,440,990
			Mar 2019	216,292	Mar 19	5		
					Sundays - Mar 20	5		
					Mar 19	5		
<b>March 2020 Total Boardings</b>	<b>209,458</b>	<b>Passengers per Mile</b>		<b>1.0</b>	<b>Total Days - 2020</b>	<b>31</b>	<b>YTD Trend</b>	<b>9.0%</b>
<b>March 2019 Total Boardings</b>	<b>271,052</b>	<b>Passengers per Hour</b>		<b>11.5</b>	<b>2019</b>	<b>31</b>	<b>Monthly Trend</b>	<b>(22.7%)</b>

March 2020 Fixed Route Passenger Total						Average Mar 20			Pass per	Average Mar 19			Pass per
Route	Destination Information	Weekday	Saturday	Sunday	Total	Wkdy	Sat	Sun	Rev Hour	Wkdy	Sat	Sun	Rev Hour
1	Rossmoor / Shadelands	4,997			4,997	227			8.2	307			8.8
4	Walnut Creek Downtown Shuttle	10,793	959	898	12,650	491	240	180	13.3	886	432	388	25.6
5	Creekside / Walnut Creek	5,677			5,677	258			13.7	553			29.4
6	Lafayette / Moraga / Orinda	9,650	207	186	10,043	439	52	37	9.1	541	103	91	11.5
7	Shadelands / Pleasant Hill / Walnut Creek	7,571			7,571	344			16.2	491			23.0
9	DVC / Walnut Creek	7,051			7,051	320			10.2	420			13.0
10	Concord / Clayton Rd	15,115			15,115	687			16.5	999			22.9
11	Treat Blvd / Oak Grove	7,331			7,331	333			18.2	285			15.2
14	Monument Blvd / Walnut Creek	21,597			21,597	982			16.9	671			11.7
15	Treat Boulevard	5,467			5,467	249			8.5	391			12.0
16	Alhambra Ave / Monument Blvd	15,772			15,772	717			15.9	576			12.3
17	Olivera / Solano / Salvio / North Concord	3,949			3,949	179			10.5	232			13.5
18	Amtrak / Morello / Pleasant Hill	6,434			6,434	292			9.5	358			11.1
19	Amtrak / Pacheco Blvd / Concord	2,233			2,233	101			8.6	112			8.5
20	DVC / Concord	15,299			15,299	695			14.1	1,064			20.0
21	Walnut Creek / San Ramon Transit Center	8,276			8,276	376			7.4	488			9.4
27	N Concord / Martinez / Mason Circle	974			974	44			10.7	61			12.7
28	Martinez / DVC	1,971			1,971	90			5.6	143			7.8
35	Dougherty Valley	9,741			9,741	443			9.4	634			12.9
91X	Concord Commuter Express	1,300			1,300	59			11.3	66			12.4
92X	ACE Shuttle Express	2,232			2,232	101			8.4	166			13.1
93X	Kirker Pass Express	1,975			1,975	90			7.3	148			9.4
95X	San Ramon / Danville Express	4,008			4,008	182			10.8	163			18.6
96X	Bishop Ranch Express	5,161			5,161	235			12.5	512			14.4
97X	Bishop Ranch Express	725			725	33			8.7	86			9.1
98X	Martinez Express	4,905			4,905	223			7.8	264			9.3
99X	Martinez / BART Express	1,180			1,180	54			3.7	42			2.9
250 *	Gael Rail Service	3	13	10	26	0	3	2	0.2	1	5	4	0.5
260 *	Cal State East Bay / Concord BART	81			81	7			0.8	8			1.0
310	Concord Bart / Clayton Rd / Kirker Pass		970	1,256	2,226		242	251	10.6		362	319	16.0
311	Concord / Oak Grove / Treat Blvd / WC		699	995	1,694		175	199	7.6		235	166	7.7
314	Clayton Rd / Monument Blvd / PH		1,256	1,609	2,866		314	322	12.1		424	390	15.2
315	Concord / Willow Pass / Landana		108	169	277		27	34	3.7		30	40	5.8
316	Alhambra / Morello / Pleasant Hill		870	1,000	1,870		217	200	8.7		237	199	8.7
320	DVC / Concord		363	532	894		91	106	9.5		192	133	14.2
321	San Ramon / Walnut Creek		574	720	1,294		143	144	5.9		208	157	8.7
335	BART Dublin / San Ramon		244	274	517		61	55	4.0				
Alamo Creek *	Alamo Creek / BART Walnut Creek	153	-	-	153	7			0.9	29			3.7
600's	Select Service	13,532	-	-	13,532	615			30	1,106			21.7
712	Bay Point / BART PH / Berkeley	237	-	-	237	11			3.6	22			5.6
715	North Concord / Lafayette BART	158	-	-	158	7			5.6	8			4.6
<b>TOTALS</b>		<b>195,547</b>	<b>6,262</b>	<b>7,650</b>	<b>209,458</b>	<b>8,888</b>	<b>1,565</b>	<b>1,530</b>	<b>11.5</b>	<b>11,920</b>	<b>2,249</b>	<b>1,897</b>	<b>13.3</b>

