



FY25 Quarter 1 State of the Service (July-September 2024)



Operations Planning | December 4, 2024

QUARTERLY DASHBOARD

July - September 2024 (FY25 Q1)



RIDERSHIP, SERVICE & ON-TIME PERFORMANCE

Systemwide Overview



2,661,541
Boardings (+10.2%¹)

74
Routes

1.7M
Revenue Miles

Service Categories

What types of service are available?

15 min	Frequent 15-minute or better frequency, 7 days/week	41%
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	5%
Night	Owl Overnight routes, 7 days/week	2%
Special	Special Routes Unique purpose routes, 7 days/week	<1%

Revenue Hours

How much service is available?

173.9K	Total Revenue Hours
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Avg Weekday Ridership

How many people ride?

33.1K	Systemwide Average
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On-Time Performance²

How often is the bus on time?

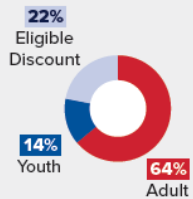
80.9%	Systemwide Average	85% Target
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FARES

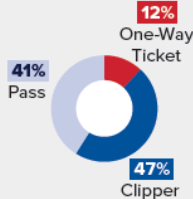
\$3.36M Fare Revenue

\$13.77 Subsidy Per Passenger

Fare Type



Payment Method

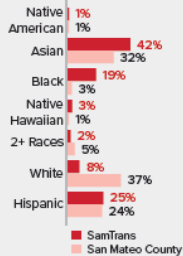


OPERATORS

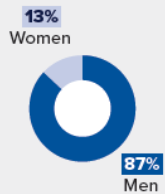
462 Average Number of Operators



Race & Ethnicity

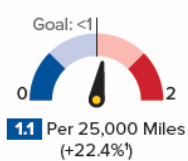


Gender



ENVIRONMENT & SAFETY

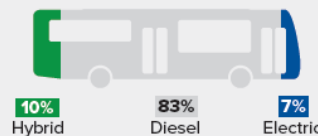
Service Calls



Preventable Accidents



Fleet in Operation

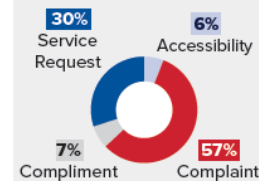


RIDER EXPERIENCE

515 Trips Not Operated Per 100,000 Trips (11,880.9%¹⁻³)

2.0 Comments Per 10,000 Boardings (-14.5%)

Comment Type



Trending Themes

25% Operators
13% Pass-Up
10% Schedule Request

Top 3 in FY24 Q1 Operators, Bus Stop or Shelter, Service Request & Pass Up (tied)

¹ Percent change from the previous year (FY24 Q1).

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

³ 98.6 percent of DNOs in FY25 Q1 were in the month of September 2024 in which an operator sick-out occurred.

Quarter 1 Dashboard (Jul-Sep) Highlights

RIDERSHIP, SERVICE & ON-TIME PERFORMANCE

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→	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	41%
30 min	39%
60 min	11%
→	2%
→	5%
	2%
	<1%

173.9K Total Revenue Hours

Avg Weekday Ridership

How many people ride?

15 min	56%
30 min	31%
60 min	5%
→	6%
→	1%
	1%
	<1%

33.1K Systemwide Average

On-Time Performance²

How often is the bus on time?

15 min	79%	85% Target
30 min	81%	
60 min	81%	
→	76%	
→	80%	
	71%	
	90%	

80.9% Systemwide Average

Ridership increased 10.2% YoY
Ridership on Equity Priority Routes increased 10.9% YoY

On-time performance increased 3.0% YoY

¹ Percent change from the previous year (FY24 Q1)

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

Quarter 1 Dashboard (Jul-Sep) Highlights

Subsidy per passenger decreased 4.0% YoY

Preventable accidents frequency decreased 7.0% YoY

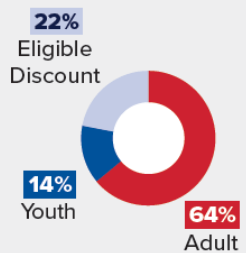
685 of 695 DNOs (98.6%) occurred during a few isolated days of extreme absences from operators..

FARES

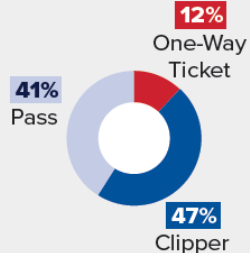
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Fare Type



Payment Method

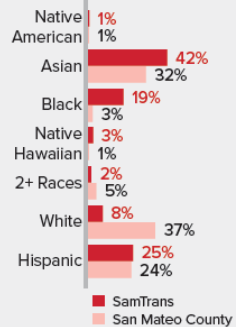


OPERATORS

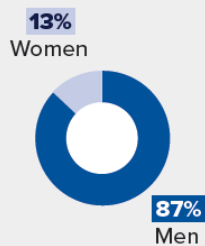
462 Average Number of Operators

344 SamTrans **93** CUB **25** Coastside

Race & Ethnicity

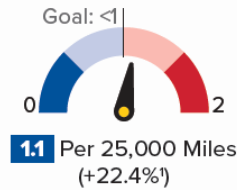


Gender

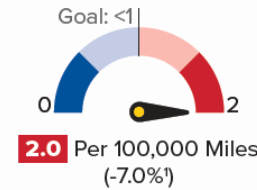


ENVIRONMENT & SAFETY

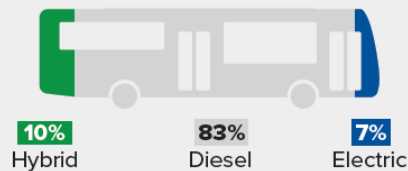
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Preventable Accidents



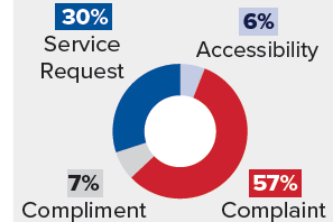
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Questions?



Thank You!