

VCTC INTERCITY

July - September 2024

0.31

6.81

\$ 23.24

\$234,305



Fare Revenue

Quarterly Ridership Report | FY2025 Q1

Passengers/
Mile

Passengers/
Hour

Cost/Passenger

Fare Revenue

July - September 2023

0.30

6.81

\$ 21.48

\$192,156

21.9%

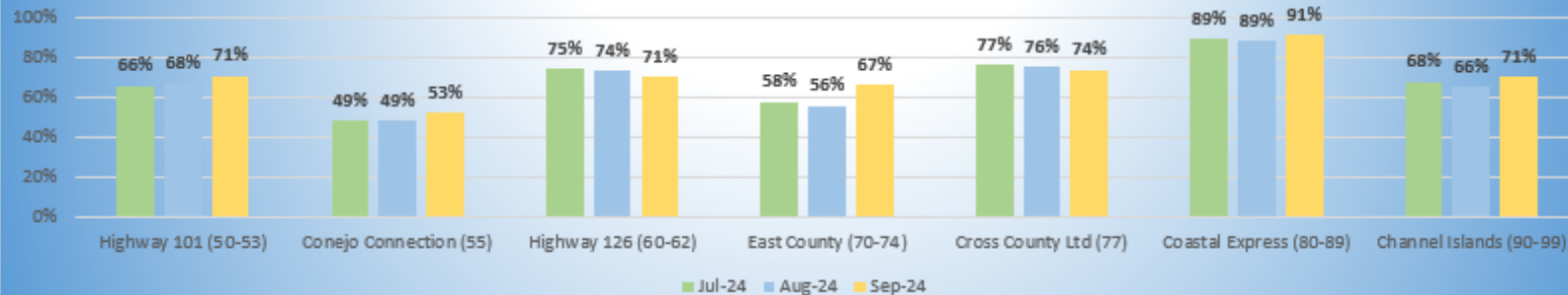
COST AND REVENUE PER PASSENGER

	FY 2024	FY 2025	% Change
Operating Cost	\$ 2,163,742	\$ 2,433,897	12%
Passenger Revenue	\$ 192,156	\$ 234,305	22%
Passenger Revenue including budgeted route guarantees	\$ 563,423	\$ 607,614	8%
Passengers	100,753	104,716	4%
Cost per Passenger	\$ 21.48	\$ 23.24	8%
Farebox Recovery Ratio not including route guarantees	8.9%	9.6%	8.4%
Farebox Recovery Ratio including route guarantees	26.04%	24.96%	-4.1%

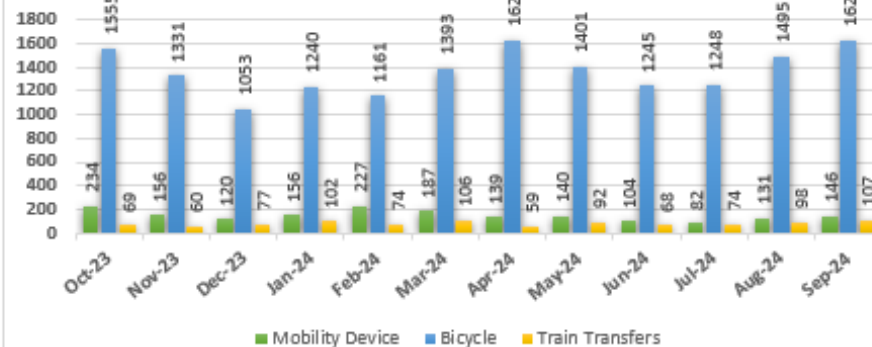
HIGHLIGHTS

22% Increase in passenger revenue despite a slight decrease in the farebox recovery ratio when including route guarantees.

Weekday On Time Performance



Rider Composition



15 Month Complaints Tracking



Customer Service Goals:
No more than 5/50,000 rider complaints per quarter.

*Conejo Connection Route resumed service in September of 2023