County Connection

INTER OFFICE MEMO

To: Operations & Scheduling Committee **Date:** 6/23/2023

From: Pranjal Dixit, Manager of Planning **Reviewed by:** MR

SUBJECT: Fixed Route Operating Reports for May 2023

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

	FY22-23		Annual Goal
	Current Month	YTD Avg	
Total Passengers	220,275	198,616	
Average Weekday	9,165	8,493	
Pass/Rev Hour	13.5	12.6	Standard Goal > 17.0
Missed Trips	0.29%	0.68%	Standard Goal < 0.25%
Miles between Road Calls	27,256	34,510	Standard Goal > 18,000
			* *Based on current standards from updated SRTP*

Analysis

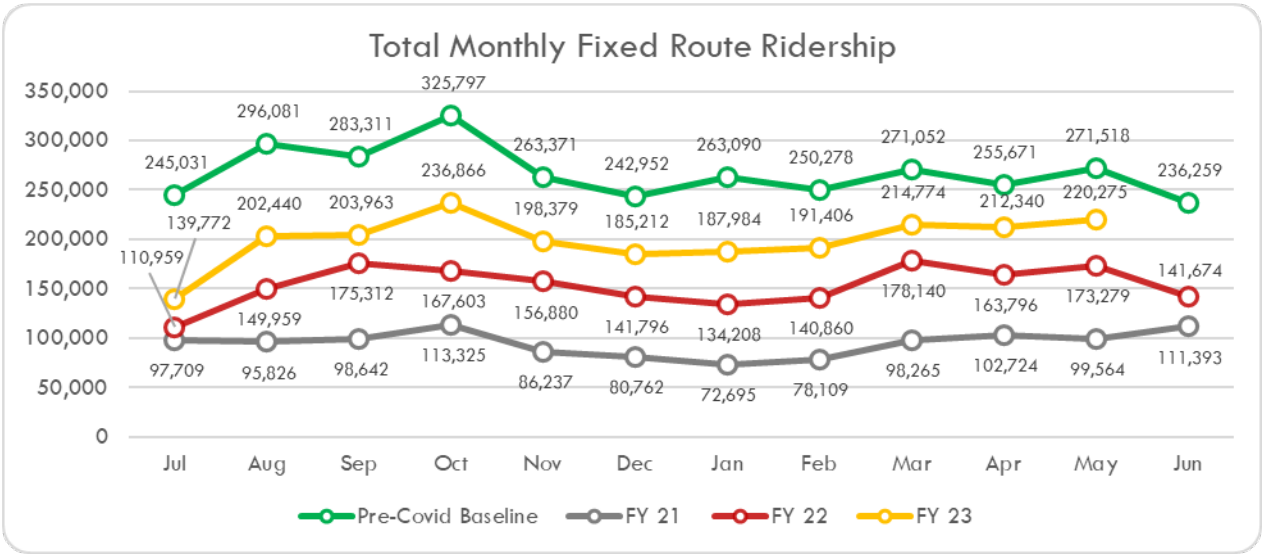
Average weekday ridership was higher in May 2023 (9,165 passengers) than the previous month of April 2023 (8,996 passengers) and is 22% higher than May 2022 (7,510 passengers). County Connection also ran a total of six BART Bridges on three weekends in May which served 11,746 passengers.

