

FY 2023 Annual Summary



David A. Olmeda, Chief Operating Officer, Bus
Board of Directors Meeting – September 6, 2023

Agenda

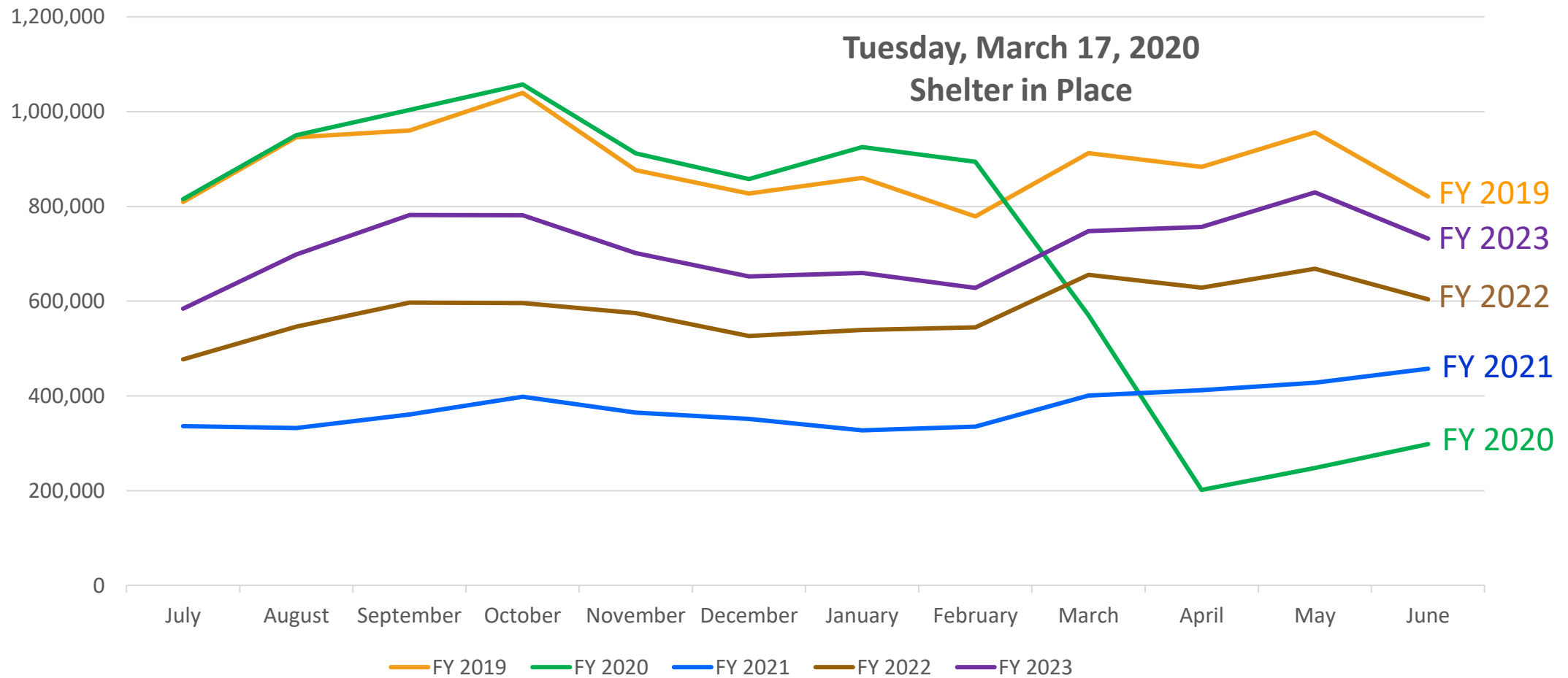
- Motor Bus
- ADA
- Microtransit “Ride Plus”
- Shuttle
- Caltrain
- FY 2023 Service Highlights
- Summary



