

## 2025 Q4 Service Report

**Service Committee Meeting Date: December 2, 2025**

**Board Meeting Date: December 18, 2025**

RECOMMENDED ACTION(S)
Receive as CEO Operational Update.
PRIOR RELEVANT BOARD ACTIONS & POLICIES
<ul style="list-style-type: none"><li>2.11.1.5 CEO shall not...Let the Board be unaware of...operational... [and] customer satisfaction metrics...</li><li>Appendix A: Informational Reports schedule specifies quarterly Customer Satisfaction and Service Performance reports in Jul, Aug, Sep</li></ul>
ISSUE SUMMARY
<p>In accordance with the Board's Policy Manual, I present the Quarterly Satisfaction and Service Performance Report for the fourth quarter of FY2025. I certify that the information provided is true and complete, with exceptions noted, and request that the Board accept this as an operational update.</p> <p>This report reflects continued year-over-year recovery and growth across the Authority's service portfolio, most notably with strong ridership performance in both Fixed Route and FlexRide services. Fixed Route ridership increased 2% year-over-year, and customer experience indicators improved significantly, with compliments rising 961% and complaints remaining comparatively low, signaling positive rider perception and operational consistency. Service reliability also strengthened, demonstrated by a 9% improvement in Average Miles Between Road Calls, indicating effective fleet management and maintenance coordination.</p> <p>FlexRide demand continued to expand rapidly, with boardings and total trip requests growing 111% year-over-year, led by a 125% increase in Late Night ridership. Cost performance improved substantially as Cost per Boarding decreased 52%, while the system maintained a 95.8% fulfillment rate, underscoring the importance and resilience of demand-responsive services in meeting community mobility needs.</p> <p>A-Ride maintained 98% on-time performance and 100% fulfillment of trip requests, while complaints per 100,000 trips decreased 79%, reflecting reliable access for riders requiring ADA-based transportation. The VanRide program remained stable, with rider trips increasing 2% and fuel cost to riders decreasing 35%, despite a reduction in the number of active vanpools. Overall, systemwide performance continued to trend positively, even as operations navigated seasonal roadway construction and detour challenges. These results demonstrate ongoing ridership growth, improving customer satisfaction, and strengthened service reliability heading into FY2026.</p>
ATTACHMENTS
<ol style="list-style-type: none"><li>Highlights Brief</li><li>FY 2025 Q4 Service Report</li></ol>

