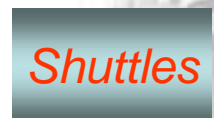




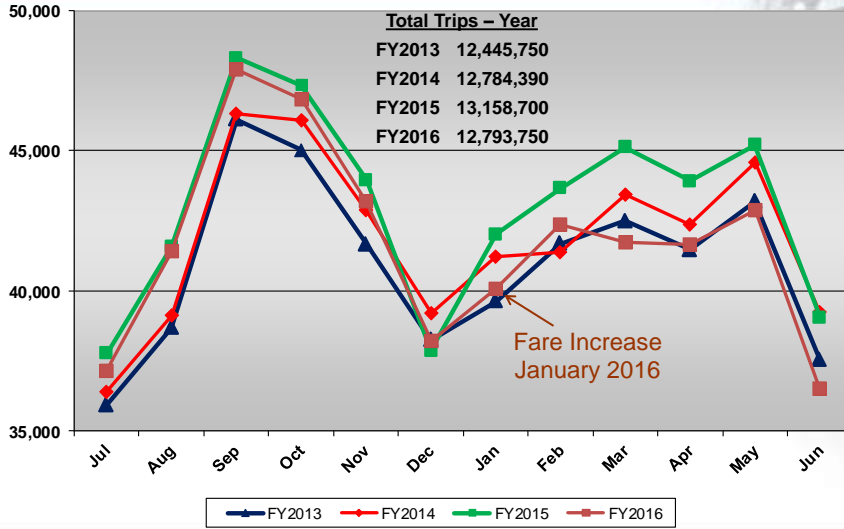
# End-of-Year Performance Report FY2016

Community Relations Committee  
Oct. 5, 2016  
Agenda Item 7



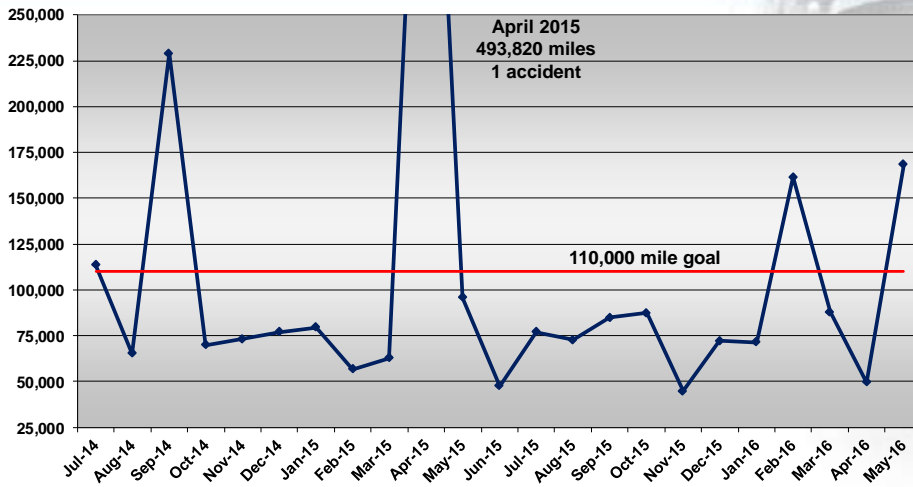
- Major Statistics for Each Mode
  - Ridership and Performance Summary
  - FY2016 Highlights
- Total System Ridership