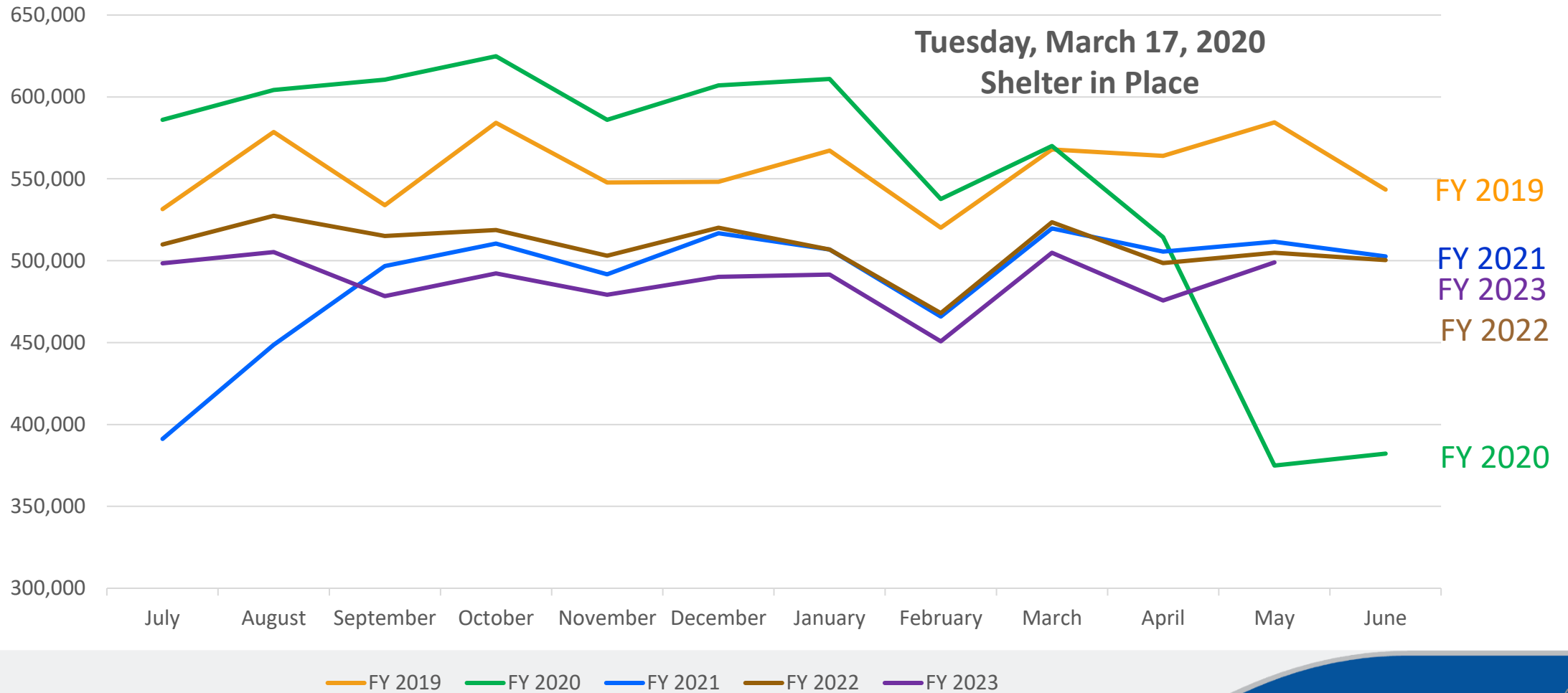
Shuttles



Bus - Monthly Ridership



Bus - Vehicle Revenue Miles



Bus Service - OTP and DNO

	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</u>
OTP - District operated	81.7%	84.4%	88.7%	83.0%	79.2%
OTP - CUB	71.7%	77.2%	84.4%	78.5%	71.7%
OTP - Coastside	76.5%	77.7%	80.8%	78.6%	73.2%
OTP - District & Contract	79.1%	82.3%	87.2%	81.6%	77.0%

