

To: Operations & Scheduling Committee

Date: December 31, 2025

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for November 2025

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

	FY25-26		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	210,536	229,432	
Average Weekday	9,604	9,618	
Pass/Rev Hour	14.1	14.3	Standard Goal > 17.0
Missed Trips	0.36%	0.70%	Standard Goal < 0.25%
Miles between Road Calls	33,269	27,439	Standard Goal > 18,000

** Based on current standards from updated SRTP*

Analysis

Average weekday ridership was lower in November 2025 (9,604 passengers) than the previous month of October 2025 (10,219 passengers) and is 1.9% higher than November 2024 (9,428 passengers).

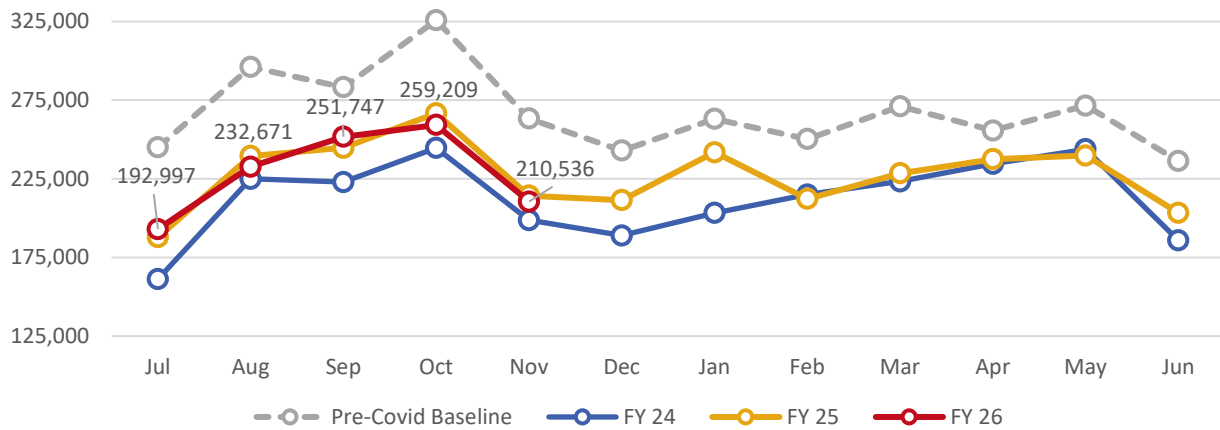
Productivity is a measurement of the average number of passengers per hour of revenue service. In November this was 14.1, which is lower than the previous month (15.1) and equal to November 2024 when passengers per hour was also 14.1.

Missed trips are those which have been cancelled due to mechanical issues, the lack of available operators, or other reasons. The percentage of missed trips in November was 0.36%, which is lower than the prior month when it was 1.02%.

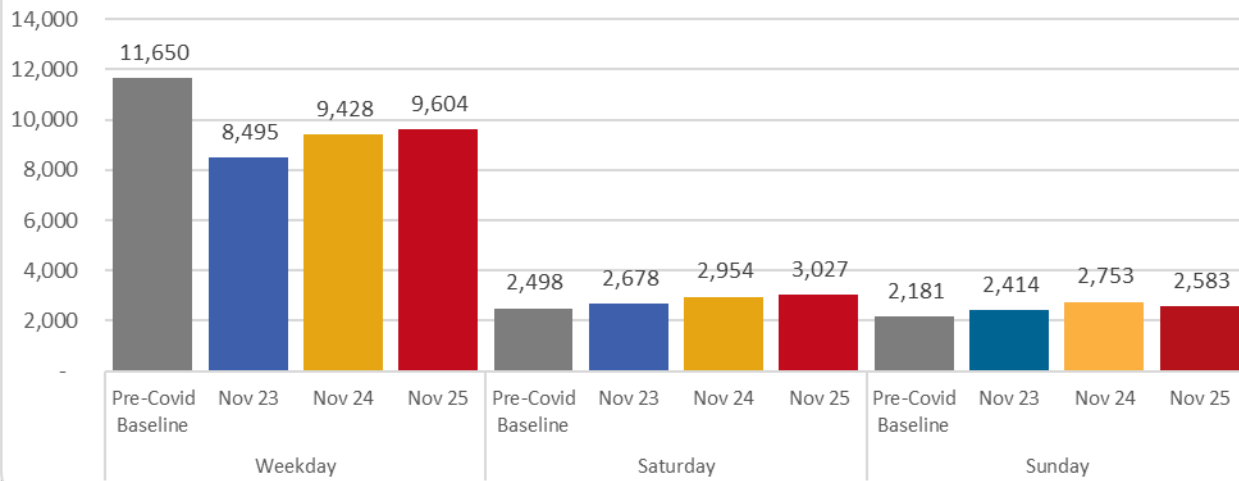
The number of miles between road calls (a bus going out of service due to mechanical issues) was 33,269 miles in November, higher than the prior month in which there were 28,067 miles between road calls. The rolling 12-month average is 30,859 miles between road calls.

Of a total 210,536 passengers, 115,785 passengers had the potential to use a Clipper card aboard County Connection since 94,751 either used an employer or school pass or were on a free route. About 82.7% of the 115,785 potential Clipper card users paid using Clipper during this month.

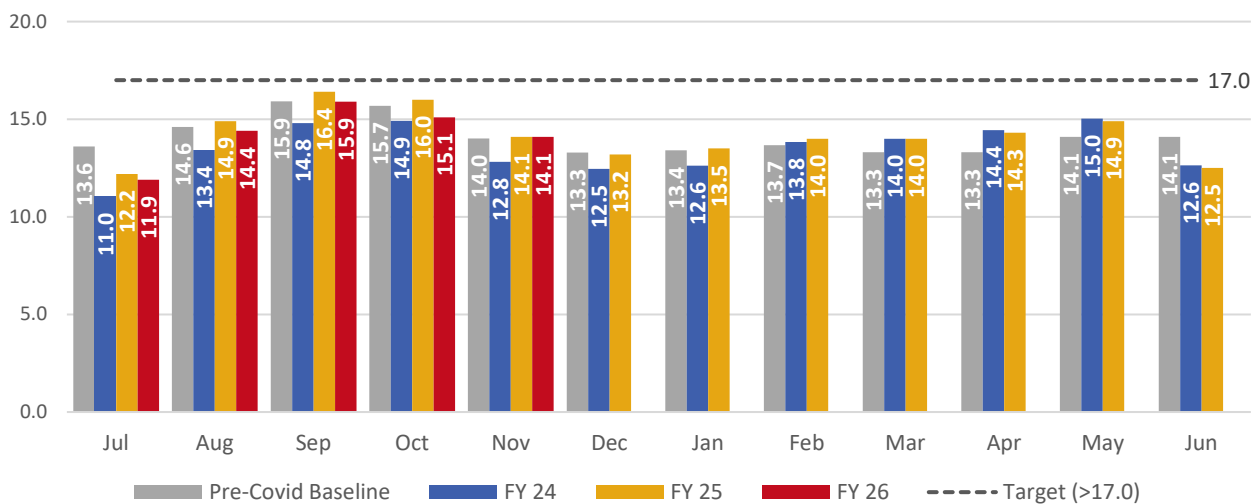
Total Monthly Fixed Route Ridership

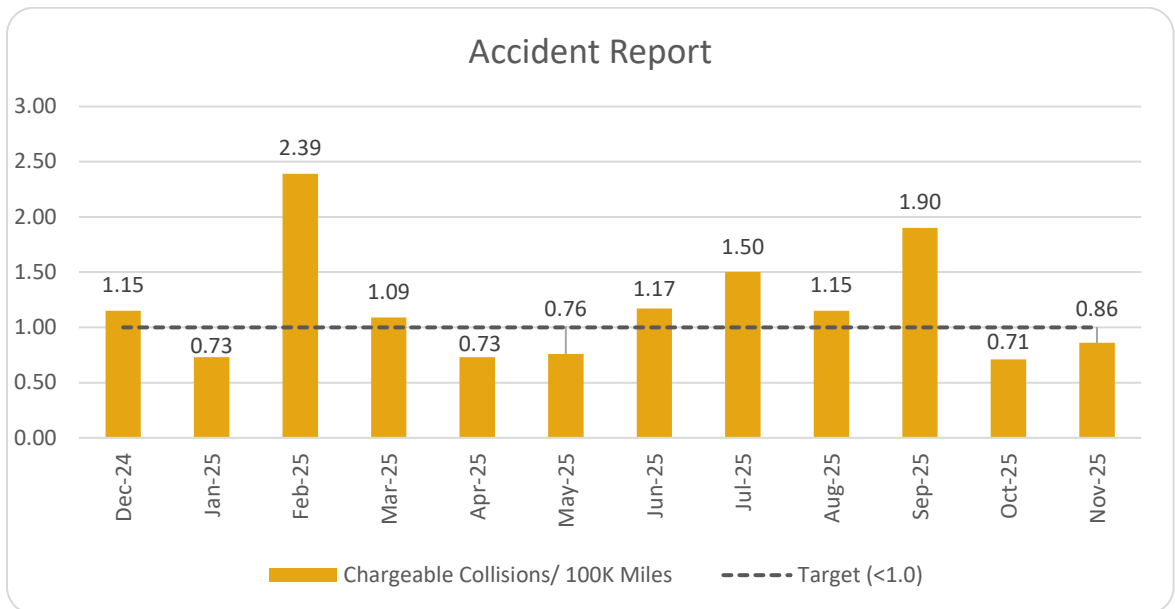
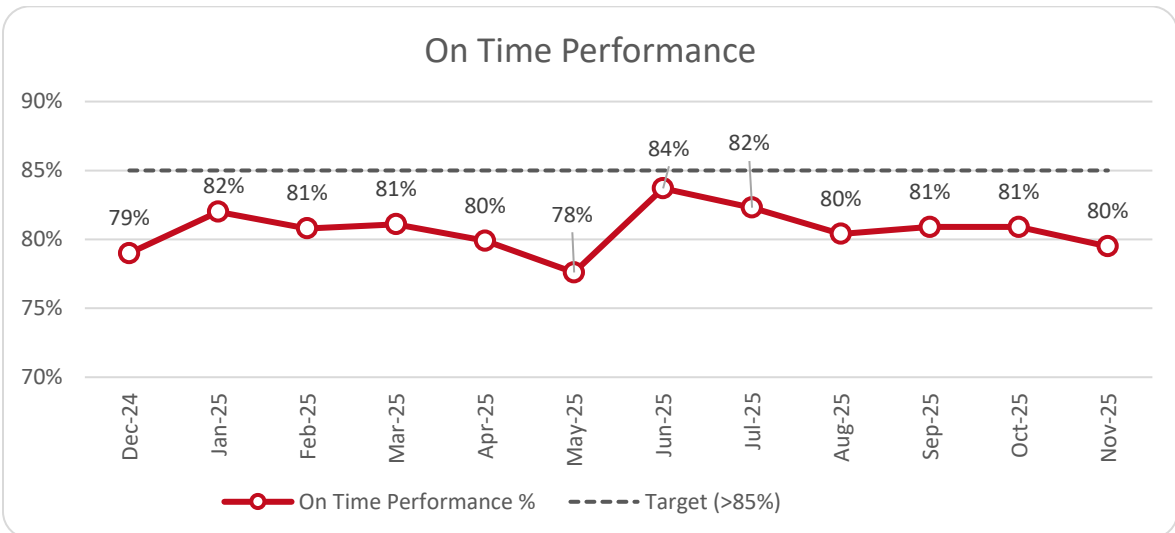
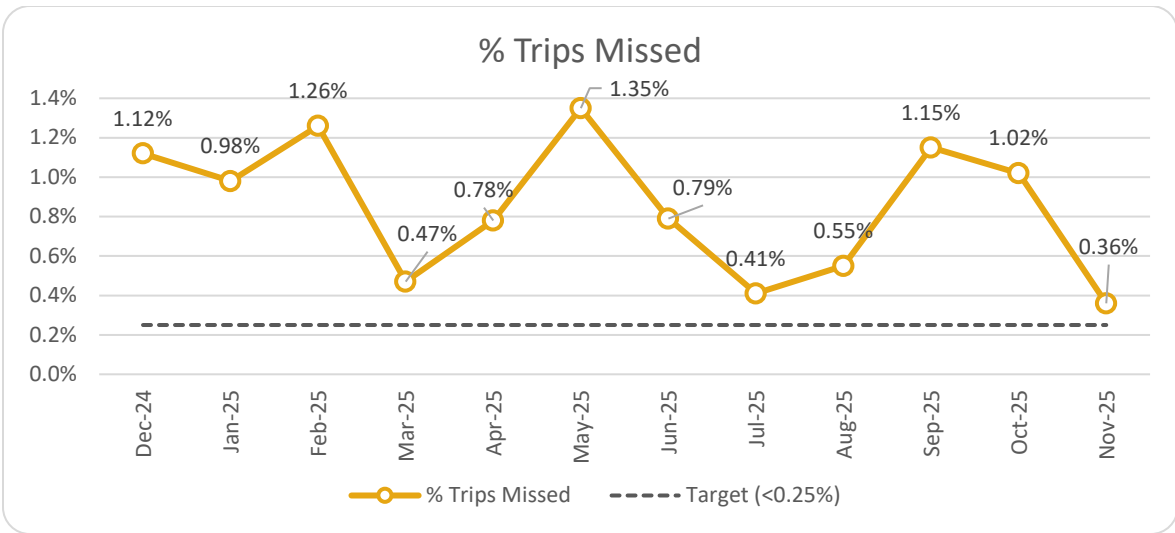