# Fixed-route Service - AWR



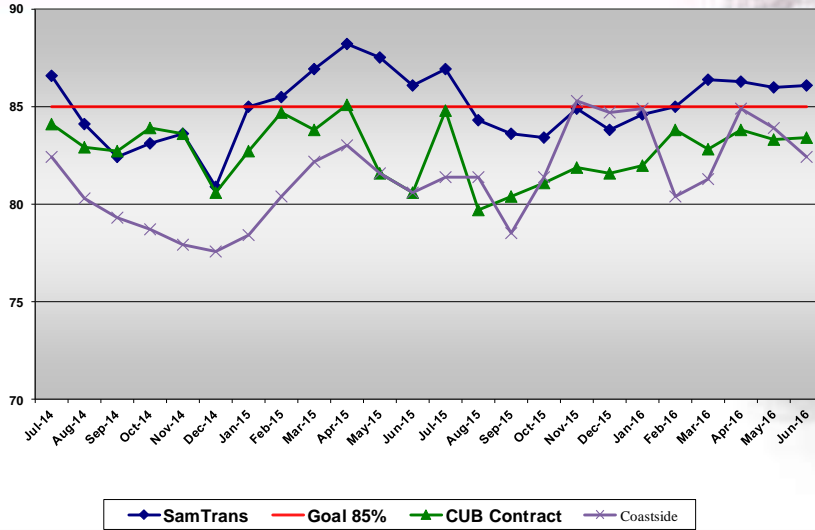
3

# Miles Between Preventable Accidents



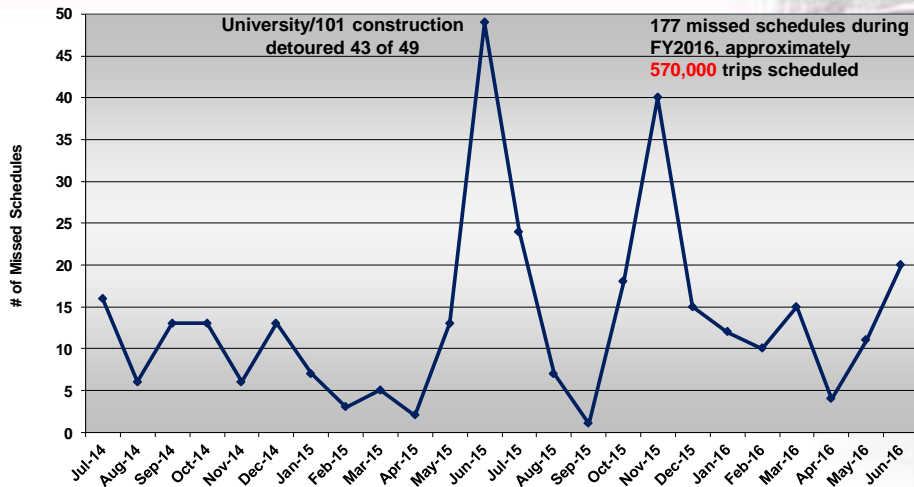
4

# On-time Performance



5

# Missed Schedules

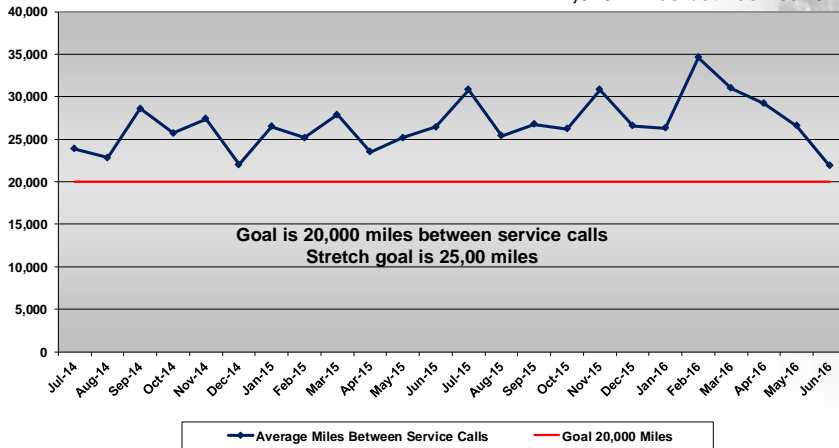


6

# Fleet Reliability



5,993,556 total miles  
217 road service calls  
27,620 miles between calls



