

To: Operations & Scheduling Committee

Date: Sept 24, 2026

From: Alyssa Beyer, Associate Planner/Scheduler

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for July 2026

Background:

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

	FY26-27		<u>Annual Goal*</u>
	<u>Current Month</u>	<u>YTD Avg</u>	
Total Passengers	192,964	192,964	
Average Weekday	7,664	7,664	
Pass/Rev Hour	11.7	11.7	Standard Goal > 17.0
Missed Trips	0.14%	0.14%	Standard Goal < 0.25%
Miles between Road Calls	37,584	37,584	Standard Goal > 18,000
* Based on current standards from updated S RTP			

Analysis

An issue with a vendor's software update led to undercounting fare information for passengers between July 16 and August 6. This report contains adjusted counts that were expanded to match the total automated passenger count data to better reflect actual ridership.

Average weekday ridership is lower in July 2026 (7,664 passengers) than the previous month of June 2026 (8,194 passengers) and is 1% lower than July 2025 (7,743 passengers).

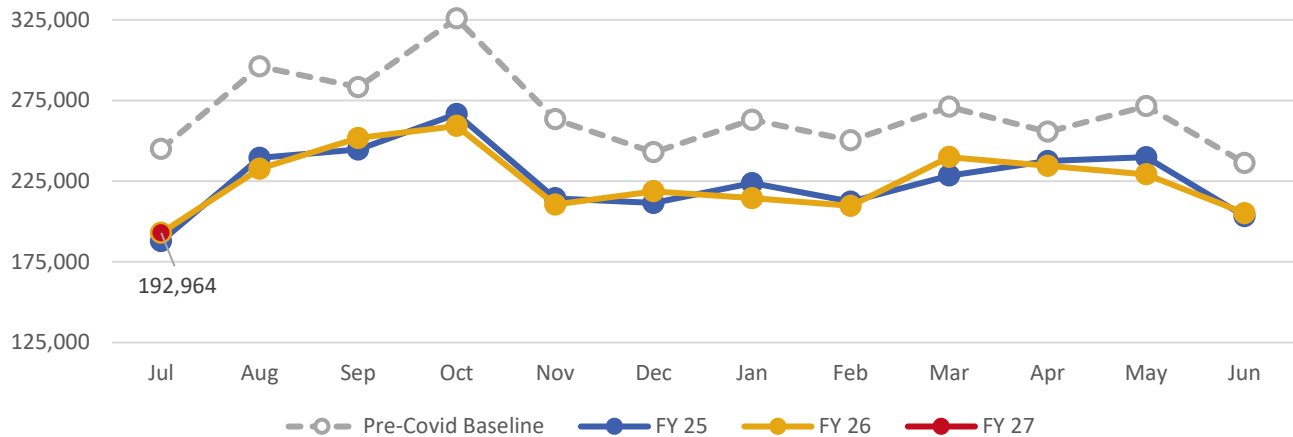
Productivity is a measurement of the average number of passengers per hour of revenue service. In July it was 11.7 passengers per hour, which is lower than the previous month (12.4) and lower than July 2025, when there were 11.9 passengers per hour.

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 July was 0.14%, which is lower than the prior month when it was 0.29%.

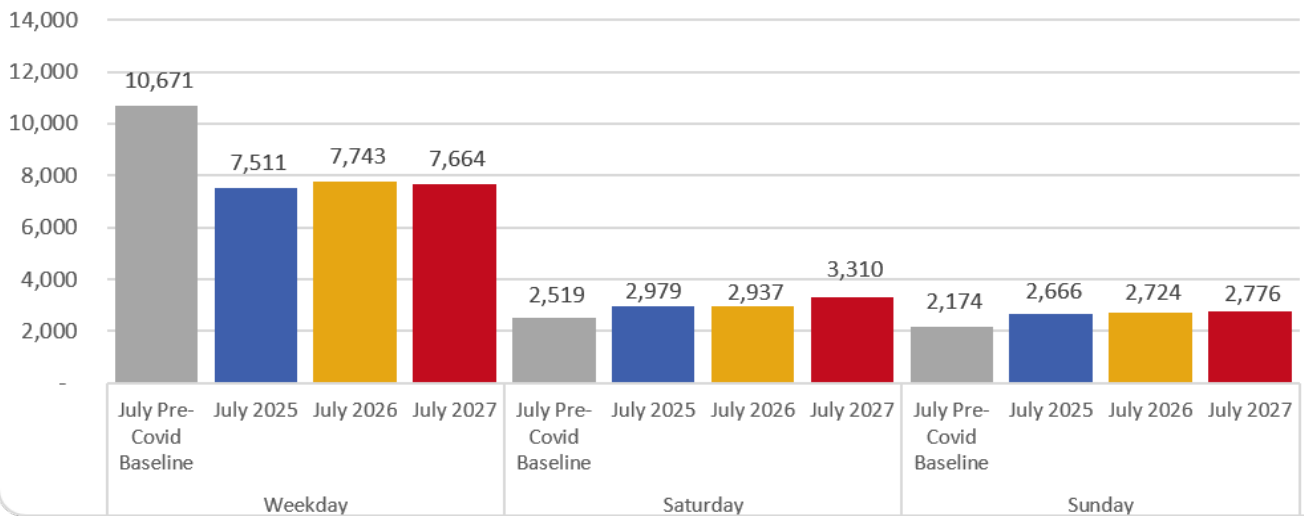
The number of miles between road calls (a bus going out of service due to mechanical issues) was 37,584 miles in July, higher than the prior month in which there were 22,208 miles between road calls. The rolling 12-month average is 29,604 miles between road calls.

