

Ridership Update

2026 Fiscal Quarter 3
January – March 2026





FY26 Lookback

- 2026 fiscal year look-back with focus on data issues affecting
 - Q3 (Jan, Feb, Mar)
 - Q4 (Apr, May, Jun)
- In lieu of Q3 (May) presentation to Board due to time constraints
- Data quality update

Take-Aways

- Problems
- Troubleshooting
- Current Stats
- Upcoming NTD Reporting/Approach
- Update on APC validation
- Upcoming Report to Board at August BOD Mtg.



Problems

Counts were egregiously low

Software

- Clever didn't make us aware via their data washing
- Swiftly has no historical data to compare with
- Clever DID have historical data, and “washed” the data to match

Hardware

APC calibration

- Out of the factory, not calibrated

Ridership Reporting...



Troubleshooting

MUTD

- Data Investigation – interdepartmental / functional work team coordination

Software

- Coordination with Clever
- Coordination with Swiftly
 - Very engaged
 - Two to three weekly meetings for 4 weeks

Hardware

- Buses Identified – list of vehicles with questionable APCs
- Maintenance / IT doing work

Reporting

- Meetings with NTD Analyst





Current Status

MUTD

- Active coordination with the functional work team

Software

- Swiftly is squared away

Hardware

- MUTD Maintenance and IT calibrated and tested
- APC calibration work

Reporting

- NTD Monthly Reports submitted
- Exploring NTD waiver in Oct (Annual NTD Report)
- APC Certification is still good (2028 is next triennial)
 - Statistically valid method

Lessons Learned

- APC testing upon receipt of vehicles
- Reporting tool with Swiftly
 - Share it with Maintenance
 - If it can be expanded / improved
- Internal Functional Work Team
 - SOPs for receipt of vehicles
 - SOPs for testing APCs
 - Interdepartmental coordination

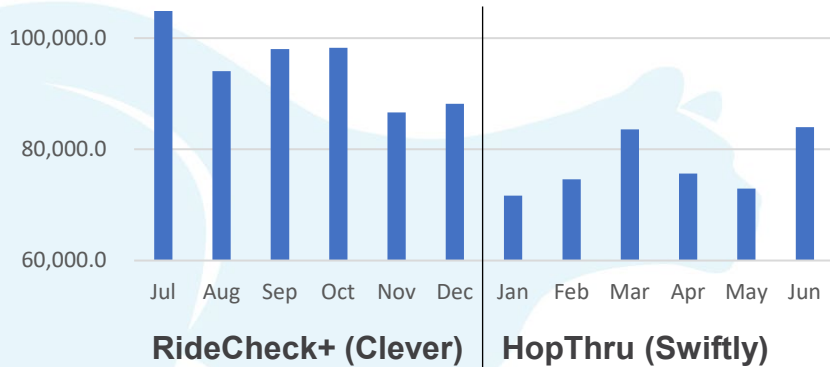


So, How's the Data?

The Data

- Q1 and Q2 Avg UPT: 95,011.2
- Q3 and Q4 Avg UPT: 75,694.0
- Percent Difference: -20.33%
- On-track for one million rides
 - 81% of min required June ridership (as of 6/15)
 - 42,000 (current) / 52,000 (min)
 - 84,000 estimated total June UPT
 - 1,034,000 est. FY26 total UPT
 - 1,260,000 in FY25

FY26 Monthly UPT



- UPT – Unlinked Passenger Trips
 - i.e. Boardings
- VRM – Vehicle Revenue Miles
 - i.e. Total vehicle service miles
- VRH – Vehicle Revenue Hours
 - i.e. Total vehicle hours during service
- VOMS – Vehicles in Maximum Service
 - i.e. The most vehicles in service at a time

Monthly Ridership Form - MB-DO				
Month	UPT ?	VRM ?	VRH ?	VOMS ?
July - 2025	104,857	78,898	6,606	22
August - 2025	94,077	76,832	6,317	22
September - 2025	98,012	75,779	6,356	22
October - 2025	98,282	79,874	6,594	22
November - 2025	86,631	69,522	5,807	22
December - 2025	88,208	77,114	6,355	22
January - 2026	71,666	74,940	6,222	22
February - 2026	74,630	69,961	5,856	22
March - 2026	83,568	79,107	6,438	22
April - 2026	75,653	77,170	6,344	22
May - 2026	72,953	75,851	6,289	22
June - 2026	84,000			
Estimates	948,537 1,034,000	835,048	69,184	22

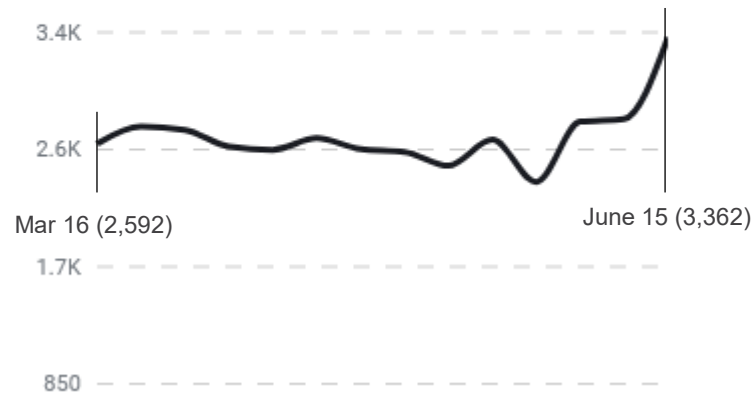
RideCheck+ (Clever) ↑
HopThru (Swiftly) ↓

- Q1 and Q2 Avg UPT: 95,011.2
- Q3 and Q4 Avg UPT: 75,694.0
- Percent Difference (half vs half): -20.33%

Average daily boardings

2,603

Average daily boardings by date



- “Last Three Month” data from Swiftly
- As of 6/18/2026

Next Steps

- Progress with calibration
- NTD Annual Report (October)
 - Investigating waiver option
- August presentation will include
 - Final FY26 June data
 - Paratransit Report
 - APC calibration status
- November presentation should show significantly improved ridership
 - FY27 Q1 Report (July, Aug, Sep)



Thank you.