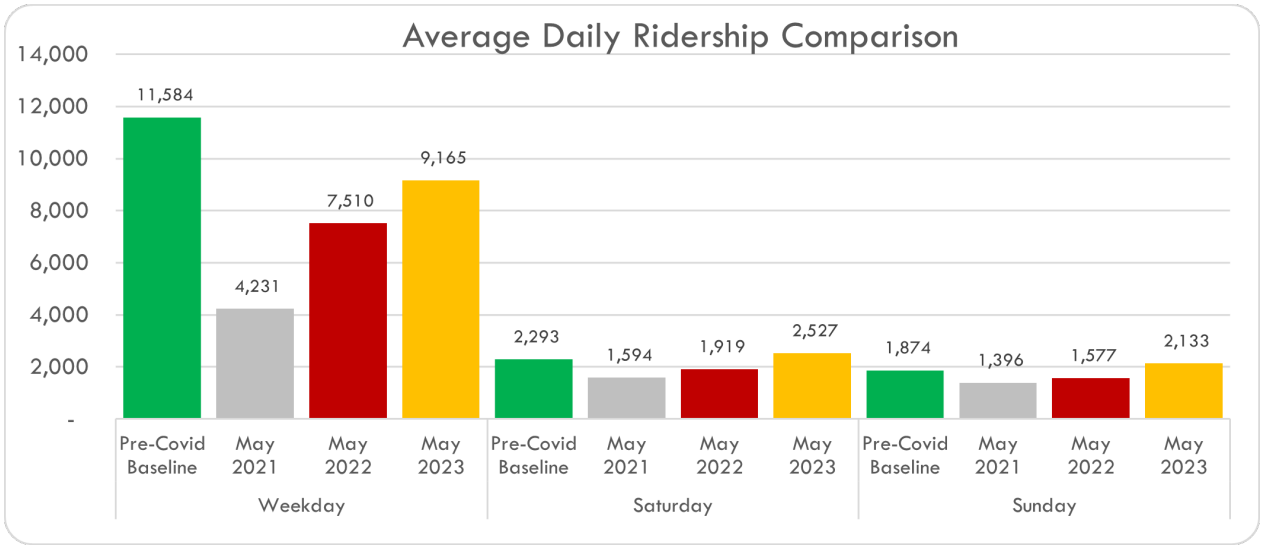
Passengers per hour in May was 13.5, which is higher than April 2023 and higher than May 2022 when passengers per hour was 11.1.

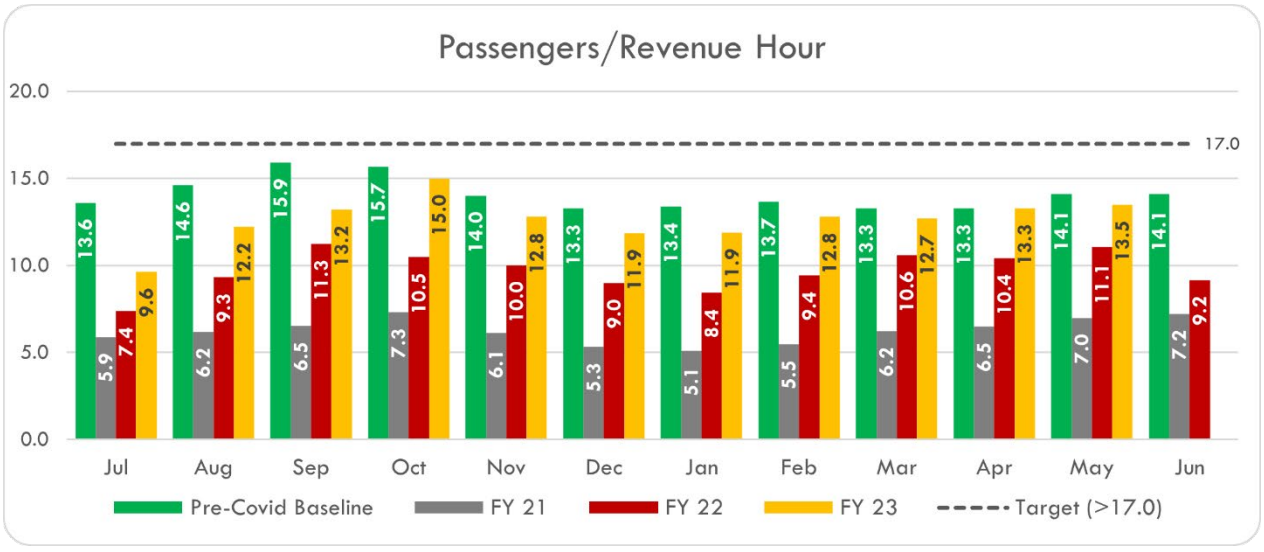
The percentage of missed trips in May was 0.29%, which is lower than the prior month when it was 0.41%.