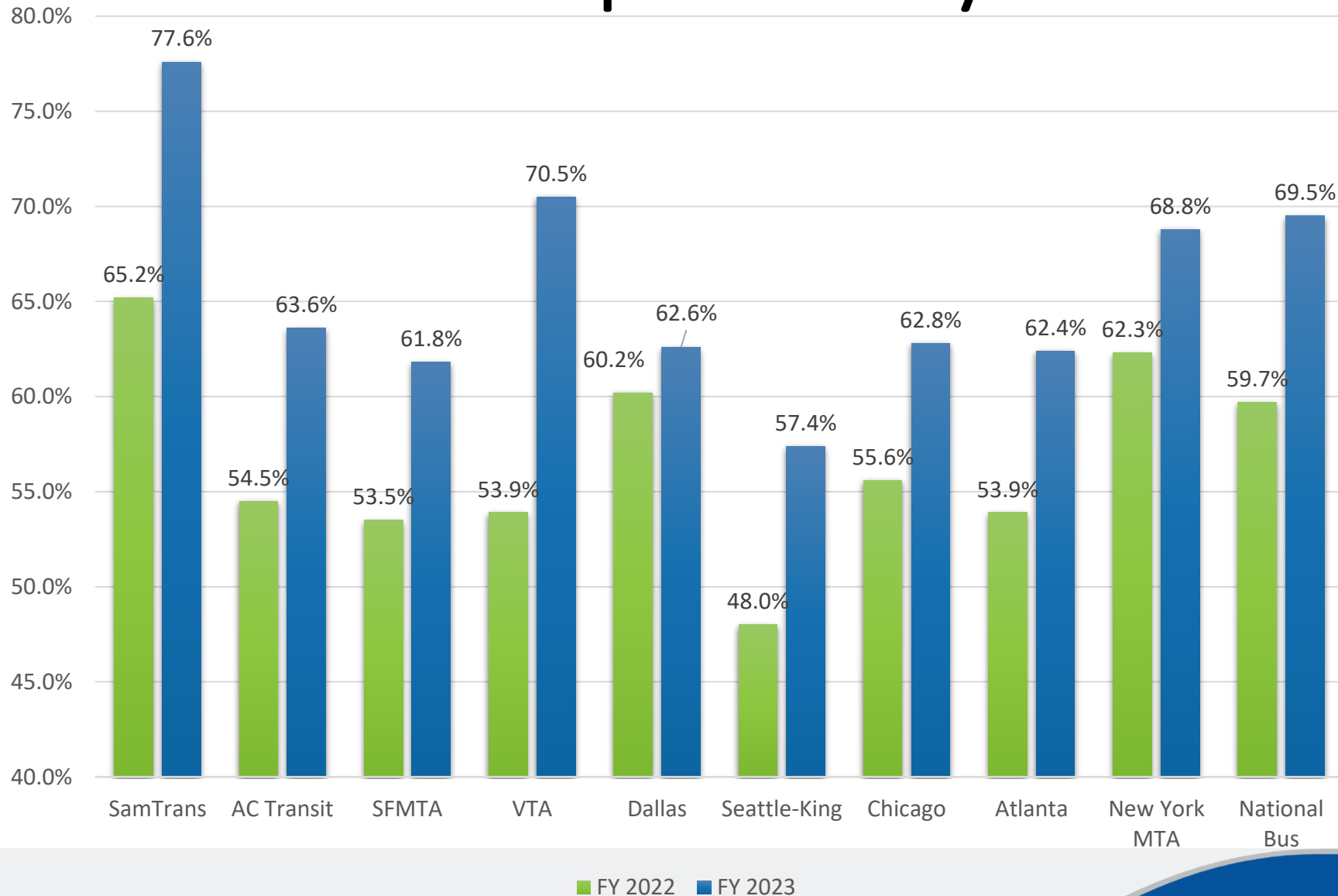
OTP goal is 85.0%

	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</u>
DNO - District	499	1,567	22	965	280
DNO - Contractor	147	764	85	4,678	34
DNO - District & Contractor	646	2,331	107	5,643	314

