

**To:** Operations & Scheduling Committee

**Date:** 01/28/2022

**From:** Melody Reeb, Director of Planning, Marketing, & Innovation

**Reviewed by:**

*Ref*

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**SUBJECT: Fixed Route Operating Reports for November 2021**

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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>	156,880	152,143	
<b>Average Weekday</b>	6,852	6,490	
<b>Pass/Rev Hour</b>	10.0	9.7	Standard Goal > 17.0
<b>Missed Trips</b>	3.33%	2.39%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	25,288	23,408	Standard Goal > 18,000

*\* Based on current standards from updated SRTP*

### Analysis

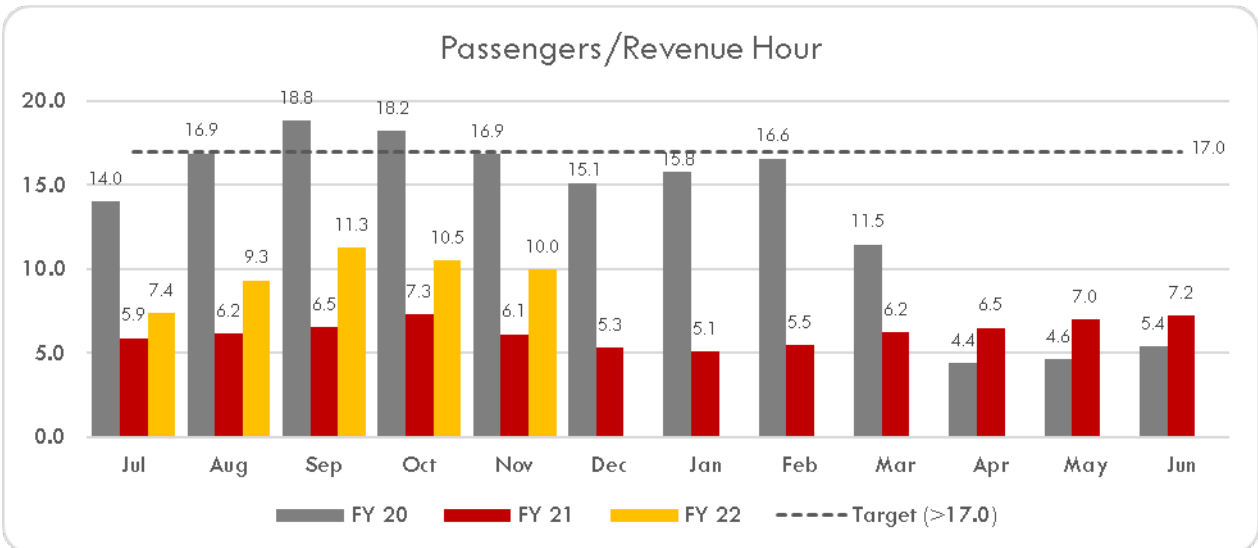
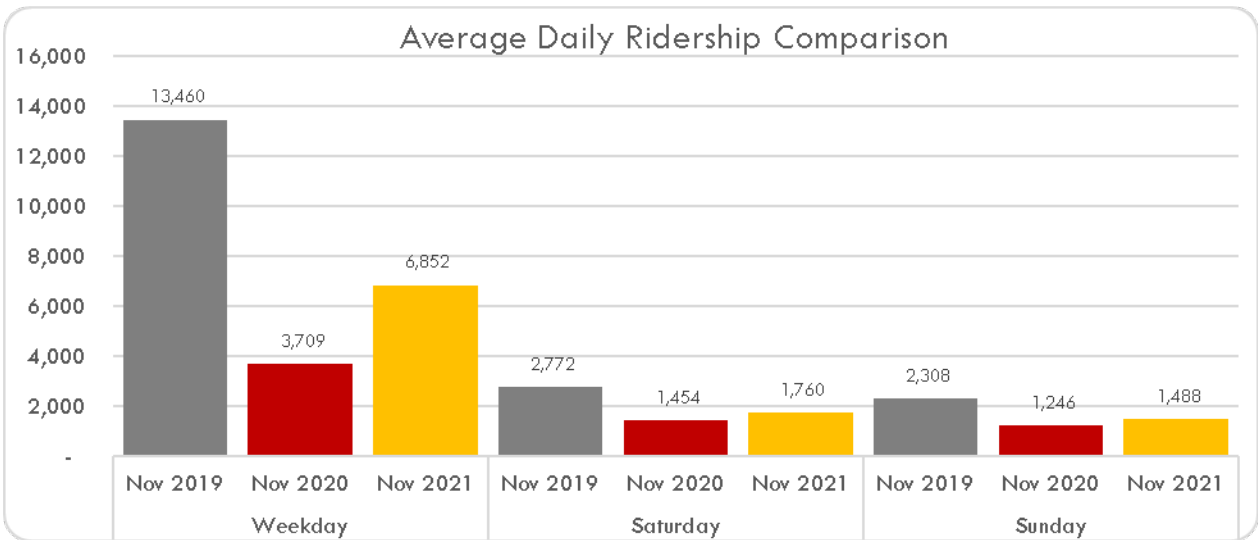
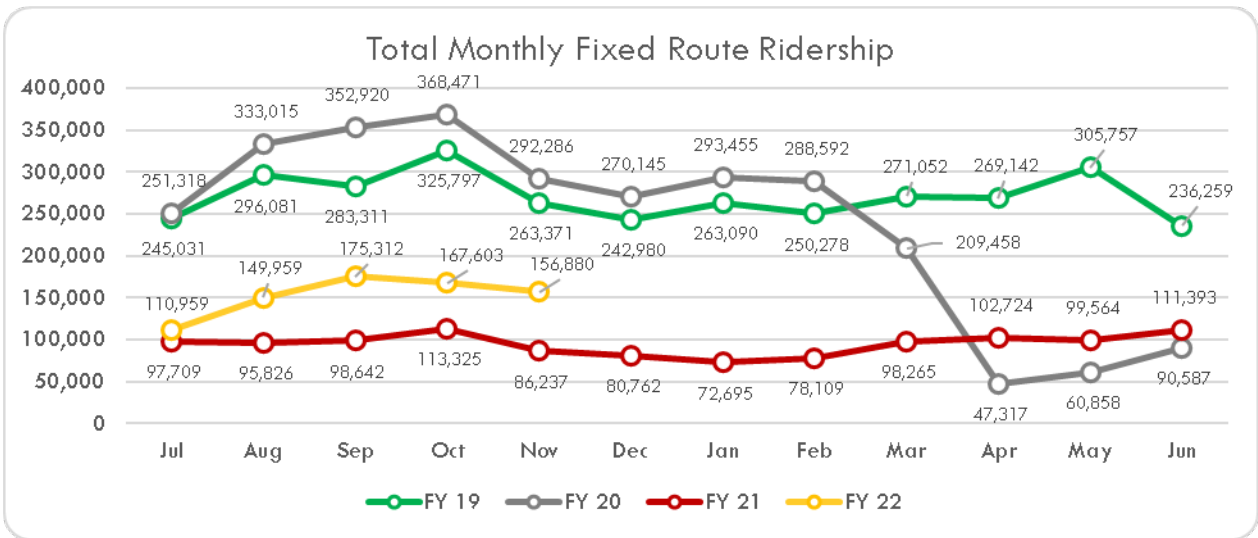
Average weekday ridership was lower in November (6,852 passengers) than October 2021 (7,184 passengers) and higher than November 2020 (3,709 passengers) or 84.74%. This month marks a year and 8 months since the first shelter-in-place order took effect in response to Covid-19.

