

To: Operations & Scheduling Committee

Date: 12/27/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Fixed Route Operating Reports for November 2022

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

	FY22-23		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	198,379	196,284	
Average Weekday	8,621	8,364	
Pass/Rev Hour	12.8	12.6	Standard Goal > 17.0
Missed Trips	0.33%	0.83%	Standard Goal < 0.25%
Miles between Road Calls	42,196	35,081	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was lower in November 2022 (8,621 passengers) than the previous month of October 2022 (10,141 passengers) and is 26% higher than November 2021 (6,852 passengers). In addition, County Connection operated BART Bus Bridges on two days in November, carrying a total of 9,060 passengers.

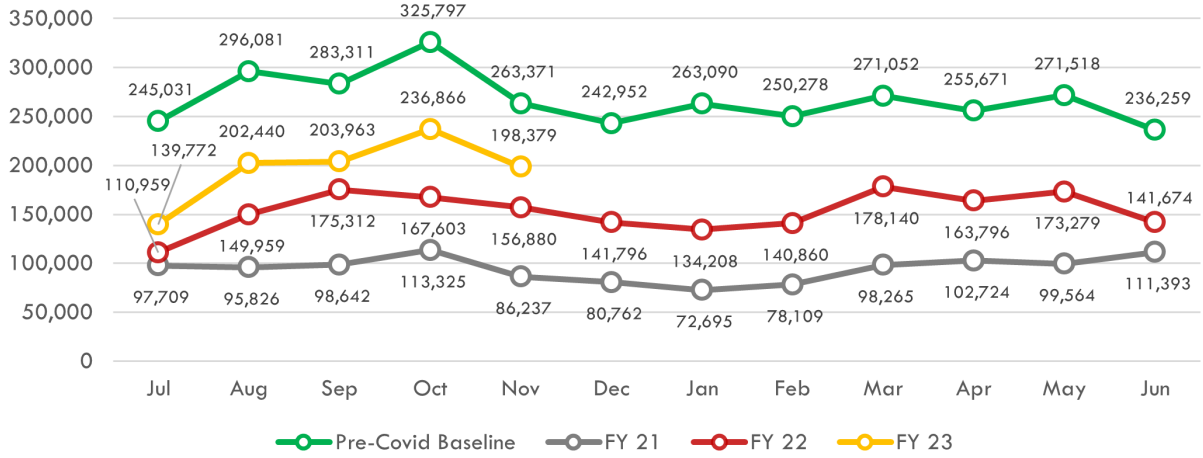
Passengers per hour in November was 12.8, which is lower than 15.0 in October 2022 and higher than November 2021 when passengers per hour was 10.0.

The percentage of missed trips in November was 0.33%, which is lower than the prior month when it was 0.40%. This was also the lowest percentage of missed trips since over a year ago, although it is still above the standard goal of less than 0.25%.

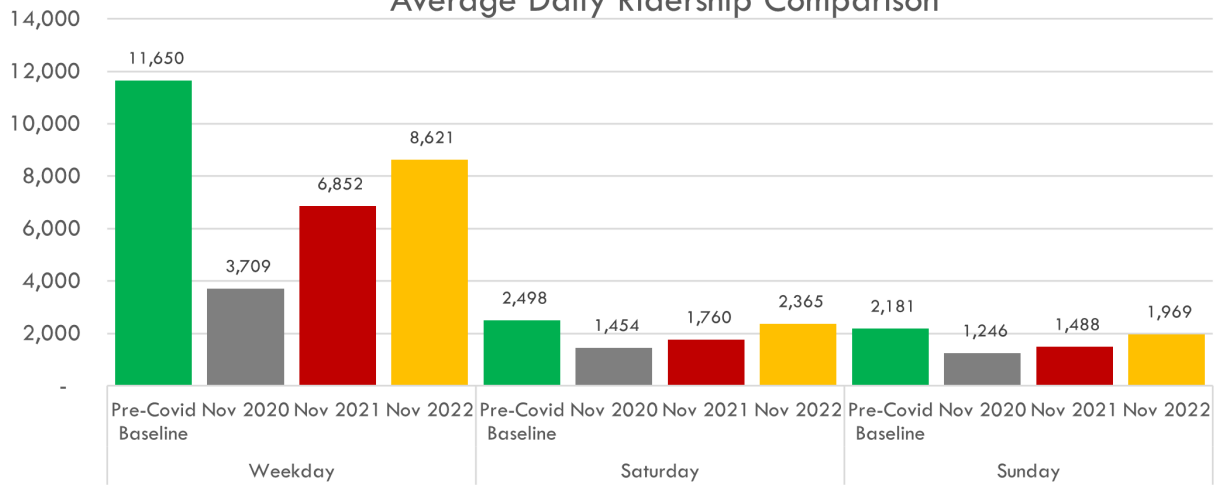
The number of miles between roadcalls was 42,196 miles in November, lower than the prior month in which there were 53,203 miles between roadcalls. The rolling 12-month average is 29,561 miles between roadcalls.

