

**To:** Operations & Scheduling Committee

**Date:** 8/28/2023

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** MR

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**SUBJECT: Fiscal Year 2023 Fixed-Route Performance Report**

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**Background:**

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends for July 2022 through June 2023. Overall, total fixed-route passengers increased by 29.1% from FY 2022 to FY 2023. Total weekday ridership was up 28.5% and weekend ridership was up 35.1% over FY 2022.

FY 2023 was the first full year since the shelter-at-home orders were lifted, mask mandates were relaxed, and schools came back in-person, ridership has seen a steady increase, aided by systemwide and regionwide fare promotions. Average weekday ridership fluctuated between 20%-40% below normal pre-COVID levels throughout FY 2023. Weekend ridership recovered more quickly than on weekdays and ranged between 20% below to 2% above pre-pandemic ridership.

Bus schedules were changed three times in the 2022-2023 fiscal year to accommodate changes in bell times, BART service, and traffic congestion. In August 2022, schedules were changed to reflect new bell times, several of which were implemented as a result of Senate Bill 328 requiring later start times for high schools. The schedules were also adjusted to align with BART service changes on weekends. In November 2022, routes in Martinez were restructured to realign routes to better serve the demand. In January 2023, schedules were further adjusted to improve on time performance and operator layovers to adjust for increased traffic congestion and changes in travel patterns. Overall, about 0.64% of scheduled trips were missed over the course of FY 2023, which was 65% lower than the previous year.

Overall, on-time performance in FY 2023 was 85%, which was lower than the previous year. However, this was largely a result of changes to the methodology for calculating on-time performance to account for early departures at timepoints starting in July 2022. Additionally, along with the increase in ridership, traffic conditions worsened as the post-pandemic reopening of businesses continued, leading to a decline in on-time performance.

There was a significant increase in passengers riding for free and using employer or school passes. County Connection continued its annual Pass2Class program promotion to allow students to ride the buses for free for two months starting in August 2022. Additionally, beginning in July 2022, the Monument Free program was expanded to provide free rides on weekend Routes 311, 314, and 316. County Connection also implemented free fares for all passengers for the month of October 2022, which aided in strong ridership recovery.

Clipper usage among fare-paying riders also saw significant improvement, which could be attributed to continued adoption of regional fare programs like Clipper START and Clipper Youth discount programs which were implemented in January 2021. Of those who paid a fare, average Clipper usage was 78.7%, which was higher than the pre-COVID average of 76.4%.

**Financial Implications:**

None, for information only.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

CCCTA Performance Measurement  
CCCTA Performance Indicators  
CCCTA Boardings by Fare Type

## CCCTA PERFORMANCE MEASUREMENT

Fiscal Years 2022 and 2023

PERFORMANCE MEASURE	FY 21-22	FY 22-23	% Change FY22 to FY23
Weekday Passenger Boardings	1,668,815	2,143,989	28.5%
Saturday Passenger Boardings	91,905	120,814	31.5%
Sunday Passenger Boardings	73,744	102,915	39.6%
<b>Fixed Route Total Passengers</b>	<b>1,834,464</b>	<b>2,367,719</b>	29.1%
Other Passengers <sup>(1)</sup>	69	56,859	
<b>Grand Total Passenger Boardings</b>	<b>1,834,533</b>	<b>2,424,578</b>	32.2%
Average Weekday Ridership	6,544	8,408	28.5%
Total Revenue Hours	185,211	188,263	1.6%
Total Revenue Miles	2,145,814	2,247,706	4.7%
Operating Cost <sup>(3)</sup>	<sup>(2)</sup> \$31,747,880	<sup>(3)</sup> \$ 34,552,471	8.8%
Farebox Revenue	<sup>(2)</sup> \$1,936,353	<sup>(3)</sup> \$2,440,019	26.0%
Number of Weekdays	255	255	0.0%
Number of Saturdays	52	52	0.0%
Number of Sundays	52	52	0.0%
Total Scheduled Trips	259,736	259,496	(0.1%)
Total Missed Trips	4,803	1,663	(65.4%)
<b>Passenger Boardings per Day</b>			
Weekday	6,544	8,408	28.5%
Saturday	1,767	2,323	31.5%
Sunday	1,418	1,979	39.6%

(1) 'Other Passengers' include Bus Bridges & Special Events

(2) FY 21-22 Operating Cost & Farebox Revenue have been updated to "**post Audit**" figures

(3) FY 22-23 Operating Cost & Farebox Revenue figures are still being finalized

## CCCTA PERFORMANCE INDICATORS

Fiscal Years 2022 and 2023

PERFORMANCE MEASURE	FY 21-22	FY 22-23	% Change
			FY22 to FY23
Passengers/Revenue Hour	9.91	12.88	30.0%
Passengers/Revenue Mile	0.85	1.08	26.2%
Cost/Revenue Hour	\$171.41	<sup>(1)</sup> \$183.53	7.1%
Cost/Passenger	\$16.25	<sup>(1)</sup> \$13.24	(18.5%)
Percent of Missed Trips	1.85%	0.64%	(65.3%)
Farebox Recovery Ratio	6.1%	<sup>(1)</sup> 7.1%	15.8%
Accidents/100,000 Miles	0.98	0.97	(1.0%)
Maintenance Employee/100,000	9.43	9.56	1.4%
Operator OT/Total Operator Hour	8.66%	8.12%	(6.3%)
Percent of Trips On-time	93%	<sup>(2)</sup> 85%	(9.0%)
Lift Availability	100.0%	100.0%	0.0%
Lift Boardings	24,951	26,509	6.2%

*(1) FY 22-23 Operating Cost & Farebox Revenue figures are still being finalized*

*(2) Methodology to calculate on-time performance was modified at the beginning of FY 22-23*

## CCCTA BOARDINGS BY FARE TYPE

Fiscal Years 2022 and 2023

Fare Type	FY 21-22	% of Total	FY 22-23	% of Total	% Change
					FY22 to FY23
Adult Cash <sup>(1)</sup>	163,827	8.9%	247,402	10.2%	51.0%
Clipper Card <sup>(2)</sup>	809,675	44.1%	930,727	38.4%	15.0%
Senior & Disabled <sup>(3)</sup>	71,357	3.9%	80,316	3.3%	12.6%
Free	754,023	41.1%	1,113,886	45.9%	47.7%
Employer/School Pass <sup>(4)</sup>	35,652	1.9%	52,246	2.2%	46.5%
<b>Totals</b>	<b>1,834,533</b>	<b>100.0%</b>	<b>2,424,576</b>	<b>100.0%</b>	<b>32.2%</b>

*(1) Includes Adult cash, paper passes, and transfers*

*(2) Includes all uses of Clipper Cards including Seniors*

*(3) Includes 'Midday Free'*

*(4) Includes 'St Mary's', 'JFKU' 'Free', 91X, Ace 92X & 'Summer Youth Pass' Passengers*