



# Mid-Year Performance Report FY2018

Community Relations Committee  
March 7, 2018  
Agenda Item 7

San Mateo

Hillsdale  
Shopping  
Center

Transfer to  
Hillsdale Caltrain

Library

San Mateo

San Mateo

San Mateo

San Mateo

San Mateo

San Mateo

San Mateo

San Mateo

San Mateo

San Mateo

San Mateo

San Mateo

San Mateo

# Mid-year Performance Report (July – December)

samTrans

- Ridership
- Performance Statistics



# 6-month Ridership (000)

## (July – December)



<u>Ridership:</u>	<u>FY2014</u>	<u>FY2015</u>	<u>FY2016</u>	<u>FY2017</u>	<u>FY2018</u>
Nationwide	5,326,831	5,397,387	5,281,068	5,096,419	4,968,152
Nation Buses	2,641,174	2,636,102	2,554,027	2,412,789	2,300,487
SamTrans	6,688	6,720	6,742	6,258	5,859
Caltrain	8,472	9,318	9,595	9,341	9,476
 <u>Change:</u>					
Nationwide		70,556	-116,319	-184,649	-128,267
Nation Buses		-5,072	-82,075	-141,238	-112,302
SamTrans		32	22	-484	-399
Caltrain		846	277	-254	135
 <u>Percent:</u>					
Nationwide		1.3%	-2.2%	-3.5%	-2.5%
Nation Buses		-0.2%	-3.1%	-5.5%	-4.7%
SamTrans		0.5%	0.3%	-7.2%	-6.4%
Caltrain		10.0%	3.0%	-2.7%	1.5%

# Vehicle Revenue Miles (000)

## (July – December)



<u>Ridership:</u>	<u>FY2014</u>	<u>FY2015</u>	<u>FY2016</u>	<u>FY2017</u>	<u>FY2018</u>
Nationwide	27,274,625	27,583,540	28,042,255	28,585,274	28,870,762
Nation Buses	940,049	950,187	955,945	970,340	1,013,454
SamTrans	3,402	3,270	3,352	3,364	3,363
Caltrain	3,402	3,428	3,622	3,648	3,611
<u>Change:</u>					
Nationwide		308,915	458,715	543,019	285,488
Nation Buses		10,138	5,758	14,395	43,114
SamTrans		-132	82	12	-1
Caltrain		26	194	26	-37
<u>Percent:</u>					
Nationwide		1.1%	1.7%	1.9%	1.0%
Nation Buses		1.1%	0.6%	1.5%	4.4%
SamTrans		-3.9%	2.5%	0.4%	0.0%
Caltrain		0.8%	5.7%	0.7%	-1.0%

# Trips / Vehicle Revenue Mile (July – December)



<u>Ridership:</u>	<u>FY2014</u>	<u>FY2015</u>	<u>FY2016</u>	<u>FY2017</u>	<u>FY2018</u>
Nationwide	0.195	0.196	0.188	0.178	0.172
Nation Buses	2.810	2.774	2.672	2.487	2.270
SamTrans	1.966	2.055	2.011	1.860	1.742
Caltrain	2.491	2.719	2.649	2.560	2.624
<u>Change:</u>					
Nationwide		0.001	-0.008	-0.010	-0.006
Nation Buses		-0.036	-0.102	-0.185	-0.217
SamTrans		0.089	-0.044	-0.151	-0.118
Caltrain		0.228	-0.070	-0.089	0.064
<u>Percent:</u>					
Nationwide		0.19%	-3.76%	-5.33%	-3.48%
Nation Buses		-1.26%	-3.70%	-6.93%	-8.71%
SamTrans		4.52%	-2.11%	-7.52%	-6.32%
Caltrain		9.15%	-2.56%	-3.34%	2.49%