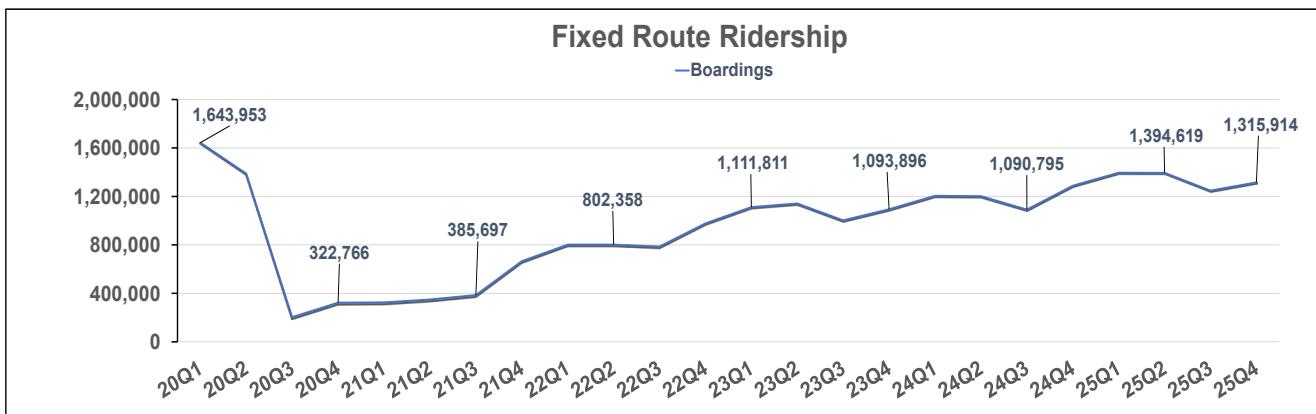


Fixed Route

Fixed Route	FY 2024	FY 2025	FY 2025	FY 2025	FY 2025	Q4 24 - Q4 25
Measure	Q4	Q1	Q2	Q3	Q4	
Revenue Miles	942,466	987,825	1,007,165	999,320	1,019,066	8%
Revenue Hours	77,169	79,241	79,453	81,566	78,531	2%
Operational Cost	\$13,702,830	\$12,053,030	\$11,436,180	\$11,477,060	\$12,204,140	-11%
Boardings	1,288,645	1,395,485	1,394,619	1,247,428	1,315,914	2%
Boardings/Revenue Hour	16.7	17.6	17.6	15.3	16.8	0%
Cost/Revenue Hour	\$177.57	\$152.11	\$143.94	\$140.71	\$155.41	-12%
Cost/Boarding	\$10.63	\$8.64	\$8.20	\$9.20	\$9.27	-13%
On-time Performance	80%	82%	87%	87%	81%	0%
Collisions (New Metric)	NA	74	76	63	58	NA
Avg Miles Between Road Calls	20,438	24,440	22,107	25,248	22,342	9%
Average Age of Fleet	7.2	8.5	7.93	7.93	7.93	10%
Complaints/100,000 Boardings	1.6	1.1	1.0	1.0	1.7	3%
Compliments/100,000 Boardings	1.3	1.4	2.5	1.7	1.1	-19%

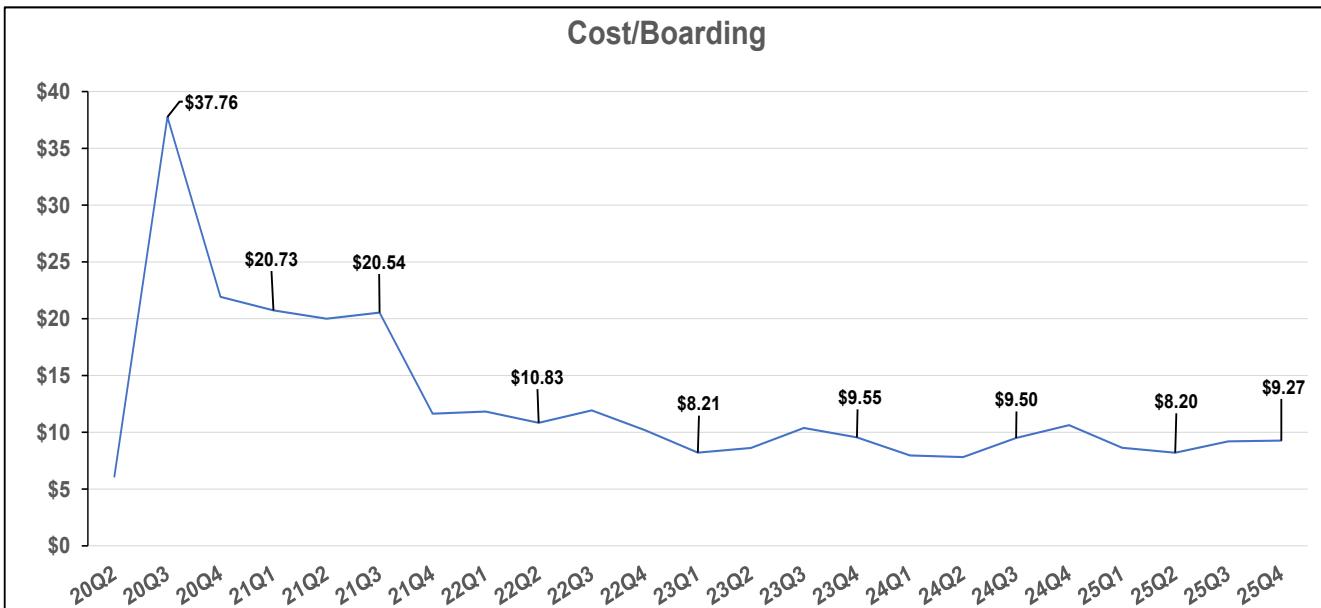
<p><b>Boardings</b> increased 2% year-over-year, continuing steady ridership growth and reflecting sustained demand for fixed route service across the region.</p> <p><b>Complaints per 100,000 Boardings</b> for Complaints per 100,000 Boardings decreased 3%, continuing a trend of stable operational performance and responsiveness to rider feedback.</p> <p><b>Average Miles Between Road Calls</b> improved 9%, demonstrating stronger system reliability and effective maintenance planning and execution.</p>	<p>This quarter's Fixed Route performance demonstrated continued strength and resilience, with steady growth in ridership and improvements in several key operational indicators. System reliability strengthened as <b>Average Miles Between Road Calls increased 9%</b>, supported by ongoing maintenance improvements and fleet management practices. Customer experience measures also trended positively, with a <b>significant increase in compliments</b> and a reduction in complaints per 100,000 boardings reflecting improved service interactions and consistent delivery.</p> <p>These gains were achieved while navigating seasonal construction detours, and roadway disruptions that traditionally challenge schedule adherence and service reliability. Despite these conditions, performance remained stable and reflective of the system's continued operational momentum heading into the next fiscal year.</p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Fixed Route Ridership Comparison