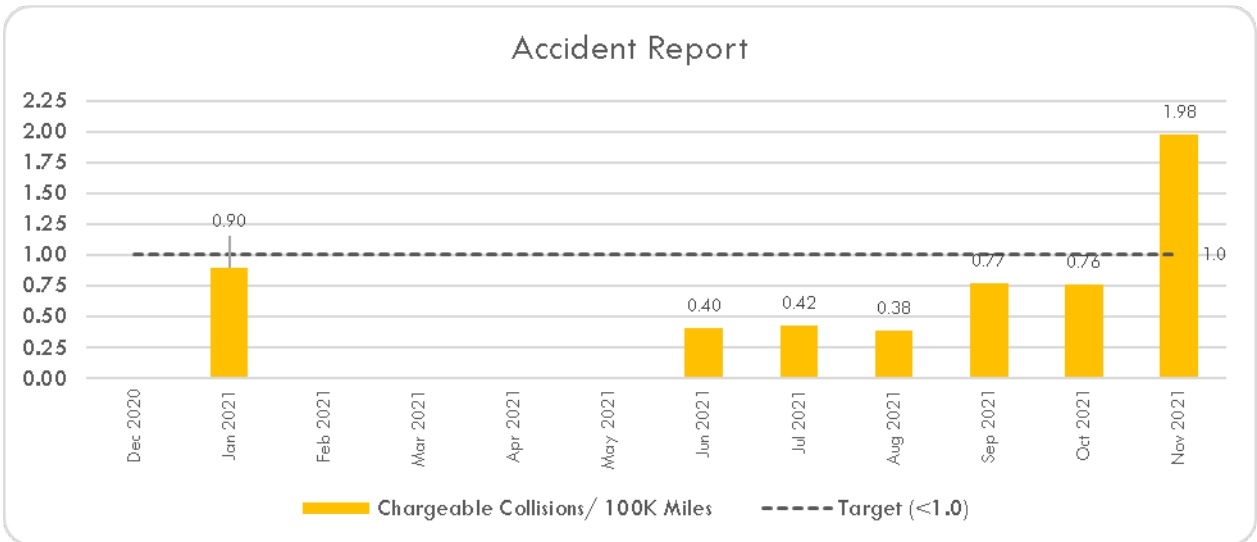
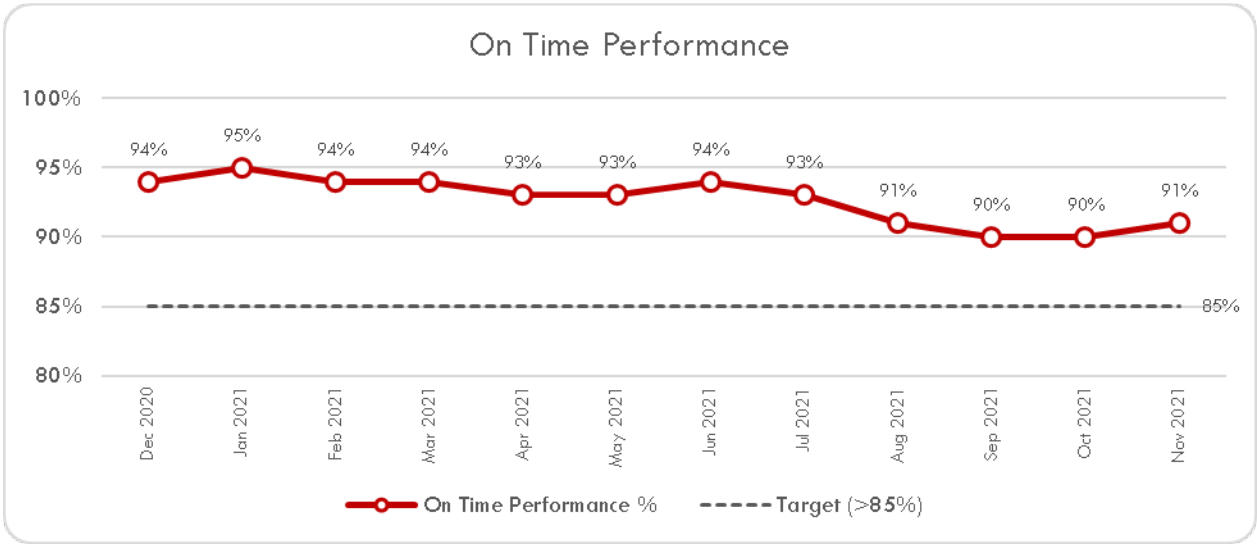
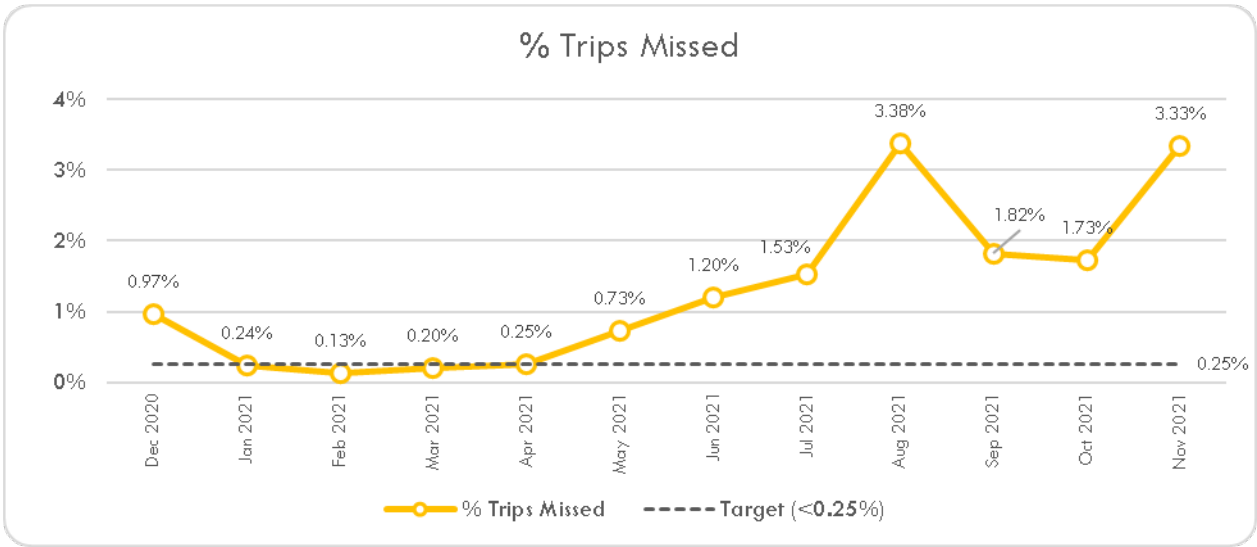
Passengers per hour in November was 10.0 which is lower than October 2021 at 10.5 and higher than November 2020 when passengers per hour was 6.1.