Of a total 207,449 passengers, 114,231 passengers had the potential to use a Clipper card aboard County Connection since 93,218 either used an employer or school pass or were on a free route. About 78.2% of the 198,379 potential Clipper card users paid using Clipper during this month.

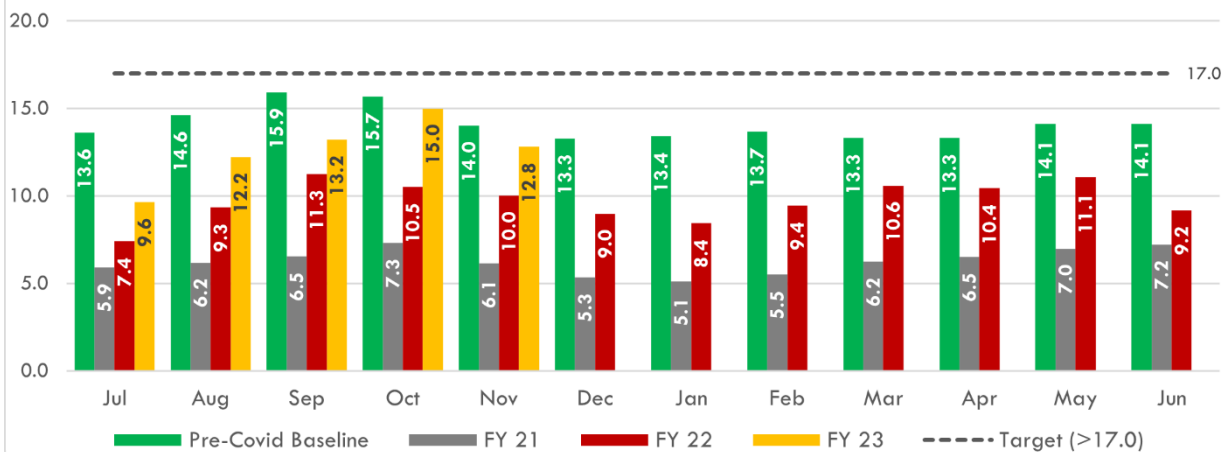
Total Monthly Fixed Route Ridership



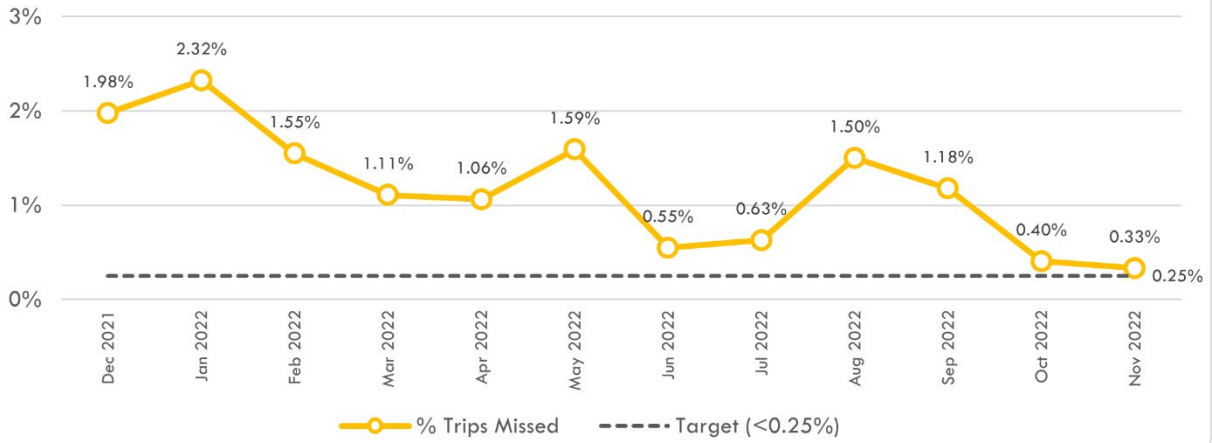
Average Daily Ridership Comparison



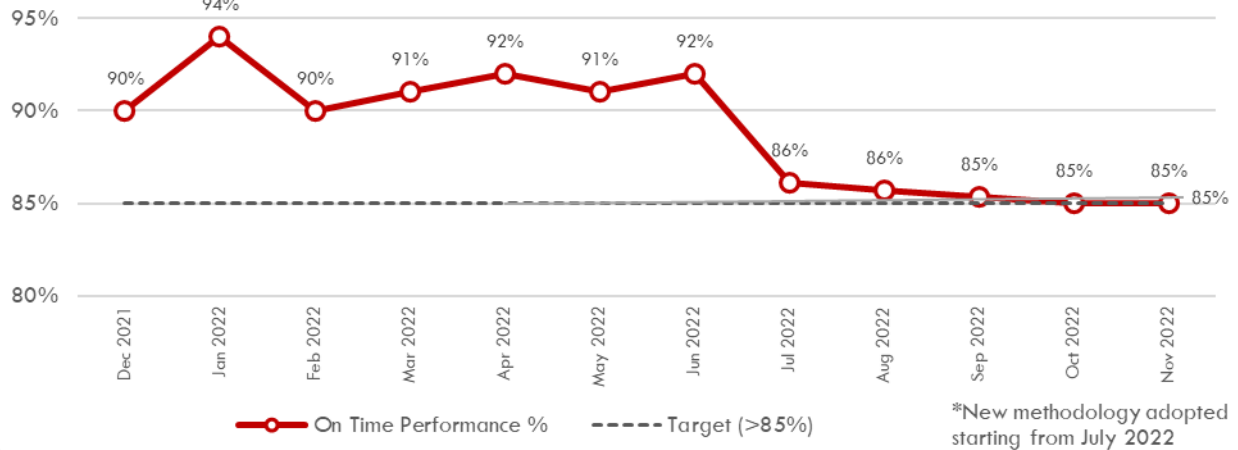
Passengers/Revenue Hour



