

## INTER OFFICE MEMO

**TO:** O&S Committee

**DATE:** December 23, 2020

**FROM:** Melody Reeb  
Manager of Planning

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for November 2020

#### 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>	<b>FY20-21</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	86,237	98,348	
Average Weekday	3,709	4,000	
Pass/Rev Hour	6.1	6.4	Standard Goal > 17.0
Missed Trips	0.25%	0.23%	Standard Goal < 0.25%
Miles between Road Calls	24,292	29,696	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in November (3,709 passengers) than October 2020 (4,435 passengers) and lower than November 2019 (13,460 passengers) or -72.44%. This is the ninth full month following the first shelter-in-place order that took effect on March 17th in response to COVID-19.

Passengers per hour in November was 6.1 which is lower than October 2020 at 7.3 and lower than November 2019 when passengers per hour was 16.9.

The percentage of missed trips in November was 0.25% which is higher than the prior month 0.18%.

The number of miles between roadcalls was 24,292 miles in November, lower than the prior month in which there were 33,563 miles between roadcalls. The rolling 12 month average is 34,231 miles between roadcalls.

County Connection resumed collecting fares starting on November 1st 2020. Of a total 86,237 passengers, 51,525 passengers had the potential to use a Clipper card aboard County Connection since 34,712 either used an employee sponsored program or free routes. About 71.9% of the 51,525 potential Clipper card users paid using Clipper during this month.

**TO:** O&S Committee

**DATE:** January 21, 2021

**FROM:** Melody Reeb  
Manager of Planning

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for December 2020

#### 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>	<b>FY20-21</b>		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	80,762	95,417	
Average Weekday	3,266	3,878	
Pass/Rev Hour	5.3	6.2	Standard Goal > 17.0
Missed Trips	0.97%	0.35%	Standard Goal < 0.25%
Miles between Road Calls	26,733	29,202	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was lower in December (3,266 passengers) than November 2020 (3,709 passengers) and lower than December 2019 (11,882 passengers) or -72.5%. This is the tenth full month following the first shelter-in-place order that took effect on March 17th in response to Covid-19. A new shelter-in-place order went into effect on December 6th.

Passengers per hour in December was 5.3 which is lower than November 2020 at 6.1 and lower than December 2019 when passengers per hour was 15.1.

The percentage of missed trips in December was 0.97% which is higher than the prior month 0.25%.

The number of miles between roadcalls was 26,733 miles in December, higher than the prior month in which there were 24,292 miles between roadcalls. The rolling 12 month average is 29,202 miles between roadcalls.

County Connection resumed collecting fares starting on November 1st 2020. Of a total 80,762 passengers, 48,927 passengers had the potential to use a Clipper card aboard County Connection since 31,834 either used an employee sponsored program or free routes. About 74.8% of the 48,927 potential Clipper card users paid using Clipper during this month.