

**To:** Operations & Scheduling Committee

**Date:** 1/18/2024

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

**Reviewed by:** MR

**SUBJECT:** Fixed Route Operating Reports for December 2023

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>	
<b>Total Passengers</b>	193,243	215,155	
<b>Average Weekday</b>	8,396	9,140	
<b>Pass/Rev Hour</b>	12.7	13.8	Standard Goal > 17.0
<b>Missed Trips</b>	0.35%	0.32%	Standard Goal < 0.25%
<b>Miles between Road Calls</b>	47,189	41,129	Standard Goal > 18,000

\* Based on current standards from updated SRTP

### Analysis

Average weekday ridership was lower in December 2023 (8,396 passengers) than the previous month of November 2023 (9,513 passengers) and is 4.7% higher than December 2022 (8,019 passengers).

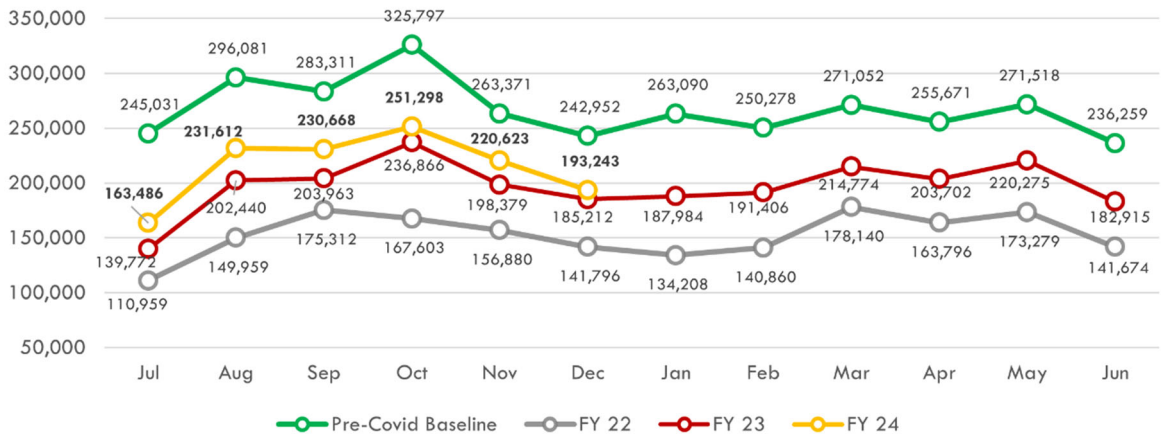
Passengers per hour in December was 12.7, which is lower than November 2023 and higher than December 2022 when passengers per hour was 11.9.

The percentage of missed trips in December was 0.35%, which is higher than the prior month when it was 0.32%.

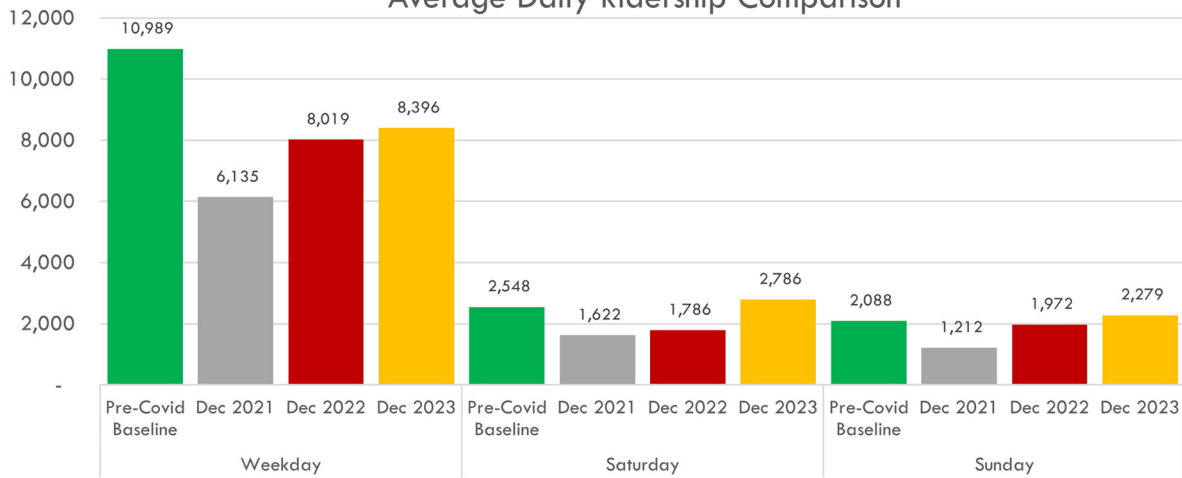
The number of miles between roadcalls was 47,189 miles in December, lower than the prior month in which there were 57,403 miles between roadcalls. The rolling 12-month average is 37,653 miles between roadcalls.

