

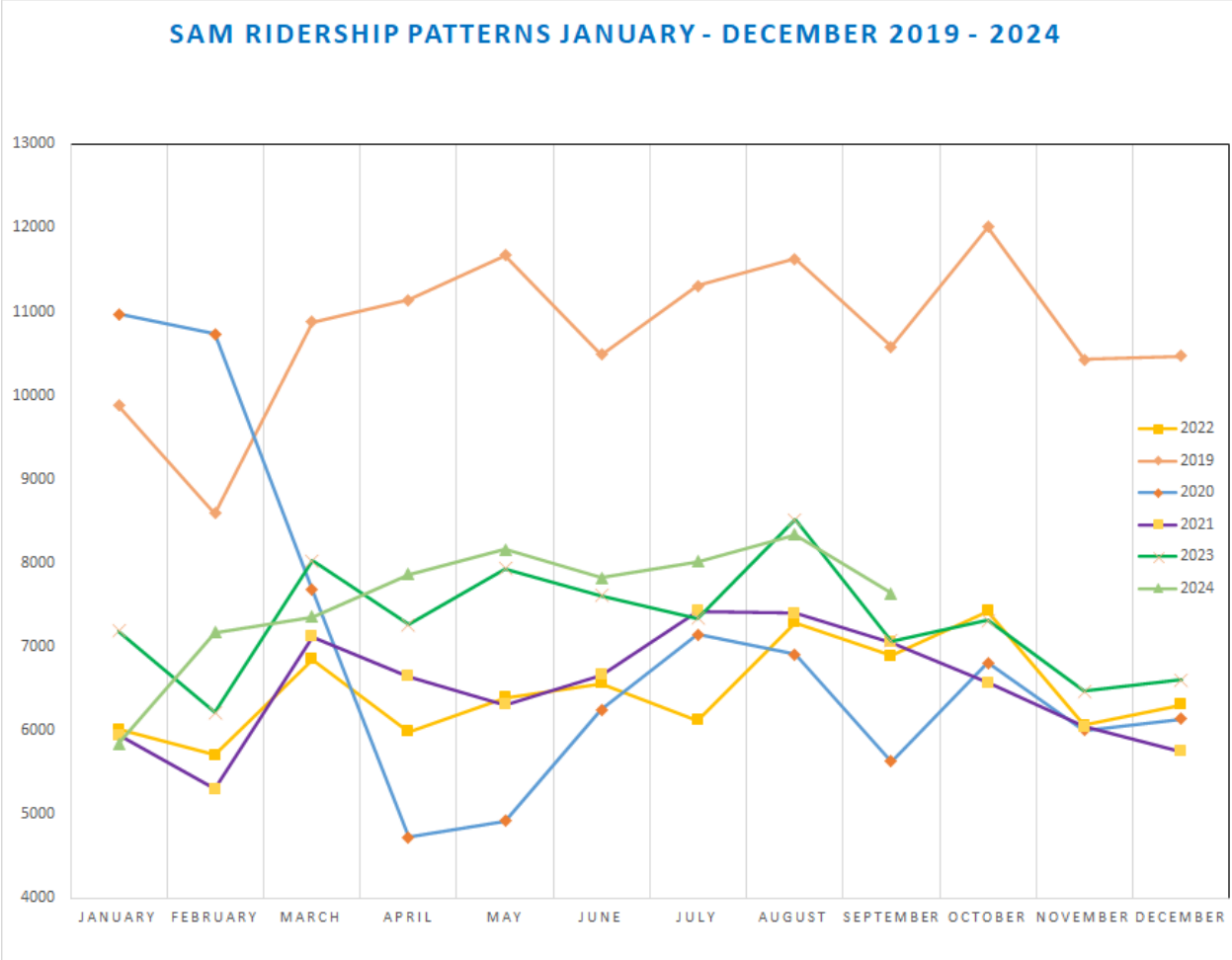
Transit Staff Report – September 2024



SANDY AREA METRO

From the Transit Manager

Ridership



Historically, September ridership is lower than other months but September of 2024 SAM experienced an overall increase of 8.03% ridership. SAM-Gresham provided 5,615 rides, an increase of 4.73%. SAM-Estacada experienced a 26% decrease, providing 262 rides. SAM-Clackamas provided 301 rides 21% lower than its peak month since the route began but a 324% increase from the initial count in January. The Shopper Shuttle ridership increased by 16.5%, providing 686 rides.

SAM rides provided 676 rides, an increase of 3.21%. ED providing 99 rides, a decrease of 11.6% (112 rides) compared to September 2023.

Sandy-Clackamas County Partnership

In September SAM brought in \$4,422.34 in revenue from the oversight of Mt. Hood Express. SAM provided 88 medical rides to Clackamas County residents, generating \$7,935.37 in revenue. The total revenue for September 2024 was \$12,357.71,

The Estacada-Village Shuttle Interline Public Outreach

During September, SAM requested public input on the proposed Estacada-Village Shuttle interline. The overall response was positive as commuters are pleased to have additional

service, particularly in the evening. Over 55% were very likely or likely to utilize the service. Based on the positive response, the route changes will be effective Sunday, October 13, 2024.

This combined route, funded through grants and the City of Estacada, adds 2 more runs for the Estacada route and adds Sunday service as well. Sharing resources with Clackamas County lowers the cost and allows Sandy to serve Vista Loop, a high density housing area. The addition of the Vista loop stop and additional service to Estacada, SAM meets the City of Sandy's goals 13.2, 13.3 and 14.17 (Transit Master Plan, page 79, 82-83).

SAM Annual Survey

In September, SAM conducted annual surveys to determine ridership, passenger needs and concerns along with what we are doing proficiently. We are pleased to provide highlights of the survey the demonstrate the importance of having local and regional public transportation in Sandy.

73 people responded to the surveys and of those 73, 58.57% began their trip in Sandy and 43.08% marked Sandy as their destination. The majority, 48.61% were daily users of the system and 33.33% used it at least 3-4 times a week and the majority (65.15%) live in Sandy. 52.54% used public transit to commute to work and 20.34% were using it to shop or un errands. The most common age group was 31-44 years of age followed by 45-59 years of age. 31.25% made less than \$10,000 and 28.13% made between \$20,000-39,999. Of those who responded to the survey 80.56% did not have a vehicle available as a form of transportation and 54.10% would not have been able to make the trip if SAM had not been a resource. The overall satisfaction rating was 98.44% for satisfactory or very good. At the end of each survey riders are encouraged to provide comments on the service. This year we received a few that should be underscored are: "Sandy service is excellent, makes my life 10 times easier. Thank you!" "Your drivers are awesome, always courteous, never a bad experience." "I love SAM and all the drivers. Thanks for all the smiles and not leaving me behind to walk." This is further testament to the value SAM provides the Sandy community daily!