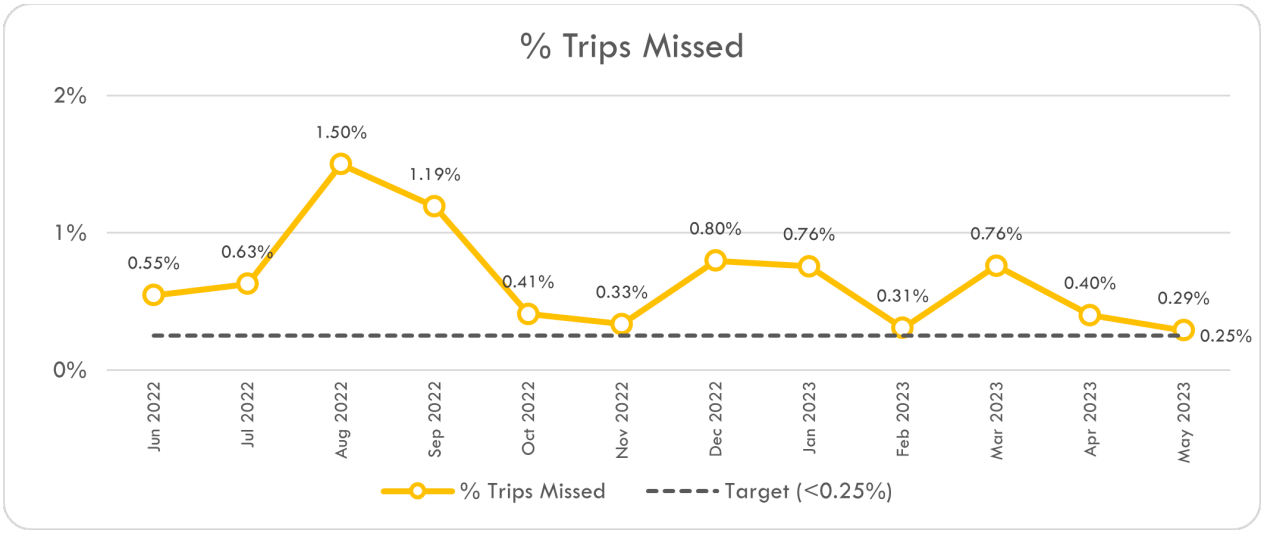
The number of miles between roadcalls was 27,256 miles in May, lower than the prior month in which there were 31,748 miles between roadcalls. The rolling 12-month average is 33,379 miles between roadcalls.

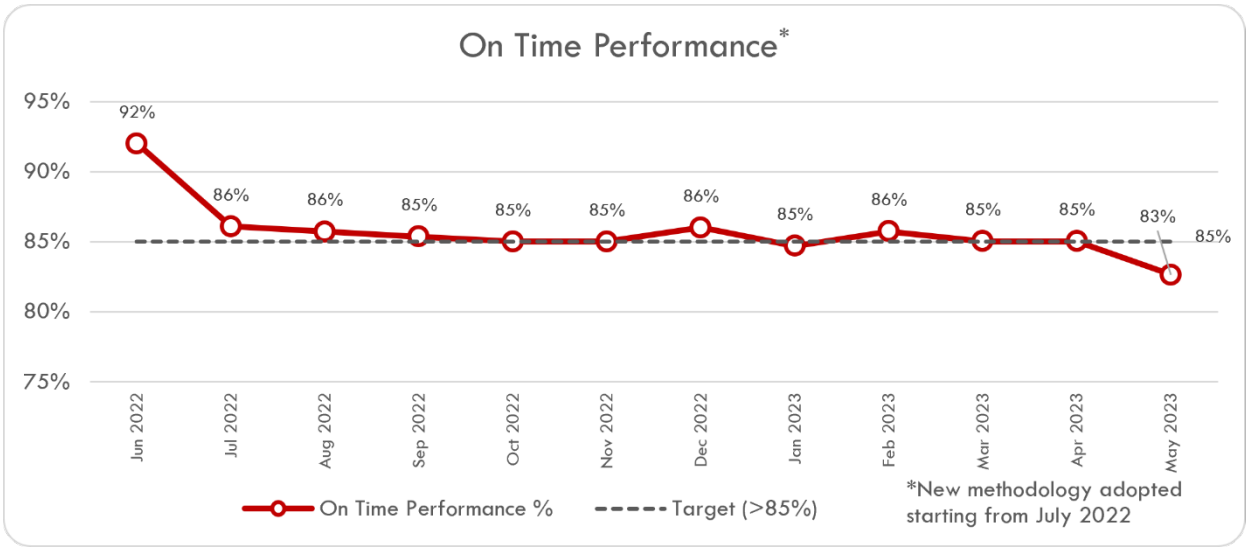
Of a total 232,021 passengers, 124,713 passengers had the potential to use a Clipper card aboard County Connection since 107,308 either used an employer or school pass or were on a free route. About 78.6% of the 124,713 potential Clipper card users paid using Clipper during this month.

