

Metrics Report November 2024

Leveraging Competitive Funding & Partnerships

- **Average Fleet Age**
 - 6.02 years – This is an increase of 6.48 percent from November 2023.
- **Subsidy per Passenger**
 - The subsidy per passenger increased in November of 2024 in comparison to last November by \$3.99 or 27.8 percent. Costs are up about 220k, ridership is slightly down on the FR. New employees are not contributing to service hours.
- **Admin Cost Per Revenue Hour**
 - Administrative Overhead cost per hour has decreased by \$4.77 or 17 percent compared to November of 2023 to November of 2024.

Enhancing Connectivity

- **BCRTA Transit App Users**
 - BCRTA had 7,100 users during the month of November for Transit App. This is a 22.3 percent increase from the previous year.
- **BCRTA Transit App Downloads**
 - BCRTA tracked 1,320 new downloads for the Transit App in November of 2024. This is a 65 percent increase from the previous year.
- **BGO App Rides/Total BGO Rides**
 - 53.25 percent of all trips were booked utilizing the mobile application. This is a 39.47 percent increase from November of 2024.
- **BGO App Downloads**
 - BCRTA had 602 new users downloading the mobile application. This is an 84.88 percent increase from November of 2024.
- **BGO Mobile Payment & Total Trips**
 - BCRTA completed 7,007 non-contracted trips in November of 2024. This is a 77.3 percent increase in completed, non-contracted trips from November of last year.
 - No trips were paid for using the BCRTA mobile application (BrainTree).
 - 42.78 percent of all trips were paid for using EZFARE.

Improving Mobility & Eliminating Barriers

- **Passengers Per Revenue Hour**
 - Fixed routes had 12.69 passengers per revenue hour in November of 2024, this is a 6.6 percent decrease from November of 2023.
 - Demand Response service had 1.87 passengers per revenue hour in November of 2024, this is a zero percent increase from November of 2023.
 - 2024 Total trips (BGO, BCARE, Contracted Trips) 59,683. This is a 37.2 percent increase from 2023 and a 204.5 percent increase comparing 2024 to 2019.
- **Accidents and Injuries**
 - **Fault Total** – BCRTA had five (5) at fault accidents in November of 2024.
 - **No Fault Total** – BCRTA also had seven (7) no fault accidents.
- **Target Operator Staffing**
 - **80%**
 - This number has increased by 21.43 percent from the previous year.
 - The yearly average was 79.15 percent.
- **Denials and Refusals/ Total BGO Trips**
 - 32.95 percent of all requested BGO trips were refused or denied in November of 2024 due to time and capacity limitations. This is a 4.54 percent decrease from November of 2023.

Supporting Employers

- **CincyLink Total Trips**
 - CincyLink had 2,008 riders. This is a 42 percent decrease from November of the previous year.
- **BGO Employment Trips**
 - BCRTA completed 2,494 BGO trips for employment in November of 2024, this is a 33.56 percent increase from the same month the previous year.

Developing Multimodal Infrastructure

- **Goal**
 - This field is to show the progress of our upcoming Chestnut Fields Multi-Modal Transit Station. BCRTA has secured funding for \$25,649,471 of our \$25,471,690 goal.
- **Days Until Chestnut Fields Completed**
 - BCRTA expects this project to be completed within the next 269 days or 0.74 years.