



## Fixed Route

Fixed Route Measure	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2025 Q1	Q1 24 - Q1 25
Revenue Miles	881,700	898,466	942,466	987,825	12%
Revenue Hours	68,416	68,600	77,169	79,241	16%
Operational Cost	\$9,388,530	\$10,357,970	\$13,702,830	\$12,053,030	28%
Boardings	1,201,786	1,090,795	1,288,645	1,395,485	16%
Boardings/Revenue Hour	17.6	15.9	16.7	17.6	0%
Cost/Revenue Hour	\$137.23	\$150.99	\$177.57	\$152.11	11%
Cost/Boarding	\$7.81	\$9.50	\$10.63	\$8.64	11%
On-time Performance	86%	82%	80%	82%	-4%
Collisions (New Metric)	NA	NA	NA	74	NA
Percent of Passengers on an On-time Bus	NA	NA	NA	NA	NA
Avg Miles Between Road Calls	32,862	23,751	20,438	24,440	-26%
Average Age of Fleet	8	7.2	7.2	8.5	6%
Complaints/100,000 Boardings	1.2	1.0	1.6	1.1	-8%
Compliments/100,000 Boardings	3.4	1.6	1.3	1.4	-60%



**Boardings** are up 12% over Q1 of '24 showing a service that is growing and attracting new riders



**Complaints per 100,000 Boardings** for Q1 experienced a decrease in complaints, demonstrating a strong rebound in transit usage and the community's growing confidence in public transportation.

