

# Monthly Operations Analysis

April 2025



# Ridership

Ridership Totals	Monthly Summary			Year-to-date Summary		
	Apr-24	Apr-25	YoY change	YTD 2024	YTD 2025	% Δ
<b>BUS</b>	3,515,220	3,775,680	7.4%	14,086,728	13,927,141	-1.1%
<b>MAX</b>	1,920,724	1,919,602	-0.1%	6,392,989	7,187,444	16.1%
<b>ATP</b>	59,017	65,320	10.7%	211,690	240,362	13.5%
<b>WES</b>	10,648	11,308	6.2%	36,730	11,308	6.2%
<b>TOTAL</b>	5,505,609	5,771,910	4.8%	20,728,137	21,395,387	3.2%

Monthly ridership figures are preliminary and subject to revision on a quarterly basis.

<b>April 2024:</b>	<b>22 Weekdays</b>	<b>4 Saturdays</b>	<b>4 Sundays/Holiday</b>
<b>April 2025:</b>	<b>22 Weekdays</b>	<b>4 Saturdays</b>	<b>4 Sundays/Holiday</b>

**Systemwide** monthly ridership increased 266K (+4.8%) boardings over Apr-24.

**BUS** monthly ridership increased by 260K boardings (+7.4%) in Apr-25 compared to Apr-24.

**MAX** monthly ridership decreased by 1K boardings (-0.1%) in Apr-25 compared to Apr-24.

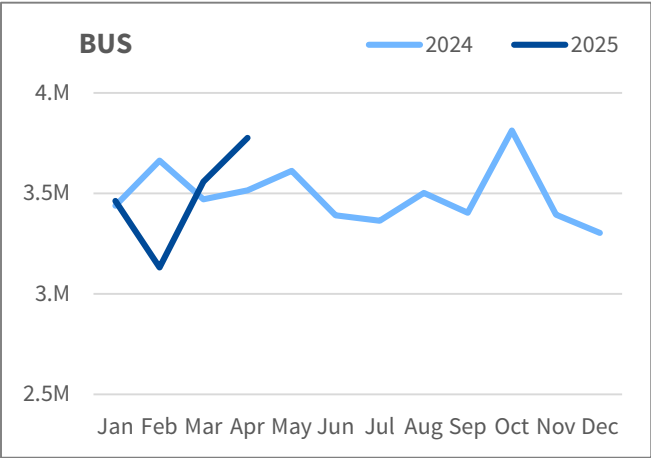
**ATP** monthly ridership increased by 6K (+10.7%) over Apr-24, which includes trips made via arrangements with Supplemental Providers.

**WES** monthly ridership was 660 boardings more (+6.2%) in Apr-25 compared to Apr-24. WES ridership is especially responsive to changes in in-office/remote work arrangements.

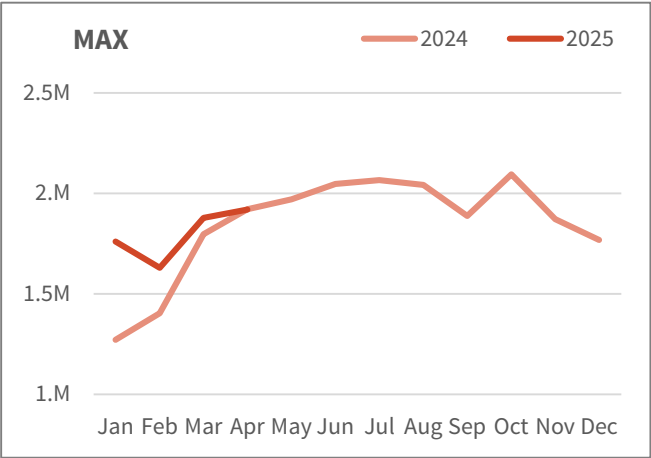
Average Daily Boardings	Weekday			Saturday			Sunday		
	Apr-24	Apr-25	YoY change	Apr-24	Apr-25	YoY change	Apr-24	Apr-25	YoY change
<b>BUS</b>	130,430	139,096	6.6%	86,260	80,318	-6.9%	75,180	80,545	7.1%
<b>MAX</b>	69,574	67,980	-2.3%	51,375	60,001	16.8%	46,148	46,008	-0.3%
<b>ATP</b>	2,353	2,655	12.8%	921	1,006	9.2%	893	984	10.2%
<b>WES</b>	484	514	6.2%						
<b>TOTAL</b>	202,841	210,245	3.7%	138,556	141,325	2.0%	122,221	127,537	4.3%

ATP Weekday/Saturday/Sunday boarding averages do not include supplemental service.

