



FY24 Quarter 1 (Jul-Sep 2023) Report



Board of Directors | December 6, 2023

QUARTERLY DASHBOARD

July - September 2023 (FY24 Q1)



RIDERSHIP, SERVICE & ON-TIME PERFORMANCE

Systemwide Overview



2,416,204

Boardings (+18.3%¹)



72
Routes



1.5M
Revenue Miles

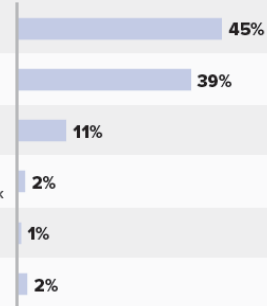
Service Categories

What types of service are available?

15 min	Frequent 15-minute or better frequency, 7 days/week	45%
30 min	Local 30-minute or better frequency, 7 days/week	39%
60 min	Community 60-minute or better frequency, 5-7 days/week	11%
School-Oriented	Routes aligned with school bell times, 5 days/week	2%
Express & Limited Stop	Peak-only routes with few stops, 5 days/week	1%
Night	Overnight routes, 7 days/week	2%

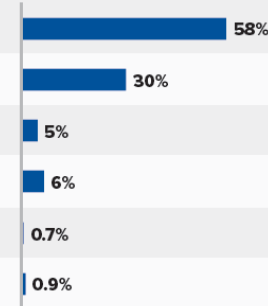
Revenue Hours

How much service is available?



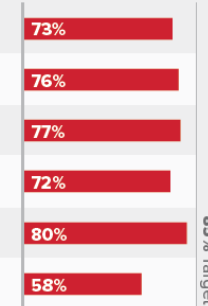
Avg Weekday Ridership

How many people ride?



On-Time Performance²

How often is the bus on time?



85% Target

149.8K Total Revenue Hours

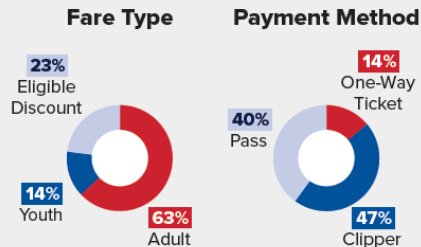
30.0K Systemwide Average

78.5% Systemwide Average

FARES

\$3.1M Fare Revenue

\$14.34 Subsidy Per Passenger

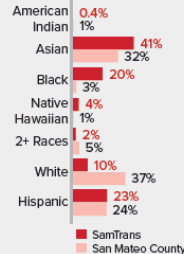


OPERATORS

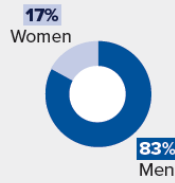
495 Average Number of Operators

315 SamTrans, 154 CUB, 26 Coastside

Race & Ethnicity

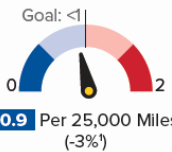


Gender



ENVIRONMENT & SAFETY

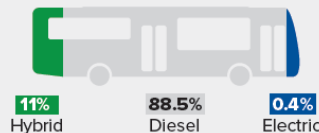
Service Calls



Preventable Accidents



Fleet in Operation



RIDER EXPERIENCE

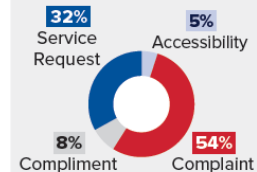
4.3

Trips Not Operated Per 100,000 Trips (-97.9%)

2.4

Comments Per 10,000 Boardings (-32.5%)

Comment Type



Trending Themes

29% Operators, 13% Bus Stop/Shelter, 10% Service Request & Pass Up

Top 3 in FY23 Q1 Schedule Request, Operator and Bus Stops/Shelters

¹ Percent change from the previous year (FY23 Q1)

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

Quarter 1 Dashboard (Jul-Sep) Highlights

RIDERSHIP, SERVICE & ON-TIME PERFORMANCE

Systemwide Overview



2,416,204

Boardings (+18.3%¹)