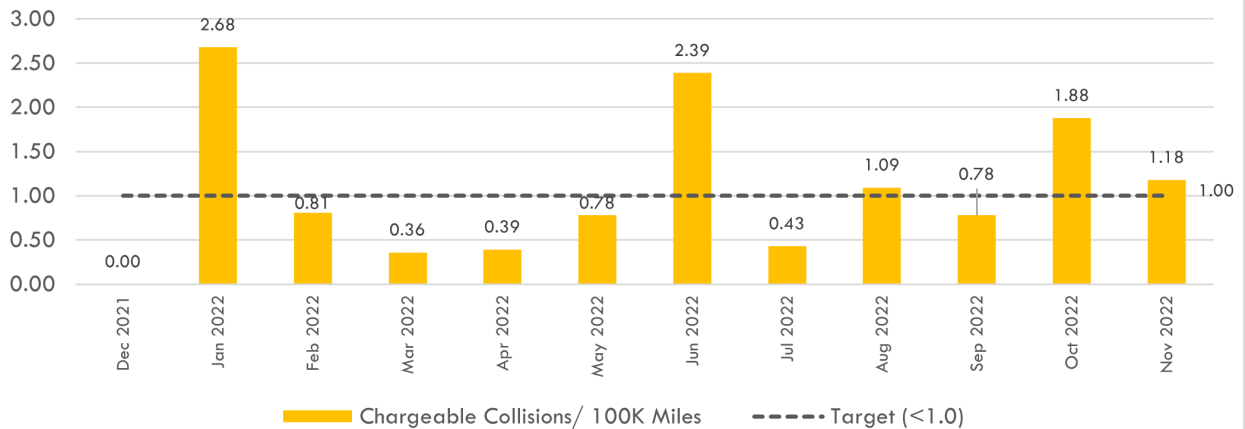
% Trips Missed



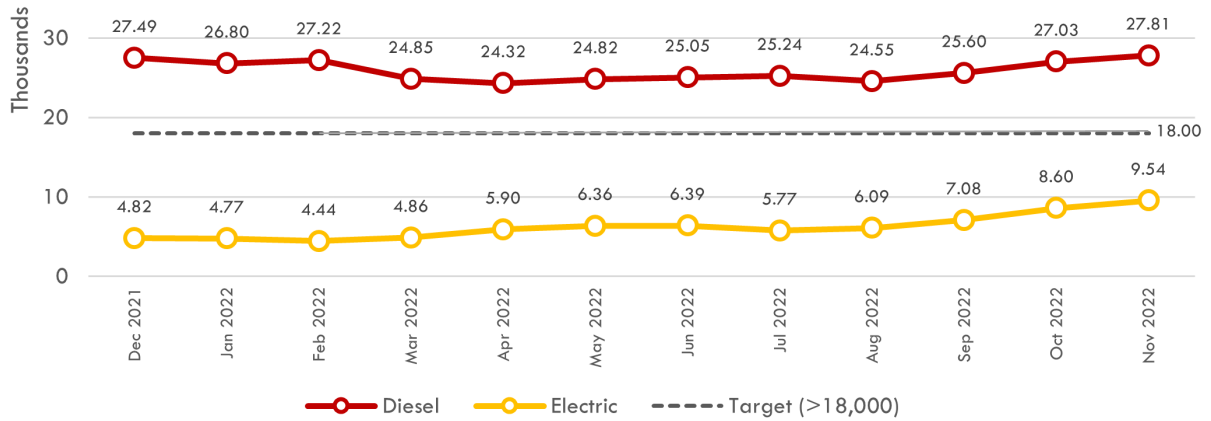
On Time Performance*



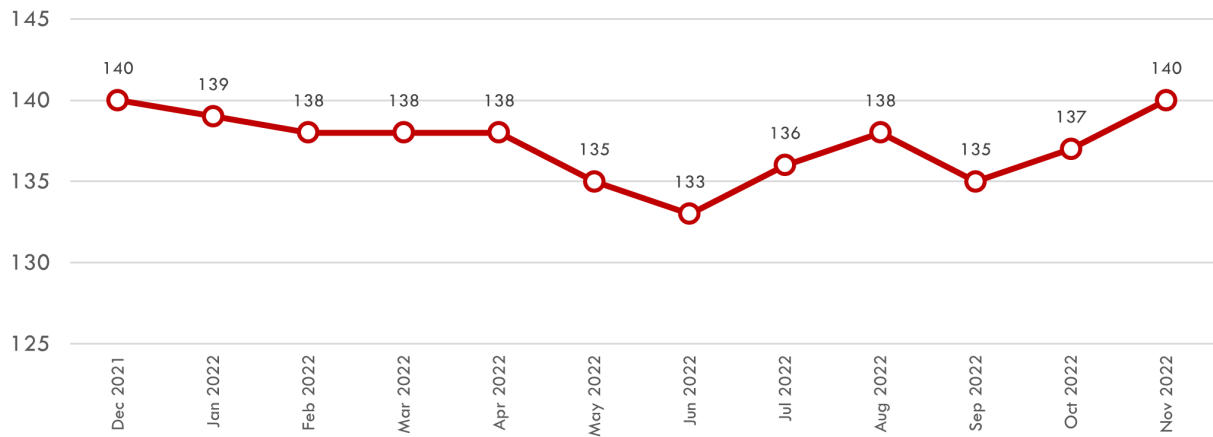
Accident Report



Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage

