

## INTER OFFICE MEMO

**To:** Operations & Scheduling Committee

**Date:** 04/26/2022

**From:** Pranjali Dixit, Manager of Planning

**Reviewed by:** MR

**SUBJECT: Fixed Route Operating Reports for March 2022**

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>	178,158	150,597	
<b>Average Weekday</b>	7,250	6,450	
<b>Pass/Rev Hour</b>	10.6	9.6	Standard Goal > 17.0
<b>Missed Trips</b>	1.11%	2.0%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	18,545	23,977	Standard Goal > 18,000

*\* Based on current standards from updated SRTP*

### Analysis:

Average weekday ridership was higher in March (7,250 passengers) than February 2022 (6,467 passengers) and higher than March 2021 (3,781 passengers) or 91.75%. This month marks 2 years since the first shelter-in-place order took effect in response to Covid-19.

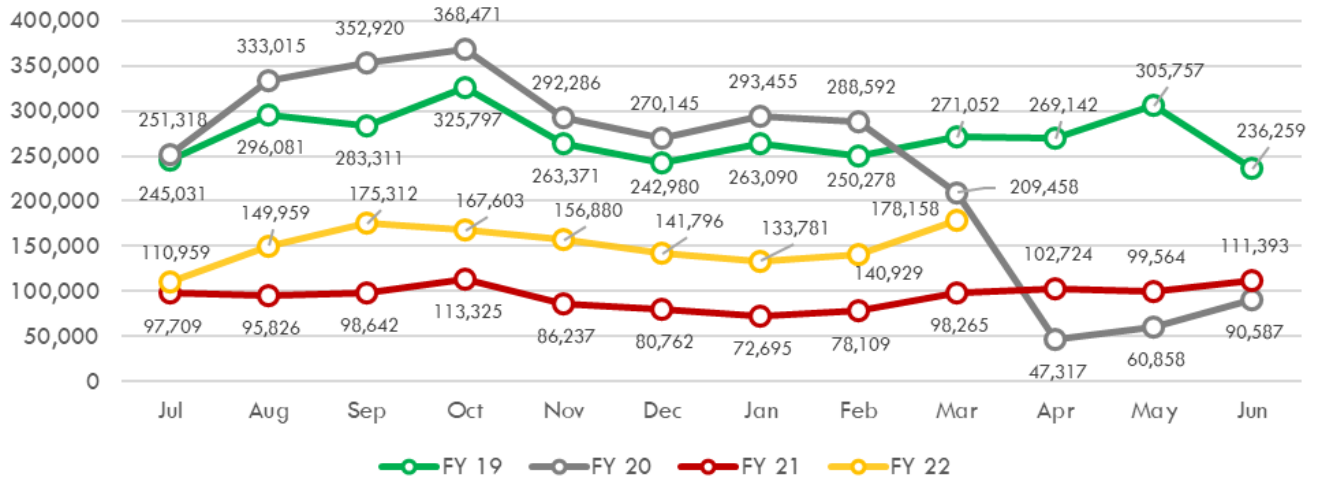
Passengers per hour in March was 10.6 which is higher than February 2022 at 9.4 and higher than March 2021 when passengers per hour was 6.2.

The percentage of missed trips in March was 1.11% which is lower than the prior month when it was 1.55%.

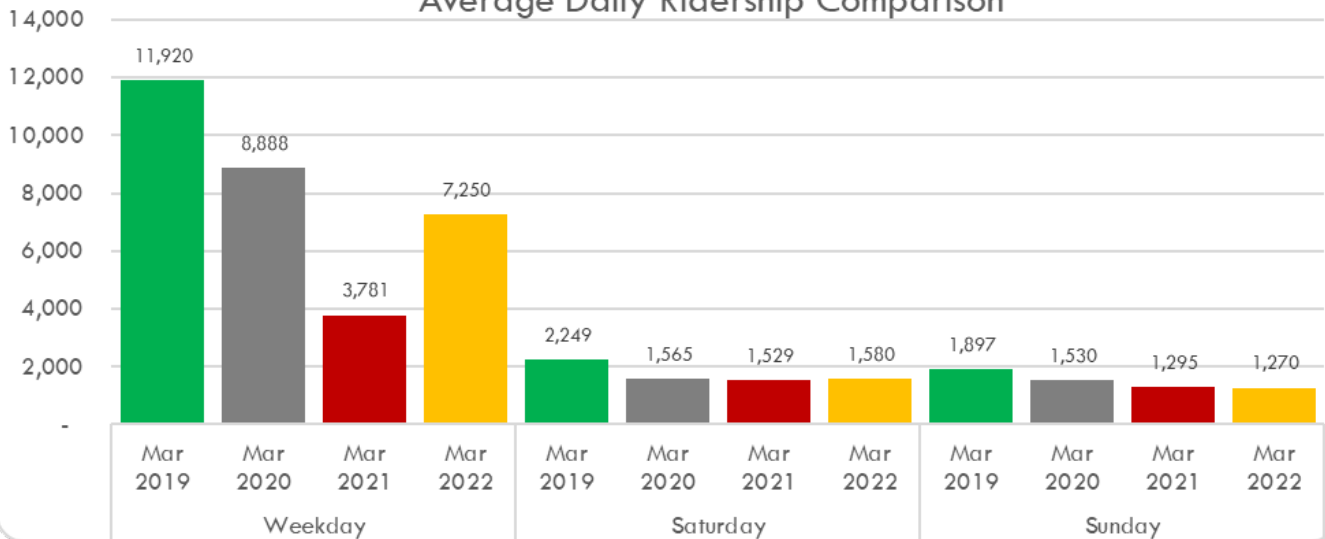
The number of miles between roadcalls was 18,545 miles in March, lower than the prior month in which there were 19,016 miles between roadcalls. The rolling 12-month average is 24,602 miles between roadcalls.

