



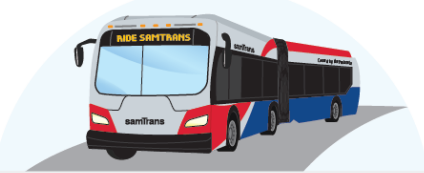
FY24 Quarter 3 (Jan-Mar 2024) Report



Board of Directors | June 5, 2024

QUARTERLY DASHBOARD

January - March 2024 (FY24 Q3)



RIDERSHIP, SERVICE & ON-TIME PERFORMANCE

Systemwide Overview



2,483,121
Boardings (+22.2%)

71
Routes

1.5M
Revenue Miles

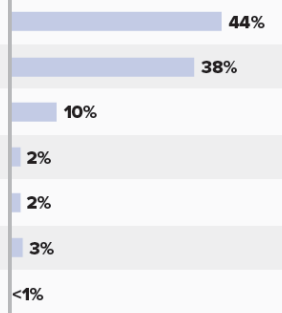
Service Categories

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	38%
60 min	Community 60-minute or better frequency, 5-7 days/week	10%
	School-Oriented Routes aligned with school bell times, 5 days/week	2%
	Express & Limited Stop Peak-only routes with few stops, 5 days/week	2%
Night	Owl Overnight routes, 7 days/week	3%
Special	Special Routes Unique purpose routes, 7 days/week	<1%

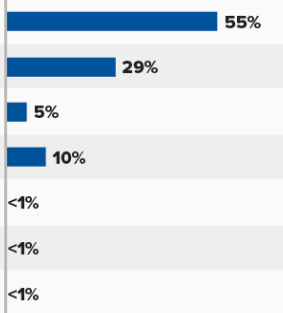
Revenue Hours

How much service is available?



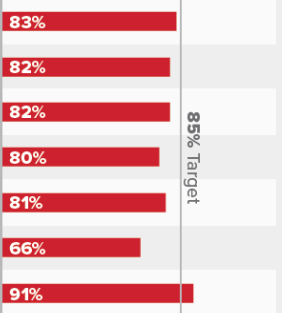
Avg Weekday Ridership

How many people ride?



On-Time Performance²

How often is the bus on time?



155K Total Revenue Hours

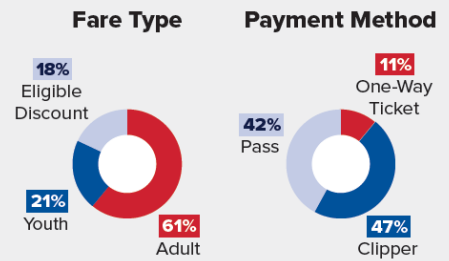
32.2K Systemwide Average

82.1% Systemwide Average

FARES

\$3.1M Fare Revenue

\$14.81 Subsidy Per Passenger

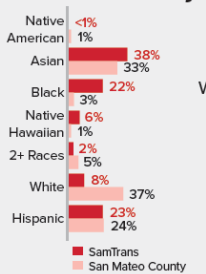


OPERATORS

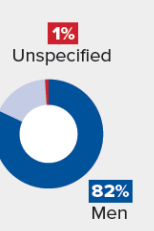
536 Average Number of Operators



Race & Ethnicity

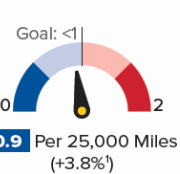


Gender



ENVIRONMENT & SAFETY

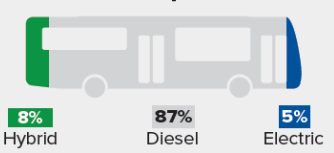
Service Calls



Preventable Accidents



Fleet in Operation



RIDER EXPERIENCE

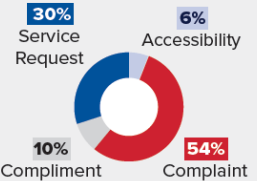
58.1

Trips Not Operated Per 100,000 Trips (+168.9%)

2.0

Comments Per 10,000 Boardings (-17.2%)