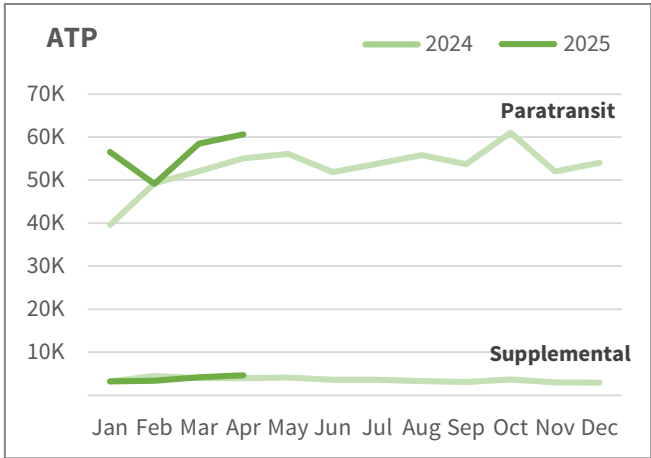
# Monthly Ridership Trend by Mode



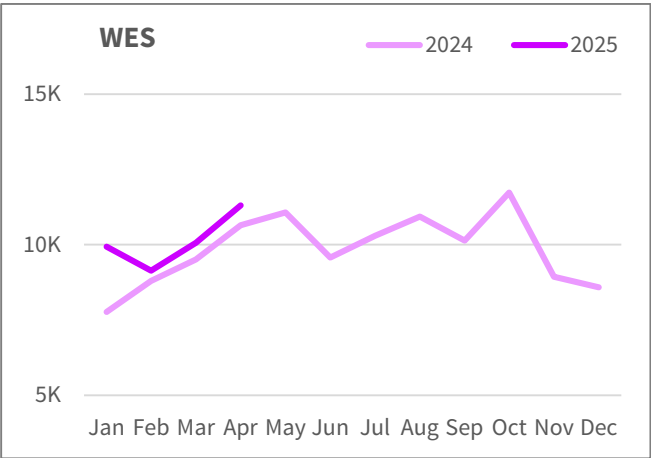
Bus ridership was higher in Apr-25 compared to Apr-24.



MAX ridership was about the same in Apr-25 as in Apr-24. There were no construction related impacts in the reporting month or the year prior.



ATP ridership has been growing due to new, award-winning programs that diversify the services available to qualified riders. ATP has been piloting partnerships with supplementary service providers for cost efficiencies, strategic fleet utilization, ridership, and improved customer experience.

