Tuolumne County Transit Agency

Fixed Route and Dial-A-Ride Performance Report | Fiscal Year 2025-26 (July 1, 2025 – June 30, 2026)

The Year at a Glance

FIXED ROUTE	FIXED ROUTE	FIXED ROUTE	FIXED ROUTE
55,798	5.81	$9.48	88.3%
passengers carried	passengers per hour of service	operating cost per passenger	stops served on time

DIAL-A-RIDE	DIAL-A-RIDE	DIAL-A-RIDE	COMBINED
24,646	3.52	$15.64	80,444
passengers carried	passengers per hour of service	operating cost per passenger	total passengers carried

How to Read This Report

Productivity is measured as passengers carried per hour of service operated. It answers a simple question: when a bus is on the road, how many people ride it? Because the Agency paid a single, fixed rate of $55.11 per service hour in every month of the year, productivity and cost per passenger are two ways of stating the same result. The more passengers carried in an hour, the less each ride costs. Both figures are shown because each answers a different question, but they are not independent measures and should not be read as such.

On-time performance is the share of observed bus stops served on time. It is reported here for fixed route only; Dial-A-Ride is a demand-response service scheduled trip by trip and is not measured against a fixed timetable.

Summary of Findings

1. On-time performance improved substantially and held. Fixed route on-time performance averaged 78.1% over July through September, then rose to 92.5% over October through June, finishing the year at 88.3% system-wide. The improvement began in October and was sustained through the balance of the year.

2. Fixed route productivity varied considerably; Dial-A-Ride did not. Fixed route carried between 4.52 and 7.26 passengers per service hour depending on the month; the strongest month ran about 60% above the weakest. Dial-A-Ride held between 3.24 and 3.95 in every month of the year. Dial-A-Ride is therefore reported as an annual figure rather than as a trend.

3. Fixed route carries roughly 1.6 times as many passengers per service hour as Dial-A-Ride, at 5.81 against 3.52. The corresponding cost difference is $9.48 per fixed route passenger against $15.64 per Dial-A-Ride passenger. This gap is expected and is characteristic of demand-response service, which serves individual origins and destinations rather than a fixed timetable.

4. R2 had the lowest on-time performance and accounted for the largest individual share of late or early stops. Route R2 finished the year at 82.5% on time, below both R1 (91.6%) and R3 (88.7%), and below the 85% reference standard used in this report. Late arrivals, rather than early departures, account for nearly all of the shortfall on every route.

Fixed Route Productivity

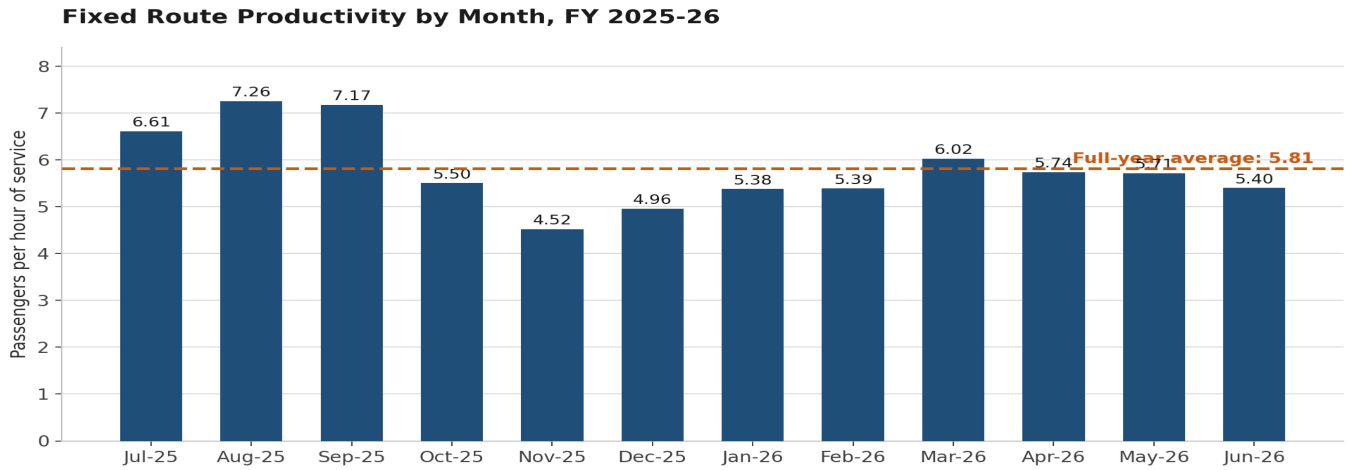

Figure 1. Fixed route passengers carried for each hour a bus was in service, by month. A higher figure means more people rode for the same amount of service operated. The dashed line is the full-year average of 5.81.

Fixed route productivity peaked in August 2025 at 7.26 passengers per service hour and reached its low in November 2025 at 4.52. The full-year average was 5.81. The pattern is seasonal rather than random: the three strongest months were July, August and September, and the three weakest were November, December and January. Productivity improved temporarily in March and remained above the November–December lows, but ended the year near January–February levels.

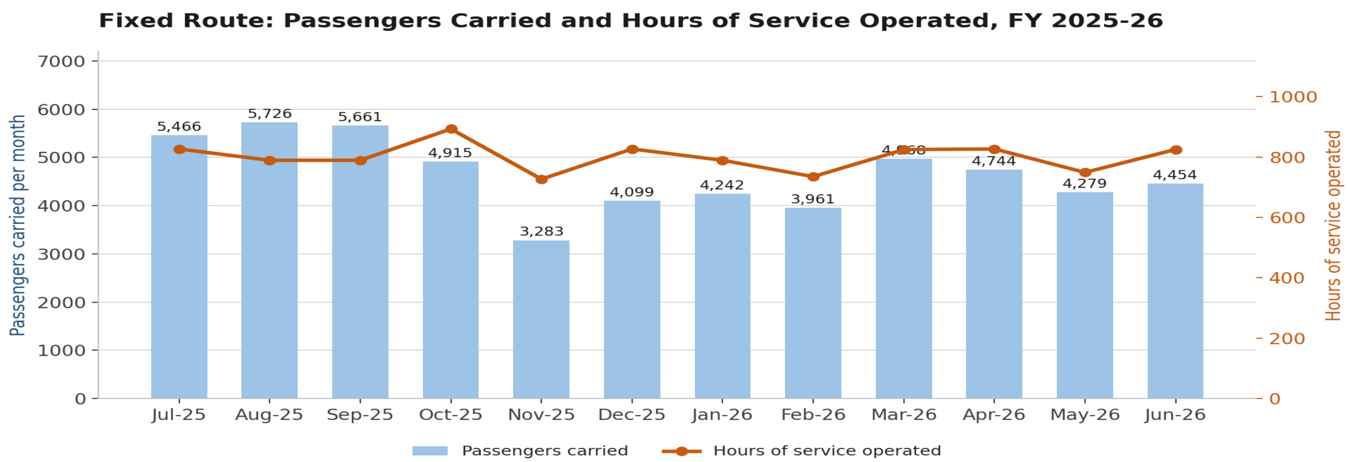

Figure 2. Fixed route passengers carried (bars, left axis) against hours of service operated (line, right axis), by month. The two axes use different scales and are shown together only to compare the shape of the two patterns, not their magnitudes.

The productivity pattern above is driven primarily by ridership rather than by changes in the amount of service operated. Hours of service stayed within a relatively narrow band across the year (727 to 893 hours per month), while ridership ranged from 3,283 to 5,726 passengers. In November, service hours ran about 9% below the average month while ridership ran about 29% below it. When service is held steady and ridership declines, productivity declines and cost per passenger rises.

Full-Year Comparison: Fixed Route and Dial-A-Ride

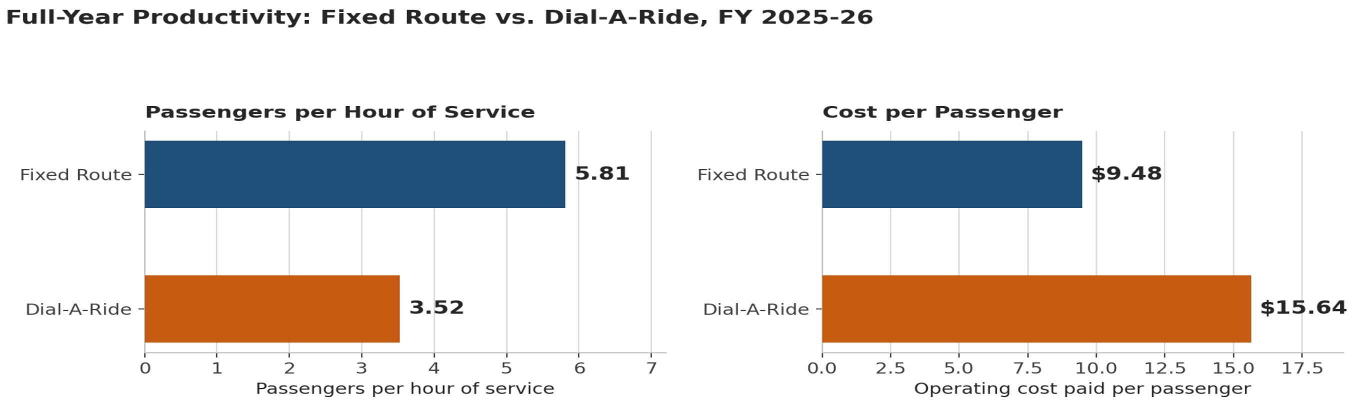

Figure 3. Full-year productivity and cost per passenger for both services. Both panels describe the same relationship: the fewer passengers carried per hour, the more each ride costs.

Dial-A-Ride productivity was effectively unchanged from month to month, moving within a narrow band of 3.24 to 3.95 passengers per service hour across all twelve months. Because there is no meaningful trend to report, Dial-A-Ride is presented here as a single annual figure: 3.52 passengers per service hour at $15.64 per passenger, on 24,646 passengers carried over 6,993 hours of service. The two panels above describe the same underlying relationship expressed two ways.

Fixed Route On-Time Performance

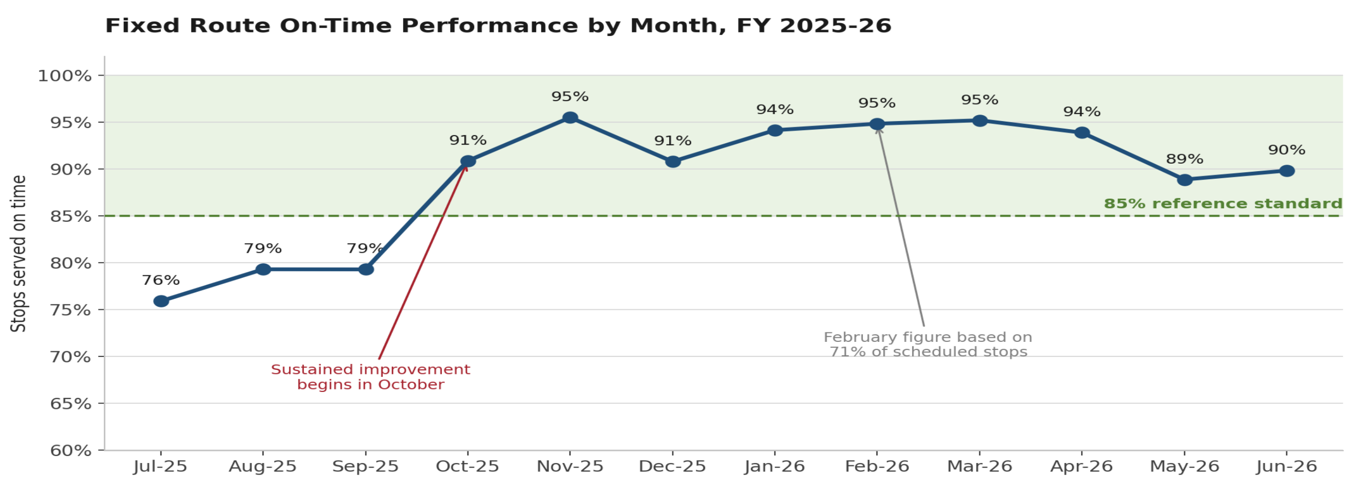

Figure 4. Share of observed stops served on time, by month, for fixed routes R1, R2 and R3 combined. The vertical axis begins at 60% rather than 0% so that month-to-month change is legible.

On-time performance improved markedly beginning in October 2025 and remained at the higher level for the balance of the year. The first quarter of the fiscal year averaged 78.1% on time. From October forward the system averaged 92.5%, finishing the year at 88.3% overall. Performance softened somewhat in May and June, falling to 88.9% and 89.8% respectively, though both months remained well above first-quarter levels.

The improvement is large, abrupt and sustained, which is characteristic of a schedule or running-time adjustment rather than gradual operational change. Scheduled stops also declined beginning in October. Staff should confirm the operational cause before this finding is presented as a conclusion.

