

**To:** O&S Committee  
**From:** Melody Reeb  
Manager of Planning

**Date:** 1/4/2022  
**Subj:** Fixed Route Report

### Fixed Route Operating Reports for October 2021

The following represent the numbers that are most important to staff in evaluating the performance of the fixed route system:

|                                 | FY21-22              |                | <u>Annual Goal</u>     |
|---------------------------------|----------------------|----------------|------------------------|
|                                 | <u>Current Month</u> | <u>YTD Avg</u> |                        |
| <b>Total Passengers</b>         | 167,603              | 150,958        |                        |
| <b>Average Weekday</b>          | 7,184                | 6,400          |                        |
| <b>Pass/Rev Hour</b>            | 10.5                 | 9.6            | Standard Goal > 17.0   |
| <b>Missed Trips</b>             | 1.73%                | 2.12%          | Standard Goal < 0.25%  |
| <b>Miles between Road Calls</b> | 20,181               | 22,938         | Standard Goal > 18,000 |

*\* Based on current standards from updated SRTP*

### Analysis

Average weekday ridership was lower in October (7,184 passengers) than September 2021 (7,590 passengers) and higher than October 2020 (4,435 passengers) or 61.98%. This month marks a year and 7 months since the first shelter-in-place order took effect in response to Covid-19.

Passengers per hour in October was 10.5 which is lower than September 2021 at 11.3 and higher than October 2020 when passengers per hour was 7.3.

The percentage of missed trips in October was 1.73% which is lower than the prior month when it was 1.82%.

The number of miles between roadcalls was 20,181 miles in October, higher than the prior month in which there were 16,199 miles between roadcalls. The rolling 12-month average is 32,483 miles between roadcalls.

Of a total 167,603 passengers, 94,036 passengers had the potential to use a Clipper card aboard County Connection since 73,567 either used an employer or school pass or were on a free route. About 75.9% of the 94,036 potential Clipper card users paid using Clipper during this month.





