

From: [Baird, Nathan](#)
To: [Dao, Veronica](#); [George Lu](#); [Rius, Rafael](#)
Cc: [French, Amy](#)
Subject: RE: Palo Alto Link Questions for 3/27
Date: Wednesday, March 27, 2024 2:58:30 PM
Attachments: [PAL data performance - March 2023 - December 2024.xlsx](#)
[image003.png](#)
[image004.png](#)

Here is an excel sheet that has most of what George has requested.

Thank you,
Nate Baird
Office of Transportation

From: Dao, Veronica <Veronica.Dao@CityofPaloAlto.org>
Sent: Monday, March 25, 2024 8:00 AM
To: George Lu <georgeglue@gmail.com>; Rius, Rafael <Rafael.Rius@CityofPaloAlto.org>
Cc: French, Amy <Amy.French@CityofPaloAlto.org>; Baird, Nathan <Nathan.Baird@CityofPaloAlto.org>
Subject: RE: Palo Alto Link Questions for 3/27

Good morning George!

Thanks for your questions.

Nate (CC'd) here is the lead on this staff report and should be able to answer your questions.

Thank you!

Veronica



Veronica Dao
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Planning and Development Department
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Provide feedback on Planning Development and
Administration services

From: George Lu <georgeglue@gmail.com>
Sent: Sunday, March 24, 2024 2:04 PM
To: Dao, Veronica <Veronica.Dao@CityofPaloAlto.org>; Rius, Rafael <Rafael.Rius@CityofPaloAlto.org>
Cc: French, Amy <Amy.French@CityofPaloAlto.org>
Subject: Palo Alto Link Questions for 3/27

CAUTION: This email originated from outside of the organization. Be cautious of opening attachments and clicking on links.

Hi Rafael and Veronica, (cc Amy)

I had some questions about item 5 (Palo Alto Link) for our upcoming meeting. I'm hoping you can answer or route my questions.

I really appreciate the details in the packet. However, it's difficult to evaluate impact and financial sustainability without more detailed versions of the numbers already included.

Could staff / Via provide more numbers, particularly the following to the PTC? Anytime before Wednesday afternoon would work for me personally.

- 1.
- 2.
3. Breakdown of rides
4.
 - 1.
 - 2.
 3. Total rides per month
 - 4.
 - 5.
 - 6.
 7. Unique riders per month
 - 8.
 - 9.
 - 10.
 11. # of discounted rides per month
 12.
 - 1.
 - 2.
 3. Include another breakdown for what % of discounts are for youth, senior, low-income, or disabled fares
 4. respectively.
 - 5.
- 13.
- 14.
15. # of free rides per month (associated with SRP)
- 16.
- 17.

- 18.
19. # of subscription / Link Pass-related rides per month
- 20.

- 2.
- 3.
4. Breakdown of costs
- 5.

- 1.
- 2.
- c. Ongoing costs per month

- 4.
- 1.
- 2.
3. Summarize costs into a few high-level buckets, like driver wages, vehicle maintenance, Via's program
- iv. fees, city staff salary, etc..

- 5.
- 5.
- 6.
- g. Startup costs vs. ongoing costs.

- 8.
- 1.
- 2.
3. Summarize what % of the budget went toward one-costs and group those costs into a few high-level buckets,
4. like purchasing and painting the vehicles, any one-time permit of program startup fees, etc..
- 5.
- 6.

- vii.
- 6.
- 7.
8. Breakdown of budget / revenues
- 9.

- 1.
- 2.
3. % of program budget that has come from fares, subscription revenues, different

sources of private funding,

4. different sources of public funding, etc.

5.

6.

g.

Outside of these numbers, I have a bunch of specific operational questions too (like whether all 10 vehicles are utilized during peak times; whether there are indications that free SRP fares are used by Gunn students; etc.). Would it be useful to staff for me to collate and ask those questions in advance too?

Thank you!

Best,
George

**2016 Measure B Innovative Transit Service Models
Progress Report - continued**

Instruction:

(1) Enter data in this spreadsheet as monthly totals, not daily averages unless otherwise specified.

(2) If the project operator does not collect a certain type of data, please identify "N/A" and explain the reason in writing.

(3) Project sponsor must provide at least once a year:

(a) Boardings by stop. A map with graduated circles or a spreadsheet of the data would be acceptable; and

(b) Boardings by time of day. Ideally a count of boardings in each hour of service (averages/totals for a month). For example, 34 boardings at 9am, etc.