The percentage of missed trips in November was 3.33% which is higher than the prior month when it was 1.73%.

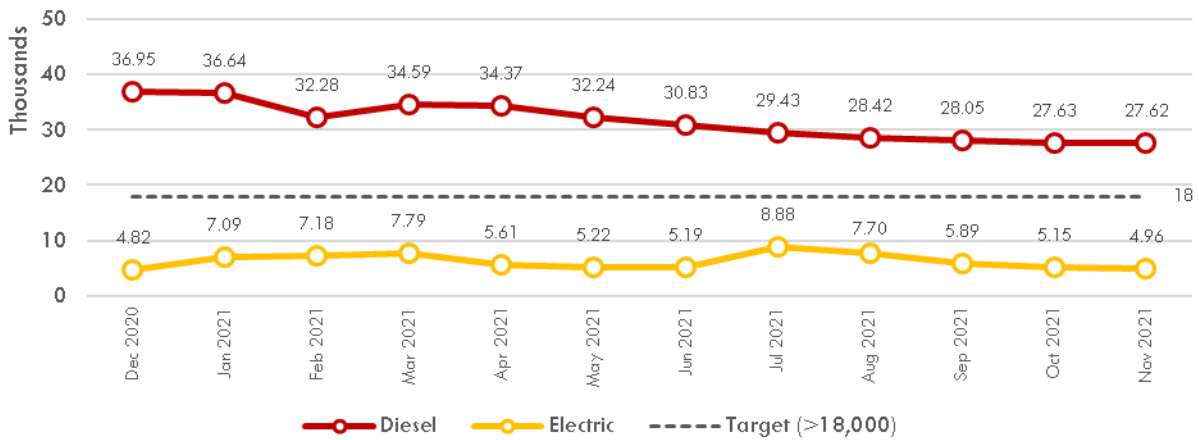
The number of miles between roadcalls was 25,288 miles in November, higher than the prior month in which there were 20,181 miles between roadcalls. The rolling 12-month average is 32,263 miles between roadcalls.

Of a total 156,880 passengers, 101,483 passengers had the potential to use a Clipper card aboard County Connection since 55,399 either used an employer or school pass or were on a free route. About 77.7% of the 101,483 potential Clipper card users paid using Clipper during this month.

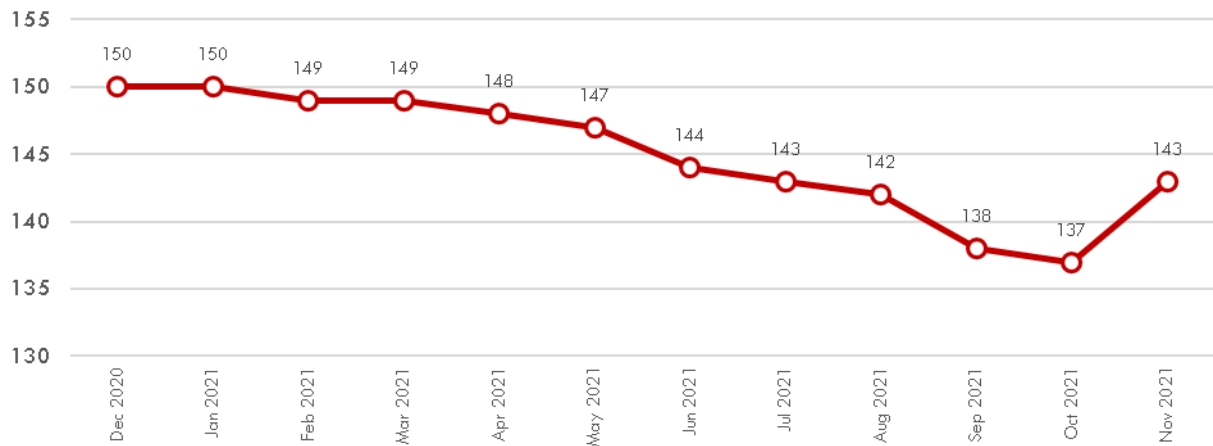




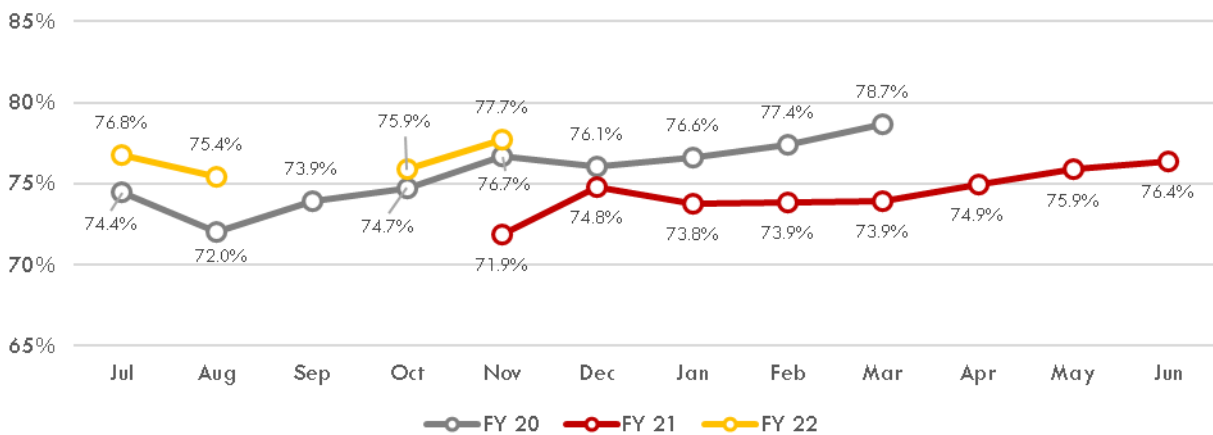
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



