

To: Operations & Scheduling Committee

Date: July 31, 2026

From: Pranjal Dixit, Manager of Planning

Reviewed by: AMS

SUBJECT: Fixed Route Operating Reports for May 2026

Background:

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	229,255	226,701	
Average Weekday	9,987	9,543	
Pass/Rev Hour	14.4	14.0	Standard Goal > 17.0
Missed Trips	0.24%	0.65%	Standard Goal < 0.25%
Miles between Road Calls	21,465	29,546	Standard Goal > 18,000

**Based on current standards from updated SRTP*

Analysis:

Average weekday ridership was higher in May 2026 (9,987 passengers) than the previous month of April 2026 (9,668 passengers) and is 2% lower than May 2025 (10,165 passengers).

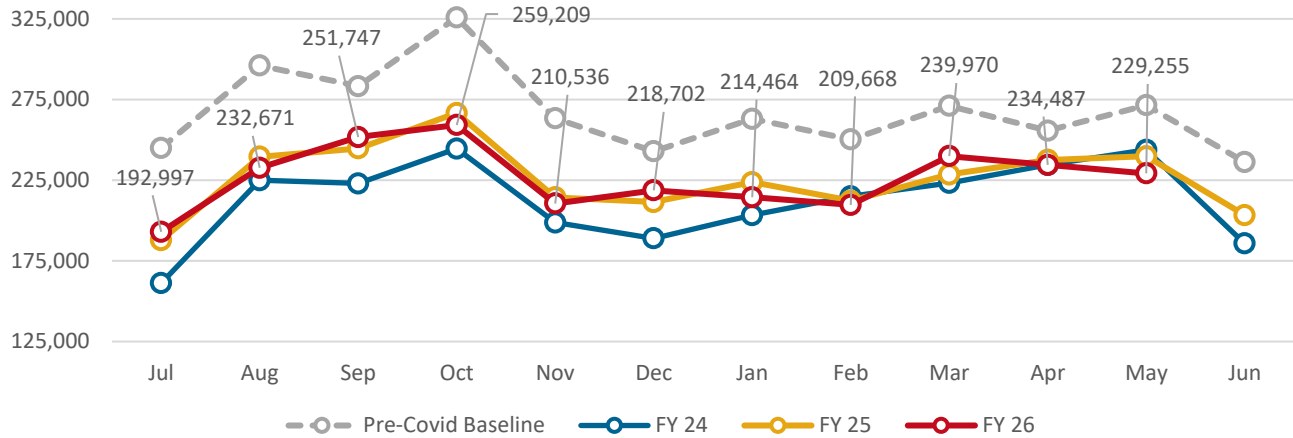
Productivity is a measurement of the average number of passengers per hour of revenue service. In May this was 14.4, which is higher than the previous month (13.9) and lower than May 2025 when passengers per hour was 14.9.

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 May was 0.24%, which is higher than the prior month when it was 0.22%.

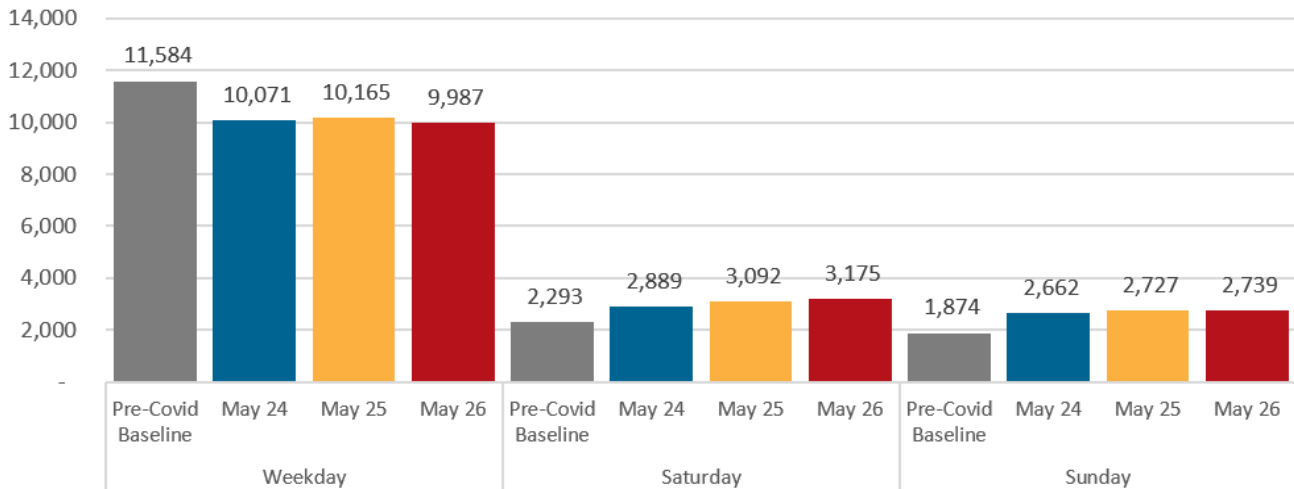
The number of miles between road calls (a bus going out of service due to mechanical issues) was 24,465 miles in May, lower than the prior month in which there were 30,793 miles between road calls. The rolling 12-month average is 30,630 miles between road calls.

