

To: Board of Directors

Date: 8/29/2019

From: Ruby Horta, Director of Planning, Marketing & Innovation

Reviewed by: WC.

SUBJECT: Fixed Route Performance Report

Background:

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends. In ridership, fixed route total passengers decreased by 4.8% from FY 2018 to FY 2019, with the majority of the passengers lost during weekdays (5.7%). Total weekend ridership was down 9% over FY 2018. A 180% increase over FY18 from BART bus bridges accounted for 1.2% of our annual ridership.

While the March 2019 service restructure reduced overall hours and operators needed for full service, it was implemented in March 2019 so most of the year had higher service levels. Other service changes in FY19 included the launch of BART Early Bird Express (EBX) 712 (a long route to Downtown Oakland) and 715 in February 2019, the addition of two Route 21 trips in Winter 2018, and the launch of Route 99X and extra Route 316 trips started in Fall 2018, all of which increased revenue hours. Staff expects service hours to continue to drop with a full Fiscal Year 2020 of the new service restructure, as well as some additional savings as part of the efficiencies gained from the planned Bishop Ranch service changes in Winter 2019. These changes as well as the new LCTOP funded free fares on Routes 11, 14 and 16 should level off our downward ridership trend, with a the potential possibility for ridership growth in FY2020.

Notable highlights from the service data include a 68% reduction in missed trips, for a total of only 182 for the year. This is a significant achievement accomplished by the transportation department, who work hard to cover trips during this period of operator shortages. County Connection is regional leader in our percentage of missed trips. Efficiency measures such as passengers per revenue hour dropped 5% in tandem with our ridership drops over the year. Cost per passenger increased due to costs increasing while ridership dropped. Cost per passenger is expected to drop next year as \$750,000 in new fare revenue from LCTOP is allocated for FY2020.

FY2019 fare trends reflect an ongoing shift to Clipper from all other fare media. At the end of FY2018, 72% of all fares on paid routes used Clipper. County Connection has also seen significant adoption of Clipper by Seniors and the Disabled population, which would account for much of the 17% drop in paper fares.

Attachments:

CCCTA Performance Measurement
CCCTA Performance Indicators
CCCTA Boardings by Fare Type

Recommendation:

For information only.

Financial Implications:

None.

CCCTA PERFORMANCE MEASUREMENT
Fiscal Years 2018 and 2019

PERFORMANCE MEASURE	FY 17-18	FY 18-19	% Change FY18 to FY19
Weekday Passenger Boardings	3,131,762	2,952,943	(5.7%)
Saturday Passenger Boardings	145,333	129,086	(11.2%)
Sunday Passenger Boardings	115,457	108,144	(6.3%)
Fixed Route Total Passengers	3,392,551	3,190,173	(6.0%)
Other Passengers ⁽¹⁾	22,149	61,976	179.8%
Grand Total Passenger Boardings	3,414,700	3,252,149	(4.8%)
Average Weekday Ridership	12,305	11,619	(5.6%)
Total Revenue Hours	228,293	228,907	0.3%
Total Revenue Miles	2,457,082	2,491,802	1.4%
Operating Cost	⁽²⁾ \$29,926,280	⁽³⁾ \$31,613,192	5.6%
Farebox Revenue	⁽²⁾ \$4,353,419	⁽³⁾ \$4,517,457	3.8%
Number of Weekdays	254	254	0.0%
Number of Saturdays	53	52	(1.9%)
Number of Sundays	52	53	1.9%
Total Scheduled Trips	303,059	287,317	(5.2%)
Total Missed Trips	571	182	(68.1%)
Passenger Boardings per Day			
Weekday	12,305	11,626	(5.5%)
Saturday	2,902	2,482	(14.4%)
Sunday	2,368	2,040	(13.8%)

(1) 'Other Passengers' include Bus Bridges & Special Events

(2) FY 17-18 Operating Cost & Farebox Revenue have been updated to "post Audit" figures

(3) FY 18-19 Operating Cost & Farebox Revenue are "pre-audit" figures that will be updated when audit is complete

CCCTA PERFORMANCE INDICATORS

Fiscal Years 2018 and 2019

PERFORMANCE INDICATOR	FY 17-18	FY 18-19	% Change FY18 to FY19
Passengers/Revenue Hour	14.96	14.21	(5.0%)
Passengers/Revenue Mile	1.38	1.31	(5.6%)
Cost/Revenue Hour	\$133.57	\$138.10	3.4%
Cost/Passenger	\$7.49	\$8.33	11.3%
Farebox Recovery Ratio	14.5%	14.3%	(1.4%)
Accidents/100,000 Miles ⁽¹⁾	0.85	0.90	5.9%
Maintenance Employee/100,000	0.75	0.67	(10.2%)
Operator OT/Total Operator Hour	12.15%	12.84%	5.7%
Percent of Trips On-time	88%	86%	(2.3%)
Lift Availability ⁽²⁾	100.0%	100.0%	0.0%
Lift Boardings	42,725	46,443	8.7%
<i>(1) FY19 Includes 30 'chargeable collisions'</i>			

CCCTA BOARDINGS BY FARE TYPE
Fiscal Years 2018 and 2019

Fare Type	FY 17-18	% of Total	% Change		
			FY 18-19	% of Total	FY18 to FY19
Adult ⁽¹⁾	1,652,607	48.4%	1,425,540	43.8%	(13.7%)
Clipper Card ⁽²⁾	801,706	23.5%	1,150,159	35.4%	43.5%
Senior & Disabled ⁽³⁾	455,586	13.3%	376,371	11.6%	(17.4%)
BART-to-CCCTA Transfers	133,245	3.9%	65,512	2.0%	(50.8%)
BUS-to-BUS Transfers	371,467	10.9%	234,566	7.2%	(36.9%)
Totals	3,414,611	100.0%	3,252,149	100.0%	(4.8%)
<i>(1) Includes 'St Mary's', 'JFKU' 'Free' & 'Summer Youth Pass' Passengers</i> <i>(2) Includes all uses of Clipper Cards including Seniors</i> <i>(3) Includes 'Midday Free'</i>					