Of a total of 192,964 passengers, 85,213 passengers had the potential to use a Clipper card aboard County Connection since 107,751 either used an employer or school pass or were on a free route. About 83.6% of the 85,213 potential Clipper card users paid using Clipper during this month.

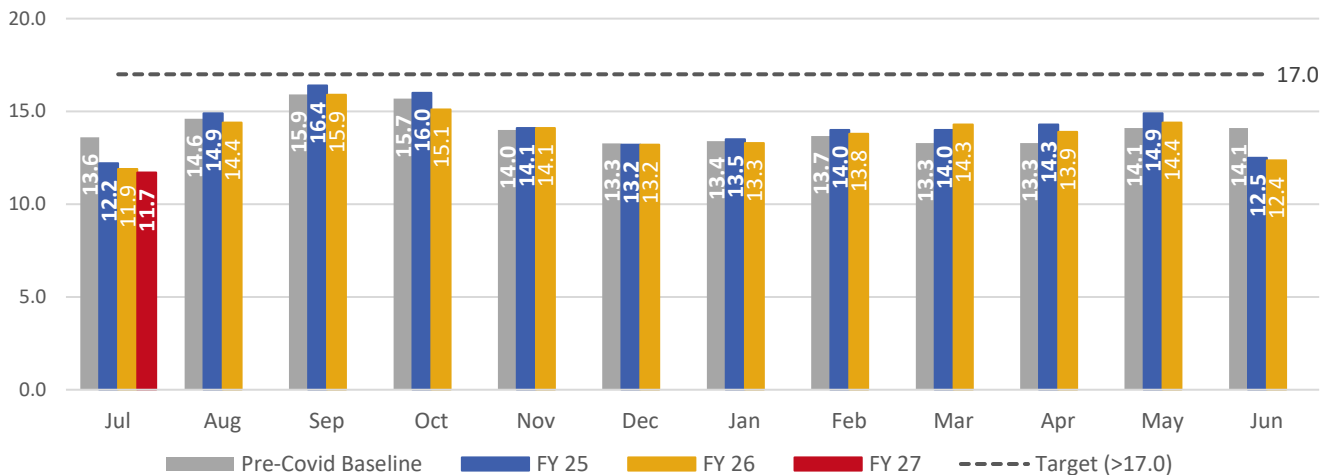
Total Monthly Fixed Route Ridership



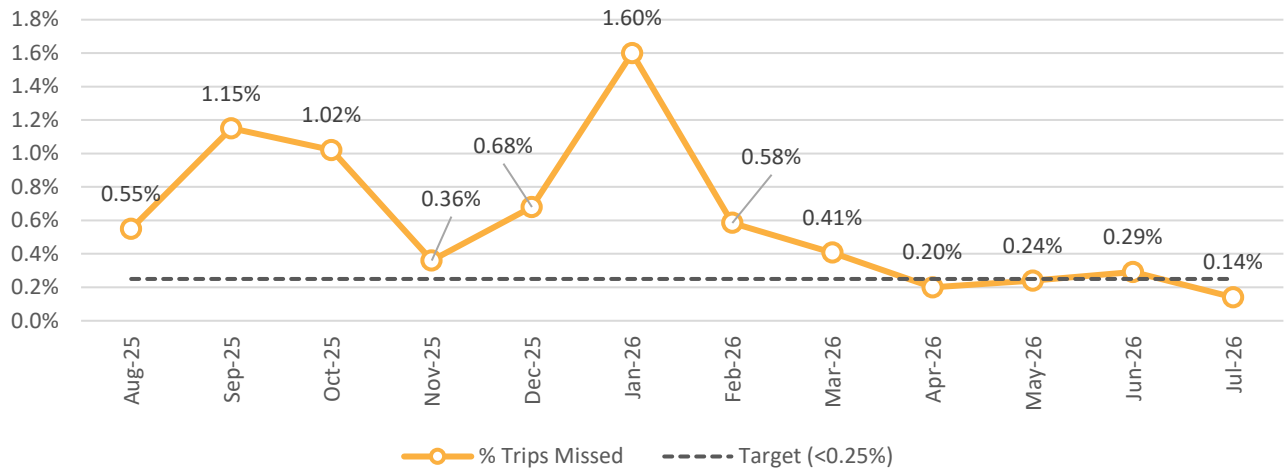
Average Daily Ridership Comparison



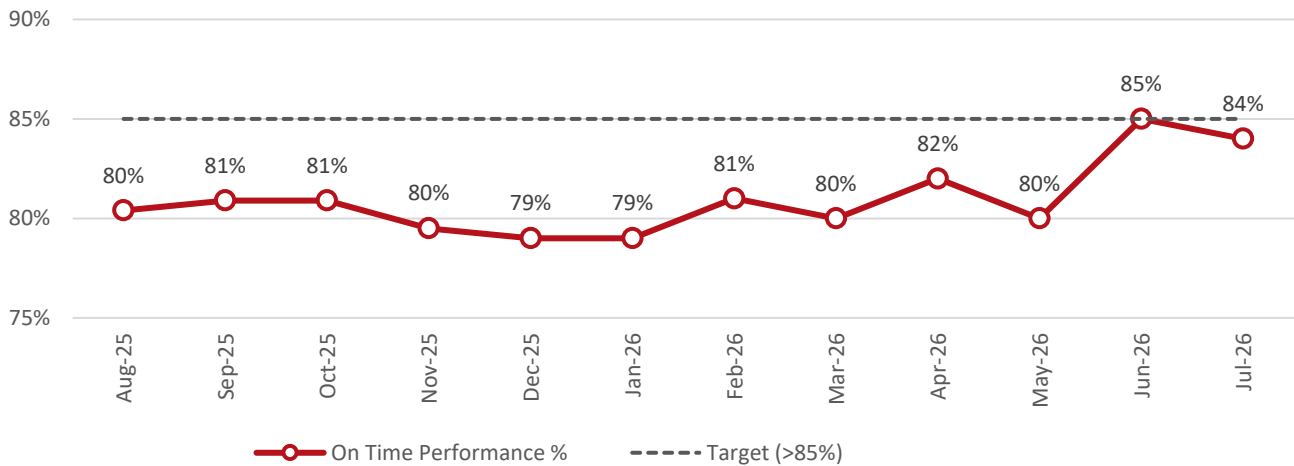
Passengers/Revenue Hour



