

To: Operations & Scheduling Committee

Date: 2/16/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by:

SUBJECT: Fixed Route Operating Reports for January 2024

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

	FY23-24		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	207,086	214,002	
Average Weekday	8,526	9,052	
Pass/Rev Hour	12.9	13.6	Standard Goal > 17.0
Missed Trips	0.22%	0.31%	Standard Goal < 0.25%
Miles between Road Calls	22,341	38,445	Standard Goal > 18,000

** Based on current standards from updated S RTP*

Analysis

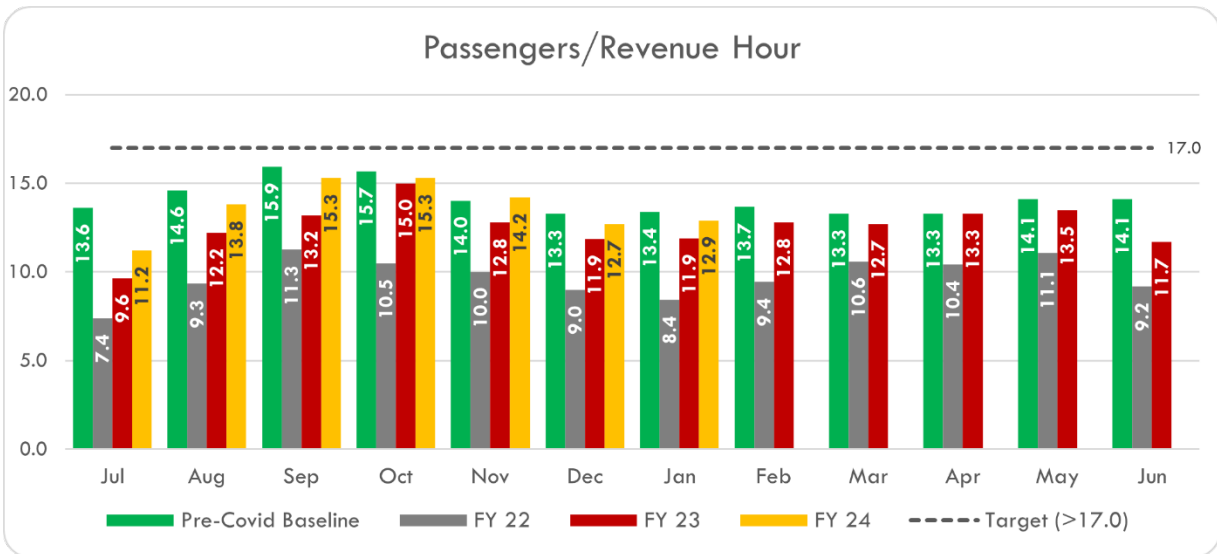
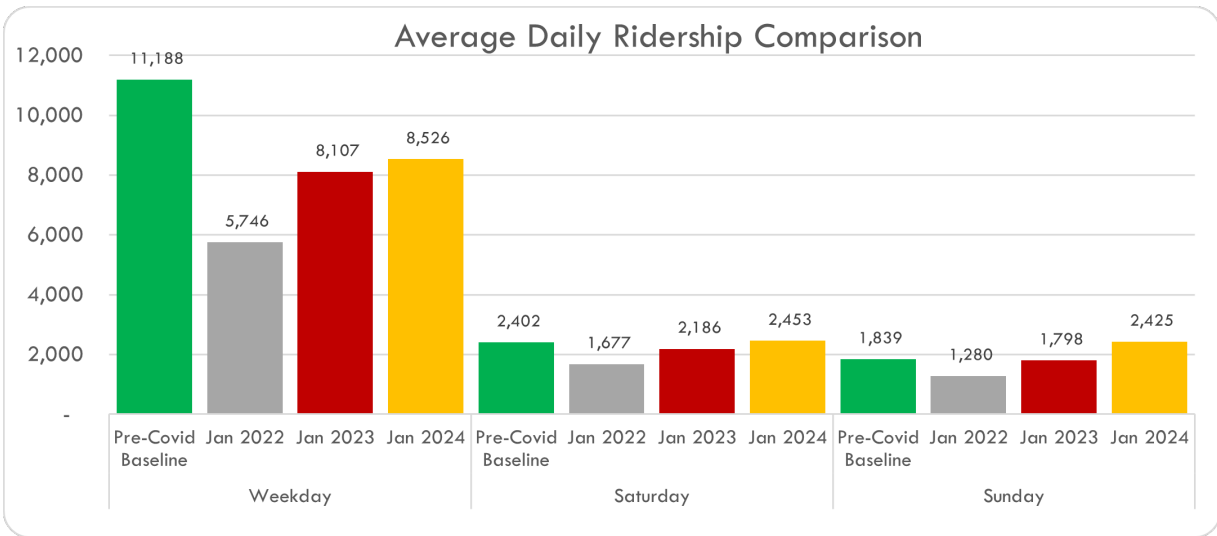
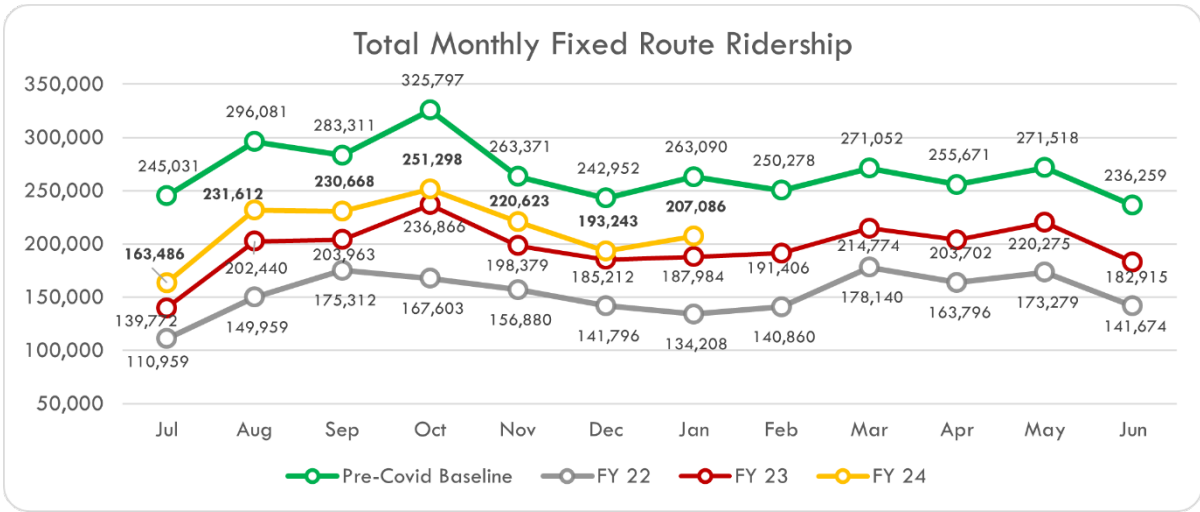
Average weekday ridership was higher in January 2024 (8,526 passengers) than the previous month of December 2023 (8,396 passengers) and is 5.2% higher than January 2023 (8,107 passengers). County Connection also ran an emergency BART Bridge on one day in January and served 1,973 passengers.