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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>	141,796	150,418	
<b>Average Weekday</b>	6,135	6,431	
<b>Pass/Rev Hour</b>	9.0	9.6	Standard Goal > 17.0
<b>Missed Trips</b>	1.97%	2.33%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	28,533	24,262	Standard Goal > 18,000

*\* Based on current standards from updated SRTP*

### Analysis

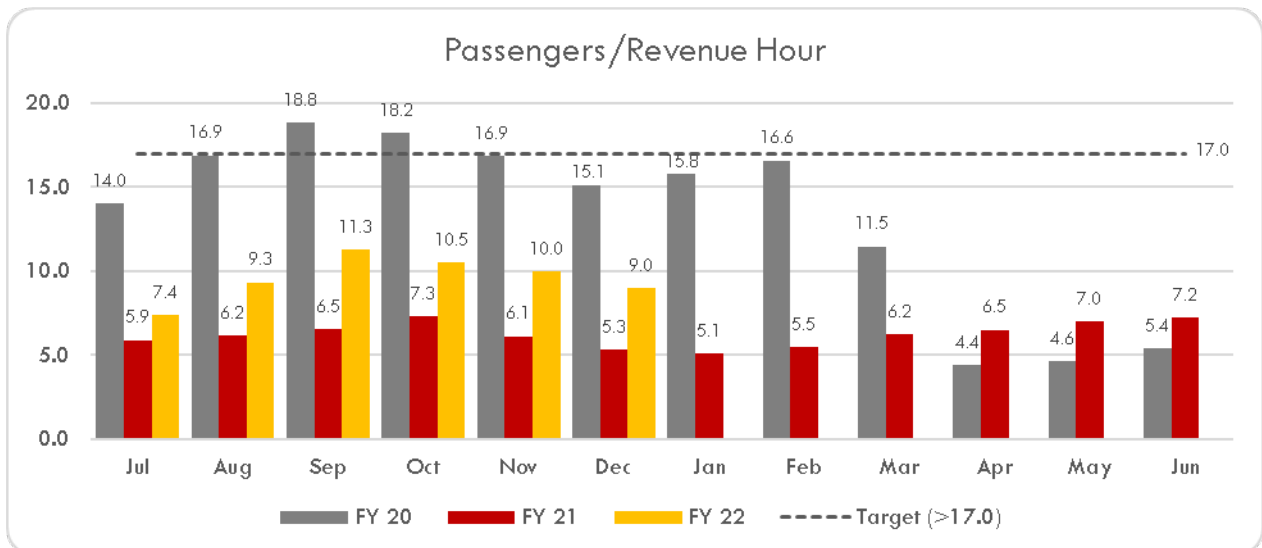
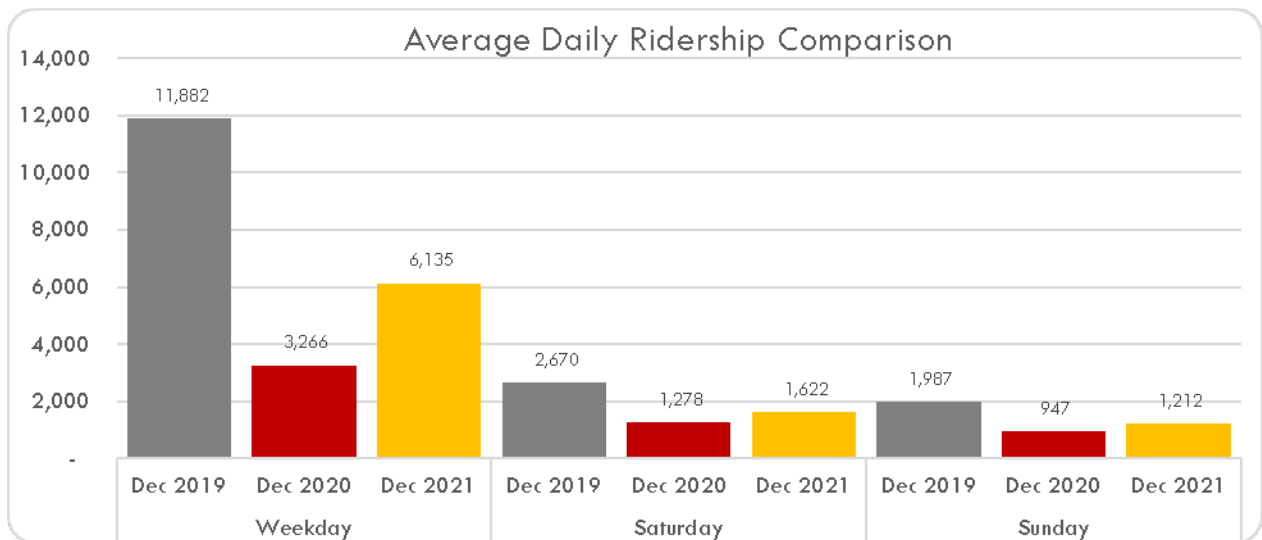
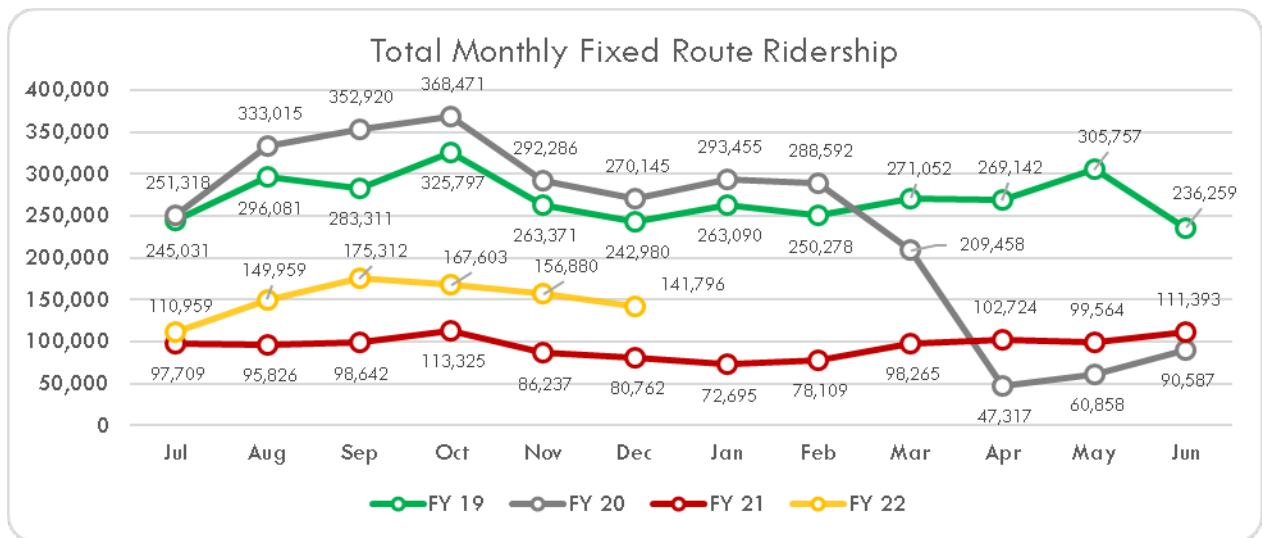
Average weekday ridership was lower in December (6,135 passengers) than November 2021 (6,852 passengers) and higher than December 2020 (3,226 passengers) or 90.17%. This month marks a year and 9 months since the first shelter-in-place order took effect in response to Covid-19.