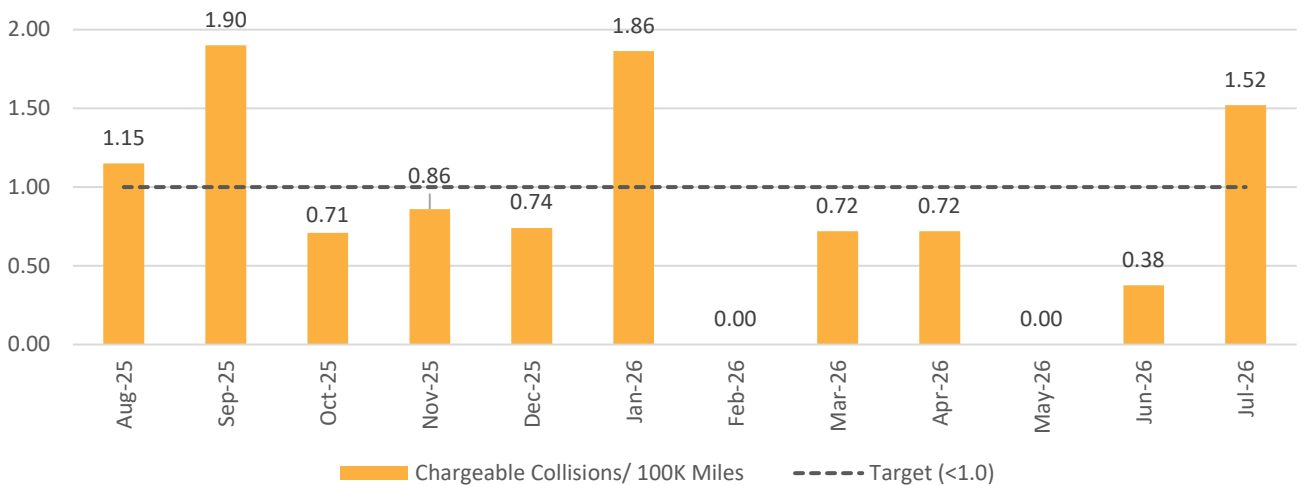
% Trips Missed



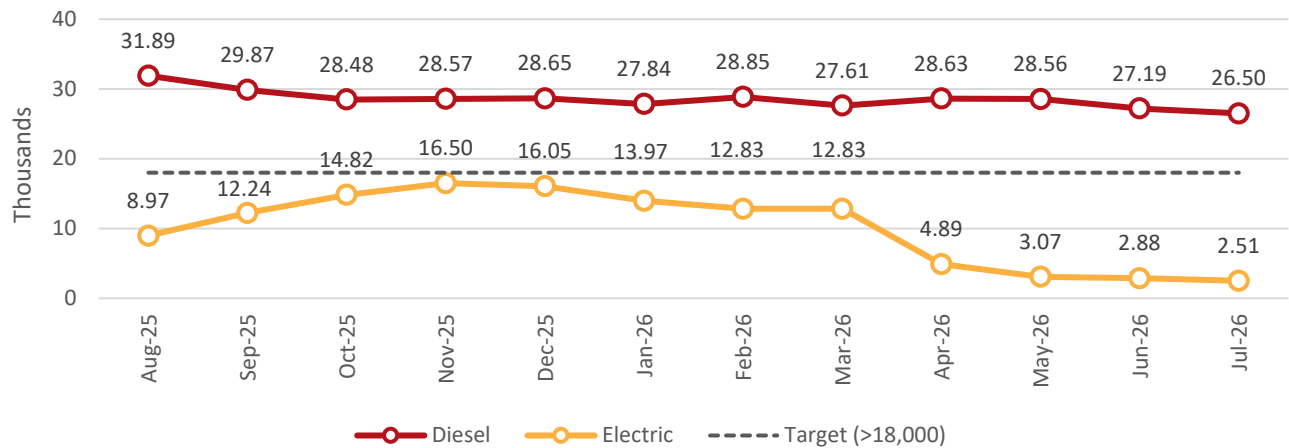
On Time Performance



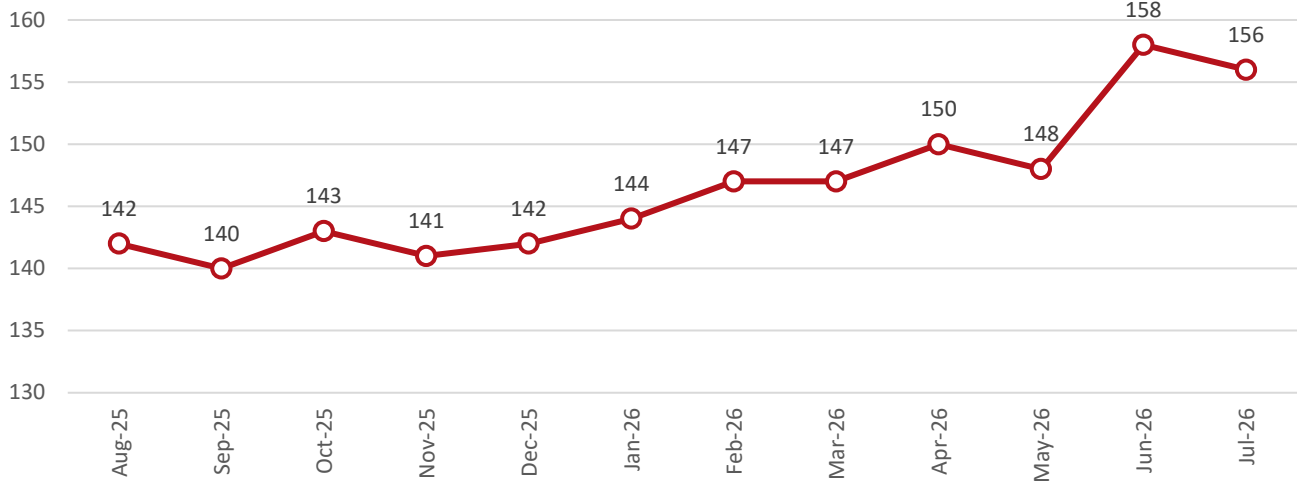
Accident Report



Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage