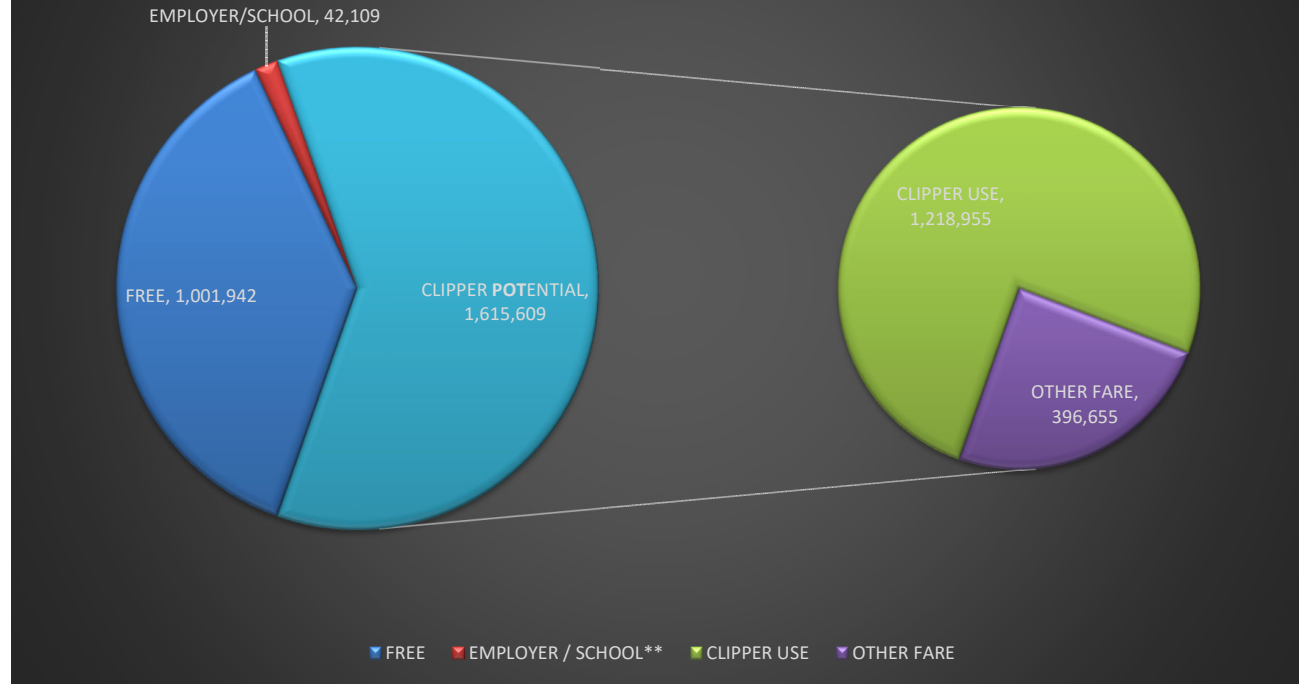
\* Data from LINK Operators    \*\* Seasonal Routes  
Note: Some statistics may not be available (N/A) at this time. These will be brought current in future reports.

**TRANSPORTATION and MAINTANCE**

**Operation Data Summary**

<b>TRANSPORTATION</b>	<b>2019</b> <b>April</b>	<b>2019</b> <b>May</b>	<b>2019</b> <b>June</b>	<b>2019</b> <b>July</b>	<b>2019</b> <b>Aug</b>	<b>2019</b> <b>Sep</b>	<b>2019</b> <b>Oct</b>	<b>2019</b> <b>Nov</b>	<b>2019</b> <b>Dec</b>	<b>2020</b> <b>Jan</b>	<b>2020</b> <b>February</b>	<b>2020</b> <b>March</b>	<b>12 Month</b> <b>TOTALS</b>
<b>Work Days</b>	30	30	30	30	31	29	31	29	30	30	29	31	360
Revenue Hours	19,280	19,962	17,339	17,937	19,812	18,735	20,240	17,333	17,866	18,625	17,402	18,269	222,800
Operator Pay Hours	31,329	32,865	30,009	31,208	32,722	32,797	32,898	30,801	32,209	34,954	29,413	32,290	383,493
Number of Operators	161	157	155	152	152	156	155	158	160	156	155	160	156
Total Chargeable Collisions	4	1	4	1	6	4	2	5	3	1	2	NA	33
Number of Trips Scheduled	25,420	23,782	23,830	24,582	25,585	23,859	26,848	23,149	23,520	24,429	22,716	24,809	292,529
Number of Trips Missed	11	11	10	19	20	72	13	12	19	15	8	438	648
<b>Of Trips Scheduled - % Missed</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>1.77%</b>	<b>0.22%</b>
On Time Performance %	88%	87%	89%	89%	87%	85%	85%	85%	86%	88%	87%	92%	87%
Lifts Operative - Ave %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Total Road Calls	14	5	8	7	20	12	7	3	16	7	9	17	125
Road Calls for Mechanical	13	2	7	5	12	6	5	2	14	4	3	10	83
<b>Fleet Average Miles between Mechanical Road Calls</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>26,745</b>	<b>40,122</b>
No. Maint. Employees	25	27	26	25	26	25	25	26	26	26	25	24	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	209,458	84,422	3,210	121,826	95,880	25,946	78.7%
Apr-20	-	-	-	-	-	-	-
May-20	-	-	-	-	-	-	-
Jun-20	-	-	-	-	-	-	-
<b>Grand Total</b>	<b>2,659,660</b>	<b>1,001,942</b>	<b>42,109</b>	<b>1,615,609</b>	<b>1,218,955</b>	<b>396,655</b>	<b>75.4%</b>

\*Clipper implemented 11/01/2015

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

<b>FREE</b>	Free / Mid-Day Free/ BART Mutual Aid
<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	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, 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
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, Villag Pkwy, Dublin Blvd, BART Dublin
<b>Alamo Creek Shuttle</b>	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'