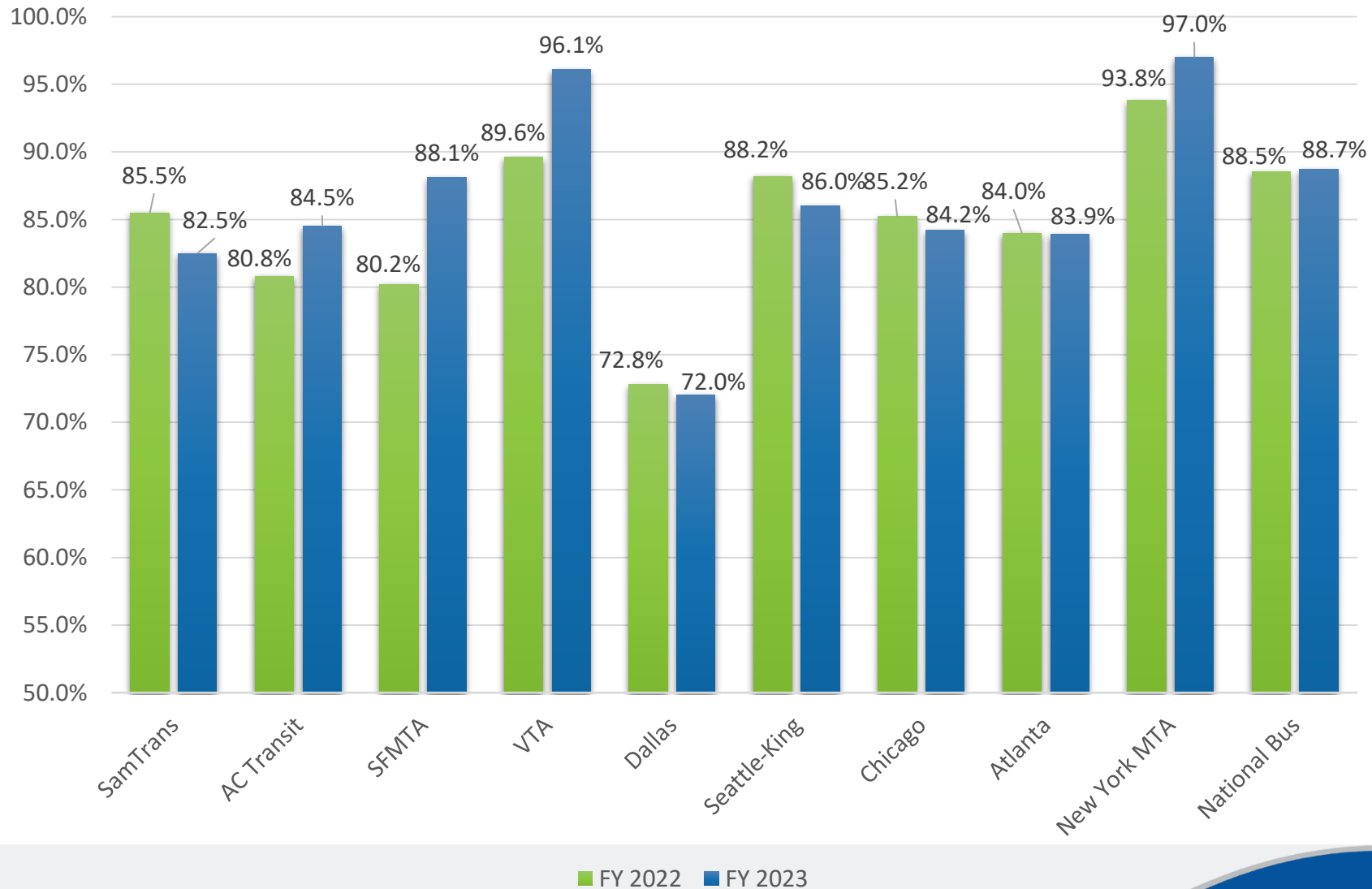
Bus Service Statistics

	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</u>
District Miles Between Service Calls <small>(goal 25,000 miles)</small>	27,921	31,096	32,822	33,567	29,134
Miles Between Accidents North Base	72,953	61,958	75,065	116,336	85,508
Miles Between Accidents South Base	55,887	56,562	65,232	75,750	47,009
Miles Between Accidents Contractor	38,311	39,344	59,978	50,895	34,298
Complaints per 1 million trips	179	210	209	189	116

