



FY23 Quarter 3 (Jan-March 2023) Report



SamTrans Board of Directors | July 12, 2023

QUARTERLY DASHBOARD

January - March 2023 (FY23 Q3)



RIDERSHIP, SERVICE, & ON-TIME PERFORMANCE

Systemwide Overview



2,032,124

Boardings (-6.60%¹)



70
Routes



1.45M
Revenue Miles

Service Categories

What types of service are available?

15 min	Frequent 15-minute or better frequency, 7 days/week
30 min	Local 30-minute or better frequency, 7 days/week
60 min	Community 60-minute or better frequency, 5-7 days/week
School	School-Oriented Routes aligned with school bell times, 5 days/week
Express	Express & Limited Stop Peak-only routes with few stops, 5 days/week
Night	Owl Overnight routes, 7 days/week

Revenue Hours

How much service is available?

46%
36%
12%
3%
1%
2%

Avg Weekday Ridership

How many people ride?

57%
27%
5%
10%
0.6%
0.8%

On-Time Performance²

How often is the bus on time?

79%
80%
80%
75%
76%
59%

85% Target

135K Total Revenue Hours

27K Systemwide Average

79.0% Systemwide Average

FARES

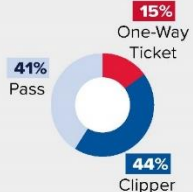
\$2.70M Fare Revenue

\$15.32 Subsidy Per Passenger Trip

Fare Type



Payment Method

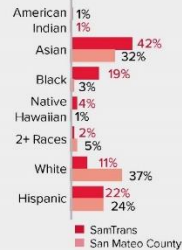


OPERATORS

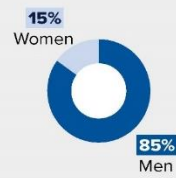
435 Average Number of Operators

301 SamTrans	122 CUB	12 Coastside
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Race & Ethnicity



Gender



ENVIRONMENT & SAFETY

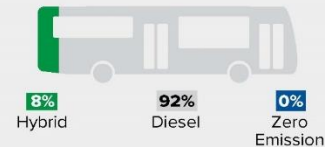
Service Calls



Preventable Accidents



Fleet in Operation



RIDER EXPERIENCE

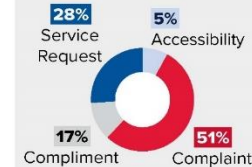
22

Trips Not Operated Per 100,000 Trips (-43%)

2

Comments Per 10,000 Boardings (-0%)

Comment Type



Trending Themes

25% Operators
18% Pass Ups
16% Bus Stop/Shelter

Top 3 in FY23 Q2: Schedules, Operators, Bus Stop or Shelter

¹ Percent change from the previous quarter (FY23 Q2)

² Buses are on-time if they depart a timepoint within 59 seconds before schedule or 4 minutes and 59 seconds after schedule

Quarter 3 Dashboard (Jan-Mar)

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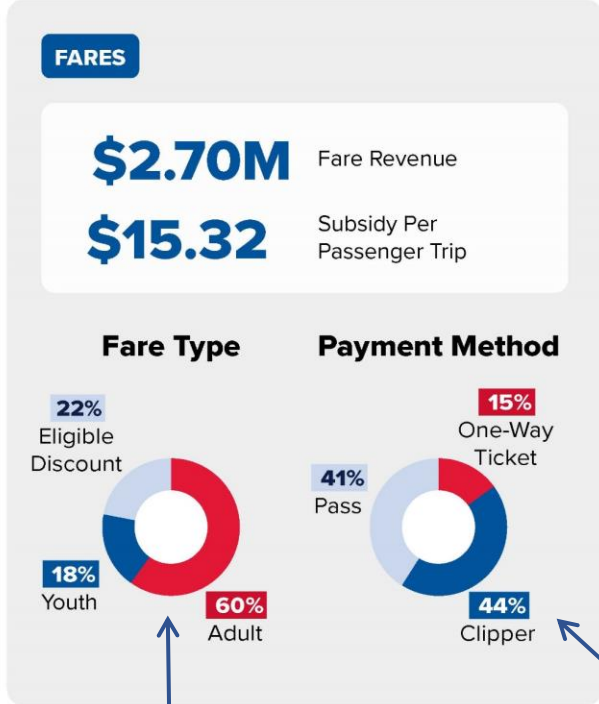
Ridership decline for Q3 (compared to Q2) is attributed to winter school breaks and severe weather during the quarter. ~293K (16.9%[↑]) more rides than FY22 Q3.

OTP improved compared to Q2 but remains below our goal. We are continuing to adjust to evolving norms in traffic patterns.

