

To: Advisory Committee

Date: 8/26/2024

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fiscal Year 2024 Fixed-Route Year-End Report

Summary:

Fixed route ridership increased significantly in fiscal year (FY) 2024, primarily driven by the return to in-person learning in schools and employer in-person work mandates, combined with County Connection's fare promotions. Missed trips decreased, and County Connection implemented a new data platform for more accurate tracking of on-time performance.

Service Trends:

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends for July 2023 through June 2024. Overall, the total number of fixed-route passengers increased by 8.7 percent from FY 2023 to FY 2024. Total weekday ridership was up 8.9 percent and weekend ridership was up 23.2 percent over FY 2023.

FY 2024 was the second 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, though average weekday ridership remained between 10 and 35 percent below normal pre-COVID levels throughout FY 2024. Weekend ridership recovered more quickly than on weekdays and ranged between three percent below to 19 percent above pre-pandemic ridership.

Bus schedules were adjusted four times during the 2023-2024 fiscal year to accommodate changes in school bell times, BART service, and traffic conditions. In August 2023, schedules were modified to align with the new BART schedule and improve on-time performance. To address increasing traffic congestion and shifting travel patterns, some route schedules in Concord and San Ramon were adjusted in November 2023. And minor schedule and routing changes were implemented in January and June 2024 to address ongoing traffic congestion.

Overall, missed trips decreased by 55 percent in FY 2024 compared to the previous year, with only 0.29 percent of scheduled trips missed. However, on-time performance fell from 85 percent to 79 percent due to increased ridership and worsening traffic conditions after the pandemic. Additionally, in August 2023, County Connection switched to a new data platform (Swiftly) for more accurate on-time performance tracking, and staff believes that a portion of the change in reported on-time performance is due to the more accurate data provided by Swiftly.

Employer and school passes saw a significant increase in usage. County Connection's annual Pass2Class program, which provides students with three months of free bus rides starting in August 2023, contributed to this growth. Additionally, the return to in-person learning in schools, and employer in-person work mandates in offices boosted institutional pass usage.

Clipper usage among fare-paying riders also saw significant improvement, aided by an increase in fare discounts on Clipper START and wider adoption of Clipper Mobile. Of those who paid a fare, average Clipper usage was 79.8 percent, which was higher than the pre-COVID average of 76.4 percent.

Financial Implications:

None, for information only.

Recommendation:

None, for information only.

Action Requested:

None, for information only.

Attachments:

1. CCCTA Performance Measurement
2. CCCTA Performance Indicators
3. CCCTA Boardings by Fare Type

CCCTA PERFORMANCE MEASUREMENT

Fiscal Years 2023 and 2024

| PERFORMANCE MEASURE | FY 22-23 | FY 23-24 | % | % Change FY23 to FY24 |
|--|---|------------------|----------|--------------------------|
| Weekday Passenger Boardings | 2,142,257 | 2,333,596 | ↑ | 8.9% |
| Saturday Passenger Boardings | 120,764 | 147,312 | ↑ | 22.0% |
| Sunday Passenger Boardings | 102,894 | 128,250 | ↑ | 24.6% |
| Fixed Route Total Passengers | 2,365,916 | 2,609,158 | ↑ | 10.3% |
| Other Passengers ⁽¹⁾ | 56,859 | 24,065 | | |
| Grand Total Passenger Boardings | 2,422,775 | 2,633,223 | ↑ | 8.7% |
| Average Weekday Ridership | 8,401 | 9,151 | ↑ | 8.9% |
| Total Revenue Hours | 186,702 | 186,787 | ↑ | 0.0% |
| Total Revenue Miles | 1,775,507 | 2,027,407 | ↑ | 14.2% |
| Operating Cost ⁽³⁾ | ⁽²⁾ \$33,022,741 ⁽³⁾ \$ | 35,913,539 | ↑ | 8.8% |
| Farebox Revenue | ⁽²⁾ \$2,821,940 ⁽³⁾ | \$3,497,596 | ↑ | 23.9% |
| Number of Weekdays | 255 | 255 | | 0.0% |
| Number of Saturdays | 52 | 52 | | 0.0% |
| Number of Sundays | 52 | 52 | | 0.0% |
| Total Scheduled Trips | 259,496 | 259,606 | | 0.0% |
| Total Missed Trips | 1,663 | 744 | ↓ | (55.3%) |
| Passenger Boardings per Day | | | | |
| Weekday | 8,401 | 9,151 | ↑ | 8.9% |
| Saturday | 2,322 | 2,833 | ↑ | 22.0% |
| Sunday | 1,979 | 2,466 | ↑ | 24.6% |