Average Daily Ridership Comparison

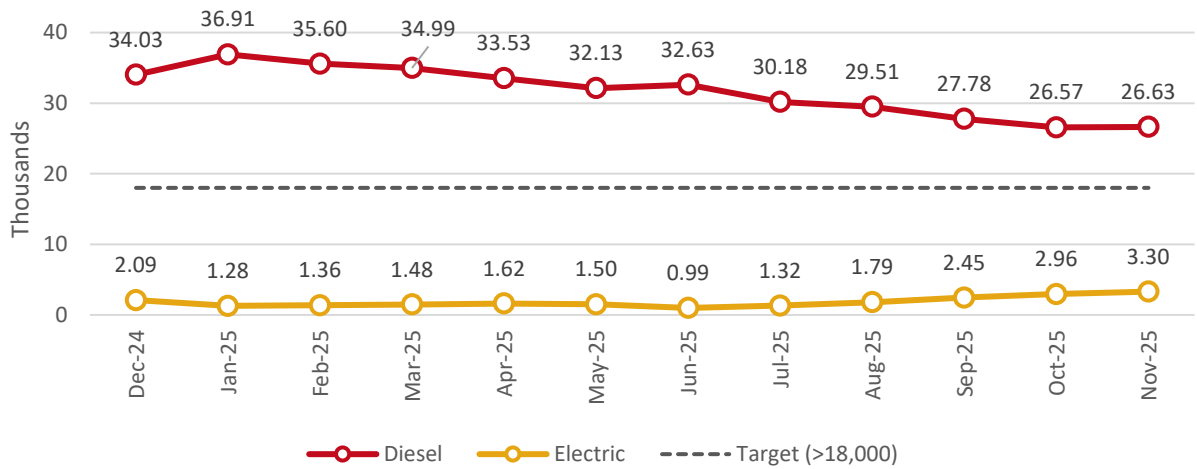


Passengers/Revenue Hour

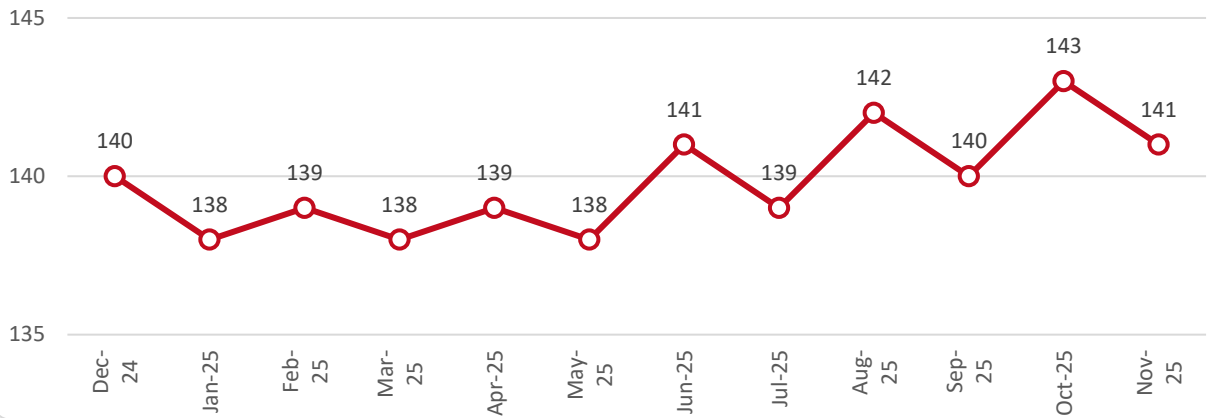




Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage