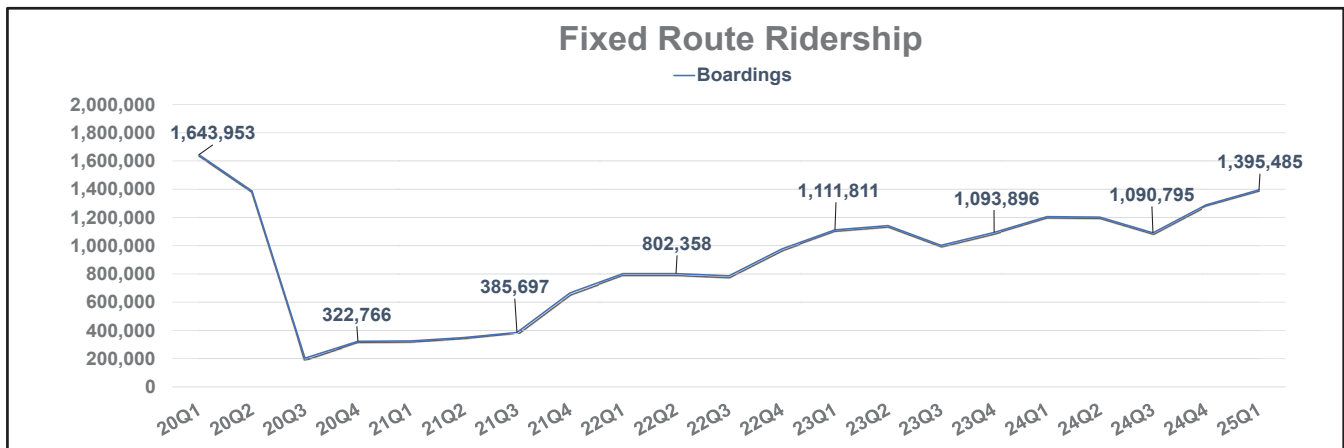


**Compliments per 100,000 Boardings** for Fixed Route are up 200% compared to Q1 of '24

### Preventable Accidents Injury/100,000 miles now Collisions

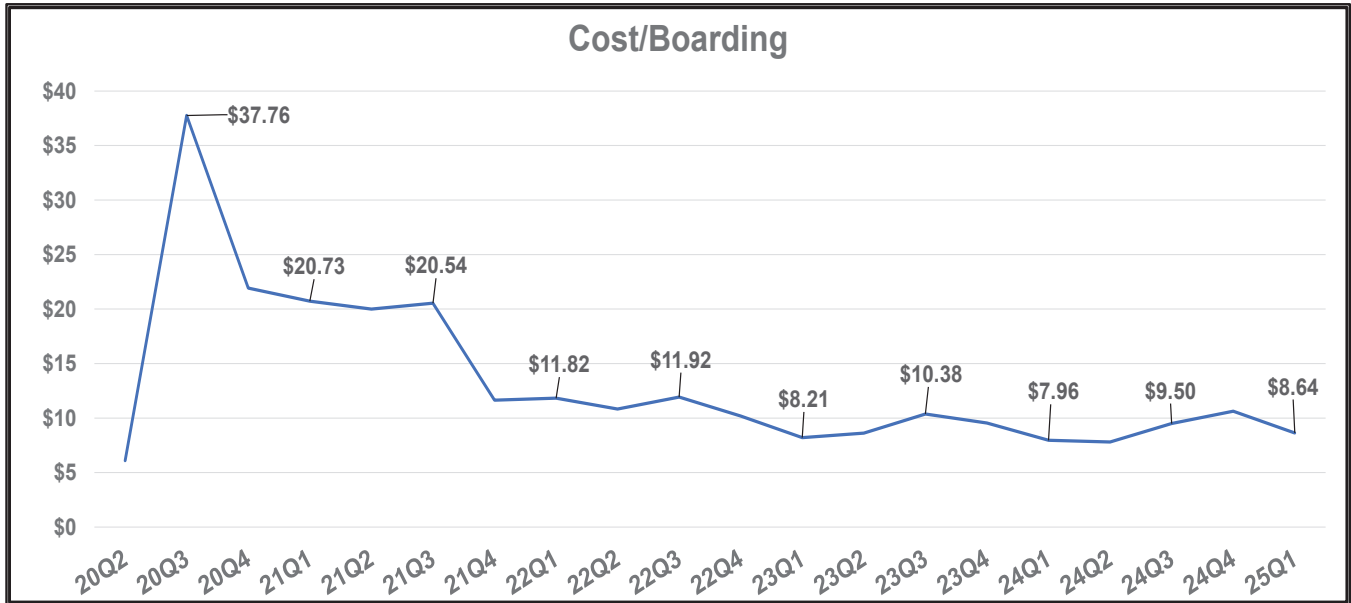
Preventable accidents were previously defined as any incident that could have been avoided by a driver's actions. We are now also reporting on collisions to track how often our buses are involved in a collision.

