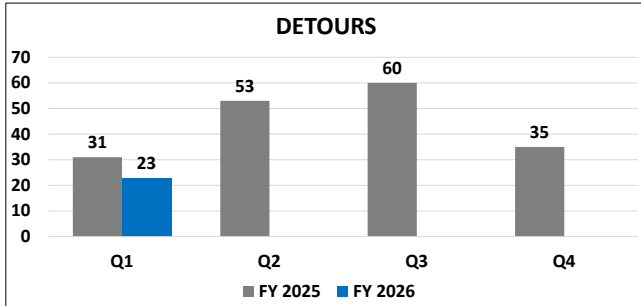
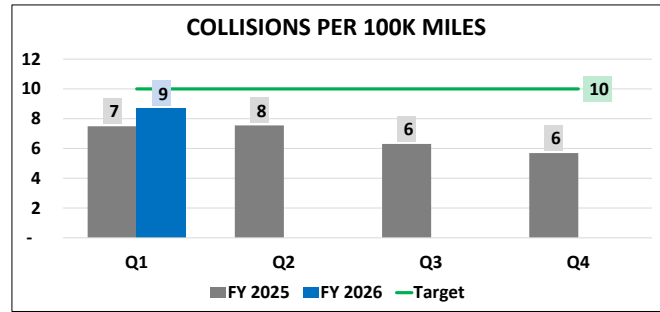
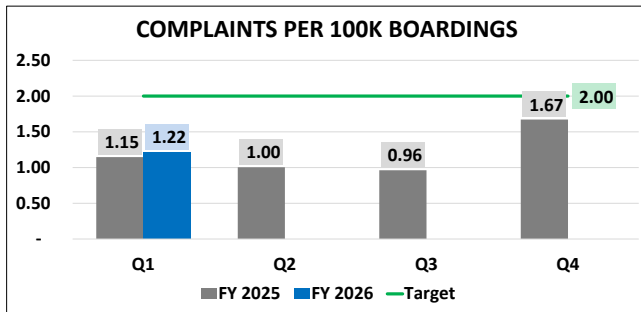
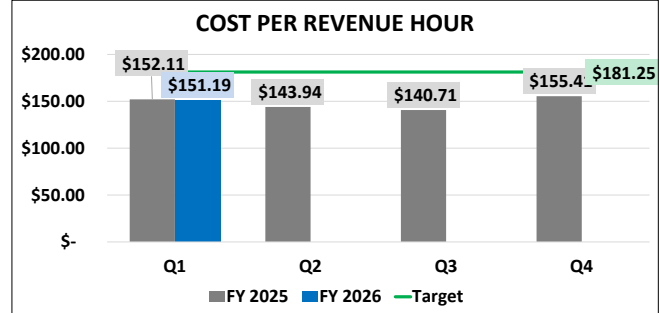
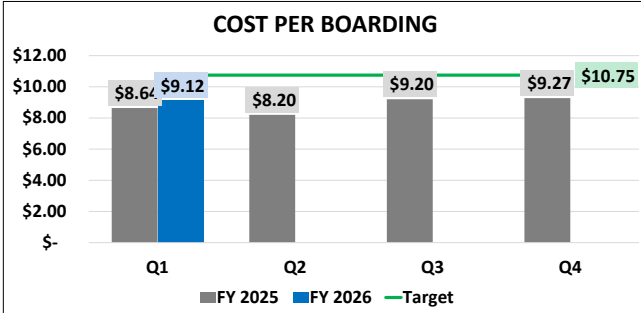
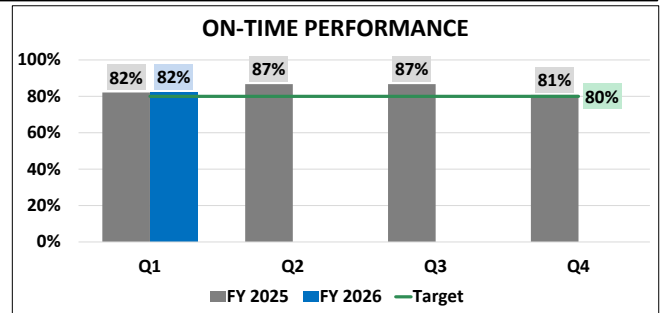
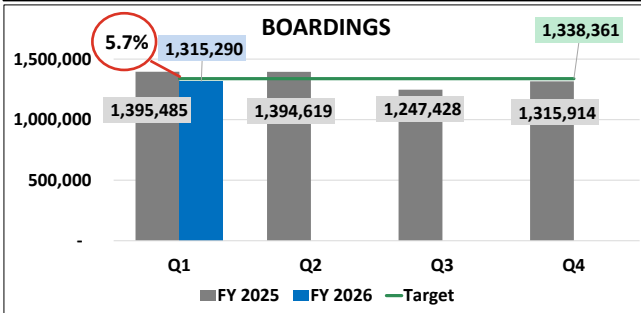