5. Service Hours & Ridership

Month/Year	02/2023	03/2023	04/2023	05/2023	06/2023	07/2023	08/2023	09/2023	10/2023	11/2023	12/2023
System											
Number of weekday service days		19	20	23	22	25	23	21	22	22	21
Number of weekend service days		0	0	0	0	0	0	0	0	0	0
Monthly vehicle revenue hours (weekday) ⁽¹⁾		1123.32	1327.24	1630.46	1527.55	1308.21	1783.28	1592.29	1635.13	1487.62	1509.36
Monthly vehicle revenue hours (weekend) ⁽¹⁾		0	0	0	0	0	0	0	0	0	0
Total service days		19	20	23	22	25	23	21	22	22	21
Total vehicle revenue hours		1123.32	1327.24	1630.46	1527.55	1308.21	1783.28	1592.29	1635.13	1487.62	1509.36
Total boardings/pickups (unlinked passenger trips)		3011	3022	3967	4478	3903	5348	4570	4579	4239	3904
Total weekday boardings/pickups		3011	3022	3967	4478	3903	5348	4570	4579	4239	3904
Total weekend boardings/pickups		0	0	0	0	0	0	0	0	0	0
Total unique customers		840	727	819	843						
Total passenger miles		9558.32	9685.48	12809.12	14460.91	13355.24	17369.43	14655.34	14927.87	14218	12171.38
Total vehicle miles		11758.58	12384.8	15622.17	17364.47	15771.25	20682.69	17585.42	18560.49	17129.63	15952.39
Average daily boardings/pickups		158.4736842	151.1	172.4782609	203.5454545	156.12	232.5217391	217.6190476	208.1363636	192.6818182	185.9047619
Average weekday daily boardings/pickups		158.4736842	151.1	172.4782609	203.5454545	156.12	232.5217391	217.6190476	208.1363636	192.6818182	185.9047619
Average weekend daily boardings/pickups		0	0	0	0	0	0	0	0	0	0
Average weekday hourly boardings/pickups		2.680447246	2.276905458	2.433055702	2.931491604	2.983465957	2.998968193	2.870080199	2.80038896	2.849518022	2.58652674
Average weekend hourly boardings/pickups		0	0	0	0	0	0	0	0	0	0
Boardings/Pickups per revenue hour		2.680447246	2.276905458	2.433055702	2.931491604	2.983465957	2.998968193	2.870080199	2.80038896	2.849518022	2.58652674
Passenger miles per passenger trip		3.174466955	3.204990073	3.228918578	3.229323359	3.421788368	3.247836574	3.206857768	3.260072068	3.354092946	3.117669057
Transit-dependent population											
Total boardings by youth (Ages 0-17)		217	423	981	882	678	961	754	820	766	755
Total boardings by low-income persons		128	217	250	338	254	335	419	459	351	326
Total boardings by disabled persons		125	168	247	195	175	210	224	170	200	200

6. Financial information

Month/Year	02/2023	03/2023	04/2023	05/2023	06/2023	07/2023	08/2023	09/2023	10/2023	11/2023	12/2023
System											
Operating expenses		\$ 99,582.32	\$ 117,659.83	\$ 144,540.28	\$ 135,417.31	\$ 115,972.82	\$ 158,087.77	\$ 141,156.51	\$ 144,954.27	\$ 131,877.51	\$ 133,804.76
Capital expenses and other miscellaneous expenses		-	-	-	-	-	-	-	-	-	-
Total expenses		\$ 92,500.00	\$ 100,118.77	\$ 117,514.61	\$ 142,645.04	\$ 132,567.82	\$ 112,959.30	\$ 155,575.26	\$ 137,654.58	\$ 141,604.56	\$ 128,637.08
Total fare revenues collected		\$ -	\$ -	\$ 2,312.66	\$ 3,894.84	\$ 3,839.34	\$ 2,997.97	\$ 4,639.30	\$ 4,245.67	\$ 4,117.26	\$ 3,633.99
Average operating cost per trip		\$ 33.07	\$ 38.93	\$ 36.44	\$ 30.24	\$ 29.71	\$ 29.56	\$ 30.89	\$ 31.66	\$ 31.11	\$ 34.27
Average fare per trip		\$ -	\$ 0.77	\$ 0.98	\$ 0.86	\$ 0.77	\$ 0.87	\$ 0.93	\$ 0.90	\$ 0.86	\$ 0.84
Fare recovery rate		0	0.01966	0.02695	0.02835	0.02585	0.02935	0.03008	0.02840	0.02756	0.02452
Transit-dependent population											
Fare revenues collected from youth, low income and disabled population		\$444	\$780	\$1,347	\$1,272	\$1,016	\$1,371	\$1,271	\$1,340	\$1,225	\$1,231
Average cost per trip for youth, low income and disabled population		\$18.18	\$23.30	\$23.55	\$16.91	\$19.06	\$17.63	\$16.01	\$17.27	\$16.71	\$17.12