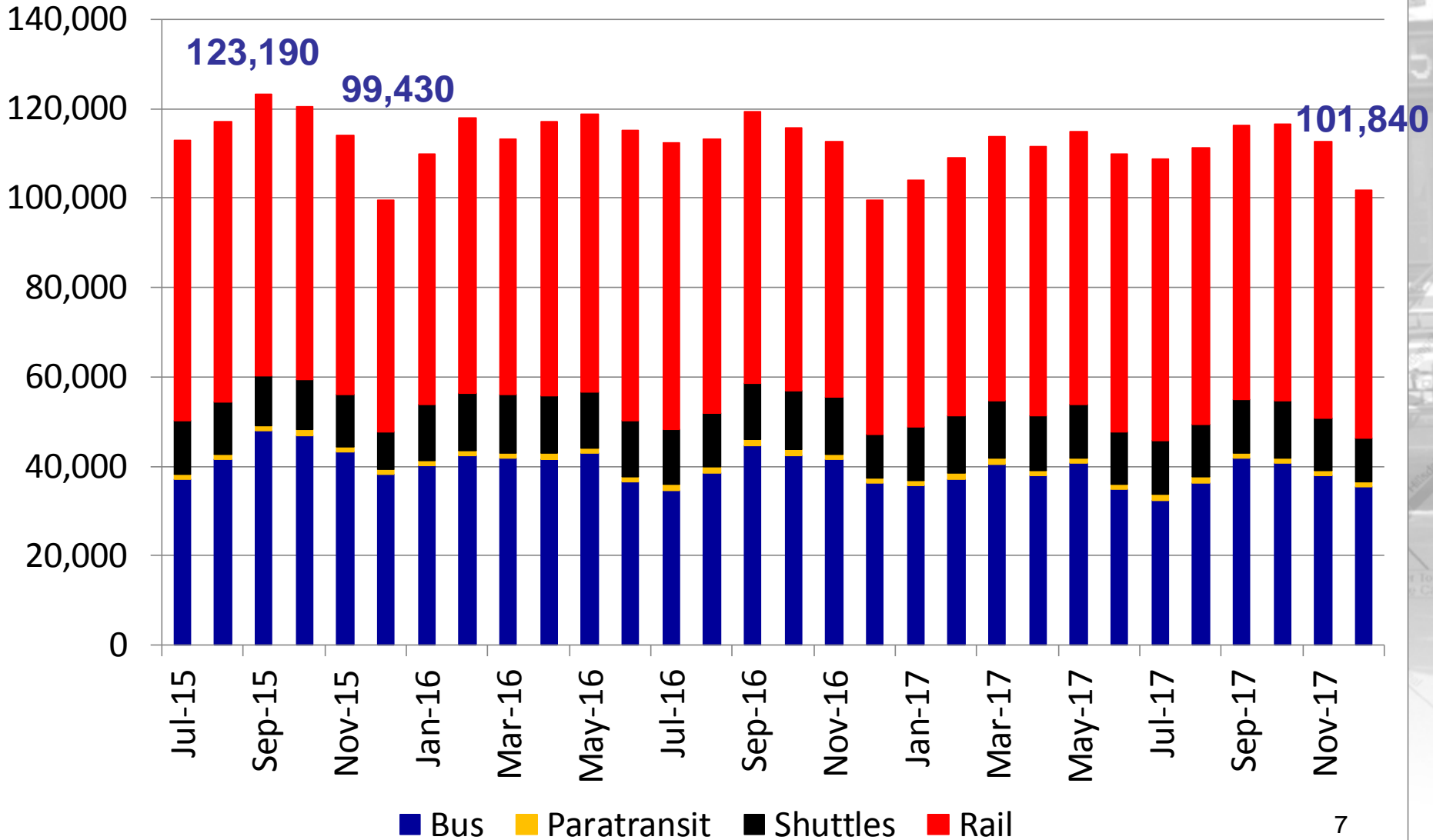
# Decline from FY2014 to FY2018 (July – December)



## Efficiency: Trips per Vehicle Revenue Mile

Nationwide	<b>-0.023</b>	<b>-11.89%</b>
Nation Buses	<b>-0.540</b>	<b>-19.21%</b>
SamTrans	<b>-0.224</b>	<b>-11.37%</b>
Caltrain	<b>0.134</b>	<b>5.37%</b>