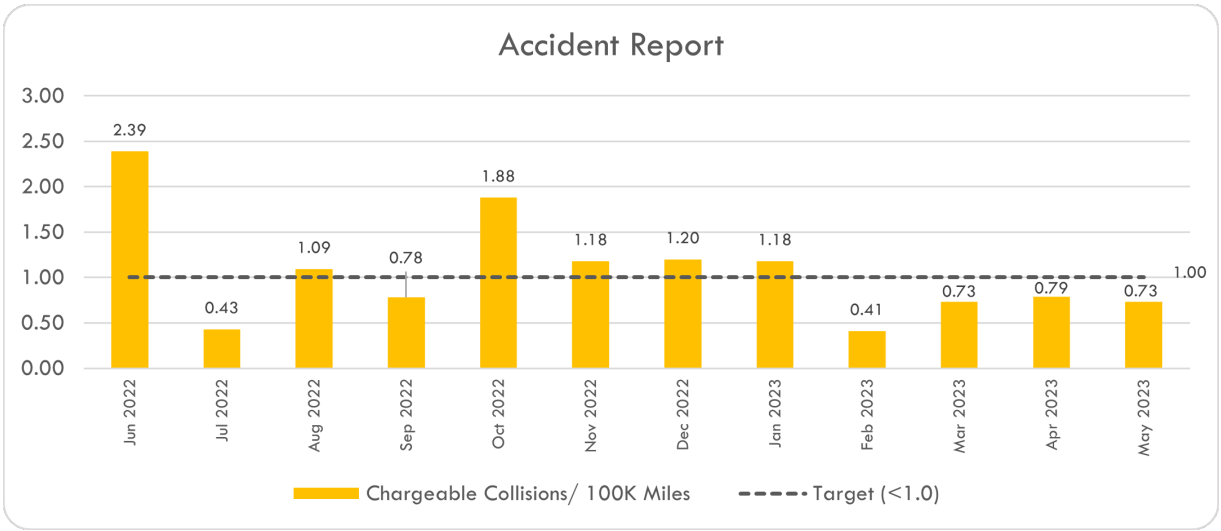

Total Monthly Fixed Route Ridership
350,000
300,000
250,000
200,000
150,000
100,000
50,000
0
Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun
245,031 296,081 283,311 325,797 263,371 242,952 263,090 250,278 271,052 255,671 271,518 236,259
139,772 202,440 203,963 236,866 198,379 185,212 187,984 191,406 214,774 212,340 220,275
110,959 149,959 175,312 167,603 156,880 141,796 134,208 140,860 178,140 163,796 173,279 141,674
97,709 95,826 98,642 113,325 86,237 80,762 72,695 78,109 98,265 102,724 99,564 111,393
Pre-Covid Baseline
FY 21
FY 22
FY 23

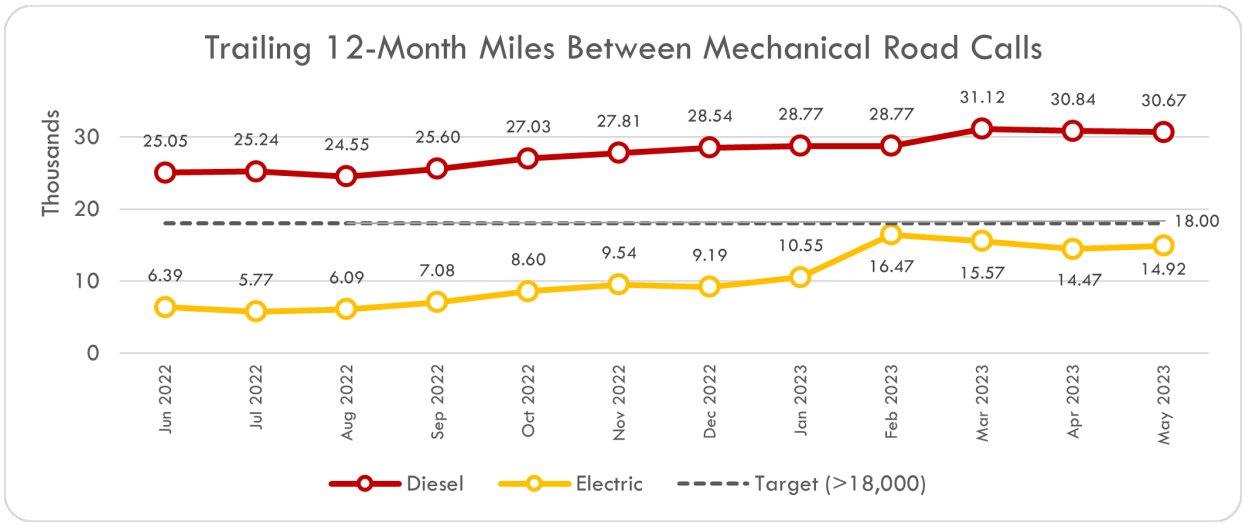

Average Daily Ridership Comparison
14,000
12,000
10,000
8,000
6,000
4,000
2,000
-
11,584 4,231 7,510 9,165
2,293 1,594 1,919 2,527
1,874 1,396 1,577 2,133
Pre-Covid Baseline
May 2021
May 2022
May 2023
Weekday
Saturday
Sunday