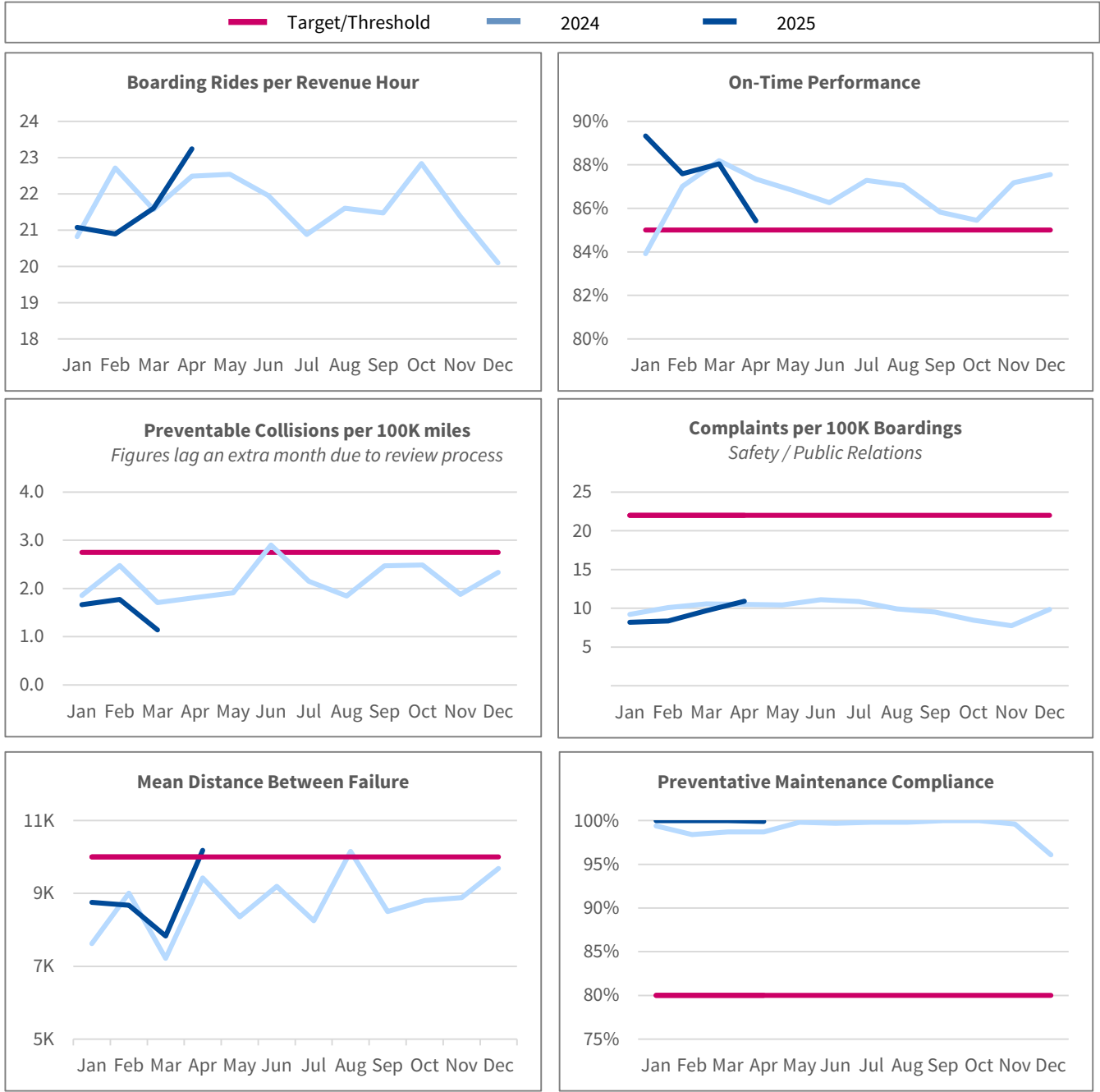


WES had higher ridership in Apr-25 compared to Apr-24.

BUS

HIGHLIGHTS:

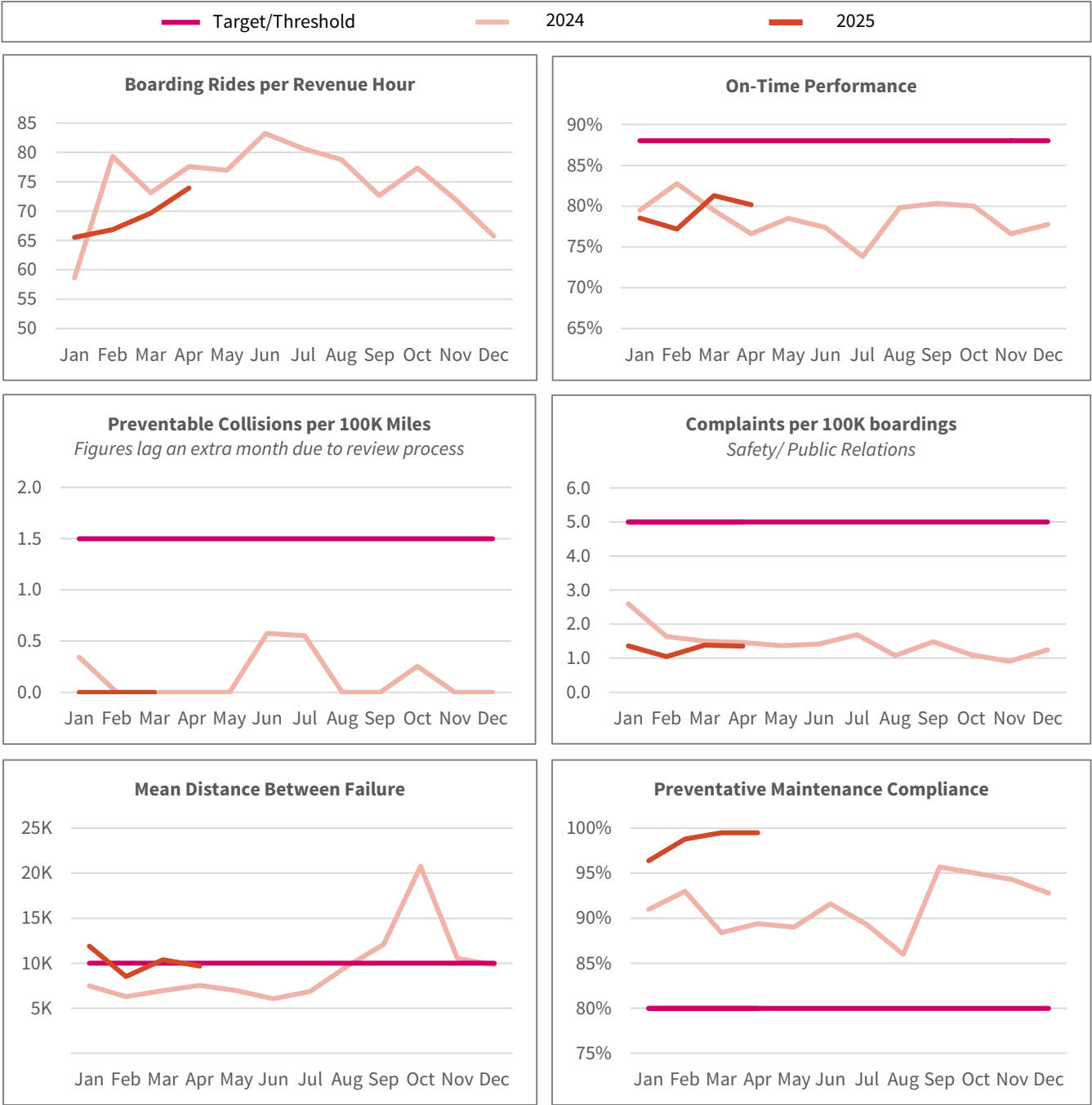
- Boarding Rides per Revenue Hour exceeded 23 rides, which is the highest it reached for 2024 and 2025.
- On-Time Performance was lower than Mar-25 and Apr-24, but still above target.
- Preventable Collisions were below target and below year prior in Mar-25.
- Complaints remain well below threshold and about the same as Apr-24.
- Mean Distance Between Failure improved substantially to exceed the target in Apr-25.
- Preventative Maintenance Compliance is well above target.



MAX

HIGHLIGHTS:

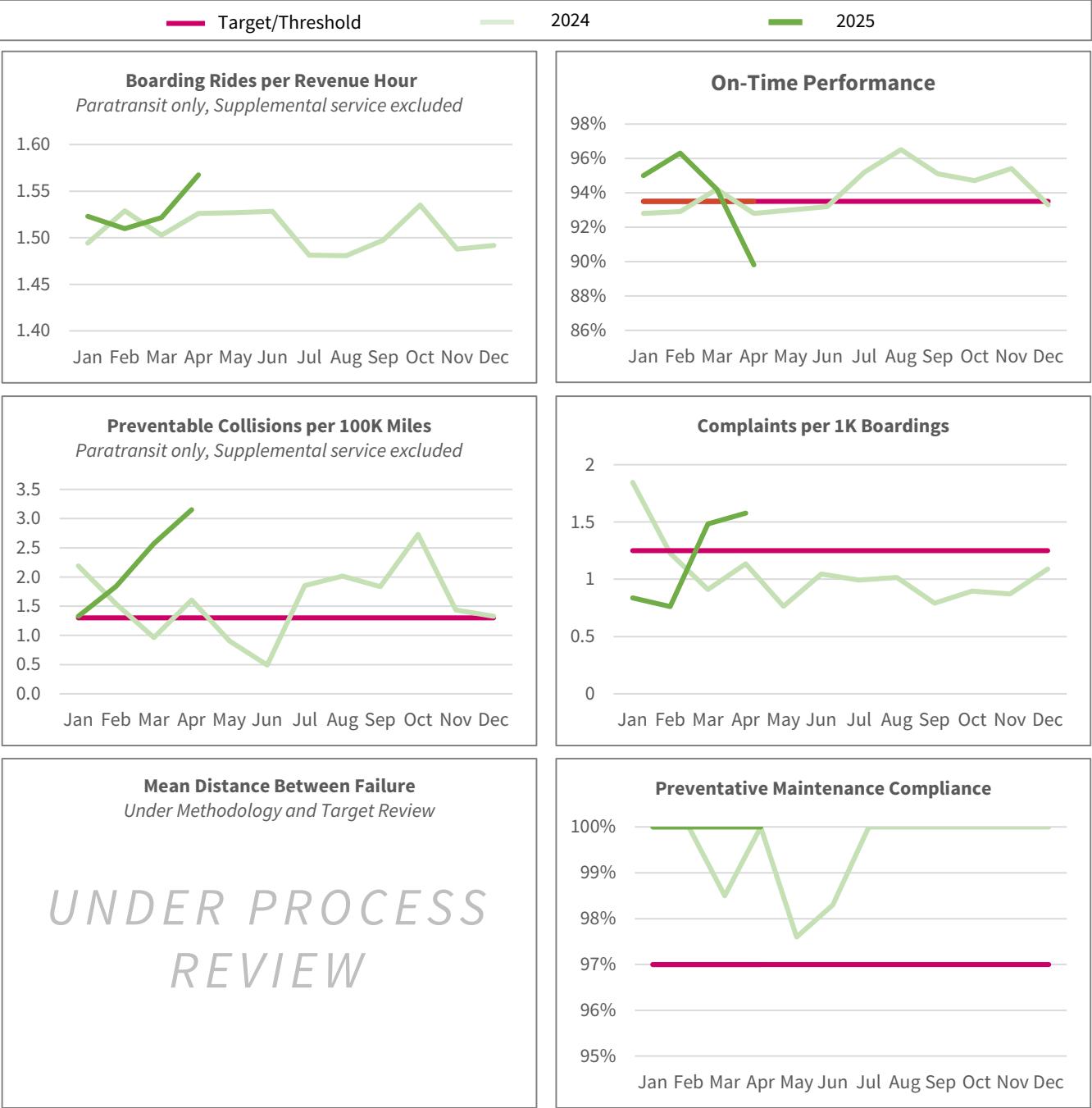
- Boarding Rides per Revenue Hour was lower than Apr-24, but higher than Mar-25.
- On-Time Performance remains below target but improved over Apr-24.
- Preventable Collisions were zero in Mar-25.
- Complaints remain well below threshold.
- Mean Distance Between Failure is nearly at target and improved over Apr-24.
- Preventative Maintenance Compliance remains well above the target.



ATP

HIGHLIGHTS:

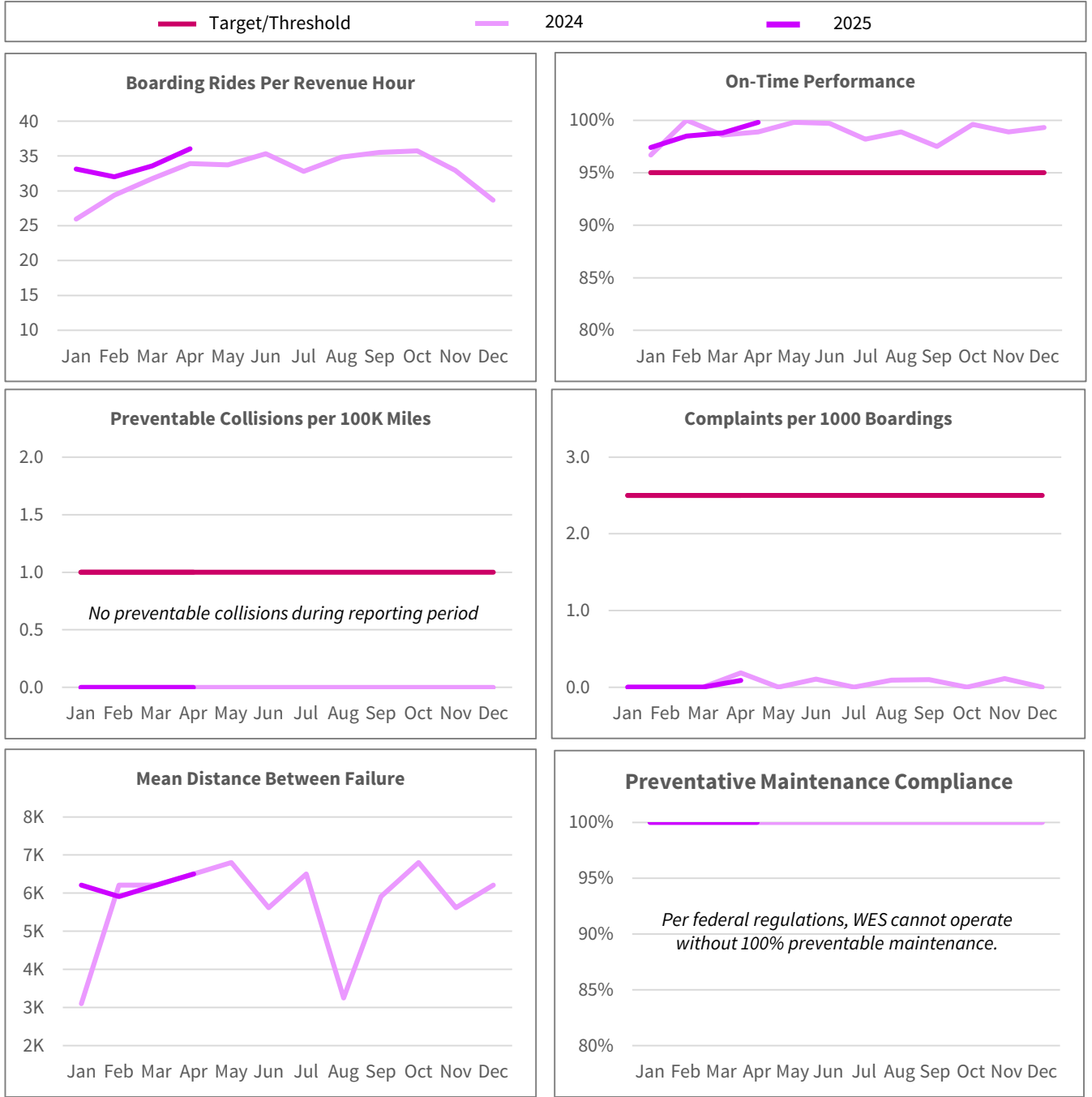
- Boarding Rides per Revenue Hour was higher in Apr-25 compared to Apr-24.
- On-Time Performance is below target. This is due to cost-effective scheduling initiatives that are still being calibrated against the variability of passenger boarding/alighting dwell times.
- Preventable Collisions were above the threshold.
- Complaints were above threshold for Apr-25.
- The Mean Distance Between Failure metric is currently under review.
- Preventative Maintenance Compliance is 100% for Apr-25.



WES

HIGHLIGHTS:

- Boarding Rides per Revenue Hour is higher in Apr-25 compared to Apr-24.
- On-Time Performance is well above target, and near 100%.
- Preventable Collisions per 100k miles have been at zero for the reporting period.
- Complaints per 1000 Boardings are generally very low; in Apr-25 there were no customer complaints.
- Mean Distance Between Failure is comparable to Apr-24.
- Preventative Maintenance Compliance is a pre-requisite for commuter rail operations, per federal regulation.