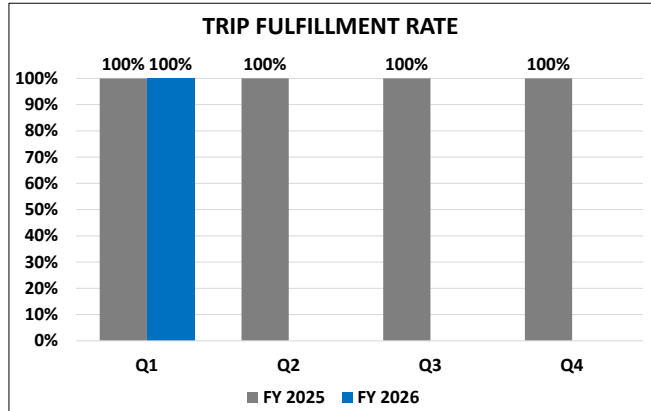
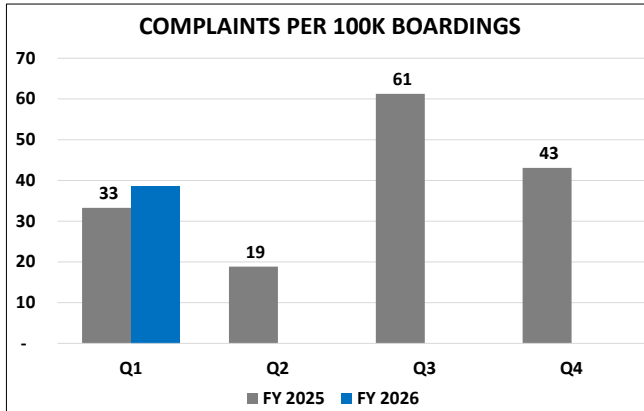
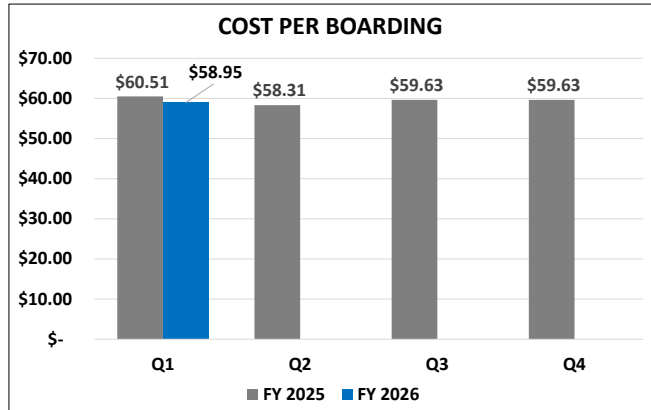
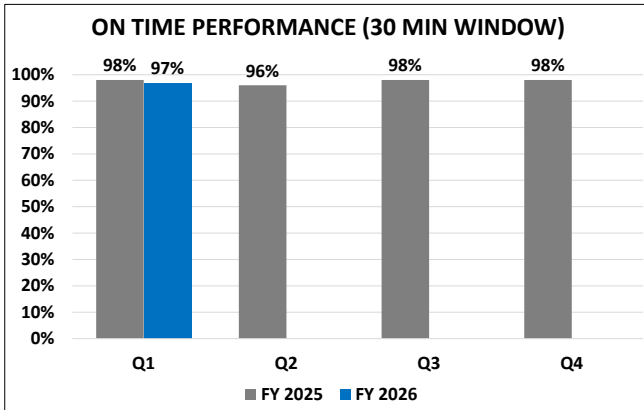
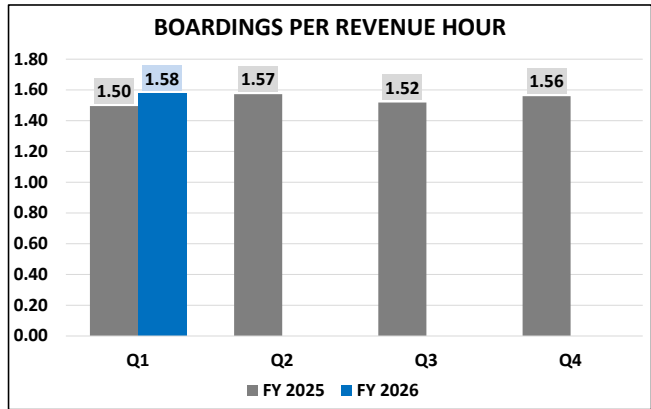
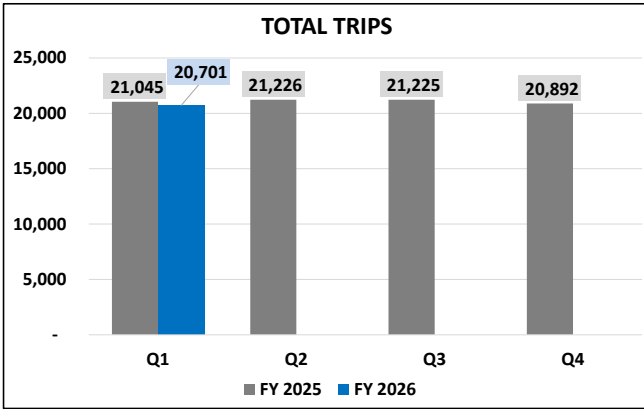
Fixed Route

Ridership dropped by 5.7%. Due to BTC closures, ridership growth targets for 2026 have been revised from 3.5% (FY 2026 Budget projections) to a range of 0–3%. Despite these adjustments, **operational metrics remained stable** as indicated by **On-Time Performance consistently exceeding the 80% benchmark**, Cost per Revenue Hour and Cost per Boarding fluctuated slightly but stayed within budget projections. Additionally, both complaints and collisions remained within established safety and service thresholds.



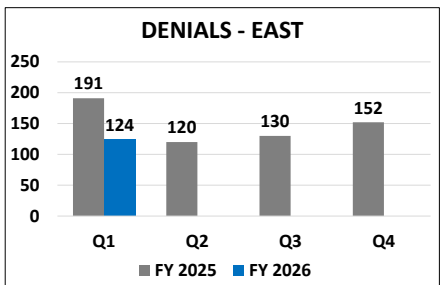
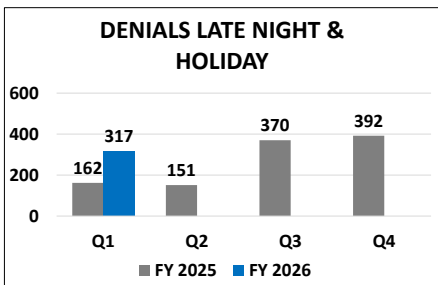
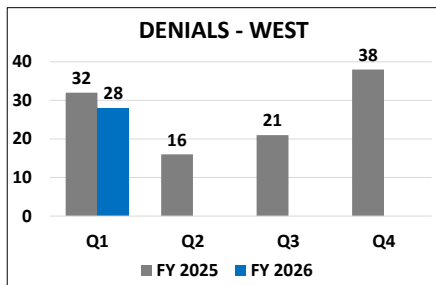
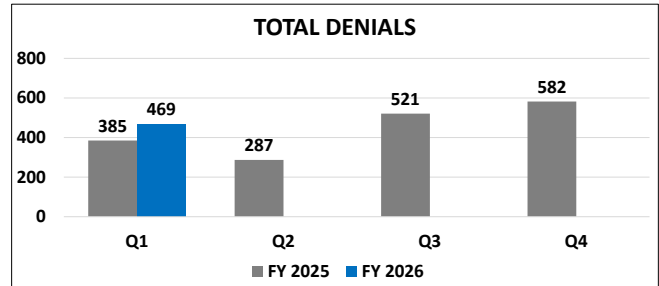
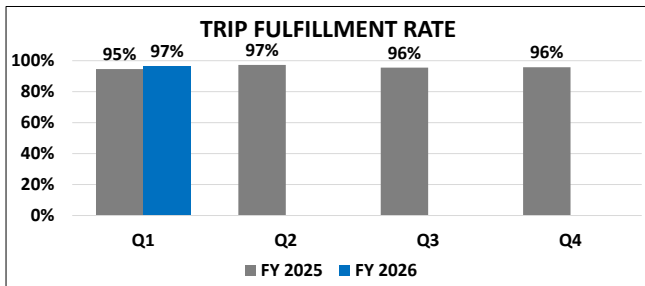
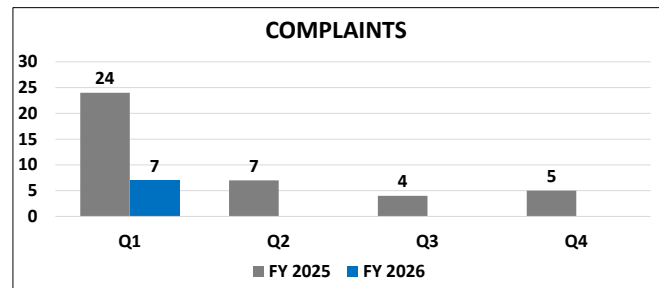
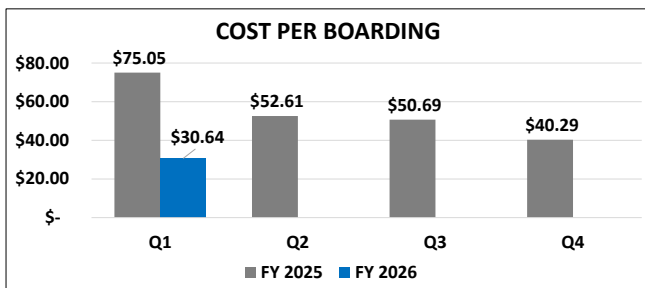
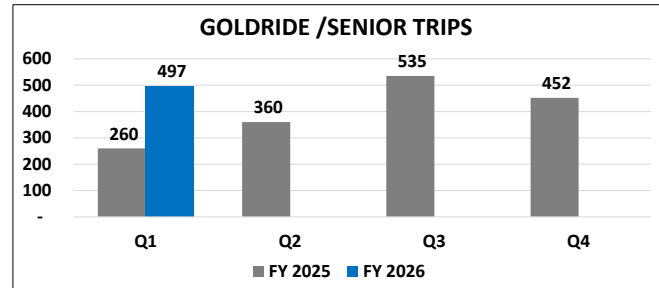
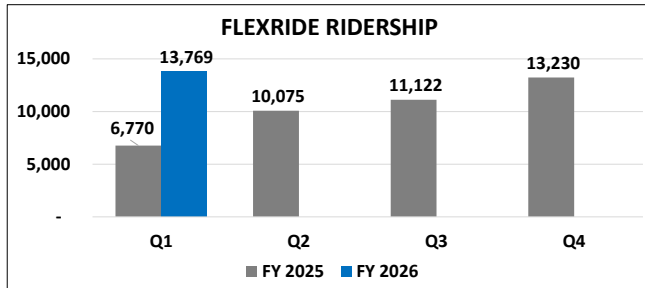
ARide / Paratransit (MV)

Paratransit Ridership saw a **marginal 2% decline**. However, operational efficiency was consistently sustained as evidenced by the **5% increase in boardings per revenue hour**, **2% reduction in the average cost per boarding**, and **on-time performance consistently exceeding the 95% target**.



FlexRide (Via)

The FlexRide App's intuitive scheduling process has significantly fueled ridership growth. FlexRide **boardings have increased by 103%** and **GoldRide by 91%** compared to Q1 FY2025. Operational excellence has continuously been demonstrated by a **97% trip fulfillment rate**, and significant **reductions in cost per boarding (60%)** and **overall complaints (70%)**.
Note: This is the last period reporting FlexRide-West (Pittsfield)



Vanpool

Vanpool fleet reduced by 15% and ridership grew by 3% resulting in the reduction of distance covered by 19%. This increased operational density fueled a 29% surge in miles per gallon per rider, resulting in a 17% reduction in the average fuel-to-rider cost ratio. These gains made it possible to decrease federal subsidy reliance by 10%.

