

To: Operations & Scheduling Committee

Date: 8/28/2025

From: Pranjal Dixit, Manager of Planning

Reviewed by:

Ref

SUBJECT: Fiscal Year 2025 Fixed-Route Year-End Report

Summary:

Fixed route ridership increased slightly in fiscal year (FY) 2025, primarily driven by continued increases in usage by transit dependent riders, increased weekend usage, and fare promotions such as Youth Ride Free. Missed trips increased due to the continued operator shortage. Additionally, County Connection implemented a new data platform for providing improved real-time information to passengers and tracking service disruptions such as detours and trip cancellations to help dispatch and customer service staff.

Service Trends:

The annual performance report for fixed routes provides a summary of key performance indicators and recent trends from July 2024 through June 2025. Overall, the total number of fixed-route passengers increased by 3.8% from FY 2024 to FY 2025. Total weekday ridership was up 3.4% and weekend ridership was up 7% over FY 2024.

FY 2025 was the third full year since shelter-at-home orders were lifted, mask mandates were relaxed, and schools came back in-person. Ridership, although growing, is showing signs of plateauing, and average weekday ridership remained between 16% to 35% below normal pre-COVID levels throughout FY 2024. Weekend ridership recovered more quickly than on weekdays and ranged between 3% below to 19% above pre-pandemic ridership.

From August to June, various service adjustments were implemented to improve bus performance and efficiency. Changes in August focused on minor route and schedule adjustments to enhance on-time performance in the Concord, Walnut Creek, and Lamorinda areas. In November, schedules were modified to improve on-time performance and layover times for routes in Concord and Martinez, with an additional bus added to a school route to reduce overcrowding in Walnut Creek. January saw more schedule modifications for routes in Concord and Walnut Creek, along with a route change in the Concord industrial area due to a facility relocation. Finally, in June, weekend routes in Concord and Pleasant Hill were adjusted to align with the Bay Area Transit Reliability and Accessibility Network Scheduling Framework and Equitable Regional Plan (TRANSFER Plan), improving bus-to-bus connections at Concord BART. This period also saw a weekend route in the Lamorinda area get extended evening service.

Over the course of the year, the ongoing operator shortage led to a significant increase in missed trips compared to the previous year, resulting in 0.72% of all scheduled trips being missed. Despite several

service changes targeted at improving reliability, on-time performance held steady at 79%, highlighting the negative impact of worsening traffic since the pandemic. A Transit Signal Priority (TSP) pilot program, a collaborative effort with Contra Costa Transportation Authority (CCTA) and the cities of Walnut Creek and Concord, has shown promising results. The pilot successfully reduced travel times and signal delays on four key routes, demonstrating the potential for expanding similar technologies to improve efficiency across the entire service area.

Usage on employer and school pass programs saw a substantial boost, driven by the success of programs like Youth Ride Free and Pass2Class. The return of in-person work at many companies also contributed to a notable increase in the use of institutional passes.

Clipper usage among fare-paying passengers continued to grow which can be attributed to enhanced discounts on the Clipper START and Clipper Youth programs, as well as the wider adoption of the Clipper Mobile app. On average, Clipper usage among fare-paying riders reached 81.5%, surpassing 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:

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

CCCTA PERFORMANCE MEASUREMENT

Fiscal Years 2024 and 2025

PERFORMANCE MEASURE	FY 23-24	FY 24-25	%	% Change FY24 to FY25
Weekday Passenger Boardings	2,254,258	2,413,215	↑	7.1%
Saturday Passenger Boardings	145,243	156,805	↑	8.0%
Sunday Passenger Boardings	126,069	137,977	↑	9.4%
Fixed Route Total Passengers	2,525,571	2,707,997	↑	7.2%
Other Passengers ⁽¹⁾	24,148	3,181		
Grand Total Passenger Boardings	2,549,719	2,711,178	↑	6.3%
Average Weekday Ridership	8,840	9,464	↑	7.1%
Total Revenue Hours	186,787	190,004	↑	1.7%
Total Revenue Miles	2,221,961	2,218,968	↓	(0.1%)
Operating Cost ⁽³⁾	⁽²⁾ \$36,658,453 ⁽³⁾	37,350,476	↑	1.9%
Farebox Revenue	⁽²⁾ \$3,896,124 ⁽³⁾	\$3,776,146	↓	(3.1%)
Number of Weekdays	255	255		0.0%
Number of Saturdays	52	52		0.0%
Number of Sundays	52	52		0.0%
Total Scheduled Trips	259,606	260,536	↑	0.4%
Total Missed Trips	744	1,879	↑	152.6%
Passenger Boardings per Day				
Weekday	8,840	9,464	↑	7.1%
Saturday	2,793	3,015	↑	8.0%
Sunday	2,424	2,653	↑	9.4%

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

(2) FY 23-24 Operating Cost & Farebox Revenue have been updated to **"post Audit"** figures

(3) FY 24-25 Operating Cost & Farebox Revenue figures are still being finalized

CCCTA PERFORMANCE INDICATORS

Fiscal Years 2024 and 2025

PERFORMANCE MEASURE	FY 23-24	FY 24-25	% Change FY24 to FY25	
Passengers/Revenue Hour	13.65	14.27	↑	4.5%
Passengers/Revenue Mile	1.15	1.22	↑	6.5%
Cost/Revenue Hour	\$196.26	⁽¹⁾ \$196.58	↑	0.2%
Cost/Passenger	\$12.85	⁽¹⁾ \$12.38	↓	(3.6%)
Percent of Missed Trips	0.29%	0.72%	↑	151.7%
Farebox Recovery Ratio	10.6%	⁽¹⁾ 10.1%	↓	(4.9%)
Accidents/100,000 Miles	0.70	1.10	↑	57.7%
Maintenance Employee/100,000	9.48	9.23	↓	(2.6%)
Operator OT/Total Operator Hour	10.04%	10.66%	↑	6.2%
Percent of Trips On-time	⁽²⁾ 78.8%	79.4%	↑	0.8%
Lift Availability	100.0%	100.0%		0.0%
Lift Boardings	14,350	14,592	↑	1.7%

(1) FY 24-25 Operating Cost & Farebox Revenue figures are still being finalized

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

Fiscal Years 2024 and 2025

Fare Type	FY 23-24	% of Total	FY 24-25	% of Total	% Change FY24 to FY25	
Adult Cash ⁽¹⁾	206,137	8.2%	194,638	7.2%	↓	(5.6%)
Clipper Card ⁽²⁾	1,066,294	42.2%	1,133,665	41.9%	↑	6.3%
Senior & Disabled ⁽³⁾	87,300	3.5%	87,912	3.2%	↑	0.7%
Free ⁽⁴⁾	1,107,667	43.9%	1,198,217	44.2%	↑	8.2%
Employer/School Pass ⁽⁵⁾	58,172	2.3%	93,566	3.5%	↑	60.8%
Totals	2,525,571	100.0%	2,707,997	100.0%	↑	7.2%

(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', 9IX, Ace 92X, 'Youth Ride Free', 'Pass2Class' & 'Summer Youth Pass' Passengers