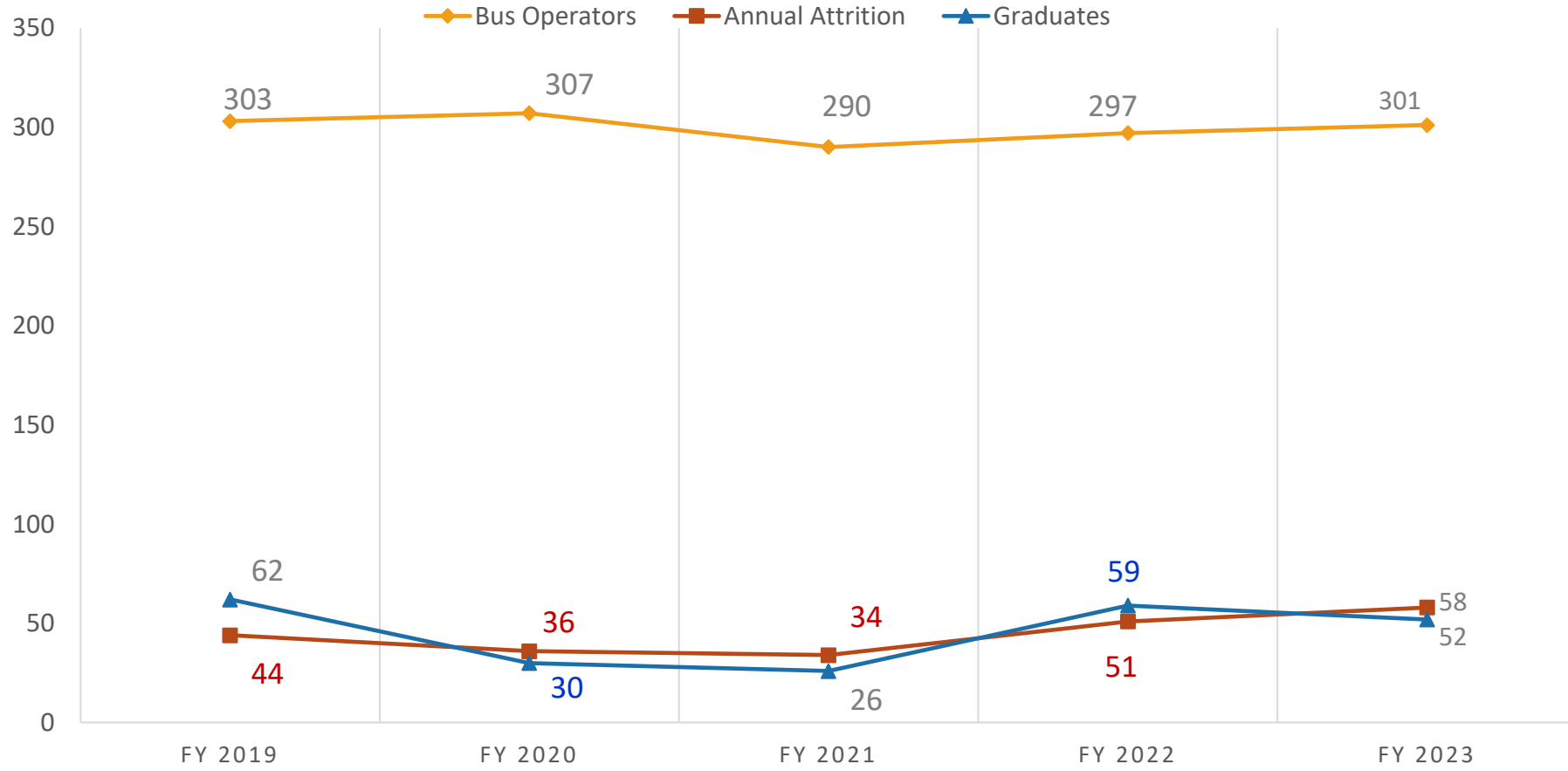
Bus - Ridership Recovery Rate



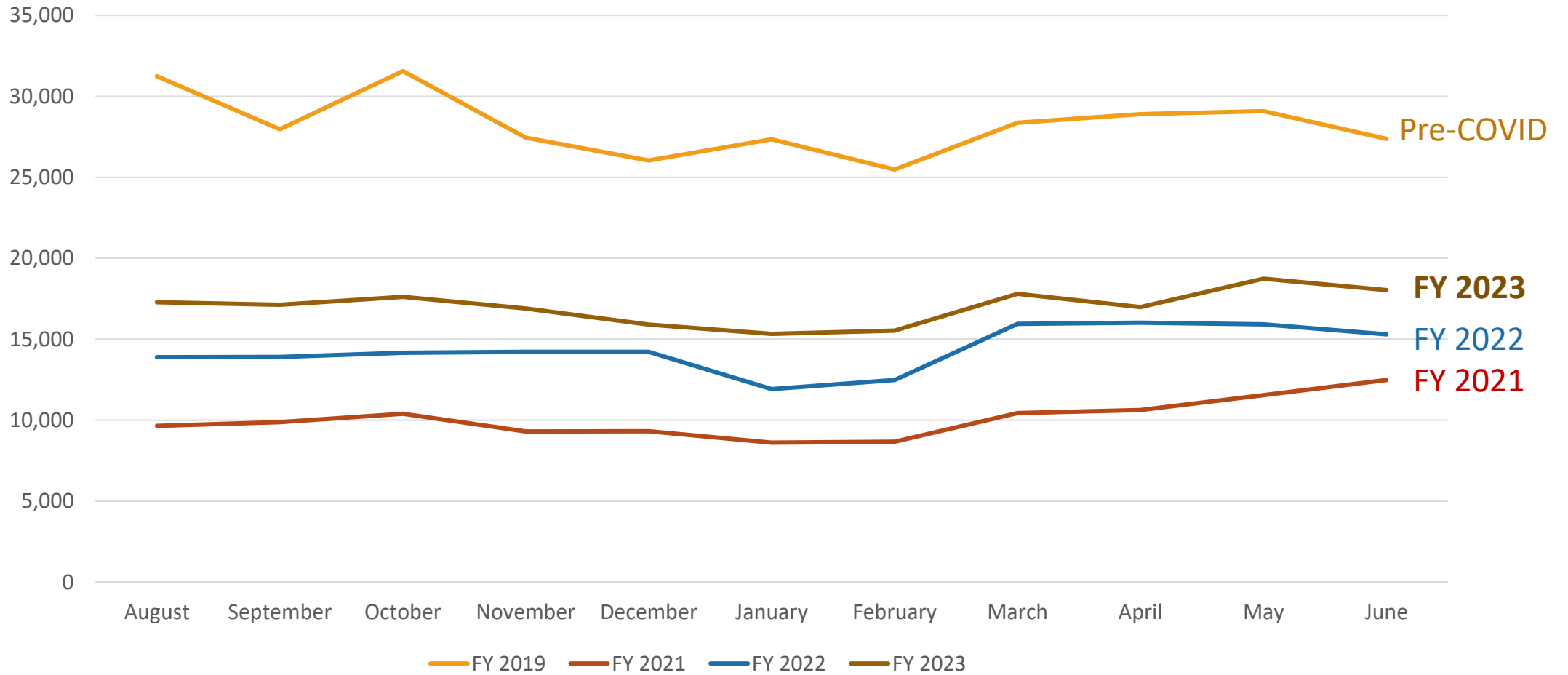
Service Recovery Rate - Vehicle Revenue Miles