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Routes

1.5M
Revenue Miles

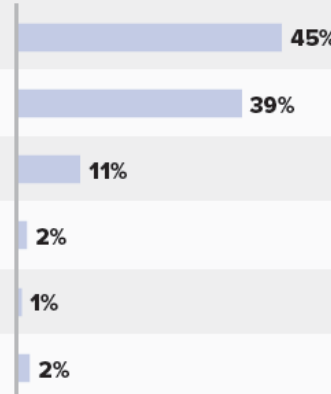
Service Categories

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Revenue Hours

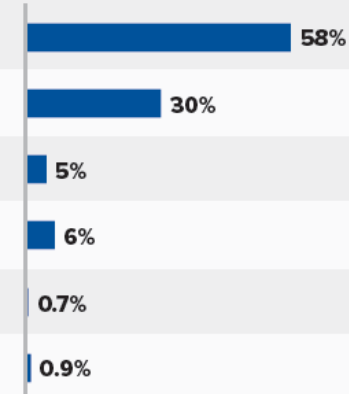
How much service is available?



149.8K Total Revenue Hours

Avg Weekday Ridership

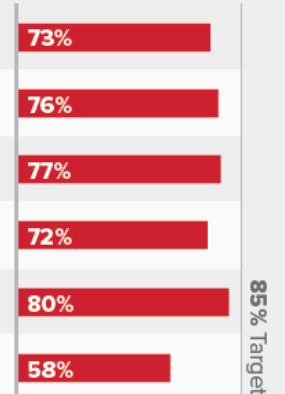
How many people ride?



30.0K Systemwide Average

On-Time Performance²

How often is the bus on time?



85% Target

78.5% Systemwide Average

Ridership increased 18.3% YoY
Ridership on Equity Priority Routes increased 19.7% YoY

On-time performance increased 4.9% YoY

¹ Percent change from the previous year (FY23 Q1)

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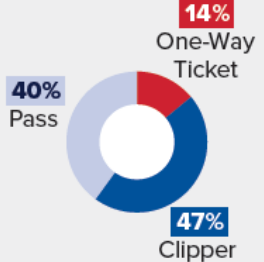
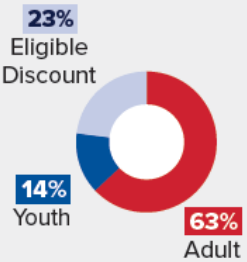
FARES

\$3.1M Fare Revenue

\$14.34 Subsidy Per Passenger

Fare Type

Payment Method



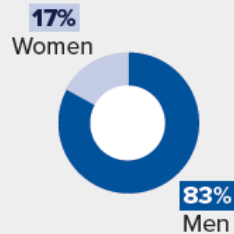
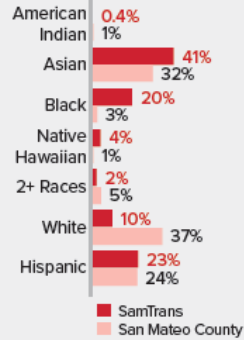
OPERATORS

495 Average Number of Operators



Race & Ethnicity

Gender



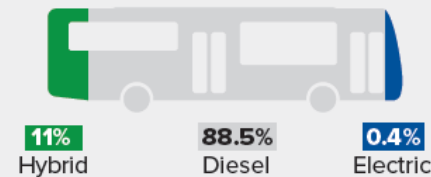
ENVIRONMENT & SAFETY

Service Calls

Preventable Accidents



Fleet in Operation



Preventable accidents have increased and continue to be a top focus for staff.

DNOs decreased 97.7% YoY

RIDER EXPERIENCE

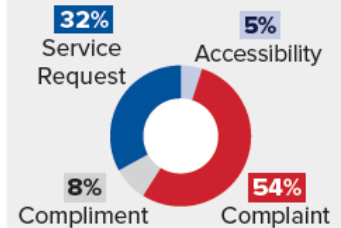
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Trips Not Operated Per 100,000 Trips (-97.9%¹)

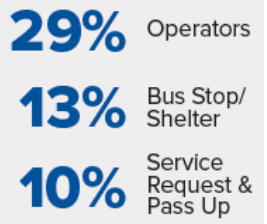
2.4

Comments Per 10,000 Boardings (-32.5%¹)

Comment Type



Trending Themes



Top 3 in FY23 Q1 Schedule Request, Operator and Bus Stops/Shelters

Battery electric bus entered revenue service in Q1!

¹ Percent change from the previous year (FY23 Q1)

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Questions?



Thank You!