

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.

TO: O&S Committee

DATE: June 22, 2021

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for May 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.

<u>Title</u>	FY20-21		<u>Annual Goal</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	99,564	93,078	
Average Weekday	4,231	3,811	
Pass/Rev Hour	7.0	6.2	Standard Goal > 17.0
Missed Trips	0.73%	0.33%	Standard Goal < 0.25%
Miles between Road Calls	22,787	29,974	Standard Goal > 18,000

* Based on current standards from updated SRTP

Analysis

Average weekday ridership was higher in May (4,231 passengers) than April 2021 (4,165 passengers) and higher than May 2020 (2,464 passengers) or 71.71%. This month marks a year and 2 months since the first shelter-in-place order took effect in response to Covid-19.

Passengers per hour in May was 7.0 which is higher than April 2021 at 6.5 and higher than May 2020 when passengers per hour was 4.7.

The percentage of missed trips in May was 0.73% which is higher than the prior month when it was 0.25%.

The number of miles between roadcalls was 22,787 miles in May, lower than the prior month in which there were 39,334 miles between roadcalls. The rolling 12-month average is 32,238 miles between roadcalls.

Of a total 99,564 passengers, 59,466 passengers had the potential to use a Clipper card aboard County Connection since 40,098 either used an employee sponsored program or free routes. About 75.9% of the 59,466 potential Clipper card users paid using Clipper during this month.

TO: O&S Committee

DATE: July 20, 2021

FROM: Melody Reeb
Manager of Planning

SUBJ: Fixed Route Reports

Fixed Route Operating Reports for June 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.

<u>Title</u>	FY20-21		
	<u>Current Month</u>	<u>YTD Avg</u>	<u>Annual Goal</u>
Total Passengers	111,393	94,604	
Average Weekday	4,510	3,869	
Pass/Rev Hour	7.2	6.2	Standard Goal > 17.0
Missed Trips	1.20%	0.40%	Standard Goal < 0.25%
Miles between Road Calls	22,377	29,341	Standard Goal > 18,000

* Based on current standards from updated S RTP

Analysis

Average weekday ridership was higher in June (4,510 passengers) than May 2021 (4,231 passengers) and higher than June 2020 (3,595 passengers) or 25.45%. This month marks a year and 3 months since the first shelter-in-place order took effect in response to Covid-19.

Passengers per hour in June was 7.2 which is higher than May 2021 at 7.0 and higher than June 2020 when passengers per hour was 5.4.

The percentage of missed trips in June was 1.2% which is higher than the prior month when it was 0.73%.

The number of miles between roadcalls was 22,377 miles in June, lower than the prior month in which there were 22,787 miles between roadcalls. The rolling 12-month average is 30,833 miles between roadcalls.

Of a total 111,393 passengers, 64,843 passengers had the potential to use a Clipper card aboard County Connection since 46,551 either used an employee sponsored program or free routes. About 76.4% of the 64,843 potential Clipper card users paid using Clipper during this month.