7. Other performance indicators

Month/Year	03/2023	04/2023	05/2023	06/2023	07/2023	08/2023	09/2023	10/2023	11/2023	12/2023
Total # of bicycles carried	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total # of wheelchair lift usage or # of accessible trips completed	14	29	71	87	36	23	35	16	38	29
On-time performance (%)	96.81%	95.93%	96.80%	96.09%	97.03%	95.83%	96.04%	95.85%	96.04%	95.57%
Total # of missed trips	720	192	348	396	530	320	337	422	401	256
Total # of passenger no-shows	150	93	90	85	88	132	111	168	129	139
Total # of excessively late trips ⁽²⁾	193	248	300	328	249	442	404	424	414	381
Total # of bookings by mobile application/website	6769	4783	6272	6987	6433	8334	7179	7523	6664	5969
Total % of bookings by mobile application/website	97.00%	95.80%	96.40%	96.80%	96.80%	98.20%	98.30%	98.50%	98.80%	98.70%
Total # of bookings cancelled w/n allowable period ⁽³⁾	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total # of bookings cancelled outside of allowable period ⁽³⁾	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Total # of bookings cancelled	544	286	419	493	462	611	599	678	547	526

8. Boardings by stop/Boardings by Time of Day (submit at least once a year)

See instructions in cell A7. You can insert the data as a new spreadsheet or as a separate attachment.

Notes:

(1) Summing the vehicle revenue hours is the amount of revenue time for **EACH** vehicle

(2) "Excessively late trips" is defined as 5 minutes later than scheduled time for this reporting purpose. If your system defines it differently, please provide your definition.

(3) "allowable period" is defined as 2-hour window before the start of the pick-up window. If your system defines it differently, please provide your definition.

Via Actual Costs

	Feb-23	March_2023	April_2023	May_2023	June_2023	July_2023	August_2023	September_2023	October_2023	November_2023	December_2023
Installation Fee	\$92,500										
Driver Hours		1123.32	1327.24	1630.46	1527.55	1308.21	1783.28	1592.29	1635.13	1487.62	1509.36
Driver Hours - \$		\$ 99,582.32	\$ 117,659.83	\$ 144,540.28	\$ 135,417.31	\$ 115,972.82	\$ 158,087.77	\$ 141,156.51	\$ 144,954.27	\$ 131,877.51	\$ 133,804.76
Farebox Revenue		\$ -	\$ (1,572.16)	\$ (2,808.34)	\$ (3,025.34)	\$ (2,328.97)	\$ (3,533.80)	\$ (3,464.17)	\$ (3,389.76)	\$ (3,008.99)	\$ (2,721.12)
Cash Fares		\$ -	\$ (740.50)	\$ (1,086.50)	\$ (814.00)	\$ (669.00)	\$ (1,105.50)	\$ (781.50)	\$ (727.50)	\$ (625.00)	\$ (560.00)
Total Farebox Revenues & Cash Fares		\$ -	\$ 2,312.66	\$ 3,894.84	\$ 3,839.34	\$ 2,997.97	\$ 4,639.30	\$ 4,245.67	\$ 4,117.26	\$ 3,633.99	\$ 3,281.12
Regulatory Fees		\$ 237.70	\$ 242.30	\$ 329.80	\$ 366.60	\$ 332.90	\$ 447.70	\$ 389.90	\$ 407.10	\$ 378.70	\$ 344.70
PUCTRA Regulatory Fees		\$ 298.75	\$ 352.98	\$ 433.62	\$ 406.25	\$ 347.92	\$ 474.26	\$ 423.47	\$ 434.86	\$ 395.63	\$ 401.41

Driver Hours - Rate		\$	88.65	\$	88.65	\$	88.65	\$	88.65	\$	88.65	\$	88.65	\$	88.65	\$	88.65	\$	88.65	\$	88.65	\$	88.65	\$	88.65	
Monthly Operating Costs Total	\$	92,500.00	\$	100,118.77	\$	117,514.61	\$	142,645.04	\$	132,567.82	\$	112,959.30	\$	155,575.26	\$	137,654.58	\$	141,604.56	\$	128,637.08	\$	130,981.88	\$	192,618.77	\$	406,189.14
																									\$	401,223.52

Funding

VTA Innovative Transit	2,000,000
Stanford Research Park	31,000 per month (a new agreement is being negotiated to revise SRP's payment to match their percentage of trips)
Transportation For Clean Air grant	441,000 (agreement is being finalized, 75% for operating costs, 25% toward upgrading hybrid vans to EV)