7

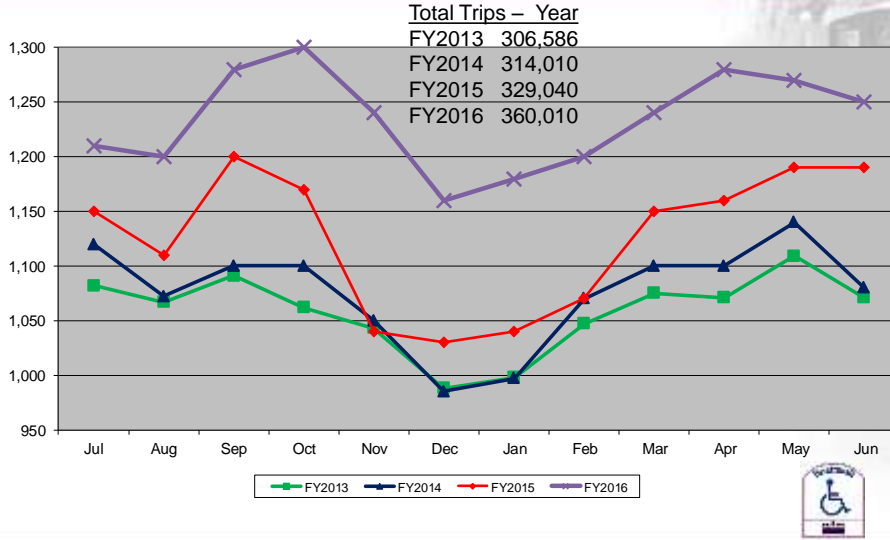
# FY2016 Fixed-route Highlights



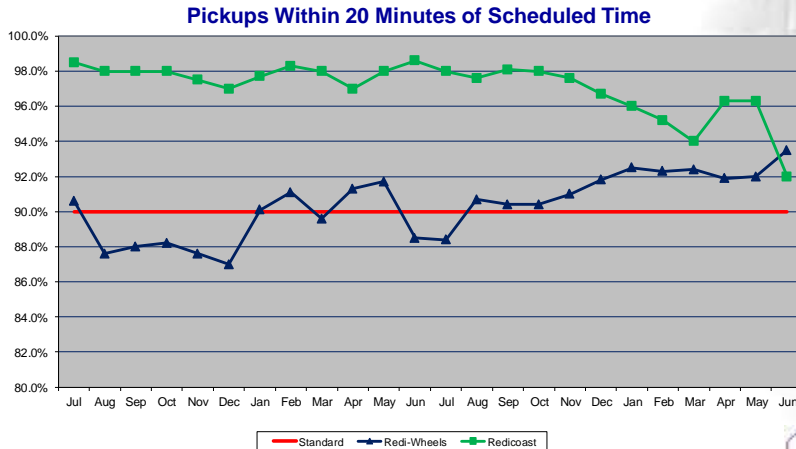
- Ridership declined during the last 6 months
  - Low gasoline prices
  - Fare changes in January 2016
- SamTrans adheres to strict safety standards
- OTP is improving
- Service quality remains high
- Fleet reliability remains very high