Of a total 193,243 passengers, 103,726 passengers had the potential to use a Clipper card aboard County Connection since 89,516 either used an employer or school pass or were on a free route. About 79.6% of the 103,726 potential Clipper card users paid using Clipper during this month.

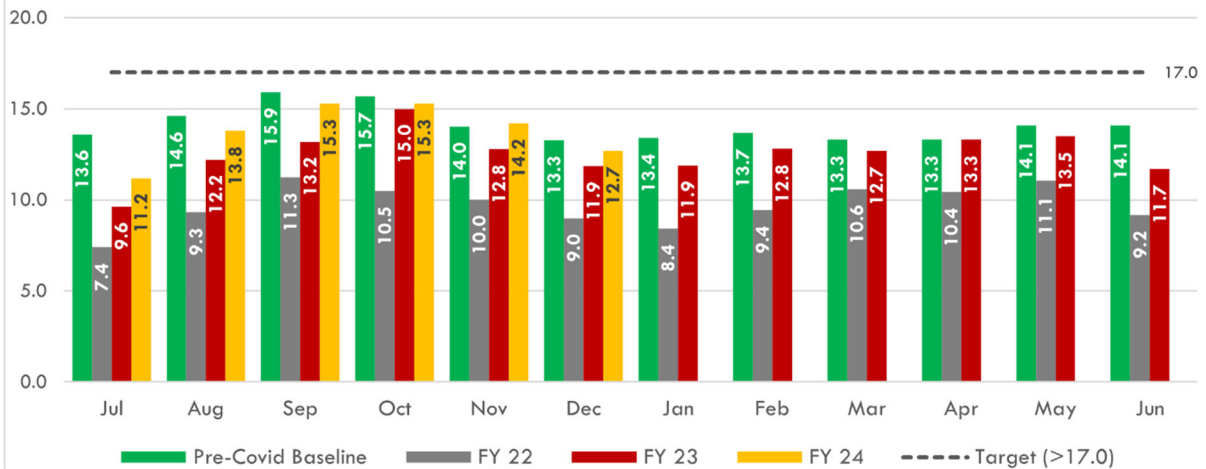
### Total Monthly Fixed Route Ridership



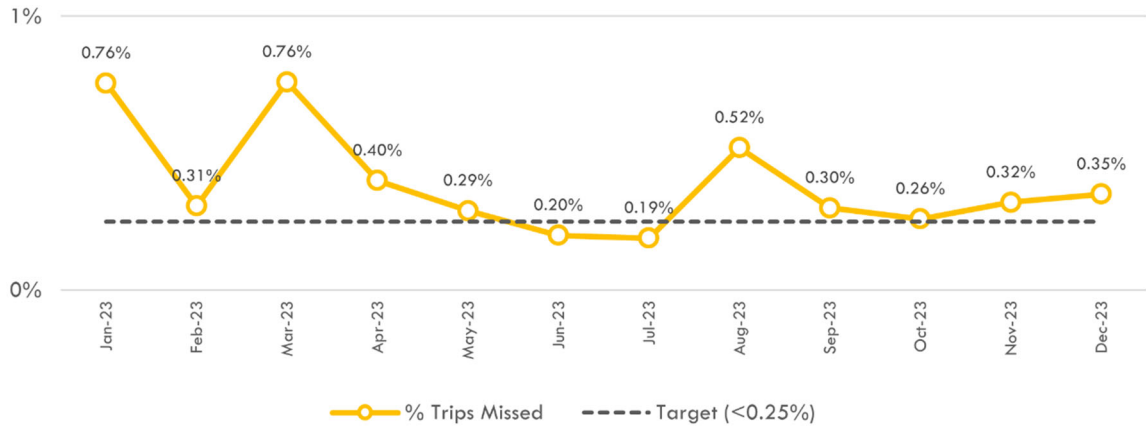
### Average Daily Ridership Comparison



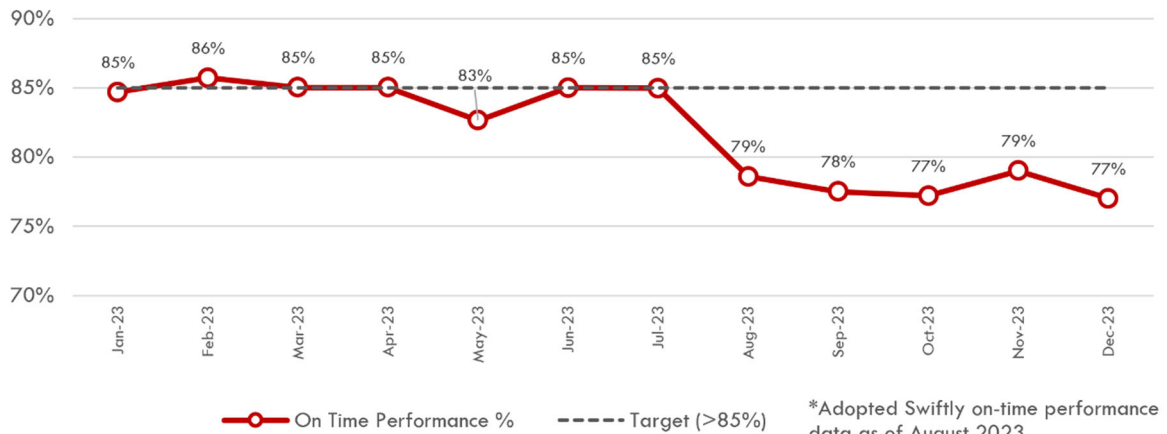
### Passengers/Revenue Hour



### % Trips Missed

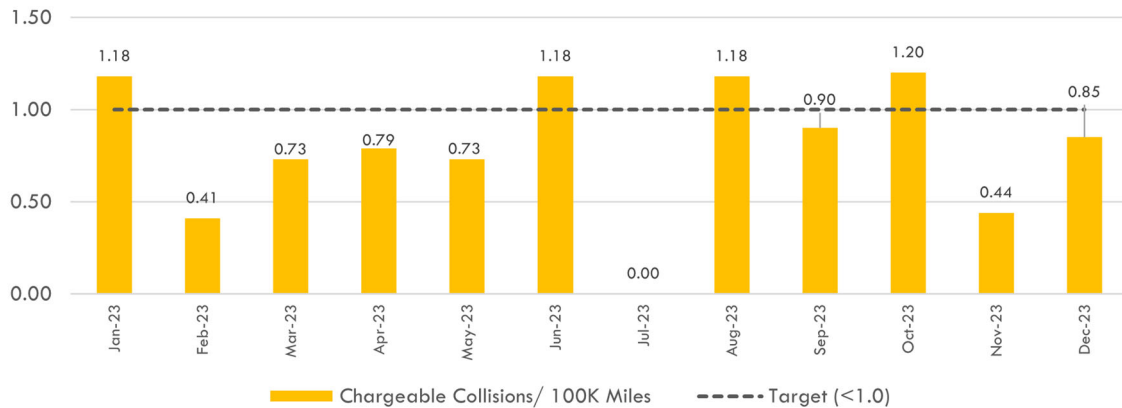


