County Connection

Agenda Item #7

To: Advisory Committee

Date: August 28, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fiscal Year 2026 Fixed-Route Year-End Report

Background:
Fixed route ridership stabilized in fiscal year (FY) 2026 at approximately 2.7 million passengers (-0.3% year-over-year). System operations showed significant improvements in service reliability for passengers in the form of lower trip cancellations and improved on-time performance and safety metrics.

Service Trends:
The annual performance report for fixed routes provides a summary of key performance indicators and recent trends from July 2025 through June 2026. Overall, the total number of fixed-route passengers decreased slightly by 0.5% from FY 2025 to FY 2026. Total weekday ridership was down 0.4% and weekend ridership was up 0.5% over FY 2025. Farebox revenue increased substantially by 14.1% to $4.01M, lifting the farebox recovery ratio to 9.9%. Additionally, safety metrics improved with less than one accident per 100,000 miles.

Strong recruitment efforts stabilized operator staffing, driving a 13.6% reduction in missed trips from 1,879 in FY 2025 to 1,624 in FY 2026 which represents 0.62% of the total scheduled trips. Simultaneously, on-time performance rose to 80.6%, supported by schedule adjustments and active Transit Signal Priority (TSP) projects in Walnut Creek and Concord.

From August 2025 through June 2026, County Connection implemented service changes across four bid periods to improve reliability, regional connectivity, and operational efficiency. The Fall Bid starting in August 2025 focused on enhancing connections at the Dublin/Pleasanton BART station under the Metropolitan Transportation Commission’s (MTC) TRANSFER Plan, adjusting departure and running times on local and express routes to improve on-time performance and operator breaks, and updating several school route schedules to align with new bell times. In November 2025, the Winter Bid introduced schedule adjustments on Route 99X to improve train connections at the Martinez Amtrak station alongside minor school route bell adjustments.

The Spring Bid in March 2026 featured a major realignment and frequency increase on Route 4 funded by an Affordable Housing and Sustainable Communities (AHSC) grant, schedule modifications to weekend routes to combat traffic congestion and improve BART transfers, bus reallocations to relieve school overcrowding, and bus stop consolidations in Martinez. Finally, the Summer Bid in June 2026 addressed severe afternoon congestion by modifying local and express route schedules, consolidating select express trips, interlining operator assignments across eleven routes to maximize driver recovery time, and adding new bus stops in Concord and Martinez.

Clipper usage among fare-paying passengers continued to grow, driven by the rollout of Clipper 2.0, which enables riders to pay with a credit or debit card while benefiting from interagency transfer discounts. Enhanced discounts through the Clipper START and Clipper Youth programs, alongside broader adoption of the Clipper mobile app, also drove increased usage. Overall, Clipper adoption among fare-paying riders averaged 82.6%, surpassing the pre-COVID baseline 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 2025 and 2026				
PERFORMANCE MEASURE	**FY 24-25**	**FY 25-26**		**% Change FY25 to FY26**
Weekday Passenger Boardings	2,413,215	2,402,652	↓	(0.4%)
Saturday Passenger Boardings	156,805	158,178	↑	0.9%
Sunday Passenger Boardings	137,977	138,044		0.0%
Fixed Route Total Passengers	**2,707,997**	**2,698,875**	↓	(0.3%)
Other Passengers [(1)]	3,181			
Grand Total Passenger Boardings	**2,711,178**	**2,698,875**	↓	(0.5%)
Average Weekday Ridership	9,464	9,422	↓	(0.4%)
Total Revenue Hours	190,004	193,238	↑	1.7%
Total Revenue Miles	2,218,968	2,219,862		0.0%
Operating Cost [(3)]	[(2)] $37,418,165	[(3)] $ 40,491,540	↑	8.2%
Farebox Revenue	[(2)] $3,514,530	[(3)] $4,010,504	↑	14.1%
Number of Weekdays	255	255		0.0%
Number of Saturdays	52	52		0.0%
Number of Sundays	52	52		0.0%
Total Scheduled Trips	260,536	263,057	↑	1.0%
Total Missed Trips	1,879	1,624	↓	(13.6%)
Passenger Boardings per Day				
Weekday	9,464	9,422	↓	(0.4%)
Saturday	3,015	3,042	↑	0.9%
Sunday	2,653	2,655		0.0%

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

(2) FY 24-25 Operating Cost & Farebox Revenue have been updated to "post Audit" figures

(3) FY 25-26 Operating Cost & Farebox Revenue figures are still being finalized

CCCTA PERFORMANCE INDICATORS

Fiscal Years 2025 and 2026

PERFORMANCE MEASURE	FY 24-25	FY 25-26	% Change FY25 to FY26
Passengers/Revenue Hour	14.27	13.97	(2.1%)
Passengers/Revenue Mile	1.22	1.22	(0.5%)
Cost/Revenue Hour (1)	$196.93	(1) $209.54	6.4%
Cost/Passenger	(1) $12.51	(1) $13.52	8.1%
Percent of Missed Trips	0.72%	0.62%	(14.4%)
Farebox Recovery Ratio	(1) 9.4%	(1) 9.9%	5.5%
Accidents/100,000 Miles	1.10	0.76	(31.4%)
Maintenance Employee/100,000	9.23	8.77	(5.0%)
Operator OT/Total Operator Hour	10.66%	10.11%	(5.1%)
Percent of Trips On-time	(2) 79.4%	80.6%	1.5%
Lift Availability	100.0%	100.0%	0.0%
Lift Boardings	14,592	15,796	8.3%

(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

CCCTA BOARDINGS BY FARE TYPE

Fiscal Years 2025 and 2026

Fare Type	FY 24-25	% of Total	FY 25-26	% of Total	% Change FY25 to FY26
Adult Cash (1)	194,638	7.2%	178,861	6.6%	(8.1%)
Clipper Card (2)	1,133,665	41.9%	1,171,695	43.4%	3.4%
Senior & Disabled (3)	87,912	3.2%	92,172	3.4%	4.8%
Free (4)	1,198,217	44.2%	1,168,941	43.3%	(2.4%)
Employer/School Pass (5)	93,566	3.5%	87,108	3.2%	(6.9%)
Totals	**2,707,997**	100.0%	**2,698,778**	100.0%	(0.3%)

(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, 'Youth Ride Free', 'Pass2Class' & 'Summer Youth Pass' Passengers