Of a total of 229,255 passengers, 123,710 passengers had the potential to use a Clipper card aboard County Connection since 105,545 either used an employer or school pass or were on a free route. About 84% of the 123,710 potential Clipper card users paid using Clipper during this month.

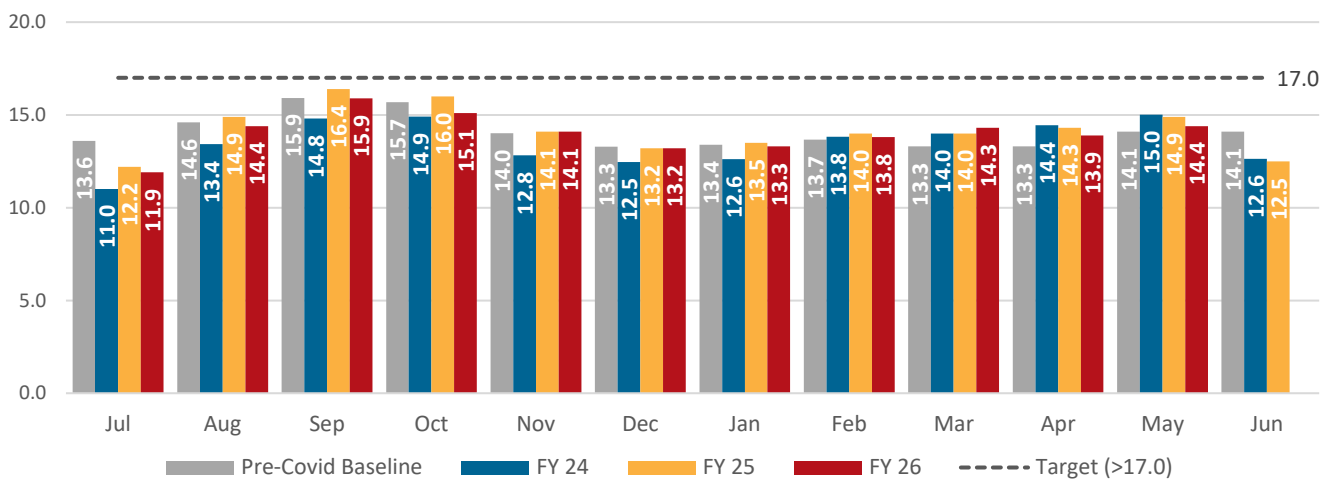
Total Monthly Fixed Route Ridership



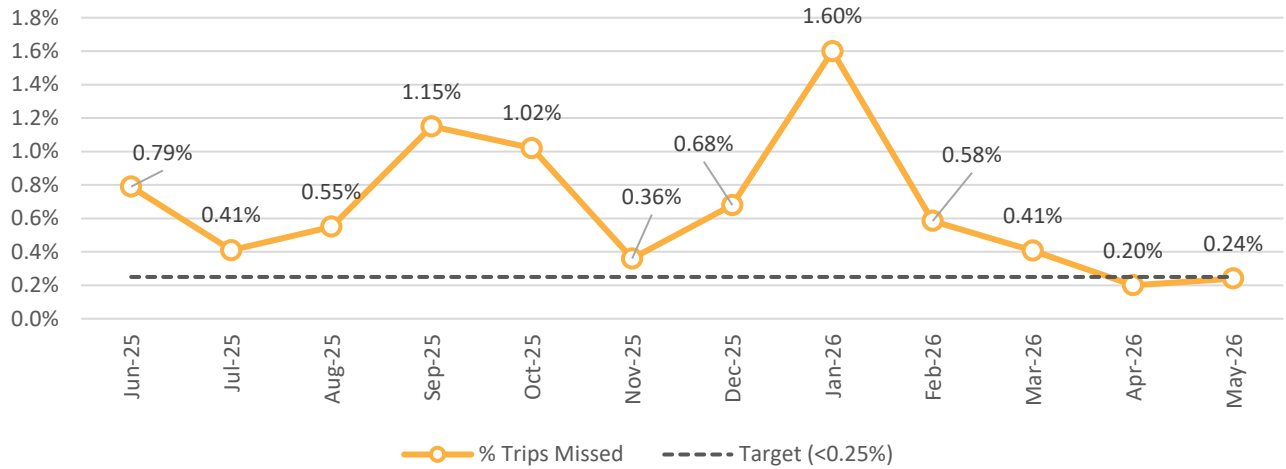
Average Daily Ridership Comparison



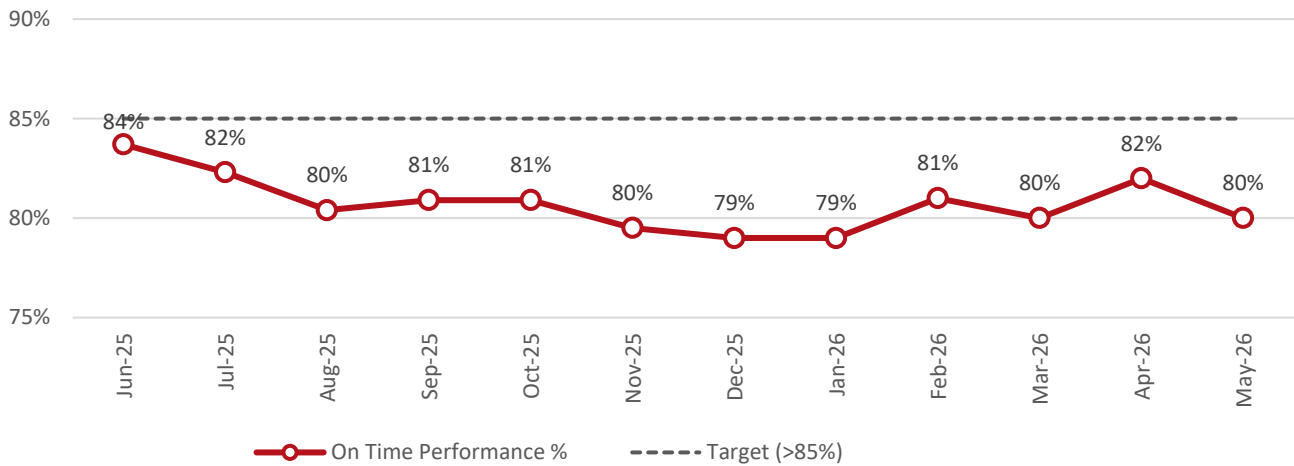
Passengers/Revenue Hour



