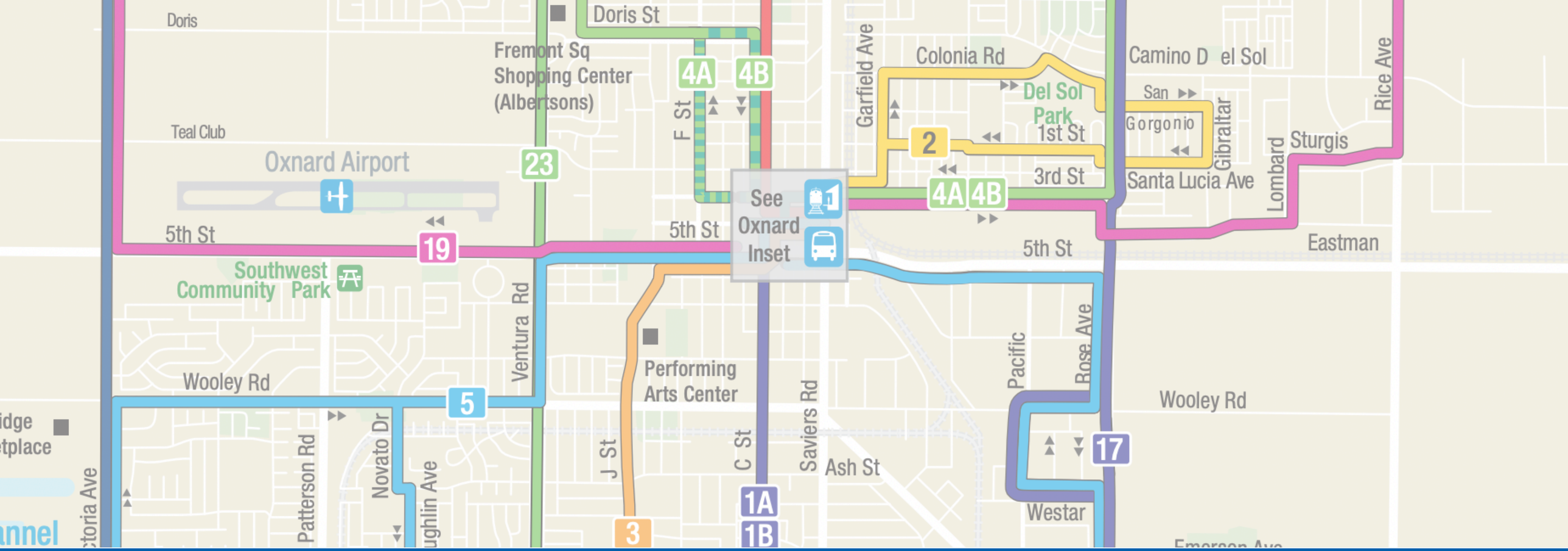