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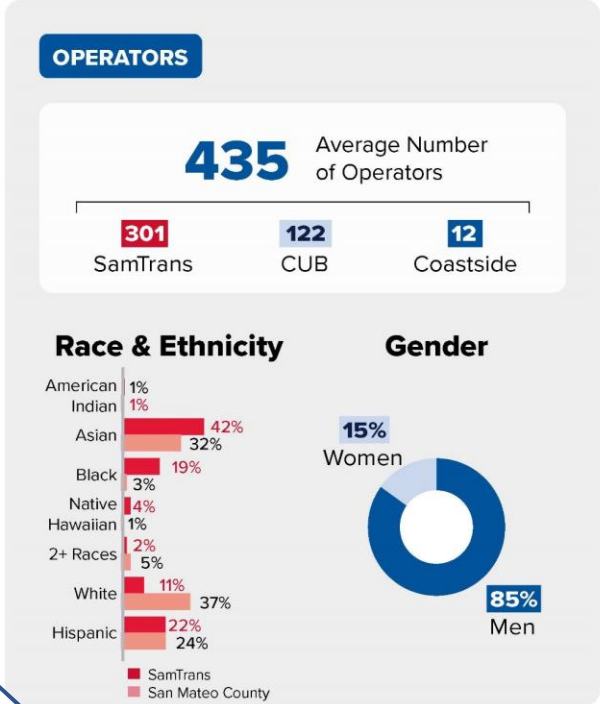
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Preventable accidents are a top focus for staff. Some incidents in Q3 can be attributed to the extreme weather.

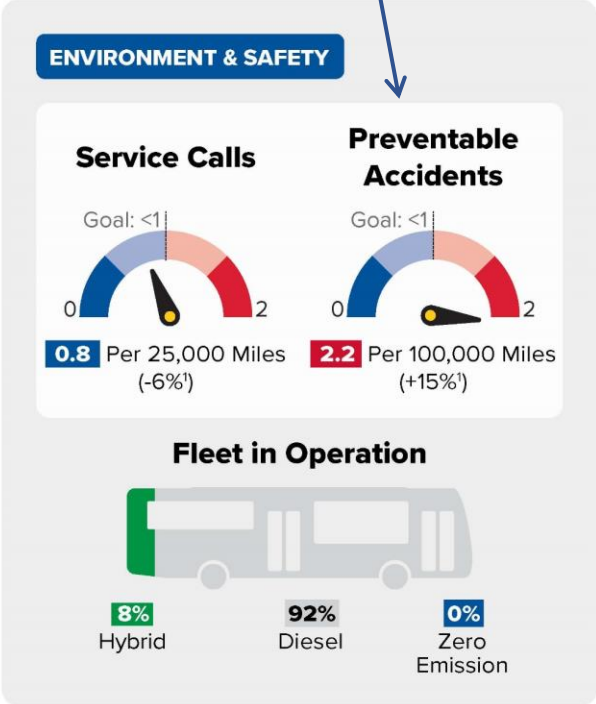


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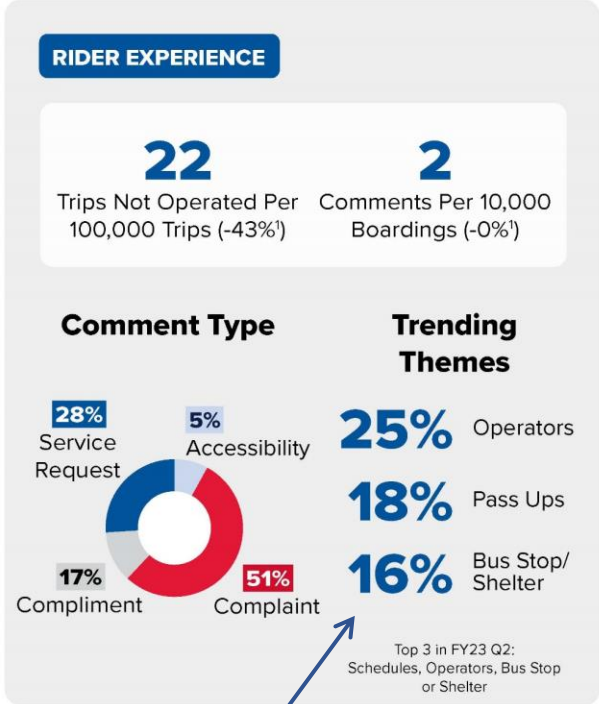
Ridership rebounds have been in the Adult category, with Youth and Eligible discount trips not rebounding as quickly.



Very encouraging use of Clipper Card on the system, cash on the system is <15%.



Schedules fell out of top 3 themes while pass-ups entered the top 3. 17% of all comments were compliments!





Questions?



Thank You!