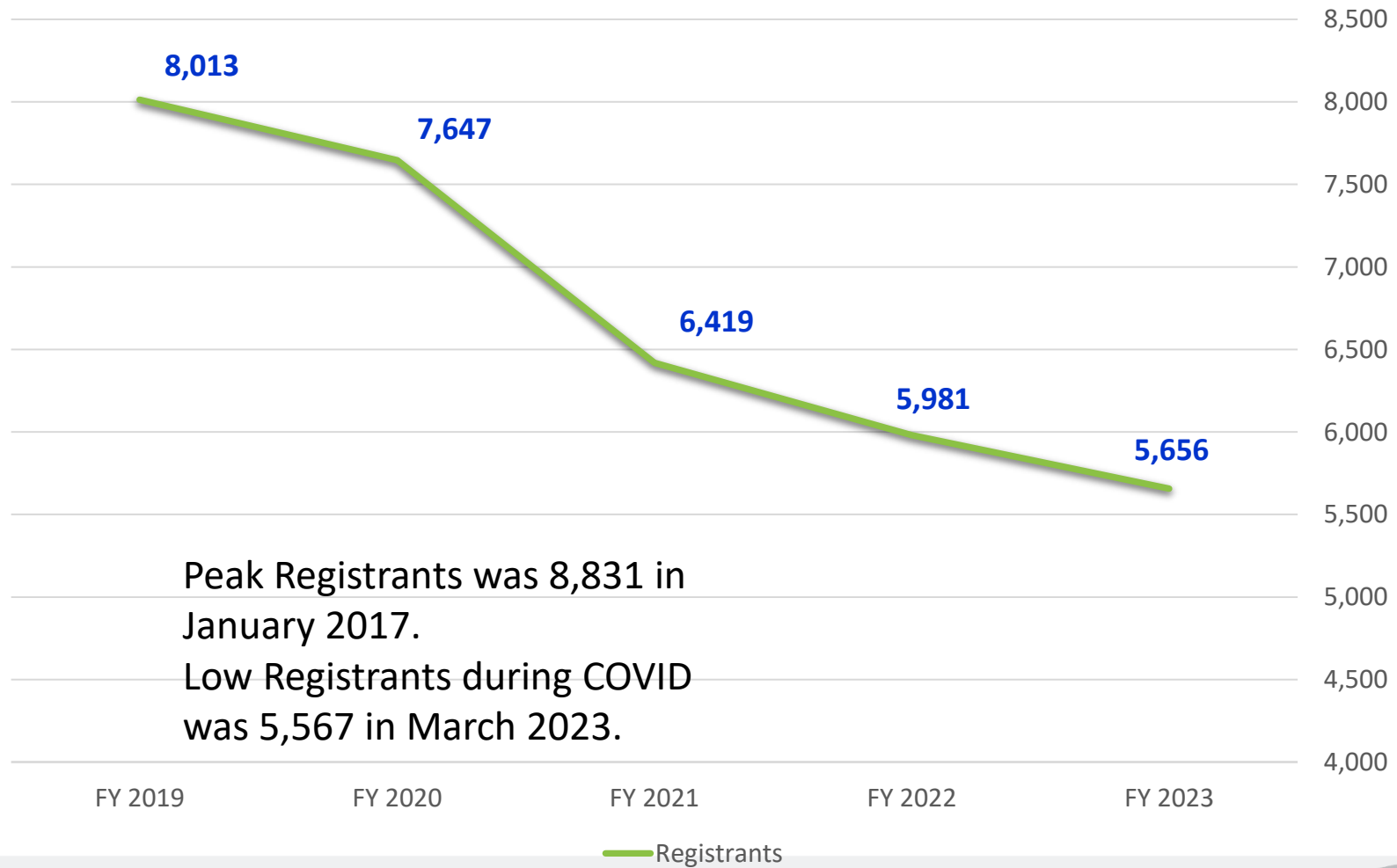
Bus Operator Staff Level



ADA – Monthly Ridership



ADA Registrants



ADA Performance Statistics

	<u>FY 2019</u>	<u>FY 2020</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</u>
Revenue Miles	2,780,055	2,154,811	1,229,443	1,624,180	1,948,075
OTP Redi-Wheel *	91.0%	93.3%	97.2%	94.6%	90.8%
OTP RediCoast *	97.1%	96.1%	95.5%	95.5%	93.4%
MBSC **	46,217	34,275	34,031	30,542	36,239
Preventable Accidents	40	13	12	16	22
Redi-Wheels Complaints per 1,000 trips ***	0.64	0.73	0.35	0.33	0.40
RediCoast Complaints per 1,000 trips ***	0.42	0.93	0.25	0.97	0.45