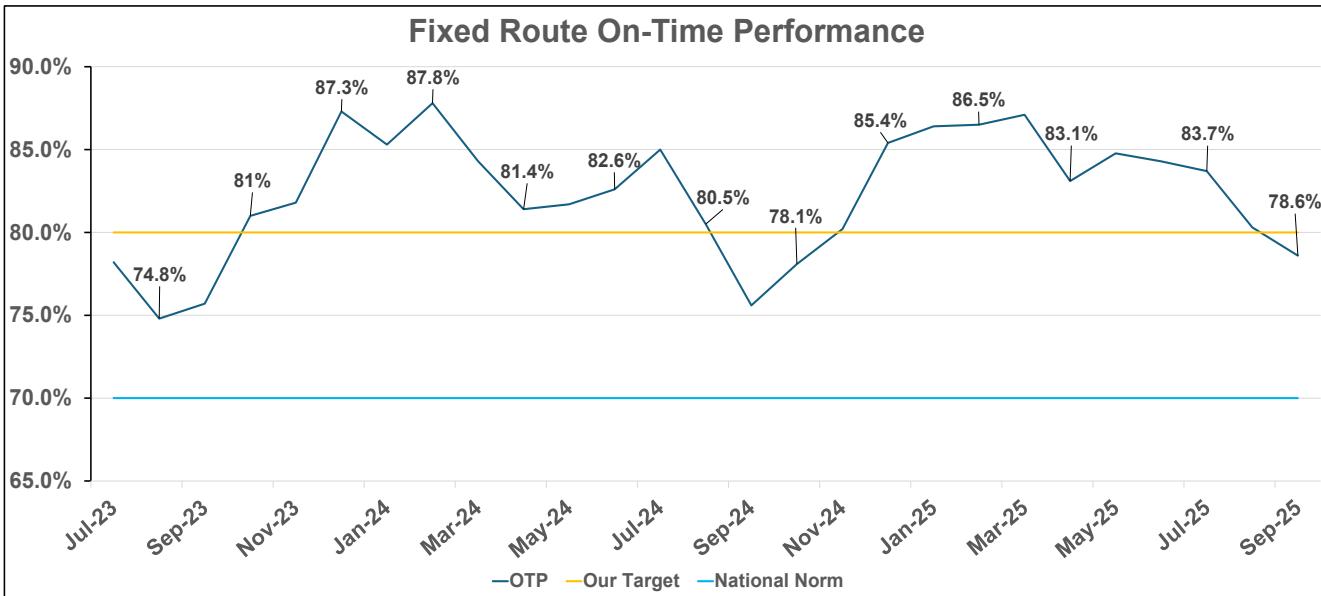




### Fixed Route Cost Per Boarding



### Fixed Route On-Time Performance





**ARide / ParaTransit (MV)**

ARide/ParaTransit (MV)	FY 2024 Q4	FY 2025 Q1	FY 2025 Q2	FY 2025 Q3	FY 2025 Q4	Q4 24 - Q4 25
Measure						
Revenue Miles	188,334	182,255	189,672	195,171	173,600	-8%
Revenue Hours	13,791	14,076	13,499	13,980	13,399	-3%
Operational Cost	\$1,233,161	\$1,232,389	\$1,237,586	\$1,265,585	\$1,240,391	1%
Senior Trips	279	260	360	535	452	62%
Total ADA Trips	20,178	21,045	21,226	21,225	20,892	4%
Cost/Revenue Hour	\$89.42	\$87.55	\$91.68	\$90.53	\$92.57	4%
Boardings/Revenue Hour	1.46	1.50	1.57	1.52	1.56	7%
Cost/Boarding	\$4,419.93	\$60.51	\$58.31	\$59.63	\$59.63	-99%
Ontime Performance with 30 Minute Service Window	98%	98%	96%	98%	98%	0%
Complaints/100,000	42.8	33.3	18.8	61.2	9.0	-79%
Compliments/100,000	4.75	14.26	4.71	0.00	2.00	-58%
Trip Denials	2	3	2	0	0	-100%
Total Trip Requests	20,459	21,308	21,588	21,760	21,344	4%
Precentage Provided	100%	100%	100%	100%	100%	0%

**ARide Ridership Cost Per Boarding (MV)**



**Ridership - ARide and GoldRide Premium Service**

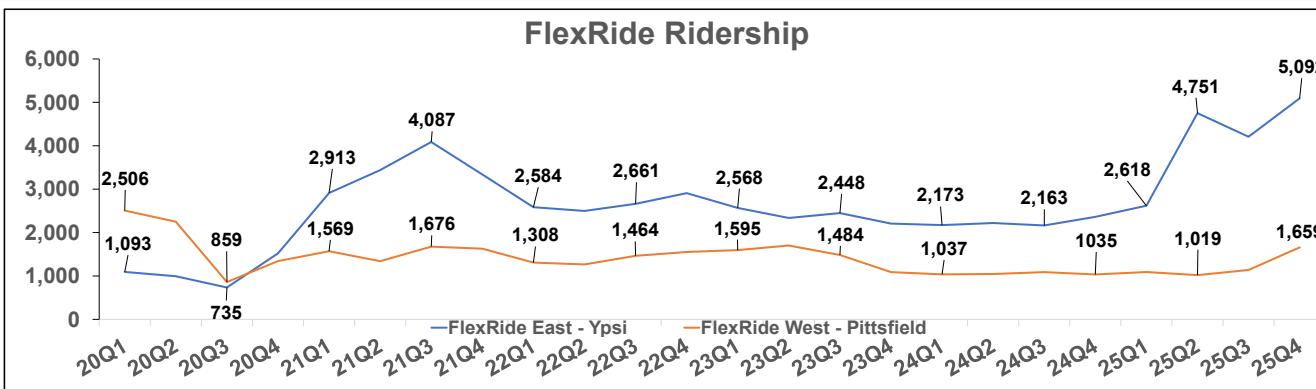




**FlexRide (Via)**

FlexRide (Via)	FY 2024	FY 2025	FY 2025	FY 2025	FY 2025	Q4 24 - Q4 25
Measure	Q4	Q1	Q2	Q3	Q4	
Operational Cost (Contractor)	\$284,025	\$278,295	\$303,538	\$270,943	\$272,026	-4%
Trips - East Service Area	2,361	2,618	4,751	4,207	5,092	116%
Trips - West Service Area	1,035	1,090	1,019	1,138	1,659	60%
FlexRide - Late Night	2,881	3,062	4,305	5,777	6,479	125%
Cost/Boarding	\$83.64	\$75.05	\$52.61	\$50.69	\$40.29	-52%
Complaints	18	24	7	4	5	-72%
Compliments	0	1	0	0	0	0%
Denials East	22	191	120	130	152	591%
Denials West	11	32	16	21	38	245%
Denials Late Night/Holiday	244	162	151	370	392	61%
Boardings	6,277	6,770	10,075	11,122	13,230	111%
Trip Denials	277	385	287	521	582	110%
Total Trip Requests	6,554	7,155	10,362	11,643	13,812	111%
Percentage Provided	95.77%	94.62%	97.23%	95.53%	95.8%	0%

FlexRide services continue to experience strong growth, with **boardings** up **111%** and **total trip requests** increasing **111%** compared to Q4 FY24. Growth was driven primarily by the **Late Night** service, which increased **125%** year-over-year, reflecting expanding demand for after-hours mobility. Cost efficiency also improved significantly, with **cost per boarding** decreasing **52%**, even while maintaining a high **95.8% fulfillment rate**.



**Vanpool**

VanPool	FY 2024	FY 2025	FY 2025	FY 2025	FY 2025	Q4 24 - Q4 25
Measure	Q4	Q1	Q2	Q3	Q4	
Number of Vanpools at End of Quarter	108	112	120	97	93	-14%
Number of Rider Trips Taken	46,854	47,781	54,942	48,213	47,704	2%
Avg Fuel Cost to Rider	\$66.64	\$55.46	\$53.60	\$41.57	\$43.51	-35%
Avg Monthly Rider Miles	194,526	196,555	205,922	171,039	167,387	-14%
Federal Subsidy/Rider Trip	\$3.68	\$3.67	\$3.32	\$3.43	\$3.43	-7%
Rider Miles/Gallon	29.67	18.12	28.06	37.18	38.68	30%