### On Time Performance\*

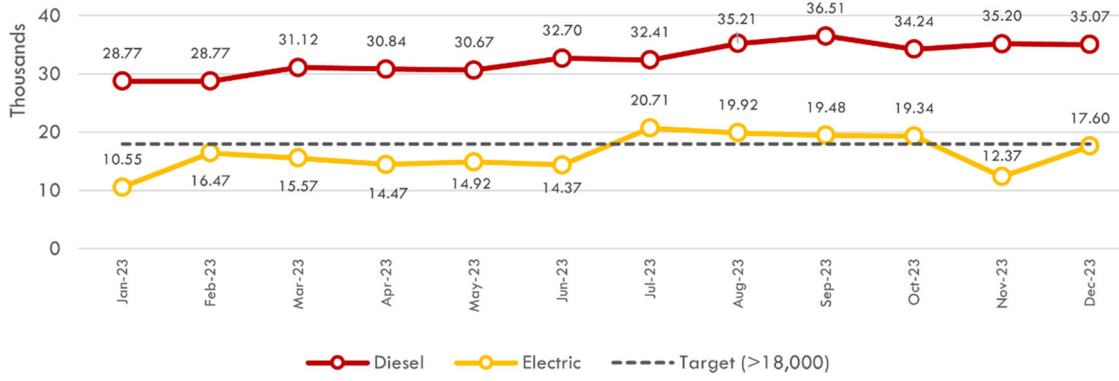


\*Adopted Swiftly on-time performance data as of August 2023

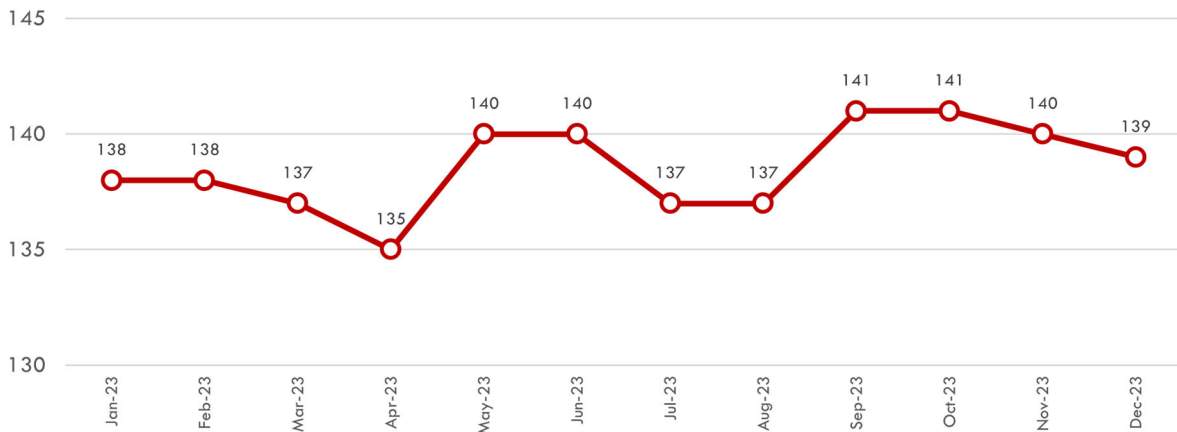
### Accident Report



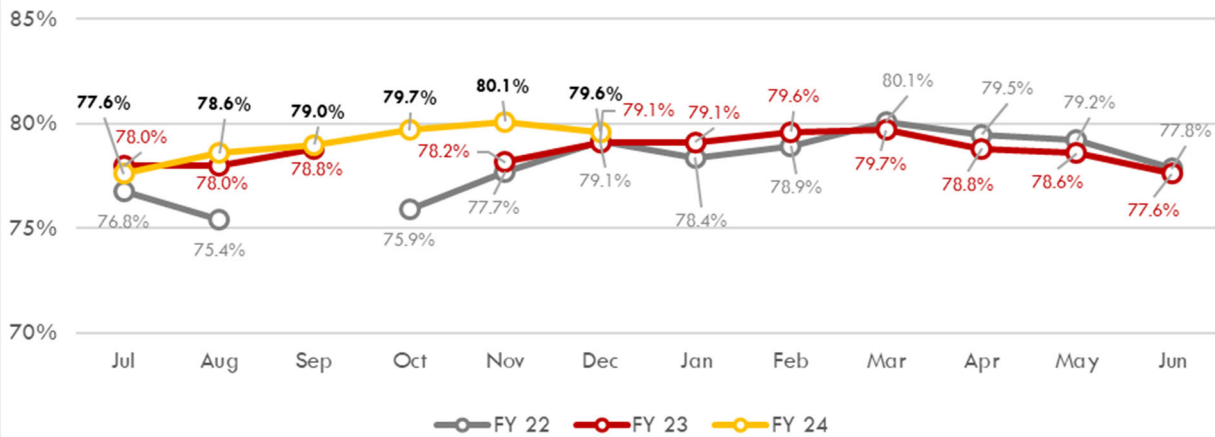
### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage



**To:** Operations & Scheduling Committee

**Date:** 2/16/2024

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

**Reviewed by:** MR

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

\* Based on current standards from updated SRTP

### Analysis

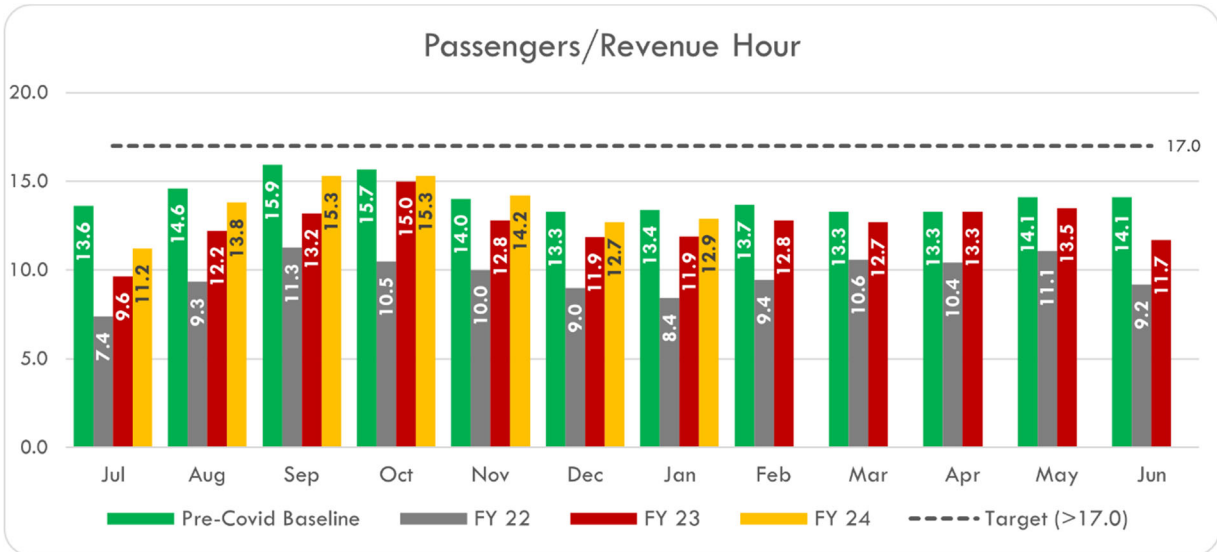
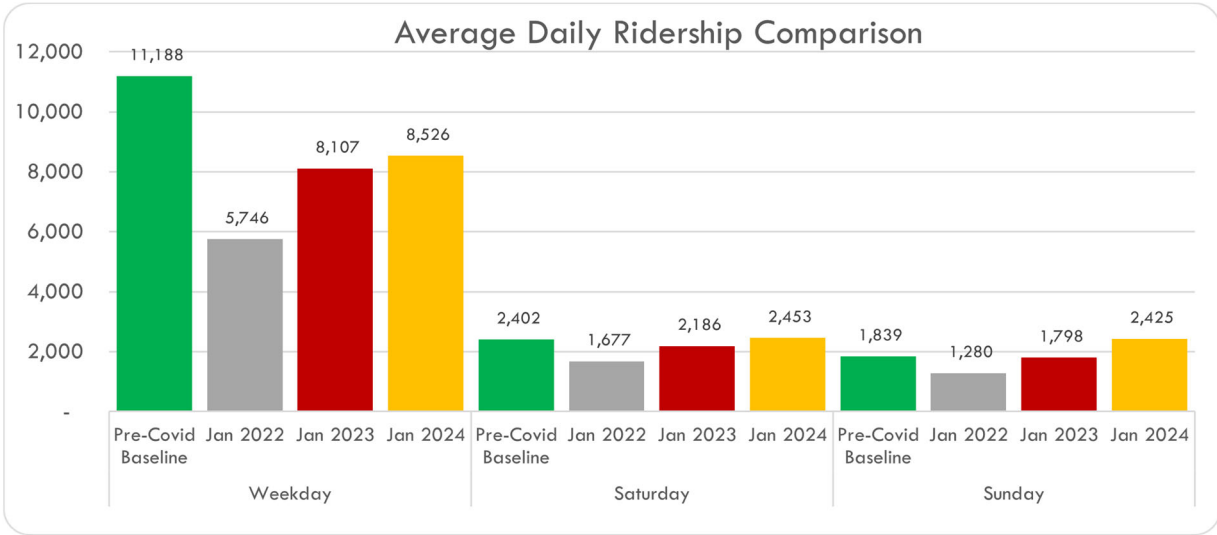
