



FY24 Quarter 4 (April-June 2024) Report



Board of Directors | October 9, 2024

QUARTERLY DASHBOARD



April - June 2024 (FY24 Q4)

RIDERSHIP, SERVICE & ON-TIME PERFORMANCE

Systemwide Overview



2,584,578

Boardings (+11.6%¹)

71
Routes

1.6M
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%
Owl	Overnight routes, 7 days/week	3%
Special	Unique purpose routes, 7 days/week	<1%

Revenue Hours

How much service is available?

160.3K	Total Revenue Hours
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Avg Weekday Ridership

How many people ride?

32.7K	Systemwide Average
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On-Time Performance²

How often is the bus on time?

83%	85% Target
83%	
82%	
80%	
79%	
83%	

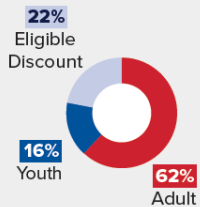
82.2% Systemwide Average

FARES

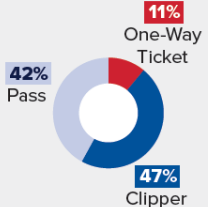
\$3.0M Fare Revenue

\$20.25 Subsidy Per Passenger

Fare Type



Payment Method

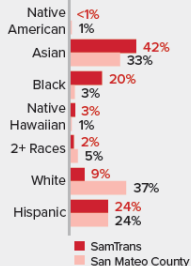


OPERATORS

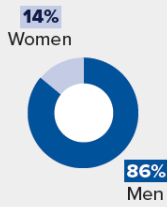
454 Average Number of Operators



Race & Ethnicity



Gender

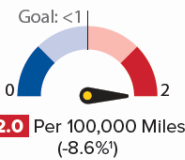


ENVIRONMENT & SAFETY

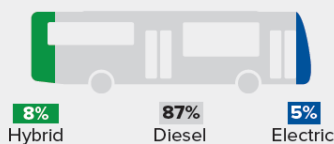
Service Calls



Preventable Accidents



Fleet in Operation



RIDER EXPERIENCE

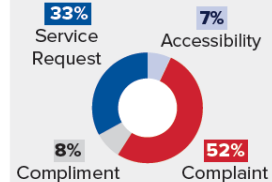
9.9

Trips Not Operated Per 100,000 Trips (-54.0%)

1.8

Comments Per 10,000 Boardings (-25.2%)

Comment Type



Trending Themes

- 26%** Operators
- 11%** Pass-Up
- 11%** Bus Stop/Shelter

Top 3 in FY24 Q3 Operators, Pass Up & Bus Stop/Shelter

¹ Percent change from the previous year (FY23 Q4)

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

Quarter 4 Dashboard (Apr-Jun) Highlights

RIDERSHIP, SERVICE & ON-TIME PERFORMANCE

Systemwide Overview



2,584,578

Boardings (+11.6%¹)

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Routes

1.6M
Revenue Miles

Service Categories

What types of service are available?

15 min	Frequent 15-minute or better frequency, 7 days/week
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→	School-Oriented Routes aligned with school bell times, 5 days/week
→	Express & Limited Stop Peak-only routes with few stops, 5 days/week
	Owl Overnight routes, 7 days/week
	Special Routes Unique purpose routes, 7 days/week

Revenue Hours

How much service is available?

15 min	44%
30 min	38%
60 min	10%
→	2%
→	2%
	3%
	<1%

160.3K Total Revenue Hours

Avg Weekday Ridership

How many people ride?

15 min	56%
30 min	29%
60 min	5%
→	8%
→	1%
	1%
	<1%

32.7K Systemwide Average

On-Time Performance²

How often is the bus on time?

15 min	83%	85% Target
30 min	83%	
60 min	82%	
→	80%	
→	79%	
	83%	
	92%	

82.2% Systemwide Average

Ridership increased 11.6% YoY
Ridership on Equity Priority Routes increased 11.9% YoY

On-time performance increased 4.6% YoY

¹ Percent change from the previous year (FY23 Q4)

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

12.5% increase in subsidy per passenger YoY

Service calls frequency increased 19.7% YoY

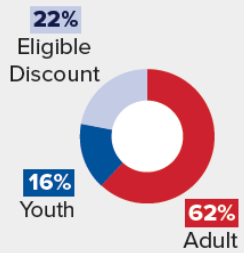
Preventable accidents frequency decreased 8.6% YoY

DNOs reduced by 54.0% YoY

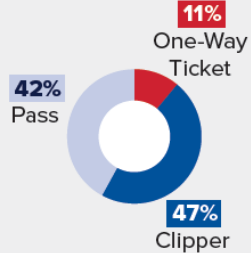
FARES

\$3.0M Fare Revenue
\$20.25 Subsidy Per Passenger

Fare Type



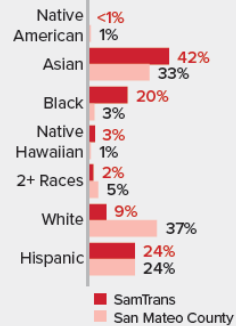
Payment Method



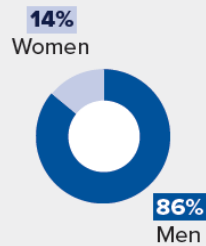
OPERATORS

454 Average Number of Operators
 345 SamTrans, 84 CUB, 25 Coastside

Race & Ethnicity

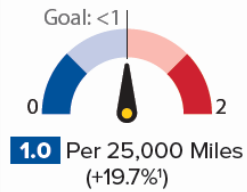


Gender

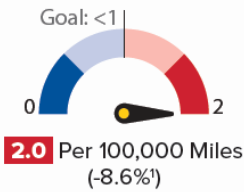


ENVIRONMENT & SAFETY

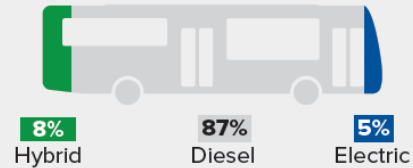
Service Calls



Preventable Accidents



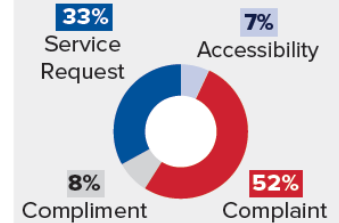
Fleet in Operation



RIDER EXPERIENCE

9.9 Trips Not Operated Per 100,000 Trips (-54.0%)
1.8 Comments Per 10,000 Boardings (-25.2%)

Comment Type



Trending Themes

26% Operators
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Top 3 in FY24 Q3
 Operators, Pass Up &
 Bus Stop/Shelter

¹ Percent change from the previous year (FY23 Q4)

August State of Service Highlights

Ridership Trends | 97.7% recovered

- Total ridership: +9.5% YoY
- Average weekday ridership: +10.5% YoY
- Ride Plus total ridership: +2.2% YoY

Youth Unlimited Pass Usage | +44.2% YoY

Preventable Accidents | 2.11 accidents per 100,000 miles (goal not met)

Service Calls | 0.99 service call per 25,000 miles (goal met)

On-Time-Performance | 80.0% (goal not met)

Did-Not-Operate | 10 DNOs

- Minimal increase compared to 4 DNOs in August 2023



Questions?



Thank You!