Comment Type



Trending Themes

23% Operators, 14% Pass-Up, 12% Bus Stop/Shelter

Top 3 in FY24 Q2 Operators, Pass Up & Late

¹ Percent change from the previous year (FY23 Q3)

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) Highlights

RIDERSHIP, SERVICE & ON-TIME PERFORMANCE

Systemwide Overview



2,483,121

Boardings (+22.2%)

71
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%	55%	83%
30 min	Local 30-minute or better frequency, 7 days/week	38%	29%	82%
60 min	Community 60-minute or better frequency, 5-7 days/week	10%	5%	82%
→	School-Oriented Routes aligned with school bell times, 5 days/week	2%	10%	80%
→	Express & Limited Stop Peak-only routes with few stops, 5 days/week	2%	<1%	81%
Night	Owl Overnight routes, 7 days/week	3%	<1%	66%
Special	Special Routes Unique purpose routes, 7 days/week	<1%	<1%	91%

Revenue Hours

How much service is available?

44%
38%
10%
2%
2%
3%
<1%

155K 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?

83%	85% Target
82%	
82%	
80%	
81%	
66%	
91%	

82.1% Systemwide Average

Ridership increased 22.2% YoY
Ridership on Equity Priority Routes increased 22.6% YoY

On-time performance increased 3.9% YoY

¹ Percent change from the previous year (FY24 Q3)

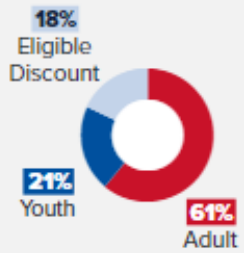
² Buses are on-time if they depart a timepoints within 59 seconds before schedule or 4 minutes and 59 seconds after schedule

3.3% decrease in subsidy per passenger YoY

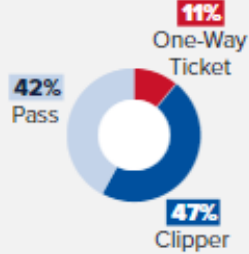
FARES

\$3.1M Fare Revenue
\$14.81 Subsidy Per Passenger

Fare Type

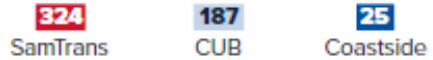


Payment Method

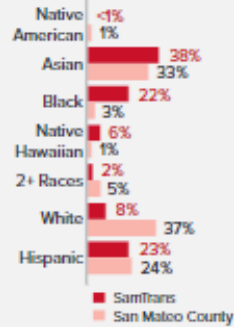


OPERATORS

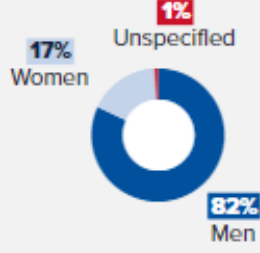
536 Average Number of Operators



Race & Ethnicity



Gender



Preventable accidents decreased 26.8% YoY and 22.9% MoM

ENVIRONMENT & SAFETY

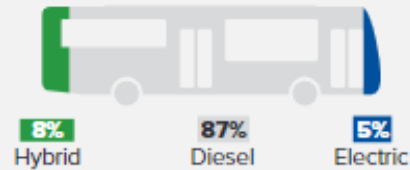
Service Calls



Preventable Accidents



Fleet in Operation

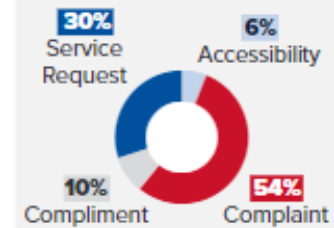


77.1% of all DNOs occurred on the day of and the day after the Super Bowl

RIDER EXPERIENCE

58.1 Trips Not Operated Per 100,000 Trips (+168.9%)
2.0 Comments Per 10,000 Boardings (-17.2%)

Comment Type



Trending Themes

23% Operators
14% Pass-Up
12% Bus Stop/Shelter

Top 3 in FY24 Q2: Operators, Pass Up & Lalo

¹ Percent change from the previous year (FY24 Q3)



Questions?



Thank You!