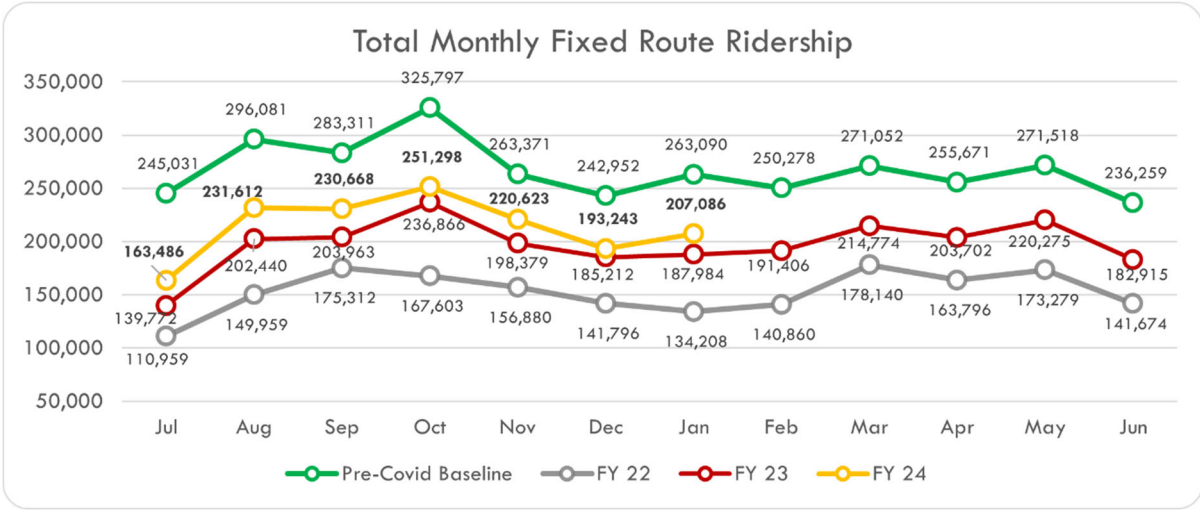
Average weekday ridership was higher in January 2024 (8,526 passengers) than the previous month of December 2023 (8,396 passengers) and is 5.2% higher than January 2023 (8,107 passengers). County Connection also ran an emergency BART Bridge on one day in January and served 1,973 passengers.