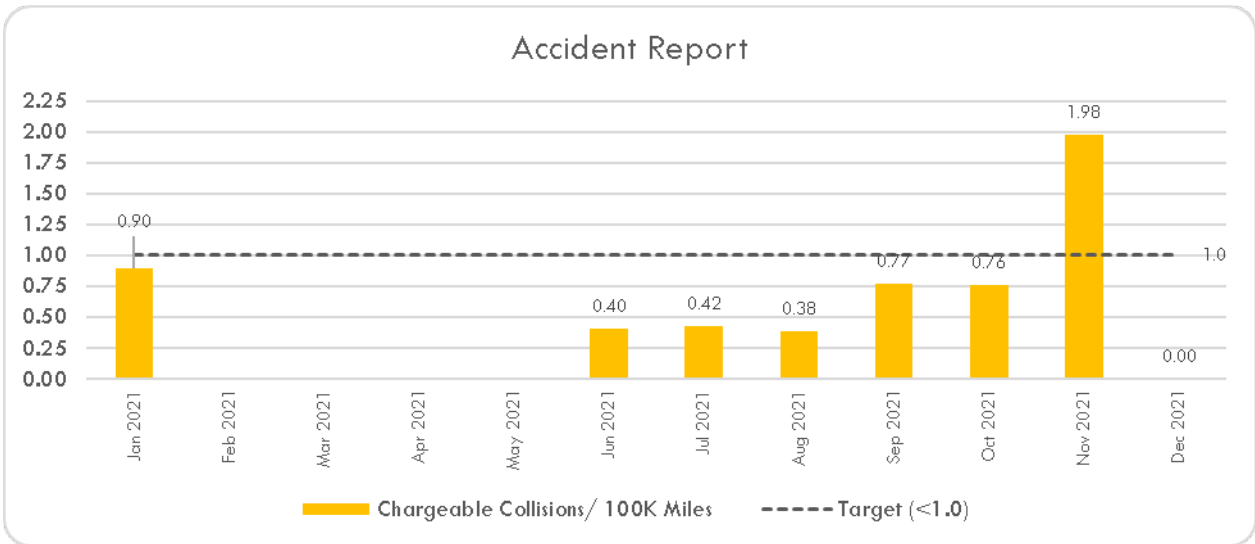
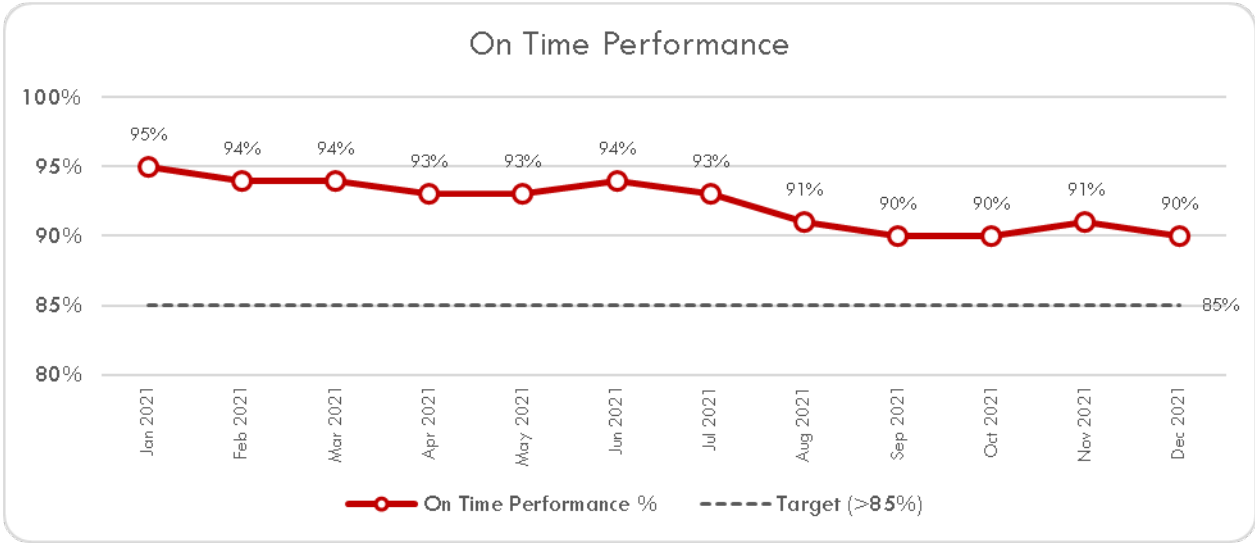
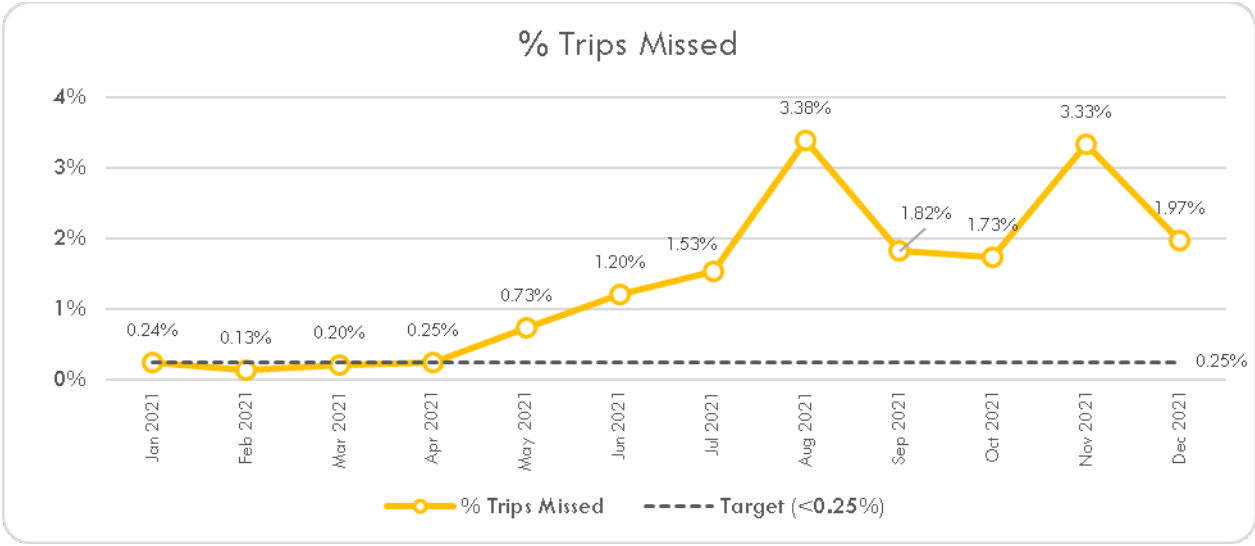
Passengers per hour in December was 9.0 which is lower than November 2021 at 10.0 and higher than December 2020 when passengers per hour was 5.3.