# On-time Performance

(July – December)

samTrans



**BUS**  
Goal 85%



**PARATRANSIT**  
Goal 90%



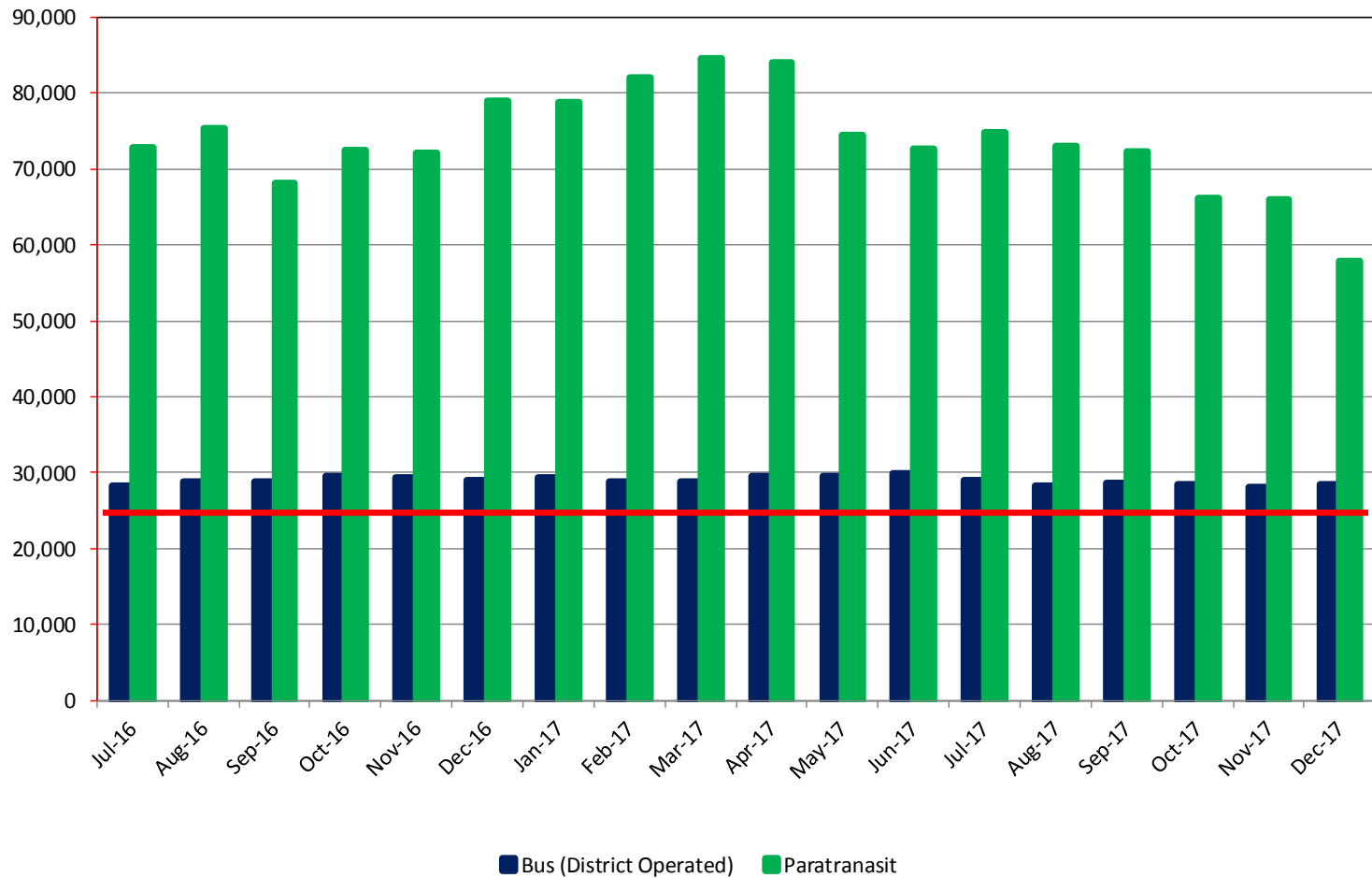
**RAIL**  
Goal 95%