Of a total 178,158 passengers, 112,125 passengers had the potential to use a Clipper card aboard County Connection since 66,033 either used an employer or school pass or were on a free route. About 80.1% of the 112,125 potential Clipper card users paid using Clipper during this month.

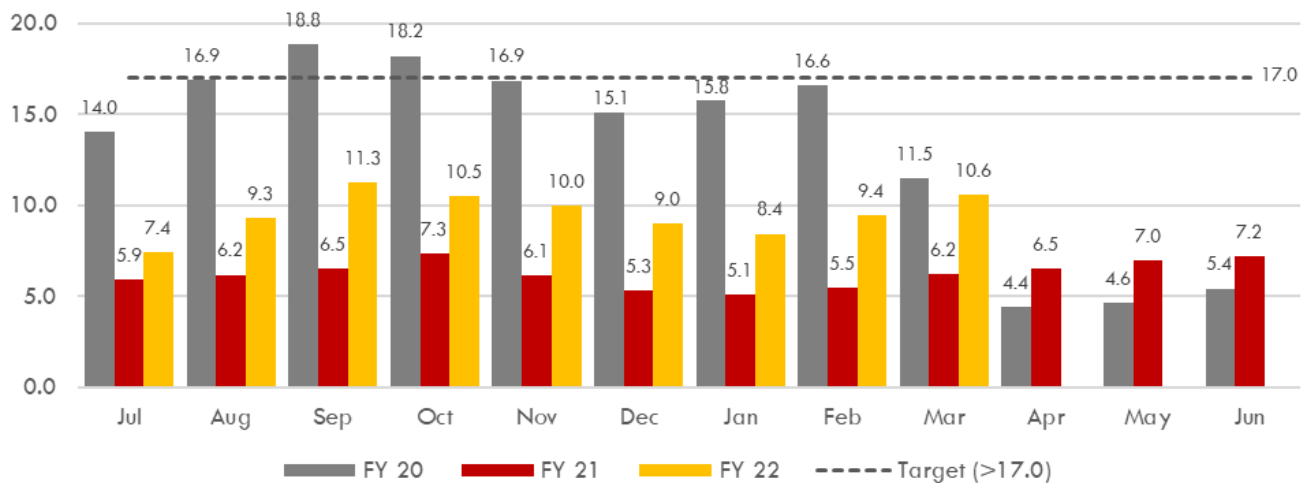
### Total Monthly Fixed Route Ridership



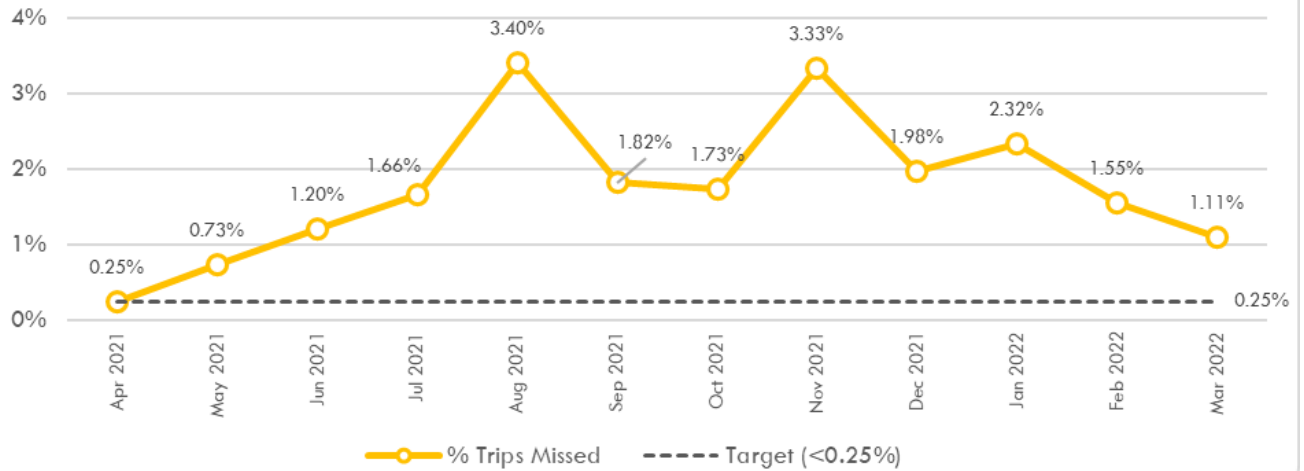
### Average Daily Ridership Comparison



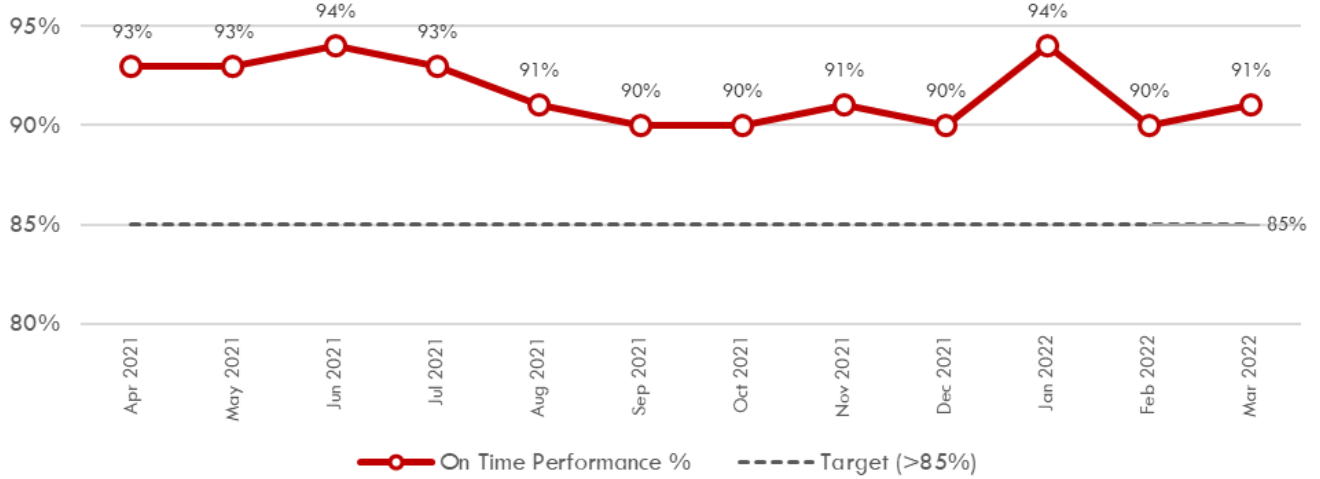
### Passengers/Revenue Hour



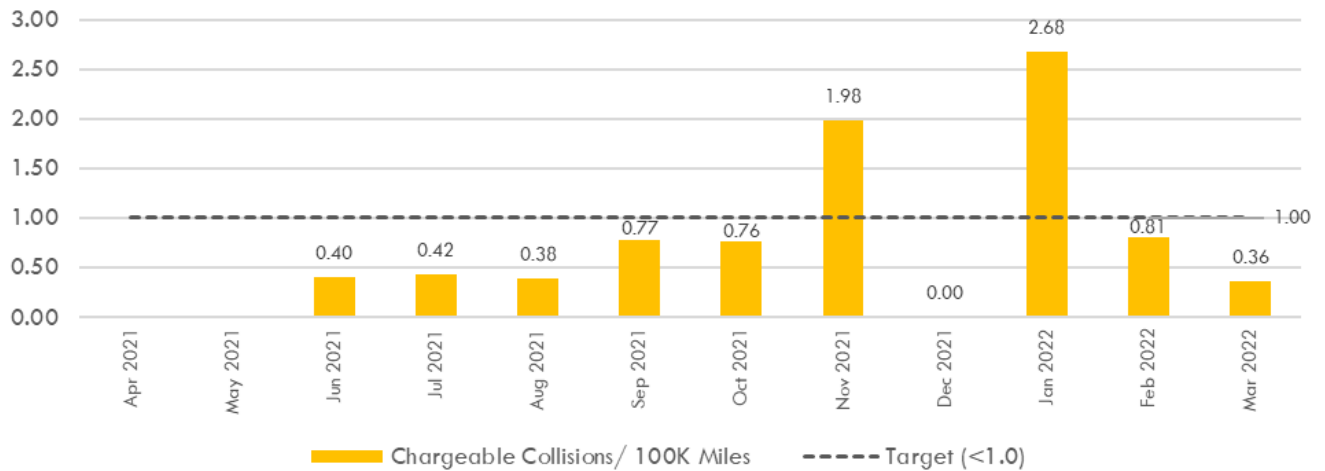