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

(2) FY 22-23 Operating Cost & Farebox Revenue have been updated to **"post Audit"** figures

(3) FY 23-24 Operating Cost & Farebox Revenue figures are still being finalized

CCCTA PERFORMANCE INDICATORS

Fiscal Years 2023 and 2024

| PERFORMANCE MEASURE | FY 22-23 | FY 23-24 | % Change | |
|---------------------------------|----------|-------------------------|----------|--------------|
| | | | | FY23 to FY24 |
| Passengers/Revenue Hour | 12.98 | 14.10 | ↑ | 8.6% |
| Passengers/Revenue Mile | 1.36 | 1.30 | ↓ | (4.8%) |
| Cost/Revenue Hour | \$176.87 | ⁽¹⁾ \$192.27 | ↑ | 8.7% |
| Cost/Passenger | \$12.47 | ⁽¹⁾ \$12.31 | ↓ | (1.2%) |
| Percent of Missed Trips | 0.64% | 0.29% | ↓ | (55.3%) |
| Farebox Recovery Ratio | 8.5% | ⁽¹⁾ 9.7% | ↑ | 14.0% |
| Accidents/100,000 Miles | 0.97 | 0.70 | ↓ | (27.8%) |
| Maintenance Employee/100,000 | 9.56 | 9.48 | ↓ | (0.8%) |
| Operator OT/Total Operator Hour | 9.28% | 10.04% | ↑ | 8.2% |
| Percent of Trips On-time | 85% | ⁽²⁾ 79% | ↓ | (7.1%) |
| Lift Availability | 100.0% | 100.0% | | 0.0% |
| Lift Boardings | 26,509 | 28,699 | ↑ | 8.3% |

(1) FY 23-24 Operating Cost & Farebox Revenue figures are still being finalized

(2) Source of on-time performance was modified at the beginning of FY 23-24

CCCTA BOARDINGS BY FARE TYPE

Fiscal Years 2023 and 2024

| Fare Type | FY 22-23 | | FY 23-24 | | % Change | |
|-------------------------------------|------------------|---------------|------------------|---------------|----------|--------------|
| | | % of Total | | % of Total | | FY23 to FY24 |
| Adult Cash ⁽¹⁾ | 190,522 | 8.1% | 211,404 | 8.1% | ↑ | 11.0% |
| Clipper Card ⁽²⁾ | 930,727 | 39.3% | 1,086,653 | 41.6% | ↑ | 16.8% |
| Senior & Disabled ⁽³⁾ | 80,315 | 3.4% | 93,244 | 3.6% | ↑ | 16.1% |
| Free ⁽⁴⁾ | 1,112,119 | 47.0% | 1,135,688 | 43.5% | ↑ | 2.1% |
| Employer/School Pass ⁽⁵⁾ | 52,233 | 2.2% | 82,169 | 3.1% | ↑ | 57.3% |
| Totals | 2,365,916 | 100.0% | 2,609,158 | 100.0% | ↑ | 10.3% |

(1) Includes Adult cash, monthly pass, paper passes, and transfers

(2) Includes all uses of Clipper Cards including Seniors

(3) Includes 'Midday Free'

(4) Excludes 'BART Bridge', 'Alamo Creek' & '250/260' Passengers

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