Mobility Management: Fixed-route Bus Service

December 14, 2011

Fixed-route Bus Service

- Performance Statistics
- Human Capital Investment
- SamTrans Reinvention
- Bus Service Contracts
- Base Inspections – Bus Operations
- SSP - SamTrans Service Plan
- Financial Stability
- Summary
Average Weekday Ridership

New Farebox Collection System - July 2011

Service reduced 7.5% December 20, 2009

Monthly Farebox Revenue

Fares increased February 1, 2010

New Farebox Collection System - July 2011
Token Usage

Missed Schedules

Annual Total
FY2007 94
FY2008 81
FY2009 48
FY2010 53
FY2011 74
434,000 annual trips
On-time Performance

Fleet Reliability

Average Miles Between Service Calls

135 new buses

summer 2010
Human Capital Investment

Leadership Program
• 11 of 12 participants expected to complete all requirements and graduate Jan. 18, 2012

UOP Transit & Paratransit Management Certificate Program
• Program consisted of 9 seminars
• The program was hosted by SamTrans at North Base
• 16 SamTrans employees and 8 from other agencies graduated June 10, 2011
Human Capital Investment

Mechanic promotions:
• 3 Mechanic B to Mechanic A, Nov. 20
• 5 Mechanic C to Mechanic B, Nov. 20
• 1 Utility Worker to Mechanic B, Nov. 27

DMV Exam, pass on-base test before exam on streets

Parallel parking a 40-foot bus

Other training and tests include: moderate traffic, hills, hill starts, narrow streets, bus stops, back angle turns, heavy traffic, BART and Caltrain stations, shopping centers, tight rural turns, emergency procedures, bus evacuation and warning devices, as well as actual route training
SamTrans Reinvention

- Re-painting buses
- New bus shelters
- New benches/accessories
- New fareboxes

New Ad Bus Shelters
- 68 installed in the service area
- 12 pending
- 15 additional shelters in 2012

New SamTrans Benches & Accessories
- 3 sets in field
- 12 to be installed early 2012
- $197k grant to buy 40-50
Predictive Arrival System
• Millbrae, Daly City, Colma BART stations and Redwood City in operation
• Future locations:
  - Top of the Hill, Daly City, spring 2012
  - Palo Alto Transit Center, joint effort with VTA

Clipper
• Last month for most paper passes is December 2011

Day Pass
• Commences Jan. 1, 2012
• Adult Fare $6.00
• Youth Fare $3.75
• Eligible Discount $3.00

Farebox Revenue Collection System
• Fully implemented July 1, 2011
• Final acceptance of system on Dec. 2, 2011
Bus Service Contracts

Dumbarton Express
• Agreement approved, MV Transportation will operate service commencing Dec. 19, 2011

CUB Service
• Operating under an extension
• Evaluating contract beyond Sept. 29, 2012

Coastside Service – Route 17
• In final option year, ends June 30, 2012
• Weekend service changes (merge of Routes 17 and 294)

SamCoast Service – Pescadero (demand-response)
• Analyzing contracting options, currently operated by non-profit on a month-to-month basis

Base Inspections – Bus Operations

Base Inspections Oct. 31:
• North Base
• South Base

Inspecting records
43,000 lb bus, 6 mobile lifts, 16,000 lb capacity each lift
Hydraulic bus lift
Inspecting Bus Engines

• Items noted to be budgeted for maintenance or replacement
• Facilities and equipment – well maintained
SSP – SamTrans Service Plan

- Board adopted project guiding principles
- Conducted market analysis & survey evaluations
- Held 5 July Open Houses
- Set Service framework: criteria for decision-making
- Developed service scenarios
- Held 7 November/December Public Workshops
- Compile public workshop information
- Refine service scenarios - in progress
- Develop draft plan - in progress
- Public comment period - 1st/2nd Q 2012
- Final service plan - 2nd/3rd Q 2012

Financial Stability

- New Bargaining Agreements Ratified “Shared Sacrifice”
  - Employee contributions to retirement, medical
- Continuing discussions with Board on financial capacity, long-term strategy to address structural deficit
- MTC – Transit Sustainability Project
  - SamTrans actively participating
  - Regional review of transit agencies, benchmarking performance, efficiency
  - Possible MTC revenue ballot measure 2012
Summary

- Bus ridership continues to trend lower than previous year
- Monthly farebox revenue is up
- Missed schedules remains extremely low
- Anomalies in on-time performance is being researched
- Fleet reliability is very high
- Consumer Reports and complaint are up – new fareboxes & Clipper
- Strategic investment in Human Capital, infrastructure, technology and rolling stock
- SamTrans reinvention efforts continue
- Bus service contracts renewal will require significant resources in 2012
- SamTrans Service Plan (SSP) – major 2012 initiative
- Fiscal challenges continue into 2012