## Fixed Route Ridership Comparison

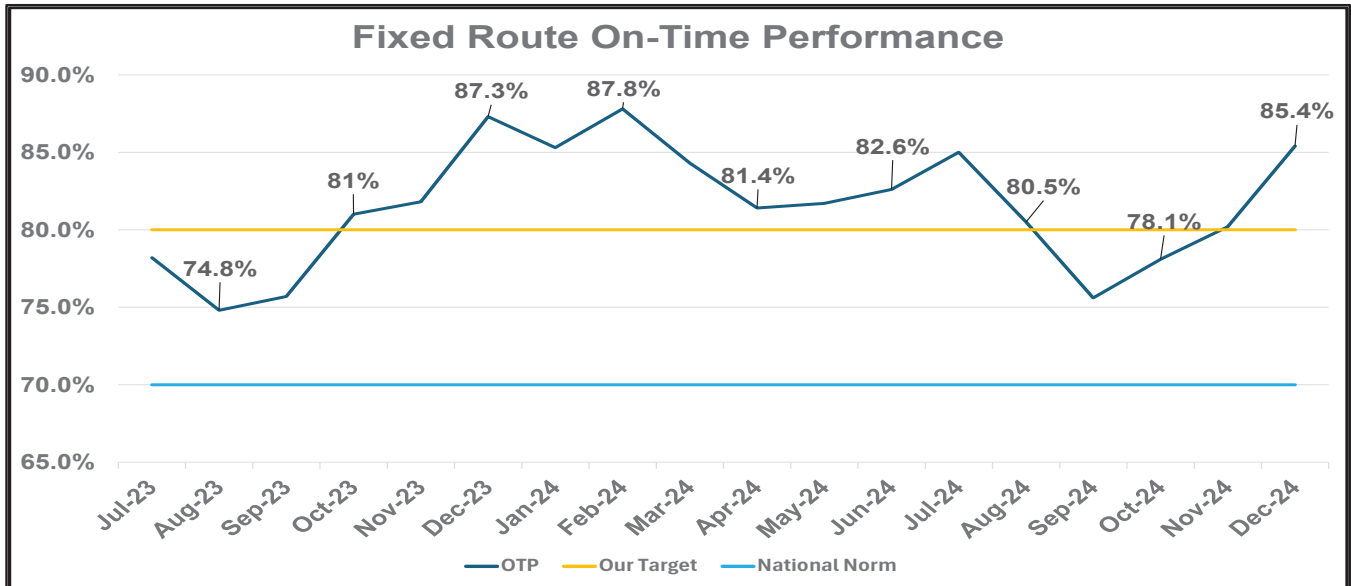




## Fixed Route Cost Per Boarding



## Fixed Route On-Time Performance

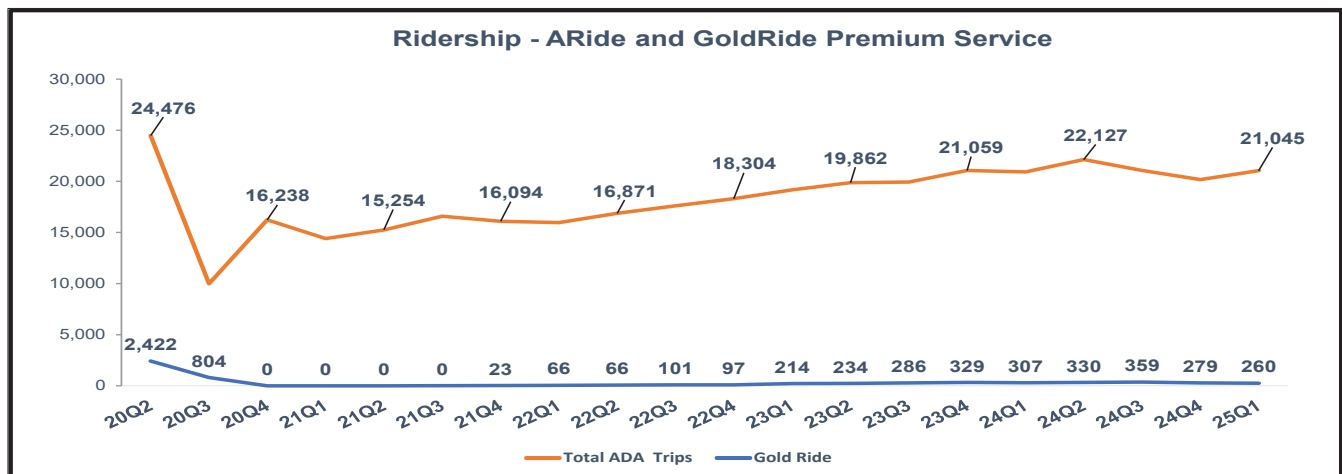
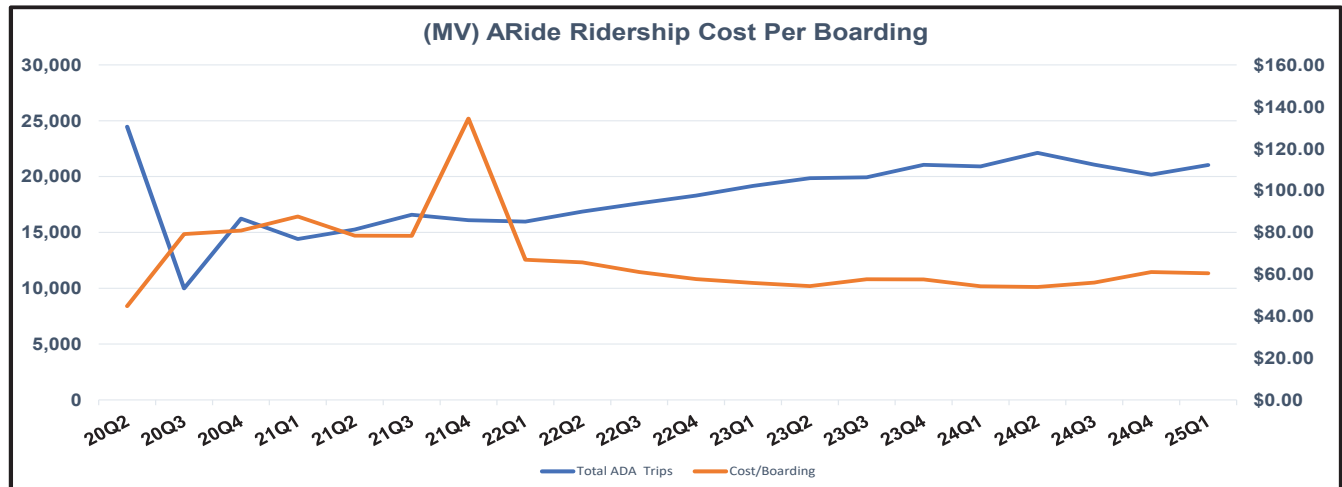