8

# Paratransit - AWR



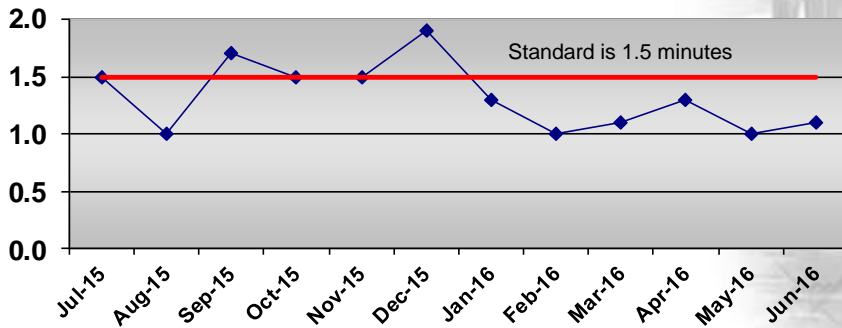
# On-time Performance



# Telephone Hold-time

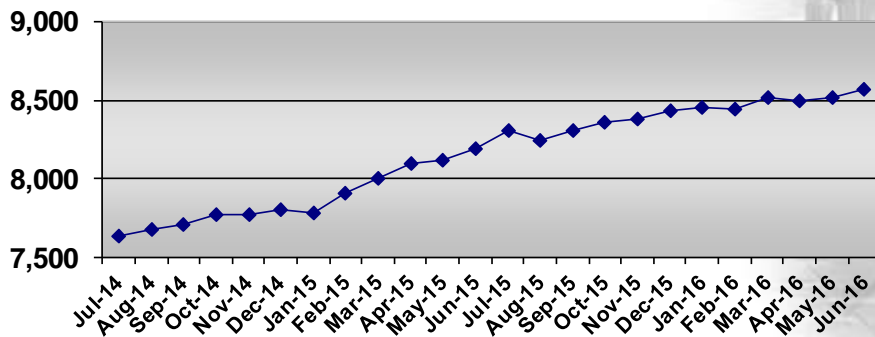


Minutes



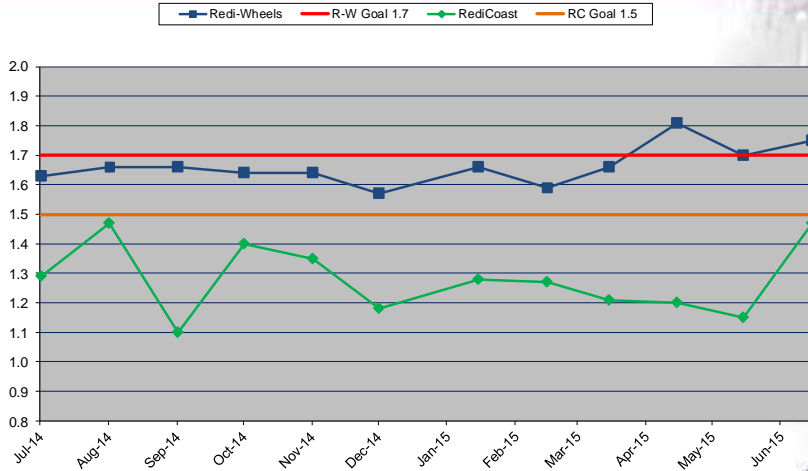
11

# Paratransit Registrants



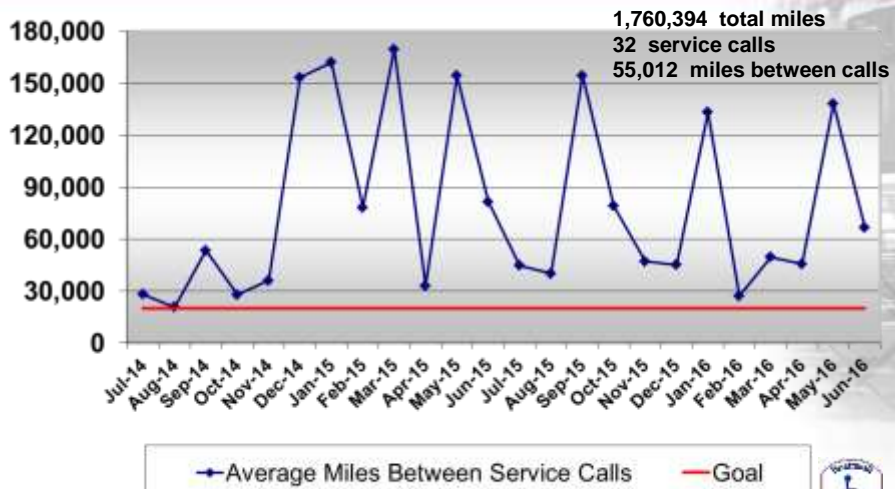
12

# System Productivity



13

# Fleet Reliability



14

## FY 2016 Paratransit Highlights

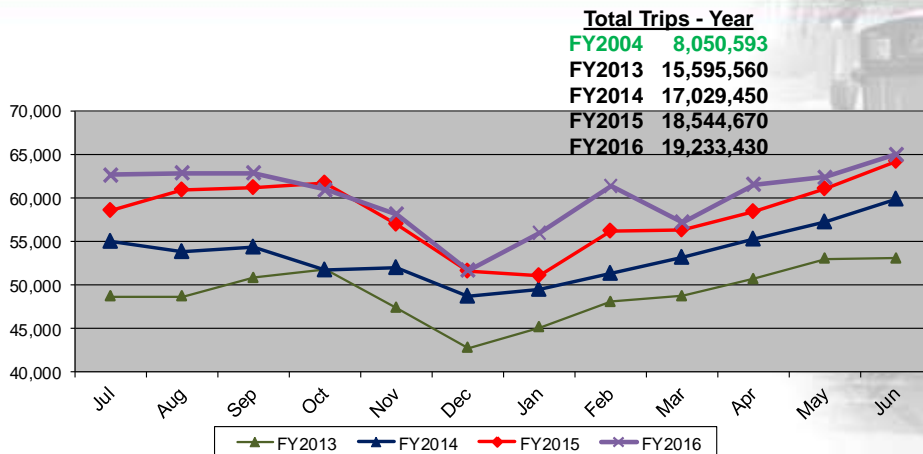


- Maintained zero-denial record
- On-time performance meeting standard
- Fleet reliability remains very high
- Ridership increased 9.4% to 360,010 trips in FY2016
- Lifeline fares remain unchanged at \$1.75
- Effective January 1, 2016 the regular fare increased 50 cents to \$4.25
- Effective July 1, 2016 the Agency fare increased 50 cents to \$5.00



15

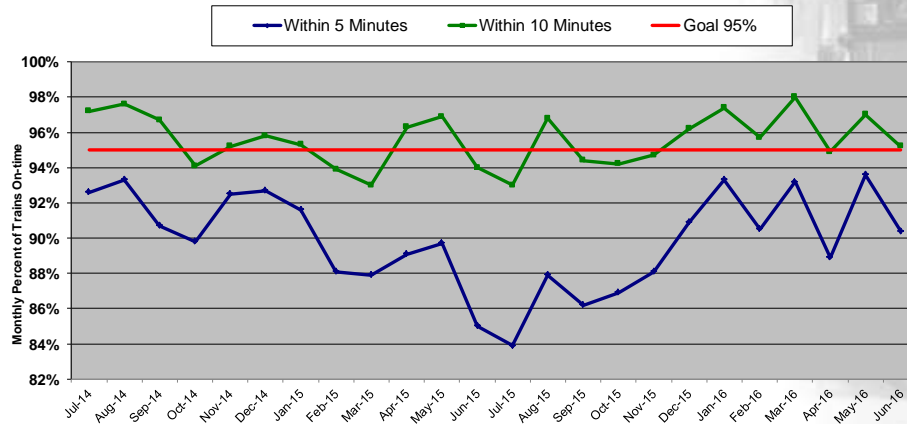
## Caltrain Ridership - AWR



16



## Caltrain On-time Performance



17