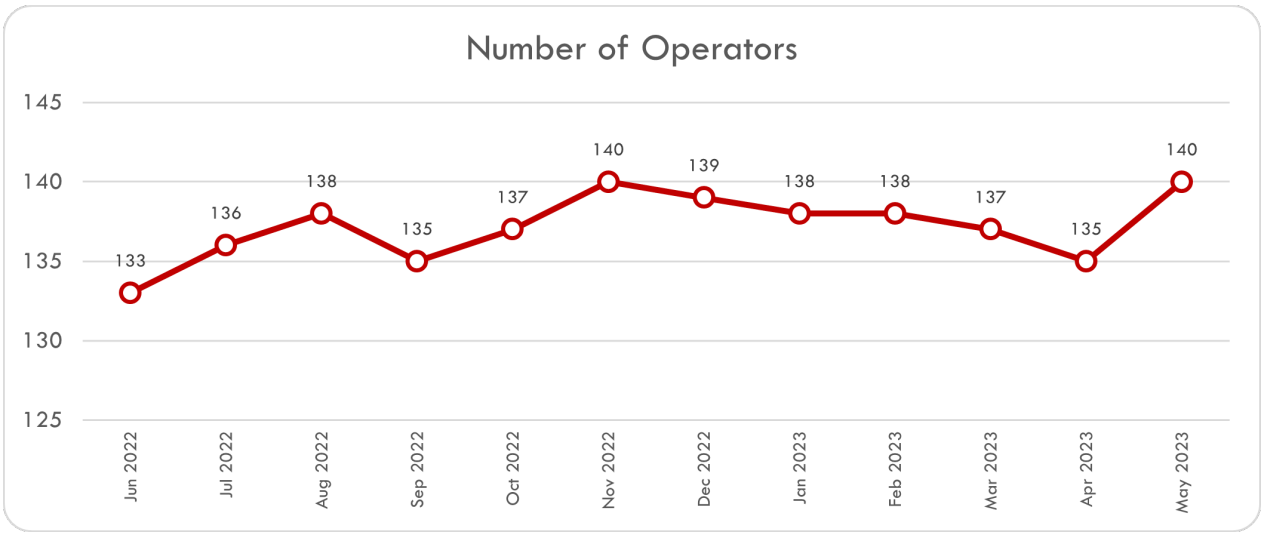

Passengers/Revenue Hour
20.0
15.0
10.0
5.0
0.0
17.0
Jul 13.6 5.9 7.4 9.6
Aug 14.6 6.2 9.3 12.2
Sep 15.9 6.5 11.3 13.2
Oct 15.7 7.3 10.5 15.0
Nov 14.0 6.1 10.0 12.8
Dec 13.3 5.3 9.0 11.9
Jan 13.4 5.1 8.4 11.9
Feb 13.7 5.5 9.4 12.8
Mar 13.3 6.2 10.6 12.7
Apr 13.3 6.5 10.4 13.3
May 14.1 7.0 11.1 13.5
Jun 14.1 7.2 9.2
Pre-Covid Baseline
FY 21
FY 22
FY 23
Target (>17.0)

