



FY24 Quarter 2 (Oct-Dec 2023) Report



Operations Planning | March 6, 2024

QUARTERLY DASHBOARD

October - December 2023 (FY24 Q2)



RIDERSHIP, SERVICE & ON-TIME PERFORMANCE

Systemwide Overview



2,528,283

Boardings (+16.2%¹)



72
Routes



1.5M
Revenue Miles

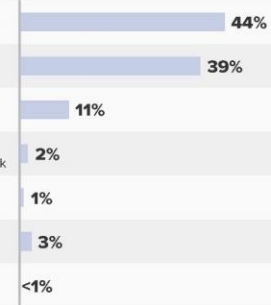
Service Categories

What types of service are available?

15 min	Frequent 15-minute or better frequency, 7 days/week	44%
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	Owl Overnight routes, 7 days/week	3%
Special	Special Routes Unique purpose routes, 7 days/week	<1%

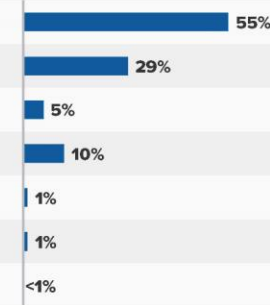
Revenue Hours

How much service is available?



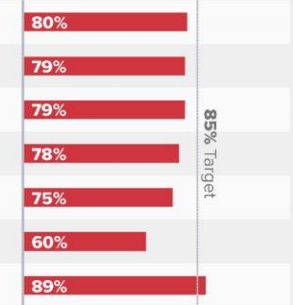
Avg Weekday Ridership

How many people ride?



On-Time Performance²

How often is the bus on time?



149.6K Total Revenue Hours

32.2K Systemwide Average

79.1% Systemwide Average

FARES

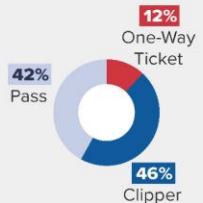
\$2.9M Fare Revenue

\$13.34 Subsidy Per Passenger

Fare Type



Payment Method

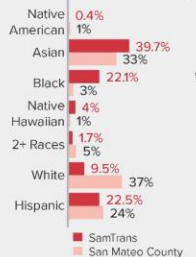


OPERATORS

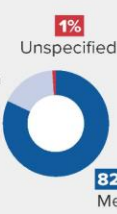
529 Average Number of Operators



Race & Ethnicity



Gender



ENVIRONMENT & SAFETY

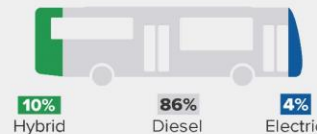
Service Calls



Preventable Accidents



Fleet in Operation



RIDER EXPERIENCE

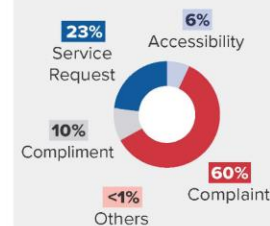
0.8

Trips Not Operated Per 100,000 Trips (-97.8%)

2.1

Comments Per 10,000 Boardings (+5.7%)

Comment Type



Trending Themes



Top 3 in FY24 Q1 Operators, Bus Stops/Shelters and Service Request & Pass Up

¹ Percent change from the previous year (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 2 Dashboard (Oct-Dec) Highlights

RIDERSHIP, SERVICE & ON-TIME PERFORMANCE

Systemwide Overview



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Boardings (+16.2%¹)

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Revenue Hours

How much service is available?

44%
39%
11%
2%
1%
3%
<1%

149.6K Total Revenue Hours

Avg Weekday Ridership

How many people ride?

55%
29%
5%
10%
1%
1%
<1%

32.2K Systemwide Average

On-Time Performance²

How often is the bus on time?

80%	85% Target
79%	
79%	
78%	
75%	
60%	
89%	

79.1% Systemwide Average

Ridership increased 16.2% YoY
Ridership on Equity Priority Routes increased 18.7% YoY

On-time performance increased 4.4% YoY

¹ Percent change from the previous year (FY23 Q2)

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

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

DNOs decreased 97.8% YoY

FARES

\$2.9M Fare Revenue

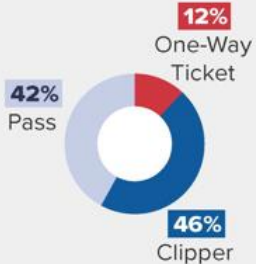
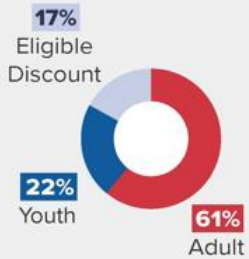
\$13.34 Subsidy Per Passenger

Fare Revenue

Subsidy Per Passenger

Fare Type

Payment Method



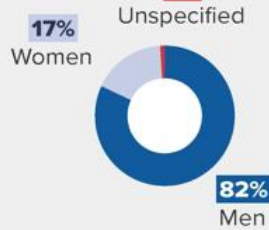
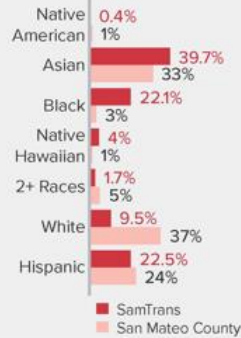
OPERATORS

529 Average Number of Operators



Race & Ethnicity

Gender



ENVIRONMENT & SAFETY

Service Calls

Preventable Accidents



Fleet in Operation



The number of battery electric buses in revenue service increased in Q2!

RIDER EXPERIENCE

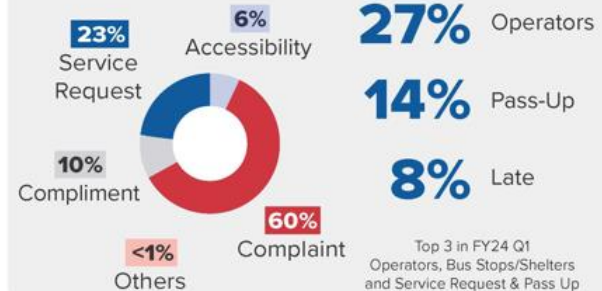
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Trips Not Operated Per 100,000 Trips (-97.8%)
Comments Per 10,000 Boardings (+5.7%)

Comment Type

Trending Themes



¹ Percent change from the previous year (FY23 Q2)



Questions?



Thank You!