Passengers per hour in January was 12.9, which is higher than December 2023 and higher than January 2023 when passengers per hour was 11.9.

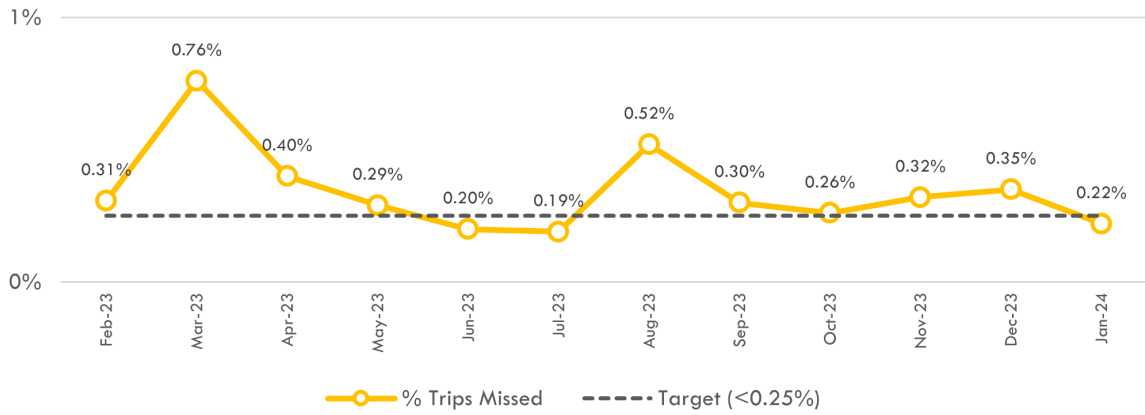
The percentage of missed trips in December was 0.22%, which is lower than the prior month when it was 0.35%.

The number of miles between roadcalls was 22,341 miles in January, lower than the prior month in which there were 47,189 miles between roadcalls. The rolling 12-month average is 35,977 miles between roadcalls.

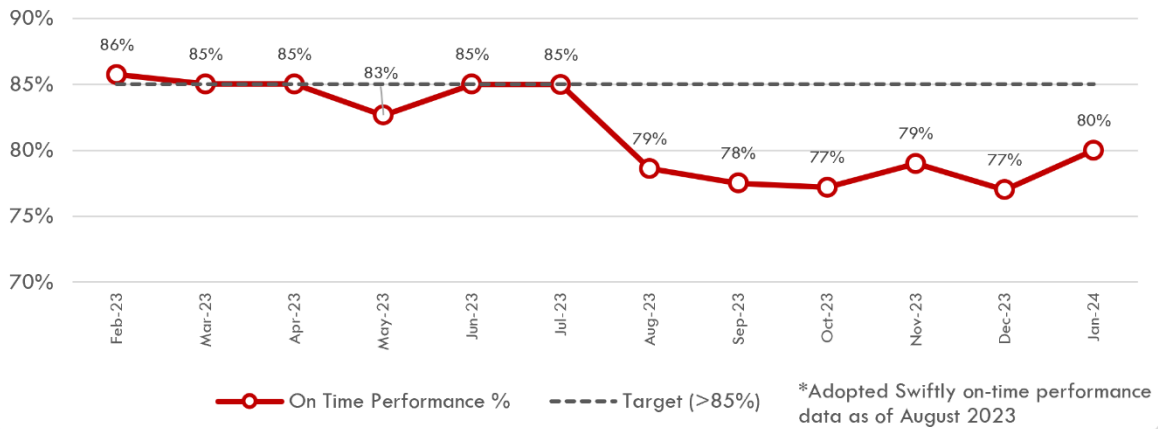
Of a total 209,059 passengers, 111,722 passengers had the potential to use a Clipper card aboard County Connection since 97,338 either used an employer or school pass or were on a free route. About 80.2% of the 111,722 potential Clipper card users paid using Clipper during this month.