# Fleet Reliability Bus & Paratransit



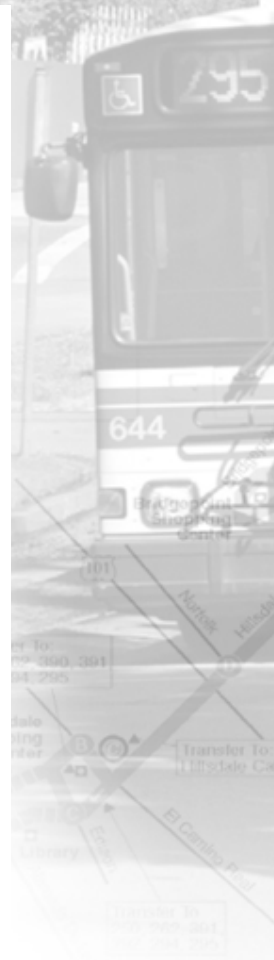
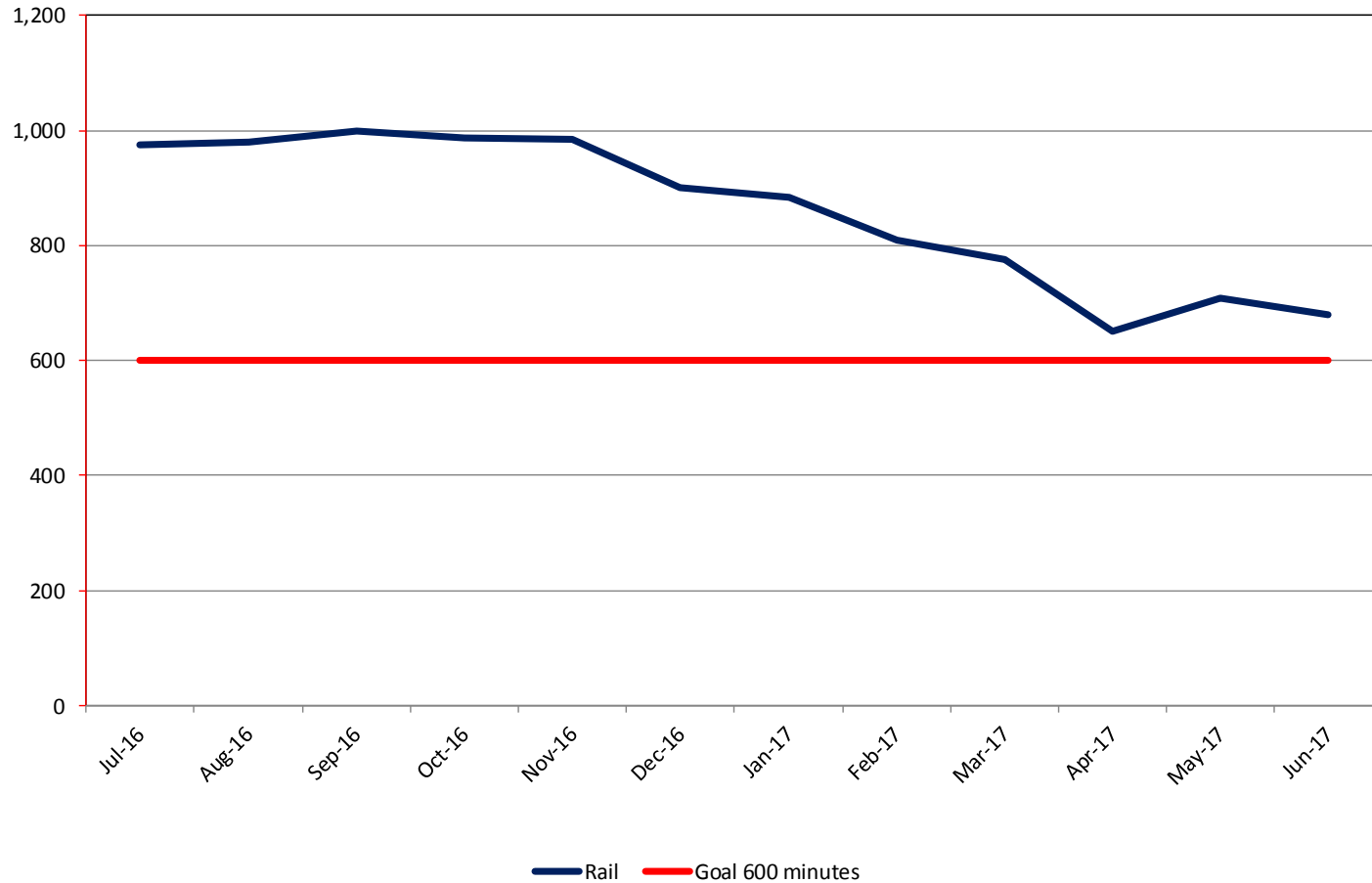
### Miles Between Service Calls 12-month rolling average