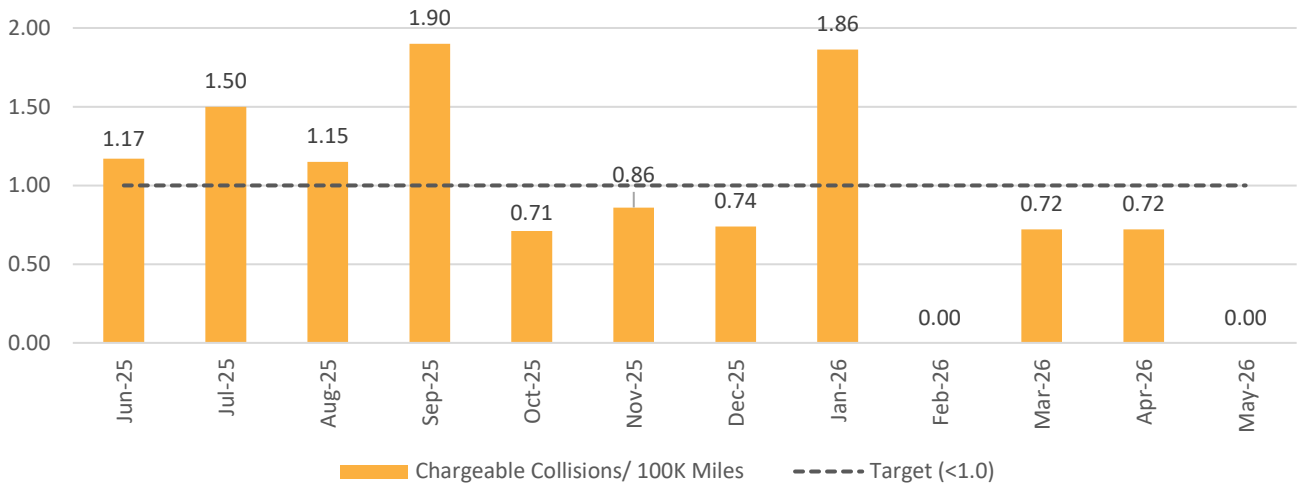
% Trips Missed



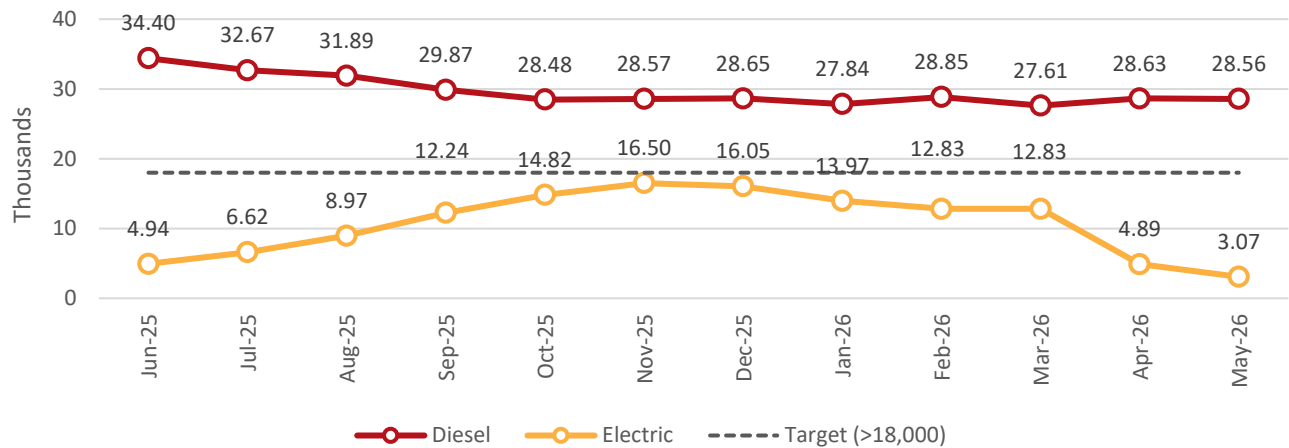
On Time Performance



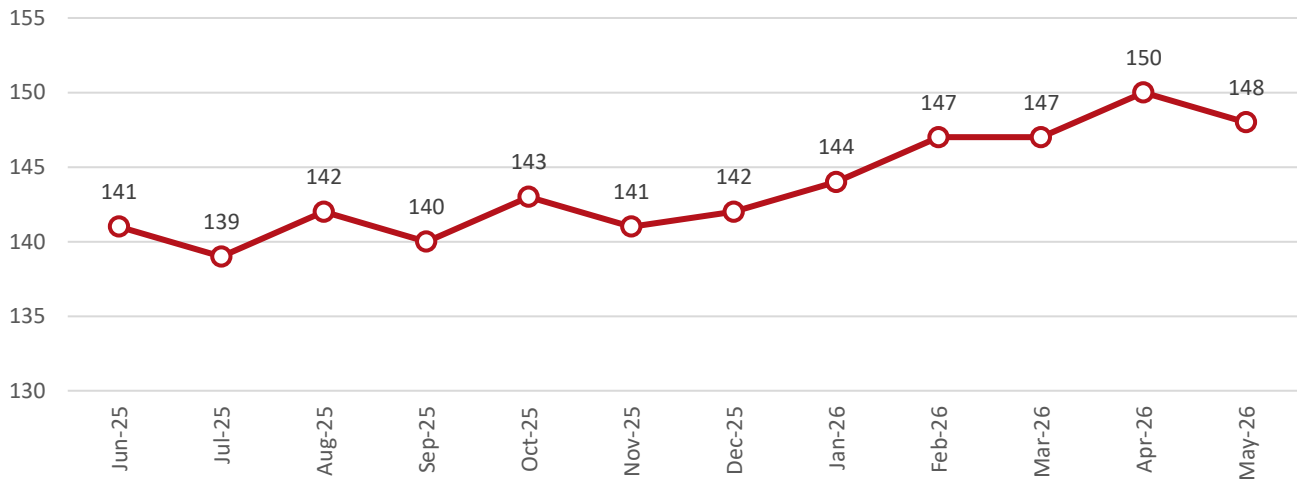
Accident Report



Trailing 12-Month Miles Between Mechanical Road Calls



Number of Operators



% Clipper Usage