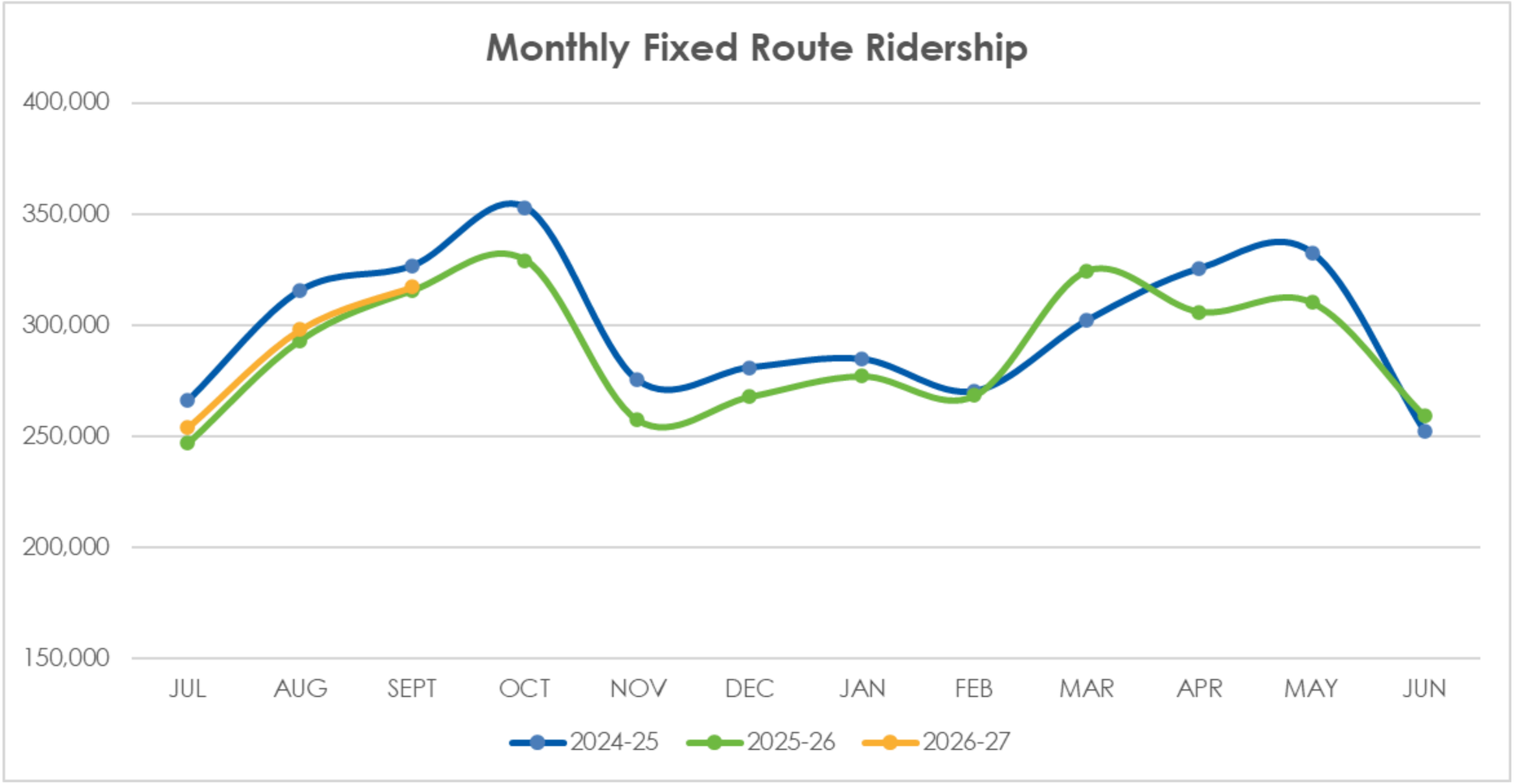


Item 11: FY26-27 1st Quarter Report

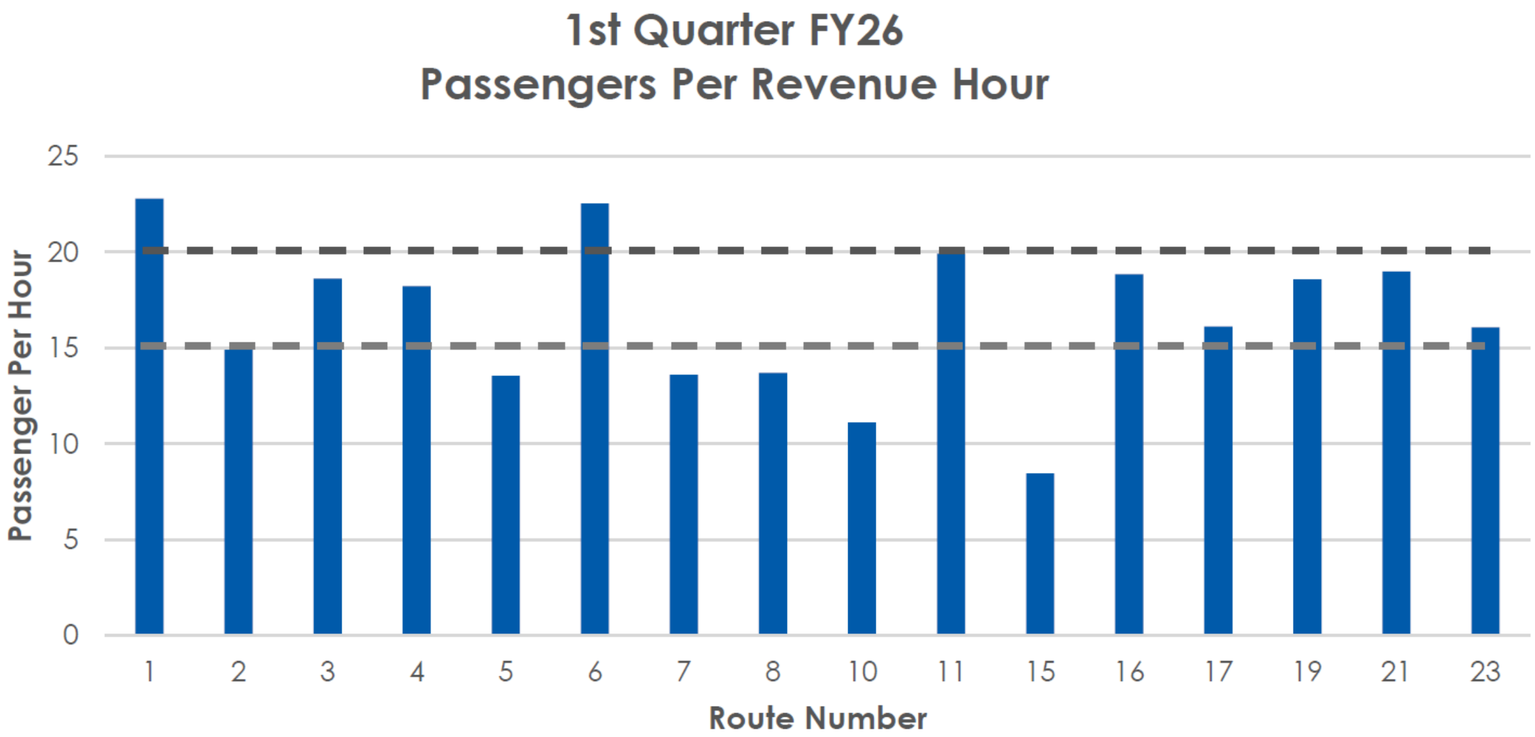
Fixed-Route Trends

- 1st Quarter ridership increased by 1.59%
- Route 2, 7, and 8 had the highest percentage increases in ridership compared to last 1st year quarter
- Route 15 had the highest ridership loss at 11%
- Tripper services (Route 18) also had a ridership loss at 11%
- 10 of the 16 routes met or exceeded the minimum service standard for passengers per hour
- Ontime Performance increased from 85.6% from 86.4% in the 1st Quarter of last year
- Fare revenue decreased slightly by 0.25%

Monthly Ridership Trends



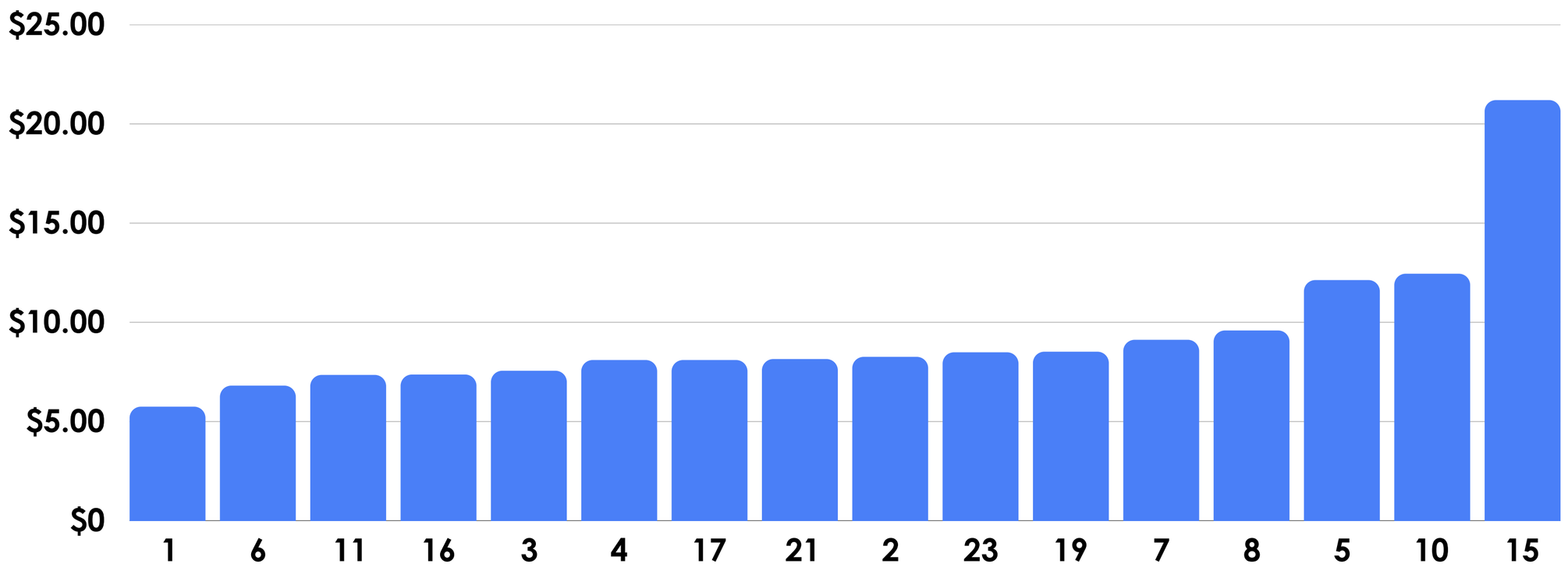
Passengers Per Revenue Hour



Notes: Route 18 (school trippers) not shown in graph.

Local Route Minimum Standard > 15
Trunk Route Minimum Standard > 20

Subsidy Per Passenger



GO ACCESS

SAFE RIDES
Morning & Night Transportation

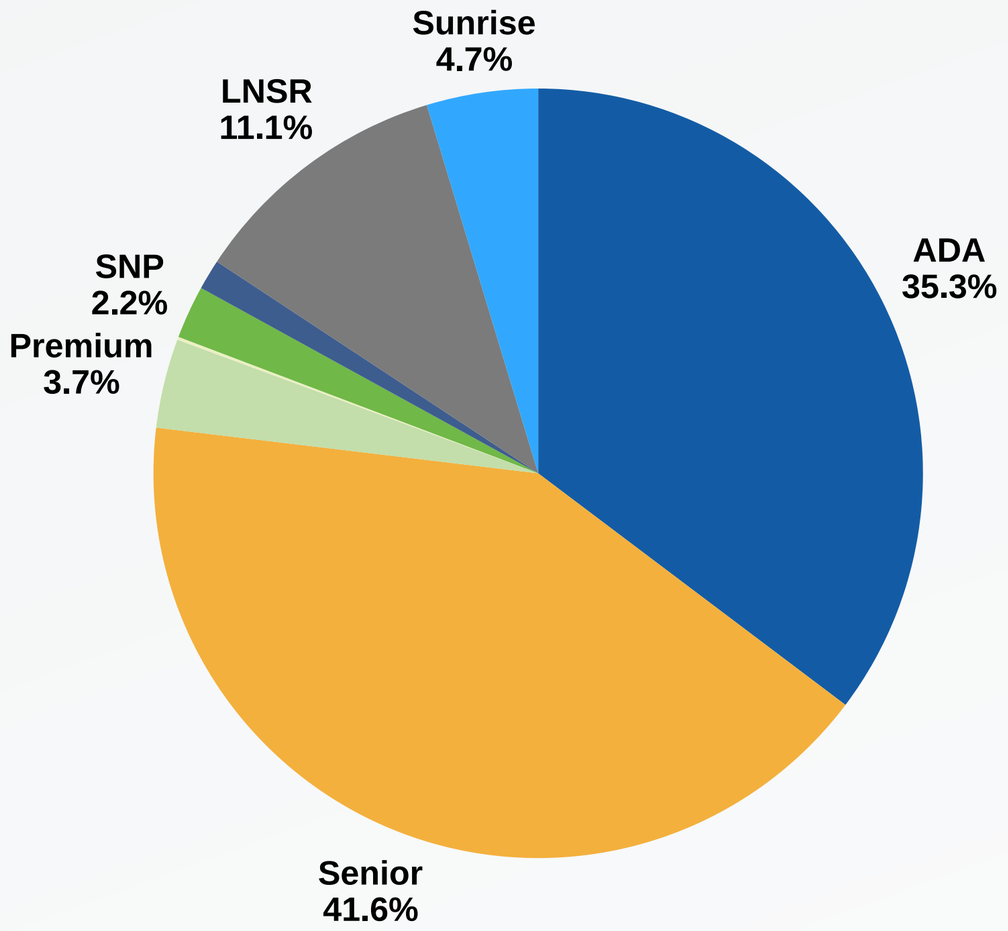


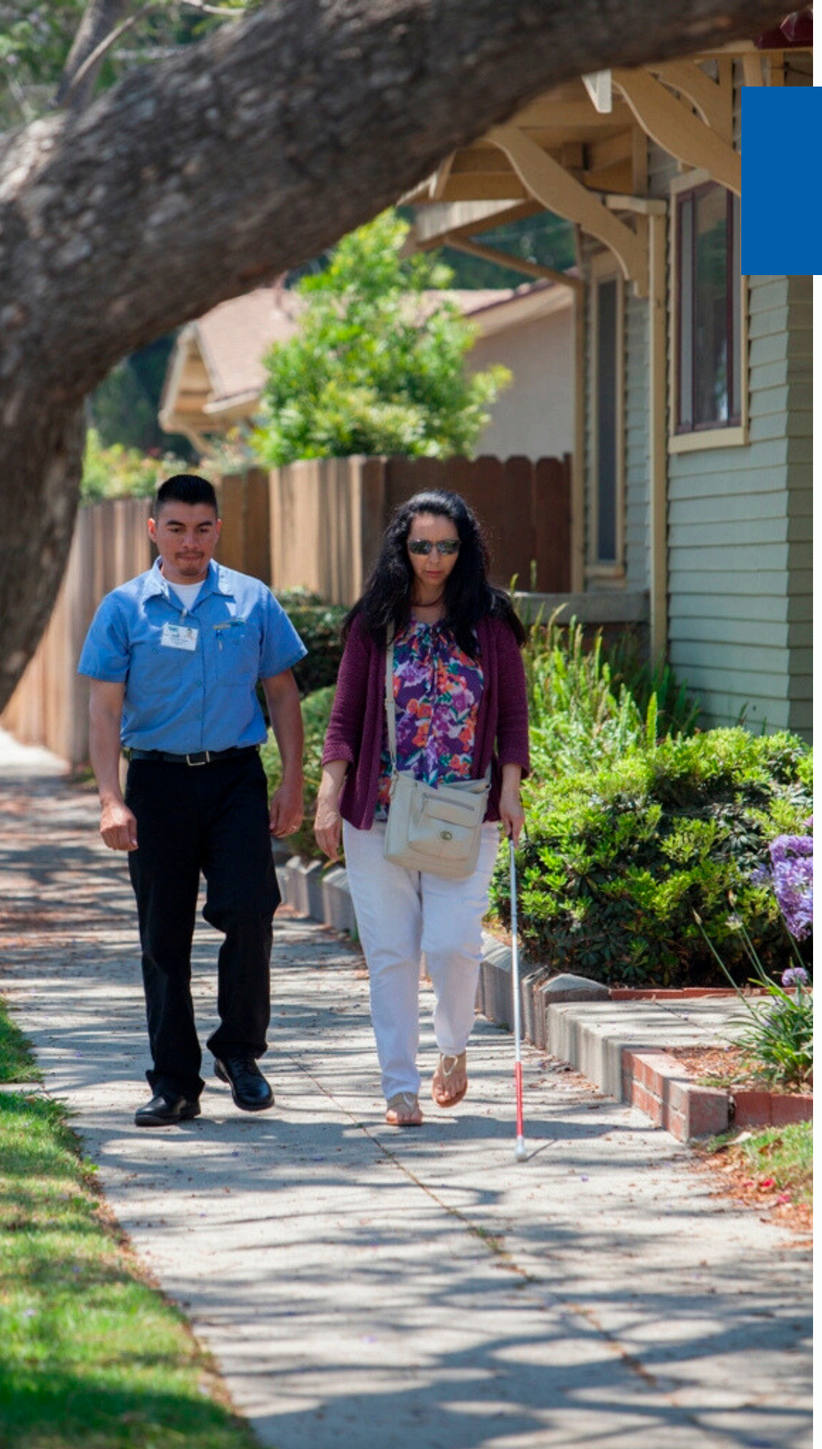
Flexible Services

1st Quarter Ridership

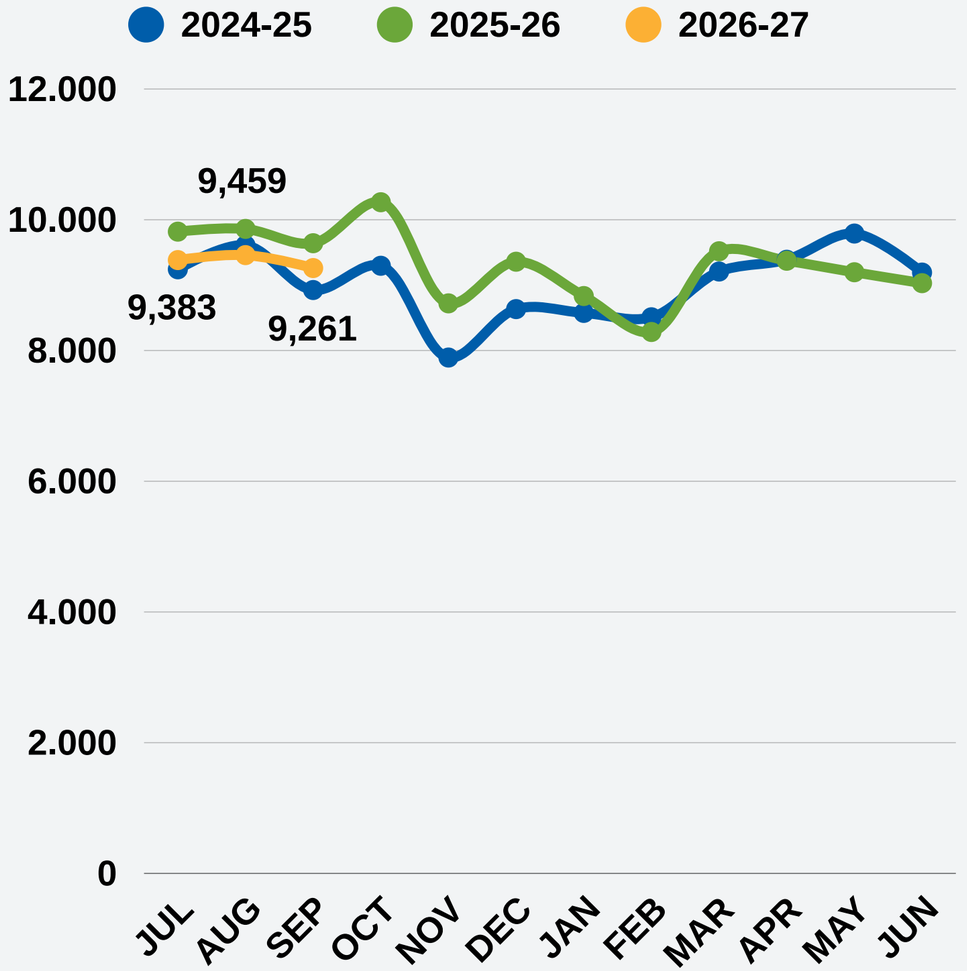
1st Quarter
By Program

- Senior - 11,869
- ADA - 10,062
- Late Night Safe Rides - 3,152
- Sunrise Safe Rides - 1,334
- Premium - 1,069
- Senior Nutrition - 636
- Transfers - 363
- Health Zones - 36





Total Boardings



Boardings

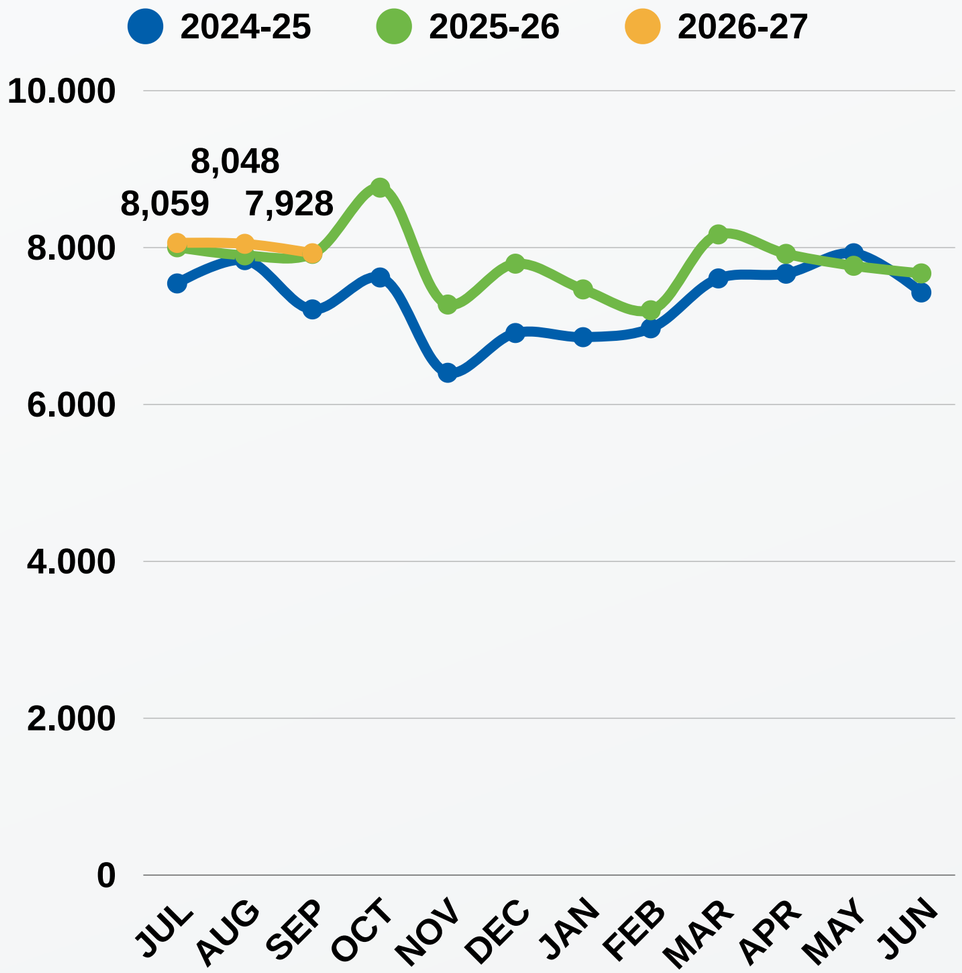
FY Q1' 26-27 = 28,103

FY Q1' 25-26 = 29,305

FY Q1' 27 Decrease of 4.1%
Over FY Q1' 26



GO ACCESS



Boardings

FY Q1' 26-27 = 24,035

FY Q1' 25-26 = 23,825

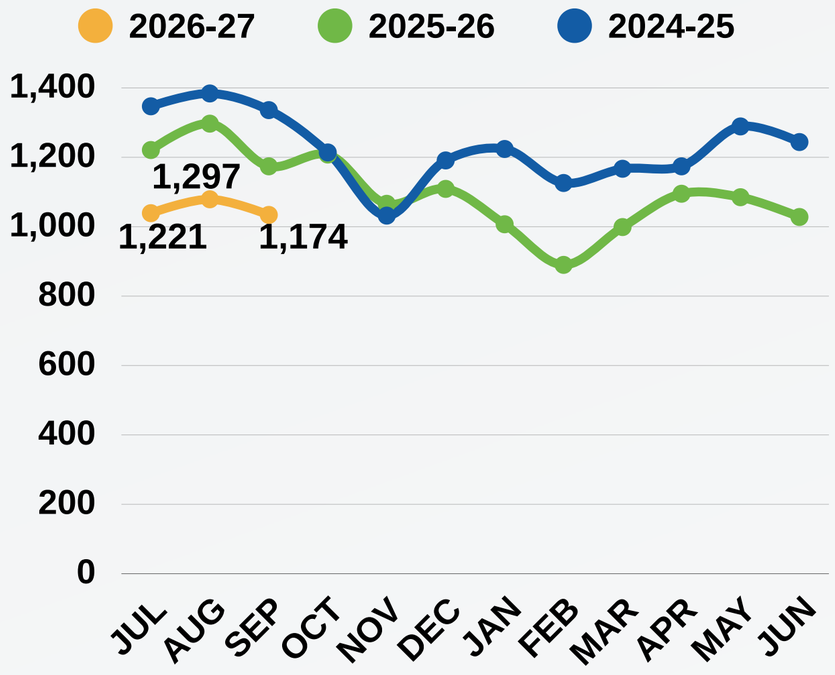
FY Q1' 27 Increase of 0.9%
Over FY Q1' 26





SAFE RIDES

Morning & Night Transportation



Sunrise Boardings

FY Q1' 26-27 = 1,334

FY Q1' 25-26 = 1,214

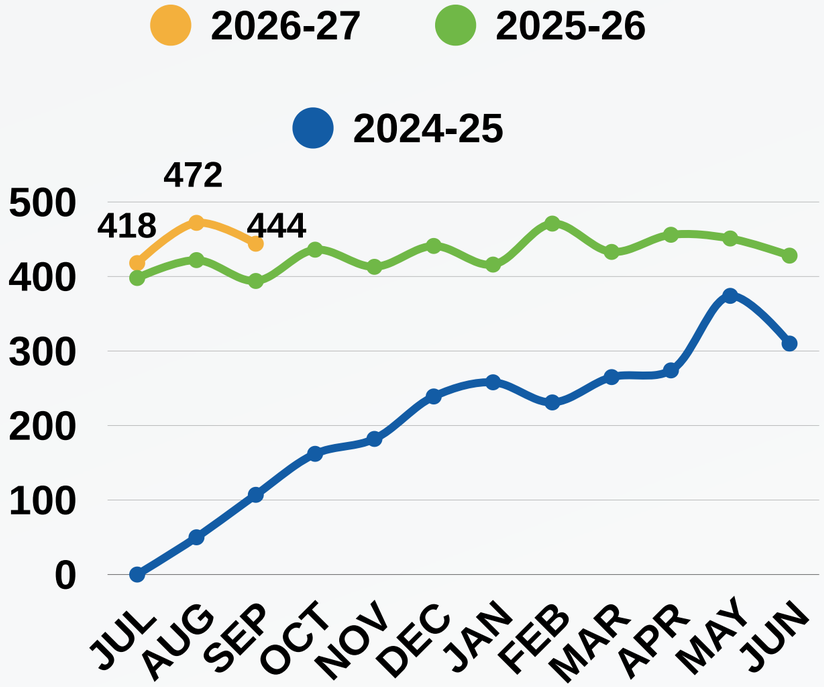
FY 27 Increase of 9.9%

LNSR Boardings

FY Q1' 26-27 = 3,152

FY Q1' 25-26 = 3,692

FY 27 Decrease of 14.6%





FY 26-2027 Flexible Services Performance

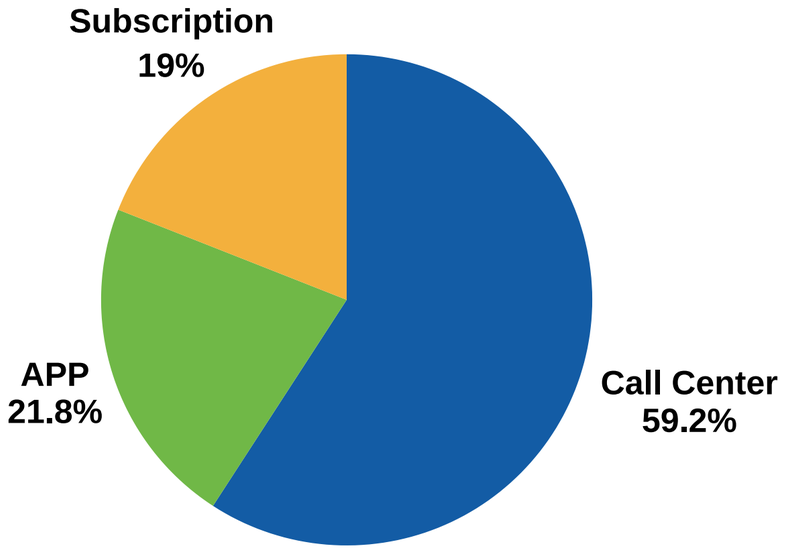
Monthly Boardings & Cost Per Trip — All Services

Month	Avg Weekday	Avg Saturday	Avg Sunday	FY2027 Monthly	FY2027 PPH	Cost/Trip
July	346	223	187	**9,383**	1.98	$47.13
August	353	209	200	**9,459**	1.93	$48.45
September	360	223	203	**9,261**	2.03	$45.71
Q1 Totals	**353**	**218**	**197**	**28,103**	**1.98**	**$47.10**

Monthly Reservations Method

Month	Call Center	App or Website	Subscription
July	7,441	2,589	2,539
August	7,446	2,759	2,394
September	7,409	2,871	2,244
Q1 Totals	**22,297**	**8,220**	**7,177**

Q1 Reservation %



Rider Experience Scorecard

Service performance and what riders are saying



App Average Ride Rating 4.8

Pickup OTP
90.4%

Dropoff OTP
93.8%

Average Direct Ride Duration
13.3 mins

Average Actual Ride Duration
22.2 mins

Average No Show Rate
4.3%

Shared Ride Percentage
52.8%

Customer Feedback

- Bobbi is a terrific driver!
- Eric is very patient and kind…thank you
- Excelente servicio de Marta, una persona muy amable y cordial
- Gerardo is an excellent driver and a great conversationalist!
- Joseph is a very helpful and safe driver.
- Katrina is a great, safe driver and very friendly
- Martha is such a friendly and helpful driver.
- Sarah is one of my favorites. She's so helpful and kind!!!
- We love Carlos





HIGHLIGHTS





EVENTS IN Q1

- Service Change Outreach
- Rehab Point Project Picnic
- OC Condor Fest
- DOR Coffee Social
- Oxnard College Expo
- Disability Summit Resource Fair
- Frontier High Back To School
- VHA Senior Resource Fair
- VC Community Resource Fair

HIGHLIGHTS IN Q1

- ADA Guru Training
- Improved Holiday Procedures
- Monthly Safety Meetings



THANK YOU

QUESTIONS or COMMENTS?

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