* Goal is 90.0%

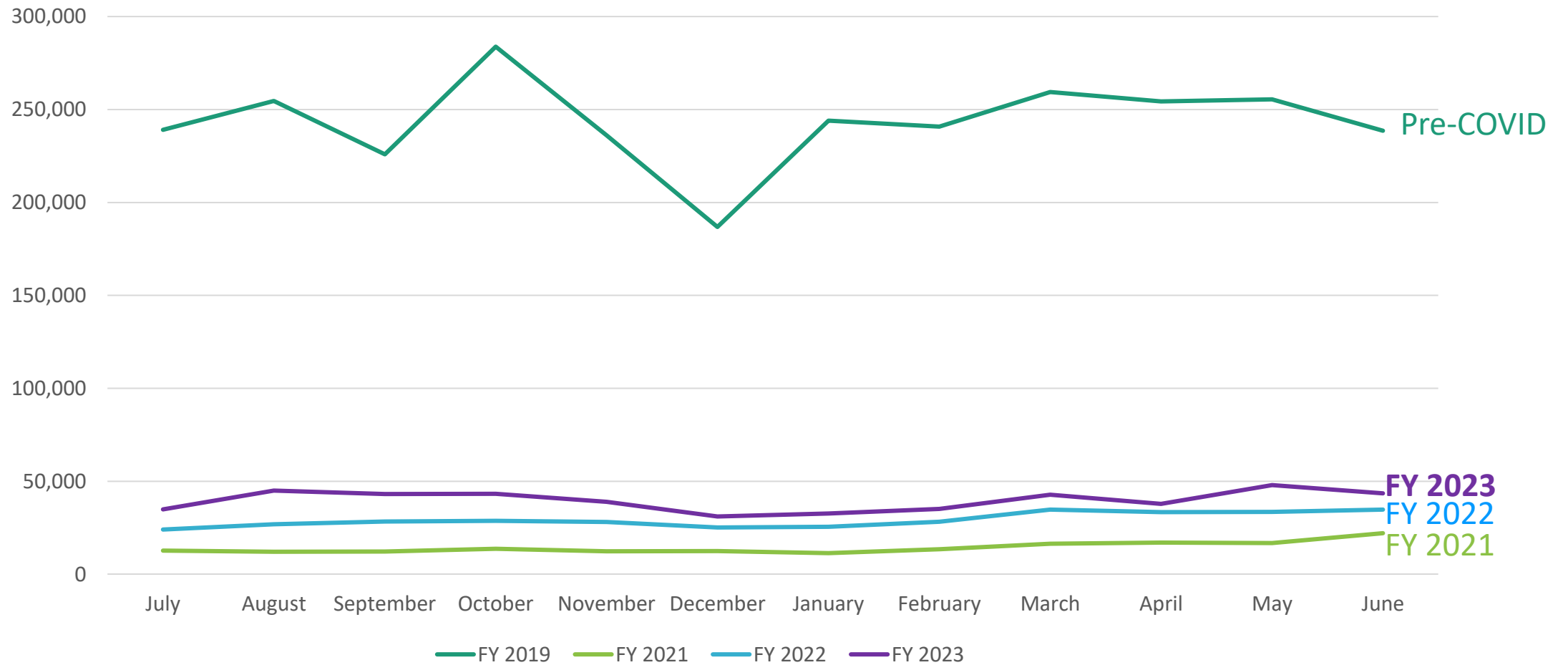
** Miles Between Service Calls goal is 25,000 miles

*** Contract standard is 2.50 complaints per 1,000 trips

Microtransit “Ride Plus”

- Service commenced Sunday June 18, 2023
- Service area and hours:
 - East Palo Alto and Belle Haven, 6:00 am to 10:00 pm, 7 days a week
 - Half Moon Bay, 8:00 am to 5:00 pm, 7 days a weeks
- Promotional Free Fares
- Average wait time
15 minutes or less
- Maximum wait time
25 minutes