### % Trips Missed



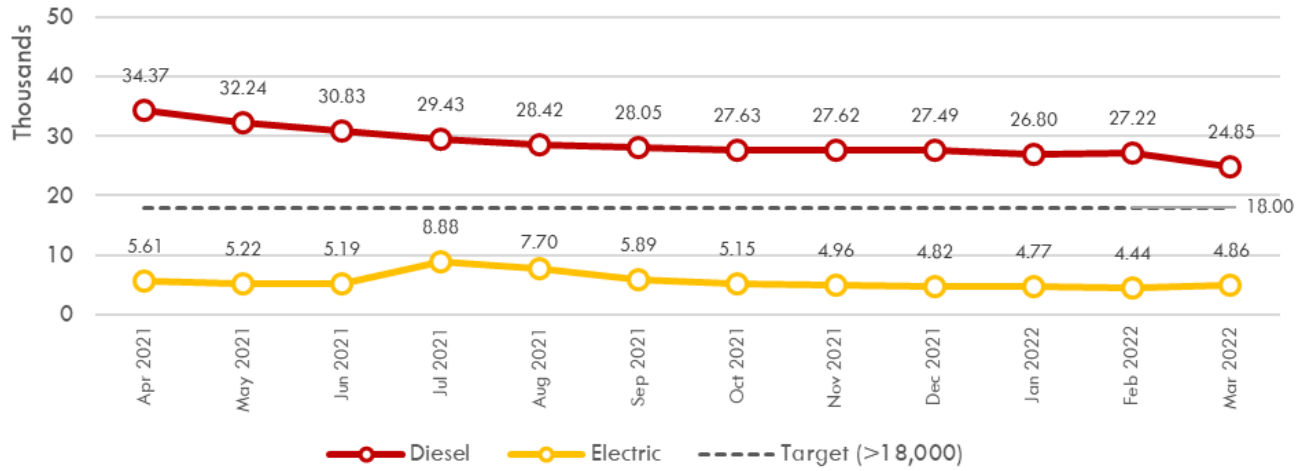
### On Time Performance



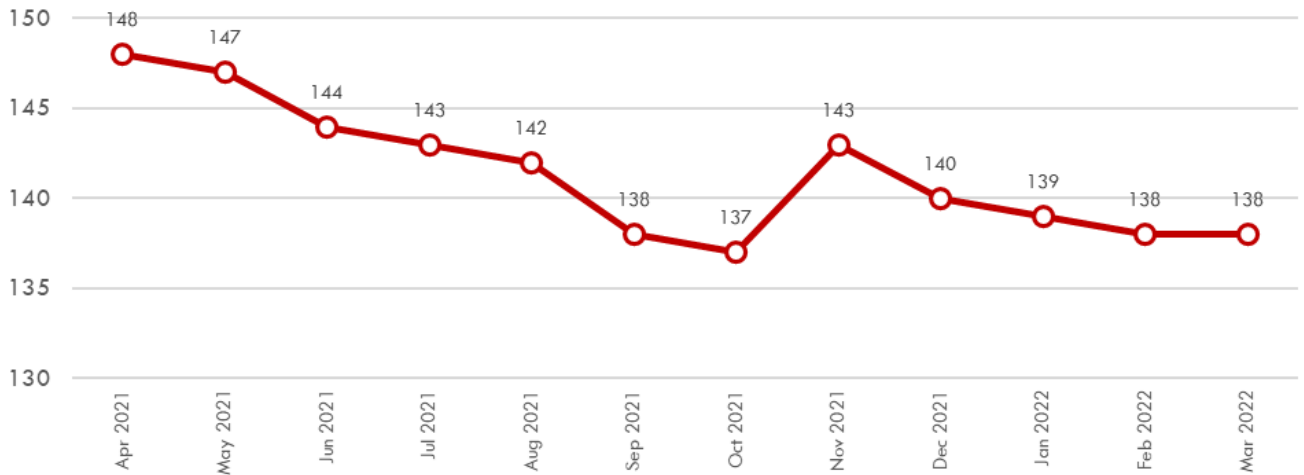
### Accident Report



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



### Number of Operators



### % Clipper Usage