## (MV) ARide / ParaTransit

MV - ARide/ParaTransit Measure	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2025 Q1	Q1 24 - Q1 25
Revenue Miles	198,620	196,604	188,334	182,255	-8%
Revenue Hours	13,916	13,603	13,791	14,076	1%
Operational Cost	\$1,193,382	\$1,180,821	\$1,233,161	\$1,232,389	3%
Senior Trips	330	359	279	260	-21%
Total ADA Trips	22,127	21,072	20,178	21,045	-5%
Cost/Revenue Hour	\$85.75	\$86.81	\$89.42	\$89.75	5%
Boardings/Revenue Hour	1.61	1.58	1.46	1.48	-8%
Cost/Boarding	\$53.93	\$56.04	\$61.11	\$60.51	12%
Ontime Performance with 30 Minute Service Window	98%	97%	98%	98%	0%
Complaints/100,000	49.7	75.9	42.8	33.3	-33%
Compliments/100,000	9.04	18.98	4.75	14.26	58%
Trip Denials	0.00	2	2	3	NA

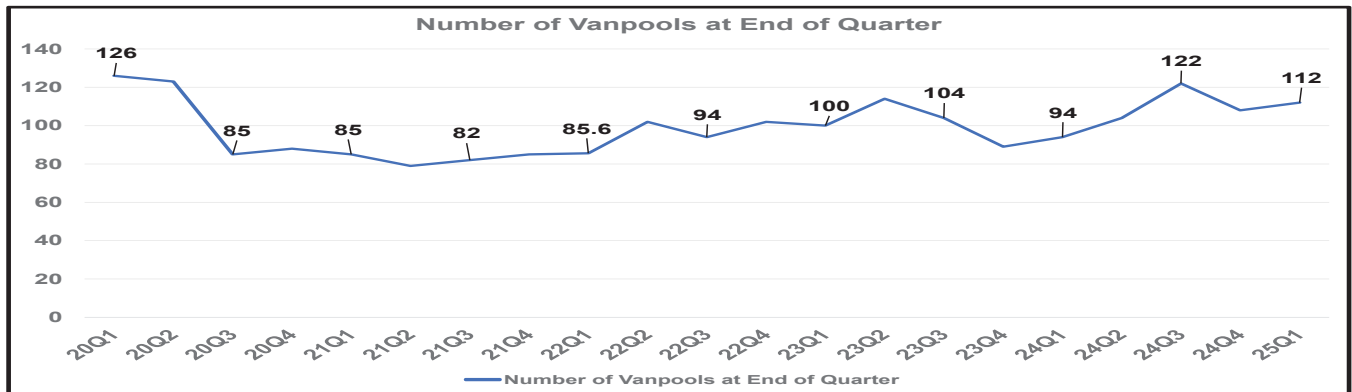
## (MV) ARide Ridership Cost Per Boarding