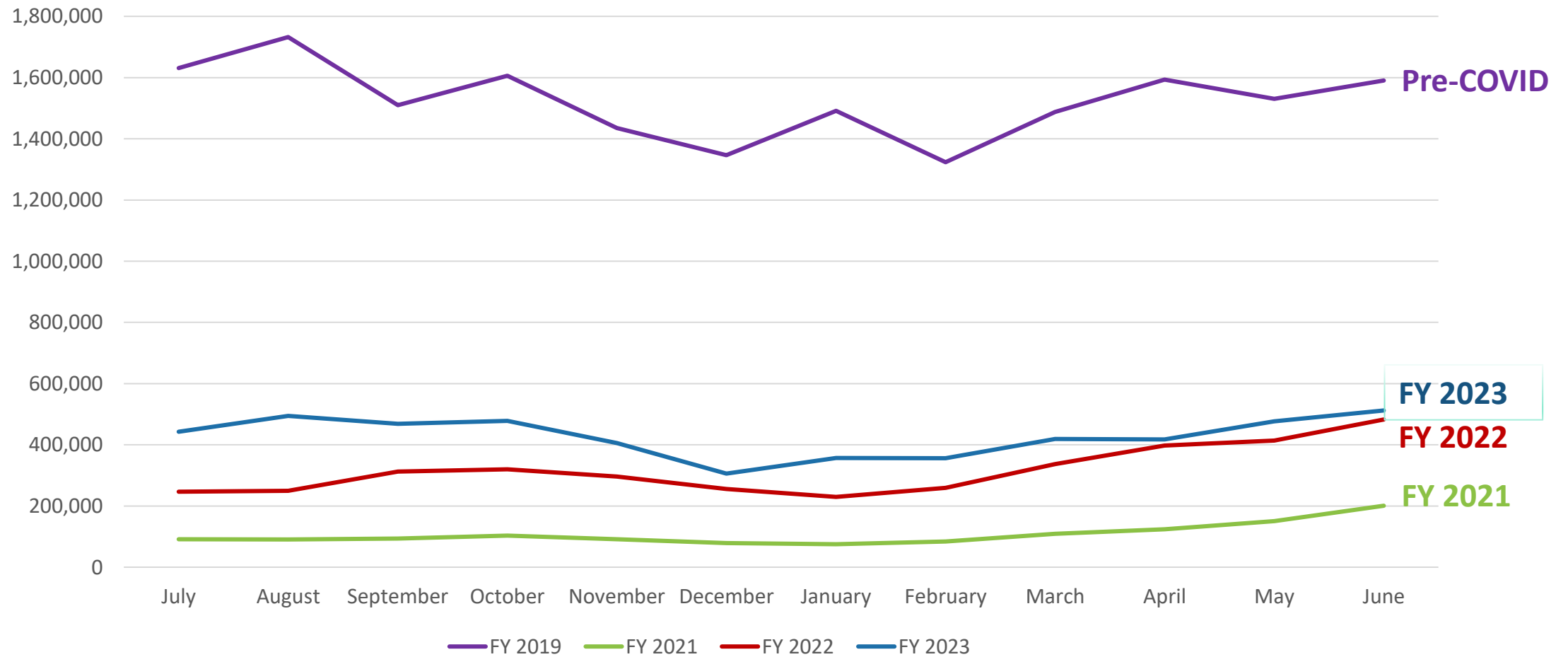
Shuttle Ridership



Shuttles - Ridership Data

	Number of Routes	Shuttle Trips	BART Trips	JPB Trips
FY 2019	46	2,918,810	13,615,810	18,670,850
FY 2021	30	278,816	1,612,536	1,296,876
FY 2022	30	350,906	4,055,444	3,802,014
FY 2023	32	456,030	5,468,221	5,136,012

JPB - Monthly Ridership



Caltrain - Performance Statistics

	<u>FY 2019</u>	<u>FY 2021</u>	<u>FY 2022</u>	<u>FY 2023</u>
Ridership	18,277,466	1,294,937	3,802,014	5,136,012
Trains Scheduled	13,100	10,384	13,608	14,716
OTP (goal is 95.0%)	95.9%	96.7%	94.3%	92.6%
Trains Terminated	43	32	72	103
Trains Annulled	13	4	100	189
Total Complaints	1,568	519	906	962
Minutes of delay - Capital Projects	13,611	32,893	42,084	54,584
Minutes of Delay - Total	70,832	50,714	73,287	100,459

Weekday Trains

Pre-COVID	92
March 17, 2020	70
March 30, 2020	42
June 15, 2020	70
August 30, 2021	104

SamTrans Service Highlights FY 2023

SamTrans Equity

- Reimagine SamTrans
- Youth Unlimited Pass
- ClipperSTART program
- Micro Transit “Ride Plus”



SamTrans Technology

- On Board Wi-Fi
- Improved refresh rate on the Computer Aided Dispatching/Advance Vehicle Locator (CAD /AVL)
- Transit Signal Priority (TSP), along the El Camino Real (ECR) corridor
- Commencing the transition to zero-emission technology

Summary

SamTrans

- SamTrans bus ridership recovery is among the highest in the nation
- Vehicle revenue miles remain below pre-Pandemic levels
- Service reliability and quality is good for all modes (MBSC and OTP)
- Customer satisfaction remains high for all modes
- Making progress (still recovering) from COVID

Caltrain

- Caltrain ridership remains low, rail ridership mirrors the nation's rail services
- Electrification progressing, some train delays caused by capital projects
- Customer satisfaction remains good

Safety remains “priority 1”

samTrans

Thank You



Please email olmedad@samTrans.com with any questions.