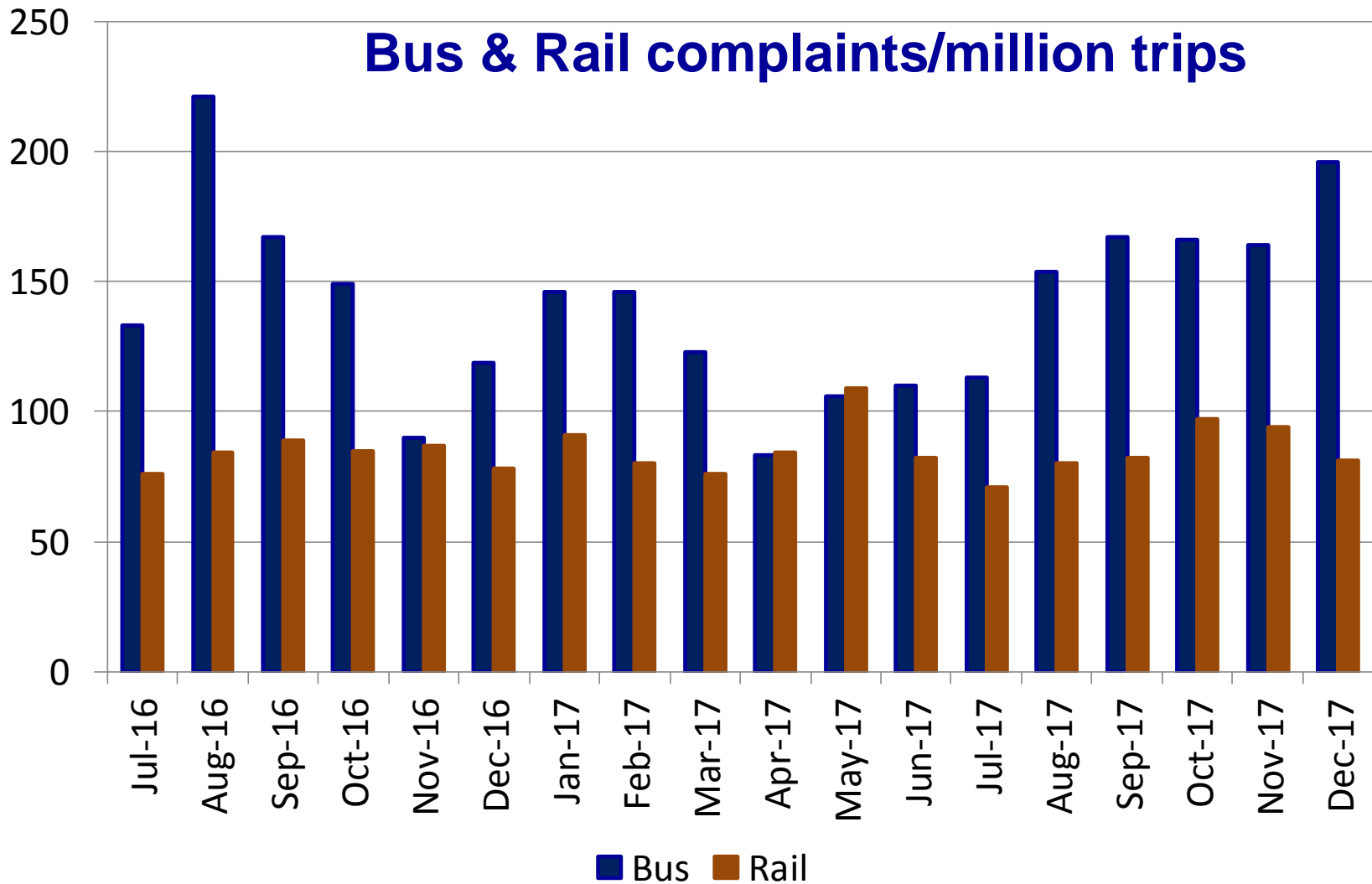
# Fleet Reliability - Rail



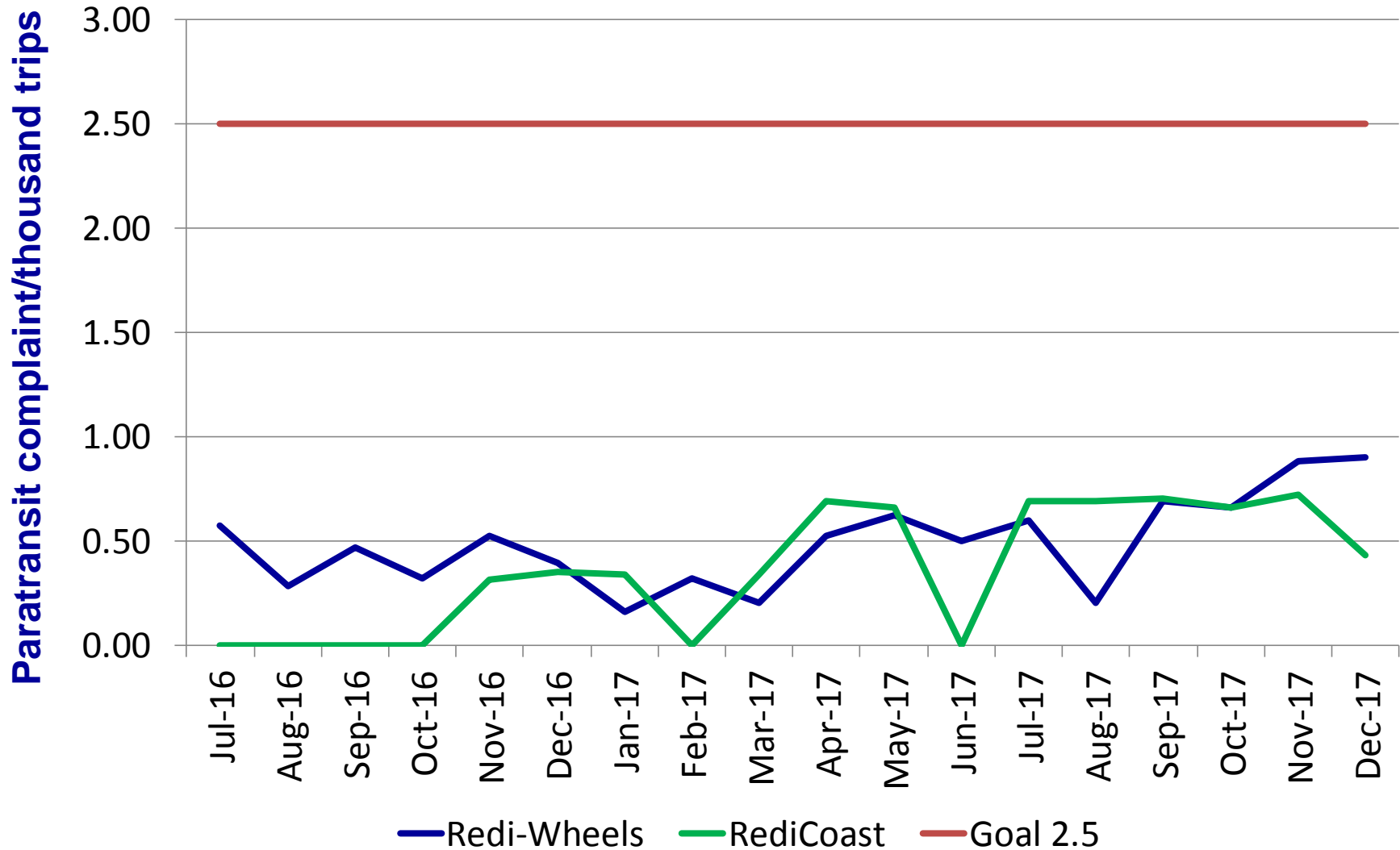
Mechanical Minutes of Delay  
12-month rolling average



# Customer Complaints



# Customer Complaints



# Missed Service



6-month Service (July – December):

290,000 Bus Trips, 304 Trips DNO 0.10%

13,076 Trains, 7 trains annulled 0.05%

180,920 Paratransit Trips, denials 0.00%