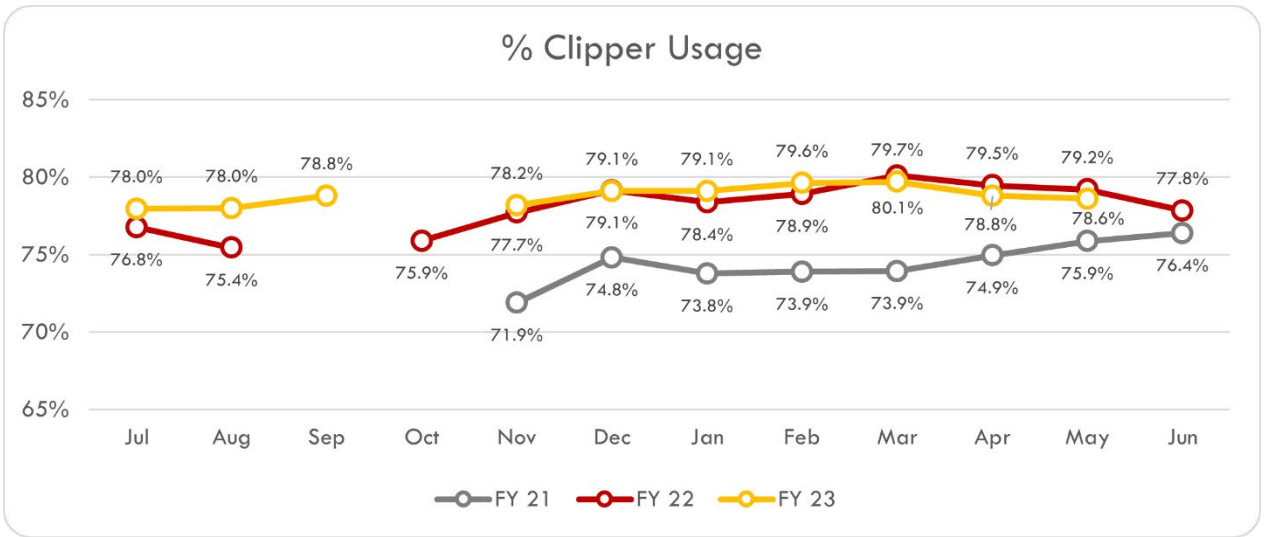

% Trips Missed
2%
1%
0%
0.55%
0.63%
1.50%
1.19%
0.41%
0.33%
0.80%
0.76%
0.31%
0.76%
0.40%
0.29%
0.25%
Jun 2022
Jul 2022
Aug 2022
Sep 2022
Oct 2022
Nov 2022
Dec 2022
Jan 2023
Feb 2023
Mar 2023
Apr 2023
May 2023
% Trips Missed
Target (<0.25%)


On Time Performance*
95%
90%
85%
80%
75%
92%
86%
86%
85%
85%
85%
86%
85%
86%
85%
85%
83%
85%
Jun 2022
Jul 2022
Aug 2022
Sep 2022
Oct 2022
Nov 2022
Dec 2022
Jan 2023
Feb 2023
Mar 2023
Apr 2023
May 2023
On Time Performance %
Target (>85%)
*New methodology adopted starting from July 2022


Accident Report
3.00
2.50
2.00
1.50
1.00
0.50
0.00
2.39
0.43
1.09
0.78
1.88
1.18
1.20
1.18
0.41
0.73
0.79
0.73
1.00
Jun 2022
Jul 2022
Aug 2022
Sep 2022
Oct 2022
Nov 2022
Dec 2022
Jan 2023
Feb 2023
Mar 2023
Apr 2023
May 2023
Chargeable Collisions/ 100K Miles
Target (<1.0)


Trailing 12-Month Miles Between Mechanical Road Calls
Thousands
30
20
10
0
25.05
25.24
24.55
25.60
27.03
27.81
28.54
28.77
28.77
31.12
30.84
30.67
18.00
6.39
5.77
6.09
7.08
8.60
9.54
9.19
10.55
16.47
15.57
14.47
14.92
Jun 2022
Jul 2022
Aug 2022
Sep 2022
Oct 2022
Nov 2022
Dec 2022
Jan 2023
Feb 2023
Mar 2023
Apr 2023
May 2023
Diesel
Electric
Target (>18,000)


Number of Operators
145
140
135
130
125
133
136
138
135
137
140
139
138
138
137
135
140
Jun 2022
Jul 2022
Aug 2022
Sep 2022
Oct 2022
Nov 2022
Dec 2022
Jan 2023
Feb 2023
Mar 2023
Apr 2023
May 2023


% Clipper Usage
85%
80%
75%
70%
65%
78.0%
78.0%
78.8%
76.8%
75.4%
75.9%
78.2%
77.7%
71.9%
79.1%
79.1%
74.8%
79.1%
78.4%
73.8%
79.6%
78.9%
73.9%
79.7%
80.1%
73.9%
79.5%
78.8%
74.9%
79.2%
78.6%
75.9%
77.8%
76.4%
Jul
Aug
Sep
Oct
Nov
Dec
Jan
Feb
Mar
Apr
May
Jun
FY 21
FY 22
FY 23