San Mateo County
TRANSIT DISTRICT

Business Intelligence Update

Citizens Advisory Committee
May 18, 2022
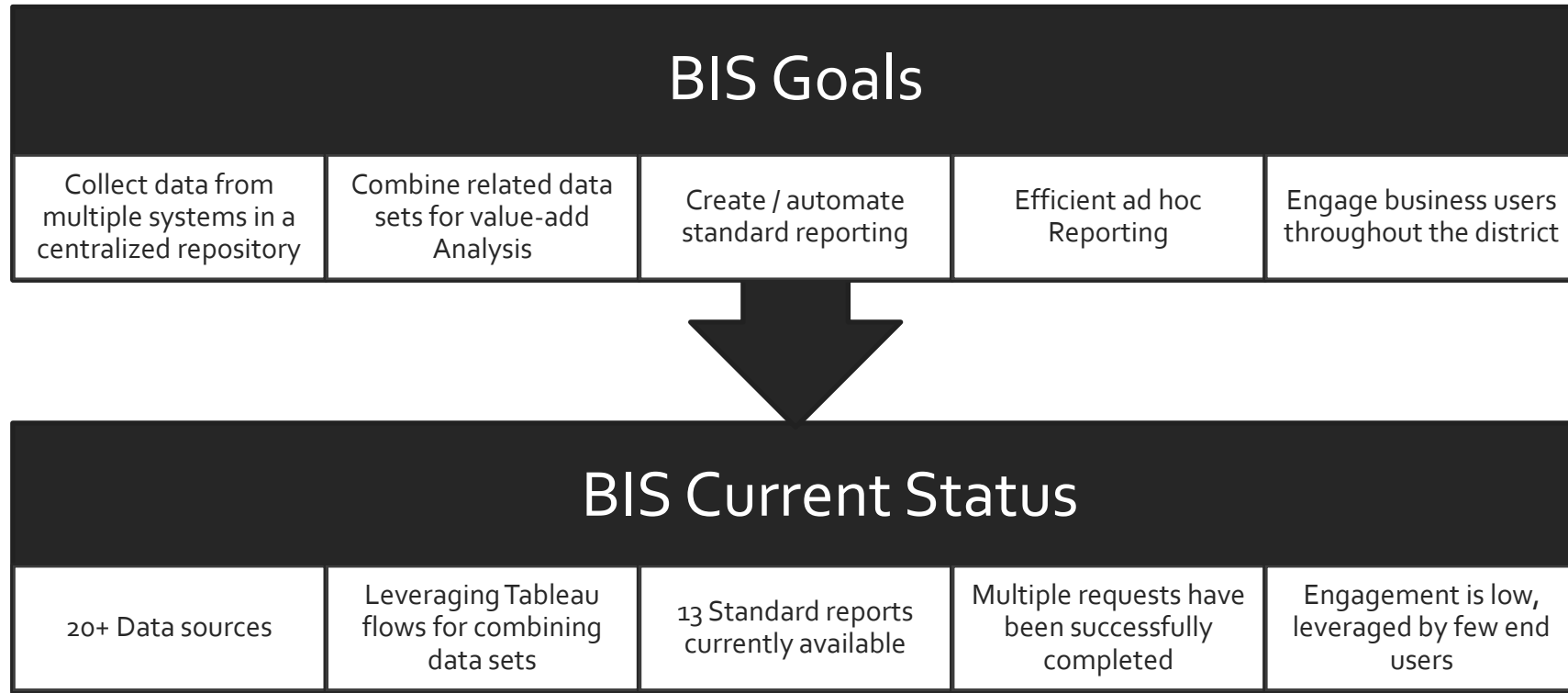Agenda Item 7

