Mobility Management:
Fixed-route Bus Service

January 12, 2011

Fixed-route Bus Service

• Performance Statistics
• Human Capital Investment
• Projects Update
• Bus Service Contracts
• Route 17
• Sustainability
• Summary
Average Weekday Ridership

Service reduced 7.5%
December 20, 2009

Token Usage
Missed Schedules

- Annual Total
  - FY2007 94
  - FY2008 81
  - FY2009 48
  - FY2010 53
  - FY2011 33 YTD

- 500,000+ schedules operated per year

On-time Performance

- Goal 85%
- CUB Contractor
Human Capital Investment

Strategic Plan goals include:
• Attract and retain quality employees
• Encourage excellence and innovative thinking
• Invest in employees’ professional development

Leadership Program
• Next program in Spring 2011
• Interest from San Joaquin Regional Transit District
• Continual learning and development culture

Human Capital Investment

Operations Training CY2010

<table>
<thead>
<tr>
<th>Hours</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>640</td>
<td>New Hire</td>
</tr>
<tr>
<td>4,036</td>
<td>DMV Mandated</td>
</tr>
<tr>
<td>3,421</td>
<td>Retraining</td>
</tr>
<tr>
<td>371</td>
<td>Clipper</td>
</tr>
<tr>
<td>6,681</td>
<td>Maintenance</td>
</tr>
<tr>
<td>3,014</td>
<td>Professional Development</td>
</tr>
<tr>
<td>18,163</td>
<td>Total</td>
</tr>
</tbody>
</table>
Projects Update

135 New Buses
• 40-foot, all 91 in service
• 35-foot, all 40 in service
• 29-foot, all 4 in service

New Ad Bus Shelters
• 61 installed in the service area
• 20 installations scheduled this year
• Locations being determined

Predictive Arrival System
• Dec. – Installation at Millbrae
• Jan. – Installation at Daly City, Colma and Redwood City and begin testing
• Feb. – Final acceptance

Projects Update

Clipper
• Soft launch December 2010
• Hard launch February 2011

Farebox Revenue Collection System
• Receipt of equipment – Dec. 2010
• Testing and training – 1st quarter 2011
• AVL integration – 1st quarter 2011
• Implementation – 2nd quarter 2011
Bus Service Contracts

Dumbarton Express
- RFP in development on behalf of consortium

CUB Service
- In our 5th and final option year of the agreement
- Evaluating contract renewal options beyond September 2011

Coastside Service – Route 17
- In 1st of 2 option years (ending June 2011)
- Weekend service changes (merge of Routes 17 and 294)

SamCoast Service – Pescadero (demand-response)
- Working on renewal of MOU Agreement

Route 17

New 29-foot buses in service Feb. 17; ridership up.

Total monthly trips: 2009 2010
- September up 14.9% 9,565 10,988
- October up 11.5% 9,923 11,067
- November up 12.3% 8,831 9,921
Sustainability Program

• Greenhouse Gas Emissions Inventory Presentation Today
• Submission of APTA Bronze Level Recognition
• PG&E Comprehensive Audit
• Environmentally Preferred Procurement Policy

Summary

• Bus ridership decline a continuing concern
• Strategic investment in Human Capital, infrastructure, technology and rolling stock
• Sustainability remains a growing priority
• Fiscal challenges continue into New Year