

**TO:** O&S Committee

**DATE:** April 17, 2021

**FROM:** Melody Reeb  
Manager of Planning

**SUBJ:** Fixed Route Reports

### Fixed Route Operating Reports for April 2021

#### 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.

	FY20-21		
<u>Title</u>	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	102,724	92,429	
Average Weekday	4,165	3,769	
Pass/Rev Hour	6.5	6.1	Standard Goal > 17.0
Missed Trips	0.25%	0.29%	Standard Goal < 0.25%
Miles between Road Calls	39,334	30,692	Standard Goal > 18,000

\* Based on current standards from updated SRTP

#### Analysis

Average weekday ridership was higher in April (4,165 passengers) than March 2021 (3,781 passengers) and higher than April 2020 (1,922 passengers) or 116.7%. This month marks 13 months since the first shelter-in-place order took effect in response to Covid-19. Additional restrictions were lifted midmonth as Contra Costa County moved into the "Orange Tier".

Passengers per hour in April was 6.5 which is higher than March 2021 at 6.2 and higher than April 2020 when passengers per hour was 4.4.

The percentage of missed trips in April was 0.25% which is higher than the prior month 0.20%.

The number of miles between roadcalls was 39,334 miles in April, lower than the prior month in which there were 39,487 miles between roadcalls. The rolling 12-month average is 34,372 miles between roadcalls.

Of a total 102,724 passengers, 62,107 passengers had the potential to use a Clipper card aboard County Connection since 40,618 either used an employee sponsored program or free routes. About 74.9% of the 62,107 potential Clipper card users paid using Clipper during this month.