# Performance Data Sheet: 12 Month Lookback

BUS											MAX										
Target	-	-	-	-	≥ 85%	≥ 95.0%	≤18 per 100K ons	≤2.75 per 100K mi	≥ 80%	10,000 mi	Target	-	-	-	-	≥ 88%	≥ 96.0%	≤4 per 100K ons	≤1.5 per 100K mi	≥ 80%	10,000 mi
May24	3,611,270	22.6	137,660	99.6%	86.8%	97.0%	10.4	1.9	99.8%	8,355	May24	1,970,074	77.8	24,214	99.4%	78.5%	93.4%	1.3	0.0	89.0%	6,949
Jun24	3,390,700	22.0	132,258	99.5%	86.3%	96.9%	11.1	2.6	99.7%	9,197	Jun24	2,047,311	84.3	23,131	98.9%	77.4%	95.2%	1.5	0.3	91.6%	6,047
Jul24	3,363,770	20.9	137,888	99.5%	87.3%	97.1%	10.9	1.7	99.8%	8,252	Jul24	2,065,756	81.8	24,198	99.3%	73.8%	92.6%	1.5	0.3	89.3%	6,862
Aug24	3,502,100	21.6	138,950	99.6%	87.1%	97.5%	9.9	1.1	99.8%	10,154	Aug24	2,041,823	79.8	24,139	99.5%	79.8%	96.6%	1.4	0.0	86.0%	9,650
Sep24	3,402,900	21.5	135,664	99.5%	85.8%	97.6%	9.5	1.6	100.0%	8,504	Sep24	1,886,921	73.5	22,979	99.5%	80.3%	96.1%	1.5	0.0	95.7%	12,109
Oct24	3,812,674	22.9	143,080	99.5%	85.5%	97.7%	8.4	1.2	100.0%	8,804	Oct24	2,095,277	77.9	24,023	99.9%	80.0%	97.0%	1.0	0.0	95.0%	20,784
Nov24	3,394,550	21.4	136,525	99.5%	87.2%	97.5%	7.4	0.8	99.6%	8,887	Nov24	1,871,408	72.9	23,548	99.2%	76.6%	96.4%	1.5	0.0	94.3%	10,525
Dec24	3,302,755	20.1	140,477	99.5%	88.0%	97.5%	9.8	1.1	96.1%	9,682	Dec24	1,768,205	66.6	23,873	99.9%	77.8%	95.3%	0.9	0.0	92.8%	9,837
Jan25	3,462,597	21.8	140,545	99.6%	89.3%	97.7%	8.2	0.8	100.0%	8,757	Jan25	1,760,737	65.1	23,828	99.7%	78.5%	97.7%	1.4	0.0	96.4%	11,903
Feb25	3,130,927	20.9	127,435	99.0%	87.6%	97.1%	8.4	1.3	100.0%	8,673	Feb25	1,629,629	66.8	21,574	99.6%	77.2%	95.6%	1.0	0.0	98.8%	8,538
Mar25	3,557,937	21.6	141,592	99.5%	88.1%	98.4%	9.7	1.1	100.0%	7,833	Mar25	1,877,476	69.7	23,862	99.9%	81.3%	97.7%	1.4	0.0	99.5%	10,377
Apr25	3,775,680	23.2	139,336	99.5%	85.4%	98.0%	10.9	*	99.9%	10,180	Apr25	1,919,602	74.0	21,918	94.7%	80.2%	97.1%	1.4	*	99.5%	9,678
12 mo avg	3,645,655	21.6	137,556	99.5%	97.0%	97.4%	9.6	2.0	99.6%	8,940	12 mo avg	1,911,185	73.6	23,441	99.1%	78.4%	95.9%	1.3	0.1	94.0%	10,272
ATP											WES										
Target	-	-	-	-	≥ 93.5 %	≥ 98.0 %	≤1.25 per 1K ons	≤2 per 100K mi	≤97%	**	Target	-	-	-	-	≥ 95.0%	-	≤2.5 per 1K ons	≤1 per 100K mi	= 100%	-
May24	60,193	1.53	56,619	100.0%	93.0%	97.9%	0.8	0.8	97.6%	-	May24	11,066	33.4	440	100.0%	99.8%	99.8%	0.0	0.0	100.0%	6,800
Jun24	55,411	1.53	51,989	100.0%	93.2%	98.2%	1.0	0.4	98.3%	-	Jun24	10,080	37.2	380	100.0%	99.7%	99.7%	0.1	0.0	100.0%	5,617
Jul24	57,364	1.48	51,989	100.0%	95.2%	98.8%	1.0	1.6	100.0%	-	Jul24	10,296	32.8	440	100.0%	98.2%	98.2%	0.0	0.0	100.0%	6,504
Aug24	59,092	1.48	56,168	100.0%	96.5%	98.8%	1.0	1.7	100.0%	-	Aug24	10,934	34.5	440	100.0%	98.9%	98.9%	0.1	0.0	100.0%	3,252
Sep24	56,832	1.50	53,630	100.0%	95.1%	98.6%	0.8	1.6	100.0%	-	Sep24	10,140	35.6	400	100.0%	97.5%	97.5%	0.1	0.0	100.0%	5,912
Oct24	64,689	1.54	62,059	100.0%	94.7%	98.8%	0.9	2.4	100.0%	-	Oct24	11,730	35.8	460	100.0%	99.6%	99.6%	0.0	0.0	100.0%	6,800
Nov24	55,032	1.49	53,857	100.0%	95.4%	99.1%	0.9	1.3	100.0%	-	Nov24	8,930	33.0	380	100.0%	98.9%	98.9%	0.1	0.0	100.0%	5,617
Dec24	56,976	1.49	55,509	100.0%	93.3%	98.7%	1.1	1.2	100.0%	-	Dec24	8,589	28.6	420	100.0%	99.3%	99.3%	0.0	0.0	100.0%	6,208
Jan25	59,808	1.52	58,761	100.0%	95.0%	98.8%	0.8	1.2	100.0%	-	Jan25	9,933	34.8	400	100.0%	97.4%	97.4%	0.0	0.0	100.0%	6,208
Feb25	51,468	1.51	50,627	100.0%	96.3%	98.9%	0.8	1.6	100.0%	-	Feb25	9,140	32.0	400	100.0%	98.8%	98.8%	0.0	0.0	100.0%	5,913
Mar25	62,730	1.52	60,814	100.0%	94.2%	98.5%	1.5	2.6	100.0%	-	Mar25	10,059	33.6	420	100.0%	99.8%	99.8%	0.0	0.0	100.0%	6,208
Apr25	63,320	1.57	63,575	100.0%	89.8%	97.8%	1.6	3.2	100.0%	-	Apr25	11,308	36.0	440	100.0%	99.8%	99.8%	0.1	0.0	100.0%	6,504
12 mo avg	58,832	1.51	56,488	100.0%	94.3%	98.6%	1.0	1.8	99.7%	-	12 mo avg	10,142	33.7	416	100.0%	98.9%	98.9%	0.0	0.0	100.0%	5,962