The percentage of missed trips in December was 1.97% which is lower than the prior month when it was 3.33%.

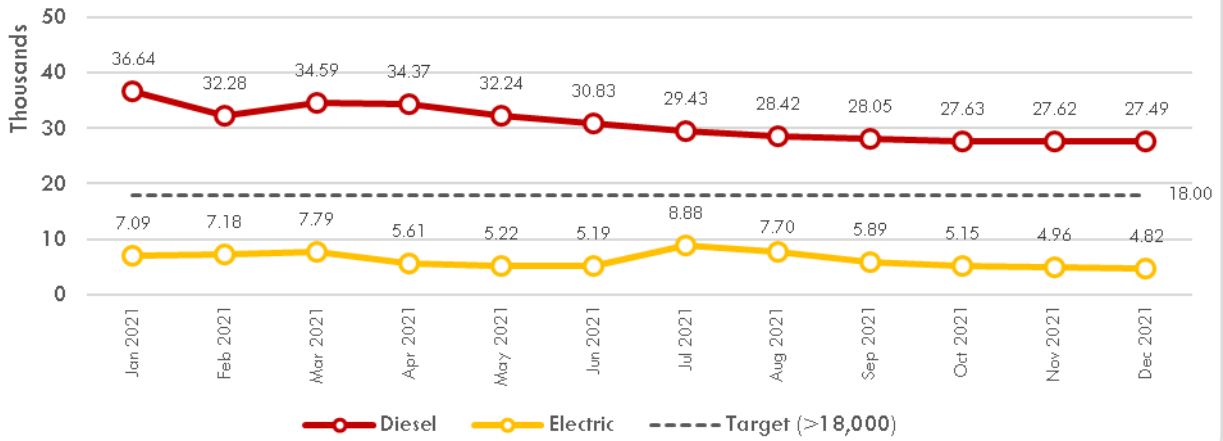
The number of miles between roadcalls was 28,533 miles in December, higher than the prior month in which there were 25,288 miles between roadcalls. The rolling 12-month average is 31,795 miles between roadcalls.

Of a total 141,796 passengers, 93,707 passengers had the potential to use a Clipper card aboard County Connection since 48,089 either used an employer or school pass or were on a free route. About 79.1% of the 93,707 potential Clipper card users paid using Clipper during this month.

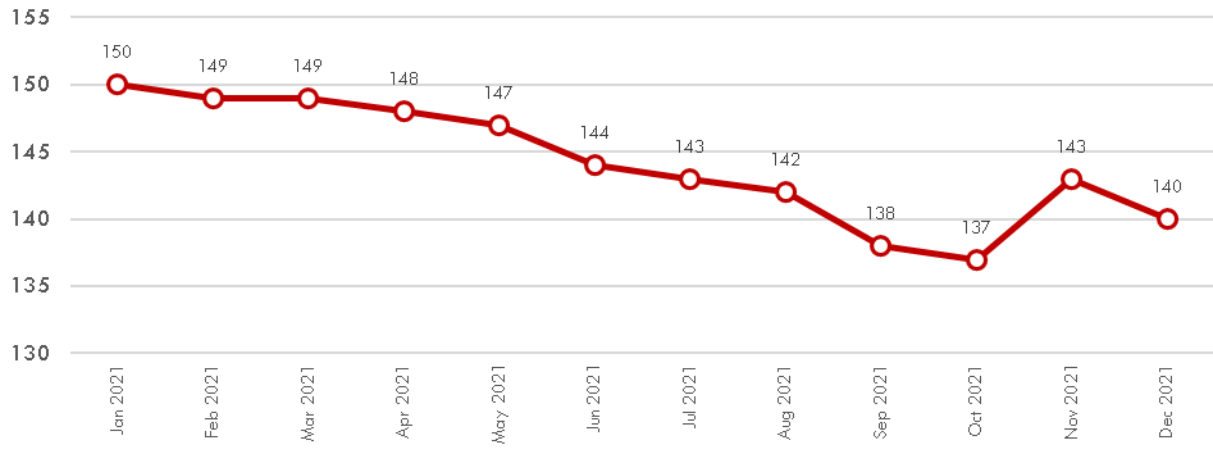




### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage