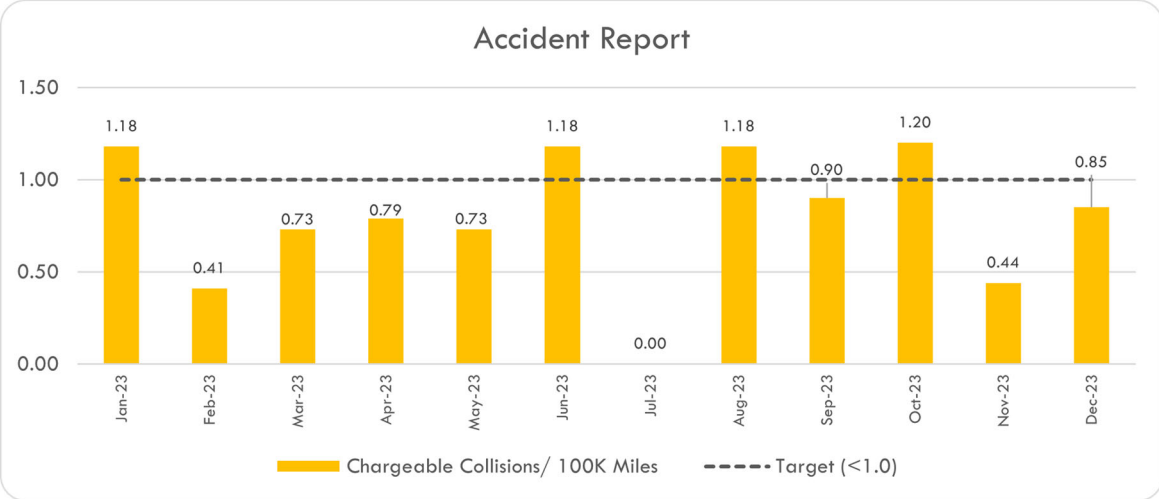
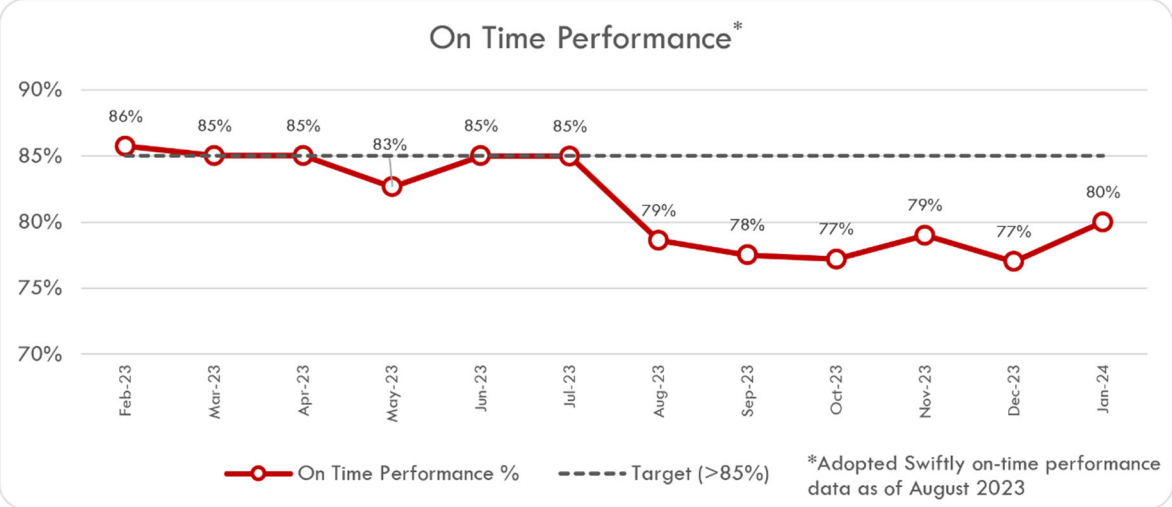
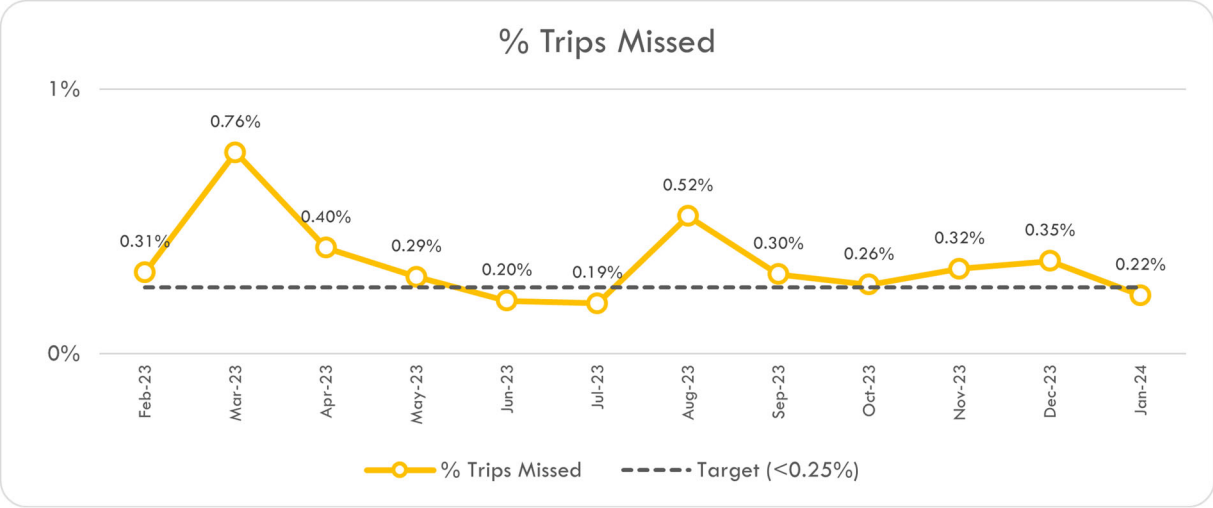
Passengers per hour in January was 12.9, which is higher than December 2023 and higher than January 2023 when passengers per hour was 11.9.