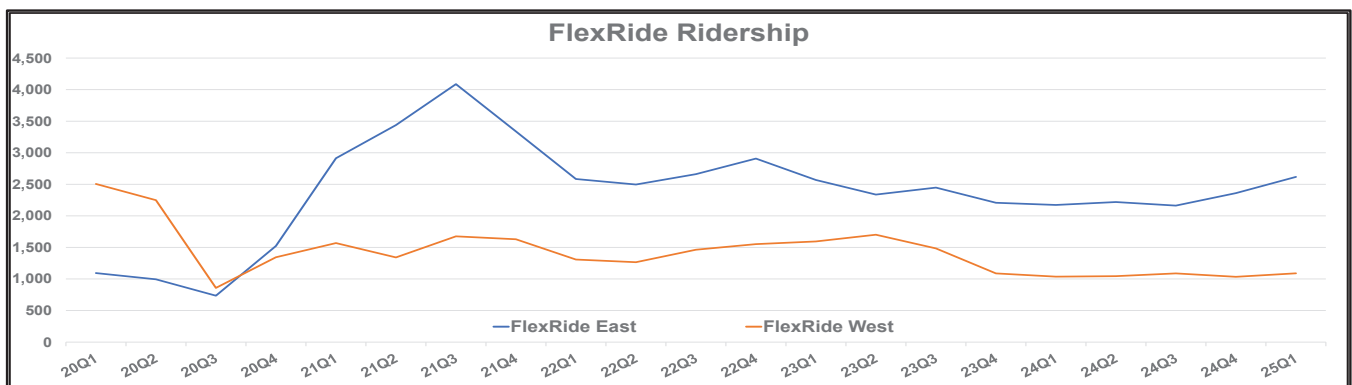
## Vanpool

VanPool Measure	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2025 Q1	Q1 24 - Q1 25
Number of Vanpools at End of Quarter	104	122	108	112	8%
Number of Rider Trips Taken	46,860	44,060	46,854	47,781	2%
Avg Fuel Cost to Rider	\$58.87	\$63.56	\$66.64	\$55.46	-6%
Avg Monthly Rider Miles	178,106	180,014	194,526	196,555	10%
Federal Subsidy/Rider Trip	\$3.58	\$3.14	\$3.68	\$3.67	3%
Rider Miles/Gallon	27.24	27.29	29.67	18.12	-33%



## FlexRide

Golden/Via - FlexRide Measure	FY 2024 Q2	FY 2024 Q3	FY 2024 Q4	FY 2025 Q1	Q1 24 - Q1 25
Operational Cost (Contractor)	\$159,079	\$161,265	\$284,025	\$278,295	75%
Trips - East Service Area	2,219	2,163	2,361	2,618	18%
Trips - West Service Area	1,045	1,089	1,035	1,090	4%
FlexRide - Late Night	2,490	2,475	2,881	3,062	23%
Cost/Boarding	\$48.74	\$49.59	\$83.64	\$75.05	54%
Complaints	1	9	18	24	2300%
Compliments	0	1	0	1	NA
Denials East	8	3	22	191	2288%
Denials West	5	2	11	32	540%
Denials Late Night/Holiday	24	41	244	162	575%
Boardings	5,754	5,727	6,277	6,770	18%
Trip Denials	37	46	277	385	941%



**D2A2 Ridership**