<sup>1</sup> Ridership = Unlinked Passenger Trips (Boardings). For ATP, care attendants are counted as passengers

<sup>2</sup> Revenue hours are the number of hours that a transit vehicle is available to provide service and does not include deadhead time.

<sup>3</sup> For Bus, MAX, WES, a trip is when a vehicle travels from one terminus to another and back. For ATP, it is the number of customers receiving a trip.

<sup>4</sup> Trips Operated to Completion ÷ Scheduled Trips

<sup>5</sup> For Bus, MAX, WES, vehicles are “on-time” if they depart a timepoint between 1 min early and 5 minutes late; not all stops are timepoints.

For ATP, “on-time” is arrival within a scheduled 30 min window.

<sup>6</sup> For Bus, MAX, WES, pullout is when a vehicle is scheduled to leave its garage/rail yard. For ATP, pullout on-time is the % on-time at first stop.

<sup>7</sup> Complaints are compiled from phone, mail, website, & social media.

\* Figure lags one month due to collision review process.

<sup>8</sup> A collision where the operator failed to do everything reasonable to prevent the collision from occurring.

<sup>9</sup> Percent of scheduled repair work completed on-time.

<sup>10</sup> Mean Distance Between Failure is the average distance a vehicle traveled between major and other mechanical failures. If no failures occurred, monthly mileage is reported.

\*\* Under process review.