Fare Program Operations
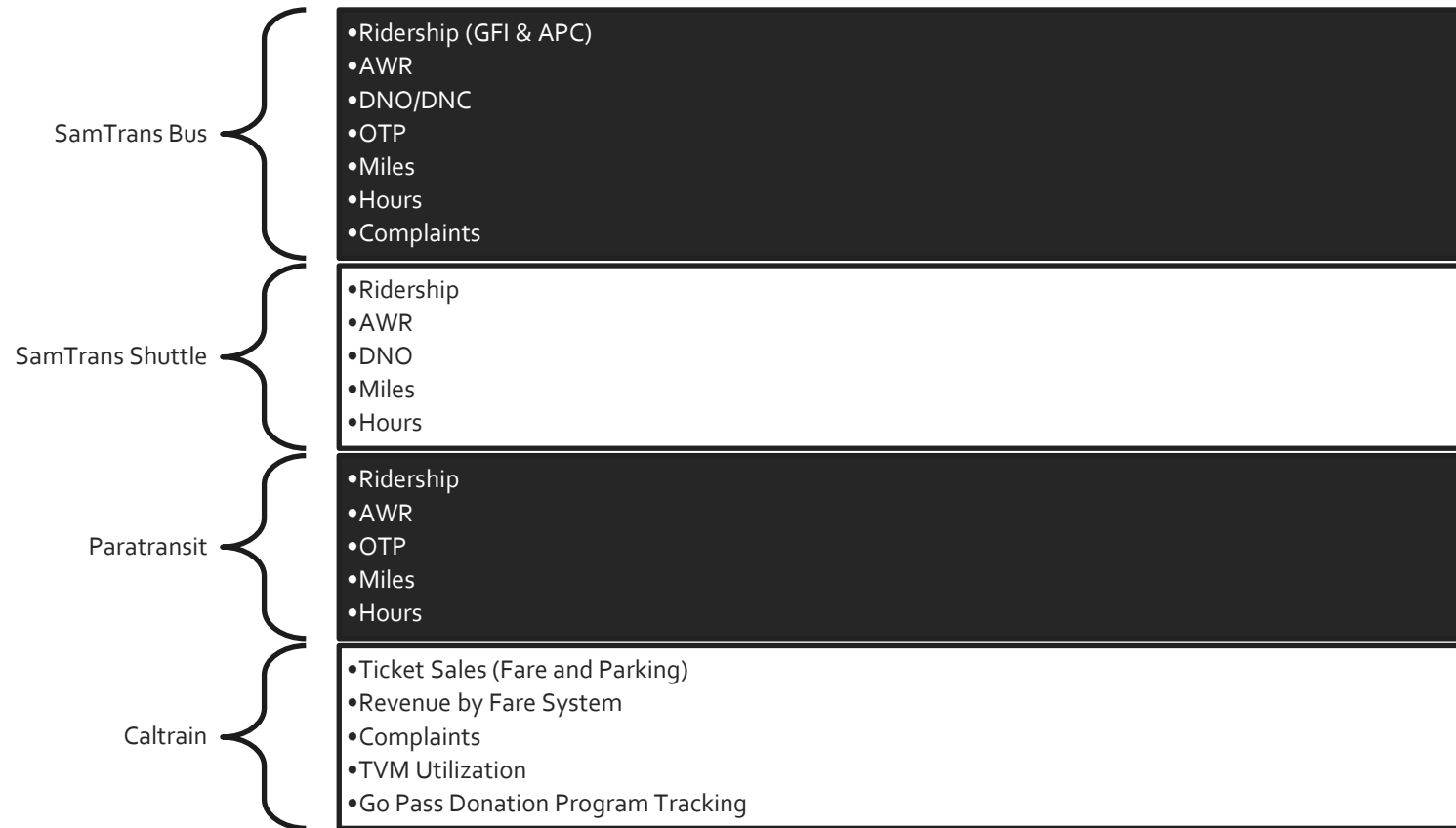
Agenda

Background

Review Metrics Available

BIS Tool Demonstration

Next Steps

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Background

BIS Goals				
Collect data from multiple systems in a centralized repository	Combine related data sets for value-add Analysis	Create / automate standard reporting	Efficient ad hoc Reporting	Engage business users throughout the district

BIS Current Status				
20+ Data sources	Leveraging Tableau flows for combining data sets	13 Standard reports currently available	Multiple requests have been successfully completed	Engagement is low, leveraged by few end users

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Metrics Available

SamTrans Bus
- Ridership (GFI & APC)
- AWR
- DNO/DNC
- OTP
- Miles
- Hours
- Complaints

SamTrans Shuttle
- Ridership
- AWR
- DNO
- Miles
- Hours

Paratransit
- Ridership
- AWR
- OTP
- Miles
- Hours

Caltrain
- Ticket Sales (Fare and Parking)
- Revenue by Fare System
- Complaints
- TVM Utilization
- Go Pass Donation Program Tracking

BIS Tool Demonstration

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Next Steps

Dashboard identified for Caltrain					
OTP-Train and Segment	Tasi Financials	Mechanical Delays	APC's @4th and King	Clipper Station Views	Miles

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