

TO: O&S Committee

DATE: October 18, 2019

FROM: Ruby Horta
Director of Planning and Marketing

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for September 2019

1. Monthly Boarding's Data

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

| <u>Title</u> | FY19-20 | | <u>Annual Goal</u> |
|--------------------------|----------------------|----------------|------------------------|
| | <u>Current Month</u> | <u>YTD Avg</u> | |
| Total Passengers | 352,920 | 312,418 | |
| Average Weekday | 14,428 | 12,684 | |
| Pass/Rev Hour | 18.8 | 16.6 | Standard Goal > 17.0 |
| Missed Trips | 0.30% | 0.15% | Standard Goal < 0.25% |
| Miles between Road Calls | 56,774 | 32,355 | Standard Goal > 18,000 |

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in September (14,428 passengers) than August (13,032 passengers) and higher than September 2018 (13,611 passengers) or (6.0%).

Passengers per hour in September was 18.8 which is higher than August at 16.8 and also higher than September 2018 when passengers per hour was 15.9.

The percentage of missed trips in September was 0.30% which is higher than the prior month (0.08%) due to operator availability on September 9th.

The number of miles between roadcalls was 56,774 miles in September, higher than the prior month in which there were 35,872 miles between roadcalls. The rolling 12 month average is 32,355 miles between roadcalls.

Of a total 352,920 passengers, 41,244 were due to the BART bus bridges on September 1st, 2nd, 28th and 29th. There were 199,107 passengers that had the potential to use a Clipper card aboard County Connection since 153,813 either used an employee sponsored program, free routes or Bart bus bridges. About 73.9% of the potential Clipper card users, or 199,107 riders, paid using Clipper during this month.

TO: O&S Committee

DATE: November 26, 2019

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for October 2019

1. Monthly Boarding's Data

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

| <u>Title</u> | FY19-20 | | <u>Annual Goal</u> |
|--------------------------|----------------------|----------------|------------------------|
| | <u>Current Month</u> | <u>YTD Avg</u> | |
| Total Passengers | 368,471 | 326,431 | |
| Average Weekday | 14,315 | 13,091 | |
| Pass/Rev Hour | 18.2 | 17.0 | Standard Goal > 17.0 |
| Missed Trips | 0.05% | 0.13% | Standard Goal < 0.25% |
| Miles between Road Calls | 62,557 | 33,415 | Standard Goal > 18,000 |

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was slightly lower in October (14,315 passengers) than September (14,428 passengers) and higher than October 2018 (13,303 passengers) or (7.6%).

Passengers per hour in October was 18.2 which is lower than September at 18.8 but higher than October 2018 when passengers per hour was 15.7.

The percentage of missed trips in October was 0.05% which is lower than the prior month (0.30%). The higher percentage during the previous month was mainly due to operator availability on September 9th.

The number of miles between roadcalls was 62,557 miles in October, higher than the prior month in which there were 56,774 miles between roadcalls. The rolling 12 month average is 33,415 miles between roadcalls.

Of a total 368,471 passengers, 221,335 passengers had the potential to use a Clipper card aboard County Connection since 147,136 either used an employee sponsored program, free routes or Bart bus bridges. About 74.7% of the 221,335 potential Clipper card users paid using Clipper during this month.