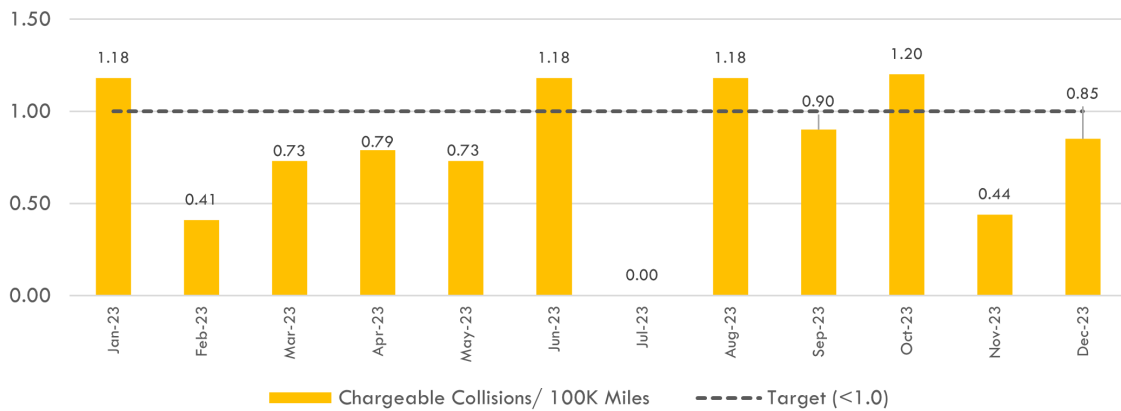
% Trips Missed



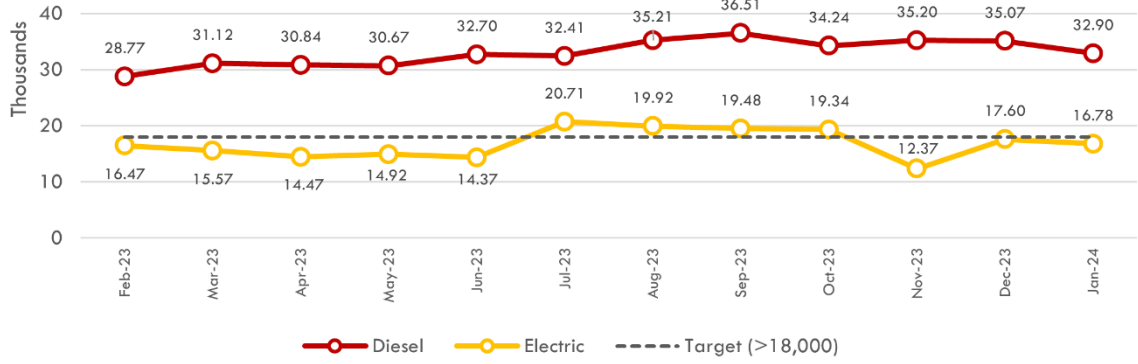
On Time Performance*



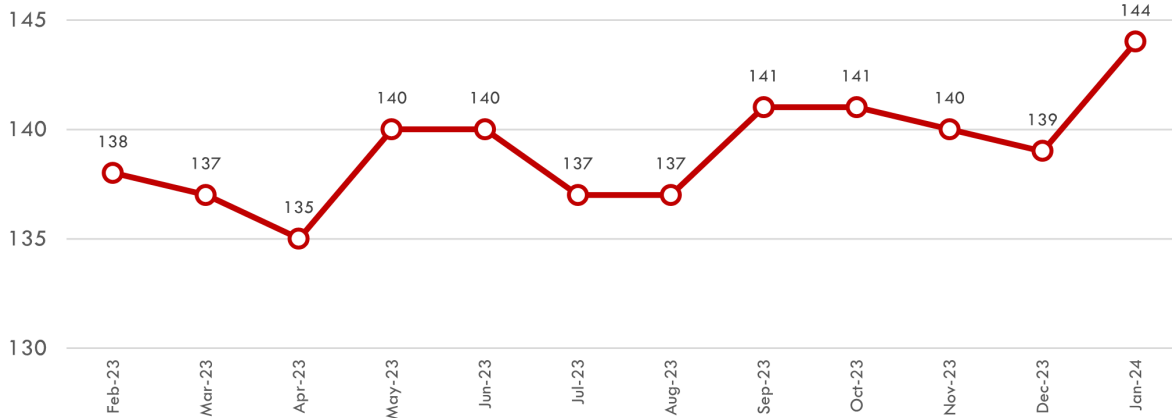
Accident Report



Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage