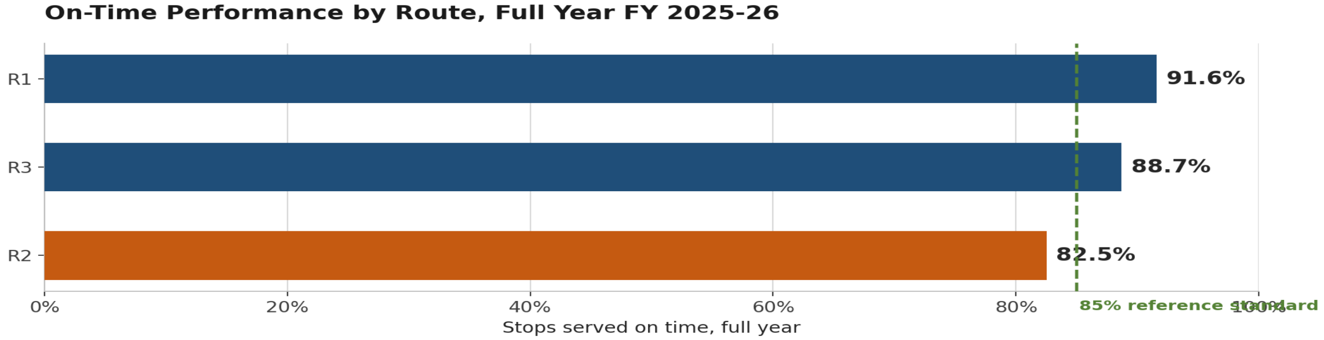

Figure 5. Share of observed stops served on time for the full year, by route. Route R2 is the only route falling below the 85% reference standard.

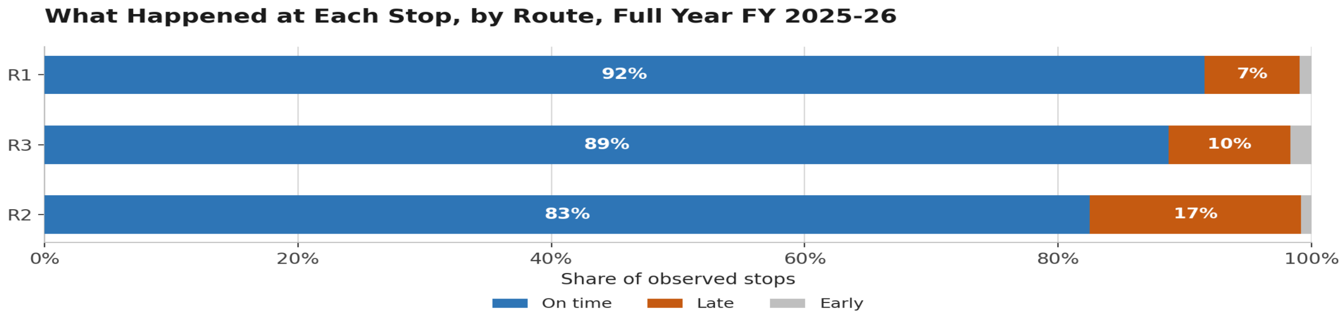

Figure 6. How every observed stop was served, by route, for the full year. Lateness, not early departure, accounts for nearly all missed on-time performance.

Performance varies meaningfully by route. Route R1 finished the year at 91.6% on time and Route R3 at 88.7%, both above the 85% reference standard. Route R2 finished at 82.5%, the only route below that threshold. R2 arrived late at 16.7% of its observed stops, more than double the rate on R1 (7.5%). Across all three routes, early departures accounted for only 1.2% of observed stops, so lateness is where corrective attention would have the greatest effect.

Supporting Data

Table 1. Monthly Productivity, Fixed Route

Month	Passengers Carried	Hours of Service Operated	Passengers per Hour of Service	Cost per Passenger
Jul-25	5,466	826.76	6.61	$8.34
Aug-25	5,726	789.18	7.26	$7.60
Sep-25	5,661	789.18	7.17	$7.68
Oct-25	4,915	893.09	5.50	$10.01
Nov-25	3,283	726.70	4.52	$12.20
Dec-25	4,099	826.76	4.96	$11.12
Jan-26	4,242	789.18	5.38	$10.25
Feb-26	3,961	735.04	5.39	$10.23
Mar-26	4,968	824.63	6.02	$9.15
Apr-26	4,744	826.76	5.74	$9.60
May-26	4,279	749.01	5.71	$9.58
Jun-26	4,454	824.99	5.40	$10.21
FY Total	55,798	9,601.28	5.81	$9.48

Table 2. Monthly Productivity, Dial-A-Ride

Month	Passengers Carried	Hours of Service Operated	Passengers per Hour of Service	Cost per Passenger
Jul-25	2,093	561.52	3.73	$14.79
Aug-25	2,363	598.60	3.95	$13.96
Sep-25	2,079	597.13	3.48	$15.83
Oct-25	2,328	619.40	3.76	$14.66
Nov-25	1,657	452.90	3.66	$15.06
Dec-25	1,840	545.33	3.37	$16.33
Jan-26	1,979	583.40	3.39	$16.25
Feb-26	1,743	538.32	3.24	$17.02
Mar-26	2,225	664.28	3.35	$16.45
Apr-26	2,267	639.98	3.54	$15.56
May-26	1,865	519.68	3.59	$15.36
Jun-26	2,207	672.02	3.28	$16.78
FY Total	24,646	6,992.56	3.52	$15.64

Table 3. Monthly On-Time Performance, Fixed Route (Routes R1, R2 and R3)

Month	Scheduled Stops	Observed Stops	Share Observed	On-Time Stops	On-Time Performance	Late	Early
Jul-25	5,984	5,704	95.3%	4,330	75.9%	22.3%	1.8%
Aug-25	5,712	5,514	96.5%	4,373	79.3%	19.5%	1.2%
Sep-25	5,712	5,545	97.1%	4,397	79.3%	19.4%	1.4%
Oct-25	5,453	5,182	95.0%	4,709	90.9%	7.1%	2.0%
Nov-25	4,351	4,126	94.8%	3,940	95.5%	4.1%	0.4%
Dec-25	5,038	4,920	97.7%	4,467	90.8%	8.5%	0.8%
Jan-26	4,356	4,216	96.8%	3,969	94.1%	4.9%	1.0%
Feb-26	4,580	3,250	71.0%	3,082	94.8%	4.7%	0.5%
Mar-26	5,038	4,558	90.5%	4,339	95.2%	4.1%	0.7%
Apr-26	5,038	4,690	93.1%	4,403	93.9%	4.7%	1.4%
May-26	4,580	4,334	94.6%	3,852	88.9%	10.0%	1.1%
Jun-26	5,043	4,878	96.7%	4,382	89.8%	9.0%	1.2%
FY Total	60,885	56,917	93.5%	50,243	88.3%	10.6%	1.2%

Table 3 excludes the Saturday Route. The Share Observed column shows how much of the scheduled service was actually recorded; February 2026 is the clear outlier and its on-time figure should be read with that in mind.

Methodology and Data Notes

Productivity source. Monthly passenger counts, Vehicle Service Hours and amounts paid drawn from the Agency's existing transit dashboard workbook, fixed route and paratransit raw data tabs.

On-time performance source. Monthly route-level stop records from the FY 2025-26 On-Time Performance data file. On-time performance data contained in the prior dashboard workbook was superseded and is not used in this report.

On-time performance definition. On-time stops divided by observed stops. Stops that were scheduled but not observed are excluded from the calculation. Reporting against scheduled stops instead would yield a full-year figure of 82.5%; the observed-stop basis is used throughout this report for consistency with prior reporting.

85% reference standard. Shown as a benchmark for interpretation only. It is not an adopted Agency performance standard and carries no contractual effect.

Saturday Route excluded. A Saturday Route appears in the on-time performance data for July through December 2025 only, with no observed stops recorded in November or December and no records at all from January 2026 forward. It is excluded from all on-time performance figures in this report. Fixed route productivity figures are drawn from system totals and are not affected by this exclusion.

February 2026 data limitation. Only 71.0% of scheduled stops were observed in February 2026, against a range of 91% to 97% in every other month. The reported February on-time performance of 94.8% rests on a materially smaller sample than other months and should be treated with corresponding caution.

Cost basis. Cost per passenger reflects amounts paid to the operations contractor at the contracted Vehicle Service Hour rate of $55.11, which was unchanged in all twelve months. It does not include Agency administrative costs, fuel, insurance or capital.

Dial-A-Ride and on-time performance. On-time performance is not reported for Dial-A-Ride. Demand-response trips are scheduled individually rather than against a published timetable, and the source data does not contain Dial-A-Ride stop observations.