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

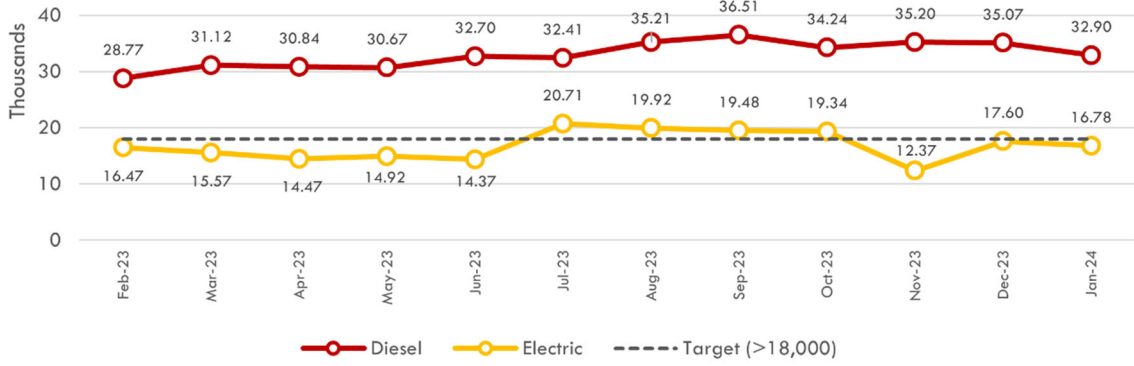
The number of miles between roadcalls was 22,341 miles in January, lower than the prior month in which there were 47,189 miles between roadcalls. The rolling 12-month average is 35,977 miles between roadcalls.

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.

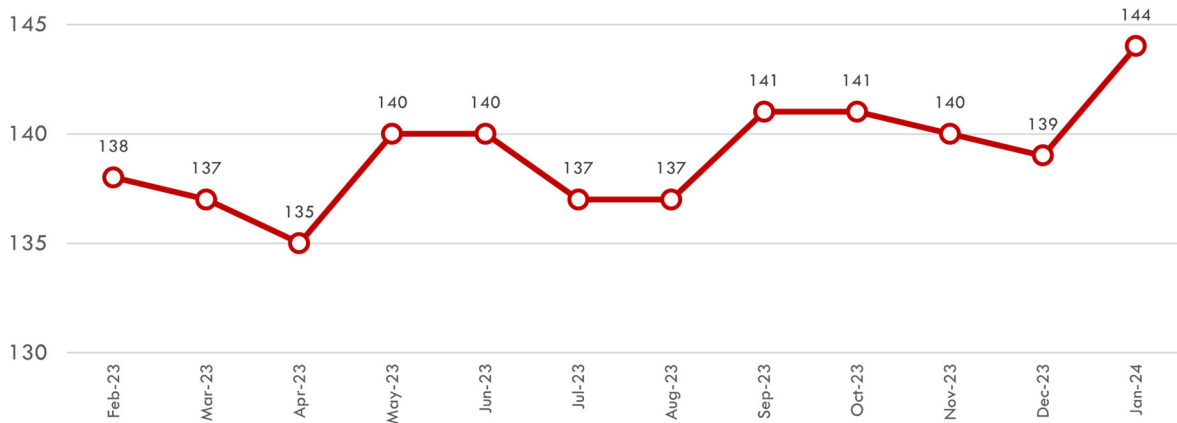




### Trailing 12-Month Miles Between Mechanical Road Calls



### Number of Operators



### % Clipper Usage