## FY2016 Caltrain Highlights



- AWR increased 3.2% from 58,367 to 60,219
- Total ridership increased 3.7% from 18,544,670 trips to 19,233,230 trips
- The Base Fare was increased 50 cents effective February 28, 2016
- OTP was down 0.7%, from 90.2% in FY 2015 to 89.5% in FY 2016
- Purchased 16 used Bombardier rail cars, 11 placed into service
- 4 bridge projects completed in San Mateo
- 2 bridge projects completed in San Francisco

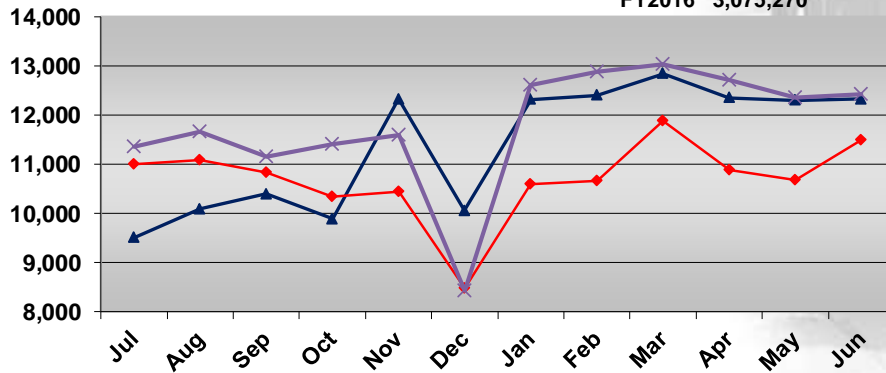


18

## Shuttle Ridership - AWR



**Total Trips - Year**  
 FY2014 2,959,850  
 FY2015 2,771,870  
 FY2016 3,075,270



Shuttles

19

—▲— FY2014 —◆— FY2015 —×— FY2016

## FY 2016 Shuttle Highlights



- Multi-agency shuttle service effective July 2015
  - Up to 10-year duration
  - All new vehicles
  - Reduced emissions
  - Three vehicle classes
  - New branding



Shuttles

20

# Total Trips by Mode

